

## Purchasing Summary

<b>EVENT #</b> 9058	<b>TITLE:</b> City of Savannah Phone System Maintenance	<b>COST:</b> \$88,000
<b>TYPE OF PROCUREMENT:</b> Sole Source	<b>ANNUAL CONTRACT</b> <input type="checkbox"/> <b>ANNUAL MAINTENANCE AGREEMENT</b> <input type="checkbox"/>	<b>ONE TIME PURCHASE</b> <input type="checkbox"/>
<b>CONTRACT TERM (IF APPLICABLE)</b>		
<b>S/DBE (IF APPLICABLE)</b> N/A		
<b>MATRIX (IF APPLICABLE)</b> N/A		
<b>NOTES</b>		
<p>Recommend approval to procure a maintenance agreement for the City of Savannah Phone System with CNP Technologies, LLC in the amount of \$88,000. This annual spend includes the renewals for Mitel/BrighMetrics, Oaisys, and Telestrat. This will also include all purchase requests from the City of Savannah Departments for additional phones and accessories and replacement phones which need to be upgraded because they are no longer compatible. This is a sole source because the vendor is the proprietary owner of Mitel, Oaisys, and Telestrat and therefore is only available through this vendor.</p> <p>Mitel phone system covers Mitel branded equipment and licenses, software upgrades, and engineer assistance for configuration needs. The Brightemtrics reporting software provides analytics on in-bound and out-bound interactions This agreement also includes contract pricing for equipment purchases of phone switches and phone sets. This agreement will be effective from April 1, 2022 until March 31, 2023.</p> <p>The Oaisys call recording software and physical server machine are used by the City of Savannah’s Water and Sewer Departments. Oaisys is a recording solution in support of regulatory compliance, risk management, quality monitoring requirements, and communications services. This agreement will be effective from March 8, 2022 until March 7, 2023.</p> <p>Telestrat is a liability recording seat utilized by the City of Savannah Sanitation Department. Telestrat is a virtual cloud with the ability to provide call recording, quality, analytics, and workforce management solutions. It enables City of Savannah staff to resolve disputes and support legal defenses. The agreement will be effective from April 29, 2022 until April 28, 2023.</p> <p>The estimated spend is as follows:</p> <p>Additional phones, Replacement phones, and accessories: Estimated \$20,984.53  Mitel maintenance: \$64,917.59  Oaisys call recording software: \$1,447.88  Telestrat: \$650.00</p> <p>Delivery: As needed. Terms: Net 30 days. The vendor is:</p>		
S.S.	CNP Technologies, LLC (Charlotte, NC) <sup>(D)</sup>	\$88,000

A pre-bid conference was not conducted as this is a sole source procurement. (D) Indicates non-local, non-DBE business. Recommend approval.

Local available: NO

Total sent: 1

Total received: 1

Vendor federally debarred/suspended: No