



Date: November 28, 2023
Current Meeting: December 07, 2023
Board Meeting: December 14, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Voice over Internet Protocol (VoIP) Services Contract Amendment

ACTION ITEM A – 11

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to amend our current contract agreement with Avaya Cloud Office to provide cloud-based phone services, including three years of technical support in an amount not to exceed \$171,000.

BACKGROUND:

VoIP refers to the technology that allows us to make and receive phone calls over the Internet in real time. It is a set of protocols working together to deliver Internet telephony functions similar to regular phone lines. The difference is that VoIP phone service provides flexibility and mobility that is impossible with traditional telephony. Delivering voice calling functions over internet connections allows anyone to use VoIP from anywhere via their laptops, desktops, or smart devices.

DISCUSSION:

Since January 2021, Avaya Cloud Office has been our VoIP vendor for voice services. The contract with Avaya Cloud Office is due to expire in January 2024. A detailed evaluation was conducted to assess the performance of our voice services and its impact over the contract term, and it was determined that Avaya Cloud Office has met or exceeded our expectations. IPTC has elected to amend our contract with Avaya Cloud Office and continue receiving quality voice services with favorable costs.

ALTERNATIVES:

The Board could choose not to amend the contract with Avaya Cloud Office. However, IPTC will lose its agency-wide phone service and be forced to publish a formal solicitation for replacement until another VoIP service provider is identified.

FISCAL IMPACT:

The total cost of the new VoIP phone service will not exceed \$171,000 over the three year contract term. This cost includes \$57,000 for FY2024, FY2025 and FY2026. By executing this contract, IPTC will save \$3800 in FY2024, FY2025, and FY2026 for a total of \$11,400 over the contract term.

DBE/XBE DECLARATION:

This project will be funded locally; therefore, XBE goals will not apply.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on December 07, 2023.