

A RESOLUTION AUTHORIZING THE EXECUTION OF A CUSTOMER CARE SUPPORT AGREEMENT WITH SHORETEL TO PROVIDE SERVICE SUPPORT FOR THE VILLAGE'S CALLONE TELEPHONE SYSTEM AND SERVICE

WHEREAS, the Village of Barrington Hills (the "Village") is a home-rule municipality pursuant to Article VII, Section 6, of the Constitution of the State of Illinois, and as such is authorized to take all reasonable action pertaining to its affairs in accordance therewith; and

WHEREAS, the Village President and Board of Trustees, through adoption of a resolution this same date, has approved the acquisition from Call One Networks, LLC of a new telephone equipment and service system to replace existing telephone equipment and service which is deemed at its "end of life," and does not currently integrate with scheduling systems; and

WHEREAS, the proposal for acquisition of the Call One Networks, LLC system was made by ShoreTel, which will install the system and provide training and support for proper functioning of the new telephone system; and

WHEREAS, ShoreTel has also offered to provide on-going warranty and customer support for the Call One Networks, LLC system through a five year Gold Customer Care Support Agreement, in the form attached hereto and incorporated herein as Exhibit A, at a cost not to exceed Twelve Thousand, Four Hundred-Fifty-Four and 55/100 Dollars (\$12,454.55) for the full five year term; and

WHEREAS, the Agreement allows for payment of the Gold Care Support Agreement to be made in equal installments over the five year period of the Agreement; and

WHEREAS, it is the recommendation of the Village administration that the Village President and Board of Trustees authorize the execution of the Gold Customer Care Support Agreement, attached hereto as Exhibit A, in the not to exceed amount of Twelve Thousand, Four Hundred-Fifty-Four and 55/100 Dollars (\$12,454.55) for the full five year term; and

WHEREAS, based on the recommendation of the Village administration, the President and Board of Trustees has determined the execution of the Gold Customer Care Support Agreement as detailed in Exhibit A is in the best interests of the Village and the citizens of the Village.

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Barrington Hills, located in the Counties of Cook, Kane, Lake and McHenry, Illinois, as follows:

SECTION ONE: The recitals set forth above are incorporated herein and made a part hereof.

SECTION TWO: The President is authorized to execute the Gold Customer Care Support Agreement attached hereto and incorporated herein as Exhibit A, and the Village Clerk to attest thereto, for the purposes stated therein.

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SECTION THREE: Village staff is directed to make all payments as directed under the terms of the Agreement, and to take all other actions required for performance of the Agreement.

SECTION FOUR: This Resolution shall take effect immediately upon its passage and approval as provided by law.

Ayes: Nays: Absent:

PASSED AND APPROVED by the President and Board of Trustees of the Village of Barrington Hills, Illinois, this 23rd day of May, 2017.

APPROVED:

ATTEST:

Village President

Village Clerk