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Mitel

Mitel MiVoice Business Migration Contract

Prepared by:	Curt Lutz IPC Technologies
Prepared for:	Dave Monroe IT Administrator City of Key West Florida
Date	September 19, 2025

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Mitel platinum partner

September 19, 2025

City of Key West
Attn: Dave Monroe
1300 White Street
Key West, FL 33040

Dave,

As your current Mitel Partner of Record, IPC is pleased to provide you with our recommendation to migrate the City of Key West off your End-of-Life Mitel MiVoice Connect system to Mitel's flagship solution; MiVoice Business.

IPC's Engineering Team has worked extensively with the City of Key West over the past two year supporting your current Mitel MiVoice Connect phone system. During this time IPC has gained a deep understanding of your communication requirements. This insight helped IPC Engineering, and the City of Key West's IT teams develop a strategy to move the City to a system that best addresses your communication needs today, and in the future.

The City of Key West carefully selected IPC Technologies to be your Mitel Partner of Record for many reasons. IPC Technologies is a top global Mitel Platinum Partner with a dedicated state and local government practice that serves customers from the City of Baltimore to the City of Maui, and everywhere in between.

IPC Technologies has extensive knowledge and expertise working with state and local governments helping them develop highly reliable Mitel systems that streamline workflows and improve communications with your residents.

The Mitel solution proposed will be supported directly by IPC Technologies and our staff of senior level Mitel certified engineers. IPC Technologies was established in 1981 and has a proven track record for large enterprise and multi-site Mitel installations and support. IPC has been servicing Mitel customers since 2004 and in 2016 was named the #2 Mitel partner globally. IPC has been a Mitel Platinum Partner for 16 years in a row and holds the highest level of Mitel certifications achievable.

As important as it is for the City to invest in the right technology to meet your unique requirements, it is equally as important to work with an organization that understands your needs, then can successfully execute your project. Because IPC Technologies has supported the City of Key West's current Mitel system and understands the City's unique requirements, there is no one more qualified to migrate you seamlessly and successfully to Mitel's MiVoice Business solution than IPC Technologies.

Thank you again for the opportunity and we look forward to working with you.

Curt Lutz
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IPC Technologies
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Executive Summary

The City of Key West has been operating with an End of Life Mitel MiVoice Connect system that can no longer service the future needs of the City of Key West's modern workforce. City of Key West IT asked IPC Technologies to design a phone system that is highly reliable that can improve disaster preparedness, capable of offering unified communications features for all users and can provide remote worker functionality. Additionally, the City requested a solution with greater ease of administration, better accountability, which drives office efficiency by providing integration capabilities with other business productivity applications such as MS Outlook, and other best practice business applications. The system best fit to meet City of Key West's requirements is Mitel's MiVoice Business solution.

IPC's recommendation of migrating to the Mitel MiVoice Business platform is driven by the City's need for resiliency, ease of administration, mobile capabilities, flexibility, and premier customer service. This Mitel design meets all stated requirements for City of Key West.

The Mitel MiVoice Business platform is the only platform that allows City of Key West a choice in delivery options (on-prem hardware, Virtual, Cloud or Hybrid). Our virtual design leverages City of Key West's VMware virtual environment for call control.

IPC engineering team will seamlessly migrate the City's (50) AT&T SIP trunks at the City Hall datacenter to the new MiVoice Business system.

This Mitel design will also improve City of Key West's communication security posture by using Mitel's SRTP Protocol with 128 bit advanced encryption ensuring the highest level of security in your communications.

Most City of Key West locations are connected via a private fiber backbone network, with the Data Center located at City Hall as the HUB of the network.

City of Key West employees are already using a Mitel phone system, so migrating to Mitel MiVoice Business will reduce change management and increase user adoption rates. IPC has also included softphone licenses to improve remote productivity for your team.

Once IPC's Implementation Team completes the cutover to your new Mitel MiVoice Business system, IPC's Project Management team will transition your support to IPC's award-winning Mitel Customer Success Center for ongoing support.

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About IPC Technologies

IPC is a privately held S-Corp that for the past 43 years has thrived as a best of breed technology integrator. For the past 20 years, IPC has been an exclusive **Platinum** Mitel partner and holds the highest level of certifications achievable, including Call Recording, Mobility, and MiContact Center. Unlike many Mitel partners, IPC is fully certified across all of Mitel's unified communications platforms.

IPC has a proven track record of designing and delivering complex Mitel communication solutions and support for state and local governments all over the United States. Some of our customers include The City of Newport News, City of Wilmington, and the County of Maui.

IPC understands being a successful partner requires more than just telecom technicians. Being able to adapt and support a customer requires a thorough understanding of the entire IT environment and a team versed across infrastructure, LAN, WAN, PSTN Connectivity and Security. IPC continues to invest in its engineering team and grow its support capabilities. In the past 12 months, IPC has added 8 highly qualified resources with certifications ranging from Mitel to Cyber Security.

IPC has been delivering and maintaining the highest quality communication and collaboration solutions with ongoing support and maintenance. We are much more than a system re-seller; IPC is a complex systems integrator. We are adept at uncovering each customer's unique business and operational needs and helping them refine their IT strategies to help them make more-informed decisions about their IT Communications initiatives.

Our professionals have decades of experience leading the IT organizations of Fortune 500 companies and large government agencies. They can provide a thorough, fact-based evaluation of an organization's existing resources, priorities, and risks, as well as the impact of planned changes on the organization. Their business acumen enables them to bridge the gap between business and IT and help align technology initiatives with business goals.

Some IPC Mitel Government Customers

Design Overview

Dave Monroe, the IT Director for the City of Key West, reached out to IPC Technologies to provide options for replacing his current Mitel MiVoice Connect PBX system with a Mitel MiVoice Business PBX system to be installed in the City's virtual environment. The MiVoice Connect system is being phased out by Mitel and will no longer be supported after 2029 necessitating the need to migrate. There will be one more release of the Connect software with small patches, but no more development is anticipated after 2025.

IPC's recommendation is to migrate to MiVoice Business. Mitel's full featured flagship product that has been available for over 30 years and continues to evolve with new features and capabilities.

Several meetings have taken place between the Key West IT (KWIT) staff and IPC to discuss requirements and IPC performed several remote sessions into the Connect system to verify components and call flow configurations. Based on information gathered in the conference calls and remote sessions, this recommendation is the resulting design to match and replace the current MiVoice Connect system with a new MiVoice Business system.

Design:

Based on the current Mitel Connect deployment design and KWIT stating there would not be any large growth of phone connections (new employees), so IPC's Engineering Team recommends installing the Mitel MiVoice Business software as your replacement.

The Mitel MiVoice Business is a comprehensive virtual appliance that includes several key features and components:

- MiVoice Business: Provides VoIP telephony support for Mitel IP69xx series phones, SIP trunking, and various phone features.
- MiCollab: Offers the Server Manager interface for system administration and includes:
    - Users and Services for user provisioning
    - MiCollab Client for call control, contact management, and collaboration.
    - MiCollab Client Deployment for simplified mobile client deployment
- MiVoice Border Gateway: Provides teleworker service and secure recording connector for remote Teleworker sets.
- CloudLink Gateway: Enables integration with the CloudLink-based Mitel System Administration portal for simplified system management.
- Security Controls: Implements TLS for secure signaling between IP phones and MiVoice Business, remote IP phones and MiVoice Border Gateway, secure access to administration tools, and secure communications with CloudLink platform.
- Single Virtual Machine: All components run on a single virtual instance of Mitel Standard Linux (MSL).

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The virtual specifications for the server in VMWare are:

8 vCores with combine processor speed of 8Ghz, 200GB Storage, 16GB RAM.

The existing Connect SG24A analog units will be replaced with Business AG4124 units. The AG4124 Analog Gateway offer several key benefits:

- Seamless connectivity: Providing connectivity between IP-based telephony networks and legacy analog devices like telephones, fax machines, and other analog equipment.
- Multiple FXS interfaces:
    - AG4124 provides 24 FXS interfaces.
- Cost-efficiency: They are ideally suited for all types of businesses that need cost-efficient analog to VoIP services.
- Flexibility: They can be deployed on-premise (main site) or off-premise at branch offices or remote sites.
- Security features: The AG4124 offers security controls and features to ensure secure installations.

These benefits make the AG4124 Analog Gateway versatile solutions for businesses looking to bridge their legacy analog systems with modern VoIP networks.

IPC will gather the port configurations from the SG24A units and match those configurations to the AG4124 units. If done properly, KWIT, after mounting the AG4124 units, will be able to simply swap the Amphenol cable from the SG24A to the corresponding AG4124.

The existing (50) AT&T SIP trunks will be migrated to the MiVoice Business system. A Mitel 50 SIP Trunk license bundle has been included in the design. The SIP trunks will connect to the Mitel MiVoice Business system through the included Mitel Border Gateway (MBG) session border controller.

The MiVoice Border Gateway (MBG) offers several key features and functions:

- Teleworker Service: Provides secure remote access for MiNET and SIP IP phones to connect to the MiVoice Business platform. It also enables NAT traversal for tenant offices in multi-instance MiVoice Business setups.
- SIP Trunking: Acts as an outbound proxy for SIP trunking from internal MiVoice Business platforms to external third-party SIP providers.
- Secure Call Recording: Allows third-party recording equipment to record Mitel encrypted voice streams.
- Remote Proxy Services:
    - Web Proxy Domain: Provides reverse proxy access to hosts on a corporate LAN for clients on the Internet.

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    - Remote Management Service: Offers administrative-level access control to MiVoice Business and MiCollab management web interfaces.
- WebRTC Gateway: Supports browser-based voice and video calling.
- Network Address Translation (NAT) Management: Handles NAT and overlapped IP addresses.

There are currently 33 Grandstream HT812 (2 FXS ports) ATA units configured across 3 sites. IPC has quoted 35 MiVoice Business License-SINGLE LINE EXT licenses to address these units and any others that may have been missed.

Deployment and Assumptions:

- This deployment will be done remotely by IPC Technologies with Key West employees being responsible for the installation of physical equipment, IP phones, and software clients.
    - IPC can assist with pushing out clients with Active Directory as needed.
- The necessary resources are available in the VMWare environment.
- IPC will utilize the Mitel Migration tool to export as much of the Connect information as possible into CSV formatted files that can be edited and imported into the Mitel MiVoice Business system.
- IPC will make a best effort attempt to download the current Auto-Attendant recording from Connect and import them into the MiVoice Business system.
- Based on replacing an existing IP based phone system, it is assumed that the following items are in place and correctly configured:
    - POE switched infrastructure.
    - VLANS to separate voice and data traffic with voice being prioritized over data.
        - IPC can assist with any VLAN or QoS configurations as a separate billable item.
    - Stable electrical power to provide electricity to the VMWare environment, POE data switches, and Grandstream ATA devices.
- KWIT will provide a point of contact to coordinate with IPC Project Management to have regular meetings to discuss progress, time to completion, and any items outside of the SOW that may result in a change order being necessary.
- IPC Engineering will be provided access into the VMWare environment with sufficient rights to be able configure the virtual components of the Mitel MiVoice Business solution.

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Pricing Overview

This design and proposal are based on discovery by City of Key West IT and IPC Mitel Design Engineers. IPC has accounted for all design factors understood at the time of this proposal. Should assumptions or design needs change, additional discovery and configuration may be needed.

Pricing is based on the SourceWell Cooperative Purchasing Agreement Mitel Business Systems contract #120122-MBS.

Pos.	Description	Part Number	Qty.	Unit sell price	Discount [%]	SW Unit	SW Ext.
	Write-In Components						
1	Algo 8305 Paging Adapter	ALGO	1	415.00	0.00%	$415.00	$415.00
	Contact Center & UC Apps - [1P]						
2	SIP TRUNKING CHANNEL PROXY	54004491	20	49.50	40.00%	$29.70	$594.00
3	UCCv4.0 Entry User for MiVoice Bus x1	54006539	309	235.00	40.00%	$141.00	$43,569.00
4	MiVB SVI Bundle	54012174	1	550.00	40.00%	$330.00	$330.00
	SWA + Maintenance						
5	SWA MiVBus UC Advantage 1yr	54012628		30,208.00	52.00%		$14,500.00
	Core Telephony Infrastructure - [2P]						
6	AG4124 Universal (w/o AC cord)	50008403	3	775.00	33.00%	$519.25	$1,557.75
7	MCD Mailbox license	54000297	10	45.50	33.00%	$30.48	$304.80
8	MiVoice Business License-SINGLE LINE EXT	54002701	35	67.50	33.00%	$45.22	$1,582.70
9	MiVoice Business SIP Trunks x10	54005400	2	805.00	33.00%	$539.35	$1,078.70
10	MiVoice Bus Enterprise ISS SW (no users)	54005970	1	1,350.00	33.00%	$904.50	$904.50
	Devices - [3P]						
11	PWR CRD C13 10A 125V - NA Plug	50006271	3	15.50	35.00%	$10.07	$30.21
12	6910 IP Phone	50006766	5	187.00	35.00%	$121.55	$607.75
13	6970 IP Conference Phone	50008271	1	685.00	35.00%	$445.25	$445.25
14	6800/6900 Wall Mount	50008299	5	42.00	35.00%	$27.30	$136.50
15	6920w IP Phone	50008385	276	350.00	35.00%	$227.50	$62,790.00
16	6940w IP Phone	50008387	27	595.00	35.00%	$386.75	$10,442.25
17	**Additional Handset Discount**						**-$20,000.00**
18	Mitel Hardware Software Total						$119,288.41
	Profressional Services						
19	Project Management						$9,000.00
20	Configuration						$21,000.00
	Project Total						**$149,288.41**

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Phones Selected:

Mitel IP6910 Phone

The 6910 is an enterprise-grade desk phone that offers exceptional quality with standard telephony functions. It features Dual Gigabit Ethernet ports and a large 3.4" LCD display with soft white backlighting and large fonts, making the screen easy to read in any lighting condition.

With eight programmable keys, native DHSG/EHS headset support, and high-definition audio quality, the Mitel 6910 IP phone is suitable for businesses of all sizes.

Mitel IP620w Phone

The 6920w is designed for power users who require a phone with a modern design that is flexible and delivers a high-quality communications experience. It provides flexible network connectivity options including wired Ethernet and built-in certified Wi-Fi to facilitate installation in work-at-home and corporate environments.

The 6920w is built from the ground up to provide an exceptional HD audio experience with high-quality full-duplex speakerphone and support for Mitel's H-Series USB and EHS/DHSG headsets.

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Mitel IP6940w Phone

The 6940w is a powerful Wi-Fi equipped IP phone with a 7-inch color LCD display. It's designed for executive users who require an exceptional device that meets their demanding communications needs. The 6940w supports PCLink and MobileLink and provides flexible network connectivity options including wired Ethernet and built-in certified Wi-Fi to facilitate installation in work-at-home and corporate environments.

The enhanced full-duplex speakerphone, cordless handset, and optional Mitel integrated DECT cordless or H-Series headset give you the flexibility you need to fit with the way you work.

Mitel IP6970 Conference Phone

Make your meetings easier and more efficient with the 6970 conference phone. A large 7-inch color touchscreen provides excellent visibility while the intuitive user interface allows for quick navigation to essential meeting information and functions. The 6970 features tight integration with Mitel platforms, applications, and call managers to deliver a unique conference experience not found with most conference phones.

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Acceptance

The undersigned declares they possess the authority to legally bind the Customer and accept the terms and conditions outlined in this Statement of Work and Assumptions and do hereby order the professional services outlined.

Name:	Signature:	
Title:	Phone	
Company:	Date:	
Select Training Options:		
Onsite Instructor Led (1-Day)	Yes	No
Remote End User Instructor Led (1 one-hour classes)	Yes	No
Remote Administrator Instructor Led (1 one-hour class)	Yes	No

Terms and Conditions:

- IPC's Installation pricing does include (4 hours) remote Administration training. End User training or train the trainer sessions are available but not included. These training sessions can be customized based on your unique requirements. Should training be required, IPC charges $1,495/day, or $750/half day.
- The quote does not include all applicable Sales and Use Taxes as required by law.
- City will provide Company with acceptable tax exemption certificates.
- All cabling per Mitel specifications will be in place prior to installation.
- Unless otherwise specified, no telecommunications or network carrier installation or service charges are included in this proposal. Time spent addressing or troubleshooting carrier related issues will be invoiced on a T&M basis of $175/hour.
- Unless specifically stated, this quote **does not** include the cost of in-line power Ethernet Switch, Patch Panel, in-line device or specific cables for remotely powering IP phones, or UPS power backup.
- Remediation of your existing network to enable voice traffic is a separate billable activity, if required.

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