



**CITY OF PORTLAND**  
OFFICE OF MANAGEMENT AND FINANCE  
**Charlie Hales, Mayor**  
**Fred Miller, Chief Administrative Officer**  
**Ken Rust, Chief Financial Officer**

**Christine Moody**  
**Chief Procurement Officer**  
**Procurement Services**  
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CONSENT AGENDA

July 13, 2016

TO THE COUNCIL:

The Bureau of Technology Services (BTS) currently provides City telephony service via the Lucent Electronic Switching System #5 (5ESS) and Avaya Call Manager (CM) systems. The CM was implemented to provide advanced functionality for the City's call centers that is not available from the 5ESS. Support for the two platforms requires divergent skill sets as they each use very difficult underlying technology.

In order for the 5ESS to use either INET or IRNE for voice transport significant hardware changes would be required at all 5ESS support locations. The physical devices that connect remote sites to the Synchronous Optical Network (SONET) are at end of life and can only be supported on a best effort level. Due to the age of the City's existing SONET system and lack of available replacement hardware, the system requires replacement.

The 5ESS install in 2001, while extremely reliable, is a single point of failure in the telephony environment and could result in loss of telephone service at multiple locations should it fail. Converting telephone service from legacy analog lines to Voice over Internet Protocol (VoIP) will simplify the movement of end users and eliminate the need for vendor costs for each move. Moving analog devices requires manual configuration for each device whereas VoIP devices can programmatically configure themselves for the new location after a move. For the Portland Building move project this would save significant labor costs when moving or shifting building residents. Additionally converting existing external telephony connectivity from Primary Rate Interface (PRI) dedicated circuits to modern Session Initiation Protocol (SIP) based data connections and implementing redundant connections at the primary and secondary locations will reduce the risk of widespread telephony outages due to events affecting core components.

Portland City Council passed Ordinance 187800 on June 8, 2016, authorizing the purchase of the 5E Telephone Migration System in an amount not to exceed \$2,766,000.

In accordance with City Code 5.33.170, the City may participate in Interstate Cooperative Procurements to establish contracts or price agreements for the acquisition of goods or services. King County Directors Association has conducted a competitive solicitation and executed Contract #15-230 with Avaya, Inc., for the purchase of telephone communications systems. The contract as executed by King County Directors Association allows governmental agencies to utilize the contract for the purchase of such equipment.

On June 10, 2016, in accordance with PCC 5.33.170, the City posted a Notice of Intent to Award an Interstate Cooperative Procurement. No comments were received.

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*An Equal Opportunity Employer*

*To help ensure equal access to programs, services and activities, the Office of Management & Finance will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities upon request.*

Avaya, Inc., has a current City of Portland Business License Tax Account, is in full compliance with the Equal Benefits Program and EEO Certification. Avaya, Inc., is not a State of Oregon Certified MWESB contractor. The level of confidence in the cost estimates for this project is Moderate based on a price quote received from Avaya, Inc.

Recommended by:

*Christine Moody - [Signature]*

Christine Moody  
Chief Procurement Officer

CM:rab

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Agenda No.  
**REPORT**  
Title

*Avaya*

Authorize a Contract with ~~Cerium~~ *Avaya* Network, Inc., for telephone communications systems, for a total not-to-exceed amount of \$1,112,041.56 (Procurement Report – Project No. 119580)  
2

INTRODUCED BY Commissioner/Auditor:	CLERK USE: DATE FILED <u>JUL 05 2016</u>
<b>COMMISSIONER APPROVAL</b> Mayor— <del>Finance and Administration</del> - Hales Position 1/Utilities - Fritz Position 2/Works - Fish Position 3/Affairs - Saltzman Position 4/Safety - Novick	Mary Hull Caballero Auditor of the City of Portland  By: <i>Susan Salzman</i> Deputy  <b>ACTION TAKEN:</b>  JUL 13 2016 <b>ACCEPTED As Amended PREPARE CONTRACT</b>
<b>BUREAU APPROVAL</b> Bureau: OMF Bureau of Revenue and Financial Services OMF CAO: Fred Miller Bureau Head: Ken Rust <i>KLR</i>	
Prepared by: Rachel Beane Date Prepared: 6/22/16	
Impact Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/>	
<b>City Auditor Office Approval:</b> required for Code Ordinances	
<b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan	
Council Meeting Date <i>7/13/2016</i>	

<b>AGENDA</b>
<b>TIME CERTAIN</b> <input type="checkbox"/> Start time: _____  Total amount of time needed: _____ (for presentation, testimony and discussion)
<b>CONSENT</b> <input checked="" type="checkbox"/>
<b>REGULAR</b> <input checked="" type="checkbox"/> Total amount of time needed: _____ (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	←	
2. Fish	✓	
3. Saltzman	✓	
4. Novick	✓	
Hales	✓	