

COUNCIL COMMUNICATION

	Number:	21-248	Meeting:	June 14, 2021
	Agenda Item:	46	Roll Call:	[_____]
	Submitted by:	Anna W. Whipple, CIO, Information Technology Director		

AGENDA HEADING:

Approving an exception to the procurement ordinance request for proposals requirement, as a sole source provider, and approving a 3-year Master Order Agreement with Norstan Communications, Inc. d/b/a Black Box Network Services (1000 Park Drive, Lawrence, PA 15055-1018, EC Sykes, CEO) for equipment, software, support, maintenance, and professional services.

SYNOPSIS:

Black Box is the sole area distributor and master service provider in the state of Iowa for the Unify enterprise phone system that the City currently uses. As such, Black Box also provides phone system support and software license maintenance for the City, and Black Box is the only qualified technician to provide professional services for phone system implementations and upgrades to the City's current Unify phone system.

This Master Order Agreement between the City of Des Moines and Black Box replaces a prior State of Iowa contract with Black Box for the purchase, installation, maintenance, and warranty of phone system equipment and software and for related professional services. Previously, the City utilized the state contract for phone system implementation and upgrade services. The State of Iowa contract expired in 2018, and the State opted not to renew the contract. By entering into a Master Order Agreement, the City Information Technology (IT) Department will be able to order equipment, software, support, maintenance, and professional services from Black Box as needed for a term of three (3) years, and warranties from both Black Box and the Unify manufacturer will still apply.

FISCAL IMPACT: NONE

ADDITIONAL INFORMATION:

- The City IT Department currently receives phone system equipment, software, support, and maintenance from Black Box Network Services. Black Box is the sole area distributor and master service provider in the state of Iowa for the Unify enterprise phone system that the City currently uses.
- The City was able to utilize the previous State of Iowa contract with Black Box for professional services related to occasional new implementations and upgrades to the City's phone system. The state contract has expired.

- The proposed Master Order Agreement replaces the previous state contract. It maintains the City's ability to order equipment, software, support, maintenance, and professional services from Black Box for the current phone system and not void either Black Box or the manufacturer's support services and warranties.
- The Unify platform has been the City's enterprise phone system solution for over 10 years. The City IT Department is developing a Request for Proposal (RFP) for a phone system needs assessment and will evaluate replacing the Unify system within two (2) years.
- The Master Order Agreement is for a term of three (3) years in order to provide necessary support, warranty, and professional services for maintenance of the current phone system until it is replaced.
- There is no fiscal impact associated with the Master Order Agreement itself. This action approves only the terms and conditions for future orders with Black Box as may be necessary to keep the Unify phone system current, operational, and supported.

PREVIOUS COUNCIL ACTION(S):

Date: June 26, 2017

Roll Call Number: [17-1096](#)

Action: Purchases from the following:

- (I) [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. ([Council Communication 17-491](#)) Moved by Hensley to adopt. Motion carried 6-0. Cownie absent.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Budgeted annual renewals of phone system support and maintenance and occasional professional services for implementations and upgrades as needed to maintain operation of the City's current phone system until it is replaced.

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