



## Executive Summary Finance Committee Meeting

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DATE: September 22, 2022

TOPIC: Renewal of Mitel Phone System support provided by Heartland Business Systems (HBS) for the  
2022-23 School Year

PREPARED BY: Jordan Stephen

### **Recommended for:**

- ☒ Action
- ☒ Discussion
- ☒ Information

### **Purpose/Background:**

The District has been using Heartland Business Systems (HBS) for the past year to service and support our Mitel VOIP phone system. Heartland's team of workers and engineers have been top notch and assisted us with many product updates, troubleshooting and changes during the past year. The Heartland team of workers that specialize in the Mitel system have great institutional knowledge of the district and the system installed. The support on the Mitel phone system is provided to the District in two parts. The first is called the Mitel Software Assurance, which is a renewal on each of the phone servers, located in each building, and the second is the Mitel Support Service Agreement (MSSA). The MSSA provides the details of services ranging from both critical and non-critical incidents, system updates and patching up to the replacement of equipment.

The District's Legal Counsel reviewed the terms and service provided by Heartland Business Systems and found them acceptable. The District presented HBS with an Amendment to the Agreement last year which covered the terms and conditions, auto renewal, governing law and venue, etc., which was agreed to by Heartland Business Systems. This agreement is still in place, and covers all of our typical contract concerns.

### **Fiscal Impact:**

\$7,276.29 Total

\$1,018.80 For Mitel Software Assurance. The District paid \$1,285.20 during the 2021-2022 School year for the Mitel Software Assurance.

\$6,257.49 For Mitel Support Service Agreement. The District paid \$6,250.08 during the 2021-2022 School year for the Mitel Support Service Agreement.

**Recommendation:**

It is the Administrative recommendation that the Finance Committee concurs to approve the renewal for both the Mitel Software Assurance and Mitel Support Service Agreement with Heartland Business Systems in the amount of \$7,276.29 for the 2022-23 school year.