City of Ann Arbor

Legislation Details (With Text)

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Title: Resolution to Approve a Purchase Order to Suntel Services, Inc. for 3-Year Telecommunications Maintenance and Support Agreement FY2014-FY2016 ($189,491.04)

Sponsors:

Indexes:

Code sections:

Attachments: 1. Suntelannual_agreement3yrpricing

Date	Ver.	Action By	Action	Result
9/3/2013	1	City Council	Approved	Pass

Resolution to Approve a Purchase Order to Suntel Services, Inc. for 3-Year Telecommunications Maintenance and Support Agreement FY2014-FY2016 ($189,491.04)

Attached for your review and approval is a resolution authorizing the creation of a purchase order to Suntel Services in the amount of $189, 491.04 for 3-years of maintenance and support of Mitel Telecommunications Hardware Support and Software Assurance (FY2014-FY2016).

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.

Executing a new 3-year Suntel Services maintenance and support agreement, in lieu of separate 1-year agreements, saves the City $10,431.00 over a 3-year timeframe. This 3-year agreement can be funded through available funds in the FY2014 IT fund.

The accompanying resolution authorizes the creation of a purchase order to process a payment to Suntel in the amount of $189,491.04 for the support and maintenance for both the City of Ann Arbor and the Ann Arbor Area Transportation Authority (AAATA). The AAATA is a partner with the City on the phone system and will be billed $7,238.00 annually for their share of the contract.

The annual maintenance cost of $189,491.04 is included in the approved FY2014 Information Technology Services Fund budget and SunTel Services received Human Rights and Living Wage approval on August 7, 2013.

Prepared by: Russell Hanshue, IT Infrastructure Services Manager

Reviewed by: Tom Crawford, CFO and Financial Service 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 2014 Information Technology Fund budget; and

Whereas, SunTel Services, Inc. received Human Rights and Living Wage approval on August 7, 2013;

RESOLVED, That City Council approve a purchase order with SunTel Services for the annual maintenance and support of the Mitel Telecommunications System, and related third party components, in the amount of $189,491.04 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.