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DeKalb County Government  
3630 Camp Circle, Suite 201 | Decatur, GA 30032 | 404.371.6210

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TO: Phyllis Head, Procurement Manager – Purchasing & Contracting  
FROM: Angela Green, IT Business Officer – Innovation & Technology *ag*  
THROUGH: John A. Matelski, CIO & Director – Innovation & Technology *JAM*  
RE: Avaya Telephone and Voice Mail System Upgrade  
DATE: June 29, 2018

The Department of Innovation & Technology is requesting Purchasing & Contracting Assistance processing an agenda item for an Avaya Telephone and Voice Mail System Upgrade.

The purpose of the telephone system upgrade is to replace the existing obsolete system. Because of the obsolescence of the existing telephone system, many features being requested by county departments and agencies cannot be provided. Additionally, the existing Avaya telephone and voice mail system software is no longer supported by the manufacturer. During the previous 24-months, the voice mail system has failed on multiple instances. DoIT has been able to restore the system software and services from backups, however the backups do not include all stored voice mail messages. Failure of the voice mail system can also present open records compliance risks if the county is unable to supply voice mail records that we are required to retain.

The current system is obsolete and cannot be upgraded or patched any further. This results in a significant risk to county business operations including departments that provide services directly to citizens such as Planning & Sustainability, Tax Assessors, 311, and UCO. The total cost for the telephone and voice mail system upgrades is \$702,246.00.

We are utilizing the State of Georgia Contract number 9999-SPD-T20120501-0004 with Carousel Industries as this is the most advantageous route to procure this. Funding for this is coming from the following: IT Fund 100, Other Equipment 542309 - \$250,000; UCO Fund 511, Other Telecommunication Equipment 523209 - \$400,000; and Watershed Fund 511, Other Equipment 542309 - \$52,246 – Total \$702,246.00

Please feel free to contact Angela Green at 404-371-2374 with any questions or concerns you may have.

Attachments: Carousel Quote

Cc: Antrameka Knight, Department of Finance - UCO  
Carver Joseph, Department of Watershed Management