

**City of Palmer  
Action Memorandum No. 16-068**

**Subject:** Authorizing the City Manager to Purchase Equipment for the Avaya Internet Protocol (IP) Telephone System and Enter into a Three Year Maintenance Agreement with Matanuska Telephone Association

**Agenda of:** October 11, 2016

**Council Action:** APPROVED

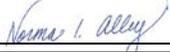
**Originator Information:**

**Originator:** Gina Davis, IT Steering Committee Chair  
**Date:** 9/19/2016      **Requested agenda date:** 10/11/2016

**Department Information  $\checkmark$ :**

Route to:	Department Director:	Signature:	Date:
	Community Development		
X	Finance		9/21/16
	Fire Department		
	Police Department		
	Public Works		

**Approved for presentation by:**

	Signature:	Remarks:
City Manager		
City Attorney		
City Clerk		

**Certification of Funds:**

Total amount of funds listed in this legislation: \$ 17,490

This legislation ( $\checkmark$ ):

- Has no fiscal impact       Creates a positive impact in the amount of: \$ \_\_\_\_\_  
 Creates a negative impact in the amount of: \$ 17,490

Funds are ( $\checkmark$ ):

- Budgeted      Line item(s): 01-01-10-6095 Gen Fund IT Hardware/Software  
 Not budgeted      Affected line item(s): \_\_\_\_\_

General fund unassigned balance (after requested budget modification): \$ \_\_\_\_\_

Enterprise unrestricted net position (after requested budget modification): \$ \_\_\_\_\_

Director of Finance Signature: 

**Attachment(s):**

- MTA Contract

**Summary Statement:** On April 28, 2009, the City of Palmer Council approved AM No. 09-030 authorizing the City Manager to enter into a three-year lease agreement with Avaya Financial Services and Matanuska Telephone Association for the Internet Protocol (IP) Telephone Equipment System. After the three-year lease was up the City was able to purchase the equipment for \$1.00 in June, 2012.

The City is still using the Avaya IP telephone system in the original version R9.0 but needs to upgrade both the software and hardware to newer technology. This was apparent with a recent power outage on August 31, 2016, that damaged the Avaya control unit at Public Works. It was difficult to find replacement equipment and the software configuration for the older version. The original version is not compatible with other technology advances that City has in place. The upgrade will allow for remote access technical support, allow telephone voicemail to directly link to email and allow for virtualization of the City's telephone system. The cost also includes a three-year IP office support services agreement for future upgrades to the system.

**Two Source Justification:** The City received two quotes for the upgrades to the Avaya IP Telephone System and maintenance contract. One from our IT Contractor, Alaska Communication Systems (Tekmate) since they are an Avaya dealer and the other from Matanuska Telephone Association the original providers of the Avaya IP system.

The IT Steering Committee chose MTA with a lower bid by \$1,883.00.00

**Administration Recommendation:** Authorize Action Memorandum No. 16-068.

## SCHEDULE C

### CITY OF PALMER

**Proposal Scope:**

Migrate the City of Palmer's City Hall, Public Library, Public Works Department and the Safety Office aka Economic Development, to new IP Office (IPO), IP500 V2 Control Units and IPO System Software Release 9.1. Services to be provided for this project include, but are not limited to:

1. Migrate all existing IPO IP500 V1 Control Units to IP500 V2 Control Units.
2. Upgrade all existing IPO System Software Licensing to IPO System Software R9.1.
3. Update firmware for all analog, digital, and IP endpoints.
4. Migrate the existing IP Office Voicemail Pro Software to the most current release.
5. Test and verify caller ID functionality, inbound and outbound at all sites.
6. Complete Avaya SOLD TO and IPOSS registration for all sites.
7. All onsite work for each site will be scheduled outside of normal business hours. MTA Communications, Inc. will work with the City of Palmer to set the dates and times for each site.
8. Provide four (4) hours of first business day coverage to manage any network or system issues that may arise at any site.

## SCHEDULE C CITY OF PALMER

### Proposed solutions by site:

IP500 V2 Control Unit, IPO R9.1 Software & IPOSS (3YR) for City Hall	\$ 3,552.80
1 <i>IP500 V2 Control Unit</i>	
1 <i>IPO Essential Edition License</i>	
1 <i>IP Office Support Services Agreement (IPOSS) for IPO System</i>	
1 <i>IPOSS for Preferred Edition VM Pro</i>	
IP500 V2 Control Unit, IPO R9.1 Software & IPOSS (3YR) for the Library	\$ 2,390.00
1 <i>IP500 V2 Control Unit</i>	
1 <i>IPO Essential Edition License</i>	
1 <i>IP Office Support Services Agreement (IPOSS) for IPO System</i>	
IP500 V2 Control Unit, IPO R9.1 Software & IPOSS (3YR) for Public Works	\$ 2,390.00
1 <i>IP500 V2 Control Unit</i>	
1 <i>IPO Essential Edition License</i>	
1 <i>IP Office Support Services Agreement (IPOSS) for IPO System</i>	
IP500 V2 Control Unit, IPO R9.1 Software & IPOSS (3YR) for Econ. Dev.	\$ 2,390.00
1 <i>IP500 V2 Control Unit</i>	
1 <i>IPO Essential Edition License</i>	
1 <i>IP Office Support Services Agreement (IPOSS) for IPO System</i>	
IPO R9.1 Software & IPOSS (3YR) for the Police Department	\$ 2,167.00
1 <i>IPO R9.1 Upgrade License</i>	
1 <i>IPO Essential Edition License</i>	
1 <i>IP Office Support Services Agreement (IPOSS) for IPO System</i>	
Control Units Migration/Software Upgrades	\$ 12,889.80
Estimated Project Labor	<u>\$ 4,600.00</u>
<b><i>City of Palmer's Estimated Migration Total</i></b>	<b><i>\$ 17,489.80</i></b>

# SCHEDULE C CITY OF PALMER

**Caveats and/or exceptions:**

1. The labor quoted for this proposal is a time and materials estimate only. The City of Palmer will only be billed for the labor required to complete this project. The labor quoted to complete this project assumes all onsite work will occur outside of normal business hours. Normal business hours are defined as 8:00 am to 5:00 pm, Monday through Friday, excluding MTA Communications, LLC (MTAC) holidays.
2. IP Office Support Services (IPOSS) coverage plan. IPOSS provides for the following:
  - a. Avaya remote technical support (hardware and software)
  - b. Access to major software upgrades
  - c. Access to minor software releases, service packs and software and firmware updates
  - d. Enhanced remote connectivity through SSL-VPN
  - e. Advanced Parts replacement – Next Business Day (*best effort*) for all IP Office Server equipment; this does not include the IP Office telephones

*NOTE: This offering does not cover any labor that may be incurred for the replacement of defective or broken hardware. MTA will bill on a time and materials basis for any work completed.*

3. A 50% deposit is required upon signing of contract. MTAC will invoice net 30 days from completion of project for the remaining amount due.

***Proposal pricing is valid for thirty (30) days from Tuesday, September 20, 2016***

**CITY OF PALMER**  
"Customer / Purchaser"

**MTA COMMUNICATIONS, LLC**  
"Seller"

Name (print): \_\_\_\_\_

Name (print): \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_