

 <p style="text-align: center;"><b>Council Communication</b> Office of the City Manager</p>	<b>Date:</b> June 26, 2017
	<b>Agenda Item No.</b> 44L <b>Roll Call No.</b> <u>17-1096</u> <b>Communication No.</b> <u>17-491</u> <b>Submitted by:</b> Anna W. Whipple, CIO, Information Technology Director

**AGENDA HEADING:**

Approving exception to competitive procurement process for fit and compliance with required use and approving the purchase of Unify telephone system software maintenance and support from Norstan d/b/a Black Box Network Services for \$64,536.23.

**SYNOPSIS:**

Approval of software maintenance and support costs for Unify telephone system software from Norstan d/b/a Black Box Network Services, 500 E. Court Avenue, Des Moines, IA, 50309 (E.C. Sykes, President and CEO) the sole area wide distributor, under an exception to the competitive procurement requirements.

**FISCAL IMPACT:**

Amount: \$64,536.23

Funding Source: FY 2017-18 Operating Budget, Telephone Communications, I033 IT154000, IT-Telephone Communication Fund, Page 127

**ADDITIONAL INFORMATION:**

- The telephone system software must be kept current to maintain City phone service, which includes all non-emergency lines, voicemail, teleconferencing, call center routing, analytics, and backup service.
- Unify Software Support Program (SSP) is required for the City to maintain manufacturer technical support and troubleshooting on the phone system. The SSP also entitles the City to current versions of the phone system software for upgrades.
- Black Box Network Services is the sole area-wide distributor of the Unify SSP. Under the program, Black Box Network Services provides the City direct technical support and troubleshooting.

**PREVIOUS COUNCIL ACTION(S):**

Date: May 9, 2016

Roll Call Number: [16-0782](#)

Action: Bids from the following:

- (A) [Black](#) Box Network Services (Michael McCloskey, CEO) sole area wide distributor for procurement of Siemen's telephone system upgrade for use by the IT Department, \$60,160. ([Council Communication No. 16-261](#)) Moved by Hensley to adopt. Motion Carried 7-0.

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

Annual renewals of phone system software and hardware maintenance and labor services for upgrades as appropriate.

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the first floor of City Administration Building, 400 E. Court Avenue Ste.116. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to [cityclerk@dmgov.org](mailto:cityclerk@dmgov.org).