



City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS

1000 Rochester Hills Dr.
Rochester Hills, MI 48309
248.656.4630
www.rochesterhills.org

Legislative File No: 2012-0206

TO: Mayor and City Council Members

FROM: Scott Cope, Director of Building/Facilities
Vince Foisy, Supervisor Communication System

DATE: May 22, 2012

SUBJECT: Voice Systems Support and Maintenance

REQUEST:

City Council is requested to increase the blanket purchase order for voice systems support and maintenance to Suntel Services, Troy, Michigan, in the amount of \$2,000.00 for a new not-to-exceed amount of \$27,000.00 through August 31, 2012.

REASON FOR PURCHASE:

The City solicited proposals for a service agreement for its voice system as well as a fixed rates for services outside of the service agreement, including software upgrades, additional installations, etc. Suntel Services was selected as providing the best value for the City and has provided excellent services in maintaining the City's telephone communication systems.

A blanket purchase order was estimated at a not-to-exceed amount of \$25,000.00 based on past years history of expenses for maintenance work, not contract related and the known annual maintenance contract cost for the year of \$19,315.00. However, with the need to add additional phones at the remote fire stations and unknown software upgrades needed after the MIS upgraded their servers, the amount of the blanket purchase order is insufficient to cover recent services performed by Suntel and to cover the City's anticipated needs through August 31, 2012.

A Request for Proposals for PBX-Voice Mail-Call Accounting Maintenance Contract and Hardware/Equipment is currently in the solicitation process.

PROCESS:

Vendor Name and Address:

Suntel Services
1095 Crooks Road, Suite #100
Troy, MI 48084

Reason for Selection:

Best Value; Quality Services

Method of Purchase:

Contract/Blanket Purchase Order

BUDGET:

Funding to balance is proposed to come from snow removal services which has additional remaining budget due to the mild 2011-2012 winter season.

Fund Name	Department Account No	Account No. Description	Budget Amount	Cost	Remaining Budget
Facilities	Contractual Services	631.807000	\$25,000	\$27,000	(\$2,000)

RECOMMENDATION:

It is recommended that the Rochester Hills City Council increase the blanket purchase order for voice systems support and maintenance to Suntel Services, Troy, Michigan, in the amount of \$2,000.00 for a new not-to-exceed amount of \$27,000.00 through August 31, 2012.

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Finance Director		
Purchasing Process: Supervisor of Procurement		
Mayor		
City Council Liaison		