



## Legislation Text

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**File #:** 2017-1196, **Version:** 1

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**Purchasing Type:** Cooperative Agreement (CA)

**Public Hearing:** YES  NO

**Department:** Purchasing & Contracting

**AGENDA ITEM:**

**Commission District(s):** All

CA - Cooperative Agreement for Avaya Networking Equipment: for use by the Department of Innovation and Technology (IT). Consists of improvement and enhancement of customer service, call management and workforce management tools. Awarded to Carousel Industries of North America, Inc. and CDW Government LLC. Total Amount Not To Exceed: \$392,246.00.

**Information Contact:** Talisa Clark, CPPO

**Phone Number:** (404) 687-2797

**PURPOSE:**

Consists of piggybacking off the competitively let Statewide Contract (SWC) for the procurement of upgrades to Avaya equipment and licenses. On August 23, 2016, the BOC approved the Enterprise Interactive Voice Response (IVR) System and the Enterprise Call Recording System off of the SWC from its suppliers. Avaya is used countywide as the County's primary enterprise telephone system solution. The system upgrades will improve the County's responsiveness to water customers, enhance call management and provide workforce management reporting tools. This request will provide the ability for customers to receive telephone callbacks on First In Line criteria and provide management customized reports. Customer Service Representatives will serve citizens at a higher rate with desktop analytics and quality monitoring.

**RECOMMENDATION:**

Recommend approval to purchase from SWC 99999-SPD-T20120501-0004 with:

Carousel Industries of North America, Inc., 3025 Windward Plaza, #195, Alpharetta, GA 30005

Amount Not To Exceed: \$266,151.00

CDW Government LLC, 230 North Milwaukee Ave., Vernon Hills, IL 60061

Amount Not To Exceed: \$126,095.00

Total Amount Not To Exceed: \$392,246.00

**ADDITIONAL INFORMATION:**

1. Contract Effective Date: June 1, 2012
2. Contract Expiration Date: December 31, 2017
3. Funding: Enterprise Operating (DWM)