



**Yamhill County**  
**OREGON**  
*Excellence in Service*

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**DATE:** August 5, 2021

**TO:** Yamhill County Board of Commissioners; Ken Huffer, County Administrator;  
Justin Hogue, Business Services Director

**FROM:** Shane Hoffman, IT Manager

**SUBJECT:** Mitel Yearly Maintenance Support

**ATTACHMENTS (2):** Structured Quote  
Purchase Order

**Request:**

IT is requesting Board of Commissioners' authorization to purchase Mitel maintenance for \$36,925.06 from Structured for 2021-22 fiscal year. The support agreement is for one year and includes the Shoretel licenses as well as support for all Shoretel equipment except the physical phones (see attached quote).

I recommend we keep our maintenance and support for fiscal year 2021-22 with Structured because they have extensive knowledge of our Mitel system, and it will help ensure system reliability and availability. It is for these reasons I recommend we do not need three quotes.

Thank you for your time and consideration for this request.

Regards  
Shane J Hoffman

Accepted by Yamhill County  
Board of Commissioners on  
8/12/21 by Board Order  
# 21-336