



**PUBLIC SERVICE BOARD MEETING
AGENDA ITEM
REGULAR MEETING**

Wednesday, April 11, 2018

SUBJECT

Avaya System Maintenance Services

BACKGROUND

EPWater currently utilizes an Avaya telephone system and related equipment for telephone service to all Utility departments. The services include hardware support, repairs, replacement parts, help line support, software fixes, security patches and software version upgrades. These services are required to ensure the continuity of telephone and voice network services for the Utility.

STRATEGIC OBJECTIVES SUPPORTED

Improve Use of Technology

EVALUATION PROCESS

A quotation for a three-year Avaya maintenance services agreement was received from ConvergeOne with buy board pricing through Texas DIR (Department of Information Resources) Contract No. DIR-TSO-2687. Upon evaluation, staff recommends the purchase of the maintenance services. The services agreement is for three years with estimated annual invoices of \$72,963.36.

FINANCIAL IMPLICATIONS

Sufficient funds are available in Account Number 810-7790, and the funding source is the Water and Sewer Fund.

PROPOSED ACTION REQUESTED

Approve a three-year support agreement with ConvergeOne for Avaya system maintenance services with buy board pricing through Texas DIR Contract No. DIR-TSO-2687 in the estimated amount of \$218,890.08.

SUPPORTING DOCUMENTATION PROVIDED

- Rev 2 ConvergeOne 411126 - El Paso Water Utilities - CSA 3 12 18
- Rev 2 ConvergeOne 411126 - El Paso Water Utilities - MSQT 637489 Details 3 12 18



Service Agreement Detail Document
El Paso SAUA PreON 8x5 3yr/wDIR Rev2 312
For
EL PASO WATER UTILITIES
Quote Reference Number: 637489
Quote Produced on Mar 12, 2018
Quote Expires on Jul 10, 2018
Estimated Service Agreement Start Date: Apr 1, 2018

Maintenance Payment Frequency: Annual Prepaid
Maintenance Quote Term in Months: 36
Port Pricing Type: N/A
Region: United States
Currency: USD

* Estimated Subsequent Invoice Amount is for informational purposes only & does not reflect 1) changes associated with utility measurements gathered at true-up, 2) subsequent component additions to already covered product categories or 3) Invoice amounts for items eligible for coverage in yearly increments. Estimated subsequent invoice amounts are calculated assuming that coverage is still available in subsequent years.

* The quoted items included in this report must be covered by a current, unexpired contract to generate a complete quote detail.

Coverage for this MPC/Material has lapsed beyond the grace period, therefore, charges apply and are included in the Re-Initiation fee.

page: 2

The Maintenance Services being ordered on this Order Form and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on some items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Maintenance service unit price associated with CMS Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at time of the maintenance contract start date. This per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

The Re-Initiation Fee Policy can be found at: **Partner Portal > Business Tools, Policies & Processes > Policy Information > Support Services Policies**

ALERT NOTIFICATION FOR QUOTES WITH SS and SSU COVERAGE:

SS Coverage is only billed as **FULLY PREPAID**. If your SSU annual billed quote has SS items on it, the SS items will be co-terminated with the SSU coverage but will bill as a one-time full prepayment regardless of the billing option selected when creating the quote. Please adjust your purchase order/contract accordingly.



SAP Sold to: 0003136890
 FL: 0003136890
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 210 N LEE ST
 EL PASO , TX 79901-1708

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Software				36-Month Term	Remote Only Support				
					24x7				
000000000000118235	SIZE SENSITIVITY FOR 100 PORTS	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000175586	S8300/G700 SYSTEM SOFTWARE/FIRMWEAR	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
000000000000170663	LINUX MEDIA SERVER MODEM	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000170899	MM711 ANALOG MEDIA MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000394984	G700 R4 AC/DC MEDIA GATEWAY RHS	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	2		36	\$71.06	\$1,705.44	\$1,705.44	\$5,116.32	
MPC Totals -						\$1,705.44	\$1,705.44	\$5,116.32	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000000463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 18902						Sold To Totals -	\$2,268.24	\$2,268.24	\$6,804.72



SAP Sold to: 0003136945
 FL: 0003136945
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 1154 HAWKINS BLVD
 EL PASO , TX 79925-6436

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
APPL SRVR HP R2 HDWR MAINT	36-Month Term				Onsite HW 8x5			
000000000000303564	DL360PG8 SERVER SESSION MANAGER	1		36	\$0.00	\$0.00	\$0.00	\$0.00
000000000000303566	DL360PG8 SERVER SYSTEM MANAGER	1		36	\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
Converged Voice Products	36-Month Term				Full Coverage 8x5			
00000000000150940	CIRCUIT PACK TN2302 IP MEDIA PROCESSOR	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000151423	CIRCUIT PACK C-LAN INTERFACE TN799	3			\$0.00	\$0.00	\$0.00	\$0.00
00000000000170656	S8700 MEDIA SERVERS	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000170657	CIRCUIT PACK TN2312AP IPSI	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000170663	LINUX MEDIA SERVER MODEM	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000228990	S8800 SERVER CM5.2.1+	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000263764	DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000108739566	CIRCUIT PACK CNTRL LAN BOARD TN799C	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700439250	MM710B E1/T1 MEDIA MODULE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700459472	80 CHANNEL DAUGHTERBOARD	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700466626	MM711 ANALOG MEDIA MODULE - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
		2			\$0.00	\$0.00	\$0.00	\$0.00
000000000700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000700506956	G450 MP160 MEDIA GATEWAY NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
Enterprise Voice Systems	36-Month Term				Full Coverage 8x5			
00000000000102907	CP ANLG LN TN742 8PT	14			\$0.00	\$0.00	\$0.00	\$0.00

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
00000000000102909	DEFINITY CIRCUIT PACK TN754C DIGITAL LIN	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	3			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102933	NOMINAL BATTERY FACTORY INSTALLED	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102935	CSU MODULE 120A4	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102940	CIRCUIT PACK DS1/SDN PRIMARY INTERFACE TN464E	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102947	DEFINITY CIRCUIT PACK DIGITAL 2 WIRE 24 PORTS TN2224	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000105827	SWITCHROOM 110AC ADMINISTRATION	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000179316	VAL TN2501 CIRCUIT PACK	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000106647985	CP-TN775B S1:1 EPN MAINT*	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000107214702	CIRCUIT PACK DS1 INTERFACE TN464F	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000108773912	CIRCUIT PACK TN771DP FACILITY TEST	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SA APPL SERVER MEDIUM				36-Month Term	Onsite 8x5			
00000000000255757	SA ON-SITE 8X5 SUPT APPL MEDIUM SRV R2-H 3YR AN PREPD	2		36	\$106.59	\$2,558.16	\$2,558.16	\$7,674.48
00000000000303564	DL360PG8 SERVER SESSION MANAGER	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000303566	DL360PG8 SERVER SYSTEM MANAGER	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$2,558.16	\$2,558.16	\$7,674.48
SA APPL SERVER SMALL				36-Month Term	Onsite 8x5			
00000000000230398	SA ON-SITE 8X5 SUPT APPLICATION SMALL SERVER 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16
00000000000271021	ASBCE CORE DELL R210-II	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$852.72	\$852.72	\$2,558.16
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5			
00000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	2		36	\$71.06	\$1,705.44	\$1,705.44	\$5,116.32
000000000700506956	G450 MP160 MEDIA GATEWAY NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
		1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$1,705.44	\$1,705.44	\$5,116.32
SA CM SERVER MEDIUM				36-Month Term	Onsite 8x5			
00000000000255577	SA ON-SITE 8X5 SUPT CM MEDIUM SRV R2-H 3YR AN PREPD	2		36	\$153.49	\$3,683.76	\$3,683.76	\$11,051.28
00000000000303518	DL360PG8 SERVER CM SIMPLEX AND MID DUPLEX	1			\$0.00	\$0.00	\$0.00	\$0.00
	DL360PG8 SERVER CM SIMPLEX AND MID DUPLEX	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$3,683.76	\$3,683.76	\$11,051.28
SA CMS SERVER LOW END				36-Month Term	Onsite 8x5			
00000000000234442	SA ON-SITE 24X7 SUPT CMS LOW END SERVER 3YR AN PREPD	1		36	\$161.99	\$1,943.88	\$1,943.88	\$5,831.64
MPC Totals -						\$1,943.88	\$1,943.88	\$5,831.64
SA MM SERVER				36-Month Term	Onsite 8x5			

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
00000000000230248	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR AN PREPD	1		36	\$218.86	\$2,626.32	\$2,626.32	\$7,878.96
00000000000264180	DL360G7 SERVER AURA MESSAGING STANDARD STORAGE	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$2,626.32	\$2,626.32	\$7,878.96
SA_APPL ENBLMT SVCS SW SUPT R6		36-Month Term		Preferred				
00000000000238268	SA PREFER SUPT AES R6 BASIC TSAPI 3YR AN PREPD	90		36	\$0.24	\$259.20	\$259.20	\$777.60
00000000000238292	SA PREFER SUPT AES R6 ADV TSAPI LARGE 3YR AN PREPD	1		36	\$209.44	\$2,513.28	\$2,513.28	\$7,539.84
MPC Totals -						\$2,772.48	\$2,772.48	\$8,317.44
SA_AURA SW SUPPORT R6		36-Month Term		Preferred				
00000000000288979	SA PREFER SUPT AURA CORE SUITE R6 3YR AN PREPD	706		36	\$2.04	\$17,282.88	\$17,282.88	\$51,848.64
MPC Totals -						\$17,282.88	\$17,282.88	\$51,848.64
SA_AVAYA AURA MSG R6		36-Month Term		Preferred				
00000000000238504	SA PREFER SUPT AVAYA AURATM MSG R6 1 ST MAINSTREAM 3YR AN PREPD	500		36	\$0.90	\$5,400.00	\$5,400.00	\$16,200.00
MPC Totals -						\$5,400.00	\$5,400.00	\$16,200.00
SA_CALL CENTER SW SUPPORT R6		36-Month Term		Preferred				
00000000000238382	SA PREFER SUPT CALL CENTER R6 ELITE AGT 251+ 3YR AN PREPD	60		36	\$4.95	\$3,564.00	\$3,564.00	\$10,692.00
MPC Totals -						\$3,564.00	\$3,564.00	\$10,692.00
SA_CALL MGMT SYSTEM SW R17		36-Month Term		Preferred				
00000000000234331	SA PREFER SUPT CMS R17 AGENT 1-100 3YR AN PREPD	30		36	\$1.79	\$644.40	\$644.40	\$1,933.20
00000000000234407	SA PREFER SUPT CMS R17 SUPERVISOR 3YR AN PREPD	10		36	\$5.09	\$610.80	\$610.80	\$1,832.40
00000000000283677	SA PREFER SUPT CMS R17 INITIAL AUTO CALL DIST 3YR AN PREPD	1		36	\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$1,255.20	\$1,255.20	\$3,765.60
SA_ONE X AGENT SW SUPPORT R2		36-Month Term		Preferred				
00000000000238124	SA PREFER SUPT ONE-X AGENT R2 AGENT 3YR AN PREPD	50		36	\$2.69	\$1,614.00	\$1,614.00	\$4,842.00
00000000000238136	SA PREFER SUPT ONE-X AGENT R2 SUPERVISOR AGENT 3YR AN PREPD	10		36	\$3.89	\$466.80	\$466.80	\$1,400.40
MPC Totals -						\$2,080.80	\$2,080.80	\$6,242.40
SA_ONE X ATTENDANT R4		36-Month Term		Preferred				
00000000000257876	SA PREFER SUPT ONE-X ATTD R4 CLIENT USER 3YR AN PREPD	3		36	\$28.00	\$1,008.00	\$1,008.00	\$3,024.00
MPC Totals -						\$1,008.00	\$1,008.00	\$3,024.00
SA_SAL SW SUPPORT R1_5		36-Month Term		Preferred				
00000000000253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	3		36	\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SA_SAL SW SUPPORT R2		36-Month Term		Preferred				

page: 7

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
00000000000253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1		36	\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SQRN: 389447 Sold To Totals -						\$46,733.64	\$46,733.64	\$140,200.92



SAP Sold to: 0003136955
 FL: 0003136955
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 11700 RAILROAD DR
 EL PASO , TX 79961-0001

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Software				36-Month Term	Remote Only Support				
								24x7	
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000175586	S8300/G700 SYSTEM SOFTWARE/FIRMWEAR	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
000000000000170899	MM711 ANALOG MEDIA MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000394661	MM711 ANALOG MEDIA MODULE RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16	
MPC Totals -						\$852.72	\$852.72	\$2,558.16	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000000463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 11796						Sold To Totals -	\$1,415.52	\$1,415.52	\$4,246.56



SAP Sold to: 0003136966
 FL: 0003136966
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 701 EXECUTIVE CENTER BLVD
 EL PASO , TX 79922-1604

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Software				36-Month Term	Remote Only Support				
								24x7	
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000175586	S8300/G700 SYSTEM SOFTWARE/FIRMWEAR	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
000000000000170899	MM711 ANALOG MEDIA MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16	
MPC Totals -						\$852.72	\$852.72	\$2,558.16	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 11796						Sold To Totals -	\$1,415.52	\$1,415.52	\$4,246.56



SAP Sold to: 0003136976
 FL: 0003136976
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 800 CANAL RD
 EL PASO , TX 79901-2250

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Software				36-Month Term	Remote Only Support				
				24x7					
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000175586	S8300/G700 SYSTEM SOFTWARE/FIRMWEAR	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
000000000000170899	MM711 ANALOG MEDIA MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16	
MPC Totals -						\$852.72	\$852.72	\$2,558.16	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 11796						Sold To Totals -	\$1,415.52	\$1,415.52	\$4,246.56



SAP Sold to: 0003136986
 FL: 0003136986
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 4100 DELTA DR
 EL PASO , TX 79905-4306

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Software				36-Month Term	Remote Only Support				
								24x7	
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000175586	S8300/G700 SYSTEM SOFTWARE/FIRMWEAR	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
000000000000170663	LINUX MEDIA SERVER MODEM	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000170899	MM711 ANALOG MEDIA MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	2		36	\$71.06	\$1,705.44	\$1,705.44	\$5,116.32	
MPC Totals -						\$1,705.44	\$1,705.44	\$5,116.32	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 18902						Sold To Totals -	\$2,268.24	\$2,268.24	\$6,804.72



SAP Sold to: 0003136997
 FL: 0003136997
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 10001 SOUTHSIDE RD
 EL PASO , TX 79927-2118

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Software				36-Month Term	Remote Only Support				
								24x7	
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000175586	S8300/G700 SYSTEM SOFTWARE/FIRMWEAR	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
000000000000170663	LINUX MEDIA SERVER MODEM	1			\$0.00	\$0.00	\$0.00	\$0.00	
000000000000170899	MM711 ANALOG MEDIA MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	2		36	\$71.06	\$1,705.44	\$1,705.44	\$5,116.32	
MPC Totals -						\$1,705.44	\$1,705.44	\$5,116.32	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 18902						Sold To Totals -	\$2,268.24	\$2,268.24	\$6,804.72



SAP Sold to: 0004569853
 FL: 0004569853
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 El Paso Water - Rogers
 10000 SOUTHSIDE RD
 EL PASO , TX 79927-2118

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
00000000000170899	MM711 ANALOG MEDIA MODULE	4			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	2			\$0.00	\$0.00	\$0.00	\$0.00	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	2		36	\$71.06	\$1,705.44	\$1,705.44	\$5,116.32	
MPC Totals -						\$1,705.44	\$1,705.44	\$5,116.32	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 18902						Sold To Totals -	\$2,268.24	\$2,268.24	\$6,804.72



SAP Sold to: 0005045754
 FL: 0005045754
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER WORKS TM
 9070 N VINTON ROAD
 ANTHONY, TX 79821

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
Converged Software				36-Month Term	Remote Only Support			
00000000000175147	CM IP STATION 1 PORT SOFTWARE LIC:CU	40			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
Converged Voice Products				36-Month Term	Full Coverage 8x5			
000000000700315575	MM711 ANLG MMOD GRAY	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700316326	G700 R3 AC/DC MEDIA GATEWAY GRAY	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5			
00000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16
MPC Totals -						\$852.72	\$852.72	\$2,558.16
SA CM SERVER SMALL				36-Month Term	Onsite 8x5			
00000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40
000000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$562.80	\$562.80	\$1,688.40
SA_AURA SW SUPPORT R6				36-Month Term	Preferred			
00000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SQRN: 11796						\$1,415.52	\$1,415.52	\$4,246.56
Sold To Totals -								



SAP Sold to: 0005081906
 FL: 0005081906
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 10751 MONTANA
 EL PASO , TX 79935

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
Converged Software				36-Month Term	Remote Only Support			
								24x7
000000000000170869	CM LSP SOFTWARE LIC S8300 MS LIC:DS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000175147	CM IP STATION 1 PORT SOFTWARE LIC:CU	200			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
Converged Voice Products				36-Month Term	Full Coverage 8x5			
000000000000195249	IP MEDIA PROCESSOR CIRCUIT PACK TN2302AP RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000394661	MM711 ANALOG MEDIA MODULE RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
Enterprise Voice Systems				36-Month Term	Full Coverage 8x5			
00000000000012909	24 PORT LINE PATCH PANEL	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5			
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16
000000000000394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$852.72	\$852.72	\$2,558.16
SA CM SERVER SMALL				36-Month Term	Onsite 8x5			
000000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40
000000000000463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$562.80	\$562.80	\$1,688.40
SA_AURA SW SUPPORT R6				36-Month Term	Preferred			
000000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00

page: 16

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
	MPC Totals -					\$0.00	\$0.00	\$0.00
SQRN: 11796	Sold To Totals -					\$1,415.52	\$1,415.52	\$4,246.56



SAP Sold to: 0005097173
 FL: 0005097173
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 6400 BOEING
 EL PASO , TX 79925

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
Converged Software				36-Month Term	Remote Only Support			
000000000000193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
Converged Voice Products				36-Month Term	Full Coverage 8x5			
000000000700394703	MM716 ANALOG MEDIA MODULE 24 FXS RHS	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	2			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SA APPL SERVER LARGE				36-Month Term	Onsite 8x5			
000000000000255787	SA ON-SITE 8X5 SUPT APPL LARGE SRV R2-H 3YR AN PREPD	1		36	\$213.18	\$2,558.16	\$2,558.16	\$7,674.48
000000000000303561	DL360PG8 SERVER PRESENCE SERVICES	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$2,558.16	\$2,558.16	\$7,674.48
SA APPL SERVER MEDIUM				36-Month Term	Onsite 8x5			
000000000000255757	SA ON-SITE 8X5 SUPT APPL MEDIUM SRV R2-H 3YR AN PREPD	1		36	\$106.59	\$1,279.08	\$1,279.08	\$3,837.24
000000000000303564	DL360PG8 SERVER SESSION MANAGER	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$1,279.08	\$1,279.08	\$3,837.24
SA APPL SERVER SMALL				36-Month Term	Onsite 8x5			
000000000000230398	SA ON-SITE 8X5 SUPT APPLICATION SMALL SERVER 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16
000000000000271021	ASBCE CORE DELL R210-II	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$852.72	\$852.72	\$2,558.16
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5			
000000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16
000000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$852.72	\$852.72	\$2,558.16
SA CM SERVER MEDIUM				36-Month Term	Onsite 8x5			

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
00000000000255577	SA ON-SITE 8X5 SUPT CM MEDIUM SRV R2-H 3YR AN PREPD	1		36	\$153.49	\$1,841.88	\$1,841.88	\$5,525.64
00000000000303518	DL360PG8 SERVER CM SIMPLEX AND MID DUPLEX	1			\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$1,841.88	\$1,841.88	\$5,525.64
SA_AURA SW SUPPORT R6	36-Month Term		Preferred					
00000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00
MPC Totals -						\$0.00	\$0.00	\$0.00
SQRN: 61538						\$7,384.56	\$7,384.56	\$22,153.68
Sold To Totals -								



SAP Sold to: 0005104779
 FL: 0005104779
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 4801 FRED WILSON AVE
 EL PASO , TX 79906

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
00000000700259898	AVAYA G700 MEDIA GATEWAY ASSEMBLY	1			\$0.00	\$0.00	\$0.00	\$0.00	
00000000700394661	MM711 ANALOG MEDIA MODULE RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
00000000700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
00000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY MEDIUM				36-Month Term	Onsite 8x5				
00000000000230188	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	1		36	\$71.06	\$852.72	\$852.72	\$2,558.16	
MPC Totals -						\$852.72	\$852.72	\$2,558.16	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
00000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
00000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
00000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 11796						Sold To Totals -	\$1,415.52	\$1,415.52	\$4,246.56



SAP Sold to: 0051502556
 FL: 0051502556
 Organization Code: B001
 Distribution Channel: 01
 Payer Ref Number: 0000000000
 FL Address:
 EL PASO WATER UTILITIES
 9715 PAN AMERICAN DR
 EL PASO , TX 79927

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
Converged Voice Products				36-Month Term	Full Coverage 8x5				
00000000700394661	MM711 ANALOG MEDIA MODULE RHS	1			\$0.00	\$0.00	\$0.00	\$0.00	
00000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
00000000700506958	G430 MP120 MEDIA GATEWAY NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SA CM GATEWAY SMALL				36-Month Term	Onsite 8x5				
00000000000230158	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR AN PREPD	1		36	\$59.69	\$716.28	\$716.28	\$2,148.84	
00000000700506958	G430 MP120 MEDIA GATEWAY NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$716.28	\$716.28	\$2,148.84	
SA CM SERVER SMALL				36-Month Term	Onsite 8x5				
00000000000230038	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR AN PREPD	1		36	\$46.90	\$562.80	\$562.80	\$1,688.40	
00000000700463532	S8300D SERVER - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$562.80	\$562.80	\$1,688.40	
SA_AURA SW SUPPORT R6				36-Month Term	Preferred				
00000000000250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
MPC Totals -						\$0.00	\$0.00	\$0.00	
SQRN: 10659						Sold To Totals -	\$1,279.08	\$1,279.08	\$3,837.24
Grand Totals -						\$72,963.36	\$72,963.36	\$218,890.08	

**STATE OF TEXAS
DEPARTMENT OF INFORMATION RESOURCES**

CONTRACT FOR PRODUCTS AND RELATED SERVICES

NORTH AMERICAN COMMUNICATIONS RESOURCES, INC. DBA NACR, INC.

1. Introduction

A. Parties

This Contract for products and related services is entered into between the State of Texas, acting by and through the Department of Information Resources (hereinafter “DIR”) with its principal place of business at 300 West 15th Street, Suite 1300, Austin, Texas 78701, and North American Communications Resources, Inc. dba NACR, Inc. (hereinafter “Vendor”), with its principal place of business at 3344 Highway 149, Eagan, Minnesota 55121.

B. Compliance with Procurement Laws

This Contract is the result of compliance with applicable procurement laws of the State of Texas. DIR issued a solicitation on the Comptroller of Public Accounts’ Electronic State Business Daily, Request for Offer (RFO) DIR-TSO-TMP-209, on December 6, 2013, for Data Communications and Networking Equipment and Related Services. DIR subsequently issued a BAFO opportunity on June 5, 2014. Upon execution of this Contract, a notice of award for RFO DIR-TSO-TMP-209 shall be posted by DIR on the Electronic State Business Daily.

C. Order of Precedence

For purchase transactions under this Contract, the order of precedence shall be as follows: this Contract; Appendix A, Standard Terms and Conditions For Products and Related Services Contracts; Appendix B, Vendor’s Historically Underutilized Businesses Subcontracting Plan; Appendix C, Pricing Index; Appendix D, Maintenance Services Agreement; Exhibit 1, Vendor’s Response to RFO DIR-TSO-TMP-209, including all addenda; and Exhibit 2, RFO DIR-TSO-TMP-209, including all addenda; are incorporated by reference and constitute the entire agreement between DIR and Vendor governing purchase transactions. In the event of a conflict between the documents listed in this paragraph related to purchases, the controlling document shall be this Contract, then Appendix A, then Appendix B, then Appendix C, then Appendix D, then Exhibit 1, and finally Exhibit 2. In the event and to the extent any provisions contained in multiple documents address the same or substantially the same subject matter but do not actually conflict, the more recent provisions shall be deemed to have superseded earlier provisions.

2. Term of Contract

The term of this Contract shall be two (2) years commencing on the last date of approval by DIR and Vendor. Prior to expiration of the original term, DIR and Vendor may extend the Contract, upon mutual agreement, for up to two (2) optional one-year terms.

Protracted contract negotiations may, in DIR's sole discretion, result in fewer optional terms.

3. Product and Service Offerings

A. Products

Products available under this Contract are limited to networking products as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above. Vendor may not add a manufacturer's product line which was not included in the Vendor's response to the solicitation described in Section 1.B above.

B. Services

Services available under this Contract are limited to related networking services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

4. Pricing

Pricing to the DIR Customer shall be as set forth in Appendix A, Section 8, Pricing, Purchase Orders, Invoices and Payment, and as set forth in Appendix C, Pricing Index, and shall include the DIR Administrative Fee.

5. DIR Administrative Fee

A) The administrative fee to be paid by the Vendor to DIR based on the dollar value of all sales to Customers pursuant to this Contract is three-quarters of one percent (0.75%). Payment will be calculated for all sales, net of returns and credits. For example, the administrative fee for sales totaling \$100,000 shall be \$750.00.

B) All prices quoted to Customers shall include the administrative fee. DIR reserves the right to change this fee upwards or downwards during the term of this Contract, upon written notice to Vendor without further requirement for a formal contract amendment. Any change in the administrative fee shall be incorporated in the price to the Customer.

6. Notification

All notices under this Contract shall be sent to a party at the respective address indicated below.

If sent to the State:

Dana L. Collins, CTPM, CTCM
Manager, Contract and Vendor Management
Department of Information Resources
300 W. 15th St., Suite 1300
Austin, Texas 78701
Phone: (512) 936-2233

Facsimile: (512) 475-4759
Email: dana.collins@dir.texas.gov

If sent to the Vendor:

Klaus Hillmann
North American Communications Resources, Inc. dba NACR, Inc.
555 Republic Drive, Suite 400
Plano, Texas 75074
Phone: 972-546-1722
Facsimile: 972-546-1701
Email: khillmann@nacr.com

7. Software License and Service Agreements

A. Shrink/Click-wrap License Agreement

Regardless of any other provision or other license terms which may be issued by Vendor after the effective date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of a Purchase Order for products licensed under this Contract, or the fact that such other agreement may be affixed to or accompany software upon delivery (shrink-wrap), the terms and conditions set forth in this Contract shall supersede and govern the license terms between Customers and Vendor. **It is the Customer's responsibility to read the Shrink/Click-wrap License Agreement and determine if the Customer accepts the license terms as amended by this Contract. If the Customer does not agree with the license terms, Customer shall be responsible for negotiating with the reseller to obtain additional changes in the Shrink/Click-wrap License Agreement language from the software publisher.**

B. Service Agreement

Services provided under this Contract shall be in accordance with the Maintenance Services Agreement as set forth in Appendix D of this Contract. No changes to the Maintenance Services Agreement terms and conditions may be made unless previously agreed to by Vendor and DIR.

C. Conflicting or Additional Terms

In the event of a conflict between the terms of the Vendor Software License Agreements, Service Agreements or linked or supplemental documents and the Contract which amend or diminish the rights of DIR Customers or the State provided for in the Contract, such conflicting terms shall not take precedence over the terms of this Contract. In no event will any linked document alter or override any term of the Contract, nor will it change fees, prices, or the method of computing any of the foregoing.

8. Authorized Exceptions to Contract or any Appendices.

A. Contract, Section 5.B), DIR Administrative Fee is hereby replaced in its entirety as follows:

All prices quoted to Customers shall include the administrative fee. DIR reserves the right to change this fee upwards or downwards during the term of this Contract, upon prior written notice to Vendor; provided, however, that any increase to the administration fee made after NACR accepts a purchase order shall not apply to such sale, without further requirement for a formal contract amendment. Any change in the administrative fee shall be incorporated in the price to the Customer.

B. Appendix A, Section 10. Vendor Responsibilities, N, Required Insurance Coverage is hereby replaced in its entirety as follows:

Required Insurance Coverage

As a condition of this Contract with DIR, Vendor shall provide the listed insurance coverage within 5 days of execution of the Contract if the Vendor is awarded services which require that Vendor's employees perform work at any Customer premises and/or use employer vehicles to conduct work on behalf of Customers. In addition, when engaged by a Customer to provide services on Customer premises, the Vendor shall, at its own expense, secure and maintain the insurance coverage specified herein, and shall provide proof of such insurance coverage to the related Customer within five (5) business days following the execution of the Purchase Order. Vendor may not begin performance under the Contract and/or a Purchase Order until such proof of insurance coverage is provided to, and approved by, DIR and the Customer. All required insurance must be issued by companies that are A- financially rated and duly licensed, admitted, and authorized to do business in the State of Texas. The Customer and DIR will be named as Additional Insureds on all required coverage. Required coverage must remain in effect through the term of the Contract and each Purchase Order issued to Vendor there under. The minimum acceptable insurance provisions are as follows:

1) Commercial General Liability

Commercial General Liability must include a combined single limit of \$500,000 per occurrence for coverage A, B, & C including products/completed operations, where appropriate, with a separate aggregate of \$500,000. The policy shall contain the following provisions:

- a) Blanket contractual liability coverage for liability assumed under the Contract;
- b) Independent Contractor coverage;
- c) State of Texas, DIR and Customer listed as an additional insured;
- d) 10-day Notice of Termination in favor of DIR and/or Customer; and
- e) Waiver of Transfer Right of Recovery Against Others in favor of DIR and/or Customer.

2) Workers' Compensation Insurance

Workers' Compensation Insurance and Employers' Liability coverage must include limits consistent with statutory benefits outlined in the Texas Workers' Compensation Act (Art. 8308-1.01 et seq. Tex. Rev. Civ. Stat) and minimum policy limits for Employers' Liability of \$250,000 bodily injury per accident, \$500,000 bodily injury disease policy limit and \$250,000 per disease per employee.

3) Business Automobile Liability Insurance

Business Automobile Liability Insurance must cover all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternative acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident. The policy shall contain the following endorsements in favor of DIR and/or Customer:

- a) Waiver of Subrogation;
- b) 10-day Notice of Termination; and
- c) Additional Insured.

(Remainder of page intentionally left blank)

This Contract is executed to be effective as of the date of last signature.

NORTH AMERICAN COMMUNICATIONS RESOURCES, INC. DBA NACR, INC.

Authorized By: Signature on File

Name: David Garlich

Title: Regional VP South

Date: 10/28/14

The State of Texas, acting by and through the Department of Information Resources

Authorized By: Signature on File

Name: Karen Robinson

Title: Executive Director

Date: 11/5/14

Office of General Counsel: MH 11/5/14



Channel Service Agreement Order Form for Distributors

US Only (Utility Version)

Customer Name:	EL PASO WATER UTILITIES	Contract #:	Page 1 of _____ total pages
Sold To number:	Multiple Locations		
Equipment Location Address:		Customer Contact:	Installation Date:
		FRED FERNANDEZ	
City State Zip		Customer Contact Telephone Number:	For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For support services renewal or recast orders, the start date will be the first billing cycle date following Avaya's acceptance of the order. The support services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period. If this order is for replacement services or changed services for a Product currently covered by another Avaya support service, Customer hereby agrees to terminate the replaced service effective the date of implementation of the replacement service. Customer acknowledges that termination charges may apply in accordance with Avaya's termination policy and Customer's commercial agreement.
		915 594 5587	
			DIR-TSO-2687

NOTICE: THIS ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF AVAYA'S MASTER MAINTENANCE AND MANAGED SERVICES TERMS FOUND AT <https://downloads.avaya.com/css/P8/documents/100172253> IN EFFECT AS OF THE DATE OF THIS ORDER, AND SUCH TERMS AND CONDITIONS ARE INCORPORATED INTO THIS ORDER BY REFERENCE. ANY TERMS AND CONDITIONS ON CUSTOMER'S PURCHASE ORDER OR OTHER SUBMITTED DOCUMENTATION OR WEBSITES SHALL HAVE NO FORCE AND EFFECT. However, if Avaya and Customer have executed a master or frame agreement that includes maintenance and managed services terms and conditions that is currently in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement. The support services ordered hereunder are described and subject to the terms of the support service description (e.g., Service Agreement Supplement, statement of work, service description)(the "SAS") in effect as of the date of the Order, which SAS is incorporated by reference into this Order.

Customer authorizes Avaya to release information related to inventory and billing for this customer location to the authorized Avaya BusinessPartner/Distributor. This information will enable the Avaya BusinessPartner/Distributor to accurately quote to Customer future Avaya products and services. Unless otherwise specified, this authorization shall remain in effect until the earlier of written notification by the Customer or the termination/expiration of maintenance by the original BusinessPartner whose name appears on this Order Form.

The Maintenance service unit price associated with CMS Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Under Support Advantage Essential or Preferred Support, voice terminals are entitled to remote support. In order for voice terminals to qualify for parts replacement, Support Advantage Parts or Onsite Support with Terminal Replacement coverage is required.

Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
		See price file attached here to and incorporated herein by this reference Quote # 637489	36	Preferred Onsite 8x5	A		\$ 72,963.36

CUSTOMER'S SIGNATURE BELOW INDICATES CUSTOMER HAS READ AND AGREES TO THE TERMS AND CONDITIONS OF THE APPLICABLE AGREEMENT

Customer EL PASO WATER UTILITIES By: (Authorized Signature)	Avaya Inc. Accepted By:
Typed Name On: (Date)	Typed Name On: (Date)
Address	Address
City State Zip	City State Zip

Business Partner Co. Name: ConvergeOne	Business Partner Sales Associate (Preparer): Ray Bell
Business Partner HQ Address: 3344 Hwy 149 Eagan, MN 55121	Phone Number: 800 431 1333
Main Telephone #: 888-321-6227	email: rbell@convergeone.com
Avaya Siebel Parent ID: 539	Please e-mail electronic copy of this CSA Order form to threestartmc@avaya.com with format of subject line : BP Name/Customer Name/Sold to

Distribute to: Original (BPCC) Copy 2 (Customer) Copy 3 (Avaya Authorized BusinessPartner)

FILL IN DISTRIBUTOR INFORMATION BELOW:

Distributor Co. Name: Catalyst Telecom	Distributor Sales Associate: Christopher Heidler
Distributor HQ Address: 6 Logue Ct Greenville, SC 29615	Phone Number: 800 790 2029 x8610
Main Telephone #: 800-790-2029	email: Christopher.Heidler@scansource.com Record #
Avaya Siebel Parent ID: 369	Please e-mail electronic copy of this CSA Order Form to bpccmtc@avaya.com with format of subject line: Distributor Name/Customer Name/Sold To

Distribute to: Original (BPCC) Copy 2 (Customer) Copy 3 (Avaya Authorized BusinessPartner) Copy 4 (Distributor)