



Office of the City Manager

CONSENT CALENDAR
November 3, 2022

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Kevin Fong, Director, Department of Information Technology
Subject: Contract No. 32000281 Amendment: ConvergeOne for on-site Avaya Administration, Maintenance and Support

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32000281 to increase the spending authority with ConvergeOne (previously named Integration Partners), for Avaya on-site administration and maintenance, increasing the amount by \$165,000 for a total not to exceed amount of \$892,821, from July 1, 2020 to June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

One-time funding for on-site administrative and maintenance services in the amount of \$165,000 is allocated within Fiscal Year (FY) 2023 in the Department of Information Technology's FY 2023 IT Cost Allocation funds as outlined below and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

\$727,821	Existing Contract Value
\$165,000	FY 2023: Professional Services Budget Code: 680-35-363-380-0000-000-472-612990- (IT Department, Professional Services – Miscellaneous)
\$892,821	Total Not To Exceed (NTE) Contract Value

CURRENT SITUATION AND ITS EFFECTS

Consistent with national trends, there was a high volume of turnover of skilled Information Technology (IT) technicians in 2022 at the City of Berkeley. This is due in part to a supply-demand imbalance driven by a high demand for skilled workers with expertise in implementing new ways of remote/distance working. We are engaging in this contract to ensure adequate resources and support for our Avaya system which provides telephonic communications for all City services, including desk telephones, Voice over IP (VoIP) solutions and voicemail.

This professional services contract amendment recommendation will augment City staff with a telephony engineer/administrator to ensure the City's telephones and backend

voice communications systems are administered and maintained consistent with their criticality to daily City operations and delivery of services to the Berkeley community and to continue advancing our City's strategic goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.

BACKGROUND

The City's Voice Over IP (VoIP) telephony system was significantly upgraded between calendar years 2020 and 2021. The City is contracted with Integration Partners (since acquired by ConvergeOne) through the end of fiscal year 2024 (FY24).

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

This VoIP telephony administration and maintenance resource will be on-site as telephony continues to be fairly hands-on. This technician will be local and available to complete field work at all City sites. This resolution then, continues to support the goals of environmental sustainability by using local resources.

RATIONALE FOR RECOMMENDATION

It is critical that we keep the current platform up to date to ensure no gaps in our administration, maintenance or support in the event of a major outage with our Avaya enterprise phone system as that would result in significant disruption of services including and not limited to the Berkeley community not being able to reach City offices via phone call, staff not being able to call each other, and our community and staff not being able to leave voice messages. It is equally critical that the City have access to a trained, experienced, and skilled VoIP telephony technician who can be added to the existing contract for a limited duration while the City begins evaluating future options beginning in January 2023.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered resourcing this skillset through hiring positions specializing in Avaya and VoIP telephony, however, efforts to date have not yet yielded suitable candidates. Furthermore, redeploying staff to cover Avaya and VoIP telephony was considered, but those so redeployed would not be trained, have experience with, or be skilled in the field of VoIP telephony. This technician is needed now and we will ensure transition of knowledge to staff for future support of the system. Finally, staff also considered staff augmentation through a temporary staffing agency but the cost was substantially higher than expanding the contract with ConvergeOne for this technician.

CONTACT PERSON

Kevin Fong, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT No. 32000281 AMENDMENT: CONVERGEONE FOR AVAYA UPGRADE,
SUPPORT, AND MAINTENANCE

WHEREAS in December 2019, the City issued a Request for Proposals (RFP) for Avaya upgrade, support, and maintenance (Specification No. 20-11377-C) and received 5 qualifying bids; and

WHEREAS Integration Partners (IPC) provided the best combination of cost, responsiveness, and references to complete the necessary upgrades and provide ongoing support moving forward; and

WHEREAS current contract in the amount of \$727,821, is allocated for Fiscal Year (FY) 2020-2023 in the Department of Information Technology's FY 2020 VoIP Replacement and IT Cost Allocation funds; and

WHEREAS funding for miscellaneous professional services in the amount of \$165,000, is allocated for Fiscal Year (FY) 2023 in the Department of Information Technology's FY 2023 IT Cost Allocation funds; and

WHEREAS in January 2022, ConvergeOne purchased Integration Partners and, effective September 12, 2022, IPC's operations were fully integrated into ConvergeOne; and

WHEREAS the City seeks to maintain this critical Information Technology function – Voice Over IP (VoIP) telephone infrastructure and system; and

WHEREAS ConvergeOne has local, skilled staff available to provide immediate backfill and knowledge transfer to remaining and newly hired Information Technology (IT) City staff; and

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 32000281 with ConvergeOne for Avaya on-site administration, support and maintenance, increasing the amount by \$165,000 for a total not to exceed amount of \$892,821, from July 1, 2020 to June 30, 2024.

