



## Legislation Details (With Text)

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<b>Title:</b>	CONSIDER APPROVAL OF AMENDMENT NO. 3 WITH INTELLI-FLEX INC. (C-16-021) TO EXTEND THE MAINTENANCE AND SUPPORT CONTRACT FOR THE AVAYA PHONE SYSTEM (CITY COUNCIL)				
<b>Sponsors:</b>					
<b>Indexes:</b>					
<b>Code sections:</b>					
<b>Attachments:</b>	1. Exhibit No. 1 - Intelli-Flex (Avaya) Amendment No. 3.pdf, 2. Exhibit No. 2 - Intelli-Flex Contract Services Agreement.pdf, 3. Exhibit No. 3 - Intelli-Flex, Inc. Amendment No. 1.pdf, 4. Exhibit No. 4 - Intelli-Flex, Inc. Amendment No. 2.pdf				

Date	Ver.	Action By	Action	Result
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## Report to Mayor and City Council

Tuesday, December 01, 2020

Consent

### SUBJECT:

**CONSIDER APPROVAL OF AMENDMENT NO. 3 WITH INTELLI-FLEX INC. (C-16-021) TO EXTEND THE MAINTENANCE AND SUPPORT CONTRACT FOR THE AVAYA PHONE SYSTEM (CITY COUNCIL)**

### I. SUMMARY

Intelli-Flex Inc. has helped maintain and support the City's Avaya Phone system for the past 4 years. They are intimately familiar with all the detailed technical aspects of the City of Carson's Avaya phone system as they also have helped to implement it and have been supporting it since 2016.

The City desires to extend the term of the Agreement for an additional nine (9) months, expiring June 30, 2021, to give time for Intelli-Flex to complete current projects and increase compensation by \$18,385 to cover continued support and hardware maintenance for a total Contract Sum not to exceed \$134,756.86.

### II. RECOMMENDATION

TAKE the following actions:

1. APPROVE Amendment No. 3, to the contract with Intelli-Flex, Inc. for maintenance and support of the Avaya phone system for nine (9) months to end on June 30, 2021.
2. AUTHORIZE the Mayor to execute Amendment No. 3 to the contract with Intelli-Flex, Inc. upon approval as to form by the City Attorney.

### **III. ALTERNATIVES**

TAKE any other action the Council deems appropriate.

### **IV. BACKGROUND**

In 2016, Intelli-Flex Inc. was the lowest bidder on RFP No. P16-05 and was awarded a three-year contract for maintenance and hardware support for the City's Avaya Phone system for a total three year contract sum of \$59,610 ("Agreement"). In August 2019, through Amendment No. 1 of the Agreement, the parties extended the Agreement by one year (through September 30, 2020), and expanded the scope of services to include Avaya software and hardware maintenance and support services for 12 City parks. The increased Contract Sum under Amendment No. 1 was \$103,571.86. Amendment No. 2 was approved for an additional \$12,800.00 for a Contract Sum not to exceed \$116,371.86.

Amendment 3 would enable Intelli-Flex to continue providing maintenance and support for our Avaya system through the end of the Fiscal Year while we conduct an RFP for this service. This is a temporary measure while we work to move our phone system onto the Internet (also known as Voice Over Internet Phone or VOIP), which is expected to have significant cost savings. Once we move to VOIP, we will discontinue phone service with AT&T, the provider of our landline service on the Avaya phone system. This will also enable us to discontinue service by Intelli-flex, as they provide the support and maintenance for the Avaya phone system. The switch to VOIP has been held up by delays in the New Yard Move, E-911 and Kids Club WIFI. This is because the conversion could not be done without affecting City services and it would have been more expensive for one location to be converted to VOIP versus the entire City. At the same time, we were installing new internet lines at the parks, enabling us to remove other hardware, thereby reducing the monthly cost for support by Intelli-Flex by about \$21K over the 9 months of this extension. During the two months between the expiration of the Intelli-flex contract and this item being brought before the City Council, no services had been required of Intelli-flex. Therefore, all that would be owed retroactively is a total of \$4K for the two months of on-call support. The City Manager has used this opportunity to remind the executive team of the importance of not putting contractors at risk for services they may provide because of good will toward their client even though the amounts in question could be minimal.

Staff is pleased with Intelli-Flex's service and technical knowledge and would like to continue their service for another nine (9) months while an RFP will be conducted and brought back to City Council for approval in early 2021.

### **V. FISCAL IMPACT**

Funds available in account no. 101-50-520-101-6004.

## **VI. EXHIBITS**

1. Proposed Intelli-Flex Amendment No. 3. (pgs. 3 - 9)
2. Intelli-Flex Contract Services Agreement. (pgs. 10 - 53)
3. Intelli-Flex Amendment No. 1. (pgs. 54 - 103)
4. Intelli-Flex Amendment No. 2. (pgs. 104 - 121)

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