

REQUEST FOR ACTION

<u>Department Head</u>	<u>City Council Date</u>	<u>Agenda Item</u>
Brian R. Bloch Finance Director	May 4, 2010	5.

Consider upgrade to the City's phone system.

ACTION REQUESTED

Approve an upgrade to the City's phone system.

BACKGROUND

The City's phone system, MITEL 3300, was installed in 2003 when the building was constructed and has been maintained by Marco since that time. Marco has done some minor upgrades of the 3300 system since that time but the City has never upgraded the phone system from the 3300 system to a more advanced system.

The City has had numerous problems over the past month with the phone system and voice mail going down. This is the result of a bad hard drive. The hard drive is covered under the maintenance agreement but the City is responsible for labor which will cost about \$540.00 (\$135.00/hour x 4 hours). The controller the City has will be seven years old this fall. At that point in time Marco will no longer cover it in their maintenance agreement. Marco recommends replacing the controller.

With the new controller the City would be able to update the 3300 system to the MITEL Call Director 4.10 system. Without the controller the City would be able to update the 3300 system to 9.0. Some of the functions of each are outlined in the attachments.

The labor for the upgrades would be an additional 1 to 3 hours if we do the upgrades at the same time we replace the failing hard drive.

A quote from Marco is attached. In addition to the cost of \$3,367.00 labor should be from \$675.00 to \$945.00. Staff recommends upgrading the phone system to the MITEL Call Director 4.10. Total cost \$4,042.00 to \$4,312.00 plus tax.

FUNDING

Capital Fund

ATTACHMENTS

- ✓ Quote from Marco.
- ✓ Description of 3300 ICP Release 9.0 (August, 2008)
- ✓ Description of Communications Director Release 4.0 (July, 2009)