

M Management Committee
For the Metropolitan Council meeting of February 25, 2009

ADVISORY INFORMATION

Date Prepared: February 18, 2009

Subject: Authorization to Award a Contract for Telephone Support Services

Proposed Action:

That the Metropolitan Council authorize the Regional Administrator to execute a three year contract in the amount not to exceed \$517,292 with Marco, for the Phone Equipment Service Support of the Mitel phone system.

Summary of Committee Discussion / Questions:

Dave Hinrichs, Chief Information Officer, presented this item to the Management Committee. A formal solicitation process was conducted for equipment maintenance support for the Council's Mitel phone system. Four proposals were received and judged by an evaluation panel based on quality, qualifications, experience and price. Marco was recommended due to its 35 years of experience, the price proposed, and its understanding of scope requirements and the Council's needs. A new three year contract with Marco will result in cost savings of \$167,728 to the Council over three years in comparison to current support costs.

Chairperson Scherer asked if the transfer of support to a new vendor would create added difficulty to the Council. Mr. Hinrichs indicated that the change in support would be transparent.

The motion carried on a unanimous vote.

M Management Committee

Meeting date: February 11, 2009

For the Metropolitan Council Meeting of February 25, 2009

ADVISORY INFORMATION

Date:	January 27, 2009
Subject:	Authorization to Award a Contract for Telephone Support Services
District(s), Member(s):	All
Policy/Legal Reference:	Council Policy 3-3 Expenditures – Procurement of Goods and Services over \$250,000
Staff Prepared/Presented:	Dave Hinrichs, CIO; and Pancho Henderson, Manager II
Division/Department:	Information Services

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to execute a three year contract in the amount not to exceed \$517,292 with Marco, for the Phone Equipment Service Support of the Mitel phone system.

Background

The Council's current telephone system was manufactured and supported by Mitel. The Mitel system has proven to be extremely reliable and cost effective; therefore staff agreed that it would not be fiscally responsible to change phone systems. A formal solicitation was conducted to ensure continued maintenance support to the current system.

A formal Request for Proposals (RFP) was issued on September 25, 2008. The document was sent to 17 plan holders. The Council received four proposals. All four of the vendors were authorized to support the Mitel telephone system. The four proposals were received by October 21, 2008. They were evaluated by an evaluation panel based on the following factors: quality, qualifications, experience, and price. Prices for the Phone Equipment Service Support solicitation ranged from \$517,292 to \$878,776. Marco has the lowest price and demonstrates a clear understanding of the requirements of the scope of work and the Council's needs. In addition they provide more service support to more government customers than any other Mitel service support provider. Marco has 35 years of experience supporting Mitel equipment exclusively.

Rationale

The new contract will result in a cost savings of \$167,728 to the Council over three years compared to current support costs. Contracts with an amount exceeding \$250,000 require Metropolitan Council authorization.

Funding

Funding for this is included in the general operating budget for the Council.

Known Support / Opposition

No known opposition.