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From the Chief Information Officer, Information Management Services Division, Department of Administrative Services, requesting authorization to execute a Service and Support Agreement with Integration Partners Corporation in the amount of \$316,788.20, for maintenance and support services of the Avaya Aura Voice Over Internet Protocol Phone and Voicemail System, to be implemented throughout Milwaukee County Proper and General Mitchell International Airport for a 43-month period effective June 2018, through December 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, on March 22, 2018, the County Board approved and authorized the Information Management Services Division (IMSD), Department of Administrative Services (DAS), to enter into the Master Service Agreement for the implementation and deployment of the Avaya Aura Voice Over Internet Protocol (VoIP) Phone and Voicemail System by Integration Partners Corporation (IPC) for Milwaukee County (County Proper), General Mitchell International Airport (GMIA) and Milwaukee County Transit System (MCTS); and

WHEREAS, the Master Service Agreement with IPC is currently in effect; and

WHEREAS, at that time IMSD-DAS, reserved the right to return to the Committee on Finance and Audit and County Board to seek approval of a separate Service and Support Agreement for the Avaya Aura VoIP Phone and Voicemail System deployed by IPC; and

WHEREAS, IMSD-DAS, is now requesting that the County Board enter into a Service and Support Agreement with IPC; and

WHEREAS, the County Proper has \$1,212,000 balance in Capital Project WO217, out of which \$950,513.10 is encumbered to pay IPC for services under the Master Services Agreement; \$173,983.38 is reserved as a contingency fund for any change orders required under the Master Services Agreement; and \$87,933.88 will be encumbered to pay for the maintenance and support services under the Service and Support Agreement for the period beginning June 2018 till end of December 2018 (Phase 1); and

WHEREAS, IPC will be implementing Phase 2 of the Avaya Aura VoIP Phone and Voicemail System for County Proper, under the Master Services Agreement, in late 2018 or early 2019; and

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WHEREAS, the maintenance and support fees of \$56,105.76 for the support and maintenance for Phase 2 will be included in the funding request for the period beginning January 2020, and ending December 2020; and

WHEREAS, the support for Phase 2 is expected to continue from December 2019 to December 2020; and

WHEREAS, the annual maintenance and support fees of \$144,039.64, under the Service and Support Agreement, for the period beginning January 2021 through December 2021, will be paid from the operating budget of IMSD-DAS; and

WHEREAS, GMIA's 2018 operating budget has adequate funds to pay its forty-three months fees in the amount of \$28,708.92, under the Service and Support Agreement; and

WHEREAS, the Committee on Finance and Audit, at its meeting of June 14, 2018, recommended adoption of File No. 18-432 (vote 6-0); now, therefore,

BE IT RESOLVED, the Information Management Services Division (IMSD), Department of Administrative Services (DAS), is hereby authorized to enter into a Service and Support Agreement in the amount of \$316,788.20 with Integration Partners Corporation (IPC) for the maintenance and support of the Avaya Aura Voice Over Internet Protocol Phone and Voicemail system; and

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

srb  
06/14/18  
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