



# Committee Report

<b>To:</b>	Warden Hicks and Members of Grey County Council
<b>Committee Date:</b>	September 9 <sup>th</sup> , 2021
<b>Subject / Report No:</b>	ITR-CW-01-21
<b>Title:</b>	Support Agreement for Mitel VOIP System
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<b>Reviewed by:</b>	Kim Wingrove
<b>Lower Tier(s) Affected:</b>	N/A
<b>Status:</b>	Adopted as presented by Committee of the Whole through Resolution CW146-21; Endorsed by County Council CC70-21

## Recommendation

1. **That report ITR-CW-01-21 be received; and**
2. **That staff be directed to renew Grey County's support agreement with OnTarget/Mitel with an estimated cost of \$24,320; and**
3. **That the cost be covered with anticipated surplus from the Information Services operating budget and if insufficient surplus exists, the cost be funded from the IT Infrastructure Reserve.**

## Executive Summary

Grey County's support agreement covering support and maintenance on its Mitel VOIP system is expiring in September 2021. This agreement covers support and updates, including software, firmware and security updates for one year. Not renewing this agreement places the County at risk of prolonged telephony outages and failing to maintain the system. Staff recommend renewing the agreement, funded with anticipated surplus in the Information Services budget.

## Background and Discussion

Grey County has currently engaged Nielson IT Consulting to assess the County's use of telephony, including unused features of the current system and industry trends. Nielson will assess the County's telephony contracts, financials, and provide a technology road map for future maintenance or investment in telephony. This one-year renewal of the support contract will ensure we have the necessary system support until future requirements have been confirmed.

Grey County first implemented a Shoretel VOIP (Voice Over Internet Protocol) telephony system in 2009. The County now uses VOIP at all corporate locations (admin, POA, social services office, transportation depots, paramedics bases), and maintains analogue phone lines only at public housing locations where there are no county offices, and for emergency redundancy in Long Term Care Facilities. In 2017, Mitel took over Shoretel. The County uses mostly Shoretel equipment that now carries the Mitel brand, the VOIP system will be referred to as Mitel hereafter in this report.

The Mitel system is run mainly from the County's main data center at the administration building. However, each Long Term Care (LTC) facility has its own server equipment for redundancy. If the County's administration center failed, each LTC facility would continue to have telephony services without interruption.

Since the County has implemented VOIP, it has maintained a support agreement on the system, as is common with most technology applications. Support contracts ensure that support is available when required to troubleshoot issues and outages, the agreement covers software and firmware updates, including security updates, and they generally provide a service level agreement (SLA) for support response and equipment replacement when required.

Grey County IT engaged its VOIP vendor (OnTarget) on nearly a monthly basis under its support contract over the past three years. The current support contract expires in September 2021 and should be renewed. Failure to renew the contract will leave the County without software, firmware and security updates to its VOIP system, and no Service Level Agreement for issue resolution. Although the County can pay directly for these services, it assumes considerable risk related to potential prolonged outages, especially in critical services (emergency management, paramedics, and long term care).

## Financial and Resource Implications

The annual cost of renewing a support agreement with OnTarget is \$24,320, including the non-refundable portion of HST. County staff recommend renewing this agreement and funding the \$24,320 from anticipated surplus in the Information Services operating budget. If insufficient surplus exists, the shortfall can be funded from the IT Infrastructure Reserve.

## Relevant Consultation

Internal (list)

Finance  
CAO

External (list)

## Appendices and Attachments

[Mitel Maintenance Agreement](#)