



## Legislation Text

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**File #:** 10-0425, **Version:** 1

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Resolution to Approve a Purchase Order Contract to SunTel Services for FY2010 Annual Support and Maintenance for the Mitel Telephone System (\$64,015.75)  
Attached for your review and approval is a resolution which authorizes the purchase of one year of maintenance and support for the Mitel Telephone System and third party components from SunTel Services.

The SunTel maintenance and support contract covers both the City of Ann Arbor City and the Ann Arbor Transportation Authority, which will be billed \$7,842.16 for their share support.

The maintenance and support agreement includes Mitel Telephone System hardware support, access to technical support, proper licensing and software support for the Telephone System, Call Center and Call Accounting System.

SunTel was awarded RFP #676 for the purchase and installation of the telephone system from Mitel and provides access to federal G.S.A. pricing for support and maintenance.

The annual maintenance cost of \$64,015.75 is included in the FY2010 Information Technology Services Fund budget and SunTel Services received Human Rights and Living Wage approval on September 22, 2009.

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Reviewed by: Dan Rainey, Director, Information Technology Services Unit, Tom Crawford, Finance and Administration Area Administrator

Whereas, The telephone system is a crucial communication tool and is necessary in order for the City to conduct business and for the safety and security of the employees of the City of Ann Arbor;

Whereas, The annual maintenance and support agreement with SunTel Service is necessary in order to receive system hardware and software updates and to maintain support of the Telephone system;

Whereas, Funding for annual maintenance and support agreement is budgeted for and available in the FY2010 Information Technology Fund; and

Whereas, SunTel Services received Human Rights and Living Wage approval on September 22, 2009;

RESOLVED, That City Council approve a purchase order contract with SunTel Services for annual maintenance and support of the Mitel Telephone System and third party components in the amount of \$ 64,015.75 to be expended without regard to fiscal year;

RESOLVED, That Information Technology will facilitate billing the Ann Arbor Transportation Authority \$7,842.16 for their share of the support; and

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