

VILLAGE OF DOWNERS GROVE
Report for the Village Council Meeting
3/19/2019

SUBJECT:	SUBMITTED BY:
2019 VoIP Phone System Annual Maintenance Agreement	Dave Kenny Director, Information Technology

SYNOPSIS

A resolution has been prepared authorizing the renewal of the annual maintenance agreement for the Village's Cisco VoIP Phone System with Sentinel Technologies of Downers Grove, Illinois in an amount of \$22,221.

STRATEGIC PLAN ALIGNMENT

The goals for 2017-2019 include *Exceptional Municipal Services*.

FISCAL IMPACT

The FY19 Budget includes \$23,000 in the General Fund (Page 4-3, Line 18) for this renewal.

RECOMMENDATION

Approval on the March 19, 2019 Consent Agenda.

BACKGROUND

Sentinel Technologies was approved by the Council on November 2, 2009 to install the current Cisco VoIP (Voice over Internet Protocol) telephone system. In 2017, as the approved sole source supplier, Sentinel completed a major upgrade to our backend VoIP system.

VoIP was installed due to the cost savings and expanded feature set when compared to traditional, analog phone lines.

This annual maintenance renewal is required in order to address any issues with the Village's telephone system as well as to have access to system upgrades.

ATTACHMENTS

Resolution
Agreement

RESOLUTION NO. _____**A RESOLUTION AUTHORIZING EXECUTION OF ADDENDUM NO. 044-KM
BETWEEN THE VILLAGE OF DOWNERS GROVE
AND SENTINEL TECHNOLOGIES, INC.**

BE IT RESOLVED by the Village Council of the Village of Downers Grove, DuPage County, Illinois, as follows:

1. That the form and substance of a certain Addendum No. 044-KM (the "Agreement"), between the Village of Downers Grove (the "Customer") and Sentinel Technologies, Inc. (the "Contractor"), for annual maintenance services for the VoIP telephone system, as set forth in the form of the Agreement submitted to this meeting with the recommendation of the Village Manager, is hereby approved.

2. That the Village Manager and Village Clerk are hereby respectively authorized and directed for and on behalf of the Village to execute, attest, seal and deliver the Agreement, substantially in the form approved in the foregoing paragraph of this Resolution, together with such changes as the Manager shall deem necessary.

3. That the proper officials, agents and employees of the Village are hereby authorized and directed to take such further action as they may deem necessary or appropriate to perform all obligations and commitments of the Village in accordance with the provisions of the Agreement.

4. That all resolutions or parts of resolutions in conflict with the provisions of this Resolution are hereby repealed.

5. That this Resolution shall be in full force and effect from and after its passage as provided by law.

Mayor

Passed:

Attest: _____

Village Clerk



APPENDIX A

Statement of Work – Sentinel High Availability Network Support (HANS™)

Customer Name: Village of Downers Grove

Street Address: 801 Burlington Avenue

City, State, Zip: Downers Grove, IL 60515

The Agreement referenced below by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Village of Downers Grove (Customer) with principal offices at 801 Burlington Avenue, Downers Grove, IL 60515 is hereby amended to include the following:

Commencement Date

Agreement No. 001001001

Addendum No. 044-KM

1. Inspection and Repair

Prior to the Commencement Date of Maintenance under this Appendix, the equipment covered hereunder and delineated in Appendix B ("the Equipment"), shall be subject to inspection by the Contractor at no charge to the Customer, to determine if it is in acceptable condition for maintenance. Any repairs, adjustments or replacement of missing items deemed necessary by the Contractor to bring the Equipment up to an acceptable condition shall be the responsibility of the Customer. The Contractor reserves the right to modify, repudiate or terminate this Appendix if, in Contractor's opinion, the Equipment is not capable of maintenance or if Customer refuses or fails to bring the Equipment up to an acceptable condition.

2. Responsibilities of Contractor

The Contractor shall, for the total charges set forth in Appendix B, maintain the Equipment in good operating condition and furnish maintenance service during the Contracted Periods of Maintenance Service selected by the Customer as designated on Appendix B.

The Maintenance Service includes:

- a. Unscheduled Remedial Maintenance Service during the Contracted Periods of Maintenance Service when notified by the Customer that the Equipment is inoperative.
- b. All costs of labor and field installable parts deemed necessary by Contractor to be required for maintaining the Equipment as a result of normal wear and tear. At Customer's request, Contractor will, for additional time and material cost, make required repairs not attributable to normal wear and tear.
- c. The installation of new parts or parts equivalent to new in performance. Replaced parts shall become the property of Contractor. Contractor shall be responsible for the replacement of only those parts unusable as a result of normal usage and wear and tear.
- d. With regard to end of life products, Contractor shall use its commercially reasonable best efforts to support said products until such time it is determined, in Contractor's sole discretion, that the support of these products is not economically viable. At the time that determination is made, Contractor shall notify Customer, in writing, and Contractor shall then be relieved of any and all obligation or liability relating to said products.

3. Responsibility of the Customer

- a. The Customer shall notify Contractor's maintenance personnel upon Equipment failure and shall allow Contractor full and free access to the Equipment, subject to the Customer's commercially reasonable internal security rules.
- b. The Customer shall not permit maintenance or repairs to the Equipment to be made or attempted, except as specified and approved in advance by Contractor.
- c. The Customer shall maintain the site environmental conditions throughout the Contracted Periods of Maintenance Service in accordance with the specifications established by the Equipment manufacturer.



- d. Prior to the Commencement Date of Maintenance under this Appendix, the Customer shall provide Contractor with an accurate inventory of the Equipment to be covered hereunder. Should Customer's inventory be incomplete or otherwise inaccurate, Customer acknowledges that Contractor shall be absolved of any liability relating to the equipment not listed or misidentified, unless the parties agree to an additional charge for provision of service to that equipment. For multi-year contracts, this inventory shall be updated by Customer annually. At Customer's request and for an additional charge, Contractor can perform an inventory of Customer's Equipment to be covered hereunder. If the Customer requests that modifications be made to the inventory during the Contracted Periods of Maintenance Service, then maintenance service will be supplied unless such modifications make it impractical for Contractor to render maintenance service, in which case Contractor shall be relieved of its responsibilities. If the requested modifications increase maintenance costs, Contractor shall have the right to adjust accordingly the maintenance charges specified on Appendix B.
- e. In order to activate Contractor's restoration guarantees, Customer agrees to present Contractor with up to date configurations of the covered devices at time of failure. However, if the Customer has a monitoring/managed services agreement in place, Sentinel can provide the configs via monitoring/managed services. Contractor's restoration guarantees will not be in full force or effect until Customer provides engineer active configuration at time of failure. In the event Customer does not provide the configuration information, any incremental effort required during the restoration process that is attributable to missing configuration information may result in additional charges.
- f. It is the Customer's responsibility to maintain and supply Contractor with current server backups as requested to facilitate system restoration. Contractor is only responsible to restore data based on the latest known good backup that Customer has supplied. In the event Customer does not provide a conforming backup, any incremental effort required by Contractor as a result of the non-conforming backup may result in additional charges.
- g. Customer shall inform Contractor of any end of life, replacement or phase out notifications it receives from Equipment manufacturers, dealers or agents.

4. Call Recording

The recording and/or monitoring of incoming and outgoing telephone calls between Contractor and Customer will be undertaken by Contractor, subject to the consent of all parties to such calls, for the purpose of providing constructive performance feedback, pursuing complaints, taking corrective action, measuring satisfaction or for any other purpose Contractor deems relevant to improving customer service.

5. Periods of Maintenance Service Availability

- a. The Annual Maintenance Fee and the Contracted Periods of Maintenance Service available to the Customer are stated in Appendix B. Notwithstanding the terms therein, the activation of the obligations under this Appendix commence no later than the date Contractor purchases any contracts or equipment on Customer's behalf.
- b. If the Customer removes individual Equipment from the system configuration, said individual Equipment may be added or deleted from maintenance coverage under this Appendix by giving Contractor thirty (30) days advance written notice. SMARTnet contracts purchased on the Customer's behalf are non-refundable. Contractor agrees to provide information to assist Customer in requesting a refund for prepaid SMARTnet contracts.

6. Excluded Services

The following services are outside the scope of this Appendix, but can be provided at an additional charge:

- a. Maintenance or repairs attributable to unauthorized attempts by or for the Customer to repair or maintain the Equipment; Equipment being used for purposes other than that for which it was designed; maintenance or repairs necessitated by Acts of God, war, government regulation, terrorism, disaster, strikes, civil disorder, accident, transportation, or similar emergency beyond the parties' control; failure to provide suitable environmental conditions; fault or negligence of the Customer, its agents, employees or assigns; improper use or misuse of the Equipment; and causes external to the Equipment, such as, but not limited to, power failure, air conditioning failure, and electrostatic conditions.
- b. Furnishing supplies or accessories, or refurbishing of Equipment.
- c. Installation, moves, adds, or changes to Equipment/software.
- d. Maintenance or repairs attributable to manufacturer defects, bugs, viruses, or other similar defects.



7. Service Level Agreement (“SLA”) for Sentinel HANS™

SLAs are noted below, in accordance with the following general Severity Level definitions and the provisions of Section 8 below:

- a. **Severity 1:** Interruption making a critical functionality inaccessible or a complete network interruption causing a severe impact on services availability. There is no possible alternative.
- b. **Severity 2:** Critical functionality or network access interrupted, degraded or unusable, having a severe impact on services availability. No acceptable alternative is possible.
- c. **Severity 3:** Non critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available.

Note: Due to the time required for set up to support HANS™ agreements, adherence to SLAs will become effective no sooner than 30 days after Customer signature.

Incident Service Level

Severity	Notification SLA	SLA Commitment	Response SLA	SLA Commitment	MTTR (Mean Time to Repair)	SLA Commitment
Severity 1	15 Minutes	99.5%	1 Hour	99.5%	Dependent on SLA purchased, See Appendix B	99.5%
Severity 2	15 Minutes	99.5%	2 Hours	99.5%	Dependent on SLA purchased, See Appendix B	99.5%
Severity 3	4 Hours	99.5%	NBD	99.5%	Two Business Days	99.5%

8. SLA Options

There are three SLA options for Sentinel HANS™. The definitions below describe the components of each SLA offering. The SLA of each device under contract is detailed on Appendix B.

HANS™ Silver – provides all the services detailed under Item 8a. below. This service does not allow the Customer the ability to call the Manufacturer TAC directly for support or receive software updates to a device.

HANS™ Gold – provides all the services detailed under Item 8a. and 8b. below. Contractor is authorized to deliver Manufacturer Support and as such, Contractor has the ability to escalate to Manufacturer TAC for incidents, as well as receive all software updates for devices. Contractor is ultimately responsible for supplying parts to support Manufacturer hardware.

HANS™ Platinum - provides all the services detailed under Item 8a. below with all Equipment backed by a Manufacturer support agreement which provides Customer and Contractor access to Manufacturer's support resources, and the ability to update software. Contractor is ultimately responsible for supplying parts to support Manufacturer hardware.

- a. The following details the level of support provided under all HANS™ service agreements:
 - All calls for service are to be placed with, monitored and escalated by Contractor.
 - Contractor will reload/configure system components with Customer-supplied back up as required to ensure complete functionality and restoration.
 - For service calls that are started within the Contracted Period of Maintenance Services, Contractor will, when necessary, provide continuous effort to extend service beyond the contracted hours of coverage.
 - Contractor will provide maintenance management services and, if requested by Customer, will act as the Customer's agent in attempting to resolve issues with other vendors/suppliers.
 - Contractor will utilize remote diagnosis and remote repair capability to expedite problem resolution.
 - Contractor will supply loaner equipment on a best efforts basis in emergency situations for non-core network equipment.
 - Contractor will provide primary and secondary engineers to gain knowledge of the configurations, along with an assigned escalation manager.
 - Contractor will provide advanced replacement of hardware in accordance with the SLA defined per device in Appendix B.



b. The following details the additional level of support provided under all HANS™ Gold service agreements:

- Cisco Specific Items
 - Contractor will provide the software for the Smart Collector upon Customer's request. The Smart Collector will only provide the functionality outlined below and without the Smart Collector, these functions will not be possible. Specification of the hardware requirements will be given to Customer during the kick-off phase, the Customer will be responsible for provisioning the OVA provided by Sentinel. Customer is also responsible for providing Contractor with SNMP Read-Only community strings for each device and Customer will be responsible for re-configuring the community string if it is not configured correctly on the devices.
 - Alert reporting – alerts to bug fixes, service alerts, EOX alerts
 - Device Diagnostics alerting and providing access to hundreds of symptom/fix data points. Customer is responsible for configuring and registering each device in order to activate this service. A sample configuration can be provided at time of installation.
- NetApp/EMC Specific Items
 - Sentinel will setup the Manufacturer Phone Home capability to notify both the Manufacturer and Sentinel at the time of failure so that a ticket will automatically be generated in the Sentinel system for immediate response.
- General Items
 - Contractor provides TAC support and escalation of cases to Manufacturer TAC on behalf of the Customer. In addition, in certain circumstances Customer may participate in Contractor's call with Manufacturer TAC.
 - Contractor will provide Contract and Inventory Management on the Customer infrastructure.

With regard to any software licenses installed by Contractor as necessary to effectuate the provision of services under this Agreement, thus not within the scope of the deliverables, Customer is hereby prohibited from duplicating said software in any form or fashion and is further restricted from using the software beyond the intended scope set forth herein. Moreover, Customer is restricted from licensing, sublicensing or transferring said software to any third party (except to a related party) without the express permission of Contractor, under which circumstance the software shall stay under the control and auspices of the Contractor. In the event Customer loses or damages the software, a copy may be provided at a nominal charge. Contractor may, at its discretion, remove said software upon the completion of its provision of services. Alternatively, at the end of this engagement or the license period, whichever occurs first, Customer is required to either destroy or return all copies of said software to Contractor, as expressly directed by Contractor.

CUSTOMER:
 Village of Downers Grove
 Signature: _____
 Printed Name: _____
 Title: _____
 Date: _____

CONTRACTOR:
 Sentinel Technologies, Inc.
 Signature:
 Printed Name: ROBERT L. ...
 Title: COO
 Date: 3/6/2019



APPENDIX B

Customer Name: Village of Downers Grove

Street Address: 801 Burlington Avenue

City, State, Zip: Downers Grove, IL 60515

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Commencement Date

Agreement No. 001001001

Addendum No. 044-KM

PROJECT SCHEDULE

Customer agrees to pay Contractor for services in accordance with the following schedule:

VILLAGE OF DOWNERS GROVE									
City	State	Manufacturer	Device	Serial Number	Next Contract Start Date	End Date	Qty	Unit Price	Ext. Price
DOWNERS GROVE	IL	801 BURLINGTON AVE							
			STI HANS™ GOLD PARTS ONLY 3X5XNBD						
		CISCO	WS-C2960X-24PS-L	FJC2224W0W4	9-Aug-19	31-Jan-20	1	\$ 102.00	\$ 102.00
		CISCO	BE6H-M-K9=	FCH2111V3HU	1-Feb-19	31-Jan-20	1	\$ 315.00	\$ 315.00
		CISCO	BE6H-M-K9=	FCH2111V3R0	1-Feb-19	31-Jan-20	1	\$ 315.00	\$ 315.00
		CISCO	ISR4321-V/K9	FLM2114Y0ES	1-Feb-19	31-Jan-20	1	\$ 407.00	\$ 407.00
		CISCO	ISR4321-V/K9	FLM2114Y0ET	1-Feb-19	31-Jan-20	1	\$ 407.00	\$ 407.00
		CISCO	ISR4351/K9	FLM2117W0WC	1-Feb-19	31-Jan-20	1	\$1,037.00	\$ 1,037.00
		CISCO	VG224	FHK1350F0J0	1-Feb-19	31-Jan-20	1	\$ 620.00	\$ 620.00
		CISCO	VG204XM	FCH2111R0A5	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00
		CISCO	VG204XM	FCH2111R0A7	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00
		CISCO	VG204XM	FCH2111R0AB	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00
		CISCO	VG204XM	FCH2111R0BV	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00
		CISCO	VG204XM	FCH2111R0C0	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00
		CISCO	VG204XM	FCH2111T048	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00
		CISCO	VG204XM	FCH2111T04B	1-Feb-19	31-Jan-20	1	\$ 104.00	\$ 104.00



VILLAGE OF DOWNERS GROVE									
City	State	Manufacturer	Device	Serial Number	Next Contract Start Date	End Date	Qty	Unit Price	Ext. Price
DOWNERS GROVE	IL	801 BURLINGTON AVE							
			STIHANS™ GOLD SOFTWARE						
		CISCO	L-CUAC11X-STND	5100222104	1-Feb-19	31-Jan-20	1	\$ 199.00	\$ 199.00
		CISCO	L-CUAC11X-STND	5123378009	1-Feb-19	31-Jan-20	1	\$ 199.00	\$ 199.00
		CISCO	UNITYCN11-STD-USR	6404000006	1-Feb-19	31-Jan-20	450	\$ 15.00	\$ 6,750.00
		CISCO	UPG-CUCM-ENHP-A	5107987054	1-Feb-19	31-Jan-20	10	\$ 53.00	\$ 530.00
		CISCO	UPG-CUCM-ESS-USR-A	5100204431	1-Feb-19	31-Jan-20	26	\$ 7.00	\$ 182.00
		CISCO	UPG-CUCM-ESS-USR-A	5130429744	1-Feb-19	31-Jan-20	10	\$ 7.00	\$ 70.00
		CISCO	UPG-CUCM-USR-A	5100204428	1-Feb-19	31-Jan-20	280	\$ 37.00	\$ 10,360.00
Total									\$22,221.00

Terms: Net 30 days.

This quote is valid for 30 days from 3/6/2019

CUSTOMER:
Village of Downers Grove

Signature: _____

Printed Name: _____

Title: _____

Date: _____

P.O. #: _____

CONTRACTOR:
Sentinel Technologies, Inc.

Signature:  _____

Printed Name: Robert Lewarsowicz

Title: COO

Date: 3/6/2019