



Service Agreement

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 Troy, MI 48084
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Maintenance Agreement Renewal Notice

Date: 7/16/2013	Renewal Date: <u>8/2/2013</u>	
To: Mr. Darick Cox City of Ann Arbor 301 E. Huron Ms. Kathleen McMahon Ann Arbor MI 48104	Term: <u>12 Months</u>	
System Hardware Covered: Mitel	New Annual Cost: <u>\$32,628.00</u>	
Equipment Location:	Payment Method: <u>Annually</u>	
Agreement #: <u>1001</u>		
Plan Type: <u>Extended Hours</u>		
Anniversary Date: <u>8/1/2014</u>		
Note that the previous annual cost was: <u>\$32,628.00</u>		
Comments: This renewal notification reflects the SunTel Services City of Ann Arbor Mitel Support agreement. Custom Pricing Includes system monitoring and onsite spare components Action is required to renew the Mitel and PrairieFyre Support (GSA items). Please see schedule and instructions.		
Terms: You do not need to take any action regarding the renewal under the original terms and conditions. Pursuant to the original terms and conditions, the agreement will automatically renew on the anniversary date unless we are directed otherwise in writing.		
Quantity	Description	Amount
1	Multi-site Communications Technology Support	\$32,628.00

This is not an invoice, you will be billed according to the payment method above.

Thank you for your business.



GSA PO Instructions for the City of Ann Arbor 2013

Re: PrairieFyre Support Contract
Mitel Assurance Contract

This enclosed PrairieFyre and Mitel Assurance Support Contracts are based on the Mitel GSA Schedule Contract # GS-35F-0095X
Purchase orders resulting from this quote should be written to Mitel Business Systems Inc. directly per the ordering instructions below.

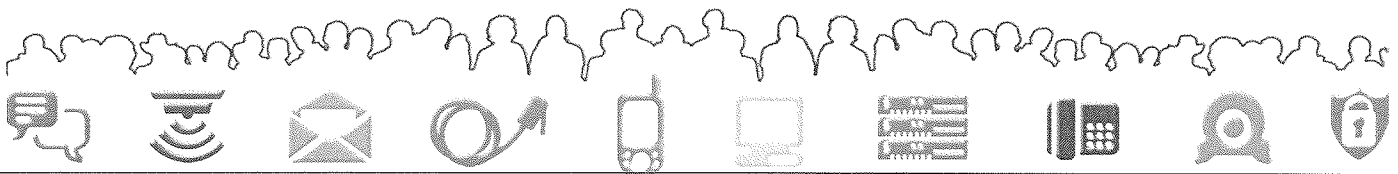
Mitel's GSA Schedule Contract # GS-35F-0095X must be referenced on any PO resulting from this quote.

The PO should be made out to:

**Mitel Business Systems, Inc.
1146 North Alma School Rd.
Mesa , AZ 85201**

Please forward all documentation to SunTel Services, 1095 Crooks Road, Troy, MI 48084, Charlie Mitchell, 248-654-3623, charliemitchell@suntel.com for final processing.

Thank you your business.





Maintenance Schedule A

Name: City of Ann Arbor (Campus)
 Address: 110 North Fifth Floor, Ann Arbor, MI 48107

Schedule A #: 130716
 Date: 07/16/13
 Installation Date:
 System: Renewal
 UPS: N.A.

GSA: GS-35F-0095X
 Government Pricing Schedule

System Components

Qty	Description
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Mitel Support Assurance Renewal

Required for access to software technical support and updates
 This schedule is based upon GSA pricing.

Applications

1	Mitel Mobile Extension	APP 55158613
1	Mitel NuPoint Voicemail	APP 49914417
1	Mitel Enterprise Manager	APP 57336295
1	Mitel Secure Recording Connector	APP 77311162
1	Mitel Applications Suite (MAS) -AATA	APP 86501002
1	Mitel MBG on Virtual vSphere	APP 50906705

Site

1	CTN	APP 86726078
1	Housing Commission	APP 3805704
1	Waste Water Treatment Plant	APP 76137317
1	WCTG2	APP 93139525
1	CHTG1	APP 1582163
1	Water Treatment Plant	APP 23503441
1	CHTG2	APP 91875967
1	Fire Station 1	APP 54213126
1	WCTG1	APP 39318714
1	City Hall Call Director	APP 7812531
1	Wheeler Center Call Server	APP 63555686
1	AATA	APP 80119936

Proposal Schedules must be received 10 business days prior to expiration.

Manufacturer reenlist fees apply for orders not processed in advance

Maintenance Services	Monthly Payment	Quarterly Payment	Annual Payment
Mitel Support Assurance	\$1,032	\$3,095	\$12,379.68
August 2, 2013-August 1, 2014			

Notes: SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY, SUNTEL SERVICES LABOR IS NOT INCLUDED

- The service contract covers only the equipment itemized above. The price may be adjusted to reflect changes in the configuration under the terms of the Service Agreement.





Maintenance Schedule A

Name: City of Ann Arbor
 Address: 110 Fifth Floor, Ann Arbor, MI 48107

Schedule A #: 100415
 Date: 07/16/13
 Installation Date: Renewal
 System: Application
 UPS: N.A.

GSA: GS-35F-0095X
 Government Pricing Schedule

System Components

Qty	Description
PrairieFyre Contact Center Applications -Assurance	
1	Call Accounting: 1250 Extensions
1	MultiMedia Contact Center: 25 Agents
1	Contact Center Management-Enterprise Edition: 100 Resilient Agents
1	Contact Center Management-Enterprise Edition: 100 Agents
1	CCM EE Enterprise Node Software
1	ICC EE Software
1	Call Accounting -Enterprise Node/Gateway
2	Call Accounting -Enterprise Node/Gateway (5)
5	Traffic Analysis Module 1 TSPAN 24 Trunk Package
6	CCM EE Enterprise Node G/W
5	ICC EE Gateway Control
1	ICC EE Visual Queue Add-on
5	ICC EE Visual Queue Gateway
8	IQ EE Additional 4 Port License
1	IQ Ee The Works
1	IQ EE Enterprise Node
6	IQ EE Gateway Enterprise Node Gateway

GOVERNMENT PRICING SCHEDULE

EXCLUDED: UPS BACK-UP & PC/SERVER

Start: 008/02/2013 End: 08/01/2014
 PrairieFyre requires prepayment for multi-year assurance services

Proposal Schedules must be received 4 business days prior to expiration.

Maintenance Services	Monthly Payment	Quarterly Payment	Annual Payment
PrairieFyre Application Assurance- Standard	\$1,223	\$3,670	\$14,679.00
Application Assurance Features (manufacturer support): Includes access to software version upgrades Includes support for the two most recent versions of the software Access to Technical Support Monday-Friday, 8:00 a.m. to 6:00 p.m. E.S.T. Emergency after hours support: Monday-Friday from 6:00 p.m. to 10:00 p.m. Reenlist fees: Post expiration 90 days			
SunTel Services Application Support (Optional) 12 Mths.	\$290	\$869	\$3,477

Notes: SUBJECT TO MANUFACTURER SUPPORT AVAILABILITY

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