

COUNCIL COMMUNICATION

	Number:	21-555	Meeting:	December 20, 2021
	Agenda Item:	64B	Roll Call:	21-1951
	Submitted by:	Anna W. Whipple, CIO, Information Technology Director		

AGENDA HEADING:

Approval of the purchase of telephone hardware maintenance and support services for Siemen's telephone equipment through Norstan Communications, Inc. d/b/a Black Box Network Services (EV Styles, CEO, 1000 Park Drive, Lawrence, PA 15055-1018), per the 2021 Master Order Agreement for three (3) years.

SYNOPSIS:

Recommend approval of the purchase of telephone hardware maintenance and support services for Siemen's telephone equipment through Norstan Communications, Inc. d/b/a Black Box Network Services, per the 2021 Master Order Agreement for three (3) years. Services in the hardware maintenance and support include monitoring of system for optimal performance, identifying and resolving issues, and 24/7 technical support as needed.

FISCAL IMPACT:

Amount: \$58,001.40

Funding Source: Fiscal Year Adopted Operating Budget 2022, Information Technology Department, Telephone Communication Fund, I033, IT154000, page 119.

ADDITIONAL INFORMATION:

- The City Information Technology Department currently receives telephone 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 telephone system that the City currently uses.
- Norstan (BlackBox Network Services) has been the City's telephone system provider since 2007 and has maintained the City's current Siemens telephone system since that time.
- The Master Order Agreement provides necessary support, warranty, and professional services for maintenance of the current telephone system until it is replaced. And is the binding terms and conditions for all orders with Blackbox to keep the telephone system current, operational, and supported.

PREVIOUS COUNCIL ACTION(S):

Date: June 14, 2021

Roll Call Number: [21-0880](#)

Action: [Three](#)-year Master Order Agreement with Norstan Communications, Inc. d/b/a Black Box Network Services (EC Sykes, CEO) for equipment, software, support, maintenance and professional services to be used by the Information Technology (IT) Department. ([Council Communication No. 21-248](#)) Moved by Gatto to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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