



## Legislation Details (With Text)

**File #:** 11-1359      **Version:** 1      **Name:** 11/21/2011 SunTel Upgrade  
**Type:** Resolution      **Status:** Passed  
**File created:** 10/18/2011      **In control:** City Council  
**On agenda:** 11/21/2011      **Final action:** 11/21/2011  
**Enactment date:** 11/21/2011      **Enactment #:** R-11-491  
**Title:** Resolution to Approve a Services Agreement with SunTel Services, LLC for upgrading Telephone System Software. (Not to Exceed \$35,000.00)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. SunTel PS Contract.pdf

Date	Ver.	Action By	Action	Result
11/21/2011	1	City Council	Approved	Pass

Resolution to Approve a Services Agreement with SunTel Services, LLC for upgrading Telephone System Software. (Not to Exceed \$35,000.00)

Attached for your review and approval is a resolution authorizing a services agreement with SunTel Services, LLC for upgrading of the City's Voice over IP (VoIP) phone system. The City's phone system installation was completed in 2009 and the system has not been upgraded since that time. This upgrade will bring the software level on the phone system to a current level, and is required for SunTel to continue to provide support on the overall system.

SunTel was awarded the contract for the purchase and installation of the City's VoIP phone system under RFP #676. That RFP also solicited pricing for ongoing maintenance for the post-installation system.

Under the terms of the current SunTel maintenance agreement, it is necessary for SunTel to perform any system software upgrades in order to continue to provide maintenance on the system during the contract term.

This services agreement is for labor and any necessary hardware needed to upgrade the system. Software and support is included in the annual VoIP phone system's software maintenance agreement with SunTel.

This expenditure is planned for and budgeted in the FY2012 Information Technology Services Fund.

SunTel received Human Rights and Living Wage compliance approval on August 9, 2011.

Prepared by: Kathleen McMahon, Information Technology Services Unit

Reviewed by: Dan Rainey, Director, Information Technology Services Unit and Tom Crawford, CFO, Financial and Administrative Services Area Administrator

Approved by: Steven D. Powers, City Administrator

Whereas, SunTel Services, LLC was awarded the City's Voice over IP (VoIP) phone system installation and maintenance contract under RFP #676, including providing ongoing technical support and maintenance;

Whereas, The City's telephone system is a critical communication tool;

Whereas, The VoIP phone system's continued operation is necessary to support the City's daily operations, and safety and security of the employees of the City of Ann Arbor;

Whereas, Maintaining current software levels on the VoIP phone system is important to maintaining the stability and supportability of the VoIP phone system;

Whereas, Funding for the VoIP phone system upgrade is planned for and budgeted for in the FY2012 Information Technology Fund; and

Whereas, Suntel Systems, LLC received Human Rights and Living Wage approval on August 9, 2011;

RESOLVED, That City Council authorize a services agreement to Suntel Services, LLC in an amount not to exceed \$35 ,000.00 to be expended without regard to fiscal year;

RESOLVED, That the Mayor and Clerk be authorized and directed to execute a services agreement with Suntel, LLC, after approval as to form and content by the City Attorney; and

RESOLVED, That the City Administrator be authorized to take all necessary actions to implement this resolution.