



Legislation Text

File #: ID 15-0244, **Version:** 1

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

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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.

