



**CITY OF SALINAS  
COUNCIL STAFF REPORT**

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**DATE:** AUGUST 8, 2023  
**DEPARTMENT:** FINANCE / INFORMATION TECHNOLOGY  
**FROM:** JIM PIA, ACTING FINANCE DIRECTOR  
**BY:** SALLY CRUZ, MANAGEMENT ANALYST  
**TITLE:** MIVOICE CONNECT SUPPORT SERVICE AGREEMENT RENEWAL

RECOMMENDED MOTION:

A motion to approve a resolution authorizing the renewal of the MiVoice Connect Support and agreement from ProTelesis Corporation in an amount not to exceed \$30,647.89 to provide the City's business phone system.

EXECUTIVE SUMMARY:

MiVoice Connect (Mitel) provides the City-wide business phone system for all facilities. MiVoice is one of the leading support services Technical Account Manager (TAM) who delivers personalized, proactive technical, operational and maintenance support. This service will help maximize the City's investment, enhance operational efficiencies and resolve phone system issues in a timely manner.

BACKGROUND:

The MiVoice Connect Support Service Agreement covers all the phone switches, phones, and phone user support which includes:

- Response within one hour for critical issues
- Next business day hardware replacement
- Support via phone and email
- MiVoice Connect Software
- Protelesis performed software upgrades
- Assistance with Carrier troubleshooting
- Server monitoring
- Training for Mitel System Administrators
- Cybersecurity penetration tests

MiVoice Connect technical, operational, and maintenance support helps enhance the City's Information Technology Division resolve issues quickly.

CEQA CONSIDERATION:

**Not a Project.** The City of Salinas has determined that the proposed action is not a project as defined by the California Environmental Quality Act (CEQA) (CEQA Guidelines Section 15378).

STRATEGIC PLAN INITIATIVE:

Renewal of the MiVoice Connect Support Service Agreement supports the City Council's Goal of Effective and Culturally Responsive Government by ensuring that the information systems continue to support city programs, projects can City services.

DEPARTMENTAL COORDINATION:

Information Technology and Administration will continue to work in collaboration with all departments to meet the City's phone system needs.

FISCAL AND SUSTAINABILITY IMPACT:

Funds are appropriated and available in the FY 2023-24 Annual Operating Budget.

ATTACHMENTS:

1. Resolution
2. Protelesis Quote