

## MEMORANDUM

TO: City Council

FROM: Alfred D. Lott, City Manager

SUBJECT: Waive Bidding for Managed Services for Telephone System  
R-30-19

DATE: April 29, 2019

In November 2015, Council approved Resolution R-84-15 awarding the Avaya telecommunications system upgrade to ConvergeOne. The upgrade was completed in March 2016. Part of the proposal from ConvergeOne includes the managed services for the phone system.

Managed services includes 24x7 remote monitoring and troubleshooting of the phone system, Enterprise Vendor Management for Avaya, Datel, and Uptivity, quarterly updates of software and firmware, and carrier management. The annual cost for the managed services is \$43,111.44 and is provided by the vendor ConvergeOne. The funds for the maintenance are allocated in the FY19 budget.

In accordance with City Charter Section 61, we are requesting that Council waive bidding requirements and allow for the issuance of a Purchase Order to ConvergeOne in the amount of \$43,111.44.

I concur with the above recommendation and request your approval of R-30-19.

ADL/DH  
Attachment

**RESOLUTION**  
**OF THE COUNCIL OF THE CITY OF BOWIE, MARYLAND**  
**WAIVING, BY A TWO-THIRDS VOTE, THE BIDDING REQUIREMENTS**  
**OF SECTION 61 OF THE CITY CHARTER AND AUTHORIZING THE CITY**  
**MANAGER TO ENTER INTO AN ANNUAL SUPPORT AGREEMENT WITH**  
**CONVERGEONE TO PROVIDE MANAGED SERVICES ON THE TELEPHONE**  
**SYSTEM**

**WHEREAS**, by Resolution R-84-15, the City Council authorized the City Manager to enter into a competitively-bid contract with ConvergeOne to upgrade the Avaya Telecommunications system at the cost of \$161,924.66; and

**WHEREAS**, the proposal included annual support costs for 24x7 remote monitoring and troubleshooting of the phone system, Enterprise Vendor Management for Avaya, Datel, and Uptivity, quarterly updates of software and firmware, and carrier management; and

**WHEREAS**, the total value of the maintenance agreement will exceed \$25,000; and

**WHEREAS**, Section 61(b)(1) of the City Charter requires that procurements for goods and services exceeding \$25,000 be made upon competitive bids and that awards be approved by the City Council; and

**WHEREAS**, notwithstanding the provisions of Charter Section 61(b)(1), Section 61(b)(3) permits the Council to waive bidding requirements upon a showing of good cause; and

**WHEREAS**, maintenance for the ConvergeOne system is, therefore, a sole source procurement, constituting good cause for a waiver of the competitive bid process.

**NOW THEREFORE BE IT RESOLVED**, the Council of the City of Bowie, Maryland authorizes the City Manager to enter into an Annual Managed Service Agreement at a cost of \$43,111.44.

**INTRODUCED AND PASSED** by the Council of the City of Bowie, Maryland at a Regular Meeting on May 6, 2019.

**ATTEST:**

**THE CITY OF BOWIE, MARYLAND**

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Awilda Hernandez  
City Clerk

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G. Frederick Robinson  
Mayor