



**CITY OF NOVI CITY COUNCIL**  
**OCTOBER 26, 2020**

**SUBJECT:** Approval to award the emergency replacement of the jail cell telephone system in the amount of \$25,662.21.

**SUBMITTING DEPARTMENT:** Integrated Solutions, Information Technology  
Public Safety, Police Department

<b>EXPENDITURE REQUIRED</b>	<b>\$25,662.21</b>
<b>AMOUNT BUDGETED</b>	<b>\$0</b>
<b>APPROPRIATION REQUIRED</b>	<b>\$25,662.21</b>
<b>LINE ITEM NUMBER</b>	<b>101-301.00-850.018</b>

**BACKGROUND INFORMATION:** On May 20, 2020, the Novi Police Department received notification that Michigan Paytel, Inc., our current jail cell phone provider, was unable to maintain service due to decreased call count, rising hard phone line costs, and decreases in call costs to customers. Michigan Paytel, Inc. sent a letter indicating that it would no longer be able to provide service and to contact them for the removal and pick up of their equipment. Numerous phone services were contacted to take over the current service and all companies indicated that they would not be able to provide this type of service as it is no longer a lucrative space for companies to do business.

Integrated Solutions, along with the Police Department, explored other options to continue to provide telephone service to prisoners. We have selected the most cost-effective option by implementing telephone hardware that will use the City's current telephone service, preventing additional monthly services fees. The current vendor will be removing their equipment which is extremely outdated. The installation of the new system will include a phone for each jail cell, the telephone server, the call management server, and all necessary wiring.

The project cost distribution is as follows:

\$15,283.16    CBTS (Avaya IP Office 500)  
\$ 5,371.02    CBTS (Avaya Unified Communications Module – Recording)  
\$ 4,008.03    Dell (Server)  
\$ 1,000.00    Network Wiring

Going forward, prisoners will have the option to call cell phones as they are currently limited to calling landlines only. The new equipment will be maintained as part of the City's primary phone switch by the Integrated Solutions Technology Division in conjunction with the City's current contracted vendor, CBTS.

**RECOMMENDED ACTION:** Approval to award the emergency replacement of the jail cell telephone system in the amount of \$25,662.21.

# MEMORANDUM



**TO:** DAVID E. MOLLOY,  
DIRECTOR OF PUBLIC SAFETY/CHIEF OF POLICE

**FROM:** AMANDA KULIKOWSKI, LIEUTENANT *AK*

**SUBJECT:** PRISONER PHONE REPLACEMENT

**DATE:** AUGUST 25, 2020

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On May 20, 2020, the Novi Police Department received notification that Michigan Paytel, Inc. was unable to maintain service due to decreased call counts, rising hard phone line costs, and decreases in call costs by its current provider. Michigan Paytel, Inc. our current provider of service sent a letter indicating that it would no longer be able to provide service and to contact them for removal and equipment pick-up.

Numerous services were contacted to take over the current service and all companies indicated that it would not be able to provide service the way it was currently structured. Providing phone service of this nature was no longer a lucrative space for companies so other options needed to be explored. A survey of the prisoner phones with Integrated Solutions Specialist, Pat Oleszkowicz, occurred along with me to address the needs of the system.

Pat Oleszkowicz reached out to the current City of Novi service provider of our telephone systems, CBTS, a wholly-owned subsidiary of Cincinnati Bell (NYSE:CBB) Pat Oleszkowicz and sales representative Charlie Mitchell conducted a meeting and walk through of the Novi Police Department prisoner cell area and surveyed the interior space related to phone lines on August 19, 2020. Pat Oleszkowicz and Robert Petty then met to discuss the two options that were presented by CBTS from the quote.

## SERVICE PROVIDER OPTIONS:

### Option 1:

Installation of a standalone IP office 500 and replacement of all telephones in each prisoner cell with new hardened telephones. The service will be provided through the City of Novi established two analog telephone lines out of Novi City Hall IP office 500. Through these established analog lines the billing would be part of the current City of Novi telephone billing through 123 net with no additional monthly costs. These telephone lines will provide the dial tone for outbound calls within the continental United States with no time limit. There will be no calls allowed inbound to prisoner cells. The Novi City Hall telephone lines will allow for call accounting tracking and information. This option will also allow for prisoner calling to cellular telephones which is not currently an option with the old system that is in place. Additionally, it will also allow for individual switches for each prisoner cell in the event that the telephone for that individual cell would need to be regulated. This option has the ability to include future enhancements such as call recording if the need arises for investigations. Finally, this phone equipment is what other

city buildings currently utilize giving our integrated solutions team an edge on the knowledge base of the hardware for the telephone system.

IP Office 500 (Hardware, Software, and License Agreements): \$15,283.16

Contingency costs: \$1000.00

Total cost: \$16,283.16

Option 2:

Installation of a standalone IP office 500 and replacement of all telephones in each prisoner cell with new hardened telephones. The service line would be a session initiated protocol (SIP) trunk from 123.net. An Avaya session border controller would be needed for security.

IP Office 500: \$15,500.00

123.net service: \$230.00 per month with a three-year service agreement (\$8,280.00)

Avaya SBC: \$3000.00

Contingency costs: \$1000.00

Total cost: \$19,730.00

A contingency of \$1000.00 was added to each option for accuracy of quoting. This would allow for unexpected costs that may occur with wiring or wall repairs related to the project.

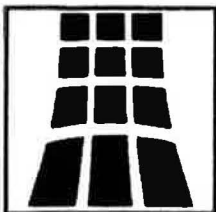
After discussion with Pat Oleszkowicz and Robert Petty, Option 1, would be the most cost effective option and is recommended. This option would be provided through CBTS a current vendor on file with the City of Novi.

Attachments:

Quote from CBTS

Email from Michigan Paytel Inc.

City of Novi electronic communication



# Michigan Paytel, Inc.

May 20, 2020

Re: Michigan Paytel Phone Service

Dear Sir/Madame,

The Covid-19 Pandemic has caused us to reevaluate our current business structure and ability to maintain our services to your department. Decreased call counts, rising hard phone line costs, and the decreases in call costs we have offered inmates and inmate families are requiring difficult but necessary changes.

At this time, we are no longer able to offer service to your department. Please contact me at your earliest convenience to schedule equipment removal and pickup.

Thank you and Best regards,

A handwritten signature in black ink, appearing to read 'Douglas Saroki'.

Douglas Saroki, President

[Douglas.Saroki@MichiganPaytel.com](mailto:Douglas.Saroki@MichiganPaytel.com)

Office: 248-876-9421

Fax: 248-626-5757



1095 Crooks Road  
 Suite 100  
 Troy, MI 48084  
 248.654.3600

# Quote Schedule A

Novi City of  
 REPLACE PANASONIC SYSTEM

Quote #: 148076

August 7, 2020

Page: 1 of 4

**BILL TO:** Novi City of  
 45175 West Ten Mile Road  
 Attn: Finance Dept  
 Novi, MI 48375

**CONTACT** Rob Petty  
 PHONE (248)756-7623

**SHIP TO:** Novi City Hall/Police Dept.  
 45175 W. Ten Mile Road  
 Novi, MI 48375

**CONTACT** Pat Oleszkowicz  
 PHONE (248)762-5358

**Terms:** NET 30

**Sales Rep:**  
 Mitchell, Charlie D  
**Phone:**  
 (248)654-3623 EXT

**Email:**  
 Charlie.Mitchell@CBTS.com

**Revision:** 13

**REPLACE PANASONIC SYSTEM WITH AVAYA IP OFFICE SYSTEM**

QTY	PART DESCRIPTION	NET PRICE	TOTAL PRICE
	<p><b>SCOPE OF WORK:</b>  <u>CBTS is replacing the existing Panasonic System with an Avaya IP Office 500V2 Release 11</u></p> <p><b>IPO is Equipped with the following:</b>  <u>. IP Office 500 V2 Release 11.X</u>  <u>. 1 Combo Card</u>  <u>. 10 Analog Station Ports</u>  <u>. 4 SIP Trunks</u>  <u>. 9 CEECO Wall Phones</u>  <u>. 9 CEECO On/Off Switches</u>  <u>. 1 Year Avaya IP Office System Support</u></p> <p><b>IMPORTANT NOTES:</b>  <u>. The IP Office is equipped with 2 Network Ports -</u>  <u>- The first Port will connect to the City of Novi network</u>  <u>(They are using this Port for management and RSI Reporting)</u>  <u>- The second Port will be used for SIP Trunks to the carrier</u></p>		



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Novi City of  
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August 7, 2020

Page: 2 of 4

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**Phone:**  
 (248)654-3623 EXT  
**Email:**  
 Charlie.Mitchell@CBTS.com  
**Revision:** 13

**REPLACE PANASONIC SYSTEM WITH AVAYA IP OFFICE SYSTEM**

QTY	PART DESCRIPTION	NET PRICE	TOTAL PRICE
	<u>. The carrier will provide and extend the SIP Trunks to the IP Office</u>		
	<u>- This port will not be on the network</u>		
	<u>. Avaya Session Border Controller is recommend for security</u>		
	<u>. Assumbes cable reuse as is</u>		
	<u>. Lead time - 30 Days +/-</u>		
	<b><u>HARDWARE, SOFTWARE AND LICENSES</u></b>		
1.00	AVAYA COMMUNICATIONS SOLUTION	\$0.00	\$0.00
1.00	IP OFFICE SMB MODEL	\$0.00	\$0.00
1.00	IP OFFICE R11 ESSENTIAL EDITION LIC:DS	\$264.00	\$264.00
1.00	POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA	\$9.50	\$9.50
1.00	IP OFFICE IP500 EXTENSION CARD PHONE 8	\$416.00	\$416.00
1.00	IP OFFICE IP500 WALL MOUNTING KIT	\$20.50	\$20.50
1.00	IP OFFICE IP500 EXTENSION CARD PHONE 2	\$131.50	\$131.50
1.00	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW	\$26.50	\$26.50
1.00	IP OFFICE 500 VERSION 2 CONTROL UNIT TAA	\$430.29	\$430.29
1.00	IP OFFICE IP500 V2 COMBO CARD ATM4 V2 TAA	\$397.53	\$397.53
2.00	PARS 6 pair Octopus Cable - 20 Ft.	\$17.30	\$34.60



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Page: 3 of 4

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**CONTACT** Pat Oleszkowicz  
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**Revision:** 13

**REPLACE PANASONIC SYSTEM WITH AVAYA IP OFFICE SYSTEM**

QTY	PART DESCRIPTION	NET PRICE	TOTAL PRICE
1.00	Connecting Block 50 Pair and 89D Bracket	\$14.23	\$14.23
<b>PHONES</b>			
9.00	CEECO SSP-561-F Phone	\$718.41	\$6,465.69
9.00	CEECO 301-054-SW On/Off Switch	\$40.43	\$363.87
<b>SUPPORT / MAINTENANCE (cotermed)</b>			
1.00	MAINTENANCE COMPREHENSIVE SUPPORT MODEL	\$0.00	\$0.00
1.00	IPO CO - DEL REM TECH SUPT 24X7 APR NBD - IP500 V2 1YPP	\$328.95	\$328.95
<b>SERVICES</b>			
4.00	Project Management	\$116.00	\$464.00
17.00	Programming, Installation and Cutover Support	\$116.00	\$1,972.00
27.00	Install and Program CEECO Phones	\$116.00	\$3,132.00
7.00	Instal New On/Off Switches for Each CEECO Phone	\$116.00	\$812.00
<b>ASSUMPTIONS:</b>			
<u>. Mon - Thursday, 8am - 4pm Installation</u>			





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# Quote Schedule A

Novi City of  
 REPLACE PANASONIC SYSTEM

Quote #: 148076

August 7, 2020

Page: 4 of 4

Terms: NET 30

Sales Rep:  
 Mitchell, Charlie D

Phone:  
 (248)654-3623 EXT

Email:  
 Charlie.Mitchell@CBTS.com

Revision: 13

**BILL TO: Novi City of**  
**45175 West Ten Mile Road**  
**Attn: Finance Dept**  
**Novi, MI 48375**  
 CONTACT **Rob Petty**  
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**Novi, MI 48375**  
 CONTACT **Pat Oleszkowicz**  
 PHONE **(248)762-5358**

**REPLACE PANASONIC SYSTEM WITH AVAYA IP OFFICE SYSTEM**

QTY	PART DESCRIPTION	NET PRICE	TOTAL PRICE
	<u>. Single Phase Installation</u> <u>. IP Office will be wall mounted within 15' of the existing equipment</u> <u>. Customer to extend a single Switch Port for LAN 1</u> <u>. Customer to provide power and ground cable per manufacturer specifications</u> <u>. Customer to place Telco Order for SIP Trunks and extend the service to the IP Office</u> <u>. Reuse existing station cables</u> <u>. We are assuming that each cable location is terminated and labeled in the basement</u>		

**COMMENTS**

MATERIAL:	\$8,903.16
LABOR:	\$6,380.00
SUBTOTAL:	\$15,283.16
TAXES:	\$0.00
TOTAL:	\$15,283.16

**CBTS Standard Purchase Terms and Conditions apply**  
**Proposal price valid for 30 days**  
**Warranty terms as specified in proposal**  
**Proposal incorporates Scope of Work and all assumptions**

... your communications technology partner

Customer Signature:	Date:	CBTS Signature:	Date:
Printed:	Title:	Printed:	Title:



# Quote Schedule A

1095 Crooks Road  
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248.654.3600

**Novi City of**  
**CALL RECORD**

**Quote #:** 149547  
September 28, 2020  
**Page:** 1 of 1

**BILL TO:** Novi City of  
45175 West Ten Mile Road  
Attn: Finance Dept  
Novi, MI 48375  
**CONTACT** Rob Petty  
**PHONE** (248)756-7623

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**Terms:** NET 30  
**Sales Rep:** Mitchell, Charlie D  
**Phone:** (248)654-3623 EXT  
**Email:** Charlie.Mitchell@CBTS.com  
**Revision:** 3

## CALL RECORD

QTY	PART DESCRIPTION	NET PRICE	TOTAL PRICE
1.00	IP OFFICE UNIFIED COMMUNICATIONS MODULE V2	\$1,135.00	\$1,135.00
1.00	RSI	\$1,420.00	\$1,420.00
1.00	IP OFFICE R11 PREFERRED VOICEMAIL PRO LIC:DS	\$1,252.40	\$1,252.40
1.00	IP OFFICE R10+ CTI LIC:DS	\$403.62	\$403.62
10.00	Project Services - Call Record	\$116.00	\$1,160.00
	<b><u>ADD CALL RECORD</u></b>		

### COMMENTS

MATERIAL:	\$4,211.02
LABOR:	\$1,160.00
SUBTOTAL:	\$5,371.02
TAXES:	\$0.00
<b>TOTAL:</b>	<b>\$5,371.02</b>

**CBTS Standard Purchase Terms and Conditions apply**  
**Proposal price valid for 30 days**  
**Warranty terms as specified in proposal**  
**Proposal incorporates Scope of Work and all assumptions**

*... your communications technology partner*

Customer Signature:	Date:	CBTS Signature:	Date:
Printed:	Title:	Printed:	Title:



Here's the configuration you requested!

Total: \$4,008.03

## Pricing Summary

Item	Qty	Unit Price	Subtotal
PowerEdge R440 Tailor Made Instant Savings	1	\$4,008.03	\$4,008.03
		<b>Subtotal:</b>	<b>\$4,008.03</b>

SKU	Description	Qty	Unit Price	Subtotal
	<b>PowerEdge R440 Tailor Made Instant Savings</b>	1	\$4,008.03	\$4,008.03
	<b>Estimated delivery date:</b> Ships in 3 - 5 business days			
210-ALZE	PowerEdge R440 Server	1	\$42.32	\$42.32
384-BCHR	PowerEdge R440 MLK Motherboard V2	1	\$0.00	\$0.00
461-AADZ	No Trusted Platform Module	1	\$0.00	\$0.00
321-BCUV, 405-AAOM	2.5" Chassis with up to 8 Hot Plug Hard Drives	1	\$22.54	\$22.54
340-BSFX	PowerEdge R440 Shipping	1	\$0.00	\$0.00
340-COSL	PowerEdge R440 x8 Shipping Material, V2	1	\$0.00	\$0.00
389-DSXL	PowerEdge R440 CE, CCC, BIS Marking	1	\$0.00	\$0.00
338-BSDV	Intel Xeon Bronze 3204 1.9G, 6C/6T, 9.6GT/s, 8.25M Cache, No Turbo, No HT (85W) DDR4-2133	1	\$201.94	\$201.94
338-BSDV, 379-BDCO	Intel Xeon Bronze 3204 1.9G, 6C/6T, 9.6GT/s, 8.25M Cache, No Turbo, No HT (85W) DDR4-2133	1	\$201.94	\$201.94
412-AAJT, 412-AAJU	2 CPU standard	1	\$17.48	\$17.48
370-AEVR	3200MT/s RDIMMs	1	\$0.00	\$0.00
370-AAIP	Performance Optimized	1	\$0.00	\$0.00
370-AEVO	8GB RDIMM, 3200MT/s, Single Rank	2	\$174.34	\$348.68
780-BCDP	C4, RAID 5 for 3 or more HDDs or SSDs (Matching Type/Speed/Capacity)	1	\$0.00	\$0.00
405-AAOE	PERC H730P Low Profile Adapter RAID Controller, 2Gb NV Cache	1	\$390.54	\$390.54
400-ASHF	1TB 7.2K RPM SATA 6Gbps 512n 2.5in Hot-plug Hard Drive	3	\$211.14	\$633.42
634-BSFE	Windows Server® 2019 Standard,16CORE,FI,No Med,No CAL, Multi Language	1	\$560.74	\$560.74
634-BSGL	Windows Server® 2019 Standard,16CORE,Media Kit, Multi Language	1	\$1.89	\$1.89
385-BBKT, 528-BIYY	iDRAC9 Enterprise with OpenManage Enterprise Advanced	1	\$362.48	\$362.48
379-BCQY	iDRAC Group Manager, Disabled	1	\$0.00	\$0.00
379-BCSF	iDRAC,Factory Generated Password	1	\$0.00	\$0.00
379-BCQX	iDRAC Service Module (ISM), NOT Installed	1	\$0.00	\$0.00

800-BBLC	No PCIe Riser	1	\$0.00	\$0.00
542-BBBP	On-Board Broadcom 5720 Dual Port 1Gb LOM	1	\$0.00	\$0.00
429-ABBF	No Internal Optical Drive	1	\$0.00	\$0.00
450-AGOY	Dual, Hot Plug, Redundant Power Supply (1+1), 550W	1	\$298.54	\$298.54
450-AALV	NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord, North America	2	\$0.00	\$0.00
325-BCHH, 350-BBKT	Standard Bezel for x4 and x8 chassis	1	\$26.68	\$26.68
350-BBKR	No Quick Sync	1	\$0.00	\$0.00
384-BBBL	Performance BIOS Setting	1	\$0.00	\$0.00
800-BBDM	UEFI BIOS Boot Mode with GPT Partition	1	\$0.00	\$0.00
770-BCKT	ReadyRails Sliding Rails With Cable Management Arm	1	\$86.94	\$86.94
631-AACK	No Systems Documentation, No OpenManage DVD Kit	1	\$0.00	\$0.00
332-1286	US No Canada Ship Charge	1	\$0.00	\$0.00
973-2426	Declined Remote Consulting Service	1	\$0.00	\$0.00
815-3441, 815-3483, 815-3497, 989-3439	5 Years ProSupport with Next Business Day Onsite Service	1	\$811.90	\$811.90
900-9997	No Installation	1	\$0.00	\$0.00
			<b>Subtotal:</b>	<b>\$4,008.03</b>

## Important Notes

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Legal Disclaimer: Please note that Dell cannot be responsible for pricing or other errors and reserves the right to cancel any orders arising from such errors. The amount of tax and shipping added to your order depends on where you have asked for the products to be shipped as well as on which products and/or services you've chosen to purchase. Your order is subject to Dell's Terms and Conditions of Sale which include a binding arbitration provision.