

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

Date: February 15, 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 Countywide Master Services Agreement with Integration Partners Corporation for Avaya Aura VoIP Phone and Voicemail System.

Request

The Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests authorization to execute a three-year Master Services Agreement for \$3,300,000 with Integration Partners Corporation (IPC) for the implementation and deployment of Avaya Aura VoIP Phone and Voicemail system that will replace the current legacy phone systems throughout the County, including Milwaukee County (County Proper), the Milwaukee County Transit Service (MCTS) and the General Mitchell International Airport (GMIA).

Background

Today, almost all of Milwaukee County departments and divisions (including MCTS and GMIA) are operating with legacy phone system, most of which were installed in the 1990's. The main phone systems (Nortel and Asterisk) are at or near end of their support (December 2018) by their respective manufacturers. We are no longer able to add capacity, features and functionality to them. The support costs are expensive utilizing used equipment (these telephone parts are no longer manufactured) and limited support from the vendors. Breakdown of existing phone equipment and ordering overnight/ next business day delivery of used parts has become common. More than half of the County's department and division locations are no longer able to add phones or additional phone numbers for growth. This creates significant risk to the critical services provided to the County's residents and customers.

In October 2017, MCTS, GMIA and County Proper issued a Request for Proposals (RFP) for a phone and voicemail replacement system. Of the seven respondents to this RFP, IPC submitted the highest-scoring proposal on certain technical, financial and DBE criteria, and was issued an intent to award in January 2018. IPC is a national leader and Diamond partner of Avaya, the phone manufacturer. Avaya is a global leader in delivering superior communication products. It has capacity to expand and modernize, which is critical to provide growth and expansion for Milwaukee County departments and divisions and provides a risk adverse system with disaster recovery capabilities for all locations. NovaTech Solutions, Inc. (NovaTech) is the DBE partner of IPC and will be providing installation and training services under this Master Services Agreement. NovaTech will receive at least 17% share in the overall fees payable to IPC under the Master Services Agreement.

Capital Project WO217 – Phone and Voicemail Replacement

In September 2014, County Board Resolution 14-701 approved the creation of Project WO217 Phone and Voicemail Replacement, with the transfer of \$552,062. Financing was provided from sales tax revenue from other existing capital projects. The 2016 Capital Improvements Budget included an additional appropriation of \$250,000. In 2016, IMSD retained ClientFirst Consulting Group, to assist with the sub-project whose scope of work included design of an enterprise telecommunications solution for MCTS, GMIA, and all other County Proper facilities. The 2017 Capital Improvements Budget included an appropriation of \$900,000 for

the Countywide Phone and Voicemail Replacement Project. Two appropriation transfers in 2017 moved budget authority of \$195,739 from WO217 to create new capital project WT117 - MCTS Phone and Voicemail Replacement. This transfer was for cabling related to phone and voicemail replacement. Cumulative appropriations and transfers result in a year-to-date cumulative appropriation of \$1,506,323 to Project WO217. The remaining 2018 unencumbered/unexpended available project balance is \$1,212,000.

WT117 – MCTS Phone and Voicemail Replacement

Capital project WT117 - MCTS Phone and Voicemail Replacement was created via appropriation transfers of \$195,739 in 2017 from WI217 for infrastructure cabling related to phone and voicemail replacement. The remaining 2018 unencumbered/unexpended available project balance is \$0.

Department of Transportation – Airport Operating Budget financing for Phone and Voicemail Replacement

The GMIA's 2017 operating budget (under major maintenance) maintains \$350,000 for the replacement of its phone and voicemail system. GMIA staff has indicated that it will request to carryover the \$350,000 amount from 2017 into 2018 as part of the County's carry-over process. Assuming the carryover request is approved, the remaining 2018 unencumbered/unexpended available project balance is anticipated to be \$350,000.

Overall County-Wide Project Cost

It is estimated that the overall Countywide project (includes County Proper, MCTS and GMIA) will cost \$5,169,000, which includes software licenses, hardware and implementation fees payable to IPC; and additional costs for infrastructure upgrades to network and cabling, server hardware and software, consulting fees and project management fees. This amount does not include maintenance and support fees for which a separate contract will be presented to the County Board of Supervisors for consideration. Maintenance and support for the phone system is estimated to cost \$120,000 per year once the phone system is fully implemented. It should be noted that the maintenance and support fee associated with our current legacy phone system is \$292,000 per year and provides for limited support. Over a five-year period the County will realize an estimate greater than \$800,000 in savings.

Total Project Cost Breakdown

INTEGRATION PARTNERS (IMPLEMENTATION/ SOFTWARE/ HARDWARE FEES)			CABLING VENDOR (TBD)	PROJECT MANAGEMENT (for project)	CONSULTING SERVICES (for project)	SERVER HARDWARE/ SOFTWARE
County Proper WO217	MCTS WT11701	GMIA	County Proper WO217	County Proper WO217	County Proper WO217	County Proper WO217
\$2,550,000	Approx. \$400,000	\$350,000	Approx. \$1,000,000	\$639,000	\$130,000	Approx. \$100,000

Capital Project WO217 and WT11701 Future Year Requests

Capital Project WO217 – Phone and Voicemail Replacement was created to address the phone system at the Courthouse, Children's Court, BHD, Coggs, House of Correction and the Zoo and WT11701 – MCTS Phone and Voicemail is replace the phone system at the five MCTS facilities. It is estimated that the overall Capital Project WO217 cost will be \$4,419,000 and WT11701 to be \$400,000. These estimates include costs associated with infrastructure upgrades to network and cabling, server hardware and software cost, consulting fees, project management fees and implementation fees payable to IPC under this Master Services Agreement. These estimates do not include the maintenance and support fees for the software and hardware used in Avaya Aura VoIP Phone and Voicemail system.

County Proper received appropriations of \$1,702,062 for this Capital Project WO217 in Fiscal Years 2014,

2016 and 2017. Out of the aforesaid amount, \$269,302 was paid for discovery, design and project management for the overall initiative. An additional \$195,739 was transferred from WO217 to create new capital project WT117 - MCTS Phone and Voicemail Replacement. \$1,212,000 is still available in WO217 for County Proper's portion of the project under this Master Services Agreement in Fiscal Year 2018.

To complete the implementation, cabling procurement, project management and server hardware and software purchase portion of Capital Project WO217, County Proper will require estimated additional funds in the amount of \$2,942,000 over next 2 - 3 years and MCTS an appropriation in the amount of \$400,000.

The future funding requirement is broken out as follows:

	INTEGRATION PARTNERS (current Master Services Agreement)	CABLING VENDOR (TBD)	PROJECT MANAGEMENT FEES (3 years)	SERVER/HARDWARE/SOFTWARE
Future Funding Requirement of County Proper (next 2 - 3 Years)	\$1,338,000	Approx. \$1,000,000	\$504,000	\$100,000
Future Funding Requirement of MCTS	\$370,000	Completed in 2017	NA	\$30,000

Portions of the above funds shall be a high priority in Fiscal Years 2019, 2020 and 2021 capital budget requests for Capital Project WO217 and WT11701. If this project is not recommended by the County Executive in 2019 budget process or approved by the County Board of Supervisors, the work associated with the 2019 allocation may be leveraged in the future when the project is fully funded.

Through the approval of this Master Services Agreement, IPC will provide County with Avaya Aura VoIP Phone and Voicemail system equipment, software licenses, design, installation, implementation, engineering and end user training over a period of 3 years. The Master Services Agreement will commence in March 2018 and have a three-year term; provided, however, that the County may terminate the Master Services Agreement due to insufficient funds or non-approval of future funds for this Master Services Agreement by County Board of Supervisors.

Fiscal

A fiscal note form is attached.

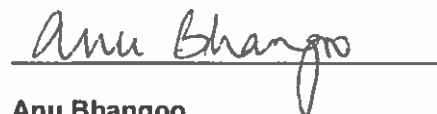
Recommendation

The Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests the authority to execute a Master Services Agreement for \$3,300,000 with Integration Partners Corporation for the implementation and deployment of a Countywide Avaya Aura VoIP Phone and Voicemail system that will replace the current legacy systems throughout the County including MCTS and GMIA. Of the \$3,300,000 cost, \$1,212,000 is authorized for County Proper in 2018 and additional \$350,000 is expected to be approved for carryover for GMIA from 2017 to 2018 by County Board of Supervisors as

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part of the County's carry-over process. The remaining amounts for County Proper and MCTS are subject to appropriation in 2019 and subsequent budgets. DAS-IMSD will come back to the County Board of Supervisors in Q2 2018 for approval to execute a separate contract with IPC for maintenance and support services for the software and hardware included in Avaya Aura VoIP Phone and Voicemail system.

Prepared by:



Anu Bhangoo
IT Director of Governance and Strategy
DAS – Information Management Services Division

Approved by:



Laurie Panella
Chief Information Officer
DAS–Information Management Services Division

Attachments:

- Attachment 1: Fiscal Note
- Attachment 2: Resolution

- cc:
- County Executive Chris Abele
 - Raisa Koltun, Chief of Staff
 - Supervisor Peggy West, Chair, Finance and Audit Committee
 - Supervisor Sheldon Wasserman, Vice-Chair, Finance and Audit Committee
 - Kelly Bablitch, Chief of Staff, County Board of Supervisors
 - Teig Whaley-Smith, Director, Department of Administrative Services
 - Brian Dranzik, Director, General Mitchell International Airport
 - Joseph Lamers, Director, Planning, Strategy & Budget
 - Dan Boehm, Director, Milwaukee County Transport Services
 - Steve Cady, Research & Policy Director, Comptroller's Office
 - Mark Stein, Chief Operating Officer, Milwaukee County Transport Services
 - Tod Huber, Chief Technology Officer, DAS-IMSD
 - William Bethia, Director of IT, Milwaukee County Transport Services
 - Vincent Masterson, Fiscal & Strategy Asset Coordinator
 - Alexis Gassenhuber, Financial Analyst, Office of Comptroller
 - George Giffin, Project Manager, DAS-IMSD
 - Andrew Shoemaker, IT Manager, General Mitchell International Airport
 - Lynn Wagner, Fiscal and Budget Manager, DAS Central Business Office