

**RESOLUTION NO. R19-84**

**RESOLUTION APPROVING AN AMENDMENT TO THE CONTRACT WITH HIGH POINT NETWORKS FOR THE CITY OF LAUREL'S VOICE OVER INTERNET PROTOCOL (VOIP) SERVICE AND SUPPORT AND AUTHORIZING THE MAYOR TO SIGN ALL CHANGE ORDER DOCUMENTS ON THE CITY'S BEHALF.**

WHEREAS, the City of Laurel previously executed a contract for Voice Over Internet Protocol (VOIP) Service and Support with High Point Networks on August 20, 2019, via Resolution No. R19-47; and

WHEREAS, the City of Laurel required professional services for the City of Laurel's Voice Over Internet Protocol (VOIP) Service and Support as described in and approved by Resolution No. R19-47; and

WHEREAS, City Staff and the contractor discovered that additional and/or alternative work on the project, as detailed in the attached quote, is required. The additional work increased the charges due under the original contract.

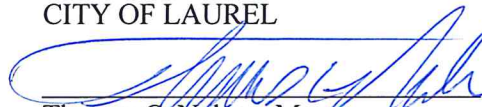
NOW, THEREFORE, BE IT RESOLVED, the City Council hereby approves the attached Quote and authorizes the Mayor to execute it and all necessary documents on the City's behalf.

Introduced at a regular meeting of the City Council on November 12, 2019, by Council Member Herr.


PASSED and APPROVED by the City Council of the City of Laurel this 12<sup>th</sup> day of November 2019.

APPROVED by the Mayor this 12<sup>th</sup> day of November 2019.

CITY OF LAUREL

  
Thomas C. Nelson, Mayor

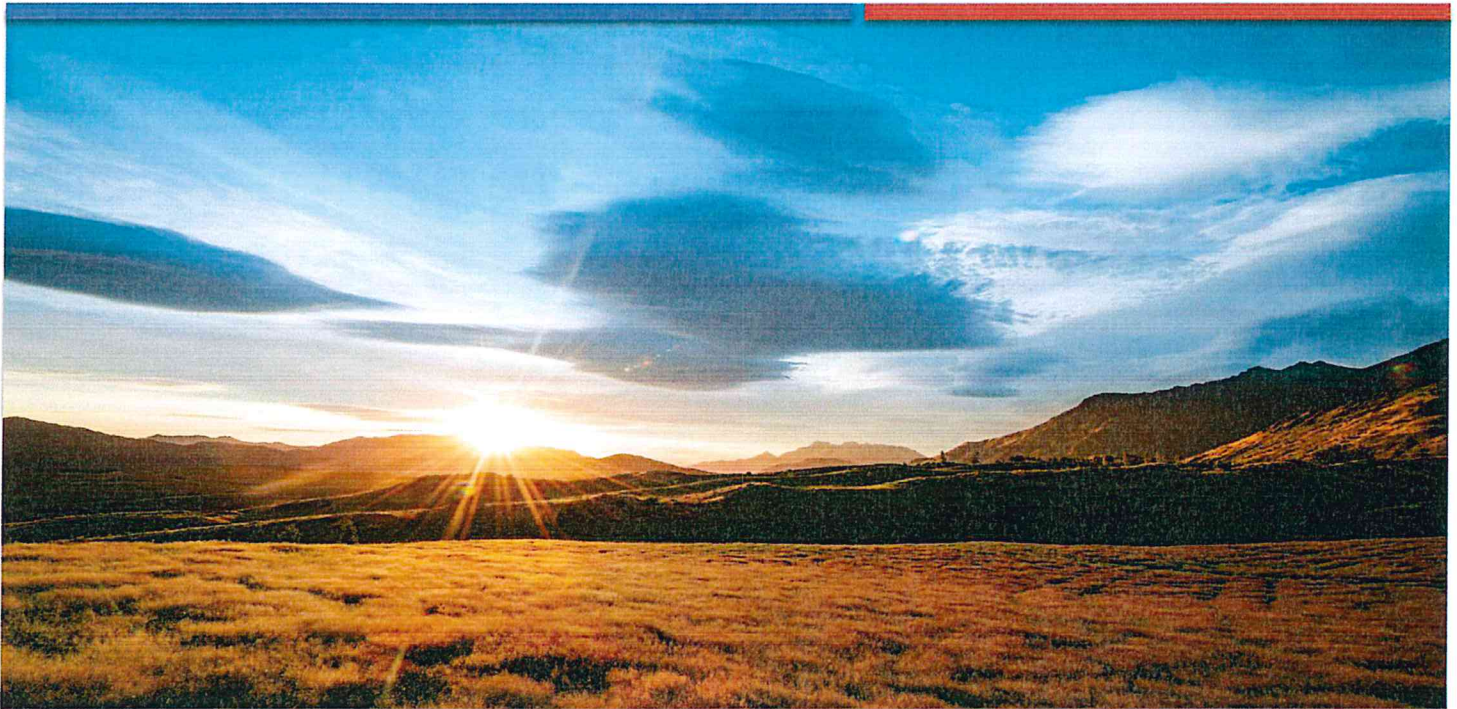
ATTEST:

  
Bethany Langve, Clerk-Treasurer,

Approved as to form:

  
Sam Painter, Civil City Attorney

# PROPOSAL



**PROPOSAL NAME:** Mitel Phone System

**PROPOSAL DATE:** October 16, 2019



**PREPARED FOR:**

City of Laurel  
Bethany Langve

115 West First Street  
Laurel, MT 59044

[cityclerk@laurel.mt.gov](mailto:cityclerk@laurel.mt.gov)



**PREPARED BY:**

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[sales@highpointnetworks.com](mailto:sales@highpointnetworks.com)

## Mitel Phone System

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### Mitel Summary

**NOTE - Pricing is based on NJPA / Sourcewell discounts**

**Completion Date:** 2019 TBD

**P.O.C(s):** Tom Nelson

**Site Address:** 115 West First Street, Laurel, MT 59044

**Project Brief:** Phone System RFP to replace existing Voice Platform at multiple sites and install a Mitel Connect solution to link all sites together to communicate on a 4-digit dial plan.

#### **System Configuration Summary:**

Sites: 7, FAP, City Hall, Library, Shop, Water Wastewater, Pool. Shop and Pool do not have internet and will continue to use analog lines and existing phones.

IP Stations: 49 Total not including City Shop and Pool. 15 -FAP, 22-City Hall, 3-Library, 7-Water, 2-Wastewater.

Analog Stations: 6

T1-PRI/SIP Trunks: Client to receive SIP trunk from CenturyLink

Standard Analog Trunks: 13

Fax Line: 6

Server: Physical server, with Virtual (VMWare 5.5 – 6.5)

Virtual Appliances: Virtual Spare, Virtual Service Appliance

Advance Applications: None

#### **User Licenses**

Connect Essentials: 42 – Includes Ext+Mbx, Connect desktop client with iM, collaboration, softphone and video. Also includes Web and App dialer

Connect Advanced: 3 – Includes Ext+Mbx, Connect desktop and mobility client with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator.

Connect Courtesy: 4 – Includes Ext Only with no Connect client capability

#### **Methodology**

Installation: 6 Phase Installation plan – Voice communication system analysis and ordering, Environmental and infrastructure analysis and upgrade, Resource scheduling and tracking, System load and configuration, Installation Readiness Review, Cutover

Admin/End User Training: Included in professional services estimate and will be scheduled during the Project Kick-off call.

#### **End User Training**

- a. 90 Min training classes will cover the VoIP Phone and PC Client.
- b. 15-20 end users per class max.

### Admin Training

- a. 4 Hour Administrator training will be provided following the system cutover.
- b. Admin Training will cover how to manage your system for every day to day maintenance and changes.

### TRAINING:

- All end user training to be provided onsite by an HPN Mitel certified trainer.
- Operator/Reception training will be provided only to Operator/Reception staff, as well as IT members that will be supporting.
- Training classes will utilize 8-10 of the purchased IP Phones from this project to be setup in the assigned training room for hands on training.
- Overhead projector or a TV will be needed to aid in the PC Connect Client portion of the training.
- Our trainer will provide a POE switch to MiVoice Connect all the training phones for the duration of the training class.
- We Recommend a class schedule to be discussed and posted for employees to sign up for an available class that will fit their day-to-day work schedule.

Handouts will be provided to every user that attends the training session, and extras will be left to be used for future reference.

### Scope of Work:

#### HPN Responsibilities:

- Project Management
- Discovery and Call Flow for System Configuration
- Configuration of L2/L3 Network Configuration
  - a. Voice VLAN Configuration
  - b. IP Address Configuration
  - c. DHCP scope Configuration
- Configuration of Windows Server for the MiConnect Director server
  - a. VM 5.5/6.0/6.5
  - b. Windows 2012R2 Server
- Remote – Configuration of MiConnect Switch(s) and any other Peripheral appliance(s)
- Remote – Programming of MiConnect Director based on baseline configuration approved by customer
- Onsite Installation
  - a. MiConnect Switches, Wall Racks, Termination Blocks, and prepping for Cutover
  - b. IP Phone placement and IP Phone Wall Mounts
  - c. Verify/Test system Trunk(s), Call Flow, Analog devices, paging and etc.

#### Onsite – Network assessment of Voice Network

- Assistance with MiConnect PC Client rollout via GPO/AD
- Onsite – Instructor Lead End User training
- Onsite – System Trunk cutover and Testing of System operation
- Onsite – First Day Support to verify System is operating as designed
- Remote – Administrator Training – 4hr
- 10 days Post Install Support of moves/adds/changes
- Project Documentation

#### Client Responsibilities:

- Provide Detailed User Information
- Provide Detailed Trunk Information
- Provide Building Layout Map for Phone Placement/Cabling requirements
- Power Source - Recommend Adequate dedicated or UPS power to ensure all racked equipment is on UPS power.
- Rack Space – MiConnect Switches are at 1U height and can combine two switches into a 1U Tray
- DHCP Server configuration to Connect Specification
- Music on hold source or files, or Standard MiConnect MOH can be used.
- Training sign-up sheets for end users to attend Training Class

- Training area

**Exclusions:**

- Any other work requested outside of this Scope of Work
- Cabling services are not included in this Scope, if Cabling is required an additional Quote will need to be approved, or Customer is to source Cabling contractor to complete prior to our Initial Onsite visit
- PC updates or patches for Connect Client, these will need to be done prior to our initial Onsite visit
- All IP Phones ship with a desktop bracket, wall brackets do NOT come standard, if additional brackets are needed they will be billed separately
- Paging bell/PA System
- Legacy System disposal
- Legacy system wiring disposal
- All IP phones include 7 foot patch cord, if longer patch cable required, additional patch cable will be invoiced
- Additional/All fees for dedicated fax lines and analog trunks from carrier

**Change Control**

In the event that it becomes necessary to alter the scope of work, High Point Networks will initiate contact with the company's point of contact to work out the details associated with impacts to schedules, deliverables and/or financial commitments. No changes to the scope of work will occur without prior authorization.

## Mitel Phone System

Revision of Phone Quote to reflect changes in equipment and labor associated. Juniper Hardware purchased thru NASPO Master Contract AR 229

### Hardware / Phones / Licenses

Qty	Item	Description	Price	Ext. Price
1	60186	Connect Small Business Edition 100 HW bundle, digital trunking without server. Includes ST100DA and rack-mount tray.	\$1,644.43	\$1,644.43
1	60196	Connect Small Business Edition 100 SW bundle, 50 users. Includes 50 Essentials, 1 Courtesy license bundles, 1 Operator license, 24 SIP Trunk licenses, 4 Additional Site license.  The phone switch in this bundle will be placed at City Hall and phones at FAP will register to it.	\$3,152.44	\$3,152.44
3	10580	Voice Switch ST50A,  Mitel phone switch for Water, Wastewater and Library	\$1,341.46	\$4,024.38
-3	10580	Voice Switch ST50A,  Remove these as all phones will register to FAP	\$1,341.46	(\$4,024.38)
3	10223	Kit, rack mounting tray, for ShoreGear Switch 1U h.	\$75.00	\$225.00
-3	10223	Kit, rack mounting tray, for ShoreGear Switch 1U h.  Returned as they are not needed	\$75.00	(\$225.00)
1	60047	Analog Harmonica and Cable	\$75.00	\$75.00
3	10304	Shoretel VM Guide Manual Pack/25	\$10.00	\$30.00
3	10503	ShoreTel 480/480g IP Phone Quick Reference, Doc. Pack, Qty 25	\$10.00	\$30.00
42	10577	Mitel IP Phone IP480g - Requires ST 14 or later.  Standard phone with grey scale screen and 8 programmable buttons. Includes 2 for spares	\$198.00	\$8,316.00
3	10384	Shoretel IP930D DECT Phone, includes base, handset and charger.  Mobile handsets for use at Water, Wastewater and Library	\$321.41	\$964.23
5	10389	ShoreTel Handset : IP930D DECT Phone (Add-on) - includes handset charger - Requires ST 14 or later  Additional handsets and chargers (no base) for Water and Wastewater.	\$106.78	\$533.90
-2	10389	ShoreTel Handset : IP930D DECT Phone (Add-on) - includes handset charger - Requires ST 14 or later  Spare handset for Water Wastewater and Library	\$106.78	(\$213.56)
3	10449	Radio Repeater : IP930D DECT Phone -Requires ST 14 or later  Repeaters for Water	\$262.11	\$786.33
-2	10449	Radio Repeater : IP930D DECT Phone -Requires ST 14 or later  Repeaters for Water and Wastewater for the portable handsets.	\$262.11	(\$524.22)
2	30044	Additional Site License.	\$265.61	\$531.22
-2	30044	Additional Site License.  Not required because all phones will register to FAP	\$265.61	(\$531.22)



**Quote Information:**

Quote #: 088852

Version: 1

Delivery Date: 10/16/2019

Expiration Date: 11/03/2019

## Mitel Phone System

### Hardware / Phones / Licenses

Qty	Item	Description	Price	Ext. Price
3	30149	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobility client with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator.	\$267.76	\$803.28
3	30145	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability	\$53.12	\$159.36
1	18008	ShoreWare Emergency Notification, 5 or fewer Notifies designated users (5 or less) if someone dials 911 within the City offices.	\$1,180.49	\$1,180.49
6	10553	IP Phone POE Power Adapter, 10/100/1000 Mbit Ethernet with IEC-C5 cord (North America) To power the phones at the Library and Wastewater.	\$35.00	\$210.00
2*	10580	Voice Switch ST50A, Additional switches for Pool and City Shop (optional)	\$1,341.46	\$2,682.92
16	30043	SIP Trunk Software License	\$50.00	\$800.00
4	30043	SIP Trunk Software License Needed to add 4 more as we requested a quote for 20 SIP connections from CenturyLink which will allow 20 simultaneous calls throughout the City.	\$50.00	\$200.00

\*Optional Amount: \$2,682.92

Subtotal: \$18,147.68

### Misc. Equipment

Qty	Item	Description	Price	Ext. Price
1	Misc	MISC Termination Equipment and cables. Only invoiced if needed	\$300.00	\$300.00
2	WALLSHELF4U	Wall-Mount Server Rack with Built-in Shelf - Solid Steel - 4U - rack (wall mount) - 4U	\$125.00	\$250.00
-1	WALLSHELF4U	Wall-Mount Server Rack with Built-in Shelf - Solid Steel - 4U - rack (wall mount) - 4U Only need one of these	\$125.00	(\$125.00)

Subtotal: \$425.00

## Mitel Phone System

### Network Switches

Qty	Item	Description	Price	Ext. Price
1	16535	Extreme Networks X440-G2 X440-G2-48p-10GE4 - Switch - managed - 48 x 10/100/1000 (PoE+) + 2 x 1 Gigabit / 10 Gigabit SFP+ + 4 x combo SFP - rack-mountable - PoE+  PoE network switch at City Hall for City Hall and FAP	\$3,157.26	\$3,157.26
<p><b><u>Extreme Product Warranty / Support Summary of Entitlements for Extreme 440 G2 Series switches</u></b></p> <p>WARRANTY Limited Lifetime Warranty With Express Advanced Hardware Replacement</p> <p>DURATION OF WARRANTY PERIOD Product Lifetime</p> <p>ACCESS TO EXTREME GLOBAL TECHNICAL ASSISTANCE SUPPORT Product Lifetime (8 AM to 5 PM, Monday to Friday local End User's time)</p> <p><i>Customer is entitled as part of this warranty to utilize Extreme warranty support line via email, Web form or telephone available from 8 AM to 5 PM (Monday to Friday) local End User's time for basic hardware and operational software troubleshooting assistance in connection with warranty claims, including RMA's (excluding installation, configuration and general networking troubleshooting).</i></p> <p>E-SUPPORT Product Lifetime</p> <p>SOFTWARE/FIRMWARE SUPPORT Product Lifetime for Base Operational Software Updates and Upgrades (Base Operational Software — Embedded software that is required to operate an Extreme-branded network device and is offered for sale as an inclusive component of such hardware network device product as further described in Extreme's published price list applicable to such hardware product ("Covered Product")</p> <p>HARDWARE REPLACEMENT Advanced exchange replacement hardware shipped next business day from RMA approval time</p>				
1	16533	Extreme Networks ExtremeSwitching X440-G2 X440-G2-24p-10GE4 - Switch - managed - 24 x 10/100/1000 (PoE+) + 4 x 1 Gigabit / 10 Gigabit SFP+ + 4 x combo SFP - rack-mountable - PoE+  PoE Network switch for Water	\$1,996.71	\$1,996.71
2	10304	10 Gigabit Ethernet SFP Passive Cable Assembly 1m Length  For connection between City Hall and FAP	\$95.00	\$190.00
2	10099	Power Cord, 13A, NEMA 5-15, IEC320-C15;	\$29.00	\$58.00
1	16531	Extreme Networks X440-G2-12p-10GE4	\$1,415.89	\$1,415.89
-1	16535	Extreme Networks X440-G2 X440-G2-48p-10GE4 - Switch - managed - 48 x 10/100/1000 (PoE+) + 2 x 1 Gigabit / 10 Gigabit SFP+ + 4 x combo SFP - rack-mountable - PoE+  To be replaced with Juniper switches	\$3,157.26	(\$3,157.26)



## Mitel Phone System

### Network Switches

Qty	Item	Description	Price	Ext. Price
-1	16533	Extreme Networks ExtremeSwitching X440-G2 X440-G2-24p-10GE4 - Switch - managed - 24 x 10/100/1000 (PoE+) + 4 x 1 Gigabit / 10 Gigabit SFP+ + 4 x combo SFP - rack-mountable - PoE+	\$1,996.71	(\$1,996.71)
		To be replaced with Juniper switches		
-2	10304	10 Gigabit Ethernet SFP Passive Cable Assembly 1m Length	\$95.00	(\$190.00)
		To be replaced with Juniper switches		
-2	10099	Power Cord, 13A, NEMA 5-15, IEC320-C15;	\$29.00	(\$58.00)
		To be replaced with Juniper switches		
-1	16531	Extreme Networks X440-G2-12p-10GE4	\$1,415.89	(\$1,415.89)
		To be replaced with Juniper switches		

### Juniper Network Switches

Qty	Item	Description	Price	Ext. Price
8	EX2300-C-12P	EX2300 Compact Fanless 12-port 10/100/1000BaseT PoE+, 2 x 1/10G SFP/SFP+ (optics sold separately)	\$762.80	\$6,102.40
		WTP, WWTP, Library, City Hall, Fire, Ambulance x 2, Police		
8	SVC-COR-EX23-C12P	Juniper Care Core Support for EX2300-C-12P	\$34.00	\$272.00
2	EX2300-24P	EX2300 24-port 10/100/1000BaseT PoE+, 4 x 1/10G SFP/SFP+ (optics sold separately)	\$1,046.34	\$2,092.68
		City Hall and Police		
2	SVC-COR-EX23-24P	Juniper Care Core Support for EX2300-24P	\$43.00	\$86.00
1	EX2300-48P	EX2300 48-port 10/100/1000BaseT PoE+, 4 x 1/10G SFP/SFP+ (optics sold separately)	\$1,810.98	\$1,810.98
		City Hall		
1	SVC-COR-EX23-48P	Juniper Care Core Support for EX2300-48P	\$76.00	\$76.00
2	EX-SFP-1GE-SX-COMP	1GB MM SFP Juniper Compatible optics	\$42.86	\$85.72

Subtotal: \$10,525.78

### Server

Qty	Item	Description	Price	Ext. Price
1	VS6-ESSL-KIT-C	VMware vSphere Essentials Kit ( v. 6 ) - license - 3 hosts, maximum 2 processor/host	\$495.00	\$495.00
1	VS6-ESSL-SUB-C	VMware vSphere Essentials Kit - ( v. 6 ) - subscription license ( 1 year )	\$65.00	\$65.00

## Mitel Phone System

### Server

Qty	Item	Description	Price	Ext. Price
1	210-AQUB	PowerEdge R340 Sever	\$3,479.00	\$3,479.00
		PowerEdge R340 Server Trusted Platform Module 2.0 3.5" Chassis with up to 4 Hot Plug Hard Drives PowerEdge R340 Shipping Intel Xeon E-2134 3.5GHz, 8M cache, 4C/8T, turbo (71W) Heatsink for 80W or less CPU 2666MT/s UDIMMs Performance Optimized RAID 5 PERC H730P Adapter RAID Controller, 2GB On-Board LOM iDRAC9,Enterprise Redundant SD Cards Enabled 32GB microSDHC/SDXC Card 32GB microSDHC/SDXC Card No Internal Optical Drive for x4 and x8 HDD Chassis ReadyRails Static Rails for 2/4-post Racks No Bezel Dell EMC Luggage Tag Performance BIOS Settings Dual Hot Plug Power Supplies 350W No Systems Documentation, No OpenManage DVD Kit VMware ESXi 6.5 U2 Embedded Image on Flash Media (License NotIncluded) No Media Required UEFI BIOS Boot Mode with GPT Partition iDSDM and Combo Card Reader US Order Page 3Dell Marketing LP. U.S. only. Dell Marketing LP.is located at One Dell Way, Mail Stop 8129, Round Rock, TX 78682PowerEdge R340 Motherboard, V2 PowerEdge R340 Shipping Material for 3,5" Chassis iDRAC Group Manager, Disabled iDRAC,Factory Generated Password PCIe Riser, 1x FH x8 PCIe Gen3 slot, 1x LP x4 PCIe Gen3 slot,R240/R340 Standard Fan Basic Hardware Services: Business Hours (5x10) Next Business DayOn Site Hardware Warranty Repair, 3 Years Dell Hardware Limited Warranty Plus On Site Service On-Site Installation Declined 16GB 2666MT/s DDR4 ECC UDIMM 1TB 7.2K RPM SATA6Gbps 512n 3.5in Hot-plug Hard Drive NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), PowerCord, North America		

Subtotal: \$4,039.00

### 3 year Gold Support

Qty	Item	Description	Price	Ext. Price
2770	91303-G	High Point Networks ShoreCare Partner Support Gold (3 Years paid annually, No Phones)	\$1.05	\$2,908.50
		This amount to be paid anually for 3 years.		

Subtotal: \$2,908.50



## Mitel Phone System

### Quote Information:

Quote #: 088852

Version: 1

Delivery Date: 10/16/2019

Expiration Date: 11/03/2019

## HPN Service Bundle

Qty	Item	Description	Price	Ext. Price
1	PROSERVE-PKG	High Point Networks Professional Services defined in the pdf online or above in this document	\$28,750.00	\$28,750.00

Subtotal: \$28,750.00

**Mitel Phone System**

**Quote Information:**

Quote #: 088852  
 Version: 1  
 Delivery Date: 10/16/2019  
 Expiration Date: 11/03/2019

**Prepared for:**

**City of Laurel**  
 Attn: Bethany Langve  
 115 West First Street  
 Laurel, MT 59044

**Prepared by:**

**High Point Networks, LLC**  
 Mike Felten  
 Direct: 406-281-7222  
 mike.felten@highpointnetworks.com




**Quote Summary**

Description	Amount
Hardware / Phones / Licenses	\$18,147.68
Misc. Equipment	\$425.00
Juniper Network Switches	\$10,525.78
Server	\$4,039.00
3 year Gold Support	\$2,908.50
HPN Service Bundle	\$28,750.00
<b>Total:</b>	<b>\$64,795.96</b>

**\*Optional Items**

Description	Amount
Hardware / Phones / Licenses	\$2,682.92
<b>Optional Subtotal:</b>	<b>\$2,682.92</b>

For questions related to your quotation, please contact us using the information above. By signing below, the undersigned accepts High Point Networks Master Service Agreement and represents that he or she is authorized to execute the agreement on behalf of the customer. Acceptance of the quote online is considered acceptance of an offer and binding. All quotes are subject to shipping costs that may not be listed on the quote. Prices quoted are valid for 30 days from Quotation Date. Limitation of Liability for Consequential Damages. High Point Networks, LLC shall not be liable for any indirect, incidental, consequential, exemplary, or punitive damages of any kind or nature. All projects exceeding 10 hours of service will require a 50% down payment of the total project due upon acceptance of the quotation and the remainder due within 30 days of completion. Payment for all other orders are due in 30 days subject to credit approval. Credit card usage as a form of payment may be accepted on pre-approval basis and may be subject to a convenience fee. "Optional" items on the above quote are not included in the total pricing at the bottom of the quote. Note: Once product is ordered and shipped there is NO right of return and may be subject to a restocking fee. Product cannot be returned if ordered in error. Product cannot be returned if next generation product has been released.

  
 \_\_\_\_\_  
 Signature

  
 \_\_\_\_\_  
 Date