



V I L L A G E O F K E Y B I S C A Y N E



Office of the Village Manager

Village Council
Mayra P. Lindsay, *Mayor*
Franklin H. Caplan, *Vice Mayor*
Luis F. de la Cruz
Theodore Holloway
Michael E. Kelly
Edward London
James S. Taintor

Village Manager
John C. Gilbert

DATE: June 9, 2015
TO: Honorable Mayor and Members of the Village Council
FROM: John C. Gilbert, Village Manager
RE: Village Voice over Internet Protocol (VoIP) Phone System Upgrade

RECOMMENDATION

It is recommended that the Village Council approve the attached Resolution to enter into an agreement with CT Solutions to install and configure a Voice over Internet Protocol (VoIP) phone system for the Civic Center campus in an amount not to exceed \$87,229. Funding for this project is in the FY2015 Capital Improvements Plan.

BACKGROUND

The Village currently uses an Inter-Tel Axxess digital PBX phone system which was installed in 2002 at the Key Biscayne Fire Rescue station and later expanded to Village Hall and the Community Center. The Inter-Tel Axxess phone system is now deemed obsolete and has an End-of-Life status by Mitel. This status gives us a limited and shrinking resource pool of vendors and equipment to support the existing Inter-Tel Axxess phone system. This has prompted the Village to pursue a modern VoIP phone system which includes phone equipment, software, hardware, maintenance and support.

The Mitel VoIP phone system will improve reliability, performance, technology and Continuity of Operations (COOP) above and beyond the capabilities' of our current phone system. Below are some highlights of features and advantages the new Mitel phone system will provide:

- Primary and secondary MiVoice Business Virtual controllers for system redundancy (COOP)
- Ability to move system to Private Cloud (COOP)
- Runs on Industry Standard Hardware i.e. servers, Power over Ethernet (POE) switches

I.T. staff obtained proposals for a new Best of Breed Mitel VoIP phone system which is on the NJPA (National Joint Powers Alliance) from Avaya, Cisco and three (3) different Mitel vendors.

After careful review of the proposals submitted, staff recommends CT Solutions (a Mitel Vendor) as the preferred vendor. CT Solutions are a Mitel Gold Exclusive Partner, as well as, the lowest bid submitted, see attached proposal as Exhibit "A".

RESOLUTION NO. 2015-

A CAPITAL PROJECT AUTHORIZING RESOLUTION OF THE VILLAGE COUNCIL OF THE VILLAGE OF KEY BISCAYNE, FLORIDA, SELECTING CT SOLUTIONS SOUTH, INC. FOR THE PURCHASE OF A VOICE OVER INTERNET PROTOCOL (VOIP) SYSTEM FOR THE VILLAGE; PROVIDING FOR AUTHORIZATION; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Village Council has budgeted for the purchase of a Voice Over Internet Protocol (VOIP) system for the Village (the “Equipment”); and

WHEREAS, the Village Manager has recently sought proposals from qualified companies for the Equipment; and

WHEREAS, after careful review of the proposals submitted, the Village Manager has recommended CT Solutions South, Inc. (the “CT Solutions”) for the purchase of the Equipment; and

WHEREAS, the Village Council selects CT Solutions for the purchase of the Equipment, and authorizes the Village Manager to execute a purchase order consistent with the proposal attached hereto as Exhibit “A;” and

WHEREAS, the Village Council finds that this Resolution is in the best interest and welfare of the residents of the Village.

NOW, THEREFORE, BE IT RESOLVED BY THE VILLAGE COUNCIL OF THE VILLAGE OF KEY BISCAYNE, FLORIDA, AS FOLLOWS:

Section 1. Recitals Adopted. Each of the above stated recitals are hereby adopted, confirmed and incorporated herein.

Section 2. Vendor Selected. The Village Council hereby selects CT Solutions for the purchase of the Equipment.

Section 3. Village Manager Authorized. The Village Manager is hereby authorized to execute a purchase order, consistent with the proposal attached hereto as Exhibit "A," with CT Solutions for the purchase of the Equipment at a cost not to exceed \$87,229.

Section 4. Effective Date. This Resolution shall be effective immediately upon adoption.

PASSED AND ADOPTED this ____ day of ____, 2015.

MAYOR MAYRA PEÑA LINDSAY

ATTEST:

CONCHITA H. ALVAREZ, MMC, VILLAGE CLERK

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

VILLAGE ATTORNEY

EXHIBIT "A"



1000 NW 57 Court Suite 300
Miami, FL 33126
(Main) 305.728.0509
(Fax) 305.675.0279

Prepared by: Nelson Rodriguez

2014 Operational Excellence

Mitel Communication Proposal & Agreement For

Village of

Key Biscayne

"Island Paradise"

MiVoice Business Communication Platform

Thursday, May 14, 2015

Presented by:
Nelson Rodriguez
305.728.0513
nelson@ctsolutions-inc.com

Mitel NJPA contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____



**Mitel Communication Proposal & Agreement
For**

Village of

Key Biscayne
"Island Paradise"

MiVoice Business Communication Platform

Thursday, May 14, 2015

Schedule 1 - Primary & Resilient



(2) Mitel MiVoice Business Element Software Only ISS:

- Variable Deployment Models
- Mitel Standard Linux OS
- Network Based Administration Client
- Multiprotocol Endpoint Support
- File Based Music On Hold
- Conferencing
- Web-based Diagnostics

MiVoice Configuration:

80 UCC Entry Enterprise License
47 MiVoice Business Enterprise User License

NuPoint Unified Messaging:

120 Voice Mailbox License

MiCollab Configuration:

1 MiCollab Desktop & Softphone

MiVoice Business Software Configuration

50 SIP Trunks (Primary & Secondary)

Mitel Border Gateway Base Software

50 SIP Trunking Channel Proxy

Mitel Border Gateway Base SRC Software

6 Recording Licenses for Existing
Voice Print Recorder

UCC Entry User License includes:

- MiVoice Business Enterprise User License.
- Single Number Reach – Enables a user to answer an incoming call at their desktop phone or on a mobile phone.
- Single identify calling.
Calls placed from a Mobile (or other associated device) are routed through the PBX; the user's business identity is presented to the called party.
- Voice mail box with Advanced Unified Messaging.

Basic MiCollab Desktop and Web client, with IM (Instant Messaging) and IM/Telephony Presence

Mitel NJPA Contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____



Schedule 1- IP Telephone Configuration

2014 Operational Excellence

<u>Device</u>	<u>Description</u>	<u>Quantity</u>
	<p>Mitel Model 5360</p> <p>Enterprise Class Full Duplex IP Speakerphone Color Touchscreen Display Embedded Gigabit Support</p>	<p>18*</p>
	<p>Mitel 5330E Telephone</p> <p>Mitel Model 5330E Enterprise Class Full Duplex IP Speakerphone with 3 pages of 8 programmable keys and 12 Fixed Keys Embedded Gigabit Support</p>	<p>61*</p>
	<p>Mitel 5304 Slim-line IP Phone</p> <p>Mitel Model 5304 two-line, dual-port IP phone with a 40-character backlit display. It is specifically suited to be deployed in areas where a small footprint is required.</p>	<p>41*</p>

*Customer Provided POE Switches

Ancillary Equipment

- 1 IP Paging Unit
- 1 Dual Port Mediatrix Gateway for Analog Phones
- 3 IP Dect Headset Bundles
- 1 96 Key DSS Console for Operator

Mitel NJPA Contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____

Schedule 1– Conference Room Telephone

2014 Operational Excellence

<u>Device</u>	<u>Description</u>	<u>Quantity</u>
	<p>Mitel MiVoice Conference Unit</p> <p>Mitel MiVoice Conference Unit Audio and In Room Collaboration</p>	<p>5*</p>

*Includes GB Rated Power Adapter

At its heart, the MiVoice Conference Unit is an audio conferencing device that is designed to provide users with an immersive, exceptional audio conference experience. Through use of Mitel's patented Beamforming technology, the unit's 16 microphones focus only on the individual speaking, while virtually eliminating all ambient room noise and side conversations. This, combined with high-definition audio support (22kHz wideband audio), allows the MiVoice Conference Unit to deliver a superior communications environment with seamless 360-degree sound pickup and crisp voice quality that makes conference calls seem as natural as being in the same room.

- Exceptional Audio Conference experience
- Using the MiVoice Conference Unit to select a file from a cloud-based service (such as Dropbox or Google® Docs™)
- Linking to their desktop
- Inserting a memory stick directly into the unit
- Sharing materials from a personal mobile device, such as a tablet, by accessing a web collaboration service from the MiVoice Conference Unit's web browser and the mobile device

May 14, 2015 Valid till June 30,2015

Quote Prepared by:
Nelson Rodriguez 305.728.0513

Mitel NJPA Contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____

Schedule 1 – Mitel MiCollab

2014 Operational Excellence

Mitel MiCollab solution would enable all Village of Key Biscayne staff, regardless of their location, to collaborate and communicate seamlessly. Mitel MiCollab blends all the elements together onto a dashboard window console with other favorite applications including contact management, presence and availability, and secure instant messaging.

Basic MiCollab Desktop and Web client, with IM (Instant Messaging) and IM/Telephony Presence

(80) Entry User MiCollab Desktop (1) Desktop IP Softphone



Mitel MiCollab

80 Standard User

1 Deskphone/
Softphone



Miscellaneous Software

1 MiCollab Base Software for MiVoice Business

Mitel NJPA Contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____





1000 NW 57 Court Suite 300
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(Main) 305.728.0509
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Prepared by: Nelson Rodriguez

2014 Operational Excellence

MiVoice Business Reporter



MiVoice Business Reporter Pack Software includes:

- System Administrators(2)
- Extensions Tracking (125)

Business Reporter includes Real time reporting, Marquee, Call Costing, Subscriber Module, Traffic Analysis, and Attendant Console Reporting.

MiVoice Business Reporter is a comprehensive call costing solution that is available as either a single site or multi-site solution, and can optionally be integrated with Mitel Contact Center Management. Robust and reliable, it enables you to monitor and control telecommunication costs and give you a true picture of how much money is being spent and who is spending it.

Business Reporter enables you to:

- Monitor usage and establish call patterns for departments and work groups
- Track, report, and control telecommunication costs
- Perform cost recovery and carrier bill reconciliation
- Know if costs are excessive because employees are sharing toll free lines, calling restricted numbers, or calling their friends long distance

With MiVoice Business Reporter you will be able to:

- Incorporate data from multiple telephone systems to get the "big picture"
- Manage call flow and schedule staff when they are needed
- Know the distribution of telecommunication costs across departments and work groups, and verify carrier bills
- Know the availability of your employees, who they are speaking with, and how long they have been talking
- Resolve misuse of the telephone system
- Produce flexible rate tables that are tailored to the organization

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2014 Operational Excellence

Installation / Programming / Training

The price below includes complete installation / programming / training of the telephone systems and voicemail systems on customer's existing cable. If additional cable is required, prices will be quoted separately and will include all labor and materials. Installation includes any and all necessary after hours installation

Factory Warranty

Factory warranty is for One (1) year from installation date and covers all phone system parts and labor during normal working hours of M-F, 8-5, excluding normal holidays. All Programming Changes that can be completed remotely via high-speed internet are covered for a period of one (1) year.

May 14, 2015 Valid till June 30,2015

Quote Prepared by:

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2014 Operational Excellence

System Finance Options:

60 Month Dollar Buyout

\$2,113 per month + Tax

Includes (5) Five Year CT Solutions Managed Services Guarantee Coverage

Customer owns the equipment after all payments are made.

Lease Terms: Plans available from 12 – 60 months. First and last payments in advance. Prices subject to lease approval. One time documentation fee of \$69.50.

CT Solutions Managed Services Guarantee Coverage 24x7 (5 year):

- Warranty is for five (5) years from purchase / installation date and covers all phone system parts and labor during normal working hours of M-F, 8-5, excluding normal holidays for basic service calls. This agreement is for 24 hour 7 day a week service support. CT Solutions Managed Services provides 24/7 live technical support, including remote access assistance. If it is deemed necessary for one of our technicians to visit the property to rectify a service interruption problem afterhours, those calls will be covered by the CT Solution Managed Services 24x7.
- Programming Changes/ Remote Support completed remotely via high-speed internet



Electrical surge damage protection

- Pricing guarantee, Response time guarantee,
- Mitel software assurance & upgrades, etc.

May 14, 2015 Valid till June 30,2015

Quote Prepared by:

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System Purchase Options: 2014 Operational Excellence

MiVoice Business Powering Connections Promotion Valid till June 30, 2015

NJPA Purchase Price: (Cash Purchase) \$92,407.85 + tax
Less MiVoice Business Powering Connections Promotion **-\$10,538.85**

Total Investment: \$81,869.00 + tax
Includes One Year Full Parts and Labor Warranty with Software Assurance

Cash Terms: 50% down, 30% at delivery & 20% at completion

*Mitel discounted pricing valid until Monday June 30, 2015. CT Solutions must place the order by this date in order for the discount presented to apply.

CT Solutions Managed Services Guarantee Coverage (5 year): \$5360 / year with initial system purchase.

Check one

<input type="checkbox"/>	Include 5 Year coverage; \$5360 down, 4 additional annual payments of \$5360 on installation anniversary date.
<input type="checkbox"/>	Decline option to purchase Managed Services support with initial purchase: Standard Rate for GMA/SWA Coverage \$10,828

See Schedule B – CT Solutions Managed Services Guarantee

CT Solutions Managed Services Guarantee Coverage (5 year):

- Warranty is for five (5) years from installation date and covers all phone system parts and labor during normal working hours of M-F, 8-5, excluding normal holidays.
- 24x7x365 Remote Support Coverage
- Programming Changes/ Remote Support completed remotely via high-speed internet
- Electrical surge damage protection
- Pricing guarantee, Response time guarantee,
- Mitel software assurance & upgrades, etc.

May 14, 2015 Valid till June 30, 2015
Quote Prepared by:
Nelson Rodriguez 305.728.0513

Mitel NJPA Contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____



Key Biscayne Equipment Itemization

Currency USD
Partner CT SOLUTIONS SOUTH. INC. (0000333231)
Quote Ref 163044-1431465641
Promotion MiVoice Business Powering Connections Promotion
Report Created 14-May-2015 12:38:01
Quote Created 12-Feb-2015 04:25:01

MiVoice Business Virtual Primary

Part	Description	dg	Src	Qty	Price	Ext. Price	%Discount	NJPA Price	Ext. NJPA Price
MiVoice Business - Core Hardware and Software									
50001754	5485 IP PAGING UNIT	GD	M	1	650.00	650.00	38.00	403.00	403.00
54005064	MiVoice Business License -IDS Connection	G2	M	1	1,500.00	1,500.00	38.00	930.00	930.00
54005330	Enterprise License Group	G2	M	1	1,000.00	1,000.00	38.00	620.00	620.00
54005970	MiVoice Bus Enterprise ISS SW (no users)	G2	M	1	1,495.00	1,495.00	38.00	926.90	926.90
MiVoice Business - Solution Licenses									
54000297	MCD Mailbox license	G2	M	1	50.00	50.00	38.00	31.00	31.00
54005401	MiVoice Business SIP Trunks x50	G2	M	1	4,000.00	4,000.00	38.00	2,480.00	2,480.00
Desktop Devices - IP/SIP Phones and Accessories									
50002824	5448 PKM FRU (48 KEY) DARK GRAY	GD	M	1	390.00	390.00	38.00	241.80	241.80
50005300	24VDC IP PWR ADPT 100-240V 50-60HZ{	GD	M	1	40.00	40.00	38.00	24.80	24.80
50005712	Cordless Headset & Module Bundle NA DEC	GD	M	3	470.00	1,410.00	38.00	291.40	874.20
50005915	PKM KIT - 48 KEY (for 85xx/53xx Phones)	GD	M	1	430.00	430.00	38.00	266.60	266.60
50005991	5360 IP PHONE	GD	M	18	595.00	10,710.00	38.00	368.90	6,640.20
50006476	5330E IP PHONE	GD	M	61	395.00	24,095.00	38.00	244.90	14,938.90
50006580	MiV ConferencePhone(UC360 CollabPt InRr	GD	M	5	995.00	4,975.00	38.00	616.90	3,084.50
51005172	PWR CRD C7 2.5A 125V-NA PLUG NON POLI	GD	M	6	5.00	30.00	38.00	3.10	18.60
51011571	5304 IP PHONE	GD	M	41	165.00	6,765.00	38.00	102.30	4,194.30
51016170	LIVE CONTENT SUITE (5320/30/40/60)	G2	M	1	0.00	0.00	0.00	0.00	0.00
51301151	Gb 802.3at Pwr Adptr UnvrsI 90-264Vdc C8	GD	M	5	120.00	600.00	38.00	74.40	372.00
User Licenses									
54004975	MiVoice Bus License - Enterprise User	G2	M	47	180.00	8,460.00	38.00	111.60	5,245.20
54005831	MiCClientLicense DeskPh/SoftPh&SIP SoftPh	G8	M	1	150.00	150.00	38.00	93.00	93.00
54006128	UCCv3 Entry User for Enterprise x1	G2	M	30	245.00	7,350.00	38.00	151.90	4,557.00
Includes:									
UCC Basic User w simple twinning (2 dev)									
Voice mailbox with Standard, Advanced UM									
MiCollab Desktop/Web Client with IM, Presence									
54006129	UCCv3 Entry User Enterprise x50	G2	M	1	10,413.00	10,413.00	38.00	6,456.06	6,456.06
Each license includes:									
UCC Basic User w simple twinning (2 dev)									
Voice mailbox with Standard, Advanced UM									
MiCollab Desktop/Web Client with IM, Presence									
MiCollab, MiCollab Client									
54005441	MiCollab Base Software	G2	M	1	995.00	995.00	38.00	616.90	616.90
Includes: .MCA Base.MBG Base.UC Mobile Base.UC Base,NuPoint Base,Mitel 5000 SIP Peering (6),MCD App Connection Lic (6).									
54005610	MiCollab NPUM MiVBus Mailbox Licensesx1	G2	M	4	350.00	1,400.00	38.00	217.00	868.00
MiVoice Border Gateway									
54004491	SIP TRUNKING CHANNEL PROXY	G2	M	50	50.00	2,500.00	38.00	31.00	1,550.00

Software Assurance and Support

54005195	Stnd S/W Assur MiVoice Bus Base Usersx16	WG	M	5	125.00	625.00	38.00	77.50	387.50
54005197	Stnd S/W Assur MiVoice Business User	WG	M	235	9.00	2,115.00	38.00	5.58	1,311.30
54005201	Stnd S/W Assurance MiCClient Desk Ph	WG	M	5	11.00	55.00	38.00	6.82	34.10
54005202	Stnd S/W Assurance MiCClient Softph	WG	M	5	8.00	40.00	38.00	4.96	24.80
54005219	Standard S/W Assur MBG SIP Connect	WG	M	250	6.00	1,500.00	38.00	3.72	930.00
54005222	Stnd S/W Assurance MiCollab Base	WG	M	5	100.00	500.00	38.00	62.00	310.00
54005223	Stnd S/W Assurance MiCollab UM Mailbox	WG	M	200	3.50	700.00	38.00	2.17	434.00
54005419	Stnd S/W Assur Designated License Mgr	WG	M	5	0.00	0.00	0.00	0.00	0.00
54005654	Prem SW Assur MiVBUS Base w/Monitor	WG	M	5	38.00	190.00	38.00	23.56	117.80
54005657	Prem S/W Assurance MiVoice Bus User	WG	M	235	3.00	705.00	38.00	1.86	437.10
54005666	Prem S/W Assur MBG SIP Connect	WG	M	250	2.00	500.00	38.00	1.24	310.00
54005669	Prem SW Assur MiCOLLAB Base w/Monitor	WG	M	5	30.00	150.00	38.00	18.60	93.00
54005670	Prem S/W Assurance MiCClient Desk Phone	WG	M	5	3.00	15.00	38.00	1.86	9.30
54005671	Prem S/W Assurance MiCClient Softphone	WG	M	5	2.50	12.50	38.00	1.55	7.75
54005673	Prem S/W Assur MiCollab UM Mailbox	WG	M	200	1.00	200.00	38.00	0.62	124.00
54005689	Prem S/W Assur Designated License Mgr	WG	M	5	0.00	0.00	0.00	0.00	0.00
54005992	Stnd S/W Assurance UCCv2 Entry	WG	M	400	11.00	4,400.00	38.00	6.82	2,728.00
54005995	Prem S/W Assurance UCCv2 Entry	WG	M	400	3.00	1,200.00	38.00	1.86	744.00

Extended Warranty

50001754EW60	EXT WAR 5485 IP PAGING UNIT	M8	M	1	31.00	31.00	16.13	26.00	26.00
50005991EW60	EXT WAR 5360 IP PHONE	M8	M	18	43.00	774.00	16.98	35.70	642.57
50006476EW60	EXT WAR 5330E IP Phone	M8	M	61	31.00	1,891.00	22.58	24.00	1,464.01
50006580EW60	Ext War MiVoice Conference Phone	G5	M	5	60.00	300.00	0.00	60.00	300.00
51011571EW60	EXT WAR 5304 IP Phone	M8	M	41	12.00	492.00	17.50	9.90	405.90
Sub Total						105,803.50			66,274.10

MiVoice Business Virtual Secondary

Part	Description	dg	Src	Qty	Price	Ext. Price	%Discount	NJPA Price	Ext. NJPA Price
MiVoice Business - Core Hardware and Software									
54005970	MiVoice Bus Enterprise ISS SW (no users)	G2	M	1	1,495.00	1,495.00	38.00	926.90	926.90
MiVoice Business - Solution Licenses									
54000297	MCD Mailbox license	G2	M	1	50.00	50.00	38.00	31.00	31.00
54005401	MiVoice Business SIP Trunks x50	G2	M	1	4,000.00	4,000.00	38.00	2,480.00	2,480.00
MiVoice Border Gateway									
54004571	MiVoice Border Gateway Base	G2	M	1	250.00	250.00	38.00	155.00	155.00
Software Assurance and Support									
54005195	Stnd S/W Assur MiVoice Bus Base Usersx16	WG	M	5	125.00	625.00	38.00	77.50	387.50
54005220	Standard S/W Assurance MBG Base	WG	M	5	25.00	125.00	38.00	15.50	77.50
54005654	Prem SW Assur MiVBUS Base w/Monitor	WG	M	5	38.00	190.00	38.00	23.56	117.80
54005668	Prem SW Assur MiV MBG Base w/Monitor	WG	M	5	8.00	40.00	38.00	4.96	24.80
Sub Total						6,775.00			4,200.50

MiContact Centers / MiVoice Business Reporter R7.1 Traditional

Part	Description	dg	Src	Qty	Price	Ext. Price	%Discount	NJPA Price	Ext. NJPA Price
MiContact Center Solutions									
51303024	Business Reporter Starter Pack	G2	M	1	3,400.00	3,400.00	38.00	2,108.00	2,108.00
51303025	Business Reporter Extensions x50	G2	M	2	300.00	600.00	38.00	186.00	372.00
51303029	Business Reporter Network License	G2	M	1	1,000.00	1,000.00	38.00	620.00	620.00
Software Assurance and Support									
51300648	Prem S/W Assurance 24/7 MiContact Cente	WG	M	768	1.00	768.00	38.00	0.62	476.16
Sub Total						5,768.00			3,576.16

Secondary SRC MBG

Part	Description	dg	Src	Qty	Price	Ext. Price	%Discount	NJPA Price	Ext. NJPA Price
MiVoice Border Gateway									
54003182	SRC Single License	G8	M	6	75.00	450.00	38.00	46.50	279.00
54004571	MiVoice Border Gateway Base	G2	M	1	250.00	250.00	38.00	155.00	155.00
Software Assurance and Support									
54005220	Standard S/W Assurance MBG Base	WG	M	5	25.00	125.00	38.00	15.50	77.50
54005388	STD SWAS MBG SRC TAP	WG	M	30	6.00	180.00	38.00	3.72	111.60
54005667	PREM SWAS MBG SRC TAP	WG	M	30	2.00	60.00	38.00	1.24	37.20
54005668	Prem SW Assur MiV MBG Base w/Monitor	WG	M	5	8.00	40.00	38.00	4.96	24.80
Sub Total						1,105.00			685.10

Sub Total

119,451.50

74,735.86

Mitel is pleased to announce the MiVoice Business Powering Connections Promotion. The MiVoice Business Powering Connections Promotion is designed to provide additional discounts for competitive displacements or Existing Mitel customers in the form of a limited time discount on the MiVoice Business solution when combined with MiCollab and UCC Licensing. Now is the time to maximize your Mitel MiVoice Business opportunities as this promotion is available until the end of second quarter (Q2) – June 30th, 2015!

Subtotal - NJPA Hardware/Software	74,735.86
MiVoice Business Powering Connections Promotion	-10,538.85
NJPA Hardware/Software Price	64,197.01
Ancillary Equipment	151.99
Professional Services	17,520.00
TOTAL INVESTMENT	\$81,869.00

Managed Services Coverage

Optional 60 Month Managed Services - \$5,360 Annually

Terms: 1st installment due with equipment down payment. 5 Year Commitment.

Managed Services Solution Includes:

- o Software Upgrades and Disaster Recovery Provision
- o Repair Service for the Full Term, all Parts and Labor
- o 24x7x365 Remote Support Coverage
- o Onsite System Training for the Life of the Agreement
- o Free Remote Program Changes with High Speed Internet Access
- o Electrical Surge and Lightning Coverage

Check one

Include 5 Year coverage; \$5,360 down, 4 additional annual payments of \$5,360

Decline to purchase Managed Services support with initial purchase: Standard Rate for GMA/SWA Coverage: \$10,828 Annually



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2014 Operational Excellence

Professional Services and Installation For

Village of

Key Biscayne

"Island Paradise"

Professional Services Include:

Site and facilities assessment:

- Network assessment (if applicable)
- Wiring and infrastructure assessment
- Telco assessment
- Analyze and review customers specifications

Installation

- Install hardware and software for telephone system
- Program system to customers specifications
- Connect and verify customers provided Telco connectivity

System Programming:

- Call Routing
- Voice Processing
- System Database

Training

- End-users training on telephone systems functionality
- System Administrator training

May 14, 2015 Valid till June 30, 2015

Quote Prepared by:

Nelson Rodriguez 305.728.0513

Mitel NJPA Contract #040314-MBS

Approved and Accepted By:

Customer: _____ Date: _____

CT Solutions: _____ Date: _____





1000 NW 57 Court Suite 300
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2014 Operational Excellence



NOTES AND ASSUMPTIONS

88 West McIntyre Street
Key Biscayne, FL 33149

- This is a Software Only Solution for Call Processing for the Village Key Biscayne. Customer will provide appliance in accordance to Mitel Specifications.
- All cabling per Mitel specifications will be in place prior to installation.
- No telecommunications carrier installation or service charges are included in this proposal.
- On Site System administration, moves, adds, and changes are billed at a rate of \$110.00 per hour plus a \$55 site visit charge. There is a one-hour minimum for on-site services and .25 hours for remote services. This rate also applies to labor required for problem resolution of equipment not supplied by us.
- At least one 10base-T or 100base-T ports on each LAN will be available at each location for each IPBX. The system is capable of music/marketing on hold. This quote includes the installation of a customer-supplied music/marketing on hold device or audio file.
- All VoIP configurations do not support Off Hook Voice Announce OHVA
- The system is capable of external paging. However, this quote does not include the provision or installation of an external paging system.
- Mitel System proposal includes 1 year Software Assurance coverage.
- This quote does not include sales tax.
- Unless specifically stated, this quote does not include the cost of in-line power Ethernet Switch, Patch Panel, in-line device or specific cables for powering IP phones.
- VoIP utilizing the public internet is subject to the ever changing configuration, routing, and infrastructure of the various ISP's which can negatively affect voice quality and is outside of the control of CT Solutions.
- Unless specifically stated, power bricks for Mitel phones are not included, but can be purchased for \$45 each, if POE will not be used.
- Quote is valid for 30 days for all new equipment. Any reconditioned or refurbished items are subject to availability.

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**CT Solutions Managed Services Guarantee
Schedule of Services
Agreement for Service and Warranty of Equipment**

What is Covered:

<ul style="list-style-type: none"> • On-Site Daytime Service during normal hours of M-F, 8-5. • Electrical Surge Protection coverage. • Repair or replacement of defective parts. • Replacement of defective line and handset cords. • Repair or replacement of defective PC parts. • Software Assurance, software related problems, software upgrades, software diagnosis & database rebuilds. • Cabling installed by CT Solutions. • 100% manufacturer certified technical support. • Remote programming changes with high-speed internet access 	<ul style="list-style-type: none"> • Remote maintenance and telephone support. • Free end-user training. • Free basic Admin training. • Fixed cost maintenance during term of agreement. • No charge for “no trouble found” service calls. • Labor to remove or replace defective parts. • Labor to diagnose that a covered part is defective. • Travel time to and from the customers’ location. • Labor for any other troubleshooting as related to the equipment on the order. • Troubleshooting related to dial tone or long distance (See Note 1).
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What is Not Covered:

- Cabling not installed by CT Solutions.
- On-Site Moves, Adds or Changes.
- PCs not covered by CT Solutions.
- Consumables such as batteries and headsets.
- Acts of God or Acts of War.
- Misuse and abuse of equipment.

Notes:

(1) To the extent that the problem is related to the system and does not require the dispatch of a technician or was sold to the customer as part of CT Solutions network services program, there are no charges. If a technician is dispatched and the problem is unrelated to the system, the customer will be invoiced and advised to obtain reimbursement from their dial tone or long distance provider.

Guaranteed Emergency Services Response

- On-Site Technician response within 2 hours, during normal business hours, from the time the problem was reported unless remote maintenance cleared the service problem via telephone.
- After Hours On-Site Emergency Service is available 7/24/365 provided on an as needed basis at the normal rate for those type services.

Guaranteed Routine Services Response

- Offered on business days during normal business hours of Monday through Friday, 8:00am to 5:00pm Eastern time excluding normal holidays.
- On-Site Technician response within 2 business days from the time the problem was reported unless remote maintenance cleared the service problem via telephone.

Moves, Adds and Changes

- Offered on business days during normal business hours of Monday through Friday, 8:00am to 5:00pm Eastern time excluding normal holidays.
- Technician on site within 5 business days from the time the request was submitted unless remote maintenance cleared the request via telephone.
- After Hours On-Site Emergency Service is available and can be provided on an as needed basis at the normal rate for those type services.



CT Solutions Managed Services Guarantee Schedule of Services Agreement for Service and Warranty of Equipment

Non-performance Equipment Guarantee: CT Solutions will refund all monies paid and remove the system if notified within the first 30 days that the system is not performing according to manufacturer's published specifications or written claims provided by CT Solutions.

Price Guarantee: CT Solutions guarantees that the cost of component parts, including telephones, will not increase for a period of sixty (60) months from the date of system installation, provided the system has been protected by the CT Solutions Extended Warranty plan.

Training Guarantee: Prior to system installation, the Customer Service Representative (CSR) assigned to your account will contact you for the purpose of creating a customized system and station program as well as to discuss specific training requirements. The CSR will create a comprehensive and targeted learning experience for your staff. Training consists of small classes of employees who share similar responsibilities or will be utilizing similar types of phones.

Pre-training classes are conducted at the customers' office or can be scheduled at the CT Solutions office and are intended to provide special attention to the main and covering operators as well as individuals charged with system administration responsibilities. General training classes are held at client facility and all attendees are provided with support material. All relevant features will be demonstrated and all participants will be given a hands-on experience.

The assigned CSR is charged with the responsibility of creating trained users. Additional sessions will be scheduled if and when needed. Finally, ongoing training is an important aspect of high quality support. Training is an integral part of the CT Solutions Warranty / Extended Warranty plans. Employee promotions and turnover create the need for training. Just call us, and we will make sure that the required system understanding is achieved.

Carrier Interface Guarantee: CT Solutions has created a Carrier Services Division to: 1- analyze client network requirements, and 2- design the most appropriate and cost effective network. CT Solutions acts as a carrier-neutral advocate for each client to ensure that local, long-distance, and Internet needs are met with quality and reliability. CT Solutions will represent your interests and make sure your network requirements are properly supported. Your business needs will most likely change from time to time. For that reason, CT Solutions will conduct a carrier audit to ensure that your organization has the correct quantity and appropriate type of network services.
(This audit is included in the CT Solutions Warranty / Extended Warranty Plan)

Voice/Data Integration Guarantee: CT Solutions has extensive capabilities in the area of data, data security and networking. Upon request, CT Solutions will analyze your current and future data requirements.

Emergency Response Guarantee: In an emergency situation, CT Solutions guarantees to have a certified technician working on the problem within two (2) hours. A failure to do so would result in the free extension of an existing CT Solutions Warranty / Extended Warranty Plan for 3 months or an account credit equivalent. (Customers' choice).

Non-Emergency Response Guarantee: In a non-emergency situation CT Solutions guarantees to respond within the committed time. A failure to do so would result in the free extension of the existing CT Solutions Warranty / Extended Warranty Plan for 1 month or an account credit equivalent. (Customers' choice).

Exception: Response guarantee penalties are waived during unusual events that interfere with CT Solutions ability to respond to include: Acts of God such as flood, hurricane, tornado, earthquake, etc. and man-made catastrophes to include war, terrorist attack, national work stoppages (strikes), etc.



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