

MITEL TELEPHONE SYSTEM SUPPORT 2019 7-9-2019	TECH ELECTRONICS INC
	6437 MANCHESTER AVE ST LOUIS MO 63139
Must be able to furnish all labor twenty-four (24) hours a day, seven (7) days a week after receiving notification of a malfunction resulting in a service interruption. All other maintenance service requests will normally be responded to within twenty-four (24) hours of the Customer's request between the hours of 8:00AM. and 4:30 PM central time, Monday thru Friday	Y
COMMENT	24x7 PARTS AND LABOR COVERAGE
Any maintenance needs to be done that requires the system to be taken off line must be done between the hours of 6:00 PM and 7:00AM central time.	Y
COMMENT	NO ADDITIONAL CHARGE
Maintenance will include replacement parts deemed necessary. All parts will be furnished on an exchange basis and will be new standard parts of equal quality. Exchanged parts removed for the system become the property of the vendor.	Y
COMMENT	
All emergency calls must be responded to within two (2) hours and a certified MITEL technician must be on site within t h r e e (3) hours if the problem cannot be fixed remotely. If this objective cannot be met, the vendor will pay \$500 per hour for every whole or partial hour that vendor fails to meet this time objective.	Y
COMMENT	

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In the case of a PBX complete failure, the vendor must have the replacement 3300 available on site within f o u r (4) hours.	Y
COMMENT	
Jefferson County will have direct access to an afterhours service dispatch and may request dispatch of the technician.	Y
COMMENT	
Provide a dedicated technical help desk at no additional charge for supporting Jefferson County inquiries regarding system performance and/or remote trouble resolution. Advice and assistance through telephone and e-mail support is available for service related items during the normal business hours of 8:00AM to 5:00PM c e n t r a l t i m e , Monday through Friday excluding statutory holidays.	Y
COMMENT	
Provide Customer Service Performance Reports as requested by authorized costumer contact. These reports will identify number of service work orders generated and various service performance levels such as average number of trips to complete work orders, service response times, number of service calls, number of service calls per piece of equipment, etc.	Y
COMMENT	
All support must be provided by a Certified MITEL Technician.	Y
COMMENT	

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Must have a supply of MITEL's recommended spare parts in their inventory that is located within the greater St. Louis metropolitan area with easy access for the technician.	Y
COMMENT	
Must have an agreement with MITEL for parts supply, maintenance, and field support, including software.	Y
COMMENT	
Must provide unlimited system administration training and individual user training at no additional charge during the business hours of 8:00AM to 5:00PM central time, Monday thru Friday. Training will be performed by a trained and fully qualified System Trainer or Technician.	Y
COMMENT	
PRICING	THREE YEAR OPTION - \$17,928 PER YEAR THREE YEAR TOTAL \$53,784 FOUR YEAR OPTION - \$16,932 PER YEAR FOUR YEAR TOTAL \$67,728 FIVE YEAR OPTION \$14,340 PER YEAR FIVE YEAR TOTAL \$71,700

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REQUIRED DOCUMENTS	
NOTARIZED WORK AFFIDAVIT COMPLETED	Y
E-VERIFICATION DOCUMENTATION (Y/N):	Y
COPY OF INSURANCE PROVIDED	Y
TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY	Y
COOPERATIVE BID FORM (Y/N)	Y
COOPERATIVE CONTACT INFO:	Y
COMPANY INFORMATION AND SIGNATURE	Y
BID DEPOSIT REQUIRED	N/A
COMMENTS:	<p>JEFFESON COUNTY WILL NOT BE LOCKED INTO A THREE, FOUR, OR FIVE YEAR AGREEMENT. IF YOU WANT TO CANCEL THE AGREEMENT FOR ANY REASON, YOU WILL NEED TO WRITE A LETTER STATING THAT YOU WANT YOUR MAINTENANCE AGREEMENT CANCELED WITH A SPECIFIC DATE OF CANCELLATION.</p> <p>THE MAINTENANCE AGREEMENT WILL COVER THE FOLLOWING</p> <ul style="list-style-type: none"> - ALL PARTS AND LABOR COVERAGE 24x7 - ANY AVAILABLE SOFTWARE UPGRADES INCLUDING TECHNICIAN LABOR FOR THE MTIEL SYSTEMS - UNLIMITED HELP DESK (OVER THE PHONE SUPPORT FROM 8:00AM TO 5:00PM - ANNUAL PREVENTATIVE MAINTENANCE INSPECTION