



Agenda Item Summary

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Submitted By

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Reviewed By

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Agenda Item Title

A Resolution Approving a Five-Year Independent Contractor Agreement with Telcom Innovations Group LLC for Mitel Telephone and Voicemail Systems Maintenance in an Amount Not to Exceed \$18,922.43 Annually and Authorizing Its Execution

Overview

A Request for Proposals for Mitel Telephone and Voicemail Systems Maintenance was sent on January 13, 2020. A total of three vendors submitted proposals for both three and five-year terms. Telcom Innovations Group, LLC. Was the lowest proposal.

Recommendation

Approve the Resolution.

Fiscal Impact

The 2020 budget has \$30,000 for routine Telephone Maintenance and non-routine requests (account 1001.41040.101.550672). The first-year cost for this annual telephone maintenance agreement is covered under this account.

Background

In 2014, the Board approved an agreement with Telcom Innovations Group (TIG) to upgrade the Village's telephone system to a Mitel system which included a 5-year maintenance and software assurance contract. This contract expires February 20, 2020 at an annual rate of \$21,342.96.

A request for proposals for Mitel Telephone and Voicemail Systems Maintenance was sent on January 13, 2020. A total of three vendors submitted proposals, with TIG responding with the lowest proposal.

The 5-year contract has annual rates starting first year pro-rated at \$16,641.59 and ends at \$18,922.43. Therefore, the routine maintenance annual amount will be reduced and not to exceed \$18,922.43.

Alternatives

The Board could request more information.

Previous Board Action

On October 6, 2014, the Board approved an agreement with TIG for implementation of our Mitel phone system (RES-2014-R-199_I.2_100614) and the project was completed in February of 2015. The approved 2014 agreement included a 5-year annual telephone maintenance and software assurance support schedule beginning in the 2015 fiscal year.

On September 16, 2019, the Board approved a Resolution with TIG to upgrade the Mitel software system (RES 19-258) for \$11,396.00 and was completed in December of 2019.

Citizen Advisory Commission Action

The Civic Information Systems Commission (CISC) reviewed the telecom system as a core service system in Village's IT Strategic Plan. The CISC receives regular updates during their meetings.

Anticipated Future Actions/Commitments

Continued annual maintenance and software assurance support at a cost anticipated to remain under \$19,000 annually.

Intergovernmental Cooperation Opportunities

NA.