

Memorandum
Purchasing Division
MIS Department

D

TO: Albert J. Rigoni, Village Manager

FROM: 
Michael Aleksic, Purchasing Agent


Bryan A. Gilley, MIS Director

DATE: June 26, 2009

SUBJECT: ANNUAL TELEPHONE SYSTEM MAINTENANCE AGREEMENT
RENEWAL (Agenda Item)

Background

Annually, the Village enters into a support and maintenance contract for our Nortel Telephone System. The support and maintenance contract covers all Nortel hardware and software associated with the PBX, including the telephone handsets and Call Pilot voicemail system. All software patches and the labor required to install them are included. Emergency and routine repairs to the system are covered, including replacement parts and labor. Helpdesk services and remote support for adds, moves, and changes are also included in the contract.

Budget & Account:	001-1652-421.04-30	\$12,000
	001-2389-419.05-30	<u>\$12,000</u>
		Total: \$24,000

Recommended Contractor & Pricing:

Black Box Network Services, Elk Grove, IL.	\$22,300.00
--	-------------

Recommendation:

It is recommended that the Village renew the support and maintenance contract with Black Box Network Services, Elk Grove, IL, our current vendor for support and maintenance of the Nortech Telephone Systems, in the amount of \$22,300.00.

Comments:

The total increase over last year for all maintenance products and services is \$1,341.00. The increase resulted from adding a full year of support and maintenance services for the Call Pilot Voice Mail System, which was prorated for eight months on last year's renewal, coupled with a 3% increase in Black Box pricing for 2009 contract renewals. Therefore, \$693 of the increase is attributed to the full year of maintenance for Call Pilot and \$648 to the general price increase.

However, since we are planning to replace the current telephone system this fiscal year, Black Box's services may not be required for the full duration of the contract (which covers the period May 1, 2009 to April 30, 2010). If the Village completely replaces the existing Nortel system with a different telephony system(s) prior to April 30, 2010, Black Box will refund to the Village the prorated full months coverage that the Nortel systems are not in use.

cc: John Lockerby