

**MAYOR AND CITY COUNCIL OF LAUREL
DEPARTMENT OF INFORMATION TECHNOLOGY**


8103 Sandy Spring Road • Laurel, Maryland 20707 (301) 725-5300 extension 2240

<http://www.cityoflaurel.org> • email – jcornwell-shiel@laurel.md.us Fax (301) 490-5068

October 22, 2024

MEMORANDUM

TO: Mayor Keith R. Sydnor
Council President James Kole
Laurel City Councilmembers

THRU: Joanne Hall Barr, Deputy City Administrator 

FROM: James A. Cornwell-Shiel, Director, Department of Information Technology

SUBJ: **Bid Recommendation - Municipal Phone System Upgrade**

The Department of Information Technology has engaged ConvergeOne of Minneapolis, Minnesota to upgrade our core Voice Over IP phone servers and related systems to the latest version of the Avaya Aura system at the Municipal Center, Police Department, Public Works, and Community Centers.

Background:

This is a critical upgrade, as the current version has reached end-of-life and will no longer be expandable or be able to receive security updates and bug fixes. These complex, critical communications systems serve phone services at all City facilities, as well as providing voicemail, transcription, call recording, and E911 integrations.

There are several quality-of-life improvements in this upgrade that align with City priorities, including system improvements to data privacy, network resiliency, monitoring and visibility, improved scalability, and significant reductions in energy consumption and environmental impact.

Work on Avaya systems must be performed by Avaya Certified vendors, and ConvergeOne is our licensed and certified service and support provider under Master Sales Agreement #C12273-PSMTMS. ConvergeOne has served the City's phone system maintenance and support needs for over a decade and has an excellent record of service with us. As such we are requesting sole source authorization for this project.

Specifications:

One time cost: \$58,657.00.

Bid Recommendation - Municipal Phone System Upgrade

October 22, 2024

Page 2 of 2

There are no equipment costs as part of this project. Labor will include onsite and remote technicians to deploy and configure new virtual servers, upgrade gateway firmware, perform the migration and run extensive testing to ensure that all systems. The procedures followed will ensure minimal disruption to daily operations during the transition.

Funding:

Funding for this project is provided in the Adopted FY2025 Capital Improvement Plan.

Recommendation:

It is recommended that the City award this upgrade project of the Municipal Phone System for the amount of \$58,657.00 to ConvergeOne of Minneapolis, Minnesota.

Should you have any questions or desire further information, please contact me at extension 2240.

Reviewed for funding:

S. Michele Saylor
S. Michele Saylor, Director
Department of Budget & Personnel Services

10/22/2024
Date