



**Capital Improvements Committee
Resolution #14-60**

**RESOLUTION OF THE COUNTY BOARD
WILL COUNTY, ILLINOIS**

AWARDING BID FOR AVAYA TELEPHONE CM UPDATE

WHEREAS, in order to receive the most competitive price available, the County Executive's Office solicited bids for an Avaya telephone system upgrade, and

WHEREAS, on February 14, 2014, the Will County Executive's Office opened three (3) acceptable proposals for the Avaya telephone system upgrade, and

WHEREAS, after reviewing such proposals, the recommendation from the Consultant and the Telecommunications Director was to award the bid to the lowest responsible bidder of Altura Communication Solutions, Downers Grove, Illinois. Also recommended was that the recently acquired Social Security Building be added to this upgrade which could be accomplished with a change order, and

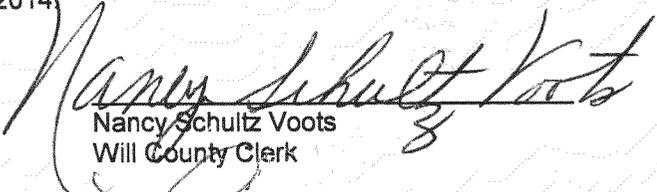
WHEREAS, the Capital Improvements Committee concurs with this request and recommends that the County Board hereby award the bid to the lowest responsible bidder of Altura Communications Solutions, Downers Grove, Illinois, including adding the recently acquired Social Security Building to this upgrade which could be accomplished with a change order.

NOW, THEREFORE, BE IT RESOLVED, that the Will County Board hereby awards the bid to the lowest responsible bidder of Altura Communications Solutions, Downers Grove, Illinois, also including the recently acquired Social Security Building to this upgrade award which could be accomplished with a change order.

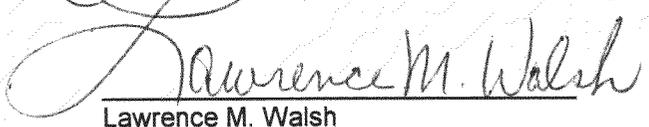
BE IT FURTHER RESOLVED, that the Preamble of this Resolution is hereby adopted as if fully set herein. This Resolution shall be in full force and effect upon its passage and approval as provided by law.

Adopted by the Will County Board this 20th day of March, 2014

Vote: Yes 25 No 0 Pass _____ (SEAL)


Nancy Schultz Voots
Will County Clerk

Approved this 27th day of March, 2014.


Lawrence M. Walsh
Will County Executive

ORIGINAL

BID TABULATION

DEPARTMENT: BID #2014-50 AVAYA S8700 ENTERPRISE CM UPGRADES
 WILL COUNTY GOVERNMENT & WILL COUNTY HEALTH DEPARTMENT

OPEN: 02-14-14, 11:10 AM

DUE: 02-14-14, 11:00 AM

COMPANY NAME, ADDRESS, PHONE, FAX	BID REQUIREMENTS	SITE COSTS	OPTIONS 1 & 2	OPTION 3
MAC Source Communications, Inc. Nine Parkway North Deerfield, IL 60015 Tel: (847) 282-4635 Fax: (847) 282-4636 Jon Knapp Account Executive <i>Rejected</i>	Prime Cont Bid Bond Addendum (6) Forms Signed Questionnaire	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint: Training – Basic Training – Adv Grand Total:	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint:	Hardware: <i>Rejected</i> <i>No Signature</i> <i>No Bid Bond</i>
NACR 9345 Delegates Row Indianapolis, IN 46240 317.471.6714 Amanda Miller John Schuld <i>Accepted</i>	Prime Cont Bid Bond Addendum (6) Forms Signed Questionnaire	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint: Training – Basic Training – Adv Grand Total:	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint:	Hardware: <i>Rejected</i> <i>based on</i> <i>exceptions</i> <i>Included in</i> <i>BID</i>

ORIGINAL

BID TABULATION

	NO BID			
CTI Technology Sean Mahoney, Client Consultant AT&T Business & Home Solutions Glenn Shine Sr. Account Manager Office: 630-718-1569 Cell: 847-913-7908 	Prime Cont <input checked="" type="checkbox"/> yes Bid Bond <input checked="" type="checkbox"/> 100% Addendum <input checked="" type="checkbox"/> (6) yes Forms Signed <input checked="" type="checkbox"/> yes Questionnaire	<u>Will County:</u> Upgrade: \$276,007.52 Install: \$21,053.00 Maint: \$52,243.44 <u>Health Dept:</u> Upgrade: \$117,745.80 Install: \$39,781.60 Maint: \$20,622.05 Training - Basic \$6020.83 Training - Adv \$6020.83 11244.00 \$2039.58 \$720.83 Grand Total \$739035.04 \$731753.79	<u>Will County:</u> Upgrade: \$9219.11 Install: \$11432.09 Maint: \$5247.76 <u>Health Dept:</u> Upgrade: \$12029.63 Install: \$9384.89 Maint: \$3319.76	Hardware: \$24,517.42 Maint: \$3070.54 \$27,617.98
AGC Networks 460 E Swedesford Road, Suite 1080 Wayne, PA 19087 484.654.1551 Rex Bene Senior Account Executive Milos Stojanovic 	Prime Cont <input checked="" type="checkbox"/> yes Bid Bond <input checked="" type="checkbox"/> 100% Addendum <input checked="" type="checkbox"/> (6) yes Forms Signed <input checked="" type="checkbox"/> yes Questionnaire	<u>Will County:</u> Upgrade: \$252,338.65 Install: \$80,755.00 Maint: \$8,855.20 <u>Health Dept:</u> Upgrade: \$115,467.73 Install: \$49,831.25 Maint: \$15,778.08 Training - Basic \$3495.72 Training - Adv \$3495.00 \$690.00 Grand Total: \$587,025.91	<u>Will County:</u> Upgrade: \$9728.20 Install: \$21,294.30 Maint: \$7987.20 <u>Health Dept:</u> Upgrade: \$2591.08 Install: \$2267.40 Maint: \$3038.40	Hardware: \$26,515.61

ORIGINAL

BID TABULATION

<p>Altura Communication Solutions Highland Landmark Building II 3025 Highland Parkway, Suite 175 Downers Grove, IL, 60515</p> <p><i>William Jones</i></p>	<p>Prime Cont v/d Bid Bond 1070 Addendum (6) v/d Forms Signed v/d Questionnaire</p> <p><i>A direct sign for add #3 Date Change</i></p>	<p><u>Will County:</u> Upgrade: \$ 160,000.00 Install: \$ 87,270.00 Maint: \$ 76,161.92</p> <p><u>Health Dept:</u> Upgrade: \$ 88,803.36 Install: \$ 27,800.00 Maint: \$ 21,628.36</p> <p>Training - Basic \$ 4,990.00 Training - Adv \$ 5,590.00</p> <p>Grand Total: \$ 472,435.44</p>	<p><u>Will County:</u> Upgrade: \$ 12,357.00 Install: \$ 14,303.80 Maint: \$ 11,972.00</p> <p><u>Health Dept:</u> Upgrade: \$ 8,612.35 Install: \$ 4,731.20 Maint: \$ 7,461.12</p>	<p>Hardware: \$ 242,541.56</p>
<p>Prime Cont Bid Bond Addendum (6) Forms Signed Questionnaire</p>	<p><u>Will County:</u> Upgrade: Install: Maint:</p> <p><u>Health Dept:</u> Upgrade: Install: Maint:</p> <p>Training - Basic Training - Adv</p> <p>Grand Total:</p>	<p><u>Will County:</u> Upgrade: Install: Maint:</p> <p><u>Health Dept:</u> Upgrade: Install: Maint:</p>	<p>Hardware:</p>	<p>Hardware:</p>

ORIGINAL

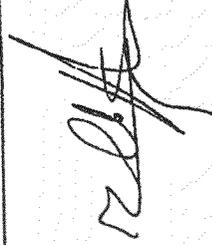
BID TABULATION

	Prime Cont Bid Bond Addendum (6) Forms Signed Questionnaire	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint: Training -- Basic Training -- Adv Grand Total:	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint:	Hardware:
	Prime Cont Bid Bond Addendum (6) Forms Signed Questionnaire	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint: Training -- Basic Training -- Adv Grand Total:	<u>Will County:</u> Upgrade: Install: Maint: <u>Health Dept:</u> Upgrade: Install: Maint:	Hardware:

ALSO PRESENT:

 Rita Weiss, Purchasing Director, Missy Muesner Fort, Purchasing,
 Mike Kluga, Telecom Director, Tim Farrell, Telecom Manager
 Kristen Shields, Telecom, Will County Health Dept
 John Thompson, Thompson, Ross & Associates

MIKE SHAW



Will County ICT/Telecom

Memo

To: Rita Weiss, Mike Shay, Tim Farrell
From: Mike Kluga
cc:
Date: February 25, 2014
Re: Phone System Upgrade Bid Recommendations

December of 2013, Will County Telecom released a BID for the upgrade of the current Will County and Will County Health Department Avaya Telephone systems. These aging systems were last upgraded in 2005. Three options were also included within this Bid. Voicemail system upgrades at both Will County and Will County Health Departments and Cisco Network Hardware to replace the aging Avaya network hardware. Bids were received and reviewed with assistance from John Thompson & Associates. Of the three qualified bids, Altura Communications Solutions was the most comprehensive, lowest cost and followed closest to the design parameters requested. It is my recommendation that we award the BID to Altura Communications along with the three options proposed.

ALTURA

Phone System	Training	Voicemail System Upgrades	Cisco Network Hardware	TOTAL PROJECT
\$461,855.64	\$10,580.00	\$61,437.47	\$24,254.56	\$558,127.67

AGC

Phone System	Training	Voicemail System Upgrades	Cisco Network Hardware	TOTAL PROJECT
\$573,045.91	\$13,980	\$46,906.58	\$26,515.61	\$660,448.10

AT&T

Phone System	Training	Voicemail System Upgrades	Cisco Network Hardware	TOTAL PROJECT
\$726,993.38	\$12,041.66	\$50,632.94	\$24,547.42	\$814,215.40

THOMPSON, ROSS & ASSOCIATES, INC.

TELECOMMUNICATIONS & INFORMATION TECHNOLOGY CONSULTANTS

JOHN W. THOMPSON

e-mail: john.thompson@tross.com

630-850-3377

Web: <http://www.tross.com>

2/21/2014

Mike Kluga

County of Will

302 North Chicago Street

Joliet, Illinois 60432

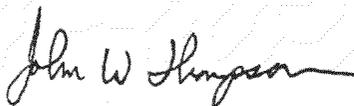
Dear Mike:

We have completed our evaluation of the bids for the Avaya upgrade project for the County. The attached represents our report on this project, along with our conclusions and recommendations.

Thank you for your help in the project, and if you have any questions, please do not hesitate to call. Please also thank Rita Weiss and Missy Miesmer for all their help on this important project, as well as the States Attorney Phillip Mock for his invaluable review of the document.

We look forward to working with Will County in the future and if we can be of further assistance, please do not hesitate to call.

Sincerely,



John W. Thompson

Principal

REPORT TO WILL COUNTY

ON THE EVALUATION OF

AVAYA UPGRADE

SOLUTION FOR WILL COUNTY

FEBRUARY, 2014

PREPARED BY

THOMPSON, ROSS & ASSOCIATES, INC.

BACKGROUND

Will County retained Thompson, Ross & Associates to issue an RFP to upgrade their two locations, Will County and the Health Department to the latest release of Avaya software and hardware. This takes the systems to the latest software release. Several years we had issued an RFP which upgraded the Avaya systems to the then latest release. That upgrade reduced the number of sites from eleven to two from a system perspective.

This not only made upgrades like the current one simpler but consolidated licenses and made the system less costly to maintain and reduce the quantity of elements to reduce maintenance costs.

After several years of maintenance with Schuld, Inc, we worked with the county to bid out the maintenance and AT&T won that bid and has been doing maintenance since then.

The bids for the current upgrade were returned on Wednesday, 2/14/2014 and a recap of those responses follows:

RESPONSES

A number of RFPs were issued or picked up by a sizeable number of potential bidders. These were as follows:

Chicago Consolidated Communications	No Bid
Maron Structure Technologies	No Bid
NACR	Bid received, rejected
Technology Solutions Group	Bid received, rejected
CTI Technology	No bid
AT&T	Response received
AGC Networks	Response received
Altura ACS	Response received
Arrow Electronics	No Bid
Mac Source	No bid
Avaya	No bid

The bid responses from the five remaining vendors were as follows:

NACR: Rejected for being non-compliant

Mac Source rejected as non-compliant

AT&T compliant, accepted.

AGC Networks compliant, accepted

Altura ACS compliant, accepted

Of the three remaining responses, our evaluation follows:

EVALUATION PROCESS

During the bid opening several vendors were eliminated for being non-compliant. NACR was eliminated due to the exceptions they listed in their response. Of these exceptions the most significant was they took exception to complying with FOIA, which the team did not think would be acceptable. The three remaining vendors, AT&T, AGC Networks and Altura ACS, were evaluated in depth.

In the original RFP, detailed equipment inventories and pictures of the sites were included which had been prepared by Mike Kluga and Kristen Shields. This was a list of the hardware and software components that provided the vendors with the ability to determine what would be need to be added to each location in order to meet the requirements. (Avaya has a system configurator which, when the customer's switch location and 'sold to' number is entered, will query the system to ascertain the current configuration, then generate a detailed list of components which must be added for the upgrade.) This tool gave the bidders a configuration from which to create a response.

All three finalists (and in fact nearly all bidders are Avaya Platinum dealers, based on competency and sales volume. This is Avaya's highest designation.

THE THREE FINALISTS

The first step was to create a spread sheet detailing costs. This provided a clear match on costs. Based on this analysis, comments on the responses are as follows:

FINALIST EVALUATION

Our evaluation of the three finalists is as follows:

COMPARATIVE COSTS

The costs for the three solutions are in the table below with full detail further down. The cost difference column shows the premium for the solution over the low cost bidder.

Vendor	Cost	Cost Difference
AT&T	\$731,753.79	\$259,318.15
AGC	\$587,025.91	\$114,590.27
Altura ACS	\$472,435.64	

Bidder AT&T

Compliant? Item Cost Options
 Cost

Prime Contractor	Y				
Bid Bond	Y				
Addenda	Y				
Forms Signed	Y				
Questionnaire	Y				
		Will Co		Will Co	
		Upgrade	\$276,007.52	Upgrade	\$92,519.11

		Install	\$221,053.41	Install	\$11,432.09
		Maintenance	\$52,243.41	Maintenance	\$5,247.76
		Health Dept			
		Upgrade	\$117,745.80	Upgrade	\$12,029.63
		Install	\$39,781.60	Install	\$9,384.59
		Maintenance	\$20,162.05	Maintenance	\$3,319.76
		Training basic	\$6,020.83	Hardware	\$24,547.42
		Training advanced	\$6,020.83	Maintenance	\$3,070.56
		Grand totals	\$731,753.79		\$27,617.98

AT&T has been maintaining the system for the past three years. While they have been reasonably responsive to the County's needs, they have always been somewhat expensive.

AT&T sells and services, through partners, a number of systems. For years they sold Avaya, Cisco and Nortel, but would also sell ShoreTel and other systems. Most of the installation work is done by partners, Arrow Electronics in particular. In fact on the State schedule of systems for government entities to purchase one of these systems. However due to the strong relationship between SBC and Nortel, most of the recommendations were for Nortel solutions. We were involved with a state agency when they needed to replace a contact center system we had helped them install ten years earlier. CMS wanted the agency to go through the state standards, and AT&T proposed Nortel. At the time Nortel had filed for bankruptcy but this did not sway the decision. Now three – four years later they are replacing the system again.

AT&T did a thorough job with their response. However their price was the highest

of the three finalists. Interestingly this price is significantly higher than a proposal submitted to the Count on request by the staff. This is pretty much par for the course with AT&T. They are known as being the safe choice, but expensive.

Bidder AGC

	Compliant	Item	Cost	Options	Cost
Prime Contractor	Y	Will Co		Will Co	
Bid Bond	Y	Upgrade	\$252,338.65	Upgrade	\$9,728.20
Addenda	Y	Install	\$80,755.02	Install	\$21,294.30
Forms Signed	Y	Maintenance	\$20,162.05	Maintenance	\$7,987.20
Questionnaire	Y				
		Health Dept			
		Upgrade	\$115,487.00	Upgrade	\$2,591.08
		Install	\$49,831.25	Install	\$2,267.40
		Maintenance	\$15,778.08	Maintenance	\$3,038.40
		Training basic	\$6,990.00	Hardware	\$2,515.61
		Training advanced	\$6,990.00	Maintenance	
		Grand totals	\$587,025.91		

AGC is a company based in India. We had not heard of them before so checked them out. The company is quite large but it appears to be based mostly in India. While they are a Platinum VAR for Avaya indicating a certain level of certifications but mostly sales volumes, it is not clear how much of the sales were in India

versus the US. AGC has bought a number of Avaya and ShoreTel VARs around the US in an attempt to enter the US market. Time will tell how successful this strategy will be. The US market is awfully tough for vendors and manufacturers to break into. In the past Fujitsu and Alcatel have struggled to gain major market share in the US.

AGC's response overall seemed very sparse. While AGC has purchased a number of US Avaya distributors as well as ShoreTel distributors to gain a foothold, it is not clear how effective this strategy is. Some of the VARs, such as Transcend, were not particularly well know. It is our opinion that AGC may have a hard time breaking into the US market as there are a number of great Avaya VARs with established reputations with whom buyers are more comfortable dealing.

Bidder Altura ACS

Cost*	Compliant	Item	Cost	Options	
Prime Contractor	Y	Will Co		Will Co	
Bid Bond	Y	Upgrade	\$160,192.00	Upgrade	\$12,357.00
Addenda	Y	Install	\$87,270.00	Install	\$14,303.80
Forms Signed	Y	Maintenance	\$76,161.92	Maintenance	\$11,972.00
Questionnaire	Y				
		Health Dept			
		Upgrade	\$8,803.36	Upgrade	\$8,612.35
		Install	\$27,800.00	Install	\$6,731.20
		Maintenance	\$21,638.36	Maintenance	\$7,461.12
		Training basic	\$4,990.00	Hardware	\$24,254.56

		Training advanced	\$5,590.00	Maintenance	\$3,070.36
		Grand totals	\$472,435.64		

Comments on Avaya configurations.

Altura ACS was at one time a Fujitsu dealer. Fujitsu entered the US market in 1989-1990. After a slow start they attained a 6% US market share. Then in 2000 Fujitsu suddenly exited the US market. Altura became an Avaya distributor and worked with Avaya to develop a bridge between the Avaya and the Fujitsu products, allowing those companies to extend the life of their existing systems, while laying the groundwork for a smooth transition to Avaya. Altura has always been a very strong engineering company.

With Avaya in the past the licenses were always standard. Around release five analog licenses were declared a separate license at about 20% of the cost when compared to digital or IP licenses. This reduces cost significantly. Also there were a number of Cajun switches which are no longer in use which were still under maintenance. Not all bidders seemed to correct for this change in pricing but one, Altura ACS, did.

CONCLUSIONS:

It is our opinion that Will County has two very viable bids in hand from competent companies to do the project at hand. We cannot be as confident with AGC as we are unfamiliar with their performance but as a Platinum dealer they should be competent.

We are familiar with Altura and have full confidence that they will serve the County well. We have known many of the principal players there for over 20 years and know their reputation for solid work.

RECOMMENDATIONS:

It is our recommendation that Will County award this project to Altura ACS.

We further recommend that Will County execute a contract with Altura for this project, after finalizing any additions or deletions that need to be made.