

**Mitel Telephone System  
Maintenance Contract  
Business Item No. 2018-47**

Management Committee February 28, 2018



# Background

- Our enterprise-wide Mitel Phone System network spans more than 50 facilities across all divisions. These phone systems and servers require ongoing maintenance and support to ensure the software has the current patches and hardware is at current revisions (firmware)
- Our Telecom group receives an average of 50 requests per day for service and/or changes from our phone system users



5330 Phone



Metro Plant Controllers

# Phone System Statistics

- Network includes a total of 45 phone servers and over 5000 phones
- An average of over 500,000 inbound and outbound calls per month
- Users receive over 30,000 voicemail messages per month
- We maintain 100+ emergency telephones for Environmental Services and Metro Transit



Phone Controller



Emergency Call Box



# Call Center Requirements

- We manage phones and Contact Center Management software in Call Centers at our:
  - Rail Control Center (RCC)
  - Traffic Control Center (TCC)
  - Metro Mobility & Transit Link Providers (8 locations)
  - Traffic Information Center (TIC)
  - IS Service Desk



# Rationale

- A request for proposal (RFP) for Mitel software & hardware maintenance was advertised and posted on the Council's website
- Allstream, Inc. (formerly Integra) has been contracted for our phone system maintenance in the past, therefore, is very familiar with our agency's layout, and is certified by the manufacturers on all of our platforms
- The RFP panel recommends award of the contract to Allstream, Inc., as the submitted proposal was deemed advantageous to support the Council's telephone system

# Funding and Known Support / Opposition

- Funding
  - Funding for these software and hardware services is included in the Information Services operating budget
- Known Support / Opposition
  - No opposition is know at this time

# Proposed Action

- That the Metropolitan Council authorize the Regional Administrator to execute a contract with Allstream Inc. in the amount of \$1,328,178 to provide ongoing software upgrade and maintenance services, on-sight support, and 24/7 support for the Council's phone system for a contract period of up to five years.

Thank you

