

**BOARD OF SUPERVISORS  
FINANCE/GOVERNMENT OPERATIONS AND  
ECONOMIC DEVELOPMENT COMMITTEE  
ACTION ITEM**

**SUBJECT:** **CONTRACT RENEWAL/Telephone Platform Solution and Backbone Network Equipment & Services**

**ELECTION DISTRICT:** Countywide

**CRITICAL ACTION DATE:** June 14, 2016

**STAFF CONTACTS:** Wendy Wickens, Information Technology  
Marilee Ciehoski, Information Technology  
Sandra Lineberry, Finance and Procurement

**PURPOSE:** To renew a contract for the Telephone Platform Solution and Backbone Network Equipment and Services.

**RECOMMENDATION:** Staff recommends that the Finance/Government Operations and Economic Development Committee recommend to the full Board of Supervisors (Board) that the Purchasing Agent be authorized to renew a one (1) year contract for the Telephone Platform Solution and Backbone Network Equipment and Services to Avaya, Inc. in the amount of \$2,100,000.

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**BACKGROUND:** At the November 15, 1995 Board of Supervisors business meeting, the Board authorized the Purchasing Agent to negotiate and award a ten (10) year contract for Backbone and Telecommunications Equipment and Services to Avaya, Inc. (formerly Nortel) as a result of Request for Proposal No. QQ-00343. Since then, the County's Avaya telephone system has been kept usable and current through the purchase of additional components to service new facilities and the periodic upgrade of selective components.

The County utilizes Fairfax County's competitively bid contract with Avaya, Inc. to procure telephone equipment and services. The Fairfax County contract is negotiated and renewed on an annual term basis and has been renewed through June 30, 2017. Because of its size, the Fairfax County contract was originally bid to include much higher quantities than would be included if the County had issued its own solicitation resulting in lower pricing.

As part of the annual renewal, the Fairfax County contract has been extended and now includes the Avaya backbone network equipment and services. The County uses backbone network equipment (routers, switches, hubs, etc.) manufactured by Avaya on the County Wide Area

**Backbone Network.** The network connects 100+ County buildings and facilities to the County network, the Internet, and State and Federal computer systems and networks. Avaya provides maintenance services for this equipment on a seven-day-a-week, 24-hour-per-day basis. In the past, the County has utilized the Commonwealth of Virginia's (VITA) competitively bid contract with Avaya, Inc. to procure equipment and services from Avaya, Inc. (formerly Nortel Networks, Ltd.). Since the Fairfax County contract provides higher level discounts on equipment and services than the VITA contract, staff recommends utilizing the Fairfax County contract for both telephone and backbone network equipment and services.

The intent of this item is to obtain contract renewal authority for annual equipment maintenance for both telephone platform and backbone network equipment as well as the anticipated equipment purchases for all telephone and backbone network needs within and between the County facilities through June 30, 2017 as shown in the attachment. This includes software and hardware maintenance services, ad-hoc professional services, and County staff augmentation through the provision of an on-site telecom technician. The proposed contract award also includes equipment for new or renovated/upgraded County facilities and replacement equipment for systems that have reached end-of-life.

**ISSUES:** The County's current Avaya maintenance for telephone and backbone network equipment contracts expire on June 30, 2016. If the contract is not renewed, Avaya hardware and software support will be terminated placing the County at substantial risk for telephone and network system failure. Only Avaya customers who have valid maintenance and support contracts for services and software support are eligible to receive the following services and products:

- Remote Monitoring,
- Software patches (bug fixes)
- Software Upgrades
- Access to online Avaya support

While Avaya equipment and maintenance services can be purchased from Avaya business partners, a maintenance service contract must still exist with Avaya in order to receive the services and products listed above.

**FISCAL IMPACT:** Sufficient funding in the amount of \$2,100,000 for the equipment and services is included in the Department of Information Technology's FY 2017 Adopted Budget.

**ALTERNATIVES:**

1. The County could do its own competitive solicitation for these services and equipment.

This will require substantial lead time and staff resources to accomplish. Regardless of the outcome of such a solicitation, a minimal Avaya maintenance contract will still be required to obtain software fixes, new software releases, and remote monitoring. Staff does not recommend this alternative at this time due to the current staffing demands associated with the implementation of the new ERP system and a new Computer Aided Dispatch System.

The use of the Fairfax County contract allows the benefit of using a contract for equipment and services that exceed the quantities and service levels required solely by the County, resulting in a volume discount.

2. The County could initiate a long-term capital improvement project to replace the entire system at one time through a competitive procurement.

The current telephone system and network have been expanded to include facilities and have been upgraded with new technologies and features through periodic acquisition of new and replacement components. This approach is not recommended by staff because the current system is capable of providing the most current technology and replacing the system would not result in any significant improvement in overall functionality or performance. Additionally, a system replacement would significantly impact day to day County operations for an extended period of time and will not result in a significant savings to the County. This will not alleviate the requirement to purchase additional components for new County facilities or eliminate the need for maintenance and support services. Given the substantial cost of a new system and the number of technology projects currently underway, the fact that the current system is capable of providing the most current technology and the significant impact to day to day operations, staff does not recommend this approach.

**DRAFT MOTIONS:**

1. I move that the Finance/Government Operations and Economic Development Committee recommend to the full Board of Supervisors that the Purchasing Agent be authorized to award a one (1) year contract renewal for the Telephone Platform Solution and Backbone Network Equipment & Services to Avaya, Inc., in the amount of \$2,100,000.

OR

2. I move an alternate motion.

**ATTACHMENT:**

1. FY 2017 Anticipated Expenditures

### FY2017 Anticipated Expenditures

Equipment/Services	Telephone Platform Solution	Network Equipment & Services
Maintenance Services for 100+ Facilities	\$365,000	\$220,000
Hardware Maintenance		
Software Updates		
Bug Fixes		
Online Support		
On-site Technician	\$265,000	
Professional Services	\$100,000	
Replacement/Upgraded Components	\$270,000	\$400,000
Major Upgrades/Enhanced Features	\$90,000	\$40,000
New/Renovated Facilities	\$100,000	\$100,000
Miscellaneous Components (wireless access points, switch modules, converters, etc. )	\$60,000	\$60,000
Training		\$30,000
<b>Total Anticipated Expenditures</b>	<b>\$1,250,000</b>	<b>\$850,000</b>
<b>Grand Total</b>		<b>\$2,100,000</b>