



**CITY OF KINGSTON**  
**REPORT TO COUNCIL**

**Report No.: 10-282**

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**TO:** Mayor and Council

**FROM:** Ron McKelvie, Chief Information Officer (CIO)

**RESOURCE STAFF:** J. Royce Connors, Administrator, Voice Telecommunications Service

**DATE OF MEETING:** September 7, 2010

**SUBJECT:** Sole Source – Corporate Voice Network Maintenance Contract with Southeastern Telecommunication Services

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**EXECUTIVE SUMMARY:**

The Information Systems & Technology division seeks authorization from Council to proceed with entering into a five (5) year agreement with Southeastern Telecommunication Services for the ongoing maintenance and support of the corporate voice network. Pursuant to Purchasing By-Law 2000-134 that stipulates that “Single Source” procurements apply when there is only one known source of supply of a particular good(s) or service(s) - Southeastern Telecommunication Services is the only authorized Mitel re-seller in our region with a local presence in Kingston that offers a team of certified technicians who are able to immediately respond to telephony emergency situations.

**RECOMMENDATION:**

**THAT** Council authorizes the Mayor and Clerk to enter into a five (5) year maintenance contract with Southeastern Telecommunication Services for the term of January 1, 2011 to December 31, 2016; at an annual cost of \$75,478.18, in a form satisfactory to the Director of Legal Services.

September 7, 2010

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**AUTHORIZING SIGNATURES:**

ORIGINAL SIGNED BY CHIEF INFORMATION OFFICER Ron McKelvie, Chief Information Officer	ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER Gerard Hunt, Chief Administrative Officer
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**CONSULTATION WITH THE FOLLOWING COMMISSIONERS:**

Cynthia Beach, <i>Sustainability &amp; Growth</i>	N/R
Terry Willing, <i>Community Services</i>	N/R
Denis Leger, <i>Transportation, Properties &amp; Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

*(N/R indicates consultation not required)*

**OPTIONS/DISCUSSION:**

The Corporate Voice Network as evolved extensively over the past twelve (12) years and currently incorporates twenty three (23) municipal sites. The voice network is worth \$1.3 million and delivers communication solutions that support the diverse needs of the organization. The corporate voice network covers e911; Call Centre and Emergency Inquiry Center; Utilities Kingston Emergency Services; and Rideaucrest Home for the Aged.

Southeastern Telecommunication Services has been the City's supplier and provider of maintenance and repair for the corporate voice network since 1998, and has maintained an equitable and competitive price structure for products and services rendered to the Corporation over the last 12 years. Southeastern's annual cost of 5.8% of the overall voice network infrastructure cost remains market competitive.

Over the years, The City of Kingston has developed a solid relationship with Southeastern Telecommunications resulting in a high degree of confidence in their proven ability to deliver results and meet the diverse requirements of the organization. Southeastern Telecommunications has managed the software and hardware configurations of the corporate voice network since its inception and holds years of valuable historical data from which the corporation draws regularly. Their service technicians are fully certified in all Mitel and third party products, and have proven to consistently demonstrate a high degree of technical expertise and professionalism in dealing the City of Kingston.

**EXISTING POLICY/BY LAW:**

Purchasing By-Law 2000-134

**NOTICE PROVISIONS:**

Not applicable

**ACCESSIBILITY CONSIDERATIONS:**

Not applicable

**FINANCIAL CONSIDERATIONS:**

Funding for maintenance of the corporate voice network has historically been included in Information Systems & Technology's operating budget submissions. Annual maintenance over the next five (5) years will be \$75,478.18 per year from January 1, 2011 to December 31, 2016.

**CONTACTS:**

Stephen Skinner, Manager, Systems Development & Administration	ext .1315
Royce Connors, Administrator, Voice Telecommunications Services	ext. 2381

**OTHER CITY OF KINGSTON STAFF CONSULTED:**

Janis Morrison, Purchasing Coordinator, Finance Department

**EXHIBITS ATTACHED:**

None