

Committee Report

Management Committee



Committee meeting date: August 27, 2025

For the Metropolitan Council: September 10, 2025

Business Item: 2025-217

Mitel Systems Maintenance Services, Contract 25P043

Proposed action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contract 25P043 with Cady Business Technologies to provide unified communications maintenance services in an amount not to exceed \$2,078,500.

Summary of Management Committee discussion/questions

Chief Information Officer Gretchen White presented the item. She provided an overview of the Mitel System and the services that are included within it. Staff members conducted a full request for proposals process to secure a new Mitel communications' maintenance agreement. There were no questions from the committee members.

Motion by Barber; Seconded by Osman. CM Johnson abstained from the vote due to a conflict of interest. Motion Carried.



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District(s), member(s):	All
Policy/legal reference:	FM 14-2 – Expenditures for the Procurement of Goods, Services, and Real Estate
Staff prepared/presented:	Gretchen White, Chief Information Officer 651-602-1443
Division/department:	Regional Administration / Information Services

Proposed action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contract 25P043 with Cady Business Technologies to provide unified communications maintenance services in an amount not to exceed \$2,078,500.

Background

This contract ensures proper licensing to software assurance for Mitel telephone systems and users at the Council. This includes a full-time contractor for maintenance of the 35 phone systems and 16 servers across all divisions. Additionally, the contract provides 24/7 emergency service for critical sites such as Transit Control Center, Rail Control Center, and Metro Mobility contracted dispatch and reservations.

A Request for Proposal was issued on April 22, 2025. A pre-proposal meeting was hosted by Council staff that outlined the solicitation requirements, discussed project specifications, and responded to plan holder inquiries. There were eleven registered plan holders and on June 16, 2025, the Council received three proposals to be evaluated for the consideration of award.

The following criteria were used in the evaluation of proposals: the quality of the proposal, the qualifications and experience of the proposer, the service delivery plan, the qualifications and experience of the key personnel proposed to be used to complete work assignments, the qualifications and experience of the proposed sub-consultants, and the price of the proposal. The evaluation panel utilized the expertise and knowledge from a wide array of staff disciplines, and staff recommend Cady Business Technologies as the most advantageous proposer to the Council. Cady Business Technologies offers operational solutions for required services and competitive pricing and is recommended for award.

Rationale

The execution of a contract for professional services exceeding \$500,000 requires Council approval.

Thrive lens analysis

On Feb. 12, 2025, the Council adopted Imagine 2050, which builds on policy direction in Thrive MSP 2040. Under the Thrive lens, this action furthers the outcome of Prosperity by enhancing the Council's ability to maintain its unified communication service investments. This action also enables the operating principle of Collaboration, through managed services and maintenance of key communication services.

Funding

Funding for this project is included in the Information Services operating budget.

Small business inclusion

The Office of Equity and Equal Opportunity (OEEO) thoroughly reviewed this procurement for Metropolitan Council Underutilized Business (MCUB) opportunities in accordance with federal and state laws and regulations as well as contract specifications. Upon conclusion of OEEO's research and analysis, no MCUB goal was set.

