



## Legislation Details (With Text)

**File #:** 12-0604      **Version:** 1      **Name:** 8/9/12 SunTel Annual Maint and Support  
**Type:** Resolution      **Status:** Passed  
**File created:** 8/9/2012      **In control:** City Council  
**On agenda:** 8/9/2012      **Final action:** 8/9/2012  
**Enactment date:** 8/9/2012      **Enactment #:** R-12-367  
**Title:** Resolution to Approve Annual Support and Maintenance of City's Telephone System with Suntel Services, Inc. (\$65,000.00)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
8/9/2012	1	City Council	Approved	Pass

Resolution to Approve Annual Support and Maintenance of City's Telephone System with Suntel Services, Inc. (\$65,000.00)

Attached for your review and approval is a resolution which authorizes a purchase order for one year of Mitel Hardware Support and Software Assurance from Suntel Services, Inc.

Suntel is the original winner of RFP #676 for the purchase and installation of the system from Mitel. That RFP solicited pricing for maintenance for after installation costs of the system.

It is imperative to renew the maintenance agreement with Suntel for the City's voice system in order to receive access to technical support, and retain the proper licenses for use of the software on this mission critical City system. For example, the five phone servers, covered under this agreement, process all incoming and outgoing city phone calls and must remain available.

The accompanying resolution authorizes the creation of a purchase order to process a payment to Suntel in the amount of \$65,000.00 for the support and maintenance for both the City of Ann Arbor and the Ann Arbor Transportation Authority (AATA). The AATA is a partner with the City on the phone system and will be billed \$7,238.00 for their share of the contract.

The annual maintenance cost of \$65,000.00 is included in the approved FY2013 Information Technology Services Fund budget and SunTel Services received Human Rights and Living Wage approval on April 25, 2012.

Prepared by: Dan Rainey, Information Technology Services Director

Reviewed by: Tom Crawford, CFO and Financial and Administrative Area Administrator

Approved by: Steven D. Powers, City Administrator

Whereas, Suntel Systems, Inc. was the successful bidder on Bid #676 for installation, maintenance, and support of the City's Mitel Telephone System;

Whereas, The Mitel system is a crucial communication tool and is necessary for the daily operations

and for the safety and security of the employees of the City of Ann Arbor;

Whereas, Purchasing the Mitel Hardware and Software Assurance Support is necessary for continued successful operation of the telephone system;

Whereas, Funding for the Mitel Hardware and Software Assurance and related required additional software components is budgeted for and available in the approved FY 2013 Information Technology Fund budget; and

Whereas, SunTel Services, Inc. received Human Rights and Living Wage approval on April 25, 2012;

RESOLVED, That City Council approve a purchase order with SunTel Services for the annual maintenance and support of the Mitel Telephone System, and related third party components, in the amount of \$65,000.00 to be expended without regard to fiscal year;

RESOLVED, That Information Technology will facilitate billing the Ann Arbor Transportation Authority \$7,238.00 for their share of the Mitel voice system support; and

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