



## **El Paso County Agenda Item Details**

<b>Item Title:</b>	Information Technology Department - Contract No. 2025-0186   Continuant Managed Services - Telephone System Maintenance and Support Services Agreement / GS-35F-552AA / YR 2025-2026 / Renewal Option #3
<b>Submitted By:</b>	Art Nevarez, Director
<b>Department:</b>	Information Technology
<b>Department Phone Number:</b>	915-273-3301
<b>Subject:</b>	Approve and authorize the County Judge to sign the agreement between the El Paso County and Continuant Managed Services. Funding is available in GF-ITD-MAINT/REP-SOFTWARE for the total amount of \$58,541.88. (Contract No. 2025-0186)
<b>Background:</b>	<p>The El Paso County Information Technology Department (ITD) is committed to supporting robust and functional IT solutions. ITD dedicates resources focused on understanding and maintaining organizational and technological solutions to achieve this goal. ITD strives to consolidate our IT solutions to leverage institutional knowledge, focused training, and more efficient support.</p> <p>ITD manages and maintains two (2) independent telephone systems located at the County Courthouse and the Sheriff's Office Headquarters. The age of these systems necessitates ITD to request hardware &amp; software maintenance/support to ensure the continuity of each telephone system. This maintenance/support is required while the existing analog telephone systems are significantly reduced and, in most cases, phased out entirely during the transition to the newer Voice over Internet Protocol (VoIP) system. Continuant Managed Services offers this combined service at a 40% discounted cost of the manufacturer quote for a one (1) full-year term. This support provides for: 1) secure real-time alarm monitoring, 2) technical support 24/7/365, 3) preventative maintenance, and 4) advanced hardware replacement.</p> <p>ITD is requesting that the Court approve and authorize the County Judge to sign an Agreement for the continued use,</p>

support, and maintenance of this hardware and software system. This agreement is for twelve (12) months. The agreement has been reviewed and approved by the County Attorney's Office, and the Purchasing Department. ITD recommends approval.

**Fiscal Impact:**

Funding is available in the following account:

Account: GF-ITD-MAINT/REP-SOFTWARE  
COGF-1000-0000000-431-10-11140-0001-00000-600654-  
Amount: \$58,541.88

**Recommendation:**

Approve and authorize the County Judge to sign the agreement between the El Paso County and Continuant Managed Services. Funding is available in GF-ITD-MAINT/REP-SOFTWARE for the total amount of \$58,541.88. (Contract No. 2025-0186)

**Prior Action:**

On April 8, 2024, Commissioners Court approved the purchase of Annual Renewal Support Services for Avaya Nortel Telephone Systems which is utilized by various County locations using GSA Contract GS-35F-552AA awarded to Continuant, Inc.

**Strategic Plan:**

Goal:

null

Objective:

**Strategic Plan Information:**

**Estimated Time Needed  
For This Item:**