

**AMENDMENT NO. 1**  
**PROFESSIONAL SERVICES AGREEMENT**  
(BETWEEN THE CITY OF GLENDALE AND SONORAN INTEGRATIONS, LLC, Contract  
No. C24-0502)

This Amendment No. 1 (“Amendment”) to the Professional Services Agreement (“Agreement”) is made this \_\_\_\_\_ day of \_\_\_\_\_, 2025, (“Effective Date”), by and between the City of Glendale, an Arizona municipal corporation (“City”) and Sonoran Integrations, LLC, an Arizona limited liability company, authorized to do business in Arizona (“Contractor”).

**RECITALS**

- A. City and Sonoran Integrations, LLC (“Contractor”) entered into Professional Services Agreement, Contract No. C24-0502, which became effective on June 28, 2024 (“Agreement”); and
- B. City and Contractor wish to modify and amend the Agreement subject to and strictly in accordance with the terms of this Amendment.

**AGREEMENT**

In consideration of the mutual promises set forth herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the City and Contractor hereby agree as follows:

1. **Recitals.** The recitals set forth above are not merely recitals but form an integral part of this Amendment.
2. **Term.** The term of the Agreement is extended for a one-year period from June 25, 2025 through June 24, 2026.
3. **Scope of Work.** The Scope of Work is revised to include Palitto custom software, support, professional services for Contact Center Support and Custom programming for Call Center as set forth in Exhibit A.
4. **Compensation.** The total purchase price for supplies and/or services purchased under this Agreement is increased by two hundred seventy-three thousand five hundred dollars (\$273,500), for a new not to exceed amount of three hundred eighty-nine thousand eight hundred forty dollars (\$389,840) for the entire term of the Agreement. By approving this Agreement, the City Council ratifies approximately \$123,500 in expenditures incurred and paid between November 2024 and April 2025 to maintain the City's telephone infrastructure. The ratified amount is included in the new not-to-exceed amount.
5. **Insurance Certificate.** Current certificate will expire on September 21, 2025. A new insurance certificate must be provided prior to this date to the Finance Director and the Contract Administrator in order for this Agreement to remain in effect.

6. **Non-discrimination.** Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.
7. **No Boycott of Israel.** To the extent A.R.S § 35-393 through § 35-393.03 are applicable, the parties hereby certify that they are not currently engaged in, and agree for the duration of the Agreement to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S § 35-393.
8. **Uyghur Forced Labor Prevention Act (UFLPA).** Contractor certifies that it does not currently, and during the term of this Agreement, will not use:
  - (a) the forced labor of ethnic Uyghurs in the People’s Republic of China;
  - (b) any goods or services produced by the forced labor of ethnic Uyghurs in the People’s Republic of China; and
  - (c) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People’s Republic of China.
9. **Attestation of PCI Compliance.** When applicable, the Contractor will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Contractor with oversight responsibility.
10. **Ratification of Agreement.** City and Contractor hereby agree that except as expressly provided herein, the provisions of the Agreement shall be, and remain in full force and effect and that if any provision of this Amendment conflicts with the Agreement, then the provisions of this Amendment shall prevail.

[Signatures on the following page.]

CITY OF GLENDALE, an Arizona  
municipal corporation

\_\_\_\_\_  
Kevin R. Phelps, Interim City Manager

ATTEST:

\_\_\_\_\_  
Julie K. Bower, City Clerk (SEAL)

APPROVED AS TO FORM:

\_\_\_\_\_  
Michael D. Bailey, City Attorney

Sonoran Integrations, LLC  
an Arizona limited liability company

\_\_\_\_\_  
By: Kyle Miley

Its: CEO

**AMENDMENT NO. 1**  
**CUSTOMER AGREEMENT BETWEEN THE CITY OF GLENDALE AND**  
**SONORAN INTEGRATIONS, LLC , Contract No. C24-0502**

**EXHIBIT A**

Scope of Work

The City will purchase custom support, software, and services on an as-needed basis, including but not limited to:

Palitto Custom Software for Contact Center Support

Custom programming for Call Center



Solution Investment for  
City of Glendale

February 11, 2025

Budgetary Pricing / 2025

SOLUTION DESCRIPTION	Qty		Unit Cost	Extended	
<b><u>Mitel Communications System</u></b>					
Mitel Support Renewal (renewal date 6/23/25) (Pricing - Excluding taxes)	1	Ea	\$ 89,901.00	\$ 89,901.00	\$ 89,901.00
Palitto Custom Software for Contact Center Support (Expired 7/31/2024) (excluding taxes)	1	Ea	\$ 9,938.88	\$ 9,938.88	\$ 8,938.88
Palitto Custom Software for Contact Center Support (From 8/1/2025 to 7/31/2026) (excluding taxes)	1	Ea	\$ 9,938.88	\$ 9,938.88	\$ 9,938.88
Other requested programming for Call Center. (forwarded information in email) est at 3K	1	Ea	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00

Solution Investment:

\*\* \$ 111,778.76 Excluding Taxes & Shipping

CITY OF GLENDALE

SONORAN INTEGRATIONS

By: \_\_\_\_\_

By: 

\_\_\_\_\_  
Date: \_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
Date: 6/4/25  
Print Name and Title