



# Baldwin County Commission

## Legislation Text

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**File #:** 21-0346, **Version:** 1

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**Meeting Type:** BCC Regular Meeting

**Meeting Date:** 1/19/2021

**Item Status:** New

**From:** Wanda Gautney, Purchasing Director/Brian Peacock, CIS Director

**Submitted by:** Wanda Gautney, Purchasing Director

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### **ITEM TITLE**

Request of Proposals (RFP) for Unify Telecommunications Maintenance and Support Services for the Baldwin County Commission

### **STAFF RECOMMENDATION**

Approve the attached Request for Proposals (RFP) for Unify Telecommunications Maintenance and Support Services and authorize the Purchasing Director to advertise the RFP.

### **BACKGROUND INFORMATION**

**Previous Commission action/date:** N/A

**Background:** Staff is requesting that the Commission approve the attached solicitation for professional services for telecommunications maintenance and support services. The current Contract is set to expire, and we need to have a new Contract in place to maintain support for our current VOIP telephone system. The backbone of the Baldwin County Commission's Telecommunications System is supported by (1) Unify Openscape 4000 version 8R2, (1) Xpression voicemail system version 7 and (1) Openscape Contact Center version 9. These systems provide service to all departments and staff of the Baldwin County Commission as well as external customers of the Commission covering 15 locations. The Baldwin County Commission is seeking a Unify Authorized Channel Partner as a service provider that will perform the maintenance and technical support requirements of the County's Unify Openscape 4000, Xpression Voicemail and Openscape Contact Center systems outside of the day-to-day service that Communications and Information Systems (CIS) staff provides.

### **FINANCIAL IMPACT**

**Total cost of recommendation:** N/A

**Budget line item(s) to be used:** N/A

**If this is not a budgeted expenditure, does the recommendation create a need for funding?**  
N/A

### **LEGAL IMPACT**

**Is legal review necessary for this staff recommendation and related documents?**  
N/A

**Reviewed/approved by:** N/A

**Additional comments:** N/A

### **ADVERTISING REQUIREMENTS**

**Is advertising required for this recommendation?** N/A

**If the proof of publication affidavit is not attached, list the reason:** N/A

### **FOLLOW UP IMPLEMENTATION**

**For time-sensitive follow up, select deadline date for follow up:** 01/19/2021

**Individual(s) responsible for follow up:** Wanda Gautney, Purchasing Director

**Action required (list contact persons/addresses if documents are to be mailed or emailed):**  
Mail RFPs

**Additional instructions/notes:** N/A