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BROKEN ARROW PUBLIC SCHOOLS
Educating Today Leading Tomorrow

Contract Committee Review Request
MUST BE COMPLETED IN FULL

Date: February 22, 2022

Contract/Agreement Vendor:
Name of Vendor & Contact Person

Vendor Email Address

Describe Contract (Technology, program, consultant-prof Development, etc.)
Please use Summary below to fully explain the contract purchase, any titles, and details for the Board of Education to review.

Reason/Audience to benefit

BOE Date Amount of agreement

Person Submitting Contract/Agreement for Review:

PLEASE SEND THROUGH APPROPRIATE APPROVAL ROUTING BEFORE SENDING TO BOARD CLERK

Principal &/or Director or Administrator:

Does this Contract/Agreement utilize technology? YES/NO
 If yes, Technology Admin:

Leadership Team Member:

Funding Source:
Fund/Project OCAS Coding

Consent
 Action

Summary *This area must be complete with full explanation of contract*

*The Contract/Agreement should be received **at least 2 weeks prior** to a Board Meeting to ensure placement on the Agenda. The Contract Committee meets most Tuesdays at 8:00a.m. All Contracts/Agreements, regardless the amount, must be first approved by the Contract Committee and then presented to the Board of Education for approval and signature. The item will be placed on Electronic School Board for the board agenda by Janet Brown. By following this process, the liability of entering into an agreement is placed with the district rather than an individual.*



1516 S. Boston Avenue Suite 211
Tulsa, OK 74119

We have prepared a quote for you

Extreme Renewal April - June 2022

Quote # LF006460 v1

Prepared for:
Broken Arrow Public Schools

Prepared by:
Lauren Fuhrman



Hardware & Maintenance		Price	Qty	Ext. Price
97000-16795	EW TAC & OS 16795	\$31.71	2	\$63.42
97004-30138	EW NBD AHR 30138	\$678.88	2	\$1,357.76
97004-AP510i-FCC	EW NBD AHR AP510i-FCC	\$18.09	50	\$904.50
97004-AP560h-FCC	EW NBD AHR AP560h-FCC	\$45.32	12	\$543.84
	ExtremeWorks Support NBD AHR AP560h-FCC			
97004-AP560i-FCC	EW NBD AHR AP560i-FCC	\$32.87	12	\$394.44
	ExtremeWorks Support NBD AHR AP560i-FCC			
97304-16790	EW Edu NBD PartOnly 16790	\$72.75	2	\$145.50
	ExtremeWorks Support Edu NBD PartOnly 16790			
			Subtotal:	\$3,409.46



Extreme Renewal April - June 2022



Prepared by:
Peak UpTime
 Lauren Fuhrman
 6154264867
 Fax 918-585-5615
 lauren.fuhrman@peakuptime.com

Sold To:
Broken Arrow Public Schools
 701 S. Main St.
 Broken Arrow, OK 74012
 Ashley Bowser
 (918) 259-7445
 abowser@baschools.org

Quote Information:
Quote #: LF006460
 Version: 1
 Delivery Date: 02/09/2022
 Expiration Date: 04/10/2022

Quote Summary

Description	Amount
Hardware & Maintenance	\$3,409.46
Total:	\$3,409.46

Please Note: This is not an Invoice.

Proposal valid for 30 days. Shipping and taxes not included unless specified. Prices and availability subject to change. Invoice date based on date of shipment and not on date of installation. All product returns must meet Peak Methods return policies in order to issue a Returns Authorization. A MINIMUM 15% RESTOCKING FEE MAY APPLY, provided Peak Methods has return rights with its manufacturers or suppliers. Peak Methods only accepts the return of products within THIRTY (30) DAYS from the date of Peak Methods invoice. Peak UpTime makes no other warranties with respect to the services or the deliverables other than those stated in this agreement or any other properly executed work order, expressed or implied, or arising by operation of the law or the course of performance, custom, usage, in the trade or profession, including without limitation the implied warranties of merchantability and fitness for a particular purpose.

Peak UpTime

Signature: LF
 Name: Lauren Fuhrman
 Title: Director of SLED and Client Services
 Date: 02/09/2022

Broken Arrow Public Schools

Signature: _____
 Name: Ashley Bowser
 Date: _____



Rates and Fees

Peak UpTime Time & Materials Rates effective 07/01/2021

Professional Services/Tier 3		
On-Hours	Off-Hours	Holiday
270.00	405.00	540.00
Professional Services includes remote or on-site assistance by a Cloud Systems Engineer-Senior (CSES) . A CSES is an engineer who has proficiencies in multiple competencies and has between 12 and 20 years of experience. CSES assist with System Design Architecture, Project Consulting and serve as Technology Thought Leaders for our clients. CSES may also provide Tier 3 Escalations support for service issues.		
Installation and Configuration/Tier 2		
On-Hours	Off-Hours	Holiday
210.00	315.00	420.00
Installation and Configuration includes remote or on-site assistance by a Cloud Systems Engineer – Level 2 (CSE2) to provide services for new installations, modifications of existing configurations or Tier 2 Escalations troubleshooting of any systems component issues.		
Support Service/Tier 1		
On-Hours	Off-Hours	Holiday
180.00	270.00	360.00
Support Service includes remote assistance by a Cloud Systems Engineer – Level 1 (CSE1) to provide Tier 1 troubleshooting and remediation of issues, provide system scans, log monitoring, desktop support assistance and documentation of system changes.		

Budget Control

Peak UpTime provides clients Budget Control by the following methods:

1. **Time and Material** engagements (On-Demand) are reviewed at the end of each ticket by Accounting and Service Delivery for accuracy. Time entries are evaluated to verify that the work performed was not covered by an existing manufacturer or Peak UpTime Support Agreement. A client may request that a charge be removed for good cause which will begin an Audit process in which Peak Management will verify the accuracy to work performed.
2. **Fixed Fee Projects** will not vary from the contract cost unless both the Peak Project Manager and the Client agree to a variance in finances due to a change of Project Scope. Variances are documented via a Change Control Document.
3. **Block Time Agreements** allow the Client to pre-purchase a block of hours at a set, discounted rate to be used for any Time and Materials or Fixed Fee Project engagement(s) until the block has been drawn down to zero. Block Time Agreements may be replenished at any time at the agreed-upon discounted rate.



Support Services

Peak UpTime is committed to providing world-class support to our customers.

You can initiate a written service request in any the following ways:

- Email help@peakuptime.com
- Website www.peakuptime.com/support
- Portal cw.peakuptime.com/support

For SERVICE EMERGENCIES, please contact the Service Desk by telephone. For After-Hours support, please listen carefully to the audio prompts.

- Local 918-669-8000
- Toll Free 800-797-8388

Service Level Agreement (SLA)

Support Tier Levels

Tier	Description
1	The majority of support tickets are initiated and resolved by the Tier 1 Service Desk. Issues are identified, clearly documented, and basic troubleshooting is initiated.
2	Tickets are escalated to Tier 2 if the incident cannot be resolved by the Service Desk, or onsite support services are required.
3	All support incidents that cannot be resolved by the Service Desk or Tier 2 are escalated to our Tier 3 Support. Tier 3 is staffed with engineers who specialize in support of specific hardware/software systems to resolve the most complex issues.

Service Level Response

Priority	Description	Initial Response	Communication Mode	Update Frequency	Support Tier Escalation
1 Critical	Service unavailable – all users/functions impacted.	Within 30 minutes	Phone or Email	2 Hours	1 Hour
2 High	Significant degradation of service. Large numbers of users or business critical functions affected.	Within 1 hour	Phone or Email	4 Hours	2 Hours
3 Medium	Limited degradation of service. Limited users/functions affected.	Same Business Day	Phone or Email	Daily	1 Business Day
4 Low	Small service degradation. Business processes can continue, one user affected.	Within 24 hours	Phone or Email	2 Business Days	4 Business Days
MAC	Moves, Adds, Changes will be scheduled dependent on parts, labor and 3 rd party/carrier availability				

Service Desk Process Steps

1. Support Request is Received by the Service Desk
2. Trouble Ticket is Created
3. The appropriate Service Desk technician is assigned

If the issue can be resolved through the Service Desk

4. Tier 1 Resolution - issue is worked to successful resolution through the Service Desk
5. Quality Control- The assigned technician will confirm with the client that issue is resolved to their satisfaction
6. Trouble Ticket is closed, after complete problem resolution and details have been updated into the Ticketing System

If issue cannot be resolved by the Service Desk, and Tier 2 Engineer is needed

7. Issue is escalated to a Tier 2 Engineer
8. Assigned Tier 2 Engineer - Issue is worked to successful resolution
9. Quality Control- The assigned engineer will confirm with the client that issue is resolved to their satisfaction
10. Trouble Ticket is closed, after complete problem resolution and details have been updated into the Ticketing System

If issue cannot be resolved by the Tier 2 Engineer OR On-Site support is required

11. Issue is escalated for On-Site Support/Tier 3 Engineering
12. Onsite support is provided by a dispatch scheduled engineer

If issue can be resolved by On-Site Support/Tier 3 Engineer:

13. Onsite/Tier 3 Resolution - Issue is worked to successful resolution
14. Quality Control- The assigned engineer will confirm with the client that issue is resolved to their satisfaction
15. Trouble Ticket is closed, after complete problem resolution and details have been updated into the Ticketing System

Service Delivery Escalation

When to engage Peak UpTime Management

Our intent is for you to be fully satisfied with the service you receive from Peak UpTime. In the event that you are not satisfied with the progress of work on your ticket, or we have missed our published Service Level Agreements, please use the chart below to engage Peak Management.

Tier	Title	Name	Phone	Email
1	Service Desk Professional	SD Professional	800-797-8388	help@peakuptime.com
2	Manager – Service Desk	Candace Polhamus	918-591-2223	Candace.polhamus@peakuptime.com
3	Vice President – Service	Kelly Sutton	913-647-9120	Kelly.sutton@peakuptime.com
3	Vice President – Cloud	Matt Auld	918-591-2212	Matt.auld@peakuptime.com
3	Vice President - Sales	Brian Toone	913-647-9116	Brian.toone@peakuptime.com

Please allow at least 4 business hours before attempting to engage the next level to ensure we have had an opportunity to review your concerns. We look forward to working with you!