



REQUEST FOR BUDGETARY PROPOSAL MANAGED PRIVATE CLOUD

**FOR:
HAMBURG TOWNSHIP**

February 19, 2025

Prepared For:

Tony Randazzo – IT Manager
Hamburg Township
10409 Merrill Road
Hamburg, Michigan 48139
Tel: 810-222-1191 ext. 214

Prepared by

Al Pigliacelli – Vice President
Al.Pigliacelli@voipnetworks.com
212-776-4510

Proposed Cloud-Based Office System Summary & Benefits

Geo-Redundant data Center with Private-Managed Enterprise Cloud

With our private-managed enterprise cloud, every client gets their own dedicated instances to support their voice system within Geo-redundant data centers.

- World-class (Equinix), geo-redundant infrastructure located within Tier III+ data centers. Within these data centers, VOIP Networks owns and maintains their own infrastructure.
- (2) virtual MiVB servers
- (2) virtual MBG servers for dial-tone services
- (1) virtual MiCollab server
- Plus, all other applications (i.e. recording, call center etc.)

Multi-tenant (UCaaS Providers) vs Manage Private Cloud

UCaaS

- With a shared UCaaS platform (multi-tenant architecture), many customers share an instance on the platform. It could be hundreds of customers sharing the same instance. If there is a service issue on a multi-tenant platform, hundreds of customers can all be affected by an outage or service interruption. If a specific customer requires an upgrade or downgrade of software to be compatible with that specific customer's CRM, billing platform, ticketing system, etc., the specific customer cannot simply upgrade or downgrade their system software when they want.

Private Managed Private Cloud

- None of the above issues are relevant to a multi-instance architecture with our platform, each individual customer will have their own dedicated virtual servers. In addition, each individual customer can choose when they want to upgrade or downgrade their phone system software and schedule their own unique maintenance windows. They are not affected if there is a service issue with another customer that is using their own unique and dedicated instances.

SD-Wan with Client Internet

As part of our Cloud system, we include SD-Wan that will provide the highest level of voice quality and access redundancy.

1. SD-WAN provides the highest level of voice quality. The SD-WAN provides a book-ended solution to our geo-redundant data centers using IPsec to ensure the best voice quality.
2. SD-WAN provides access redundancy. Multiple Internet circuits can be connected to the SD-WAN service to minimize downtime in the event of an ISP/circuit outage.
3. SD-WAN provides us with a looking glass into the voice network to troubleshoot voice quality issues such as: poor QoS from dropped packets, latency, one-way audio, etc.

Note – Majority Cloud providers do not offer SD-Wan

Technology Support - Our proposed solution includes 2 levels of expertise in Mitel technology that is easily and quickly accessible.

1. VOIP Networks (40+ Certified Technicians with thousands of certifications). At VOIP Networks, we only support the Mitel platform and are the industry leader in supporting this platform
2. Mitel (Manufacturer Professional Services)

Service / Support Package

As part of our Cloud system, we include the following at no additional charge.

- 24 x 7 x 365 Support
- Software Upgrades performed
- All complimentary on-going basic programming changes
- Client trained to perform basic programming moves and changes.

Note – Majority Cloud providers do not offer this support package

Proof Of Concept (POC)

As part of all projects, POC's are recommended and are at no charge to the client

Proposed Cloud System Summary

Township of Hamburg, MI is currently enrolled with Sourcewell Account ID# 203102 (Also, Township of Hamburg, Livingston County Account # 97595).

- This quote is based on the Mitel Sourcewell contract #120122-MBS. Sourcewell contract number 120122-MBS must be referenced on any PO resulting from this quote.
- Membership and contract information is available at <https://www.sourcewell-mn.gov/cooperative-purchasing/120122-MBS>

Proposed Cloud Solution

Qty	Description
1	Primary & Resilient Application
	* Includes a resilient platform on Client's own dedicated instance with maximum uptime
70	Basic IP Telephone License with Voicemail
100	DID Numbers
12	Recording Ports (Includes 20GB Storage)

Proposed New Devices (Hamburg Township will own the Phones)

Qty	Description
70	Mitel 6915 Phone

U.S. Dial Plan

1	Unlimited Local & Long-distance calling plan, within the 48 contiguous United States
	International calls will be billed monthly based on usage

Bandwidth to the Cloud: 10409 Merrill Road, Hamburg, MI 48139 (Police Station)

Qty	Description
1	Primary Circuit – Client Provided Internet
	* Includes SD-Wan
	<i>Location Note – There are 4 other locations connected via fiber</i>

Service Package Includes:

1	24 x 7 Support
1	Software Upgrades
1	All complimentary ongoing basic programming changes, no charge
1	Client trained (if applicable) to perform their own programming changes

Application Notes

- Client to have all station cable and LAN in place (Client to provide VLAN)
- Client to provide all phone patch cables
- Client to support all devices via their POE+ switch.
- Client provides and supports any onsite labor that may be required (i.e., SD-Wan and 70 phone placements).
- ***The new phones include a 12-month warranty and are owned by Hamburg Township***

60 – Month Proposed Cloud System Pricing

MRC Total: \$ 1,371.00
(Monthly reoccurring charge)

NRC Total: \$ 13,860.00
(One-Time charge):

- System programming, SD-Wan and testing: \$ 3,850.00
- 70 New phones: \$ 10,010.00
- Does not include applicable taxes and fees

Proposed Optional Pricing - Phones

Mitel Phone Purchase Price via Sourcewell pricing (does not include ethernet cable):

MiVoice 6905	\$ 78.65
MiVoice 6910	\$ 121.55
MiVoice 6920w	\$ 277.50
MiVoice 6930w	\$ 292.50
MiVoice 6940w	\$ 386.75

Business Phones

Mitel 6900 IP Series Phones Overview

The Mitel 6900 IP Phone Series is a powerful suite of desk phones with crystal clear audio, advanced features and a range of accessories to improve productivity and mobility in today's modern business environment.



Mitel 6900 Series Family of IP Phones



Expansive Accessories

The 6900-series phones are enterprise-grade devices that combine ergonomics with modern design. With choices of basic, standard, or premium features that include USB connectivity for headsets and accessories, Bluetooth 4.1 support, and a native integrated DHSG/EHS headset support can allow users the freedom to move easily between offices or desks while maintaining their focus. The Graphical User Interface (GUI) is a high-resolution, color display providing access to robust applications, such as Picture ID, contact avatars; and searchable contacts for a personalized communications experience.

Work-at-home staff can benefit from advanced features like seamless Bluetooth audio integration using desk phone audio for PC video collaboration meetings (MiTeam Meetings, MiCollab, Microsoft Teams, Zoom, etc). PCLink IP phone support for PC audio and MobileLink pairs by Bluetooth to manage IP and cellular network calls from a desk phone, bridging the gap between the two devices. MiCollab meeting center and One-Touch Join (OTJ) meeting will automatically connect to a meeting when starting, eliminating having to look up the meeting call-in number and access code. An optional fully integrated DECT headset gives users the flexibility to untether and move about, while conversations remain private and noise cancellation filters unwanted background noise.

Diamond Credit Union will also benefit when users can take full advantage of being mobile in the workplace. Staff can pair mobile phones with the Bluetooth interface to easily transition active calls between desk phones and mobile devices. Enterprise mobility increases productivity and saves companies money. Mitel's portfolio of 6900 phones will improve employee satisfaction and drive greater productivity.

Mitel's 6900 Series Phones deliver flexibility and productivity for today's mobile workforce (shown 6930 IP Phone and MiCollab Mobile Client).



Include in the 6900 Phone family is a first-of-its-kind, Mitel-developed IP business phone for power users in shared workspaces. The Mitel 6920t, 6930t and 6930Lt IP phones are built with revolutionary plastics, an antimicrobial technology by BioCote®. The treated plastics, including the cord, are made with a silver-based compound that inhibits certain virus and bacteria growth on the surface by up to 99.9 percent. Mitel applied a "shield" icon on both the phone and handset to identify the antimicrobial treated models.

Listed below are the phones that make up the 6900 IP Phone lineup:

Mitel 6905 IP Phone: The 6905 is the preferred phone for those who want basic communications functions packaged in a compact enterprise device. The 6905 features dual Ethernet ports, three programmable Personal Keys and a large 2.75-inch LCD display. The 6905 true HD handset and speakerphone provide remarkable wideband audio quality. An exceptional value for businesses of all sizes.



Mitel 6910 IP Phone: The 6910 offers exceptional quality and standard telephony functions in an enterprise-grade IP desktop phone. The 6910 features Dual Gigabit Ethernet ports and a 3.4-inch LCD display with soft white backlighting and large fonts. With eight programmable keys, native DHS/G/EHS analog headset support, and high-definition audio quality, the 6910 is ideal for businesses of all sizes.



Mitel 6915 IP Phone: The 6915 is designed for power users who demand modern design and a flexible phone that delivers high-quality communications. The 6915 is designed to provide exceptional HD audio via its high quality, full duplex speakerphone and support for USB, EHS/DHSG and analog headsets. It offers intuitive user experience via its crisp, high resolution 3.5-inch color LCD display, programmable personal and context-sensitive soft keys.



Mitel 6920w IP Phone: The 6920w is designed for power users who want a phone with a modern design that is flexible and delivers a high-quality communications experience. It provides flexible network connectivity options, including built-in WiFi to facilitate installation in work-at-home and corporate environments. The 6920w provides excellent HD audio with high-quality, full duplex speakerphone and support for Mitel's H-Series USB and EHS/DHSG headsets.



Mitel 6930w IP Phone: The 6930w is designed for power users who need a device that can be tailored to their specific communications needs. It provides flexible network connectivity options including wired Ethernet and built-in WiFi to facilitate installation in work-at-home and corporate environments. The enhanced full-duplex speakerphone, cordless handset, and optional integrated cordless DECT or H-Series headset give flexibility to the way you work.



Mitel 6940w IP Phone: The 6940W is a powerful, Wi-Fi equipped IP device with a 7-inch color LCD display. Designed for executive users who require an exceptional device to meet demanding communications needs. The 6940w supports PCLink and MobileLink; and provides flexible network connectivity options, including wired Ethernet and built-in WiFi to facilitate work-at-home of corporate environments. The enhanced full duplex speakerphone, cordless handset and optional integrated cordless DECT or H-Series headset provide flexibility to fit the way you work.



Mitel 6920t/6930t/6930Lt IP Phones: The 6900t IP phones are built using plastics treated with an antimicrobial compound from BioCote* that inhibits the growth of certain bacteria on the phone's plastic surfaces. The redesigned handset also minimizes crevices and holes that might collect germs, dirt and grime.

*Note: BioCote® technology does not protect users or other against disease-causing microbes including COVID-19 and is not a substitute for good hygiene and/or cleaning practices. BioCote® antimicrobial additives are EPA (US) registered. BioCote® is the registered trademark of Biocote Limited.



Mitel 6970 IP Conference: The 6970 IP Conference phone is designed to make meetings easier and more efficient. With a large 7-inch color touchscreen, the device provides excellent visibility to an intuitive user interface for quick navigation to essential meeting information and functions. It provides crystal clear audio with high-definition speakers and 360-degree beam-forming microphones.

