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Community Consolidated School District 15

Joseph M. Kiszka Educational Service Center
580 N. 1st Bank Drive
Palatine, IL 60067-8110

Michael Adamczyk
Chief School Business Official

(847) 963-3032 • Fax (847) 963-3061
www.ccsd15.net

DATE: September 13, 2017
TO: Board of Education
FROM: Michael Adamczyk, CSBO
RE: Consent Calendar Item – Annual Telecommunications Maintenance Agreement



The Administration is recommending the Board of Education approve that the District enter into a one-year Maintenance Agreement with Telcom Innovations Group at the cost of \$26,457.00, the same amount as previous years. The Agreement would cover the District's Mitel 3300 Telecommunications System from 9/9/2017 to 9/8/2018.

Per the Terms & Conditions, this would continue to provide the District with consultation, remedial maintenance services, guaranteed spare parts availability, Remote Minor Moves and Changes reprogramming performed same business day, and ongoing user training.

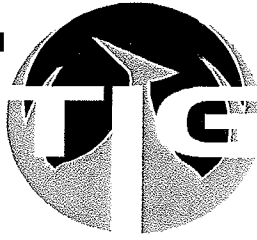
Please see attached Maintenance Agreement for further specifics of the Terms & Conditions.

Telcom Innovations Group

125 N. Prospect
Itasca, IL 60143
(630) 350-0700 FAX (630) 350-0711

Maintenance Agreement Telecommunications System Industry Standard

Customer: Palatine Community Consolidated
School District 15
580 N. 1st Bank Drive
Palatine, IL 60067



		Term	<u>1 Year</u>
System(s)	<u>Mitel Systems</u>	Anniversary Date	<u>9/08/18</u>
	<u>Refer to attached Addendum A</u>	Effective Date	<u>9/09/17</u>
Software	_____	Contract No.	_____
		Annual Charges	<u>\$26,457.00</u>

TERMS AND CONDITIONS

1. MAINTENANCE SERVICES

Pursuant to the terms and conditions of this agreement (Agreement), Telcom Innovations Group shall provide the Customer during the Term of this Agreement, including any renewal Term, and with respect to the Equipment, the services summarized as follows:

- Ongoing consultation to assure both system and users optimum working conditions.
- Remedial maintenance services upon request by the Customer in order to restore malfunctioning operating component parts of the Equipment to proper working order.
- Guaranteed spare parts availability.
- Remote Minor Moves and Changes reprogramming performed same Business Day, if system is so equipped.
- Ongoing user training for individuals and or groups made available upon request.

Telcom Innovations Group' remedial maintenance response objectives are as follows:

With respect to a major malfunction of the Equipment defined in the following parameters: no incoming or outgoing telephone service, or no station to station service within the telephone system, or attendant console is unable to answer and/or transfer calls, or fifty percent or more of the C.O. trunks and/or stations are in an inoperable state, Telcom Innovations Group' policy is to arrive at the Customer's premises within four (4) hours from the time Telcom Innovations Group first receives the Customer's request for remedial maintenance and will complete such repairs as soon as reasonably practicable.

With respect to minor malfunctions (any malfunction other than a major malfunction) of the Equipment, Telcom Innovations Group' policy is to arrive at the Customer's premises during that or the next Business Day Telcom Innovations Group first receives the Customer's request for minor remedial maintenance and will complete such repairs as soon as reasonably practicable. Routine or minor remedial maintenance requested to be performed after normal business hours will be billed to the Customer at Telcom Innovations Group' then current overtime hourly rate with a minimum two (2) hours' service charge. For purposes of this Agreement, "Business Day" shall mean 8 A.M. to 5 P.M., Monday through Friday, excluding holidays.

Telcom Innovations Group' responsibility with respect to maintenance services shall be limited to the Customer's side of the point of connection between the Equipment and the local telephone company.

The Customer shall allow employees and authorized representatives of Telcom Innovations Group free access to the premises and facilities where the Equipment is to be maintained at all hours consistent with the requirements of this Agreement.

Any service related issues that occur on equipment containing manufacturer's discontinued hardware and/or software that may require manufacturer's support will be repaired on a T&M basis. In the event of any manufacturer defects in the covered equipment, Telcom Innovations Group will provide the same remedies to the end user as the manufacturer provides to Telcom Innovations Group.

CUSTOMER ACKNOWLEDGES THAT HE HAS READ ALL OF THE PROVISIONS OF THIS AGREEMENT INCLUDING THOSE ON THE REVERSE SIDE HEREOF. THIS AGREEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS AND CONDITIONS AGREED UPON. THERE ARE NO REPRESENTATIONS, WARRANTIES, OR STIPULATIONS; WRITTEN OR ORAL, NOT HEREIN CONTAINED. NO MODIFICATION OF THIS AGREEMENT MAY BE MADE EXCEPT BY WRITING EXECUTED BY AN OFFICER OF TELCOM INNOVATIONS GROUP. THIS AGREEMENT SHALL NOT BE EFFECTIVE UNTIL SIGNED BY AN OFFICER OF TELCOM INNOVATIONS GROUP, INC.

CUSTOMER: Palatine Community Consolidated School District
15

TELCOM INNOVATIONS GROUP

by: _____

by: _____

Title: _____

Title: _____

Date: _____

Date: _____