



## Legislation Details (With Text)

**File #:** ID 15-0244    **Version:** 1    **Name:**  
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**File created:** 3/5/2015    **In control:** City Council  
**On agenda:** 9/1/2015    **Final action:** 9/1/2015  
**Title:** Resolution Authorizing the City Manager or His Designee to Enter into Annual Maintenance Agreement with Century Telephone Company, NC/ DBA Centurylink for Annual 911 Phone System Maintenance Services Until Such Time as the Parties Terminate the Current Equipment Lease Agreement

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 15-0244 Reso. Century Link.pdf

Date	Ver.	Action By	Action	Result
9/1/2015	1	City Council	adopt	Pass

Resolution Authorizing the City Manager or His Designee to Enter into Annual Maintenance Agreement with Century Telephone Company, NC/ DBA Centurylink for Annual 911 Phone System Maintenance Services Until Such Time as the Parties Terminate the Current Equipment Lease Agreement

Department: Guilford Metro 911  
Council District: All

Public Hearing: N/A  
Advertising Date/By: N/A

Contact 1 and Phone: Melanie Neal, Guilford Metro 911 Department Director, 336-373-2646  
Contact 2 and Phone: Glenn Lamb, Guilford Metro 911, Support Services Manager, 336-373-7615

**PURPOSE:**

Guilford Metro 911 leases an electronic CenturyLink phone system. Annual maintenance is required to keep the system up to date and operational. Annual maintenance services exceed the \$100,000 threshold requiring City Council approval. Council approval is being sought for an evergreen agreement that enables Guilford Metro 911 to renew the maintenance agreement each year for as long as the City continues to lease the Century Link phone system.

**BACKGROUND:**

The computerized phone system requires ongoing maintenance through monthly services. The range of services provided includes Sentry monitoring, software protection and remote technical support. Annual fees vary in accordance with system configuration, which can vary over time to include back up sites, upgrades etc.

**BUDGET IMPACT:**

Annual costs typically range between approximately \$145,000 - \$225,000 depending on current system

configuration and periodic additions of features such as upgrades and back-up systems. Funding for these contracted maintenance services is available in the current annual budget 911 surcharge account # 281-3903-01.5621, which is state funded. Future maintenance agreement renewals are subject to sufficient appropriation of funds.

**RECOMMENDATION / ACTION REQUESTED:**

City Council approval of a resolution authorizing the City Manager or his designee to enter into Annual Maintenance Agreement with Century Telephone Company, NC/ DBA Centurylink for annual 911 phone system maintenance services until such time as the parties terminate the current equipment lease agreement, is requested.