

## Village of Hines Creek Council Request for Decision (RFD)

Meeting:	Regular Council Meeting
Meeting Date:	February 12, 2019
Originated By:	Leanne Walmsley, Chief Administrative Officer
Title:	Altawest Group Ltd. – Maintenance Agreement at Arena
File:	0902

### BACKGROUND/PROPOSAL:

Altawest Group has been the supplier of the maintenance program that runs the computer system at the Arena since it was put into the complex in March 2005.

Under the Maintenance Agreement we are entitled to the following:

1. Unlimited technical support via e-mail, text and telephone support.
2. Technical support guaranteed within 24 hours.
3. One annual on-site system check.
4. Labour rate \$60.00 per hour. Delta parts at 50% reduction (as per Delta Price list).
5. Product upgrades and enhancements delivered automatically. \* (This excludes and major new features deemed by Delta Controls to be chargeable).
6. Warranty on all software and firmware. (not including physical damage)\*
7. On site visits for specific product problems or replacements.
8. Regular energy reports or specific reports if requested.
9. Web access to system.
10. Energy data gathering, storage and reporting provided through Coppercube hardware and software

The annual Maintenance Agreement fee is \$1,500.00+ GST. Maintenance charges are payable annually in advance.

Technical Support Agreement  
Maintenance Agreement Customers

Technical support is free of charge to maintenance paying customers subject to the requirements of the Maintenance Agreement.

Support onsite visits resulting from Alta-West Group Ltd. product problems are free of charge. Charges made for a call subsequently deemed to be an Alta-West Group Ltd. product problem will be reimbursed.

Non- Maintenance Agreements Customers

Non-Maintenance Agreement customers of current release levels are entitled to technical support after the initial one year warranty period upon payment of a technical support fee. Support charges are \$45.00 for the first 15 minutes plus \$5.00 per minute for each additional minute up to maximum of \$125.00 per hour. These charges are subject to change at any time. In the event of a change, customers will be notified before support services commence. For problems that require on-site visits the support charge will be \$125.00 per hour on site and a charge of \$.95 cents per kilometer to and from the site or flight and other travel expenses.

ATTACHEMENTS


1. Altawest Group Ltd Maintenance Agreement 2018
2. Altawest Group Ltd Maintenance Agreement 2019
3. Consumption Report for January 2019

COSTS/SOURCE OF FUNDING (if applicable)

We have allowed \$1,500.00 in the 2019 budget to cover Maintenance for the computer system at the Arena. The maintenance agreement has no changes in fees or services from the 2018 agreement.

RECOMMENDED ACTION:

That this Council enters into a Maintenance Agreement with Alta-West Group Ltd. for support of computer system at the Arena for 2019.

Initials show support- Reviewed by:	Manager:	C.A.O. 
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## Maintenance Agreement - 2018

As a preferred customer of Alta-West Ltd. you are entitled to our annual Maintenance Agreement. Customers that chose to be part of our annual Maintenance Agreement are provided the following:

1. Unlimited technical support via e-mail, text and telephone support.
2. Technical support guaranteed within 24 hours.
3. One annual on-site system check. (travel extra)
4. Labor rate \$60 per hour. Delta parts at 50% reduction (as per Delta Price list).
5. Product upgrades and enhancements delivered automatically. (This excludes any major new features deemed by Delta Controls to be chargeable)
6. Warranty on all software and firmware.
7. On site visits for specific product problems or replacements.
8. Regular energy reports or specific reports if requested.
9. Web access to system.
10. Energy data gathering, storage and reporting provided through Coppercube hardware and software.

The annual Maintenance Agreement fee is Fifteen Hundred dollars (\$1,500.00). Maintenance charges are payable with invoice.

No maintenance services will be provided unless and until annual maintenance billing has been settled by the customer. Failure to settle any due account within 60 days of billing will render the maintenance plan void. Customers requiring subsequent maintenance or support services will be required to re-instate their maintenance plan plus any current and back-log maintenance amount due. Alternatively, customers may purchase a new license.

### Contact Information:

Rick Owen  
780-707-8957  
[rick@altawest.ca](mailto:rick@altawest.ca)

James Fox  
403-892-3890  
[james.fox@shaw.ca](mailto:james.fox@shaw.ca)

**Technical Support Agreement**

**Maintenance Agreement Customers**

Technical support is free of charge to maintenance paying customers subject to the requirements of the Maintenance Agreement.

**Non-Maintenance Agreements Customers**

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In the event of a support requirement arising for a non-current release level, non-maintenance users will have the option of upgrading to the latest release level, at the appropriate rates. Users may download a free evaluation of the latest release level at any time for review.

Agreed:

Alta-West Group Ltd.

Per: Rick Owen \_\_\_\_\_ Date \_\_\_\_\_

Location: Hines Creek Recreation Facility

Per: L Walmsley L Walmsley Date January 23, 2018

Customer's preferred month of Annual on-site visit: October

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For all technical support calls, texts or emails Rick Owen is the first point of contact, if he is unable to return your message in a reasonable time frame James Fox is the backup support contact.

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# ALTAWEST GROUP LTD.



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Agreed:

Alta-West Group Ltd.

Per: Rick Owen \_\_\_\_\_ Date \_\_\_\_\_

Location: Dave Shaw Memorial Complex

Per: \_\_\_\_\_ Date \_\_\_\_\_

Customer's preferred month of Annual on-site visit: \_\_\_\_\_

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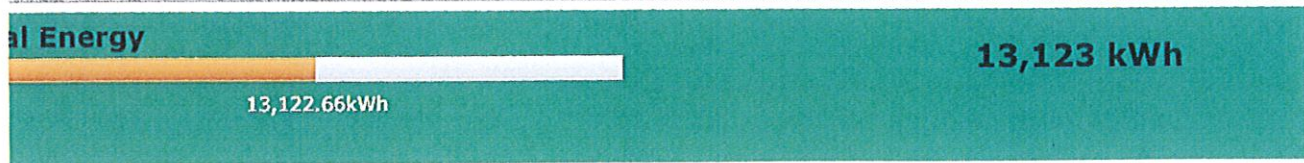
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[No Comparison](#)
[Baseline Comparison](#)
[Target Comparison](#)
[Breakdown](#)

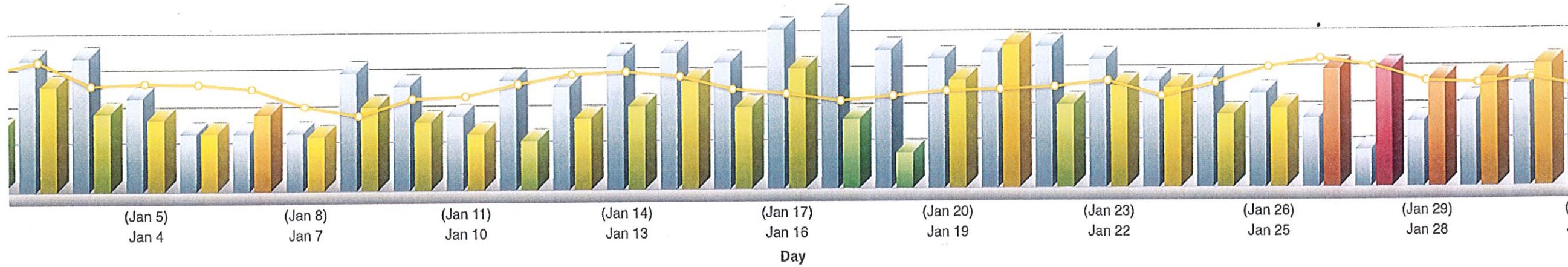


« 2019-01-01 »

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

6 Better Performance
 22 Same Performance
 3 Worse Performance

Consumption for January 2019



■ Baseline (2018)
 ■ HCrk power (2019)
 ○ Temperature