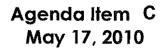
**CITY of NOVI CITY COUNCIL** 





SUBJECT: Approval to award a contract extension for the City's telephone system maintenance and services (based on hourly rate) to SunTel Services for two (2) years in the amount of \$18,994.

SUBMITTING	DEPARTMENT:	Information	Technology
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CITY MANAGER APPROVAL:

EXPENDITURE REQUIRED	\$18,994 (\$9,497.00 per year)
AMOUNT BUDGETED	\$18.994
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	101-265.00-851.000
	101-442.00-851.000
	101-337.00-851.000
	594-000.00-851.000
	101-301.00-851.000

#### **BACKGROUND INFORMATION:**

The City of Novi currently maintains a multi-location telephone system service plan supporting city-wide operations at the Civic Center, Police Department, DPS, Fire Station #1, Fire Station #2, Fire Station #4 and Meadowbrook commons facilities. The communication network provides the public direct access to over 250 lines servicing all operational service areas. The telecommunications equipment supported under this agreement is a central component needed to achieve this goal and maintaining our current level of service to the public.

The initial, two-year, competitively bid agreement with Suntel Services signed in 2008 included a two year renewal as part of the bid process. The two-year renewal will result in a 0% increase in service costs therefore honoring the same annual rate paid in 2008 and 2009. We have also accounted for the transition from the Community Development satellite office thereby reducing our annual costs by \$1262. The renewal agreement includes maintenance on all components, parts, phone sets, labor costs, problem resolution support services, voice mail support, remote diagnosis, and alarm monitoring, priority response, and emergency protection for major critical failures twenty four (24) hours a day as described in the proposed service plan renewal for your consideration.

Attached you will find the motion sheet adopted in 2008 with the proposed contract terms through May 2012 with Suntel Services.

### **RECOMMENDED ACTION:**

Approval to award a contract extension for the City's telephone system maintenance and services (based on hourly rate) to SunTel Services for two (2) years in the amount of \$18,994.

	1	2	Y	· N
Mayor Landry				
Mayor Pro Tem Gatt				
Council Member Crawford				
Council Member Fischer				

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	1	2	<b>Y</b> *	N.
Council Member Margolis				
Council Member Mutch				
Council Member Staudt				

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## **Service Agreement**

1095 Crooks Road, Suite 100 Troy, MI 48084 248.654.3623 Fax 248.654.3630 Service 248.654.3680 www.suntel.com

# **Maintenance Agreement Renewal Notice**

Date: 5/10/20	010		Renewal Date:	<u>5/19/2010</u>			
To: Mr. Rob Petty			Term:	24 Months			
The City of Novi 45175 West Ten Mile Road			New Annual Cost:	<u>\$9,497.00</u>			
			Payment Method:	Annually			
Novi		MI 48375	Agreement #:	<u>1001</u>			
System Hard Nortel	ware Covered:		Plan Type:	Extended Hours			
Equipment Location: 45175 W. Ten Mile Road, 45125 W.			Anniversary Date:	5/18/2012			
Ten Mil Grand I	e Road, DPW Fac River, 49375 Ten	ility, 42975 Mile Road,	Note that the previous annual cost was:	<u>\$10,128.00</u>			
25075	Meadowbrook Ro	ad					
Comments: AVAYA PASS is not included within the scope of maintenance services							
Terms: You do not need to take any action regarding the renewal under the original terms and conditions. Pursuant to the original terms and conditions, the agreement will automatically renew on the anniversary date unless we are directed otherwise in writing.							
Quantity		• <u>}</u>	Description	Amount			
1	Nortel CS1000	& Call Pilot S	erver	\$9,497.00			

This is not an invoice, you will be billed according to the payment method above.

Thank you for your business.

Moroved 5/19/08 CITY of NOVI CITY COUNCIL



Agenda Item D May 19, 2008

SUBJECT Approval to award telephone system maintenance contract (fixed amount) and Moves, Adds & 1 Changes (MAC) services (based on hourly rate) as well as. Alternate #1 (Testing of Uninterruptible.) Power Source (UPS), based on hourly rate) to SunTel Services, the low bidder, for two (2) years' with two (2) renewal options in increments of two (2) years, with an anticipated annual cost of \$25.000

SUBMITTING DEPARTMENT: Information Technology

# CITY MANAGER APPROVA

EXPENDITURE REQUIRED	Estimated \$25,000 annually
AMOUNT BUDGETED	Approximately \$25,000
APPROPRIATION REQUIRED	None
LINE ITEM NUMBER	851 accounts across various departments.

BACKGROUND INFORMATION: The City of Novi received three responses to our bid request, issued via BidNet, for a Nortel Telephone System Maintenance/Support Agreement. The maintenance contract with the recommended vendor (SunTel) consists of \$20,256 for 2 years (\$10,128 annually). The City also contracts for MAC services to the telephone system, which will be billed at \$84.15 per hour. We anticipate approximately \$15,000 annual for MAC charges. Alternate #1 (Testing of UPS) will be billed at \$84.15 per hour.

	SunTel	VDS	RJ
for 2 years	12,026	18,859.40	31,344
for 2 years	1,878	4,750.12	3,096
for 2 years	1,342	4,044.60	2,664
for 2 years	1,604	4,750.20	3,744
for 2 years	2,144	5,220.60	2,304
for 2 years	1,262	140.00	3,600
for 2 years	20,256	37,764.92	46,752
	for 2 years for 2 years for 2 years for 2 years for 2 years for 2 years for 2 years	for 2 years 12,026   for 2 years 1,878   for 2 years 1,342   for 2 years 1,604   for 2 years 2,144   for 2 years 1,262   for 2 1,262	for 2 years 12,026 18,859.40   for 2 years 1,878 4,750.12   for 2 years 1,342 4,044.60   for 2 years 1,604 4,750.20   for 2 years 2,144 5,220.60   for 2 years 1,262 140.00

**RECOMMENDED** ACTION: Approval to award telephone system maintenance contract (fixed amount).

- and Moves, Adds & Changes (MAC) services (based on hourly rate) as well as, Alternate #1 (Testing of Uninterruptible Power Source (UPS), based on hourly rate) to SunTel Services, the low . bidder, for two (2) years with two (2) renewal options in increments of two (2) years, with an anticipated annual cost of \$25,000.

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Mayor Landry				11	Council Member Margolis			1
Mayor Pro Tem Capello		1			Council Member Mutch			T
Council Member Crawford		1			Council Member Staudt			1
Council Member Gatt			1			i		