



cityofnovi.org

Agenda Item C
May 17, 2010

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

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				

	1	2	Y	N
Council Member Margolis				
Council Member Mutch				
Council Member Staudt				



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: 5/10/2010	Renewal Date: <u>5/19/2010</u>
To: Mr. Rob Petty The City of Novi 45175 West Ten Mile Road Novi MI 48375	Term: <u>24 Months</u>
System Hardware Covered: Nortel	New Annual Cost: <u>\$9,497.00</u>
Equipment Location: 45175 W. Ten Mile Road, 45125 W. Ten Mile Road, DPW Facility, 42975 Grand River, 49375 Ten Mile Road, 25075 Meadowbrook Road	Payment Method: <u>Annually</u>
	Agreement #: <u>1001</u>
	Plan Type: <u>Extended Hours</u>
	Anniversary Date: <u>5/18/2012</u>
	Note that the previous annual cost was: <u>\$10,128.00</u>

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	Description	Amount
1	Nortel CS1000 & Call Pilot Server	\$9,497.00

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

Thank you for your business.

Approved 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 & 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 APPROVAL:

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.

Location		SunTel	VDS	RJ
City Hall/Police Dept.	for 2 years	12,026	18,859.40	31,344
DPW	for 2 years	1,878	4,750.12	3,096
Fire Station #1	for 2 years	1,342	4,044.60	2,664
Meadowbrook Commons	for 2 years	1,604	4,750.20	3,744
Fire Stations #4	for 2 years	2,144	5,220.60	2,304
CD Satellite Office	for 2 years	1,262	140.00	3,600
TOTAL ALL LOCATIONS	for 2 years	20,256	37,764.92	46,752



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.

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

	1	2	Y	N
Council Member Margolis				
Council Member Mutch				
Council Member Staudt				