



# Board of Commissioners of Cook County

118 North Clark Street  
Chicago, IL

## Legislation Details

**File #:** 17-0050      **Version:** 1      **Name:** Arrow Systems Integration, Inc., Irving, Texas  
**Type:** Contract (Technology)      **Status:** Approved  
**File created:** 6/15/2016      **In control:** Technology and Innovation Committee  
**On agenda:** 12/14/2016      **Final action:** 1/18/2017  
**Title:** PROPOSED CONTRACT (TECHNOLOGY)

Department(s): Bureau of Technology

Vendor: Arrow Systems Integration, Inc., Plano, Texas

Request: Authorization for the Chief Procurement Officer to enter into and execute contract

Good(s) or Service(s): Support and maintenance of Avaya legacy telephone systems

Contract Value: \$10,377,470.80

Contract period: 2/1/2017 - 1/31/2022

Potential Fiscal Year Budget Impact: FY 2017 \$1,729,578.47, FY 2018 \$2,075,494.16, FY 2019 \$2,075,494.16, FY 2020 \$2,075,494.16, FY 2021 \$2,075,494.16, FY 2022 \$345,915.69

Accounts: 490-220

Contract Number(s): 1590-14365B

Concurrence(s):

The vendor has met the Minority and Women Owned Business Enterprise Ordinance via full waiver.

The Chief Procurement Officer concurs.

Summary: The Bureau of Technology is requesting authorization for the Chief Procurement Officer to enter into and execute a contract with Arrow Systems Integration, Inc. for maintenance and technical support of the County's Avaya legacy telephone systems. This agreement will allow Arrow to provide the necessary ongoing support and maintenance of the County's telephone system, which entails providing 24/7/365 operations and supporting all 23,000+ County employees as well as critical Health and Public Safety functions.

This contract is awarded through Request for Proposals (RFP) procedures in accordance with the Cook County Procurement Code. Arrow Systems Integration, Inc. was selected based on established evaluation criteria.

### Sponsors:

**Indexes:** (Inactive) SIMONA ROLLINSON, Chief Information Officer, Bureau of Technology

### Code sections:

### Attachments:

Date	Ver.	Action By	Action	Result
1/18/2017	1	Board of Commissioners	approve	Pass
1/18/2017	1	Technology and Innovation	recommend for approval	Pass

12/14/2016	1	Committee Board of Commissioners	refer	Pass
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