

HOUSING AUTHORITY OF NEW ORLEANS
BOARD OF COMMISSIONERS
REGULAR MEETING
January 31, 2012

RESOLUTION NO 2012-02

WHEREAS, there are funds allocated in the Housing Choice Voucher Program and Capital Funds Budgets to provide funding for the purchase and implementation of the Cisco Unified Communication System; and

WHEREAS, the current Tadiran phone system is outdated and does not meet the current needs of HANO; and

WHEREAS, the implementation of the Cisco Unified Communication System will enhance HANO's ability to manage the communications needs of its customers and staff; and

WHEREAS, Global Data Systems has been awarded **Louisiana State contract #407245 and #407282** to sell and implement the Cisco Unified Communication System and has provided a proposal to HANO consistent with that contract; and

WHEREAS, the equipment, implementation and training cost of the Cisco Unified Communication System is **\$342,280.34**.

BE IT THEREFORE RESOLVED, that the Board of Commissioners of the Housing Authority of New Orleans approves the award of a contract to Global Data Systems in the amount of **\$342,280.34** for the purchase and implementation of the Cisco Unified Communication System.

Executed this 31st day of January, 2012

APPROVAL:



DAVID GILMORE,
ADMINISTRATIVE RECEIVER
CHAIRMAN, BOARD OF COMMISSIONERS



Housing Authority of New Orleans

January 31, 2012

MEMORANDUM

TO: David Gilmore,
Administrative Receiver
Chairman, Board of Commissioners

FROM: Angela Anderson
Director of Procurement and Contracts

Kenneth Wood
Director of Information Technology

RE: Purchase of Cisco Unified Communications System

It is recommended that HANO enter into a contract with Global Data Systems pursuant to Global Data Systems' Louisiana State Contract #407245 and #407282 to purchase and implement Cisco's Unified Communication System. This action aligns with HANO's overall objectives and telecommunications requirements. Global Data Systems holds the Louisiana state contract for Cisco systems and will be the seller and implementer of the system.

The current communications system used by HANO is Tadiran PBX which was installed over 10 years ago. The system is outdated. HANO is having difficulty finding vendors who can maintain this system due to the outdated technology. Replacement parts are increasingly more difficult to find due to the age of the communications system.

Implementation of the Cisco Unified Communication System will allow HANO to achieve several critical outcomes including:

- Centralized Call Center with call reporting, recording, and interactive voice response (IVR) capacity
- Call presence software installed on user desktops enabling staff to view the status of phone users with full integration to HANO's email system
- Integration of voice mail to email system
- Integration of email calendar to communications system
- Ability to view if a staff member is on the phone or out of the office before calling
- Ability to Instant Message staff
- Ability to record inbound and outbound calls of non call center staff
- Ability to manage phones within HANO's current network framework
- Ability to use one data line to connect the phone and computer
- Complete call tracking
- Ability to host conference calls
- Ability to host Web-ex meetings
- Complete redundancy for systems failovers

Evaluation Process

Four telephone companies were contacted by HANO to procure and implement a communication system:

- Cisco
- Avaya
- Mitel
- Toshiba

HANO Staff attending the demonstrations were:

- Kenneth O. Wood, Director of Information Technology
- Alan Rivera, Network Administrator
- Raymond Schmitt, Technical Data Analyst

Recommendation

After demonstrations, it was clear that the Cisco Systems Unified Communication System was the best solution for the agency and would easily integrate with our current Cisco based Network. Other agencies using the Cisco Unified Communication System include:

- City of New Orleans
- Ochsner Hospital
- Recovery School District
- New Orleans School District
- Jefferson Parrish School District
- Jefferson Parrish Sheriff's Office
- Orleans Parrish 911
- Monroe City School District
- City of Lafayette

Total Cost

Equipment and Phones	\$ 272,313.24
Installation and Training	\$ 44,640.00
1 st Year Maintenance Costs	\$ 26,640.00
=====	
Total	\$ 342,280.34

Please be advised that this procurement was conducted in accordance with all applicable Federal and State regulations and laws, and in accordance with HANO's procurement policy. Please be further advised that Global Data Systems has been awarded Louisiana State Contract #407245 and #407282 to sell Cisco's Unified Communication System. As such, it is recommended that approval be given to enter into a contract Global Data Systems to and implementation of the Cisco Unified Communication System though Global Data Systems' Louisiana State Contract #407245 and #407282 in the amount of **\$342,280.34**