

Maintenance

# Altura Communication Solutions

1540 S. Lewis St.  
Anaheim, CA 92805



## Exhibit A – Order Form

Quote For MASTER SALES AND MAINTENANCE AGREEMENT ("Agreement")  
dated October 29, 2014 by and between Altura Communication Solutions, LLC and CITY  
OF PEORIA ('Customer')

PO# 21000089 *[Signature]*

PREMISES (INSTALLED AT):  
Site # 25857 - ST 3343588 *[Signature]*

CITY OF PEORIA  
Site: 41874000  
542 SW ADAMS  
PEORIA, IL 61602

Cory O'Brien  
(309) 494-8114  
cobrien@peoriagov.org

### SERVICES PERFORMED FOR:

BillTo: CITY OF PEORIA - 41874000  
CITY OF PEORIA  
Site 41874000  
542 SW ADAMS  
PEORIA, IL 61602

Cory O'Brien  
(309) 494-8114  
cobrien@peoriagov.org

### PRICING & DATES

Purchase Price \* \$0.00  
Support Paid Up-Front \$51,288.22  
**TOTAL \$51,288.22**  
Support to be billed \$94,157.61

Contract Presented November 18, 2020  
Delivery \* December 01, 2020  
Installation Start \* December 01, 2020  
Cutover \* December 01, 2020  
In Service \* December 01, 2020

\* Include installation and shipping if applicable, but excludes taxes

\* Estimated

### ATTACHMENTS

- Coverpage
- Exhibit A, Exhibit B and Schedule 1
- Support Details

Upon execution by both parties, this Order Form shall be incorporated into the Agreement

Altura Communication Solutions, LLC

By *[Signature]*  
Name Idriss Mayet  
Title Contract Administration  
Date 01/26/2021

CITY OF PEORIA

By *[Signature]*  
Name Chris Switzer  
Title Purchasing Manager  
Date 1-13-2021

# Schedule 1 – Quote & Exhibit B

This quote is only good for 45 days, effective: 12/17/2020.

Vendor	Description	List Price	Sale Price
Avaya	Avaya Support PP	\$33,235.68	\$33,235.68
	<b>Avaya Solutions and Support</b>	<b>\$33,235.68</b>	<b>\$33,235.68</b>
Altura	Advantage PP	\$28,457.50	\$13,843.13
Other	Third Party Support PP	\$5,261.76	\$4,209.41
	<b>Other Solutions and Support</b>	<b>\$33,719.26</b>	<b>\$18,052.54</b>
	<b>Solutions and Support Total</b>	<b>\$66,954.94</b>	<b>\$51,288.22</b>
<b>TOTAL Solutions, Support And Installation</b>		<b>\$66,954.94</b>	<b>\$51,288.22</b>
Altura	Advantage AN Y2+	\$36,915.00	\$27,686.25
Avaya	Avaya Support AN Y2+	\$66,471.36	\$66,471.36
	<b>TOTAL SUPPORT To Be Paid</b>	<b>\$103,386.36</b>	<b>\$94,157.61</b>
<b>GRAND SOLUTION TOTAL</b>		<b>\$170,341.30</b>	<b>\$145,445.83</b>

All Pricing Excludes Taxes

Upon execution by both parties, this Schedule shall be incorporated into the Agreement.

Altura Communication Solutions, LLC

CITY OF PEORIA

By

By

Name

Name

Title

Title

Date

Date

# Support Details

Part #	Description	Term	QTY	Unit List	Ext List	Location	Unit Sale	Sale Price
238989J	AVAYA SA ESS C/D AURATM R6 EE 1001 + N1 3YAN	36 months	1000	\$1.01	\$36,360.00	542 Sw Adams St	\$1.01	\$36,360.00
239001	AVAYA UPG ADV AURATM R6 EE 1001 + N1 3YAN	36 months	1000	\$1.45	\$52,200.00	542 Sw Adams St	\$1.45	\$52,200.00
238381J	AVAYA SA ESS C/D CCR6 ELITE AGT 251 + 3YAN	36 months	12	\$3.09	\$1,334.88	542 Sw Adams St	\$3.09	\$1,334.88
238383	AVAYA UPG ADV CCR6 ELITE AGT 251 + 3YAN	36 months	12	\$2.88	\$1,244.16	542 Sw Adams St	\$2.88	\$1,244.16
238498J	AVAYA SA ESS C/D AURA MSG 6 MAINSTREAM 3YAN	36 months	425	\$0.56	\$8,568.00	542 Sw Adams St	\$0.56	\$8,568.00
								<b>Avaya Support PP</b>
								<b>Avaya Support AN Y2+</b>
								<b>AVAYA SUPPORT TOTAL</b>
								\$33,235.68
								\$66,471.36
								\$99,707.04
000001	CM Gateways ALTURA LABOR 24X7 HWNBD AN	36 months	9 Gateways			All Locations	\$20,022.19	\$20,022.19
000002	Avaya CM > 400 Licenses ALTURA LABOR 24X7 HWNBD AN	36 months	3 Servers			All Locations	\$14,402.81	\$14,402.81
000003	Avaya SMGR/SM ALTURA LABOR 24X7 HWNBD AN	36 months	1 Instances			All Locations	\$4,995.00	\$4,995.00
000004	Avaya Utility Server OVA file loaded in VMware ALTURA LABOR 24X7 HWNBD AN	36 months	1 Servers			All Locations	\$2,109.38	\$2,109.38
								<b>Altura Advantage PP</b>
								<b>Altura Advantage AN Y2+</b>
								<b>ALTURA ADVANTAGE TOTAL</b>
								\$13,843.13
								\$27,686.25
								\$41,529.38
SEC	VIRSAE Business Partner SAL Monitoring/Availability Manager AN	12 months	1	\$438.48	\$5,261.76	542 Sw Adams St	\$4,209.41	\$4,209.41
								<b>Other Support PP</b>
								<b>OTHER SUPPORT TOTAL</b>
								\$4,209.41
								\$4,209.41

AN = Annual Payment

PP = Prepaid Payment

The End Customer may terminate their Avaya Support Advantage Services at any time during the current term upon at least 45 days written notice and shall be subject to payment of: (i) Support Advantage charges up to and including the date of termination, and (ii) cancellation fees. Cancellation fees shall be equal to the greater of Support Advantage charges that would otherwise be payable for the affected Support Advantage coverage for the remainder of the year of the Term in effect as of the effective date of the termination OR, 50% of the remainder of the Term in effect as of the effective date of the termination. The parties agree that the cancellation fees are liquidated damages comprising a reasonable estimate of Altura's damages in the event of the Customer's early termination and are not a penalty. Unless already paid, the cancellation fees shall be immediately due and payable upon cancellation.

## Maintenance Start Date

Effective 12/1/2020-11/30/2023

Year 1 PO due immediately = \$51,288.22

Year 2 PO for effective period 12/1/2021-11/30/2022 due ~45 days prior to 12/1/2021 = \$51,288.22

Year 3 PO for effective period 12/1/2022-11/30/2023 due ~45 days prior to 12/1/2022 = \$51,288.22



Legislation Details (With Text)

**File #:** 21-009      **Version:** 1      **Name:**

**Type:** Agreement      **Status:** Approved

**File created:** 12/28/2020      **In control:** City Council

**On agenda:** 1/12/2021      **Final action:** 1/12/2021

**Title:** Communication from the City Manager and Assistant City Manager/Interim Chief Information Officer with a Request to APPROVE a SOLE SOURCE RENEWAL of the MAINTENANCE AGREEMENT for the City's Telecommunication System with ALTURA COMMUNICATIONS, in an Amount not to exceed \$56,000.00 Per Year for Up to Three Years.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. City of Peoria 3YA Support Renewal 2020 R121720

Date	Ver.	Action By	Action	Result
1/12/2021	1	City Council	approved	Pass

**ACTION REQUESTED:**

Communication from the City Manager and Assistant City Manager/Interim Chief Information Officer with a Request to APPROVE a SOLE SOURCE RENEWAL of the MAINTENANCE AGREEMENT for the City's Telecommunication System with ALTURA COMMUNICATIONS, in an Amount not to exceed \$56,000.00 Per Year for Up to Three Years.

**BACKGROUND:**

Since 2014, the City of Peoria has contracted with Altura Communication for maintenance and support to keep the internal phone system up and running twenty-four hours a day seven days a week. (Bid 40-14)

This request is to continue the service on a yearly basis (three (3) one (1) year contracts) so the City can maintain the service but has the option to cancel or replace this contract if we are able to replace the system.

At just over ten (10) years old, the current system lacks capabilities common in more modern systems. The IS team plans to evaluate and select a new system in 2021 in preparation for an upgrade (if funded) in 2022. This three-year contract is severable annually.

Year 1 PO due immediately = \$51,288.22  
 Year 2 PO for effective period 12/1/2021-11/30/2022 due ~45 days prior to 12/1/2021 = \$51,288.22  
 Year 3 PO for effective period 12/1/2022-11/30/2023 due ~45 days prior to 12/1/2022 = \$51,288.22

This agreement not only covers all equipment located at 542 SW Adams (Municipal Building) but also includes gateways, servers and switches located throughout the City and the underlying software used to manage our phone services.

As a result of eliminating a role after retirement, we do not currently have a full-time phone equipment support person. This means that we are even more reliant on the support of the maintenance & support vendor.

The incremental amount is for on-demand services in excess of plan which may be needed as our new

manager is still becoming acquainted with the software and we plan to deprecate in 2022.

**FINANCIAL IMPACT:** The planned annual maintenance & support fee each year to be paid out of Information Systems operating budget #1011630-503410.

**NEIGHBORHOOD CONCERNS:** n/a

**IMPACT IF APPROVED:** The City will continue maintenance and support of its phone system.

**IMPACT IF DENIED:** The City will not have a maintenance and support agreement and will be required to find alternative vendors. This may also mean the phone system will be out of service while waiting for repairs.

**ALTERNATIVES:** None identified for this system.

**EEO CERTIFICATION NUMBER:** 02881-211231

**WHICH OF THE GOALS IDENTIFIED IN THE COUNCIL'S 2017 - 2032 STRATEGIC PLAN DOES THIS RECOMMENDATION ADVANCE?**

1. Safe Peoria

**WHICH CRITICAL SUCCESS FACTOR(S) FROM THE COMPREHENSIVE PLAN DOES THIS RECOMMENDATION IMPLEMENT?**

1. Have an efficient government.

**DEPARTMENT:** Information Systems



Proposal for:  
CITY OF PEORIA

Site: 41874000  
542 SW ADAMS  
PEORIA, IL 61602  
December 17, 2020

Dear Cory O'Brien,

Altura Communication Solutions (Altura) is pleased to present CITY OF PEORIA the enclosed telecommunications system proposal. After reviewing the information that follows, we trust you will come to know Altura as the unified communications provider best suited to meet all of your telecommunications needs.

Altura, with offices nationwide, is one of Avaya's largest authorized Diamond Business Partners and a leading provider of communications applications, equipment and services for voice and data networking solutions. For nearly two decades, enterprises throughout North America have trusted Altura to design, deploy and manage their communications networks. Altura's vast experience in the industry, top rated service, strategic partnerships and full suite of network services is a significant advantage to customers. We provide solutions to over 6,000 customer sites in government, education, healthcare and financial markets.

Your designated Point of Contact for answering any questions regarding this proposal is:

*Teresa Buckley*  
Account Manager  
(630) 981-8518  
tbuckley@alturacs.com

*This proposal to CITY OF PEORIA is subject to mutually agreeable Terms and Conditions. Altura proposals contained herein are non-binding. All pricing is for discussion purposes only and subject to change. Final price quote is subject to verification of requirements and configuration.*

**AVAYA** Edge<sup>SM</sup>  
Diamond



# Purchase Order

Fiscal Year 2021

Page: 1 of: 1

**B** Purchasing Division  
**I** 419 Fulton Street, Room 108  
**L** Peoria, Illinois 61602  
**L** Phone: (309) 494-8582  
**T** Fax: (309) 494-8510  
**O**

THIS NUMBER MUST APPEAR ON ALL INVOICES, PACKAGES AND SHIPPING PAPERS.

Purchase Order # **21000089**

*Delivery must be made within doors of specified destination.*

**V**  
**E**  
**N**  
**D**  
**O**  
**R**  
ALTURA COMMUNICATION SOLUTIONS  
1335 S ACACIA AVE  
FULLERTON, CA 92831  
Fax: 630-981-8601

**S** INFORMATION SYSTEMS  
**H** 542 SOUTHWEST ADAMS  
**I** PEORIA, IL 61602  
**P** Phone: 309-494-8100  
**T** Fax: 309-494-8105  
**O**

Date Ordered	Vendor Number	Vendor Phone	Vendor Fax	Requisition Number	Freight Method/Terms	Tax Exempt Number
01/13/2021	1028	630-981-8521	630-981-8601	21000162	FOB Destination/Net	E9994-0485-07

Item	Description/PartNo	QTY	UOM	Unit Price	Extended Price
	The Above Purchase Order Number Must Appear On All Correspondence - Packing Sheets And Bills Of Lading				
1	Maintenance Agreement for City's Telecommunications System per quote attached Council 1/12/2021 GL Account: 1011630 - 503030 \$51,288.22	1.0	EACH	\$51,288.22	\$51,288.22
	***** GL SUMMARY ***** 1011630 - 503030 \$51,288.22				
<p><b>THE ARTICLES SPECIFIED ARE SUBJECT TO THE FOLLOWING CONDITIONS:</b></p> <ol style="list-style-type: none"> <li>1. Goods other than those specified on this order must not be substituted or prices changed without authorization.</li> <li>2. The right of cancellation in case of long delay in shipment is reserved.</li> <li>3. If the quantity shipped is short of the purchase order quantity, specify on the packing slip if that quantity is on back order or cancelled.</li> <li>4. Prepay shipping charges, if any, and add to invoice.</li> <li>5. Ship "Open Account." No C.O.D.'s will be accepted.</li> </ol>					

By:   
Authorized Signature

VENDOR COPY

<b>PO Total</b>	<b>\$51,288.22</b>
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