



Legislation Text

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Resolution to Approve Contract with SunTel Services for City-Wide Telecommunications System and Services - RFP No. 676 (Not to Exceed \$724,681.00) and a Supplemental Appropriation of Funds from the Information Technology Fund Reserves and a Budget amendment to FY2008 Information Technology Budget (\$82,324.00) **(8 Votes Required)**

The attached resolution seeks authorization to execute a contract for services and telecommunications equipment from SunTel Services for an upgrade and migration of the City's analog Centrex telecommunication and Octel voicemail environments to a modern telecommunications platform. This will allow the City to upgrade its aging telecommunications infrastructure to a modern voice-over-IP phone and voicemail system.

A Request for Proposal, RFP No. 676, was published in June 2007 and twelve responses were received by the Purchasing Unit on August 2, 2007. The twelve proposals were reviewed and evaluated by the City's Telecommunications Committee with a finalist round of four selected for further evaluation.

The final four respondents were: Sentinel/Cisco; SunTel/Mitel; Teoma/Avaya and All-Tronics/NEC. The final four respondents each spent one day at City Hall where they were asked to bring equipment and phones for City staff review and provide a walkthrough of their solution including phones, premise equipment, 911 locator capabilities, redundancy and fail-over abilities, call accounting software, maintenance and provisioning of phones and voicemail and their proposed call center solution.

Members of the City's Telecommunications Committee then visited three of the final four for all day sessions, where the team did a detailed review of each provider's solution set, after which the team arrived at two finalists: Sentinel/Cisco and SunTel/Mitel.

Members the City's Telecommunications Committee then developed a final specification for each vendor that would provide the City with essentially the same services from either and asked for a best and final quote. The results of that quote are below, with the final selection of SunTel Services and Mitel Communications as the highest rated respondent and proposal solution.

Vendor	Base Bid	Avg. Yearly Maintenance	5-Year TCO
Sentinel Technologies	\$624,673.00	\$35,812.50	\$767,923.00
Suntel Services	\$638,791.00	\$22,895.00	\$730,371.00

The selected system comes with a 12-month warranty covering repair and software upgrades beginning with acceptance of each phase of the project. Because of the staged implementation schedule and multiple acceptances this project entails, we also are including in this resolution, the

first 12 months of post warranty maintenance at an additional \$21,890, beginning 12 months after acceptance of the project's first phase.

A project contingency amount of 10% or \$64,000.00 is also budgeted.

The initial benefits of this new communication platform will be reliable and consistent communications with the City's constituents, integrated and cohesive call trees, internal and external phone conferencing, intercom paging, display phones with integrated staff directories, integration with the City's identity and security infrastructure, and the ability to listen to and manage voicemail through PC platforms.

The project and funding for the City-Wide Telecommunications Upgrade were budgeted in the FY2008 Information Technology Services Unit budget. A supplemental appropriation of funds from the Information Technology Fund Reserves and a budget amendment to FY2008 Information Technology Budget in the amount of \$82,324.00 is required to accommodate the awarded response.

SunTel Services received Human Rights approval on January 29, 2008.

We recommend that the attached resolution for the amount of \$724,681, including a 10% contingency and the first 12 months of post warranty maintenance, be approved.

Prepared by: E. Brian Morey, Architecture Manager, Information Technology Services Unit

Reviewed by: Daniel Rainey, Director, Information Technology Services Unit

Tom Crawford, Chief Financial Officer

Whereas, The City of Ann Arbor requires that stable, efficient and expandable telecommunication services be maintained and upgraded for all City locations, allowing for the efficient and effective delivery of city services;

Whereas, The City has planned, approved and budgeted for a City-Wide Telecommunications System upgrade and migration for FY08;

Whereas, Twelve competitive proposals were received by the Purchasing Unit on August 2, 2007, and SunTel Services representing the phone system vendor Mitel was selected as the highest rated respondent;

Whereas, SunTel Services has received Human Rights approval on January 29, 2008; and

Whereas, Funding for these purchases is available through the Information Technology Services Unit budget;

RESOLVED, That City Council approve a contract with SunTel Services for the upgrade and migration of the City's telecommunications system and related components for \$638,791.00, and 12-months post warranty support for an amount not to exceed \$21,890.00;

RESOLVED, That City Council approve a contingency amount not to exceed \$64,000.00 for change orders, if required;

RESOLVED, That City Council approve a supplemental appropriation of funds from the Information Technology Fund Reserves and a budget amendment to approved FY2008 Information Technology

Budget in the amount of \$82,324.00,

RESOLVED, That the Information Technology Fund Reserves shall be available for expenditure for this Project for the life of the Project without regard to fiscal year;

RESOLVED, That the Mayor and City Clerk be authorized and directed to execute the contract after approval as to substance by the City Administrator and approval as to form by the City Attorney; and

RESOLVED, That the City Administrator be authorized to take all necessary administrative actions to implement this Resolution including the authority to approve change orders within the approved contingency.