

# M Management Committee

**Meeting date: February 11, 2009**

**For the Metropolitan Council Meeting of February 25, 2009**

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