



cityofnovi.org

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				



CITY OF NOVI, MICHIGAN
PURCHASING DEPARTMENT
45175 W. TEN MILE RD.
NOVI, MI 48375

**NORTEL TELEPHONE SYSTEM
MAINTENANCE/SUPPORT AGREEMENT - REBID
PROPOSAL FORM (Page 1 of 3)**

BIDS DUE Tuesday, April 22, 2008 by 3:00 P.M.

Bid submitted by:

Name (printed) Charlie Mitchell Title: Account Manager

Company (Legal Registration) SunTel Services

Address 1095 Crooks Road Suite 100

City Troy State MI Zip 48084

Telephone 248-654-3623 Fax 248-654-3630

E-mail charliemitchell@suntel.com

Signature *Charlie Mitchell* Date 04/15/08

For information on responding to this bid, contact Sue Morianti, Purchasing Manager @
smorianti@cityofnovi.org

Submittal of Bids: Bids must be delivered prior to the due date and time specified above to the City of Novi, Purchasing Department, 2nd floor, 45175 W. Ten Mile Rd., Novi, Michigan 48375. Bids must be submitted by person or mail. Faxed quotations will not be accepted.

THE BID ENVELOPE MUST BE IDENTIFIED WITH THE FULL BID NAME AND DUE DATE.

THIS PAGE IS PAGE ONE OF THE PROPOSAL FORM. FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE BID TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.

NOTICE TO BIDDERS:

The City of Novi officially distributes bid documents through the Michigan Intergovernmental Trade Network (MITN). Copies of bid documents obtained from any other source are not considered official copies. The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those vendors who obtain bid documents from the MITN system are guaranteed access to receive addendum information, if such information is issued.

If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, www.govbids.com, and obtain an official copy.



**CITY OF NOVI
PROPOSAL FORM (Page 2 of 3)**

We the undersigned as bidder, propose to furnish to the City of Novi, according to the conditions and instructions attached hereto and made a part thereof according to the attached terms and conditions.

NORTEL TELEPHONE SYSTEM MAINTENANCE/SUPPORT AGREEMENT

1. City Hall/Police Department	\$	<u>12,026.00</u>	for 2 years
2. DPW Facility	\$	<u>1,878.00</u>	for 2 years
3. Fire Station #1	\$	<u>1,342.00</u>	for 2 years
4. Meadowbrook Commons	\$	<u>1,604.00</u>	for 2 years
5. Fire Station #4	\$	<u>2,144.00</u>	for 2 years
6. Community Development Satellite Office	\$	<u>1,262.00</u>	for 2 years

Escalator for Year 3 thru 4 0-4%, Negotiable

Escalator for Year 5 thru 6 0-4%, Negotiable

MAC Charges \$99.00 \$14.85 = \$84.15
*1.5 = \$126.22

M - F 8am-5pm (on site)	\$	<u>84.15</u>	per hour
M - F Nights, Saturday(on site)	\$	<u>126.22</u>	per hour
Sunday (on site)	\$	<u>168.30</u>	per hour
Trip charge/travel time	\$	<u>42.07</u>	each trip
Minimum # hours for MAC		<u>0</u>	hours
	REMOTE		
	ONSITE	<u>1</u>	

\$99.00 (15%) \$14.85 = \$84.15

Response Time

Critical One Hour
Major One Hour
Minor 12 Business hours
MAC 3 business days or less
urgent requests - custom

Is remote alarm monitoring included in your bid?

Yes No

Do you have the capability to provide remote MAC?

Yes No

If yes, what is cost? \$ 84.15 per hour

Is there a minimum? 21.04/15 minutes

Cost of new phone sets: REFURBISHED/NEW

Nortel Meridian M3903 (charcoal) \$ 125.00/273.85 each

Nortel Meridian M3904 (charcoal) \$ 136.00/407.00 each

ALTERNATE #1

Test battery backup and UPS devices \$ 84.15 per hour

ALTERNATE #2

Cabling \$ 56.25 per hour

ALTERNATE #3

Call Pilot support (future) \$ 84.15 per hour
21.04/15 minutes

References:

1. Company City of Madison Heights
Address 300 West Thirteen Mile Road
City, State Zip Madison Heights, MI 48071
Contact Person Gary Fiscus

Contact Phone 248-837-2680

2. Company City of Berkley

Address 3338 Coolidge

City, State Zip Berkley, MI 48072

Contact Person Nancy Line

Contact Phone 248-658-3300

3. Company City of Taylor

Address 23555 Goddard Road

City, State Zip Taylor, MI 48180

Contact Person Scott Martin

Contact Phone 734-231-4898

Comments: Additional local references are included on the enclosed
schedule.

Company Name: SunTel Services

Agent's Name: Charlie Mitchell
(Please type)

Agent's Signature: 

Date: 4/14/08



City of Novi

Financial Summary

Pricing Schedule



Extended Hours Program

City Hall/Police Department	\$	6,013.00
DPW	\$	939.00
Fire Station #4	\$	1,072.00
Meadowbrook Commons	\$	802.00
Fire Station #1	\$	671.00
Community Development Office	\$	631.00
Annual Sum-Year I	\$	10,128.00
Annual Sum-Year II	\$	10,128.00
Year I & II	\$	20,256.00

04.15.08



Customer: City of Novi
 City Hall/Police Department
 45175 W. Ten Mile Road
 Novi, Michigan 48375

Date: 3/4/2008
System: Nortel
Schedule A #: 1

Quantity	Description	Nortel		Full Service per Month	
		Unit Price	Extended Price	Unit Price	Extended Price
Base System Pricing					
1	Base PBX Cabinet w/ Processor	\$ 10.00	\$ 10.00		
3	Add'l PBX Cabinets/Modules w/Power Supplies	\$ 5.00	\$ 15.00		
4	TOTAL BASE SYSTEM			\$	25.00
Software					
1	Base System, Release 25.40B			Included	
1	TOTAL SOFTWARE				
Trunking Ports					
16	CO Trunks	\$ 1.25	\$ 20.00		
144	T1/PRI Trunks	\$ 1.25	\$ 180.00		
160	TOTAL TRUNKS			\$	200.00
Station Ports					
64	Analog Ports	\$ 1.50	\$ 96.00		
208	Digital Line Ports	\$ 1.50	\$ 312.00		
272	TOTAL STATION PORTS			\$	408.00
Telephone Instruments					
200	Digital Telephones, 3900 Series Instruments	\$ 0.90	\$ 180.00		
200	TOTAL STATION PORTS			\$	180.00
Miscellaneous					
3	Verilink CSU (s) (or Adtran equivalent)	\$ 4.28	\$ 12.84		
1	OTM Software (PC Customer provided), 2.0	\$ 66.66	\$ 66.66		
1	7x24x365 System Monitoring and Alarm Notification	\$ 76.47	\$ 76.47		
1	MCK Gateway	\$ 12.50	\$ 12.50		
6	TOTAL MISCELLANEOUS			\$	168.47
Messaging					
12	Meridian Mail Messaging EC, Release 12.14	\$ 10.00	\$ 120.00		
Sub-total					
				\$	1,101.47
1	Reduction for Local Government (GSP)	\$ (646.94)	\$ (646.94)		
GRAND TOTAL					
				\$	454.53

EXCLUDED: UPS BACK-UP

Plan Type	Monthly Payment	Quarterly Payment	Annual Payment
Basic Protection	\$432	\$1,295	\$5,181
Full Service	\$455	\$1,364	\$5,454
Extra Care	\$477	\$1,432	\$5,727
Extended Hours	\$501	\$1,503	\$6,013

Notes: SOFTWARE SUPPORT IS SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

- The service contract covers the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.



Customer: City of Novi
 DPW
 26300 Delwall
 Novi, Michigan 48375

Date: 3/4/2008
System: Nortel
Schedule A #: 2

Nortel

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Base System Pricing			
1	Base PBX Cabinet w/ Processor	\$ 10.00	\$ 10.00
1	TOTAL BASE SYSTEM		\$ 10.00
Software			
1	Base System, Release 25.40B	Included	
1	TOTAL SOFTWARE		
Trunking Ports			
8	CO Trunks	\$ 1.25	\$ 10.00
24	T1/PRI Trunks	\$ 1.25	\$ 30.00
32	TOTAL PORTS		\$ 40.00
Station Ports			
16	Analog Ports	\$ 1.50	\$ 24.00
32	Digital Line Ports	\$ 1.50	\$ 48.00
48	TOTAL STATION PORTS		\$ 72.00
Telephone Instruments			
23	Digital Telephones	\$ 0.90	\$ 20.70
23	TOTAL STATION PORTS		\$ 20.70
Miscellaneous			
1	Verilink CSU (s) (or Adtran equivalent)	\$ 4.28	\$ 4.28
1	TOTAL MISCELLANEOUS		\$ 4.28
Messaging			
1	Centralized via City Hall		
Sub-total			
1	Reduction for Local Government (GSP)	\$ (76.00)	\$ (76.00)
GRAND TOTAL			\$ 70.98

EXCLUDED: UPS BACK-UP

Plan Type	Monthly Payment	Quarterly Payment	Annual Payment
Basic Protection	\$67	\$202	\$809
Full Service	\$71	\$213	\$852
Extra Care	\$75	\$224	\$895
Extended Hours	\$78	\$235	\$939

Notes: SOFTWARE SUPPORT IS SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

- The service contract covers the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.



Customer: City of Novi
 Fire Station #1
 42975 Grand River
 Novi, Michigan 48375

Date: 3/4/2008
System: Nortel
Schedule A #: 5

Nortel

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Base System Pricing			
1	Base PBX Cabinet w/ Processor	\$ 10.00	\$ 10.00
1	TOTAL BASE SYSTEM		\$ 10.00
Software			
1	Base System, Release 25.08B	Included	
1	TOTAL SOFTWARE		
Trunking Ports			
16	CO Trunks	\$ 1.25	\$ 20.00
24	T1/PRI Trunks	\$ 1.25	\$ 30.00
40	TOTAL PORTS		\$ 50.00
Station Ports			
16	Analog Ports	\$ 1.50	\$ 24.00
8	Digital Line Ports	\$ 1.50	\$ 12.00
24	TOTAL STATION PORTS		\$ 36.00
Telephone Instruments			
15	Digital Telephones	\$ 0.90	\$ 13.50
15	TOTAL STATION PORTS		\$ 13.50
Miscellaneous			
1	Verilink CSU (s) (or Adtran equivalent)	\$ 4.28	\$ 4.28
1	TOTAL MISCELLANEOUS		\$ 4.28
Messaging			
1	Centralized via City Hall		
Sub-total			
1	Reduction for Local Government (GSP)	\$ (63.00)	\$ 113.78 (63.00)
GRAND TOTAL			\$ 50.78

EXCLUDED: UPS BACK-UP

Plan Type	Monthly Payment	Quarterly Payment	Annual Payment
Basic Protection	\$48	\$145	\$579
Full Service	\$51	\$152	\$609
Extra Care	\$53	\$160	\$639
Extended Hours	\$56	\$168	\$671

Notes: SOFTWARE SUPPORT IS SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

- The service contract covers the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.



Customer: City of Novi
 Meadowbrook Commons
 25075 Meadowbrook Road
 Novi, Michigan 48375

Date: 3/4/2008
System: Nortel
Schedule A #: 5

Nortel

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Base System Pricing			
1	Base PBX Cabinet w/ Processor	\$ 10.00	\$ 10.00
1	TOTAL BASE SYSTEM		\$ 10.00
Software			
1	Base System, Release 25.08B	Included	
1	TOTAL SOFTWARE		
Trunking Ports			
8	CO Trunks	\$ 1.25	\$ 20.00
24	T1/PRI Trunks	\$ 1.25	\$ 30.00
32	TOTAL PORTS		\$ 50.00
Station Ports			
16	Analog Ports	\$ 1.50	\$ 24.00
32	Digital Line Ports	\$ 1.50	\$ 12.00
48	TOTAL STATION PORTS		\$ 36.00
Telephone Instruments			
27	Digital Telephones	\$ 0.90	\$ 24.30
27	TOTAL STATION PORTS		\$ 24.30
Miscellaneous			
1	Verilink CSU (s) (or Adtran equivalent)	\$ 4.28	\$ 4.28
1	TOTAL MISCELLANEOUS		\$ 4.28
Messaging			
1	Centralized via City Hall		\$ 124.58
Sub-total			
1	Reduction for Local Government (GSP)	\$ (64.00)	\$ (64.00)
GRAND TOTAL			\$ 60.58

EXCLUDED: UPS BACK-UP

Plan Type	Monthly Payment	Quarterly Payment	Annual Payment
Basic Protection	\$58	\$173	\$691
Full Service	\$61	\$182	\$727
Extra Care	\$64	\$191	\$763
Extended Hours	\$67	\$200	\$802

Notes: SOFTWARE SUPPORT IS SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

- The service contract covers the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.



Customer: City of Novi
 Fire Station #4
 49375 Ten Mile Road
 Novi, Michigan 48375

Date: 3/4/2008
System: Nortel
Schedule A #: 3

Nortel

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Base System Pricing			
1	Base PBX Cabinet w/ Processor	\$ 10.00	\$ 10.00
1	TOTAL BASE SYSTEM		\$ 10.00
Software			
1	Base System, Release 25.40B	Included	
1	TOTAL SOFTWARE		
Trunking Ports			
8	CO Trunks	\$ 1.25	\$ 10.00
24	T1/PRI Trunks	\$ 1.25	\$ 30.00
32	TOTAL PORTS		\$ 40.00
Station Ports			
16	Analog Ports	\$ 1.50	\$ 24.00
48	Digital Line Ports	\$ 1.50	\$ 72.00
64	TOTAL STATION PORTS		\$ 96.00
Telephone Instruments			
13	Digital Telephones	\$ 0.90	\$ 11.70
13	TOTAL STATION PORTS		\$ 11.70
Miscellaneous			
1	Verilink CSU (s) (or Adtran equivalent)	\$ 4.28	\$ 4.28
1	TOTAL MISCELLANEOUS		\$ 4.28
Messaging			
1	Centralized via City Hall		
Sub-total			
1	Reduction for Local Government (GSP)	\$ (81.00)	\$ (81.00)
GRAND TOTAL			\$ 80.98

EXCLUDED: UPS BACK-UP

Plan Type	Monthly Payment	Quarterly Payment	Annual Payment
Basic Protection	\$77	\$231	\$923
Full Service	\$81	\$243	\$972
Extra Care	\$85	\$255	\$1,021
Extended Hours	\$89	\$268	\$1,072

Notes: SOFTWARE SUPPORT IS SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

- The service contract covers the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.



Customer: City of Novi
 Community Development Satellite Office
 25804 Beck Road
 Novi, MI 48374

Date: 3/4/2008
System: Nortel
Schedule A #: 7

Nortel

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Base System Pricing			
1	MCK Gateway	\$ 25.00	\$ 25.00
1	TOTAL BASE SYSTEM		\$ 25.00
Software			
1	Not applicable		
1	TOTAL SOFTWARE		
Trunking Ports			
0	CO Trunks		
0	T1/PRI Trunks		
0	TOTAL PORTS		
Station Ports			
0	Analog Ports		
8	Digital Line Ports	\$ 1.50	\$ 12.00
8	TOTAL STATION PORTS		\$ 12.00
Telephone Instruments			
6	Digital Telephones	\$ 1.50	\$ 5.40
6	TOTAL STATION PORTS		\$ 5.40
Miscellaneous			
1	Verilink CSU (s) (or Adtran equivalent)	\$ 4.28	\$ 4.28
1	TOTAL MISCELLANEOUS		\$ 4.28
Messaging			
1	Centralized via City Hall		
Sub-total			
1	Reduction for Local Government (GSP)	\$ (24.00)	\$ (24.00)
GRAND TOTAL			\$ 47.68

EXCLUDED: UPS BACK-UP

Plan Type	Monthly Payment	Quarterly Payment	Annual Payment
Basic Protection	\$45	\$136	\$543
Full Service	\$48	\$143	\$572
Extra Care	\$50	\$150	\$601
Extended Hours	\$53	\$158	\$631

Notes: SOFTWARE SUPPORT IS SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

- The service contract covers the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.