

## Management Committee

Meeting date: February 28, 2018

For the Metropolitan Council meeting of March 14, 2018

**Subject:** Mitel Telephone System Maintenance Contract 17P125

**District(s), Member(s):** All

**Policy/Legal Reference:** Council Policy 3-3 Expenditures – Procurements of Goods and Services over \$500,000

**Staff Prepared/Presented:** Pancho Henderson, Assistant Director, 602-1627; Micky Gutzmann, Director, Contracts and Procurement, 602-1741

**Division/Department:** RA Information Services

### 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.

### Background

Our enterprise-wide Mitel phone system network spans more than 50 facilities across all divisions. The system includes 45 phone servers, and over 5,000 phones. We average over 500,000 telephone calls and 30,000 voicemail messages per month. We also maintain over 100 emergency telephones for our Environmental Services and Metro Transit divisions. Our Telecom department typically receives 50 service and change tickets per day related to phones.

The Council's phone system requires ongoing maintenance and support to ensure the software has the current patches and hardware is at current revisions (firmware) for phone maintenance and support.

### Rationale

An RFP was advertised and posted on the Council's website. The response to the RFP from Allstream, Inc. was evaluated by a panel of employees and deemed advantageous to support the Council's telephone systems.

### Thrive Lens Analysis

Software and hardware maintenance services for the Mitel phone systems are needed to address the reliability, resilience, security and cost-effectiveness of the Council's telephone systems which support the Thrive outcomes of stewardship and sustainability. Having one telephone system across the Council enables us to track efforts and performance, which supports the Thrive accountability principle.

### Funding

Funding for these software and hardware services is included in the Information Services operating budget.

### Known Support / Opposition

No opposition is known at this time.