

Village of Hines Creek Council Request for Decision (RFD)

Meeting:	Regular Council Meeting
Meeting Date:	April 13, 2021
Originated By:	Leanne Walmsley, Chief Administrative Officer
Title:	New Business – Altawest Group Ltd. Maintenance Agreement 2021
File:	0911

BACKGROUND/PROPOSAL:

Altawest Group Ltd.

As a preferred customer of Alta-West Ltd we are entitled to our annual Maintenance Agreement. Customers who choose to be part of their annual Maintenance Agreement are provided the following:

- Unlimited technical support via e-mail, text and telephone support
- Technical support guaranteed within 24 hours
- One annual on-site system check. (travel extra)
- Labor rate \$60 per hour.
- Product upgrades and enhancements delivered automatically. (This includes any major new features deemed to be chargeable).
- Warranty on all software
- On site visits for specific product problems or replacements
- Regular energy reports or specific reports if requested.
- Web access to system
- Energy data gathering, storage and reporting

COSTS/SOURCE OF FUNDING (if applicable)

The annual Maintenance Agreement fee last year was \$1,500.00.

The annual Maintenance Agreement fee for this year is \$900.00

RECOMMENDED ACTION:

That Council resolve to enter into a Maintenance Agreement with Altawest Group Ltd in the amount of \$900.00.

Initials show support- Reviewed by:	Manager:	C.A.O. <i>Lu</i>
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Maintenance Agreement ~ 2021

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.
5. Product upgrades and enhancements delivered automatically. (This excludes any major new features deemed to be chargeable)
6. Warranty on all software.
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.

The annual Maintenance Agreement fee is Nine Hundred dollars (\$900.00). 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

James Fox
403-892-3890
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

Non-Maintenance Agreement customers of current release levels are entitled to technical support after the initial one-year warranty period. Support charges are \$45.00 for the first 15 minutes plus \$5.00 per minute for each additional minute up to a 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.

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

Per: _____ Date _____

Contact Information:

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780-707-8957
rick@altawest.ca

James Fox
403-892-3890
james.fox@shaw.ca

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.
