



**Board of County  
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David Glaza  
*Telecom Coordinator*

April 25, 2013

Anita Lopez  
Lucas County Auditor  
One Government Center, Suite 600  
Toledo, OH 43604

Dear Ms. Lopez:

The Lucas County Telecommunications department requests permission to purchase two (2) servers to accommodate the upgrade of the Contact Center service on the Lucas County telephone systems. One system is located at Government Center and the other at Job and Family Services. The quoted cost from CenturyLink is \$6,424.48 for each server for a total of \$12,848.96. In addition the quote includes labor at \$323.24 and three (3) year on site 24x7 support at \$1,228.24. The total for all servers and services from CenturyLink is \$14,400.44. I expect to have an alternative quote for a comparable Dell system prior to the DP Board meeting.

We also request to purchase from CenturyLink, Avaya Aura Contact Center 6 software and licenses for the telephone system located at Government Center at \$68,413.93 and for the telephone system located at Job & Family Services at \$25,706.69. The total quoted cost is \$94,120.62.

Grand Total if all purchased from CenturyLink: \$108,521.06

Funds are available from the Telecommunications Department fund 6030 2530.

Sincerely,

David W. Glaza  
Telecom Coordinator

Attachments: CenturyLink quote12-033521







