



Revision number: 1

Purchasing Agent: Jeff Mottishaw  
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**Item: MAINTENANCE SERVICE, SYSTEM UPGRADES & SERVICE FOR AVAYA SYSTEMS.**

Vendor: VC0000100678                      SUNTURN INC.  
6699 SOUTH 1300 EAST  
SALT LAKE CITY UT 84121

Internet Homepage:                      [www.sunturn.com](http://www.sunturn.com)

Telephone:                                      (801) 993-3060

Fax number:                                      (801) 993-3061

Contact:    Brian Mackenzie

Email address:                                      [bmackenzie@sunturn.com](mailto:bmackenzie@sunturn.com)

Brand/trade name:                                      AVAYA

Price:  
Terms:    NET 30  
Effective dates:                                      10/01/10 through 06/30/16  
Potential renewal options:  
Days required for delivery:                                      As required  
Price guarantee period:                                      90 Days  
Minimum order:                                      \$1.00  
Freight:    FOB Delivered  
Other conditions:

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**Contract has been extended through 06/30/16. Assigned to new Agent.**

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Bid: DG10032

This statewide contract is an AAR@ (Authorization Required) contract. Authorization is required before purchase can be made. The authorization requirements and procedure is detailed in the attachment to the contract. Order may be placed only after authorization is received. This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor creating a PRC in Finet. Agencies will return to the vendor any invoice which reflects incorrect pricing.

**Authorization Required:** This Statewide contract is an "AR" (Authorization Required) contract. Authorization is required before purchases can be made. Authorization can be obtained from Bill Theel at 801-538-3333 or [btheel@utah.gov](mailto:btheel@utah.gov) in DTS. Orders may be placed only after authorization is received. Keep a copy of the authorization with your records. This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor and make payments for the same. Agencies will return to the vendor any invoice which reflects incorrect pricing.



Reseller: (Maintenance Only) **93685A**

**Avaya Inc**  
**PO Box 5332**  
**New York, NY 10087-5332**

**Standard Time and Labor Charges**

**Monday - Friday; 8:00 AM - 5:00 PM; except holidays:**

**RESPONSE: ACCEPT AND COMPLY**

**Sunturn uses a different labor rate for Engineering and Project Management versus traditional Technician work (MAC, service/repair, basic consultation). Technician rates are provided in the tables below since they best fit the provided descriptions. Our standard PM/SE rates are \$150.00 per hour with time and a half and double-time for Out Of Hours (OOH) and Sundays-Holidays respectively. Since most of their engagement is managed on a project basis travel and billing costs are bid in the project costs as part of a firm fixed price. Professional Services are also bid on a firm fixed price basis and are based on the resources assigned to the application to be installed. If The State would like us to provide more details on advanced labor rates, minimums, etc. we would be happy to do so during the bid reviews.**

	<b>Cost / Increment</b>
1) Hourly Labor Rate; charged for: on-site technical services	<b>\$ 90.00</b>
2) Hourly Technical Telephone Consultation (Remote Labor) Rate; charged for: 1) telephone consultation, 2) remote service/repairs and 3) "moves and changes" performed by technical system specialists	<b>\$ 90.00</b>
3) Minimum Labor Billing Increment:	<b>1 Hour</b>
4) Additional Labor Billing Increment:	<b>½ Hour</b>
5) Hourly Travel Rate:	<b>\$ 65.00</b>
6) Minimum Travel Billing Increment:	<b>1 Hour</b>
7) Additional Travel Billing Increment:	<b>½ Hour</b>
8) Trip Charge:	<b>N/A</b>
9) Order Fee:	<b>N/A</b>

**Non-Standard Time and Labor Charges  
(after hours, weekends and holidays):**



	<b>Cost / Increment</b>
10) Hourly Labor Rate; charged for: on-site technical services	<b>\$ 135 / \$180</b>
11) Hourly Technical Telephone Consultation (Remote Labor) Rate; charged for: 1) telephone consultation, 2) remote service/repairs and 3) "moves and changes" performed by technical system specialists	<b>\$ 135 / \$180</b>
12) Minimum Labor Billing Increment:	<b>1 Hour / 2 Hours</b>
13) Additional Labor Billing Increment:	<b>½ Hour / 1 Hour</b>
14) Hourly Travel Rate:	<b>\$ 100 / \$130</b>
15) Minimum Travel Billing Increment:	<b>1 Hour / 2 Hours</b>
16) Additional Travel Billing Increment:	<b>½ Hour / 1 Hour</b>
17) Trip Charge:	<b>N/A</b>
18) Order Fee:	<b>N/A</b>

**Lodging and Per Diem Charges:**

	<b>Cost / Increment</b>
19) Lodging (per day per person) ( <b>Note 1</b> ):	<b>\$90</b>
20) Per Diem (per day per person) ( <b>Note 2</b> ):	<b>\$36</b>



**Suntorn's committed discount for an upgraded system is 40% off of Avaya's National Price List for the switch, unified communication bundle, and call center components. The Call Management System (CMS) is discounted 35%. These discounts are applied across all hardware, software, and software support for a configured solution with installation. If individual piece parts are purchased outside of the fully configured new switch, we have to apply the discounts you will find in the table below. Avaya assigns different discounts to individual hardware and software components for this purpose. The discounts shown in the table will be the State of Utah's discount off of Avaya's National Price List. The upgrade quote is attached; Quote SLCQ9994. It is a PDF.**

Hardware & Software Simplified Grouping	MPG Code	Material Price Group (MPG) Titles	Manually added discount off list.
1aa	ZO	OEM Custom Solutions	0.00%
1a	DC	DEFINITY Custom Group	16.00%
1a	EB	CEBP Software	16.00%
1a	OE	Octel Messaging Non-Avaya Integration	16.00%
1a	OP	Octel 50 Products	16.00%
1a	RJ	Voice Portal	16.00%
1a	RK	Sourced Products	16.00%
1a	ZC	CRM Non-Discountable Products	16.00%
1a	ZP	Non-Discountable Promotions	16.00%
1a	ZS	SMBS Non-Discountable Products	16.00%
1a	ZZ	Non-Discountable Products	16.00%
2a	TR	Training Courses & Media	0.00%
2a	ZN	Non-Discountable Products	0.00%
3a	QW	Witness & CMS Hardware	26.00%
4a	NH	CallVisor Software	32.00%
4a	NH	AES and Software Support	32.00%
4a	NL	CC-CC Express	32.00%
5a	CL	CMS/IQ	30.00%
5a	CR	Call Center and Software Support	35.00%
5a	DA	DEFINITY Application Software	35.00%
5a	DB	Enterprise Management	35.00%
5a	DP	DEFINITY ProLogix	35.00%
5a	DR	DEFINITY ECS r	35.00%
5a	DS	DEFINITY ECS si	35.00%
5a	DT	DCP Terminals	35.00%
5a	I6	Intuity Audix HW	35.00%
5a	I7	Intuity Audix SW	35.00%
5a	IA	Intuity Audix	35.00%
5a	IB	Intuity Interexchange	35.00%
5a	IL	Intuity Lodging	35.00%
5a	IM	Internet Messaging	35.00%
5a	IS	IP Common	35.00%
5a	P2	ECAD-Proact Dial HW	35.00%



5a	P3	ECAD-Proact Dial SW	35.00%
5a	PA	CentreVu Telephony Products	35.00%
5a	QQ	CRMultimedia Conctr	35.00%
5a	QS	eContact	35.00%
5a	RB	Polycom ViewStation, Web Products	35.00%
5A	RC	COLLABORATIVE PRPH	35.00%
5a	UC	Unified Communication Center	35.00%
5a	UM	Unified Messaging	35.00%
5a	XR	Peripheral Equipment	35.00%
9a	IT	IP Endpoints Hard & Softphones	35.00%
10a	QP	OEM Nice	35.00%
12a	SP	Spectralink	35.00%
15a	DE	Cust Svc Editions	30.00%
16a	UT	Ubiquity SIP A/S	25.00%
17a	W1	Converged Conf HW	35.00%
17a	W2	Converged Conf SW	35.00%
18a	A1	DEFINITY Common Equipment	35.00%
18a	DU	CM R5, EC500, Software Support	35.00%
18a	IE	IP Terminals, Circuit Packs	40.00%
18a	IE	UCE Bundle	35.00%
18a	IG	S8700 Server	35.00%
18a	IH	S8300 Server	35.00%
18a	IY	Dist Enterprise HW	35.00%
18a	IZ	Dist Enterprise SW	35.00%
18a	OZ	Operator Console	35.00%
18a	QM	Converged Servers	35.00%
18a	U2	Modular Messaging HW	35.00%
18a	U3	Modular Messaging SW and Software Support	35.00%



**Sunturn's committed discount for a new, fully configured system is 42% off of Avaya's National Price List. This is a discount that is applied across all hardware, software, and software support for the configured solution with installation. This is a NET NEW SOLUTION discount, not an individual component discount. If individual piece parts are purchased outside of the fully configured new switch, we have to apply the discounts you will find in the table below. Avaya assigns different discounts to individual hardware and software components for this purpose. The discounts shown in the table will be the State of Utah's discount off of Avaya's National Price List. The New Solution/Switch quote is attached; Quote SLCQ10003. It is a PDF.**

Hardware & Software Simplified Grouping	MPG Code	Material Price Group (MPG) Titles	Manually added discount off list.
1aa	ZO	OEM Custom Solutions	0.00%
1a	DC	DEFINITY Custom Group	16.00%
1a	EB	CEBP Software	16.00%
1a	OE	Octel Messaging Non-Avaya Integration	16.00%
1a	OP	Octel 50 Products	16.00%
1a	RJ	Voice Portal	16.00%
1a	RK	Sourced Products	16.00%
1a	ZC	CRM Non-Discountable Products	16.00%
1a	ZP	Non-Discountable Promotions	16.00%
1a	ZS	SMBS Non-Discountable Products	16.00%
1a	ZZ	Non-Discountable Products	16.00%
2a	TR	Training Courses & Media	0.00%
2a	ZN	Non-Discountable Products	0.00%
3a	QW	Witness & CMS Hardware	26.00%
4a	NH	CallVisor Software	32.00%
4a	NH	AES and Software Support	32.00%
4a	NL	CC-CC Express	32.00%
5a	CL	CMS/IQ	30.00%
5a	CR	Call Center and Software Support	35.00%
5a	DA	DEFINITY Application Software	35.00%
5a	DB	Enterprise Management	35.00%
5a	DP	DEFINITY ProLogix	35.00%
5a	DR	DEFINITY ECS r	35.00%
5a	DS	DEFINITY ECS si	35.00%
5a	DT	DCP Terminals	35.00%
5a	I6	Intuity Audix HW	35.00%
5a	I7	Intuity Audix SW	35.00%
5a	IA	Intuity Audix	35.00%
5a	IB	Intuity Interexchange	35.00%
5a	IL	Intuity Lodging	35.00%
5a	IM	Internet Messaging	35.00%
5a	IS	IP Common	35.00%
5a	P2	ECAD-Proact Dial HW	35.00%



5a	P3	ECAD-Proact Dial SW	35.00%
5a	PA	CentreVu Telephony Products	35.00%
5a	QQ	CRMultimedia Conctr	35.00%
5a	QS	eContact	35.00%
5a	RB	Polycom ViewStation, Web Products	35.00%
5A	RC	COLLABORATIVE PRPH	35.00%
5a	UC	Unified Communication Center	35.00%
5a	UM	Unified Messaging	35.00%
5a	XR	Peripheral Equipment	35.00%
9a	IT	IP Endpoints Hard & Softphones	35.00%
10a	QP	OEM Nice	35.00%
12a	SP	Spectralink	35.00%
15a	DE	Cust Svc Editions	30.00%
16a	UT	Ubiquity SIP A/S	25.00%
17a	W1	Converged Conf HW	35.00%
17a	W2	Converged Conf SW	35.00%
18a	A1	DEFINITY Common Equipment	35.00%
18a	DU	CM R5, EC500, Software Support	35.00%
18a	IE	IP Terminals, Circuit Packs	40.00%
18a	IE	UCE Bundle	35.00%
18a	IG	S8800 Server	35.00%
18a	IH	S8300 Server	35.00%
18a	IY	Dist Enterprise HW	35.00%
18a	IZ	Dist Enterprise SW	35.00%
18a	OZ	Operator Console	35.00%
18a	QM	Converged Servers	35.00%
18a	U2	Modular Messaging HW	35.00%
18a	U3	Modular Messaging SW and Software Support	35.00%



**If individual piece parts are purchased outside of a fully configured system (new switch, voice mail system, call management system, etc), we have to apply the discounts you will find in the table below. Avaya assigns different discounts to individual hardware and software components for this purpose. The discounts shown in the table will be the State of Utah's discount off of Avaya's National Price List.**

Hardware & Software Simplified Grouping	MPG Code	Material Price Group (MPG) Titles	Manually added discount off list.
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1a	OE	Octel Messaging Non-Avaya Integration	16.00%
1a	OP	Octel 50 Products	16.00%
1a	RJ	Voice Portal	16.00%
1a	RK	Sourced Products	16.00%
1a	ZC	CRM Non-Discountable Products	16.00%
1a	ZP	Non-Discountable Promotions	16.00%
1a	ZS	SMBS Non-Discountable Products	16.00%
1a	ZZ	Non-Discountable Products	16.00%
2a	TR	Training Courses & Media	0.00%
2a	ZN	Non-Discountable Products	0.00%
3a	QW	Witness & CMS Hardware	26.00%
4a	NH	CallVisor Software	32.00%
4a	NH	AES and Software Support	32.00%
4a	NL	CC-CC Express	32.00%
5a	CL	CMS/IQ	30.00%
5a	CR	Call Center and Software Support	35.00%
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5a	IA	Intuity Audix	35.00%
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5a	IS	IP Common	35.00%
5a	P2	ECAD-Proact Dial HW	35.00%
5a	P3	ECAD-Proact Dial SW	35.00%
5a	PA	CentreVu Telephony Products	35.00%
5a	QQ	CRMultimedia Conctr	35.00%
5a	QS	eContact	35.00%





5a	RB	Polycom ViewStation, Web Products	35.00%
5A	RC	COLLABORATIVE PRPH	35.00%
5a	UC	Unified Communication Center	35.00%
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5a	XR	Peripheral Equipment	35.00%
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18a	IE	UCE Bundle	35.00%
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18a	IH	S8300 Server	35.00%
18a	IY	Dist Enterprise HW	35.00%
18a	IZ	Dist Enterprise SW	35.00%
18a	OZ	Operator Console	35.00%
18a	QM	Converged Servers	35.00%
18a	U2	Modular Messaging HW	35.00%
18a	U3	Modular Messaging SW and Software Support	35.00%

SunturN commits to the State of Utah, the components' MPG codes and descriptions will be fully transparent in our quotes for DTS and all political entities. We assure the State of Utah, we will provide the greatest applicable discount to Avaya hardware and software. We realize the way Avaya discounts these different Material Codes may seem to be difficult to manage. Again, I will make sure you know what material codes get what discount when purchasing individual components. If pricing decreases, the discount will be applied to the lower cost for the hardware and/or software.



**Product Discounts**

Net New: **42%**  
 Upgrades: **40%**  
 Additions: **The discount schedule for additions is right below**  
 Set and circuit pack orders placed through DTS warehouse: **40%. Digital Sets are at 35%.**

**DISCOUNT SCHEDULE FOR ADDITIONS**

Hardware & Software Simplified Grouping	MPG Code	Material Price Group (MPG) Titles	Manually added discount off list.
1aa	ZO	OEM Custom Solutions	0.00%
1a	DC	DEFINITY Custom Group	16.00%
1a	EB	CEBP Software	16.00%
1a	OE	Octel Messaging Non-Avaya Integration	16.00%
1a	OP	Octel 50 Products	16.00%
1a	RJ	Voice Portal	16.00%
1a	RK	Sourced Products	16.00%
1a	ZC	CRM Non-Discountable Products	16.00%
1a	ZP	Non-Discountable Promotions	16.00%
1a	ZS	SMBS Non-Discountable Products	16.00%
1a	ZZ	Non-Discountable Products	16.00%
2a	TR	Training Courses & Media	0.00%
2a	ZN	Non-Discountable Products	0.00%
3a	QW	Witness & CMS Hardware	26.00%
4a	NH	CallIVisor Software	32.00%
4a	NH	AES and Software Support	32.00%
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5a	DS	DEFINITY ECS si	35.00%
5a	DT	DGP Terminals	35.00%
5a	I6	Intuity Audix HW	35.00%
5a	I7	Intuity Audix SW	35.00%
5a	IA	Intuity Audix	35.00%
5a	IB	Intuity Interexchange	35.00%
5a	IL	Intuity Lodging	35.00%
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5a	IS	IP Common	35.00%
5a	P2	ECAD-Proact Dial HW	35.00%
5a	P3	ECAD-Proact Dial SW	35.00%
5a	PA	CentreVu Telephony Products	35.00%



5a	QQ	CRMultimedia Conctr	35.00%
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5a	RB	Polycom ViewStation, Web Products	35.00%
5A	RC	COLLABORATIVE PRPH	35.00%
5a	UC	Unified Communication Center	35.00%
5a	UM	Unified Messaging	35.00%
5a	XR	Peripheral Equipment	35.00%
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12a	SP	Spectralink	35.00%
15a	DE	Cust Svc Editions	30.00%
16a	UT	Ubiquity SIP A/S	25.00%
17a	W1	Converged Conf HW	35.00%
17a	W2	Converged Conf SW	35.00%
18a	A1	DEFINITY Common Equipment	35.00%
18a	DU	CM R5, EC500, Software Support	35.00%
18a	IE	IP Terminals, Circuit Packs	40.00%
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18a	IH	S8300 Server	35.00%
18a	IY	Dist Enterprise HW	35.00%
18a	IZ	Dist Enterprise SW	35.00%
18a	OZ	Operator Console	35.00%
18a	QM	Converged Servers	35.00%
18a	U2	Modular Messaging HW	35.00%
18a	U3	Modular Messaging SW and Software Support	35.00%



**Maintenance Discounts - Non State Governmental Entities**

- 1 year term: **0 %**
- 2 year term: **5 %**
- 3 year term: **15 % (this will change to 20% if enhanced services are purchased)**
- 4 year term: **15 %**

Entities with existing Avaya service agreements cannot migrate to new contract terms without extending by a minimum of 12 months or increasing coverage, e.g., change from 8x5 to 7x24.

**FINET COMMODITY CODE(S): For Agency use only**

- 20827000000 - COMMUNICATIONS: NETWORKING, LINKING, ETC. (MICROCOMPUTERS)
- 20928000000 - COMMUNICATIONS: NETWORKING, LINKING, ETC. (MINI & MAINFRAME)
- 72555000000 - TELEPHONE EQUIPMENT AND PIECE PARTS (NOT LINES OR OTHERWISE LISTED)
- 72556000000 - TELEPHONE SYSTEMS (2-60 STATIONS), ELECTRONIC KEY AND 1A2
- 72557000000 - TELEPHONE SYSTEMS (OVER 60 STATIONS)
- 00000000000 - Generic Commodity Code

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**REVISION HISTORY:**