

St. Lawrence County
BOARD OF LEGISLATORS
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County Administrator

DAVID FORSYTHE
Chair, Board of Legislators

OPERATIONS COMMITTEE AGENDA
MS. RITA CURRAN, CHAIR
MONDAY, DECEMBER 11, 2023
*****BOARD ROOM AND VIA YOUTUBE*****
*****5:30 P.M. *****

- 1. CALL TO ORDER AND APPROVAL OF AGENDA**
- 2. APPROVAL OF MINUTES – November 13**
- 3. MASSENA MARKETING PLAN TOURISM & FISHING PROMOTION PROJECT – Don Meissner**
- 4. BOARD OF ELECTIONS – JENNIE BACON AND TOM NICHOLS**
 - A. Authorizing the Chair to Sign a Contract Renewing the Voter Registration, Signature Digitization, Full Document Imaging, Election Reporting and Interface Messaging System Maintenance and Support Agreement with NTS Data Services, LLC for the Board of Elections (Res)
- 5. INFORMATION TECHNOLOGY – RICK JOHNSON**
 - A. Authorizing the Chair to Sign a Mitel Software Assurance Licensing Agreement and a General Maintenance Agreement with Rel Comm Inc. for Telephone Infrastructure Support for St. Lawrence County (Res)(Info)
- 6. COMMITTEE REPORTS**
 - A. Agriculture & Farmland Protection Board (Denesha)
 - B. Alternative to Incarceration Board (Burke)
 - C. Board of Trustees for Supreme Court Library (Haggard)
 - D. Emergency Medical Services Advisory Board (Curran)
 - E. Environmental Management Council (Terminelli)
 - F. Fire Advisory Board (Denesha)
 - G. Jury Board (Sheridan)
 - H. Planning Board (Fay)
- 7. OLD/NEW BUSINESS**
- 8. ADJOURNMENT – If there is no further business.**

January 2, 2024

Operations Committee: 12-11-2023

RESOLUTION NO. _____

AUTHORIZING THE CHAIR TO SIGN A CONTRACT RENEWING THE VOTER REGISTRATION, SIGNATURE DIGITIZATION, FULL DOCUMENT IMAGING, ELECTION REPORTING AND INTERFACE MESSAGING SYSTEM MAINTENANCE AND SUPPORT AGREEMENT WITH NTS DATA SERVICES, LLC FOR THE BOARD OF ELECTIONS

By Ms. Curran, Chair, Operations Committee

WHEREAS, Resolution No. 163-2007 approved the purchase and original contract for the NTS Data Services, LLC, system, and

WHEREAS, the Board of Elections would like to continue maintenance and support services related to voter registration, signature digitization, full document imaging, election reporting and interface messaging with NTS Data Services, LLC (E1014504 42004) for a contract period of January 1, 2024 through December 31, 2024, and

WHEREAS, NTS Data Services, LLC has the knowledge, expertise, required software, associated technology and services to provide a quality solution to the needs of the Board of Elections,

NOW, THEREFORE, BE IT RESOLVED that the Board of Legislators authorizes the Chair to sign the contract with NTS Data Services, LLC, upon the approval of the County Attorney.

January 2, 2024

Operations Committee: 12-11-2023

RESOLUTION NO. _____

AUTHORIZING THE CHAIR TO SIGN A MITEL SOFTWARE ASSURANCE LICENSING AGREEMENT AND A GENERAL MAINTENANCE AGREEMENT WITH REL COMM INC. FOR TELEPHONE INFRASTRUCTURE SUPPORT FOR ST. LAWRENCE COUNTY

By Ms. Curran, Chair, Operations Committee

WHEREAS, the County owns and operates a Mitel-based telephone system with components installed in several County buildings, and

WHEREAS, Mitel licensing costs for this infrastructure must be renewed on an annual basis via a Software Assurance Agreement (SWA) through an authorized Mitel partner prior to February 2024, and

WHEREAS, the infrastructure supporting this telephone system requires ongoing maintenance and incurs repair costs for both parts and labor and is covered annually by a General Maintenance Agreement (GMA), and

WHEREAS, the age of the current infrastructure and expanding needs of the County require a high level of consultative expertise, and

WHEREAS, Rel Comm Inc. is a Mitel Gold Partner with over thirty (30) years of experience in supporting Mitel phone systems, and offers competitive pricing for Mitel hardware, software, and services on the Sourcewell contract, satisfying the competitive process, and

WHEREAS, the Sourcewell contract cost will not exceed \$16,000, annually for the SWA for 2024 and \$25,200, annually for the GMA in 2024 (CD016804 42306),

NOW, THEREFORE, BE IT RESOLVED that the Board of Legislators authorizes the Chair to sign a Mitel Software Assurance Licensing Agreement and a General Maintenance Agreement with Rel Comm, Inc. for Telephone Infrastructure Support for St. Lawrence County, upon approval of the County Attorney.



Justification of Selecting a Telephone Infrastructure Support Vendor for Mitel System for St. Lawrence County

When considering selecting a telephone infrastructure support vendor, it is crucial to evaluate their technical and consultative expertise. This document will explore the importance of futuristic thinking and upgrading when selecting a vendor.

Technical Expertise

Technical expertise plays a vital role in ensuring smooth operations and optimal performance of telecommunication infrastructure. A vendor with a deep understanding of telephony technology, network architecture, and system integration can provide valuable guidance and support. It is essential to choose a vendor who has expertise in deploying and maintaining advanced telephony systems, such as voice over IP (VoIP), unified communication (UC), and cloud-based telephony solutions.

By partnering with a knowledgeable vendor, organizations can benefit from their expertise in system design, installation, configuration, and maintenance. The vendor should provide regular updates and recommendations on technological advancements, ensuring that the organization's telephony infrastructure remains up to date and capable of meeting evolving business needs.

Consultative Expertise

In addition to technical expertise, selecting a telephone infrastructure support vendor requires careful consideration of their consultative capabilities. A vendor that provides comprehensive consultative services can help organizations navigate complex telephony decisions and address their unique business challenges.

The vendor should work closely with the organization to identify their specific requirements, objectives, and constraints. They should offer expert advice on telephony infrastructure design, deployment, integration, and optimization, ensuring that the organization's telephony solution aligns with their long-term business goals.

Moreover, the vendor should possess a deep understanding of industry trends, best practices, and emerging technologies. By staying abreast of the latest advancements in telephony technology, the vendor can offer valuable insights and recommendations that enable the organization to stay competitive and ahead of the curve.

Futuristic Thinking

In today's rapidly evolving communication landscape, it is essential to select a telephone infrastructure support vendor that embraces futuristic thinking. A forward-thinking vendor can identify emerging industry trends, anticipate upcoming challenges, and develop innovative solutions to meet the evolving needs of organizations.

By partnering with a futuristic vendor, organizations can benefit from the integration of emerging technologies such as artificial intelligence (AI), machine learning (ML), and blockchain into their telephony infrastructure. These technologies have the potential to enhance productivity, streamline operations, and provide personalized experiences for end-users.

Furthermore, a futuristic vendor can anticipate future scalability requirements and provide scalable telephony solutions that can grow with the organization. This adaptability ensures that the organization's telephony infrastructure remains agile and capable of accommodating changing business needs.

Upgrading

Finally, selecting a telephone infrastructure support vendor that prioritizes upgrading is essential for maintaining a competitive edge. A vendor that consistently invests in upgrading their systems and technologies can provide organizations with ongoing value and support.

Regular system upgrades and updates ensure that organizations have access to the latest features and functionalities of their telephony infrastructure. This not only enhances the user experience but also improves system performance, security, and reliability.

Moreover, upgrading telephony infrastructure can unlock new capabilities, such as improved call quality, enhanced collaboration tools, and integration with other business systems. By partnering with a vendor that is committed to upgrading, organizations can stay current with technological advancements and leverage the full potential of their telephony solutions.

In conclusion, when selecting a telephone infrastructure support vendor, it is crucial to prioritize technical expertise, consultative capabilities, futuristic thinking, and upgrading. By partnering with a vendor that excels in these areas, organizations can leverage their expertise, stay ahead of the competition, and continuously improve their telephony infrastructure.

Rel Comm's futureproofing expertise will ensure that any solutions they provide will be reliable and long-lasting. Additionally, their extensive experience in the telecommunications industry will allow them to provide the most cost-effective solutions. Finally, their Mitel Gold Partner status and local office/support will ensure that they are able to provide the highest level of customer service.