



TO: Mayor Linda Gorton,
Honorable Members, Urban County Council

FROM: Paul Stewart, Director of Computer Services

DATE: April 25, 2024

SUBJECT: Mitel Maintenance Agreement, Black and Williams Neighborhood Center and Lexington Senior Center

Request:

Requesting Council approve the Mayor, on behalf of the Lexington-Fayette Urban County Government, to authorize the execution of the necessary documents for the Lexington-Fayette Urban County Government to purchase (cost not to exceed \$5,964.42) a maintenance agreement with Unified Technologies, Inc. for the purpose of supporting voice communications systems located at Black and Williams Neighborhood Center and Lexington Senior Center. Further requesting the Council authorize the Chief Information Officer to execute any future Statements of Work related to the procurement of these services for various departments and divisions of the urban county government, as determined to be necessary, cost effective and feasible by the Chief Information Officer and the Division of Procurement, all subject to the appropriation of sufficient funds. This agreement includes a statement of work related to ensuring manufacturer warranties are honored, and an all-inclusive 24x7x365 technical support program for on site staff is provided. The agreement referenced is attached, and would be effective starting 9/1/24, and ends 6/30/25.

Purpose:

Urban County Government employees assigned at, and Lexington residents utilizing facilities at Black and Williams Neighborhood Center and Lexington Senior Center have a need for effective and reliable voice communications systems. These two locations have not yet had the LFUCG enterprise Avaya phone system installed, and depend on a 3rd party solution to deliver those services. Executing a standard maintenance agreement absolves Computer Services Staff from having to spend time and effort supporting the systems, and provides a timely and effective method for on-site staff to have issues resolved as well as providing training, documentation, carrier services, emergency outage response, changes to existing system configuration, and a dedicated account manager.



Budgetary Implication:

Cost for FY25 is projected to be \$5,964.42

Are the funds budgeted? Yes

\$5,069.76 from 1101-202505-0001-76102

\$417.51 from 1115-202505-0001-76102

\$298.22 from 4002-202505-0001-76102

\$178.93 from 4051-202505-0001-76102

File Number: 0477-24

Director/Commissioner: Stewart/Rodgers

