

2025 Chronology Mitel Annual Maintenance

The Department of Information and Instructional Technology (DIIT) requests approval for the annual renewal of Mitel phone system maintenance, software licensing, and necessary equipment. This continued investment ensures that the DeKalb County School District (DCSD) maintains a reliable and secure voice communication infrastructure across all district sites.

The Mitel system is a mission-critical platform that supports both internal and external communications, including security-related voice systems, emergency response capabilities, and daily administrative operations.

This annual renewal ensures continued system functionality, proactive support, and critical software updates to mitigate risks, reduce downtime, and ensure operational continuity for staff and students district-wide.

Key Functions Supported by the Mitel System:

- ***Districtwide Communication Backbone:*** Enables consistent voice communication for over 194 sites across the district.
- ***Security Integration:*** Tied to emergency response systems, making it an essential component of the district's crisis communication infrastructure.
- ***Centralized Monitoring & Support:*** Managed through 15 distributed voice services servers, with 24/7 priority maintenance and escalation paths.
- ***Telecom Infrastructure:*** Maintains and supports four centralized telecom infrastructure switches.

Scope of Services (Annual Maintenance Includes):

- Maintenance and support for 194 Mitel Phone Controllers and associated licenses
- Maintenance of 4 Telecom Infrastructure Switches
- 24/7 Monitoring and Priority Maintenance of 15 Distributed Voice Services Servers, including escalation to Mitel when required
- Installation of Security Updates and software patches to maintain system integrity and performance

Financial Impact

**Please note in 2024-25 there was an additional cost to upgrade the storage server- that is not needed for 2025-26*

Year	Cost
2023-24	\$273,889.75
2024-25	\$459,984.26
2025-26	\$251,926.10 Requested