


COUNCIL COMMUNICATION

	Number:	22-557	Meeting:	December 12, 2022
	Agenda Item:	50	Roll Call:	22-1913
	Submitted by:	Anna W. Whipple, CIO, Information Technology Director		

AGENDA HEADING:

Approval of the purchase of telephone maintenance and support services for Siemen's telephone equipment and system through Norstan Communications, Inc. d/b/a Black Box Network Services (EV Styles, CEO, 1000 Park Drive, Lawrence, PA 15055-1018).

SYNOPSIS:

Recommend approval of the purchase of telephone hardware maintenance and support services for Siemen's telephone equipment through Black Box Network Services, per the 2021 Master Order Agreement. Maintenance and support services include monitoring of system for optimal performance, identifying and resolving issues, and 24/7 technical support as needed.

FISCAL IMPACT:

Amount: \$72,603

Funding Source: Fiscal Year (FY) Adopted Operating Budget 2023, Information Technology Department, Telephone Communication Fund, I033, IT154000, page 121.

ADDITIONAL INFORMATION:

- The City Information Technology Department currently receives telephone system equipment, software, support, and maintenance from Black Box Network Services. Black Box is the sole area distributor and master service provider in the state of Iowa for the Unify enterprise telephone system that the City currently uses.
- BlackBox Network Services has been the City's telephone system provider since 2007 and has maintained the City's current Siemens telephone system since that time.
- The Master Order Agreement provides necessary support, warranty, and professional services for maintenance of the current telephone system until it is replaced in 2023.
- The City will be issuing a Request for Proposals (RFP) to replace the current telephone system in early 2023.

PREVIOUS COUNCIL ACTION(S):

Date: December 20, 2021

Roll Call Number: [21-1951](#)

Action: Purchases from the following:

- (B) [Norstan](#) Communications, Inc. d/b/a Black Box Network Services for telephone hardware and support services for Siemen's telephone equipment utilizing the 2021 Master Order Agreement for use by the Information Technology Department, \$58,001.40. ([Council Communication No. 21-555](#)) Moved by Boesen to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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