

North Suburban Library System

**MEMORANDUM**

TO: NSLS Board of Directors  
FROM: Sarah Long  
DATE: July 22, 2009  
RE: Approve New Telephone Maintenance Provider

We have been having response problems with our current phone vendor, Bluewire Communications. Their staff falls short in keeping our phone system up-to-date and working properly and their management people are not sufficiently responsive to our complaints. We're on a three month renewal agreement with Bluewire which just ended in June. We currently pay them \$960 per quarter.

Our Systems Engineer, Rob Zschernitz, recently solicited bids from three companies to provide the maintenance and warranty coverage needed for our Avaya phone system. All three companies recently visited our facility and looked at the phone system.

Including Bluewire, only two proposals were received. We have yet to receive proposals from the other two vendors that visited, even after repeated follow-up from Rob.

The following are the proposals from Bluewire and Morgan Birge and monthly charges for each:

Bluewire Communications: \$960/quarter or \$3,840/year

Morgan Birge Associates: \$720/quarter or \$2,880/year

Although we only received one proposal, Rob found the Morgan Birge representative to be very attentive and knowledgeable when he conducted the on-site interview. Rob also contacted references at ALA, Tinley Park Library, and Buffalo Grove Park District and they all had nothing but excellent things to say about Morgan Birge. Morgan Birge also provides service above and beyond what any of the other vendors said they would do. Included in their service are quarterly, preventive maintenance visits, remote/offsite backup and storage of the phone system software and configuration for expedited response in a disaster recovery situation, unlimited telephone support, replacement parts kept on-site at NSLS, automatic software update installation and unlimited staff

training. Morgan Birge represents a 25% saving in what we pay now and we'll receive more service.

Morgan Birge is also fully staffed with Avaya certified engineers and programmers, which means they should almost never need to "escalate" issues to Avaya. They have the expertise on their staff to handle almost any problem that might arise.

We ask the NSLS Board of Directors to approve hiring Morgan Birge for warranty and maintenance of our phone system.