

May 21, 2020

20-138

AWARD CONTRACT FOR TELEPHONE SYSTEM  
LICENSING AND SOFTWARE SUPPORT

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FINANCIAL  
RESPONSIBILITY: Michael Northover, CIO, Information Technology

APPROVED BY: Mark Mitsui, College President

REPORT: The Board Resolution relates to extending existing district wide services for telephone system licensing and support that are key to the operation of the college VoIP system (voice over internet protocol).

The support and licensing agreement provides regular authorized technical support, scheduled system upgrades, and warranty repair of the VoIP telephone system used throughout the district. The Customer Interaction Center system is a product of Genesys Inc and is the current installed telephone system that is in use.

The previous contract with Avtex is contract #048-16 and Board Resolution 15-142, which ends on 30JUN20.

The College finds that this critical system contract shall continue with Avtex for an additional one (1) year renewal term. The authorization for this renewal is pursuant to the current Emergency Declaration due to the COVID-19 pandemic. The Emergency Declaration dated 3/25/2020 was issued and extended in accordance with PCC-47-0280, PCC-48-0200(1)(a), PCC-49-0150, ORS 279B.080, and ORS 279C.110(11)

No firms that provide Genesys Support are certified by the Oregon Certification Office for Business Inclusion and Diversity.

RECOMMENDATION: Notification of the award of the contract renewal to Avtex Solutions LLC for Genesys Inc Premier support and licensing under the Declared Emergency. The contract

cost is \$277,472.30 for a total of one year of service.  
Funding will be from Information Technology Utility Fund.