

## Report ITR-CS-14-15

**To:** Chair Bob Pringle and Members of Corporate Services Committee  
**From:** Geoff Hogan, Information Technology (IT) Director  
**Meeting Date:** October 13, 2015  
**Subject:** **Phone System Warranty Renewal**  
**Status:** Recommendation adopted by Committee as presented per Resolution CS101-15; Endorsed by County Council November 3, 2015 per Resolution CC151-15;

### Recommendation(s)

**WHEREAS the corporate phone system's 5 year prepaid warranty expires in 2015;**

**AND WHEREAS the County depends on the reliable operation of the corporate phone system for all departments;**

**AND WHEREAS the IT Department has a telephone reserve and a software reserve with a projected combined 2015 year-end balance of \$323,752;**

**AND WHEREAS purchasing a five (5) year pre-paid warranty contract will save \$29,836 over 5 years;**

**NOW THEREFORE BE IT RESOLVED THAT report ITR-CS-14-15 be received;**

**AND THAT \$60,000 be transferred from the telephone reserve and \$37,094 plus the non-recoverable portion of HST be transferred from the Information Services Planned Software Purchase Reserve to fund the \$97,094 purchase of a five (5) year prepaid ShoreTel warranty;**

**AND FURTHER THAT the purchase be sole sourced to On Target Communications as they are the ShoreTel partner of record for the County.**

### Background

Grey County purchased a ShoreTel Voice over Internet Protocol (VOIP) phone system in 2010 with a five (5) year pre-paid warranty. The warranty covers the repairs of the system and provides upgrades to the desktop and backend software. It is imperative to County operations to have a reliable phone system with full vendor support.

## Financial / Staffing / Legal / Information Technology (IT) Considerations

The IT Capital budget puts \$10,000 into reserve each year for the replacement of the corporate phone system, the projected 2015 year-end balance of the reserve is \$60,000. The IT Software reserve has a projected year-end balance of \$263,752. It is recommend that the purchase of the pre-paid five (5) year warranty be funded \$37,094 from the IT Software reserve and \$60,000 from the telephone reserve.

## Link to Strategic Goals / Priorities

4.4 Embrace and continually invest in technology in order to enhance the operations of all county services as well as the County's overall state of future preparedness.

## Attachments

Letter from Shoretel Canada

Respectfully submitted by,

Geoff Hogan  
Director of Information Technology



Mr. Geoff Hogan  
Director, IT  
The Corporation of the County of Grey  
595 9<sup>th</sup> Avenue East  
Owen Sound, Ontario, N4K 3L3

September 23, 2015

Dear Mr. Hogan:

Please accept this letter as confirmation that On Target Communications is an extremely valued ShoreTel Partner in Canada consistently demonstrating exemplary skills in implementing and supporting ShoreTel Unified Communications solutions to a wide range of Canadian businesses. On Target also consistently scores very high on the Customer Satisfaction Surveys we conduct with all our valued customers.

On Target is also recognized internally at ShoreTel as the Partner of Record for Grey County, and as such has negotiated and secured exclusive special pricing for your account. We look forward to continuing the support of this partnership.

Please feel free to contact me at any time for further information if required.

Warmest Regards,



George Pappas  
Country Manager  
ShoreTel Canada  
416.679.3444

---

ShoreTel Canada, Inc. 10 Carbon Court, Suite 600 Toronto, ON, M9W 6L2