

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

MEMORANDUM

TO: CFX Board Members

FROM: Aneth Williams 
Director of Procurement

DATE: August 15, 2016

RE: Approval of Maintenance Agreement with Avaya
for CFX Voice Messaging and Call Center Telephone Maintenance and Support
Service
Contract No. 001226

Board approval is requested to enter into a maintenance agreement with Avaya in the amount of \$94,215.60 for maintenance, support and updates to CFX telephony system for a one-year period.

This amount has been budgeted for in the OM&A's Budget.

Reviewed by: 
Corey Quinn
Chief of Technology/Operations



SERVICE AGREEMENTS

Account Number: 0100883641
 Statement Number: 2733698706
 Statement Date: 06-22-2016
 Invoice Number: 2219327120

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171110	Date June-01-2016
Customer Sold To: 2683138 CENTRAL FLORIDA EXPRESSWAY AUTHORITY 4974 ORL TOWER RD ORLANDO FL 32807 USA	Tax Jurisdiction Code 1009511600	Ship To:

Remarks:

CSA Signed By:3725 Date 12/23/2015

Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
UTILITY MAINT CRM CTI SFTW - SFTW MAINT	178479		1.00	06/01/2016	05/31/2017	05/31/2017	18		2,455.92	
SOFTWARE MAINTENANCE 1X PREPAID CMS	187484		1.00							
UTILITY MAINT CUSTOM SOLUTIONS - 1X PREPAID	178484		1.00	06/01/2016	05/31/2017	05/31/2017	18		197.28	
1X PREPAID 7 OTHER VOICE	177801		1.00							
UTILITY MAINT PAGING PRODUCT - 1X PREPAID	178535		1.00	06/01/2016	05/31/2017	05/31/2017	18		312.48	
1X PREPAID 7 OTHER VOICE	177801		1.00							
UTILITY MAINT INTGR SYS MGT SFTW - SFTW MAINT	191036		1.00	06/01/2016	05/31/2017	05/31/2017	18			
SOFTWARE MAINTENANCE 1X PREPAID COMMUNIC	187469		1.00							
SA ON-SITE 24X7 CM MED SRV 1YPP - CM ONSITE	230072		2.00	06/01/2016	05/31/2017	05/31/2017	12		3,977.52	
CM ONSITE 24X7 1X PREPAID	245137		2.00							
SA ON-SITE 24X7 CM LG GTWY 1YPP - CM ONSITE	230222		3.00	06/01/2016	05/31/2017	05/31/2017	12		3,590.64	
CM ONSITE 24X7 1X PREPAID	245137		3.00							
SA ON-SITE 24X7 APPL MED SRV 1YPP - OTHER ONSI	230432		1.00	06/01/2016	05/31/2017	05/31/2017	12		1,381.08	
OTHER ONSITE 24X7 1X PREPAID	245337		1.00							
SA PREF AURATM R6 EE 101-1000 N1 1YPP - CM PREF 1X	238975		829.00	06/01/2016	05/31/2017	05/31/2017	12		16,016.28	
CM PREF 1X PREPAID	245122		829.00							



SERVICE AGREEMENTS

Account Number: 010
 Statement Number: 27336
 Statement Date: 06-22-2016
 Invoice Number: 2219327120

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171110	Date June-01-2016
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Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
UPG ADV AURATM R6 EE 101-1000 N1 1YPP - UA CM SW 1	238981		829.00	06/01/2016	05/31/2017	05/31/2017	18		15,419.40	
UPGRADE ADVANTAGE CM SW 1X PREPA- ID	245620		829.00							
SA PREF AES R6 BSC TSAPI 1YPP - CC PREF 1X	240505		230.00	06/01/2016	05/31/2017	05/31/2017	12		662.40	
CC PREF 1X PREPAID	245172		230.00							
SA PREF AES R6 ADV TSAPI LG 1YPP - CC PREF 1X	240585		1.00	06/01/2016	05/31/2017	05/31/2017	12		2,499.84	
CC PREF 1X PREPAID	245172		1.00							
SA PREF AES R6 DMCC FULL 1YPP - CC PREF 1X	240625		50.00	06/01/2016	05/31/2017	05/31/2017	12		594.00	
CC PREF 1X PREPAID	245172		50.00							
SA PREF AES R6 DMCC BASIC 1YPP - CC PREF 1X	240635		50.00	06/01/2016	05/31/2017	05/31/2017	12		144.00	
CC PREF 1X PREPAID	245172		50.00							
SA PREF MM R4 AVSTR 1ST 1YPP - MM PREF 1X	240826		300.00	06/01/2016	05/31/2017	05/31/2017	12		3,204.00	
MM PREF 1X PREPAID	245222		300.00							
SA PREF CCR6 ELITE AGT 251+ 1YPP - CC PREF 1X	241878		50.00	06/01/2016	05/31/2017	05/31/2017	12		2,952.00	
CC PREF 1X PREPAID	245172		50.00							
UPG ADV AES R6 BSC TSAPI 1YPP - UA AES SW	248554		230.00	06/01/2016	05/31/2017	05/31/2017	18		579.60	
UPGRADE ADVANTAGE AES SW 1X PREP- AID	245570		230.00							
UPG ADV AES R6 ADV TSAPI LG 1YPP - UA AES SW	248594		1.00	06/01/2016	05/31/2017	05/31/2017	18		2,236.56	
UPGRADE ADVANTAGE AES SW 1X PREP- AID	245570		1.00							
UPG ADV AES R6 DMCC FULL 1YPP - UA AES SW	248614		50.00	06/01/2016	05/31/2017	05/31/2017	18		768.00	
UPGRADE ADVANTAGE AES SW 1X PREP- AID	245570		50.00							
UPG ADV AES R6 DMCC BASIC 1YPP - UA AES SW	248619		50.00	06/01/2016	05/31/2017	05/31/2017	18		126.00	



Account Number: 0100883641
Statement Number: 2733698706
Statement Date: 06-22-2016
Invoice Number: 2219327120

SERVICE AGREEMENTS

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171110	Date June-01-2016
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Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
UPGRADE ADVANTAGE AES SW 1X PREP-AID	245570		50.00							
UPG ADV CCR6 ELITE AGT 251+ 1YPP - UA CC SW 1	249291		50.00	06/01/2016	05/31/2017	05/31/2017	18		1,836.00	
UPGRADE ADVANTAGE CC SW 1X PREPAID	245590		50.00							
SA PREF AAEP R7 1YPP - CC PREF 1X	249954		48.00	06/01/2016	05/31/2017	05/31/2017	12		7,539.84	
CC PREF 1X PREPAID	245172		48.00							
UPG ADV AAEP R7 1YPP - AAEP R6 1X	249961		48.00	06/01/2016	05/31/2017	05/31/2017	18		4,752.00	
AAEP R6 1X PREPAID	245735		48.00							
UPG ADV CCE R5 USR/VCE AGT 1YPP - UA CCE SW	250061		50.00	06/01/2016	05/31/2017	08/31/2016	9		1,440.00	
UPGRADE ADVANTAGE CCE SW 1X PREP-AID	245600		50.00							
SA PREF AAEP R7 ZONE 1YPP - CC PREF 1X	250950		48.00	06/01/2016	05/31/2017	05/31/2017	12			
CC PREF 1X PREPAID	245172		48.00							
UPG ADV AAEP R7 ZONE 1YPP - AAEP R6 1X	250956		48.00	06/01/2016	05/31/2017	05/31/2017	18			
AAEP R6 1X PREPAID	245735		48.00							
SA PREF AAEP R7 CM CONN 1YPP - CC PREF 1X	251813		48.00	06/01/2016	05/31/2017	05/31/2017	12		397.44	
CC PREF 1X PREPAID	245172		48.00							
SA PREF CCE R5 USR/VCE AGT 1YPP - CC PREF 1X	254077		50.00	06/01/2016	05/31/2017	08/31/2016	3		2,676.00	
CC PREF 1X PREPAID	245172		50.00							
UTILITY MAINT CMS NETRA X4270 V16 - 1X PREPAID	268002		1.00	06/01/2016	05/31/2017	08/31/2016	3		10,557.36	
1X PREPAID 4	177798		1.00							
CMS ADMINISTERED SUPERVISORS (MIN 25)	179479		30.00							
CMS SUNBLADE 100/150 ULTRA 5 NET-RA GROUP	179482		239.00							
Subtotals								0.00	86,315.64	0.00
Shipping Charges										0.00
Federal Excise Taxes										0.00
State/Local Taxes										0.00
Grand Total (US Dollars)										86,315.64



Account Number: 0100883641
Statement Number: 2733698706
Statement Date: 06-22-2016
Invoice Number: 2219327493

SERVICE AGREEMENTS

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171124	Date June-01-2016
Customer Sold To: 4563602 Orlando Orange Cty Expressway Auth 762 S GOLDENROD RD ORLANDO FL 32822-8108 USA	Tax Jurisdiction Code 1009500000	Ship To:

Remarks:

CSA Signed By:3725 Date 12/23/2015

Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
SA ON-SITE 24X7 CM SM SRV 1YPP - CM ONSITE	230042		1.00	06/01/2016	05/31/2017	05/31/2017	12		607.68	
CM ONSITE 24X7 1X PREPAID	245137		1.00							
SA ON-SITE 24X7 CM MED GTWY 1YPP - CM ONSITE	230192		1.00	06/01/2016	05/31/2017	05/31/2017	12		920.76	
CM ONSITE 24X7 1X PREPAID	245137		1.00							
Subtotals								0.00	1,528.44	0.00
Shipping Charges										0.00
Federal Excise Taxes										0.00
State/Local Taxes										0.00
Grand Total (US Dollars)										1,528.44



Account Number: 0100883641
Statement Number: 2733698706
Statement Date: 06-22-2016
Invoice Number: 2219327494

SERVICE AGREEMENTS

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171125	Date June-01-2016
Customer Sold To: 4563605 ORLANDO ORANGE CTY EXPRESSWAY AUTH 8919 W COLONIAL DR OCOE FL 34761 USA	Tax Jurisdiction Code 1009511200	Ship To:

Remarks:

CSA Signed By:3725 Date 12/23/2015

Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
SA ON-SITE 24X7 CM SM SRV 1YPP - CM ONSITE	230042		1.00	06/01/2016	05/31/2017	05/31/2017	12		607.68	
CM ONSITE 24X7 1X PREPAID	245137		1.00							
SA ON-SITE 24X7 CM MED GTWY 1YPP - CM ONSITE	230192		1.00	06/01/2016	05/31/2017	05/31/2017	12		920.76	
CM ONSITE 24X7 1X PREPAID	245137		1.00							
Subtotals								0.00	1,528.44	0.00
Shipping Charges										0.00
Federal Excise Taxes										0.00
State/Local Taxes										0.00
Grand Total (US Dollars)										1,528.44



Account Number: 0100883641
Statement Number: 2733698706
Statement Date: 06-22-2016
Invoice Number: 2219327492

SERVICE AGREEMENTS

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171326	Date June-01-2016
Customer Sold To: 4563577 Orlando Orange Cty Expressway Auth 8302 East West Expressway ORLANDO FL 32835 USA	Tax Jurisdiction Code 1009511600	Ship To:

Remarks:

CSA Signed By:3725 Date 12/23/2015

Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
SA ON-SITE 24X7 CM SM SRV 1YPP - CM ONSITE	230042		1.00	06/01/2016	05/31/2017	05/31/2017	12		607.68	
CM ONSITE 24X7 1X PREPAID	245137		1.00							
SA ON-SITE 24X7 CM MED GTWY 1YPP - CM ONSITE	230192		3.00	06/01/2016	05/31/2017	05/31/2017	12		2,762.28	
CM ONSITE 24X7 1X PREPAID	245137		3.00							
SA ON-SITE 24X7 MSG SRV R2D 1YPP - MM ONSITE	256169		1.00	06/01/2016	05/31/2017	05/31/2017	18		1,473.12	
MM ONSITE 24X7 1X PREPAID	245237		1.00							
Subtotals								0.00	4,843.08	0.00
Shipping Charges										0.00
Federal Excise Taxes										0.00
State/Local Taxes										0.00
Grand Total (US Dollars)										4,843.08



INVOICE

Customer Care Center
14400 Hertz Quail Spring Pkwy
Oklahoma City, OK 73134

Account Number: 0100883641
Company Code: T01B
Invoice Number: 2219399979
Invoice Date: 07-18-2016

ORLANDO-ORANGE CO EXPRESSWAY/00MI01
4974 ORL TOWER RD
ORLANDO FL 32807
USA

For ordering or inquiries, call:
1-800-852-2436
For repair services, call:
1-800-242-2121

New Charges

Purchase Agreements		
Product	0.00	
Service	0.00	
Software	0.00	
License	0.00	
Freight	0.00	
Total Purchase Agreement		0.00
Service Agreements		
Hardware	0.00	
Software	0.00	
License	0.00	
Total Service Agreement		0.00
Miscellaneous Services		0.00
Total New Charges		0.00
Federal Excise Tax	0.00	
State/Local Taxes	0.00	
Total Taxes on New Charges		0.00
Total New Charges and Taxes	\$	0.00
Total Adjustments		-11,005.02
Late Fee		0.00

Total Amount Due **\$ -11,005.02**

Payment is due immediately upon receipt

To ensure proper credit, please detach this portion and return with remittance.

**Remittance Document**

Company
ORLANDO-ORANGE CO EXPRESSWAY/00MI01
4974 ORL TOWER RD
ORLANDO FL 32807
USA

Please direct any correspondence to
Customer Care Center address at top.

Please make checks payable to:

AVAYA INC.
PO Box 5332
New York, NY 10087-5332

Account Number: 0100883641
Company Code: T01B
Invoice Number: 2219399979
Invoice Date: 07-18-2016

Amount Due (USD): -11,005.02

Amount Enclosed:

01008836411 22193999798 000000000001



Invoice Number
2219399979

ADJUSTMENTS

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Purchase Order Number 003725	Sales Quotation/Order Number 0051171110	Date July-18-2016
Customer Sold To: 2683138 CENTRAL FLORIDA EXPRESSWAY AUTHORITY 4974 ORL TOWER RD ORLANDO FL 32807 USA	Tax Jurisdiction Code 1009511600	Ship To:

Remarks:

Product/Service Description	Material/ Service Code	Lic Fee	Quantity	Service				Installation/One Time Charges	Service Charge	Purch.Price/ Lic.Fees
				Billing Start	Billing End	Expiration Date	TRM			
UPG ADV CCE R5 USR/VCE AGT 1YPP - UA CCE SW	250061		50.00							-1,080.00
SA PREF CCE R5 USR/VCE AGT 1YPP - CC PREF 1X	254077		50.00							-2,007.00
UTILITY MAINT CMS NETRA X4270 V16 - 1X PREPAID	268002		1.00							-7,918.02
				Subtotals				0.00	0.00	-11,005.02
				Shipping Charges						0.00
				Federal Excise Taxes						0.00
				State/Local Taxes						0.00
				Grand Total (US Dollars)						-11,005.02

THIS IS A CREDIT - DO NOT PAY