

City Council – Action Request Form

Date: May 11, 2019

To: Mayor, Mayor Pro Tempore and Members of the City Council

From: Tasha Logan Ford, Assistant City Manager
 Catrina Thompson, Chief of Police
 Jerry Bates, Purchasing Director

Council Action Requested:

Resolution Awarding Purchase Order for Phone System Upgrade

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

A key component of the building renovation at Vivian H. Burke Public Safety Center (PSC) is the plan to upgrade the out dated phone system. Beginning January 2017, the Winston-Salem Police Department (WSPD) IT Staff began working on a solution to provide phone service for the three new district offices. The best choice appeared to be the IP Phones connected to the Avaya Definity PBX phone system located in the Public Safety Center. This approach was utilized to provide phone service for the Beaty Training Center. Recently, staff was made aware that Avaya no longer supported IP upgrades to the Definity PBX phone system which was installed in 1985 after the completion of the Public Safety Center (PSC) and began working with Avaya maintenance support to develop another solution to provide phone service to the District Offices and replace the outdated phone system.

Because PSC did not have the infrastructure to support IP phones, a phased approach was selected that would allow a new Avaya IP Office phone system to be installed in tandem with the existing PBX phone system. This allowed the installation of new IP phones at the District Offices and continue the use of the current phone system at PSC. City IT staff also agreed with this approach as the best solution and 75 IP phones were successfully installed at the three new District Offices.

Based on what was learned during installation at the District Offices, and a new IP network infrastructure planned for PSC, Avaya IP phones were chosen to replace the old digital phones. The upgrade will include adding 200 IP phones with voice mail to the IP Office phone system and all necessary hardware and software to support the additional phones.

Committee Action:

Committee	Finance 5/11/2020	Action	Approval
For	Unanimous	Against	

Remarks:

This purchase and installation work needs to take place in conjunction with the building renovation at PSC. Also, this upgrade will move WSPD closer to completely replacing the existing Definity PBX phone system.

WSPD has requested the purchase of 200 Avaya IP phones for the IP Office phone system upgrade with all necessary hardware and software to support the additional phones from Carousel Industries of North America, Inc., located in Boston, MA. Carousel Industries has submitted Quotation #Q-00031329-3 to provide 200 Avaya IP phones with all necessary hardware and software for the upgrade at the complete cost of \$76,974.37.

This upgrade is compatible with existing IP phones and software currently installed and in use and Carousel Industries of North America, Inc., an Avaya Partner, is recommended as the sole source provider of this equipment and service. This recommendation is based upon provisions of N.C.G.S. 143-129(e) which provides that formal bid requirements do not apply to purchases of apparatus, supplies, materials, or equipment when standardization or compatibility is the overriding consideration.”

The purchase will be financed through the North Carolina Municipal Leasing Corporation and funding for the lease payments is available in the General Fund FY 2019-20 budget.

M/WBE comment: Carousel Industries of North America, Inc. is the sole source provider for this purchase.