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**2014 Adopted Capital Project WO217-Phone and Voicemail Replacement and 2017 Adopted Capital Project WT117-Milwaukee County Transit System Phone and Voicemail Replacement:** From the Chief Information Officer, Information Management Services Division, Department of Administrative Services, requesting authorization to execute a Master Service Agreement with Integration Partners Corporation in the amount \$3,300,000 for the implementation and deployment of a Voice Over Internet Protocol Phone and Voicemail system throughout Milwaukee County for the period effective March 2018, through March 2021, by recommending adoption of the following:

**A RESOLUTION**

WHEREAS, Section 59.60(12), Wisconsin State Statutes, requires the Milwaukee County Board of Supervisors (County Board) to approve contracts that will use funds from future budgets; and

WHEREAS, Milwaukee County (the County) has been engaged in Capital Project WO217-Phone and Voicemail Replacement since 2014, to replace the existing legacy phone systems that suffer technical and functional limitations and are at the end of their support from the respective manufacturers, which puts the County at risk; and

WHEREAS, County departments and divisions including General Mitchell International Airport (GMIA) and Milwaukee County Transit System (MCTS) have assessed their needs, defined their requirements for a new phone and voicemail system and evaluated proposals, subject matter experts have contributed to the project, and the project steering committee has been coordinating the project; and

WHEREAS, the Procurement Division, Department of Administrative Services (DAS), published a Request for Proposals in October 2017, narrowed the finalists to three vendors, and ultimately selected Integration Partners Corporation (IPC); and

WHEREAS, to provide a full suite of features to meet the County's phone and voicemail system needs, IPC shall partner with Avaya, Inc., to provide and implement an Avaya Aura Voice Over Internet Protocol phone and voicemail system; and

WHEREAS, IPC will subcontract with NovaTech Solutions, Inc., a local Disadvantaged Business Enterprise to implement the phone and voicemail system; and

WHEREAS, a new Capital Project WT117-MCTS Phone and Voicemail Replacement was created in 2017, for the replacement of phone and voicemail systems of MCTS; and

WHEREAS, the County will request a total of \$1,338,000 for Fiscal Years 2019 to 2021, for Capital Project WO217 for this Master Service Agreement; and

47 WHEREAS, MCTS will request approximately \$400,000 for Fiscal Year 2019, for  
48 Capital Project WT117 for this Master Service Agreement; and

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50 WHEREAS, GMIA's 2017 operating budget maintains \$350,000 for the  
51 replacement of its phone and voicemail system, and GMIA will request to carry the  
52 \$350,000 amount from 2017 into 2018, as part of the County's carryover process; and

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54 WHEREAS, once the County Board adopts and the County Executive signs File  
55 No. 18-217, the Master Service Agreement will take effect immediately upon all parties  
56 signing, which is anticipated in late March 2018; and

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58 WHEREAS, IPC will perform implementation until approximately March 2021,  
59 under the Master Service Agreement in the amount of \$3,300,000; and

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61 WHEREAS, the Information Management Services Division, DAS, plans to return  
62 to request Finance and Audit Committee and County Board approval of a separate  
63 Maintenance and Support Agreement with IPC in the coming months; and

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65 WHEREAS, the Committee on Finance and Audit, at its special meeting of  
66 March 22, 2018, recommended adoption of File No. 18-217 (vote 7-7); now, therefore,

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68 BE IT RESOLVED, the Information Management Services Division (IMSD),  
69 Department of Administrative Services (DAS), is hereby authorized to enter into a  
70 Master Service Agreement in the amount of \$3,330,000 with Integration Partners  
71 Corporation (IPC) for implementation and deployment of an Avaya Aura Voice Over  
72 Internet Protocol Phone and Voicemail system to replace Milwaukee County's (including  
73 General Mitchell International Airport and Milwaukee County Transit System) entire  
74 current legacy phone and voicemail system; and

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76 BE IT FURTHER RESOLVED, the Chief Information Officer, IMSD-DAS,  
77 Milwaukee County Comptroller, County Executive, Corporation Counsel, and all other  
78 parties are authorized to sign and execute this Master Service Agreement with IPC.

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