



Legislation Text

File #: 19-2733, **Version:** 1

ITEM: AUTHORIZATION TO CONTINUE UTILIZING A CONTRACT FOR MITEL (SHORETEL) PHONE SUPPORT SERVICES, UPGRADES AND SOFTWARE MAINTENANCE

REQUEST: Authorization to continue utilizing a contract with Inflow Communications, Inc. for Mitel (ShoreTel) phone support services, upgrades and software maintenance, for three years in the amount of \$78,120.00.

EXPLANATION: The Information Technology (IT) Department utilized Inflow Communications, Inc. on a one (1) year trial basis, to test and monitor phone support services. Inflow Communications, Inc. has provided superior service and support during the trial period expiring on March 8, 2019. The one (1) year trial period agreement was awarded in the amount of \$37,166.

Staff is seeking authorization to continue utilizing Inflow communications, Inc. for a period of three years at a cost of \$78,120. Utilizing a three (3) year contract as opposed to a one (1) year contract will save the Village \$6,278.55 per year for a total saving of \$18,835.65 over the term of the contract. The total cost of \$78,120 was negotiated from their original price of \$82,026 for the three (3) year period.

Inflow Communications provides Mitel (ShoreTel) phone support, upgrades, and Call Center software for the Customer Services Department (Bright Metrics) within the Village.

BUDGET AMENDMENT REQUIRED: NO

PUBLIC HEARING: NO **QUASI-JUDICIAL:**

FIRST READING: **SECOND READING:**

LEGAL SUFFICIENCY: YES

FISCAL IMPACT: Funds are allocated within Other Contracted Services (IT) or 10090900-541000.

WELLINGTON FUNDAMENTAL: Responsive Government

RECOMMENDATION: Authorization to continue utilizing a contract with Inflow Communications, Inc. for Mitel (ShoreTel) phone support services, upgrades and software maintenance, for three years in the amount of \$78,120.00.