



CITY of NOVI CITY COUNCIL

**Agenda Item 1
May 7, 2012**

SUBJECT: Approval to extend the 2008 Telephone System Maintenance and Services contract with SunTel Services for two years based on the same terms, conditions and pricing as the original contract at \$18,994 (\$9,497 per year). This is the second and final renewal option for this contract.

SUBMITTING DEPARTMENT: Information Technology *AW*

CITY MANAGER APPROVAL: *[Signature]*

EXPENDITURE REQUIRED	\$9,497 per year (\$18,994 Total over two years)
AMOUNT BUDGETED	\$9,497
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	101.265.00-851.000 and various other department 851 accounts.

BACKGROUND INFORMATION:

The City of Novi's phone system provides service to multiple City facilities. This agreement provides maintenance and service request support for the following locations: Civic Center, Police Department, DPS, Fire Station #1, Fire Station #4, and Meadowbrook Commons. The resulting communication network provides the public direct access to all operational service areas. The telecommunications equipment supported under this agreement is a central component to achieving and maintaining the highest of customer service levels.

The initial, two-year, competitively bid agreement with SunTel Services signed in 2008 included two, two year renewals as part of the bid process. 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.

RECOMMENDED ACTION: Approval to extend the 2008 Telephone System Maintenance and Services contract with SunTel Services for two years based on the same terms, conditions and pricing as the original contract at \$18,994 (\$9,497 per year). This is the second and final renewal option for this contract.

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Fischer				

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



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: 4/25/2012	Renewal Date: <u>5/19/2012</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: Avaya	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>5/18/2014</u>
Note that the previous annual cost was: <u>\$9,497.00</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	Avaya 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.



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

Date: 4/6/2012
System: Avaya
Schedule A #: 1

		Avaya		<u>Full Service per Month</u>	
Quantity	Description	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 5.5			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	Call Pilot Server 5.0	\$ 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

1. 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: 4/6/2012
 System: Avaya
 Schedule A #: 2

Avaya

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

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

Date: 4/6/2012
 System: Avaya
 Schedule A #: 5

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Avaya			
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)	\$ (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

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

Date: 4/6/2012
 System: Avaya
 Schedule A #: 3

Quantity	Description	Full Service per Month	
		Unit Price	Extended Price
Avaya			
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

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

Date: 4/6/2012
System: Avaya
Schedule A #: 5

		Avaya		<u>Full Service per Month</u>	
Quantity	Description	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 25.03B			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.

Contacting the SunTel Services Support Center

- By phone – 248-654-3680 / 877-717-2200
- By fax – 248-654-3610
- Email service@suntel.com
(NON-CRITICAL SERVICE REQUESTS)

Information we will need

Repair and Service Problems

- System type (manufacturer)
- Problem details, intermittent or constant failure
- Is the failure impacting more than 20% of the users

Changes to your system

- System type (manufacturer)
- Change details - extension number(s), locations(s), nature of change
- Desired time to make the change

Hours of Operation

8:00 AM to 5:00 PM,
Monday through Friday

Your call will be answered by our Customer Support Center personnel.

Other Times

Your call will be answered by our Automated Attendant. Please listen to the prompts. By selecting the appropriate menu item, you will be able to:

- Dial an extension by name to reach personnel in the office.
- Leave a message for our Service Center Personnel. We will return your call at 8:00 AM the next business day.
- Forward to our **Emergency 24 Hour Answering Service**. A SunTel Services Field Engineer will contact you.
- Leave a message in the SunTel company mailbox. These messages will be forwarded to the appropriate person on the next business day.

Escalation of Emergency Service Problems

Escalation

Dave Reppuhn Cell #: 248-867-4948
Service Manager DID#: 248-654-3638
Home #: 248-673-0957

Frank Vandelinder DID #: 248-654-3688
VP Operations Home #: 313-344-1444

Gary Jackson DID #: 248-654-3670
President Cell #: 248-563-2288

Network Services Escalation

Ray Szpiech DID#: 248-654-3655
VP Ent. Networking Cell#: 586-206-9149

Gary Jackson DID #: 248-654-3670
President Cell #: 248-563-2288

Meeting Service Escalation

Carrie Skaug Beeper #: 248-725-6645
Conf. Specialist Home #: 586-549-1948