

# **Telephone System Support Proposal**

5/2/2017

I have contacted Heart Technology with Dr. Lett's permission in order to provide an alternative with regards to our ongoing telephone system support.

Heart Technologies has made an offer to provide ongoing hardware and software maintenance of our Mitel telephone system. Heart's offer is \$6,600 payable annually, quarterly, or monthly for 12 months of maintenance.

DNDC's offer is \$9,186 payable at once for 12 months of maintenance.

Heart has examined our current telephone system equipment in detail and made the following recommendations over the next 3 years in addition to the annual support contract to ensure ongoing reliability:

This year:

- Replace the auto-attendant/voicemail server
- Upgrade all software on all existing complementary equipment to the latest offered per our contract with Mitel (and keep it up to date on an ongoing basis)
- One time cost: \$5,278.75

Next year:

- Replace the main telephone cabinet
- One time cost: \$4,300.00

Following year:

- Replace the secondary telephone cabinet
- One time cost: \$4,300.00

I have found out that our current telephone cabinets will not be supported by Mitel and in turn not supported by Mitel vendors in the next few years. By not offering incremental upgrades over this time, I am concerned DNDC may propose an astronomical sum to replace the District's entire telephone hardware all at once and/or offer a slightly less astronomical sum to migrate to a hosted solution.

My recommendation is to move to Heart Technologies for ongoing support and maintenance of our District's telephone system. I believe it is in the best interest of the District to make this change so that we can control both long term maintenance costs and choice of vendor in the future.

Attached to this e-mail are the proposals from Heart.