

**COUNTY OF MILWAUKEE
INTEROFFICE
COMMUNICATION**

Date: May 11, 2018

To: Supervisor Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

From: Laurie Panella, Chief Information Officer, Department of Administrative Services - Information Management Services Division

Subject: Request for authorization to enter into a Service and Support Agreement with Integration Partners Corporation for the maintenance and support of the Avaya Aura VoIP Phone and Voicemail System for Milwaukee County Proper and General Mitchell International Airport.

Request

The Department of Administrative Services - Information Management Services Division (DAS-IMSD) respectfully requests authorization to execute a forty-three (43) month Service and Support Agreement for \$316,788.20 with Integration Partners Corporation (IPC) for the maintenance and support services of the Avaya Aura Voice Over Internet Protocol (VoIP) Phone and Voicemail System to be implemented throughout Milwaukee County (County Proper) and General Mitchell International Airport (GMIA) during 2018-2019.

Background

On March 22, 2018, County Board Resolution 18-217, approved the Master Service Agreement between Milwaukee County and IPC for the implementation and deployment of an Avaya Aura VoIP Phone and Voicemail System to replace Milwaukee County's entire current legacy phone and voicemail system. At that time, DAS-IMSD indicated to the Finance Committee that it would return to request approval of a separate maintenance and support agreement for County Proper and GMIA with IPC for the support of this VoIP Phone and Voicemail System. DAS-IMSD is therefore seeking approval for entering into a Service and Support Agreement with IPC.

Maintenance and Support Fees Breakdown for the Term of the Agreement

The following table provides a breakdown of total fees under the Service and Support Agreement.

INTEGRATION PARTNERS MAINTENANCE AND SUPPORT FEES*		
MILESTONE	COUNTY PROPER	GMIA**
Phase 1 (Covers part of County Proper and all GMIA. Expected to continue from June 2018 to December 2019)	\$87,933.88	\$9,569.64
Phase 2 (Covers remaining County Proper locations. Expected to continue from January 2020 to December 2020)	\$56,105.76***	\$9,569.64
12 Month Maintenance Fee after expiry of Phase 2 (January 2021 to December 2021)	\$144,039.64****	\$9,569.64
TOTAL	\$288,079.28	\$28,708.92

* Fees shall be charged for only the maintenance and support provided in each Phase.

** GMIA has funds available in its Operating Budget (no additional funding required).

*** Subject to available funds being allocated for Phase 2 by the Board in 2019.

**** Annual Maintenance Fee for County Proper is expected to be part of IMSD Operating Budget.

The support and maintenance fee includes proactive remote software and hardware support, web services, updates and service packs, off-board alarm notification, onsite support 8x5 (during standard business hours), replacement parts 8x5x4 (replacements parts to be delivered within four (4) standard business hours or no later than noon the next day); and, secure access link policy manager (which allows for centralized administration, diagnostics, troubleshooting and network monitoring by IPC). The maintenance and support services are designed to keep all communication lines open and functioning to enable the County to perform all its critical duties to the community.

Cost Savings

The limited support services for the outdated legacy phone system for County Proper had an annual fee of \$292,000. After the equipment is fully implemented; and users are on a new system, the service and support fees should be approximately \$144,000. In addition


to the state of the art phone and voicemail system, an efficient and an all-encompassing maintenance and support system, the County will realize an annual saving of approximately \$148,000. Over the next five years, the County will recognize a savings of approximately \$740,000.

The Service and Support Agreement will commence immediately upon execution and continue till end of December 2021. If needed, County may terminate the Service and Support Agreement, at any time, due to insufficient funds or non-approval of future funds for this Service and Support Agreement by County Board of Supervisors.

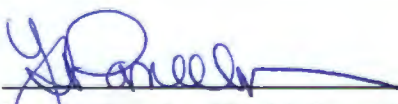
Recommendation

The Department of Administrative Services - Information Management Services Division (DAS-IMSD) respectfully requests the authority to execute a Service and Support Agreement for \$316,788.20 with Integration Partners Corporation for the maintenance and support of the Avaya Aura VoIP Phone and Voicemail System to be implemented for County Proper and GMIA. From the \$316,788.20, \$87,933.88 shall be paid for maintenance and support for the period commencing from June 2018 till December 2019. For Phase 2 maintenance and support, County Proper shall be required to pay \$56,105.76 for the period beginning January 2020 ending in December 2020. For the third year (2021), the annual maintenance fee for County Proper, of \$144,039.64 is expected to be paid from the DAS-IMSD 2021 operating budget. GMIA shall pay \$28,708.92 for three years for its portion of support and maintenance fee under the Service and Support Agreement from its operating budget.

Prepared by:


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Department of Administrative Services-IMSD

Authorized by:


Laurie Panella, Chief Information Officer
Department of Administrative Services-IMSD

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