

**COUNCIL ACTION FORM**

**SUBJECT:**      **REQUEST TO WAIVE FORMAL BIDDING REQUIREMENTS  
AND AUTHORIZE PURCHASE OF BLACK BOX NETWORK  
SERVICES 12-MONTH COMPREHENSIVE SERVICE PLAN**

**BACKGROUND:**

Black Box Network Services (Black Box) is the City's integrated voice applications vendor. The City contracts with Black Box on an annual basis for Unify hardware and software voice maintenance services. Black Box Network Services is the sole provider of maintenance for Unify voice applications in Iowa.

In August 2016, the City purchased its current telephone system, OpenScape 4000, at a cost of \$417,407.67. This system was implemented in November 2016. To maintain the support and maintenance of the system, a service agreement is required. It is important to understand that all service agreements for the phone and voicemail systems are a sole source purchase.

Included in this support and maintenance agreement is 24-hour on site hardware support, software support, remote system monitoring, software upgrades, and phone system changes for the voice, voice messaging, automatic call distribution and automated attendant applications throughout the year.

**Black Box proposed annual support and maintenance agreement for the period of January 1, 2022 to December 31, 2022, in the amount of \$55,107.77, as compared to a cost of \$54,797.20 for the previous year. The approved budget includes \$55,892 for this service.** Approval of this proposal will facilitate the manufacturer's support for both software and hardware for the phone and voicemail systems for the City.

**ALTERNATIVES:**

1. Waive formal bidding requirements and authorize City staff to enter into 12-month hardware and software voice and phone support and maintenance agreement with Norstan Communications, Inc. d/b/a Black Box Network Services, Maple Grove, MN in the amount of \$55,107.77.
2. Deny approval of a 12-month hardware and software voice maintenance agreement with Black Box Network Services and refer back to staff.

**CITY MANAGER'S RECOMMENDED ACTION:**

Black Box Network Services is the sole provider of maintenance for Unify voice applications in Iowa, which is the City's current system. The agreement includes 24-hour on site hardware support, software support, remote system monitoring, software upgrades, and phone system changes for the voice, voice messaging, automatic call distribution and automated attendant applications throughout the year.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1.