

## BILL/ RESOLUTION REQUEST

1. **Title:** Approves contract with Avaya, Inc. for 3 years and \$1,000,000.00 for the maintenance support for hardware and software of the proprietary Avaya Communication Manager telephone system (201206342).
- 2.
3. **Requesting Agency:** DIA
4. **Contact Person *with actual knowledge of proposed ordinance***  
**Name:** Robert W. Kastelitz  
**Phone:** 303-342-2020  
**Email:** Robert.Kastelitz@flydenver.com
5. **Contact Person *with actual knowledge of proposed ordinance who will present the item at Mayor Council and who will be available for first and second reading, if necessary***  
**Name:** Amy Raaz  
**Phone:** Amy Raaz  
**Email:** amy.raaz@flydenver.com
6. **Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved**
  - a. **Scope of Work**

Avaya, Inc. will maintain all hardware and software Airport-owned Avaya Communication Manager telephone system. Around-the-clock coverage for all maintenance items identified herein, seven days per week, 24 hours per day, including all holidays for the term of the contract. Assign primary and secondary technicians who are thoroughly knowledgeable of the DIA system and able to provide continuity of support during normal business hours throughout the term of this contract. A 24-hour telephone Help Line service which provides quick answers to both general and specific production and feature/function of questions for all Avaya products employed onsite at DIA.
  - b. **Duration**

3 years
  - c. **Location**

DIA
  - d. **Affected Council District**

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  - e. **Benefits**

Maintains a proprietary system land line telephones used by DIA
  - f. **Costs**

\$1,000,000.00

**6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.**

No.

**Bill Request Number: BR13-0699**

**Date: 10/5/2013**