



Legislation Text

File #: 18-466, **Version:** 1

TO: Mayor and Commissioners
FROM: Mickey Baker, IT Director
THROUGH: Mark R. Lauzier, City Manager
DATE: September 6, 2018

APPROVAL TO INCREASE THE APPROVED AGREEMENT VALUE BY \$228,848 FOR VOIP PHONE SYSTEM SUPPORT, MAINTENANCE AND SERVICES WITH MAX-IS, INC. THROUGH SEPTEMBER 2019

Recommended Action:

Motion to approve an increase in the approved agreement value by \$228,848 with Max-IS, Inc. for VoIP phone system support, maintenance and services through September 2019.

Background:

A contract award to Max-IS, Inc (MaxIS360) for the Voice over Internet Protocol (VoIP) telephone system (Contract) was approved by the City of Delray Beach (City) City Commission on April 5, 2016 pursuant to RFP 2016-049. The Contract included installation and project management of a new Intelligence Customer Interaction Center (CIC) Enterprise Phone System and Contact Center, as well as VoIP phone system support, maintenance, and services in an amount not to exceed \$408,764. Under this Contract, MaxIS360 is the City's preferred partner of the Genesys Interactive Intelligence VoIP phone system. Subsequently, all payments for the phone system equipment, support, maintenance and services are made to MaxIS360. The Contract will remain in effect until either the City or MaxIS360 provides notice of termination. This request is to increase the approved agreement value by \$228,848 for a total agreement value not-to-exceed \$637,612 through September 2019.

Due to a conversion error, a payment in the amount of \$202,382 was made to MaxIS360 but was not reflected in the Tyler financial system (New World). This subsequently led to the City overspending against the Contract by approximately \$97,000. In addition to the retroactive approval of \$96,733, staff requests approval of \$132,115 to allow for the continuation of the Contract through September 2019. A breakdown of costs is below:

- Additional Telephone handsets: \$7,893
- Genesys VoIP system annual support and maintenance 2018-2019: \$34,590. This invoice is due now for services that have been rendered, as well as for services to be rendered.
- PowerNet Session Initiation Protocol (SIP) lines, February 2018 - September 2018: \$35,042 . This invoice is due now for services already rendered.
- Retroactive approval of annual support and SIP lines on PO 706489 and PO 2017-00000354: \$96,733. Amount paid in FY17 and FY18.
- Genesys VoIP system annual support and maintenance 2019-2020: \$34,590. Payment is due in September 2019.

- MaxIS360 Billable services for phone support and additional licenses as needed: \$20,000

Total Request: \$228,848

Genesys VoIP system annual support and maintenance will provide interactive support (24 hours, 7 days a week remote support) on all VoIP items. The maintenance and support on the Genesys VoIP phone system for FY 2018-2019 is \$34,590, which is due prior to October 1, 2018. This amount will be paid from the Repair and Maintenance account, which is a budgeted line item.

The Powernet hosted SIP lines for the phone system are paid monthly, which is approximately \$4,400 per month. The cost of SIP circuit through September 2018 will be paid from the Communication Service Telephone account which is a budgeted line item. The City anticipates transferring the phone line expenditures from MaxIS360 to Comcast in October of this year, ultimately saving the City money.

Attachments:

1. MaxIS360 Contract
2. MaxIS360 Payments spreadsheet

City Attorney Review:

Approved as to form and legal sufficiency.

Funding Source/Financial Impact:

001-16-000-516.41-10 Communication Services Telephone

001-16-000-516.46-40 Repair and Maintenance