Communications System Technology

Maintenance Support Services – Master Services Agreement

July 2016

Business Technology Solutions & Services

Voice Communications / Cable Plans / Network Infrastructure and Applications / Consulting

Access Control & Video Surveillance
Audio Visual Collaboration Technology
System Integration
Cloud and Premise Based Technology Solutions

Project and Support Services
Managed Services
Maintenance Support Services

Charlie Mitchell / Sales Consultant

248-654-3623 / charliemitchell@suntel.com
1095 Crooks Road, Troy, Michigan 48084
www.suntel.com

Maintenance Support Services Communications Systems

Feature and Pricing Summary Reference

July 2016

Thank you for the opportunity to provide the following Maintenance Support Services Summary information. SunTel Services has worked with the City of Ann Arbor since **2008**. Services have included Engineering, design, installation, and maintenance support services for communications technology.

SunTel Services

- Local Michigan based Technology Solutions Provider
- Celebrating 29+ years
- Mitel Partner for 25+ years
- Experienced and certified in design, installation, and support services across voice, network, cable, and security technologies.
- City of Ann Arbor and SunTel Services
  - o SunTel Services installed and has provided warranty and maintenance support services since **2008**

Feature Summary

- ***Parts and labor*** coverage for "break-fix" scenarios, remotely and onsite
- **Coterminous support** coverage for systems listed on the proposal schedule
- **Response Times** - Committed response times for major and minor repairs
- **Tech Support** - Access to unlimited telephone support
- Access to Manufacturer Technical Support and select software via a **Mitel Assurance** Contract 's
- Cost containment
- Carrier problem assistance
- **Optional -** Remote Moves, Adds, Changes and Unlimited Telco Support
- **Master Agreement Management** - Ease to add or omit systems from the Master Services Agreement
- **Dedicated Support Team** – Assigned Tech Team for remote and onsite services

- o The SunTel Services team has several representatives familiar with the systems and locations listed in the proposal Exhibit.

    - o First level response: Remote Services

  - ▪ Mitel branded components sold, installed, or maintenance by SunTel Services are included.

  - ▪ **Training** – Remote administration training refresh

Note: Assumes remote access to all systems 7x24

Manufacturer Support Contracts

Manufacturer Support Contracts reflect contractual support and policy from the manufacturer for entitlement to the following:

1. Mitel Technical Support
2. Access to patches
3. Compliance with Mitel programs and policy
4. The pricing, features, and programs are pursuant to Mitel policy and change.
5. Mitel does not offer an alternate method of manufacturer support other than the Assurance contract program.
6. Pricing is subject to change post expiration.

System Upgrades

  - ▪ The implementation services and hardware to upgrade the systems to current software is not in scope.

  - ▪ The access to the software for upgrades is included in the Mitel Assurance contracts.

Recommendations

  - ▪ Leverage the investment, review and implement new features for enhancements and Unified Communications.

  - ▪ Software upgrades to current version and patch level are recommended.

Pricing Summary

12 Month Term

SunTel Services:

NetSurety Extended Hours Program	$	32,628.00
SunTel Services PrairieFyre App Support	$	3,477.00
Subtotal	$	36,105.00

Mitel GSA:

Mitel Assurance Support - All Systems	$	11,174.90
Mitel PrairieFyre Assurance Support	$	14,679.00
Subtotal:	$	25,853.90

Cumulative Sum	$61,958.00

36 Month Term

Year I

SunTel Services:

NetSurety Extended Hours Program	$	32,628.00
SunTel Services PrairieFyre App Support	$	3,477.00
Subtotal	$	36,105.00
Multi-year commitment reduction	$	(6,225.00)

Mitel GSA:

Mitel Assurance Support - All Systems	$	11,174.90
Mitel PrairieFyre Assurance Support	$	14,679.00
Subtotal:	$	25,853.90

Cumulative Sum	$55,733.90

Year II

SunTel Services:

NetSurety Extended Hours Program	$	32,628.00
SunTel Services PrairieFyre App Support	$	3,477.00
Subtotal	$	36,105.00
Multi-year commitment reduction	$	(6,225.00)

Mitel GSA:

Mitel Assurance Support - All Systems	$	11,174.90
Mitel PrairieFyre Assurance Support	$	14,679.00
Subtotal:	$	25,853.90

Cumulative Sum	$55,733.90

Year III

SunTel Services:

NetSurety Extended Hours Program	$	32,628.00
SunTel Services PrairieFyre App Support	$	3,477.00
Subtotal	$	36,105.00
Multi-year commitment reduction	$	(6,225.00)

Mitel GSA:

Mitel Assurance Support - All Systems	$	11,174.90
Mitel PrairieFyre Assurance Support	$	14,679.00
Subtotal:	$	25,853.90

Cumulative Sum $55,733.90

Cumulative Savings over 36 month term: $ 18,675.00

Note: Mitel Assurance subject to change.

Please let us know if there are questions or custom requests

Thank you for your business!

Capabilities & Qualifications
Product *Offerings and Certifications*

SunTel Services offerings meet the complete need of our customers for voice, data network, and unified communications, including network security and physical infrastructure. Key competencies include the following areas:

- **Services -** Customer and Managed IT Project and Support Services
- **Voice Systems** – including business phone systems, voicemail, contact center, applications
- **IP Networking** – including switches, routers, wireless, WAN optimization, Local Area Network devices
- **Unified Communication** Solutions – unified messaging, presence, mobility, voice teleworker and more
- **Server and Storage Infrastructure** – Email, directory, database, storage area network (SAN)
- **Remote Access** – site-to-site VPN, SSL VPN
- **Network Security** – firewall, intrusion detection, anti-virus, anti-spam
- **Access Control & Surveillance** -office security systems, video surveillance systems
- **Audio Visual & Collaboration Applications**-projectors, monitors, and audio/video, services, sound masking
- **Cabling** – Cat 5/6, fiber, patch panels, sound masking, notification technology, design, installation services
- **Physical Protection** – UPS, cooling, security, and environmental monitoring

The following table describes our primary product relationships and reseller status.   Additional options and technology solutions may be available that are not reflected on the matrix.

Manufacturer	Voice	IP Networking	UC solutions	Server/Storage	Remote Access	Network Security	Cabling	Physical Protection	Product lines	Partnership/ Certifications
ADTRAN		X								✓
APC by Schneider Electric							X	X	UPS Systems, cooling, racks, environmental and video monitoring	✓
AVAYA	X	X	X		X				VOIP, phone systems, voice mail, unified communications, contact center, mobility, IP networking, phones	✓
Blue Coat						X			Network Visibility, Security, and Application Performance	✓
Cable							X		Station, datacenter, and building cabling	✓
Check Point						X			Firewall, mobile security, security management technology solutions	✓
CISCO		X				X			Switches, routers, wireless, unified communications, firewalls, phones	✓

Manufacturer	Voice	IP Networking	UC solutions	Server/Storage	Remote Access	Network Security	Cabling	Physical Protection	Product lines	Partnership/Certifications
CITRIX PARTNER Silver Solution Advisor				X					Virtualization, security, network performance, Data Center and Cloud solutions	✓
DELL				X					iSCSI Storage Area Network (SAN), Dell portfolio solutions	✓
FORTINET					X	X			Series of ASIC-accelerated firewalls including VPN, anti-virus, content filtering, intrusion detection and traffic shaping	✓
hp				X					Servers, Laptops, Desktops, Backup	✓
JUNIPER NETWORKS		X			X	X			Firewalls, SSL VPN, intrusion detection, unified access control, WAN optimization, switches, routers	✓
Microsoft	X		X	X	X				Network server SW, email, directory, unified communications, instant messaging, unified communications	✓
MITEL	X		X		X				VOIP, phone systems, voice mail, unified communications, teleworker, call center, mobility, phones	✓
Jabra plantronics			X						Headset solutions	✓
POLYCOM TOGETHER. GREAT THINGS HAPPEN.	X		X						Wireless phones, SIP phones, select apps	✓
Pulse Secure						X				✓
RADVISION an Avaya company			X						Room, Lync integration, and mobile video and meeting collaboration	✓

Manufacturer	Voice	IP Networking	UC solutions	Server/Storage	Remote Access	Network Security	Cabling	Physical Protection	Product lines	Partnership/Certifications
riverbed					X	X				✓
RSA					X	X			Tokens, 2-factor authentication	✓
SunTel SERVICES	X	X	X	X	X	X	X	X	Services-Consultative Services, Design, Engineering, and Support Services	✓
vmware				X					Virtualization, desktop, Data Center, and cloud technology solutions	✓
websense ESSENTIAL INFORMATION PROTECTION						X			Internet browsing and email protection	✓
Infoblox			X		X	X			DNS Cashing, external DNS solutions for Mobility, IPv6 Address Management	✓
Transport (multi-vendor solutions)	X	X							T1/PRI Services, MPLS, Network Transport Services, over 15 carrier options	✓
Access Control and Video Surveillance							X	X	System design, integration, and support Multi-technology / Multi-vendor solutions	✓

SunTel
S E R V I C E S

Celebrating 29+ Years

Voice Communications / Collaboration / Network Infrastructure / Cable Plan and Sound Infrastructure / Access Control and Video

Project Services / Managed IT Services

SunTel Services is a premier business technology solutions provider in the following critical areas:

- Enterprise networking infrastructure and applications
- Physical security and video surveillance
- Voice communications technology
- Cable plans with associated applications including paging, intercom, and Sound Masking
- Network security

The best of breed company concept allows premier capabilities and skill sets not only in the enterprise networking and security arena but also in voice, conferencing, cabling, network services, and related complementary technologies and applications. Business technology offerings include everything from a comprehensive solution or subset of hardware, software, project services, maintenance support services, and managed services.

SunTel Services employs best of breed expertise in all four disciplines as well as the integration of these technologies into common network architectures. SunTel Services is also a leader in complex technical and logistical project management. SunTel Services maintains top partner reseller status and top engineer certification levels for all of the major best of breed manufacturers in the marketplace.

SunTel Services possesses significant skills and experience in the area of communications and network technologies. One significant value add is that the resources performing the project management tasks are Specialists who not only have extensive project management skills, but also hold substantial experience on the execution portion of these engagements. The Technical team may include Project Managers, Network Engineers, Specialists, and dedicated support services. This benefit provides for a much greater depth of task planning accuracy execution, and completion validation.

Over the past 29 years, successful projects have encompassed every size of organization and markets spanning healthcare, financial services, law, municipality, county government, energy, and manufacturing. We welcome the opportunity to work with your organization for any consultative manner, for planning, Engineering, products, software, and deployment of new technology.

2016