

Part I A – Technical Proposal

RFP Title	Avaya Communications Systems, Products and Services
RFP	3067
Vendor Name:	Carousel Industries, Inc
Address	5474 Longley Lane #100, Reno, NV 89511
Proposal Opening Date	October 30, 2013
Proposal Opening Time	2:00 PM

# **TECHNICAL PROPOSAL**

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- Company Background and References

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- Allan Pedersen
- Roger Cobb
- Dung Nguyen
- Phil Herrera

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**PLEASE REPLACE ATTACHMENT I – COST SCHEDULE WITH THE REVISED ATTACHMENT EMBEDDED BELOW.**

Attachment I  
(Revised).docx

**ALL ELSE REMAINS THE SAME FOR RFP 3067.**

*Vendor must sign and return this amendment with proposal submitted.*

Vendor Name: Carousel Industries of North America, Inc.  
Authorized Signature: *Ally Sedun*  
Title: Director – Strategic Accounts Date: 10/28/2013

This document must be submitted in the “State Documents” section/tab of vendors’ technical proposal.



**SUBJECT:** Amendment 1 to Request for Proposal 3067  
**RFP TITLE:** The State of Nevada Avaya Communications Systems, Products and Services  
**DATE OF AMENDMENT:** September 30, 2013  
**DATE OF RFP RELEASE:** September 5, 2013  
**OPENING DATE:** October ~~22~~ 30 , 2013  
**OPENING TIME:** 2:00 PM  
**CONTACT:** Marti Marsh, Procurement Staff Member

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The following shall be a part of RFP **3067**. If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

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1. Can we get an extension?

***Submissions date extended to October 30<sup>th</sup> @ 2:00 P.M., PT. The timeline has been adjusted as follows:***

<b>Task</b>	<b>Date/Time</b>
Deadline for submittal of Reference Questionnaires	No later than 4:30 PM 10/29/2013
Deadline for submission and opening of proposals	No later than 2:00 PM on 10/30/2013
Evaluation period (approximate time frame)	10/31/2013 – 11/14/2013
Vendor Presentations (approximate time frame)	11/21/2013 – 11/22/2013
Selection of vendor	On or about 11/22/2013
Anticipated BOE approval	01/14/2014
Contract start date (contingent upon BOE approval)	02/01/2014

2. Can we get drawing of current telephone network?

***This information is not available.***

3. Can we get the "sold to" numbers or reports that contain (a) List config all (b) display system parameters/options (c) display system capacity (d) list media gateway?

***This information is available from Avaya.***

4. Regarding "phased approach"-- can we assume the first sites to be upgraded are: Capitol, Sawyer, Elko, EOC, Mental health?

***Yes.***

5. Will other 70% of sites be upgraded at a later date?

***Will be part of initial upgrade.***

6. Does state have wall boards for Contact center? Mfg/model?

***The EITS core switches do not have or use wallboards.***

7. Do you have IVR today---MFG /Model?

***The Department of Motor Vehicles is the only agency with an IVR installed on the EITS core. It is managed and wholly owned by DMV.***

8. RFP mentions fiber optics---is that state owned?

***It is a mix of State owned and Carrier provided.***

9. Are your existing microwave radios digital? MFG/Model?

***Digital radios manufactured by Harris with various models.***

10. ACA is a retired Certification, how would state of Nevada map current certifications in order to fulfill the requirements of this RFP?

***Current certification required is ACIS.***

11. Have we correctly identified the 6 existing Core switches – 555 E. Washington Las Vegas Existing CM Future ESS/CSS Sawyer Building - Various Agencies 6161 W. Charleston Las Vegas Existing CM LSP Mental Health - Bldg. 1 101 N. Carson St. Carson City Existing CM Future Core Capitol Bldg 1030 Ruby Vista Drive Elko Existing CM LSP DHHS 3920 Idaho St. Elko Existing CM LSP DPS 2478 Fairview Drive Carson City Existing CM LSP EOC

***Reference to core switches means the switch at 555 E. Washington (Sawyer Bldg.) in Las Vegas and switch at 575 E. Third St (EITS) in Carson City.***

12. Can you add the current number of agents and admin stations and call center call flows to the attached spreadsheet (call center call flows can be estimated by department)?

***Currently there are over 100 contact centers administered on the EITS core switch. Changes are made daily by the agencies that reside on the core switch. EITS will provide all configuration information after award of contract.***

13. Do you have a network or enterprise diagram displaying the sites?

***Not Available.***

14. Is your intention to receive firm pricing for the consolidation of the six (6) current Communication Manager systems and budgetary pricing for the migration of the 51 other sites to the new enterprise infrastructure?

***Firm pricing for the two core switches (see #11) as well as all other sites listed.***

15. In section 1.1.1 - your reference to “Elko (Elm), Elko (Idaho), EOC (Carson City) and Mental Health (Las Vegas) locations will need to be converted from independent CMs to Survivable Remotes reporting to the new Communication Manager core” are you satisfied with Local Survivability (LSP)?

***Elko can have Local Survivability but EOC and Mental Health must be Survivable Remotes.***

16. Can you identify which other sites are be designated to be LSPs?

***2550 Paseo Verde Parkway and 6655 E. Sahara in Las Vegas, 1550 College Parkway, 3416 Goni Rd. and 401 Carson St. in Carson City, 405 S 21<sup>st</sup> in Sparks, and 1755 W. Plumb Lane, 4600 Kietzke Lane and 500 Damonte Ranch Parkway in Reno. Others may be added during final design stage.***

17. What software is installed on the existing AES?

***EITS core switch is currently on release R013x.01.5.642.3***

18. What are the existing working adjuncts?

***The existing adjuncts are: CMS and Netplus Call Accounting.***

19. What existing non-Avaya messaging platform (model, release, interface and location) if any exists today and how many users?

***Not applicable at this time.***

20. In section 3.10.1 - for future phase is there an existing list of Norstar and Key systems, including the user count?

***No.***

21. Do you have a planned schedule or timeframe for migrating and consolidating other Departments onto the newly upgraded core system?

***No, depends on future budgets.***

22. Is CAT5 wiring/cabbling in place in all sites or something else?

**No. There is a variety of cable installed throughout the State including Cat 3, Cat 4, Cat 5, Cat 5e and Cat 6.**

23. What type of hardware and software maintenance exists today and the term length?

**Existing maintenance contract expires 1/31/2014.**

24. What are your expectations regarding basic call flow as required in section 3.9.3?

**Description of how calls move from remotes/core to PSTN.**

25. Can you identify the number of supervisors per agency?

**This number is not consistent and can change daily. EITS will provide all configuration information after award of contract.**

26. Do you have any average or peak call data that can be used in sizing, trunking, call recording, etc?

**EITS will provide all configuration information after award of contract.**

27. Is Agent screen capture required, how is this handled today and what system(s) are accessed by the individual agencies that may interfacing with back-end data systems and what are the interfaces to those systems?

**EITS core switch does not have this feature.**

28. What is the peak daily or monthly number of transactions/ calls handled by each agency today?

**There is not a definitive answer for this question. This can fluctuate by the state of the economy.**

29. Do you have regulatory compliance for voice and screen recording retention?

**The State is in compliance.**

30. Are there IVRs in place today and if so where, how many what brand, model and release?

**EITS core switch has no IVR in place.**

31. Are IVR scripts to be reused, modified, recreated or added to?

**IVR scripts are agency specific and not controlled by EITS.**

32. In Section 3.10 (p. 16) - Future Phases: (a) Are Departments in future phases at locations other than those listed in Section 3.3.1.1 (current locations served by EITS)?

**Yes.**

33. In Section 3.10 (p. 16) - Future Phases: (b) Is the expectation that designs and quotes for future phases will be done in the future and not as part of the initial RFP response?

*Yes.*

34. In Section 3.10 (p. 16) - Future Phases: (c) If the State expects to see quote and environmental information for future phases in vendor RFP responses, will you provide location and equipment information for those departments?

*See 3.10.2 Request is for design/engineering services that would provide basis for future migration quotes.*

35. Will site visits be available for the purpose of evaluation of existing infrastructure, switchroom layout, maintenance, etc?

*No.*

36. Please provide drawings of existing equipment layout in switchrooms, closets, etc., by location.

*Not Available.*

37. Please indicate any locations that do not have space available to allow staging of new equipment prior to cut, or sites that require “flash cutover”

*To be determined at future project implementation meetings.*

38. Section 3.3.1.1 - Please provide Avaya “sold to” number for each location listed.

*This information is available from Avaya.*

39. Can we get a 3 week extension to submit our RFP response and an extension for asking additional questions due to the lack of sold to #'s to pull the proper PIP files?

*See response to questions 1 and 3.*

40. Section 3.3.1.1 - Please provide phone (analog, digital, IP) and trunk (analog, PRI, etc.) count by type for each location.

*EITS will provide all configuration information after award of contract.*

41. Section 3.12.1 - Please provided projected growth requirements for each location.

*Projected growth requirements are unknown at this time and depend on future Legislative budget allocations.*

42. Sections 3.3.1.5, 3.9, 3.10.4.2, 3.10.4.5 - Please provide network diagram(s) showing existing connectivity. Please include WAN connections with bandwidth capacity, PSTN connectivity (number of trunks and type of trunking), and LAN information for sites requiring IP sets.

*Diagrams are not available. There are no initial IP requirements.*

43. Sections 3.3.2.3, 3.5.3 - Please list all remote sites that will require survivability.

***See question #16 for exceptions. All other locations will be designated as Survivable Remotes.***

44. Sections 1.2, 3.6, 3.9, 3.10.4.2, 3.10.4.5, 3.12.27 CONTACT CENTER: Please provide Contact Center call flows. Please provide as much detail as possible including routing, scripting, PSTN numbers, etc., for each department listed as well as number of agents and supervisors for each department. Please include any Automated Attendant menus associated with each Contact Center.

***EITS will provide all configuration information after award of contract.***

45. Please provide future growth requirements for the Contact Center(s) by location.

***This is budget dependent by agency and is not known.***

46. Section 3.12.27.8 - Please provide count of number of agents and supervisors for each location.

***EITS will provide all configuration information after award of contract.***

47. Section 3.12.107.2 - Please provide a count of how many wallboards are required by location.

***There are no wallboards on EITS core switch.***

48. Section 3.7 MESSAGING: Please provide call flows and menus for all existing Automated Attendants that will be migrated to the consolidated Avaya Aura Messaging.

***EITS will provide all configuration information after award of contract.***

49. Section 3.12.1 - Please provide growth requirements for Messaging.

***20%***

50. Section 3.12.2 - Please provide call flows and menus for all existing Automated Attendants that will be migrated to the consolidated Avaya Aura Messaging.

***EITS will provide all configuration information after award of contract.***

51. Section 3.12.4.10 - Please indicate what the maximum storage limit requirements will be by mailbox type.

***The minimum is 20 minutes with no maximum.***

52. Section 3.8 - NETWORK OPTIMIZATION. Please provide network diagram(s) showing existing connectivity. Please include WAN connections with bandwidth capacity, PSTN connectivity (number of trunks and type of trunking), and LAN information for sites requiring IP sets.

***A Network diagram is not available. IP sets are not required at this time.***

53. Please confirm that the State is entertaining responses from Platinum Avaya Certified Dealers only.

***Correct.***

54. Please confirm that the respondent must submit a valid State Contractors License in the name of the legal entity submitting the response to this RFP.

***Correct.***

55. Section 3.1.3 - Please confirm that the State is requesting 5 years of PREPAID Avaya Software Support + Upgrades (now referred to as Support Advantage/Upgrade Advantage) to be included in the cost of this system.

***Yes, Support Advantage/Upgrade Advantage to be included.***

56. Section 3.3.2.1 - Is the State requesting that these capabilities be redundant at the core?

***Yes, High availability on CM and standard availability on the remainder.***

57. Section 3.3.2.1.D - Is the State requiring Presence Services, if so for how many users.

***Core system should be capable of providing capability but adding licenses at a later date.***

58. Section 3.3.2.1.F - What is the requirement for AES – is AES needed for any applications not identified here?

***AES is not a required component for EITS solution at this time.***

59. Section 3.3.2.2 - Is CMS High Availability required at the Survivable location – or is it sufficient to have a single CMS provide reporting for all locations without having redundant hardware.

***Standard availability for CMS at each location (core and survivable core) is sufficient.***

60. Section 3.5.2 - If more cost effective for some sites, will the State consider re-using existing SCC or G650 cabinets (converted to ip connect) as opposed to replacing with G450 gateways?

***Yes.***

61. Is the Business Partner required to identify and provide any data networking equipment for this solution?

***No.***

62. Section 3.7. - AAM provides the ability to distribute the MAS (application server) with a centralized MSS (high available storage server). Will the State accept distributed MAS and a centralized MSS or is the State requiring a redundant storage server (MSS) as well.

***The core and survivable core locations should be configured with their own application and storage server, with message storage replication between each location.***

63. Section 3.14.6.2.C - This states that Avaya SSU is 3 years. Request for EITS system is 5 years. Is this stating that vendor shall propose 5 years to EITS and optionally 3 years to other agencies?

***Remove the words “relative to the three year upgrade commitment” from the statement.***

64. Section 3.14.10.6 - Please confirm on per port pricing. Avaya requires that the customer have “minimum level of support” in order to obtain support from Avaya, either from a Business Partner or Avaya directly. Please confirm that the State’s requested “per port” cost must include the Avaya cost as well. Some dealers may show that as an extra charge billed to the State separately by Avaya.

***Per port pricing must be Support Advantage with co-delivery. See revised Attachment I “Cost Proposal” with added definitions.***

65. Section 4.4.1 - Please clarify point of presence in Nevada. Is this a person other than the technical resources required?

***Yes.***

66. Sections 4.4.2/4.4.3 - Please confirm that the Avaya certification required is the ACIS. ACA is no longer applicable.

***Yes, ACIS has replaced ACA.***

67. Sections 4.4.1/4.4.2/4.4.3 - Please confirm that these requirements are for a minimum of 4 individuals (1) Point of presence individual (2) Project manager/engineer (3) Certified technician in Northern Nevada and (4) Certified technician in Southern Nevada. These separate requirements cannot be satisfied by a single individual.

***A minimum of four (4) individuals is required.***

68. Section 4.5.1.1 - Please confirm that the individual required to be authorized to bind the company must reside within the State of Nevada.

***The individual authorized to bind the company is not required to reside in Nevada, however the State prefers that an Account Manager or primary point of contact/responsibility for the vendor resides in Nevada. Refer to Section 4.4.2 and 4.4.3 Key Personnel Requirements.***

69. Can subcontractors be used to satisfy the requirements of 4.4.1, 4.4.2 or 4.4.3?

***Yes, but they must be identified as such in the RFP response.***

***ON PAGE 74 OF THE RFP UNDER SECTION 9.2.3.4 – TAB IV – STATE DOCUMENTS, PLEASE DELETE REFERENCE TO ATTACHMENT K.***

***PLEASE REPLACE ATTACHMENT I – COST SCHEDULE WITH THE REVISED ATTACHMENT EMBEDDED BELOW.***



Attachment I  
(Revised).docx

***ALL ELSE REMAINS THE SAME FOR RFP 3067.***

***Vendor must sign and return this amendment with proposal submitted.***

Vendor Name: \_\_\_\_\_  
Authorized Signature: \_\_\_\_\_  
Title: \_\_\_\_\_ Date: \_\_\_\_\_

This document must be submitted in the “State Documents” section/tab of vendors’ technical proposal.

**ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION**

Submitted proposals, which are marked “confidential” in their entirety, or those in which a significant portion of the submitted proposal is marked “confidential” **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a “trade secret” as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors’ technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked “**Part I B Confidential Technical**” and “**Part III Confidential Financial**”.

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in *Section 2 “ACRONYMS/DEFINITIONS.”*

*Please initial the appropriate response in the boxes below and provide the justification for confidential status.*

Part I B – Confidential Technical Information			
YES		NO	X
Justification for Confidential Status			

A Public Records CD has been included for the Technical and Cost Proposal			
YES	X	NO	

Part III – Confidential Financial Information			
YES		NO	X
Justification for Confidential Status			

**Carousel Industries of North America, Inc.**  
 \_\_\_\_\_  
 Company Name  
 \_\_\_\_\_  
 Signature *Allan Pedersen*  
 \_\_\_\_\_  
 Print Name *Allan Pedersen* Date *10/30/13*  
 \_\_\_\_\_

This document must be submitted in Tab IV of vendor’s technical proposal

**ATTACHMENT C – VENDOR CERTIFICATIONS**

Vendor agrees and will comply with the following:

- (1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.
- (2) All proposed capabilities can be demonstrated by the vendor.
- (3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.
- (4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.
- (5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- (6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.
- (7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.
- (8) All employees assigned to the project are authorized to work in this country.
- (9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.
- (10) The company has a written policy regarding compliance for maintaining a drug-free workplace.
- (11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.
- (12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.
- (13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Carousel Industries of North America, Inc.

Vendor Company Name

*Allan Pedersen*

Vendor Signature

*ALLAN PEDERSEN*

Print Name

*10/30/13*

Date

**This document must be submitted in Tab IV of vendor's technical proposal**



**AVAYA GLOBAL SOFTWARE LICENSE TERMS**  
**REVISED: October 2013**

THIS END USER LICENSE AGREEMENT (“**SOFTWARE LICENSE TERMS**”) GOVERNS THE USE OF AVAYA'S PROPRIETARY SOFTWARE AND THIRD-PARTY PROPRIETARY SOFTWARE. READ THESE SOFTWARE LICENSE TERMS CAREFULLY, IN THEIR ENTIRETY, BEFORE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (AS DEFINED IN SECTION A BELOW). BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “**YOU**” AND “**END USER**”), AGREE TO THESE SOFTWARE LICENSE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“**AVAYA**”). IF YOU ARE ACCEPTING THESE SOFTWARE LICENSE TERMS ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE SOFTWARE LICENSE TERMS. IF YOU DO NOT HAVE SUCH AUTHORITY OR DO NOT WISH TO BE BOUND BY THESE SOFTWARE LICENSE TERMS, YOU MUST RETURN OR DELETE THE SOFTWARE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OF THE FEE, IF ANY, YOU PAID FOR THE LICENSE OR IF SOFTWARE IS ACCESSED ELECTRONICALLY, SELECT THE “DECLINE” BUTTON AT THE END OF THESE SOFTWARE LICENSE TERMS OR THE EQUIVALENT OPTION.

**A. Definitions**

- (i) “**Affiliate**” means any entity that is directly or indirectly controlling, controlled by, or under common control with Avaya Inc. or End User. For purposes of this definition, “control” means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting securities, by contract or otherwise; and the terms “controlling” and “controlled” have meanings correlative to the foregoing.
- (ii) “**Documentation**” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials.
- (iii) “**Software**” means Avaya's computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions thereto.

**B. Scope.** These Software License Terms are applicable to anyone who installs, downloads, and/or uses Software and/or Documentation, obtained from Avaya or an Avaya reseller, distributor, direct partner, system integrator, service provider or other partner authorized to provide Software to End Users in the applicable territory (“**Avaya Channel Partner**”). Some or all of the Software may be remotely hosted or accessible to you through the Internet. You are not authorized to use the Software, if the Software was obtained from anyone other than Avaya or an Avaya Channel Partner.

These Software License Terms govern your use of the Software and/ or Documentation except to the extent: (i) you are obtaining the Software directly from Avaya and you have a separate signed agreement with Avaya governing your use of the Software, (ii) you are obtaining the Software from an Avaya Channel Partner and you have a separate signed agreement with Avaya governing your use of Software obtained from that Avaya Channel Partner, (iii) the Software is accompanied by a Shrinkwrap License, or (iv) the Software is governed by Third Party Terms. If you have a separate signed purchase agreement with Avaya, as set forth in (i) or (ii) above, such agreement shall take precedence over these Software License Terms to the extent of any conflict. With respect to third party elements subject to a Shrinkwrap License or other Third Party Terms, the Shrinkwrap License or other Third Party Terms shall take precedence over any signed agreement with Avaya and these Software License Terms to the extent of any conflict.

**C. License Grant.** Avaya grants you a personal, non-sublicensable, non-exclusive, non-transferable license to use Software and associated Documentation obtained from Avaya or an Avaya Channel Partner and for which applicable fees have been paid for your internal business purposes at the indicated capacity and features and within the scope of the applicable license types described below and at locations where the Software is initially installed. Documentation shall be used only in support of the authorized use of the associated Software. Software installed on mobile-devices and clients, such as a laptop or mobile phone, may be used outside of the country where the Software was originally installed, provided that such use is on a temporary basis only.

- (i) **Right to Move License Entitlements.** Notwithstanding the foregoing limitation permitting use of the Software only at the location where it is initially installed, you may move eligible right to use license entitlements (“**RTU**”) for certain specified Software from one location to another in accordance with Avaya's then-current software license portability policy (“**License Portability Policy**”), which License Portability Policy is available upon request, subject to the conditions set forth in this Section C (i):
  - (a) You shall provide written notice within ten (10) days to Avaya of any RTU moves including but not limited to, the number and type of licenses moved, the location of the original Server and the location of the new Server, the date of such RTU moves and any other information that Avaya may reasonably request;
  - (b) You may only move RTU's to and from Designated Processors or Servers supporting the same Software application;
  - (c) You must reduce the quantity of the licenses on the original Server by the number of RTU's being moved to the new Server;
  - (d) You acknowledge that: (1) you may be charged additional fees when moving RTU's as per Avaya's then-current License Portability Policy, (2) maintenance services do not cover system errors caused by moves not performed by Avaya, (3) you are responsible for any programming, administration, design assurance, translation or other activity to make sure the Software will scale and perform as specified as a result of any license moves, and if any such transfer results in a requirement for Avaya system engineering or requires the use of on-site Avaya personnel, you will be charged the Time & Materials fees for such activity;
  - (e) If your maintenance coverage differs on licenses on the same product instance at the location of the new Server, service updates, recasts and/or fees may apply and any fee adjustments for differences in coverage will only be made on a going forward basis as of the date Avaya receives notice of the RTU move; and
  - (f) You may move RTU's from one Affiliate to another Affiliate provided that you comply with all of the conditions of this Section, including, without limitation, providing the name and address of the new Affiliate in your written notice under subpart (a) above, and provided such new Affiliate agrees to be bound by these Software License Terms.
- (ii) **Non-Production License Grant.** With respect to Software distributed by Avaya to you for non-production purposes, the scope of the license granted herein shall be to use the Software in a non-production environment solely for testing or other non-commercial purposes on a single computer or as otherwise designated by Avaya (“**Non-Production License**”).

**D. All Rights Reserved.** Avaya retains title to and ownership of the Software, Documentation, and any modifications or copies thereof. Except for the limited license rights expressly granted in these Software License Terms, Avaya reserves all rights, including without limitation copyright, patent, trade secret, and all other intellectual property rights, in and to the Software and Documentation and any modifications or copies thereof. The Software contains trade secrets of Avaya, its suppliers, or licensors, including but not limited to the specific design, structure and logic of individual Software programs, their interactions with other portions of the Software, both internal and external, and the programming techniques employed.

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End User agrees not to allow anyone other than its authorized employees, agents or representatives who have a need to use the Software or Documentation to have access to the Software or Documentation. End User agrees to inform any third party to whom you give access to the Software or Documentation of these Software License Terms and shall obligate such third party to comply with such terms and provisions. End User shall be responsible for any third party's failure to comply with these Software License Terms and shall indemnify Avaya for any damages, loss, expenses or costs, including attorneys' fees and costs of suit, incurred by Avaya as a result of non-compliance with this Section.

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- (iv) Upon resale of a license, End User shall immediately and permanently cease all use of and destroy all copies of the Software and any related materials in End User's possession or control and, upon Avaya's request, certify such destruction in writing. Avaya may audit End User's compliance with the foregoing in accordance with Section J below.
- (v) End User will keep appropriate records of all license resale including, but not limited to, the name and location of the buyer and the number and types of licenses resold.
- (vi) End User acknowledges that: (a) resale of a license is subject to any relevant Third Party Terms; (b) maintenance services do not cover system errors caused by license resale not performed by Avaya; (c) Avaya is not responsible for any programming, administration, design assurance, translation or other activity to make sure the Software will scale and perform as specified as a result of any license resale, and if any such resale results in a requirement for Avaya system engineering or requires the use of on-site Avaya personnel, End User will be charged the then applicable Avaya time and materials rates for such activity; (d) any resale of a maintenance services agreement between Avaya and the original licensee is subject to Avaya's prior written approval. Avaya reserves the right to withhold such approval and/or offer the new licensee a maintenance services agreement subject to different terms and conditions; and (e) if not expressly agreed by Avaya in writing otherwise, the resale of licenses does not entitle the End User to cancel or partially cancel a maintenance services agreement during the agreed term.

If the Software is rightfully located in a member state of the European Union and End User needs information about the Software in order to achieve interoperability of an independently created software program with the Software, End User will first request such information from Avaya. Avaya may charge End User a reasonable fee for the provision of such information. End User agrees to protect such information in accordance with Section P below, and shall use such information only in accordance with the terms and conditions under which Avaya provides such information. To the extent that the End User is expressly permitted by applicable mandatory law to undertake any activities related to achieving interoperability of an independently created software program with the Software, End User will not exercise those rights until End User has given Avaya twenty (20) days written notice of its intent to exercise any such rights.

**F. Proprietary Rights Notices.** You agree to retain, in the same form and location, all proprietary legends and/or logos of Avaya and/or Avaya's suppliers on any permitted copies of the Software or Documentation.

**G. Backup Copies.** End User may create a reasonable number of archival and backup copies of the Software and the Documentation.

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**J. Compliance.** Avaya and the Avaya Channel Partner who provided the Software have the right to inspect or audit by remote polling or other reasonable means, and to inspect End User's books, records, and accounts during normal business hours and with reasonable notice, to determine End User's compliance with these Software License Terms, including but not limited to usage levels. In the event such inspection or audit uncovers non-compliance with

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**K. Termination of License; Effect of Termination/ Expiration.** If you breach these Software License Terms and if within ten (10) business days of Avaya's written request to cure, you have not cured all breaches of license limitations or restrictions, Avaya may, with immediate effect, terminate the licenses granted in these Software License Terms without prejudice to any available rights and remedies Avaya may have at law or in equity. Upon termination or expiration of the license for any reason, you must immediately permanently destroy all copies of the Software and any related materials in your possession or control and, upon Avaya's request, certify such destruction in writing. The provisions concerning confidentiality, the protection of trade secrets and proprietary rights, indemnity, license restrictions, export control, and all limitations of liability and disclaimers and restrictions of warranty (as well as any other terms which, by their nature, are intended to survive termination) will survive any termination or expiration of the Software License Terms.

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- (ii) **Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "**Unit**" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.
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**Q. Personal Data.** Your privacy is important to Avaya. Avaya's data privacy policy can be found at [http://investors.avaya.com/governance/data\\_privacy.asp](http://investors.avaya.com/governance/data_privacy.asp), or such successor site as designated by Avaya. The download or use of the Software may require the processing of personal data (including, but not limited to contact name, company address, company phone or fax, or company email) pertaining to your company or to your company's personnel. Such data will be used by Avaya for communication, administrative, and operational purposes related to the Software, including but not limited to tracking Software activations, communicating regarding trouble tickets and alarms, and providing Software updates. Personal data required to download or use the Software must be submitted to Avaya. Failing the submission of such data, the download or use of the Software may not be possible. You or your personnel have a right to access and correct erroneous personal data pertaining to you or your personnel and to object for legitimate reasons to the processing and transfer of this data. You can exercise this right by contacting in writing the Data Privacy Officer of the applicable Avaya Affiliate.

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**V. Miscellaneous.** These Software License Terms will be governed by New York law, excluding choice of law principles and the United Nations Convention on Contracts for the International Sale of Goods. Any claim, dispute or controversy (collectively a "**Claim**") arising out of or relating to these Software License Terms, including without limitation the formation, interpretation, breach or termination hereof, or any issue regarding whether a Claim is subject to arbitration hereunder, that cannot be settled by good faith negotiation between the parties within a reasonable period of time, will be conclusively determined by a final and binding arbitration proceeding to take place in New York City, New York. Such proceeding will be conducted in English and administered by JAMS pursuant to the JAMS Comprehensive Arbitration Rules and Procedures then in effect, or in the event one of the parties is located outside of the United States, pursuant to the JAMS International Arbitration Rules then in effect, before a panel of one arbitrator chosen in accordance with such rules. The arbitrator will not award punitive or exemplary damages, and will not have the authority to limit, expand or otherwise modify the Software License Terms. The ruling by the arbitrator may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator's fees, but each party will bear their own attorneys' fees and other costs associated with the arbitration. The parties agree that this arbitration provision may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order. In addition and notwithstanding the foregoing, Avaya shall be entitled to take any necessary legal action, including without limitation seeking immediate injunctive relief from a court of competent jurisdiction, in order to protect Avaya's intellectual property and its confidential or proprietary information (including but not limited to trade secrets). If any provision of these Software License Terms is determined to be unenforceable or invalid, these Software License Terms will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law. The failure to assert any rights under the Software License Terms, including, but not limited to, the right to terminate in the event of breach or default, will not be deemed to constitute a waiver of the right to enforce each and every provision of the Software License Terms in accordance with their terms. If you move any Software, and as a result of such move, a jurisdiction imposes a duty, tax, levy or fee (including withholding taxes, fees, customs or other duties for the import and export of any such Software), then you are solely liable for, and agree to pay, any such duty, taxes, levy or other fees.

**W. Agreement in English.** The parties confirm that it is their wish that these Software License Terms, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention, de même que tous les documents, y compris tout avis, qui s'y rattachent, soient rédigés en langue anglaise.

## Support Services Agreement (SSA) – SENTRY PLUS

<b>Equipment Location Address:</b>				Page 1 of 17	
<b>Customer Name:</b>		<b>Contract Start Date:</b>		<b>Install Date:</b>	
<b>Street Address:</b>		<b>Customer Contact:</b>		<b>Created Date:</b>	Click here to enter a date.
<b>City, State, Zip:</b>		<b>Telephone No:</b>		<b>Created By:</b>	
<b>Active Master on file?</b>		<b>Email:</b>		<b>AE:</b>	
<b>SLX Opportunity #:</b>		<b>Contract Category</b>	Choose an item.		
					<b>0</b>

*NOTE: Service Agreement and Pricing expires, unless signed within 60 days from Created Date listed above.*

Customer requests services for the following products and locations as described in EXHIBITS A and B. Provided there is no Master Sales / Service Agreement in effect between the parties, this service agreement shall be subject to the terms and conditions on this agreement. If there is a Master Sales / Service Agreement in effect between the parties, this service agreement shall be subject to the terms and conditions of that Master Sales / Service Agreement.

**NOTE:** Products in Exhibit B listed as **EXT SUP** will be supported under the terms of Extended Support listed in section 3.8 in Exhibit F.

**NOTE:** ORIGINAL EQUIPMENT MANUFACTURER (OEM) SUPPORT, AT A MINIMUM, MUST BE IN PLACE FOR ACCESS TO ANY MANUFACTURER-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF SIGNED AGREEMENT, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE MANUFACTURER.

**EXHIBITS LISTED IN THIS AGREEMENT**

- A. Coverage Offer and Coverage Option purchased
- B. Covered Addresses, Products, Hours and Term Length
- C. Statement of Work
- D. < Intentionally Left Blank >
- E. < Intentionally Left Blank >
- F. General Terms and Conditions
- G. End User License Agreement

**EXHIBIT A - Coverage Offer and Option Purchased**

**Primary Offer:** Smartpoint SENTRY PLUS

**Coverage Option:** Full Coverage - 12x5 (7AM – 7PM)

**EXHIBIT B - Addresses, Products and Hours covered under this agreement**

**B.1 – PRIMARY OFFER:** Smartpoint SENTRY PLUS

<PASTE MANAGED SERVICE PRICING HERE>

**B.2 - COVERAGE OPTION PURCHASED:** Full Coverage - 12x5 (7AM – 7PM)

COVERAGE OPTION ELEMENTS INCLUDED OR BILLABLE	
The cost of any <b>Parts/Equipment</b> and shipping charges during the coverage hours listed above.	Included
The cost of an <b>Onsite Technical Resource</b> required to resolve a trouble during the coverage hours listed above.	Included
The cost of shipping charges for any <b>Parts/Equipment</b> shipped <b>OUTSIDE</b> normal business hours (7am-7pm, Mon-Fri).	Billable
The cost for an <b>Onsite Technical Resource</b> that is dispatched <b>OUTSIDE</b> normal business hours (7am-7pm, Mon-Fri).	Billable

**COVERAGE OPTION NOTES:**

< INSERT OEM BACKEND SUPPORT DETAIL HERE >

<PASTE MAINTENANCE EXPORT HERE>

**EXHIBIT C – Statement of Work**

The following section is designed to outline the scope of work that Carousel will deliver to the Client for **SmartPoint SENTRY PLUS**, as listed in Exhibit B.1 and **Coverage Option** listed in Exhibit B.2.

**SMARTPOINT SENTRY PLUS SERVICES**

SmartPoint SENTRY PLUS combines all of Carousel’s support offers to take proactive steps to reduce and in many cases, eliminate outages from occurring in the first place. SmartPoint SENTRY PLUS provides 7 x 24 proactive monitoring with intelligent threshold alerting, notification and escalation. Additionally, SENTRY PLUS provides value added reports for health and capacity planning. Most importantly, SENTRY PLUS provides the day-to-day operational support to offload the tasks such as configuration management, problem resolution, patch management, change management, remote programming and help desk functions.

Hours of Operation	
Service Operations Center	7 x 24
Single Point of Contact	8 x 5 local office time
Release Management	Monthly Report, Quarterly Updates

**Business Service Monitoring**

SmartPoint will utilize collector-based appliances installed on the customer premise to monitor specific hardware for up/down status, threshold exceptions and application performance. Any loss of availability, threshold violations and performance issues will generate notifications that will be seen. SmartPoint will be configured to interrogate different device types via the appropriate technique to arrive at the appropriate instrumentation. Interrogation mechanisms may include but are not limited to “SAT” terminal sessions, Ping, SSH, WMI SNMP polls / traps and NetFlow.

Monitoring Service	Included	Billable
Carousel will provide 24x7 remote and local Monitoring and Alerting of the Customer Infrastructure and Services as defined by Schedule M (excluding scheduled maintenance windows determined between Carousel and the Customer). Carousel will maintain within the monitoring system the following:		
Define & provide the Customer with “Real Time” alerts via pager/email	✓	
Install, maintain and update server-monitoring tools	✓	
Establish performance thresholds and exception reporting procedures	✓	
Monitor bandwidth for contracted systems	✓	
Monitor Server Processor Utilization	✓	
Define and manage to a communication process for system outages	✓	
<b>Note:</b> Any new or upgraded hardware or software applications to be monitored will require testing and installation. These services will be fee based and billable according to the Customer’s fee schedule and agreement terms with Carousel.		✓

Initials: \_\_\_\_\_

**Reporting**

SENTRY PLUS customers are provided with both real-time and historic information related to the health and performance of their enterprise. Information is delivered in the form of dashboards, reports and quarterly briefings.

Reporting Service	Included	Billable
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Carousel will provide the following quarterly reports:		
Overview of major accomplishments	✓	
Listing of all service requests for the prior quarter	✓	
Listing of users, access and group security	✓	
Average Utilization (CPU, Bandwidth, Trunk, etc.)	✓	
Phone Quality of Service	✓	
Billing summary, including incremental services for the previous quarter	✓	
Additional or Custom Reporting		✓
Quarterly Briefing	✓	
A member of the Carousel Managed Services team will participate in a scheduled quarterly meeting with the Carousel Account Executive and the client. This meeting could be performed via conference call, webinar, video call or in person. The goal of the QBR is to discuss quarterly performance as it relates to both the health of the enterprise and the performance of the Carousel team.	✓	

Initials: \_\_\_\_\_

Setup and on boarding		Included	Billable
	Kickoff Call	✓	
<b>Stage</b>	Carousel will order Collector Hardware	✓	
	Carousel will order SmartPoint RTU license	✓	
	Carousel will build REP / RSC in Carousel staging facility to appropriate standards	✓	
	Carousel will coordinate with site contact for shipping and network readiness	✓	
<b>Ship</b>	Carousel will ship REP/RSC(s) to Customer location(s)	✓	
<b>Onboard</b>	Carousel will install base dashboards	✓	
	Carousel will install reports templates	✓	
	Carousel will schedule maintenance window for testing and alarm verification	✓	
<b>Configure</b>	Carousel will perform remote configuration for the following: <ul style="list-style-type: none"> <li>• Confirm appropriate virus definitions have been installed and updated</li> <li>• Rack REP/RSC(s) in pre-determined rack locations and cable to network</li> <li>• Power on and verify connectivity to network and service clusters</li> <li>• Assign SNMP Community Strings</li> <li>• Run auto-discovery tool for appropriate application and infrastructure</li> <li>• Execute test plans</li> <li>• Perform REP/RSC(s) backup and restore</li> </ul>	✓	
<b>Normalize</b>	After the on-boarding process has been completed, the Carousel team will review and tweak thresholds and alarm requirements for up to 30-days to develop an accurate and consistent baseline. All threshold changes will be discussed with and agreed upon between the customer and Carousel as the acceptable baseline. The baseline will be the source for all future activities, reporting and trending analysis.	✓	

Initials: \_\_\_\_\_

Engagement Management	Included	Billable
Carousel will assign an Service Delivery Manager to monitor overall, the Customer’s service operations, and is responsible for the following:		
Serve as “Service Interface” between Carousel personnel and the Customer:	✓	
Work with the Customer’s point of contact to develop and implement Policies, Procedures and Standards:	✓	
Coordinate and monitor the delivery of Services:	✓	
Execute changes in the Schedules:	✓	

Initials: \_\_\_\_\_

### Patch Management

Carousel will provide patch management for all equipment, listed in Exhibit B, with the latest firmware and software updates. Carousel will manage the identification, risk assessment, schedule and implementation for the updates. Carousel will provide formal notification to the customer as new software updates are released. Updates may include Product Change Notices (PCNs)\*, software and firmware updates. The customer will receive email notification that a software update has been released that impacts their supported system by site. The notification will communicate details of the update notice including the classification and recommended action.

Patch Management	Included	Billable
Carousel will provide software release management services by updating those elements which require software and or firmware updates as identified in Covered Equipment:		
Advise the Customer of any required systems configurations and modifications necessary to allow Carousel to provide services:	✓	
Provide System updates and patches in accordance to Carousel recommendations for said element in consideration of the Customer’s operating environment:	✓	
Provide System updates and patches when requested by third party manufacturers of Covered Equipment in the event that a manufacturer’s patch is required to support a Problem Resolution service incident:	✓	
Participate in the Change Management process of the Customer’s requested software upgrade:	✓	
Planning and Implementation of the Customer’s requested updates to existing software applications and infrastructure: (QUARTERLY)	✓	
<b>Note:</b> The Customer must retain entitlement to receive software and or firmware updates from their manufacturers. Carousel does not provide an alternative to upgrade entitlement or leverage Carousel entitlements on the customer’s behalf. Carousel does not supply any software or firmware of any kind other than for that Carousel equipment and systems.		

Data Retention (on REP)	Included	Billable
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Ninety (90) business day storage of VoIP RTCP call metrics:	✓	
30-day historical storage of utilization statistics	✓	
120-day historical storage of utilization & SLA (circuit availability on monitored facilities) statistics	✓	
Ability to export historical data for “unlimited” retention	✓	

Initials: \_\_\_\_\_

Policies and Procedures	Included	Billable
Carousel will develop with the Customer and then execute to the following Policies and Procedures:		
To identify designated Points of Contact (POC) and define a process including authorization for requesting services from CAROUSEL:	✓	
To define a Security Policy which designates the Customer’s POC, including: <ul style="list-style-type: none"> <li>• Access to Systems:</li> <li>• Access Approval Process:</li> <li>• Employee Termination Process</li> </ul>	✓	
Access to Systems:	✓	
Access Approval Process:	✓	
Perform an annual security audit, and upon completion, provide the Customer’s POC with details including: <ul style="list-style-type: none"> <li>• System level compliance and login violations:</li> <li>• Current user compliance, inactive user ID’s, and administrative privileges</li> </ul>	✓	
To define a Security Breach Process with the Customer’s POC, including, a predefined action plan if a Security Breach is suspected:	✓	
To define a Change Management Request (CMR) Process and Maintenance Window for planned and Unplanned (Emergency) changes to production environment:	✓	
Note: Additional development and documentation of Policies and Procedures are billable.		✓

Initials: \_\_\_\_\_

**Responsibility Matrix**

Responsibility	Carousel	Customer
Both parties agree to accept and abide by the responsibilities listed below:		
To identify designated Points of Contact (POC)	✓	✓
To provide timely site access for: <ul style="list-style-type: none"> <li>• Site Surveys as required:</li> <li>• Installation of SmartPoint Infrastructure</li> </ul>		✓

Site(s) will be a suitable environment for SmartPoint installation including but not limited to: <ul style="list-style-type: none"> <li>• Air Conditioning</li> <li>• Electrical Power</li> <li>• Rack Space</li> <li>• Communications Wire &amp; Cabling</li> <li>• Internet or other connectivity to Carousel facilities</li> </ul>		✓
Assume the risk of loss with respect to the SmartPoint Infrastructure at the time of delivery to and while on the site premise, except with respect to damage resulting from the negligence or misconduct of Carousel		✓
Ensure that Customer Networks and Systems are secured against unauthorized intrusions		✓
Warrant and represent that, except as previously disclosed to Carousel in writing, the customer has no knowledge of asbestos or other hazardous materials (“Hazards”) at its Site(s) and will promptly notify Carousel if such situation is discovered at its Site(s)		✓
Provide access to supported systems		✓
Support and maintain SmartPoint infrastructure and software	✓	
Replace defective or damaged SmartPoint infrastructure	✓	
Provide report for quarterly true up of supported inventory	✓	
Perform Services stated in this SOW	✓	
Provide Application Verification and Testing Plan	✓	
Provide escalation procedures in writing	✓	
Perform knowledge transfer with Customer’s technical personnel including but not limited to architectural overview, scheduled maintenance, database maintenance and operation, care and troubleshooting	✓	

Initials: \_\_\_\_\_

**SmartPoint Service Exclusions**

Out of Scope	Included	Billable
Services rendered under this agreement do not include:		
The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind		✓
The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind		✓
The cost to bring Client’s environment up to minimum standards required for Services		✓
Service and repair made necessary by the alteration or modification of equipment other than that authorized by Carousel, including alterations, software installations or modifications of equipment made by Customer’s employees or anyone other than Carousel		✓
Maintenance of Applications software packages, whether acquired from Carousel Industries or any other source unless as specific in Statement of Work (SOW)		✓

Programming (modification of software code) and program (software) maintenance unless as specified in Statement of Work (SOW)		✓
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Initials: \_\_\_\_\_

**COVERAGE OPTION SCOPE OF WORK**

The following section outlines the scope of work for the Specific Coverage Option listed in Exhibit A.

- **FULL COVERAGE SUPPORT:** Coverage includes remote monitoring, remote telephone support, remote diagnostics, troubleshooting, problem resolution, software maintenance updates/fixes to resolve troubles, on-site parts replacement (if the covered product includes hardware), and any on-site support Carousel deems necessary to resolve a fault.
- **REMOTE PLUS PARTS COVERAGE SUPPORT:** Coverage includes remote monitoring, remote telephone support, remote diagnostics, troubleshooting, remote problem resolution, software maintenance updates/fixes to resolve troubles, parts replacement necessary to resolve a fault (if the covered product includes hardware).
- **REMOTE ONLY COVERAGE SUPPORT:** Coverage includes remote monitoring, remote telephone support, remote diagnostics, troubleshooting, remote problem resolution, and software maintenance updates/fixes necessary to resolve a fault.
- **ONSITE SUPPORT (Includes Parts):** Coverage includes on-site parts replacement (if the covered product includes hardware), and any on-site support Carousel deems necessary to resolve a fault.

**COVERAGE HOURS ELECTIONS**

- **12x5:** 7:00a.m. to 7:00 p.m. in the time zone of the covered products, Monday through Friday, excluding Carousel observed holidays. Requests for support outside these coverage hours may be accommodated at Carousel’s option and will be subject to Carousel’s then current Per Incident Maintenance rates.
- **24x7:** This coverage option extends the benefit of Support to twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. There is an additional cost for this coverage option.

**COVERAGE ELEMENTS**

**Remote Maintenance Support (Full Coverage)**

Subject to coverage hours, as part of Support Carousel will:

- Receive Customer's request for assistance through the Carousel Service Center
  - Troubleshoot and resolve hardware and software related problems via telephone or remote dial-in connection. Carousel will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.
  - Answer Customer questions regarding product problems
  - Provide recommendations and/or apply software updates to clear faults
  - Commence remedial maintenance service activities, including software maintenance (bug) fixes, product documentation and update releases.
  - Respond to, diagnose, and clear system-generated major and minor alarms received via Carousel Alarm Monitoring.
  - Identify appropriate resources to assist with activities or Customer requests falling outside of Carousel Software Support. Note that these additional resources may be billable and/or may be resources outside of Carousel
  - Provide **Helpline** support, which includes:
    - Answering general usability or software application-specific questions: General usability issues are defined as, but not limited to; non-programming issues, and includes general information around the functionality of a product. Usability information can be provided without knowing the specific programming and configuration details of the Customer's system. This general support does not include consultation on appropriate methods and procedures for the Customer's environment nor does it include custom programming. On-going system administration is the Customer's responsibility.
    - Providing advice, which includes directing the Customer to sections of the documentation that may answer a question, clarifying the documentation or recommending possible training courses.
    - Working with trained individuals from the Customer to enhance understanding of the use and features of Carousel supported Products.
    - Helpline support is limited to Business Hours. Helpline requests provided outside of coverage hours (after 5:00 PM) are subject to availability, and will be quoted and billed at Carousel's then current Per Incident Maintenance rates.
- *Customers must have **ACTIVE MANUFACTURER SUPPORT ENTITLEMENTS** in place to provide delivery of Manufacturer Support, Patches and appropriate Software Updates for the applicable Supported Software.*
- *Support does not cover customized system features or reports created by the Customer or Third Parties. Any bug fixing or system re-configuration that Carousel must perform to clear a trouble resulting from Customer's configuration changes are not included in Service Agreement coverage.*
- *If Carousel determines that a problem is due to the Customer's or a third party's application, other than those sold by Carousel, then resolution and diagnostic fees may be charged at Carousel's then current Per Incident Maintenance rates.*
- *All troubleshooting support not directly attributable to a fault in covered products or software will be billable at Carousel's then current Per Incident Maintenance rates.*

### On-site Maintenance Support

- If a fault cannot be resolved remotely, and Carousel, determines on-site intervention is required to do so, 12x5 coverage provides the dispatch of Carousel's field technical resources 7:00am–7:00pm in the time zone of the covered products, excluding Carousel holidays, including engineering support. 7x24 coverage extends this support to all major failures twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.
- Exclusions and Limitations:
  - o Additional charges will apply if a Carousel field technician is requested by the Customer to:
    - Wait one (1) or more hours after arriving on-site for equipment to become available for servicing;
    - Remain on-site after resolution of a problem in the covered Products;
    - Remain on-site outside of coverage hours;
    - Provide Standby Service. For example, requesting field technicians to be present on the Customer's premises during electrical power shutdowns, disaster recovery tests, or special events.
    - Perform moves, changes, or other activities not covered under the scope of the selected coverage options
    - Perform any support on Products not covered by this Agreement.

*All support (Remote, on-site, and parts replacement) of terminals is excluded if the Customer selects Switch-Only Coverage option.*

### Parts and Materials Replacement

If coverage includes hardware, Support provides for on-site replacement of any covered part Carousel determines to be defective. Replacement parts may be new or refurbished.

- Consumables (including but not limited to headsets, remote controls (TV & video), printer ribbons, back-up tapes or other blank media, UPS batteries, wall brackets, rack mounting and other hardware kits, face plates, bezels, blank panels, designation strips, technical documentation, labels or other accessories) are not included in maintenance coverage.
- Equipment that is part of a standard configuration receives maintenance coverage as a component of a covered system. The equipment is defined as Minor Material and may include but is not limited to internal cabling, fans, fan assemblies, transformers, embedded operating system software, power supplies, fuses & firmware.
- Service support does not include the provisioning or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Product(s).

### OEM licensed Software

- It is the Customer's responsibility to maintain original software media or backup copies. Carousel can provide a replacement of the originally licensed software release in the event of a loss if the software is a currently supported release. Replacement of media and any implementation services are subject to additional charges. If the lost release is not currently supported, the Customer must pay for an upgrade to a currently supported release.

### Software and Firmware Updates

In order to assess the quality and reliability of its systems, the manufacturer tracks repair information on Customer's systems. Recurring problems are analyzed and where generally applicable corrective measures are identified, the manufacturer may issue a Software or Firmware update.

- Software or Firmware Updates will be Customer installable, remote installable or technician installable depending on the product. The delivery is included in the contract, within your maintenance coverage hours, ONLY if the Software or Firmware update is needed to resolve an existing reported trouble. The Customer will be billed at Carousel's then current Per Incident Maintenance rates for all Software or Firmware updates that do not meet these criteria. Software or Firmware Updates are generally downloaded via an electronic interface and do not contain any new or additional features beyond what was provided in the Customer's current Software or Firmware release. Software or Firmware Updates within a major release typically include maintenance fixes only, but may introduce new optional features. They typically are designated with a non-zero decimal as its version number, such as "3.1." An installation charge may apply for Software or Firmware Updates within a major release. 24x7 remote access is required to detect and provide Software or Firmware Updates on certain products and systems.
- In the case of an on-site technician installable and/or remote installable Software or Firmware Update, Carousel will schedule an appointment with the Customer to apply the corrective measure identified.
- There may be cases where Software or Firmware Update may require a system hardware upgrade to comply with current manufacturer's specifications. Such hardware Upgrades are not included in this service supplement. Carousel will provide the Customer with a cost estimate prior to providing any chargeable hardware Upgrades.
- If the Software or Firmware Update is Customer installable and the Customer requests Carousel to perform the installation proactively, the Customer will be billed at Carousel's then current Per Incident Maintenance rates.
- Software or Firmware Updates and Product Correction patches can only be applied if the covered platform has active manufacturer support content in place, in accordance with the manufacturer's Intellectual Property Policy.

**EXHIBIT D - Intentionally Left Blank**

**EXHIBIT E - Intentionally Left Blank**

## EXHIBIT F - SUPPORT AND MANAGED SERVICES TERMS AND CONDITIONS

The undersigned Customer agrees that these Support and Managed Services Terms (“**Terms**”) will govern the purchase of certain Services by Customer from Carousel Industries of North America, Inc. (“**Carousel**”).

### 1. ORDER, PROVISION AND SCOPE OF SERVICES

1.1 In return for the payment of the fees specified in the order, Carousel will provide the Support and/or Managed Services options for Supported Products or Supported Systems at Supported Sites, as listed on the **SSA**, and in accordance with Carousel’s Statement of Work (Exhibit C) and Service Level Agreement (Exhibit E).

“**Supported Products**” are: (i) hardware or software products identified in the SSA; and (ii) Added Products (defined in Section 1.5). Supported Products may include non-Carousel products to the extent they are specified in the order. “**Supported Systems**” are a group of products or networks specified in the order. “**Supported Sites**” are locations specified in the order. Orders are subject to acceptance by Carousel. Carousel may accept an order by beginning to perform the Services. Terms and conditions contained in Customer purchase orders or other Customer documents will have no effect, unless explicitly approved and noted on the SSA.

1.2 Monitoring. Carousel may electronically monitor Supported Products and Supported Systems for the following purposes: (i) remote diagnostics and corrective actions; (ii) to determine system configuration and applicable charges; (iii) to verify compliance with applicable software license terms and restrictions; (iv) when providing managed Services, to assess Customer needs for additional products or Services; (v) as otherwise provided in **Exhibit B**

1.3 Error Correction. Some Services options may include correction of Errors. An “**Error**” means a failure of a Supported Product to conform in all material respects to the manufacturer’s specifications that were currently applicable when the Supported Product was purchased or licensed.

1.4 Replacement Hardware. Replacement hardware provided as part of Services may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent. It will be furnished only on an exchange basis. Returned hardware that has been replaced by Carousel, will become Carousel’s property. Title to Carousel-installed replacement hardware provided as part of Services will pass to Customer when installed. Title to all other hardware provided as part of Services will pass to Customer when it arrives at the Supported Site.

1.5 Added/ Removed Products. A. Added/ Removed Products. A. If Customer acquires additional products of the same type and manufacturer(s) as the existing Supported Products and locates them with existing Supported Products at a Supported Site or networks them at a remote location as part of an existing Supported Products at a Supported Site, they will be considered “**Added Products**”, and will be added to the order automatically for the remainder of the term. Added Products purchased from a party other than Carousel may be subject to certification by Carousel at Carousel’s then current rates for such certification. If Added Products fail certification, Carousel may choose not to add them to the Supported Products. Services coverage will be effective immediately after Carousel certifies the added products. Charges for added products will be at the then current rate and coverage will be coterminous with the coverage for the existing Products. **B. REMOVED PRODUCTS.** In the event that the Customer removes components or equipment from a Carousel-supported system, any change in components, administered TDM and/or IP port counts may be accounted for on next billing date. If customer removes equipment covered under a Carousel SSA, Carousel agrees that upon receiving 30 day written notification of the removal, complete with inventory detail, the monthly pricing of this SSA will be adjusted accordingly for the Customer’s next billing cycle, and at the rates originally agreed to herein. Non-upgrade related adjustments will be permitted to a maximum level of 30% of the original contract value.

1.6 General Limitations. Unless the **Exhibit C** provides otherwise, Carousel will provide software Services only for the unaltered current release of the software and the prior release. For software versions that are older than 1 release prior to the then current release, software Services will be limited only by the manufacturer end of support policies. The following items are included in the Services only if **Exhibit B** specifically includes them: (i) support of user-defined applications; (ii) support of Supported Products that have been modified by a party other than Carousel (except for installation of standard, self-installed updates provided by the manufacturer); (iii) making corrections to user-defined reports; (iv) data recovery services; (v) services associated with relocation of Supported Products; (vi) correction of Errors arising from causes external to the Supported Products (such as power failures or surges); and (vii) Services for Supported Products that have been misused, used in breach of their license restrictions, improperly installed or configured, or that have had their serial numbers altered, defaced or deleted.

### 2. INVOICING AND PAYMENT.

2.1 Invoicing. Carousel will invoice Customer for Services in advance unless another payment option is specified in the order, or as otherwise specified in **Exhibit B**.

2.2 Payment. Payment of undisputed invoices is due within thirty (30) days from the date of Carousel’s invoice. Customer will pay all bank charges, taxes, duties, levies and other costs and commissions associated with nonstandard methods of invoicing and payment. Overdue payments will be subject to a late payment charge of the lesser of 1.5% per month or the maximum rate allowed by applicable law. Unless Customer provides Carousel with a tax exemption certificate, Customer is solely responsible for paying all required taxes, (including, but not limited to, property, sales, use or excise taxes with respect to the provision of Carousel Equipment) except for any income tax assessed upon Carousel.

### 3. CUSTOMER RESPONSIBILITIES

3.1 General. Customer will cooperate with Carousel as reasonably necessary for Carousel's performance of its obligations, such as: (i) providing Carousel with full, free and safe access to its facilities; (ii) providing telephone numbers, network addresses and passwords necessary for remote access; and (iii) providing interface information for Supported Products and necessary third party consents and licenses to access them. Customer shall provide to Carousel a technical resource or onsite contact person who shall assist Carousel Technicians and Support Staff in remotely troubleshooting issues, including, but not limited to providing data logs, or assisting in reboots/ resets of certain components. All items will be provided by Customer at Customer's expense. If Carousel provides an update or other new release of software as part of the Services, Customer will implement it promptly. Customer will reasonably use, safeguard and return to Carousel any items that Carousel loans to Customer ("Carousel Tools") for the purpose of providing Services under this SSA, such as, but not limited to, the Remote Experience Platform ("REP"). Carousel Tools shall not be considered Products.

3.2 Provision of Supported Products and Systems. Except for Carousel hosted facilities identified in **Exhibit B**, Customer will provide all Supported Products, Supported Systems and Supported Sites. Customer continuously represents and warrants that: (i) Customer is either the owner of, or is authorized to access and use, each of them; and (ii) Carousel, its suppliers, and subcontractors are authorized to do the same to the extent necessary to provide the Services in a timely manner.

3.3 Moves of Supported Products. Customer will notify Carousel in advance before moving Supported Products. Carousel may charge additional amounts to recover additional costs in providing the Services as a result of moved Supported Products.

3.4 Vendor Management. Where Carousel is to instruct or request products or services on Customer's behalf from third party vendors under Customer's supply contracts with the third party vendors ("**Vendor Management**"), Customer will provide Carousel upon request a letter of agency or similar document, in form reasonably satisfactory to Carousel, permitting Carousel to perform the Vendor Management. Where the third party vendor's consent is required for Carousel to be able to perform Vendor Management in a timely manner, Customer will obtain the written consent of the vendor and provide Carousel a copy of it upon request.

3.5 Third Party Hosting. In the event one or more network address(es) to be monitored by Carousel are associated with systems owned, managed, and/or hosted by a third party service provider ("**Host**"), Customer will: (i) notify Carousel of the Host prior to commencement of the Services; (ii) obtain the Host's advance written consent for Carousel to perform the Services on the Host's computer systems and provide Carousel with a copy of the consent upon request; and (iii) facilitate necessary communications between Carousel and the Host in connection with the Services.

3.6 Access to Personal Data. From time to time, Customer may require Carousel to access a Supported Product or Supported System containing employee, customer or other individual's personal data (collectively, "**Personal Data**"). Where Customer instructs Carousel to access any Personal Data, or to provide Customer or a third party identified by Customer with access, Customer will (i) notify all relevant employees and other individuals of the fact that Carousel will have access to such personal data in accordance with Customer's instructions and (ii) indemnify Carousel and its officers, directors, employees, subcontractors and affiliates against, and hold each of them harmless from, any and all liabilities, costs, damages, judgments and expenses (including reasonable attorney's fees and costs) arising out of Carousel accessing or providing access in accordance with Customer's instructions.

3.7 OEM Requirements: In order to receive manufacturer support or gain access to intellectual property such as software patches and updates, manufacturers may require an end user to maintain manufacturer-direct content in the form of licensing or software subscriptions, or another type of manufacturer-direct entitlement. It is the responsibility of the customer to ensure that all subscriptions, licensing fees, software support agreements, and other manufacturer entitlements are active and up to date at commencement of, and at all times during the term of the SSA. In some cases, the OEM requires that the support provider (Carousel) contract directly with the manufacturer on behalf of the end user, with an associated cost for services. In the event of early termination of the SSA, the Customer, at a minimum, shall be subject to an early termination fee of the prorated, net amounts due to the manufacturer for all established backend OEM support as defined on this SSA, in addition to any penalty as defined in section 10. (Termination) herein.

3.8 End of Support/Extended Support: Periodically, manufacturers may declare "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") for certain Supported Products. For Products subject to End of Support, Carousel will continue to provide the support described in Exhibit C, except for the End of Support exceptions listed therein ("Extended Support"). Products declared end of support/extended support, will be supported under the terms of Extended Support until contract end date, at which time the Supported Product may be removed from coverage and rates will be adjusted accordingly. Extended Support is best effort, support will be provided with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer. Therefore, certain complex faults or functionality issues may not be resolvable without the customer upgrading the system to a version currently supported by the manufacturer. In addition, as replacement parts are manufacturer discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components at customer's expense in order to ensure compatibility and preserve Supported Product functionality.

4. **SOFTWARE LICENSE.** WHERE SERVICES INCLUDE PROVISION OF PATCHES, UPDATES OR FEATURE UPGRADES FOR SUPPORTED PRODUCTS ("**NEW SOFTWARE**"), THEY WILL BE PROVIDED SUBJECT TO THE LICENSE GRANT AND RESTRICTIONS CONTAINED IN THE ORIGINAL AGREEMENT UNDER WHICH CUSTOMER LICENSED THE ORIGINAL SOFTWARE FROM THE OEM. WHERE THERE IS NO EXISTING LICENSE FROM THE OEM, NEW SOFTWARE WILL BE PROVIDED SUBJECT TO THE MANUFACTURERS THEN CURRENT LICENSE TERMS AND RESTRICTIONS FOR THE NEW SOFTWARE. NEW SOFTWARE MAY INCLUDE COMPONENTS PROVIDED BY THIRD PARTY SUPPLIERS THAT ARE SUBJECT TO THEIR OWN END

USER LICENSE AGREEMENTS. CUSTOMER MAY INSTALL AND USE THESE COMPONENTS IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE END USER LICENSE AGREEMENT ACCOMPANYING THEM.

5. **CONFIDENTIAL INFORMATION.** “Confidential Information” means business and/or technical information, pricing, discounts and any other information or data, regardless of whether in tangible or other form if marked or otherwise expressly identified in writing as confidential. Information communicated verbally will qualify as Confidential Information if designated as confidential or proprietary at the time of disclosure and summarized in writing within 30 days after disclosure. Confidential Information excludes information that: (i) is publicly available other than by an act or omission of the receiving party; (ii) subsequent to its disclosure was lawfully received from a third party having the right to disseminate the information without restriction on its dissemination and disclosure; (iii) was known by the receiving party prior to its receipt and was not received from a third party in breach of that third party’s confidentiality obligations; (iv) was independently developed by the receiving party without use of the disclosing party’s Confidential Information; or (v) is required to be disclosed by court order or other lawful government action, but only to the extent so ordered, provided the receiving party provides prompt written notification to the disclosing party of the pending disclosure so the disclosing party may attempt to obtain a protective order. In the event of a potential disclosure in the case of subsection (v) above, the receiving party will provide reasonable assistance to the disclosing party should the disclosing party attempt to obtain a protective order. Each party will protect the secrecy of all Confidential Information received from the other party with the same degree of care as it uses to protect its own Confidential Information, but in no event with less than a reasonable degree of care. Neither party will use or disclose the other party’s Confidential Information except as permitted in this Section or for the purpose of performing obligations under this SSA. The confidentiality obligations of each party will survive expiration or termination of the SSA. Upon termination of the SSA, each party will cease all use of the other party’s Confidential Information and will promptly return, or at the other party’s request destroy, all Confidential Information, including copies, in tangible form in that party’s possession or under its control, including Confidential Information stored on any medium. Upon request, a party will certify in writing its compliance with this Section.

6. **WARRANTIES.** Carousel warrants to Customer that Services will be carried out in a professional and workmanlike manner by qualified personnel. If the Services have not been so performed and Carousel receives Customer’s detailed request to cure a non-conformance within 30 days of its occurrence, Carousel will re-perform those Services. This remedy will be Customer’s sole and exclusive remedy and will be in lieu of any other rights or remedies Customer may have against Carousel with respect to the non-conformance of Services.

EXCEPT AS REFERENCED AND LIMITED IN THIS SECTION, NEITHER CAROUSEL NOR ITS LICENSORS OR SUPPLIERS MAKES ANY OTHER EXPRESS OR IMPLIED REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE SERVICES. IN PARTICULAR, THERE IS NO WARRANTY THAT ALL SECURITY THREATS AND VULNERABILITIES IN A SUPPORTED PRODUCT, SUPPORTED SYSTEM OR NETWORK WILL BE DETECTED OR THAT SERVICES WILL RENDER THEM SAFE FROM SECURITY BREACHES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CAROUSEL DISCLAIMS ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

7. **LIMITATION OF LIABILITY.** IN NO EVENT WILL EITHER PARTY OR ITS RESPECTIVE LICENSORS OR SUPPLIERS HAVE ANY LIABILITY FOR ANY INCIDENTAL, SPECIAL, STATUTORY, INDIRECT OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR REVENUE, LOSS OR CORRUPTION OF DATA, TOLL FRAUD, COST OF COVER, OR SUBSTITUTE GOODS OR PERFORMANCE. THE LIABILITY OF EITHER PARTY FOR ANY CLAIM ARISING OUT OF OR IN CONNECTION WITH THIS SSA WILL NOT EXCEED AN AMOUNT EQUAL TO THE AGGREGATE TOTAL AMOUNT OF ALL FEES PAID OR PAYABLE UNDER THIS SSA IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE EVENT GIVING RISE TO THE CLAIM. THE LIMITATIONS OF LIABILITY IN THIS SECTION WILL APPLY TO ANY DAMAGES, HOWEVER CAUSED, AND ON ANY THEORY OF LIABILITY, WHETHER FOR BREACH OF CONTRACT, TORT (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE), OR OTHERWISE, AND REGARDLESS OF WHETHER THE LIMITED REMEDIES AVAILABLE TO THE PARTIES FAIL OF THEIR ESSENTIAL PURPOSE. HOWEVER, THEY WILL NOT APPLY IN CASES OF WILFULL MISCONDUCT, PERSONAL INJURY OR BREACHES OF OEM’S LICENSE RESTRICTIONS. THE LIMITATIONS OF LIABILITY IN THIS SECTION ALSO WILL APPLY TO ANY LIABILITY OF DIRECTORS, OFFICERS, EMPLOYEES, AGENTS AND SUPPLIERS.

8. **GOVERNING LAW AND DISPUTE RESOLUTION**

8.1 **Choice of Law.** Any controversy or claim, whether based on contract, tort, strict liability, fraud, misrepresentation, or any other legal theory, related directly or indirectly to the SSA (“Dispute”) shall be resolved solely in accordance with the terms of this Section 8. Any Dispute Customer has against Carousel with respect to the SSA must be brought in accordance with this Section 8 within two (2) years after the cause of action arises. The SSA shall be governed by the laws of the State of Rhode Island and interpreted and determined in accordance with the laws of the State of Rhode Island. The parties hereto irrevocably: (a) agree that any suit, action, or other legal proceeding arising out of the SSA shall be brought exclusively in the courts of record of either the State of Rhode Island or the courts of the United States located in the State of Rhode Island; (b) consent to the jurisdiction of each such court in any such suit, action or proceeding; and (c) waive any objection which it may have to the laying of venue of such suit, action or proceeding in any of such courts.

8.2 **Injunctive Relief.** Either party may, at its option and at any time during the dispute resolution process, seek injunctive relief in any court of competent jurisdiction (including but not limited to preliminary injunctive relief). The parties acknowledge that each of them has a vital interest in enjoining any violation of confidentiality obligations, including unauthorized use of the Software, because damages would not adequately compensate a party for any infringements of that party’s intellectual property rights.

8.3 **No Withholding.** Disputes will not be a basis for withholding payment of any undisputed amounts due under the SSA or offsetting other amounts due whether or not the disputed Item is on the same order or invoice, nor will any amount be retained in anticipation of a Dispute for which notice has not been received.

## 9. TERM AND TERMINATION.

**9.1 Term.** This SSA will be effective from the date Carousel accepts the order unless terminated earlier in accordance with this Section. Unless a different term is defined in **Exhibit B**, Carousel will provide Services for an initial term of one year. Services will be renewed automatically for successive one year terms (unless specifically mandated in **Exhibit B**) applying the then most similar current generally available support plan offering and then current rates, unless either party gives the other written notice of its intent not to renew at least 60 days prior to the expiration of the applicable initial or renewal term. Unless otherwise specified in **Exhibit B**, Customer may terminate Services in whole or in part upon written notice subject to the cancellation fees equal to Support Services fees for 12 months or the remaining term, whichever is less. Customer will additionally be subject to termination fees comprised of the net amounts due to OEM for all established backend OEM support, as defined on the SSA. For prepaid SSA's, Carousel will refund or credit the prorated price of the remaining term less the applicable termination charge. Either party may terminate this SSA by written notice to the other party effective immediately upon receipt if the other party fails to cure any material breach of this SSA within a thirty (30) day period after having received a written notice from the non-breaching party detailing the breach and requesting the breach be cured.

**9.1 Termination Notice.** Customer's written notice of cancellation or intent not to renew must be sent by: (i) letter via certified mail to the following address: Carousel Industries of North America, Inc., 659 South County Trail, Exeter, Rhode Island 02822 Attn: Termination; (ii) email to cancelcontract@carouselindustries.com; or (iii) fax to 401-667-5492.

10. **MISCELLANEOUS.** Carousel may assign this SSA or any associated order to any of its affiliated entities or to any entity to which Carousel may sell, transfer, convey, assign or lease all or substantially all of the assets used in connection with its performance under this SSA. Carousel may subcontract any or all of its obligations, but will retain responsibility for them. Neither party will be liable for any delay or failure in performance to the extent the delay or failure is caused by events beyond the party's reasonable control, including without limitation, fire, flood, act of God, explosion, war or the engagement of hostilities, strike, embargo, labor dispute, government requirement, civil disturbances, civil or military authority, and inability to secure materials or transportation facilities. The failure of either party to assert any of its rights under this SSA is not a waiver by that party of its right later to enforce this SSA in accordance with its terms. These Terms constitute the entire understanding of the parties with respect to its subject matter and will supersede all previous and contemporaneous communications, representations or understandings, either oral or written, between the parties relating to that subject matter. It will not be contradicted or supplemented by any prior course of dealing between the parties. All notices under this SSA and any modifications or amendments must be in writing which in no event shall include any form of electronic communication (such as e-mail).

## EXHIBIT G – SmartPoint End User License Agreement

Carousel Industries ("Partner") SmartPoint solution contains software licensed for Carousel and Customer use from Nectar Services Corporation ("**powered by Nectar**"). Nectar reserves the right to make changes to the EULA that will apply to all installed platforms; any such updates will be provided to Customer by Carousel as an amendment to this Exhibit G.

The following are Required Terms for Partner's End User Master Services Agreement (Partner being referred to as "Vendor" therein, and its End User customer being referred to as "Customer" therein). The End User Master Services Agreement must also: (i) provide that "Licensor" refers to Nectar Services Corp.; (ii) refer to the Services as "**powered by Nectar**" (italicized and in bold face); and (iii) provide that if Nectar requires that Partner change any of the Required Terms, then, and in that event, (a) Partner must make changes to its End User Master Services Agreement that reflect the new Nectar requirements, (b) Partner will notify its End User customers thereof by a reasonably effective means, and (c) Partner's End User customers agree that such changes will be binding upon them.

- A. **LIMITATION OF LIABILITY.** The Customer acknowledges that Vendor's Licensor has no control over how a foreign administration or third party carrier establishes its rules and conditions pertaining to international telecommunications services and acknowledges that any inability or failure by Vendor's Licensor to perform any of its obligations hereunder as a result of such rules and conditions shall be excused. Under no circumstances and under no legal theory, whether in Contract, Tort (including Negligence), Strict Liability or any other theory whatsoever, shall Vendor's Licensor be liable for any damages that Customer may suffer from or in connection with Customer's use of, or inability to use, Vendor's equipment, or the Services. This limitation includes, but is not limited to, damages resulting from loss or theft of data; transmission delays or failures; service interruptions; unauthorized access or damage to records, software programs or

other information or property; loss of profits; loss of goodwill; cost of cover; or any other special, incidental, consequential, direct, indirect or punitive damages, however caused. This limitation will apply even if Vendor's Licensor has been advised of, or is aware of, the possibility of such damages. Because some States or other jurisdictions may not allow the exclusion of certain warranties or certain forms of liability, some or all of the exclusions set forth in this Agreement may not apply. If any of such exclusions are not allowed under the Laws of a particular State or other jurisdiction for any reason, then Vendor's Licensor's maximum liability for any type of damages with respect to Vendor's Licensor's network, equipment or Services shall be limited to the amount of the monthly service charges paid by the Customer to Vendor for the Services hereunder, for the twelve (12) month period prior to the occurrence of the event giving rise to such liability. Such limit shall apply to the aggregate of all claims with regard to such Services. Vendor's Licensor does not and cannot control the quality of other parties' networks to which Vendor or its Licensor must interconnect. Therefore, Vendor's Licensor disclaims any and all liability that may arise from the performance, including failure, of other parties' networks. In no event shall Vendor's Licensor be liable for the fraudulent or illegal use of the Services by any of the Customer's officers, employees, agents, clients or any other person using the Services through the Customer.

- B. CERTAIN RULES AND LIMITATION OF USE.** The Customer agrees to comply at all times with any and all applicable local, state and federal law, or the law of any country which may assert jurisdiction over the activity involved. Any content, material, message or data made available or transmitted through the Service, wherever it is sent from, viewed, received or retrieved, that is in violation of any applicable law or regulation, is strictly prohibited. The Customer shall use its best efforts to safeguard the Services provided hereunder, through the implementation of its own Internal Use Policy and Procedure to prevent use of the Services: (i) to breach a computer security system without the consent of the owner, or to gain access to a system, protected or otherwise, without the consent of its owner; (ii) to intercept or cause the interception of, or to disclose, electronic communications, including e-mails; (iii) to post or transmit data which is threatening, obscene, indecent or defamatory; (iv) to post or transmit any data which violates export control laws; or (v) to commit fraud or any other illegal activity. Furthermore, under no circumstances will the Customer take any action that could result in any harm or damage to: (a) Vendor's Licensor's network; (b) any other network(s); (c) Vendor's Licensor's premises; (d) Vendor's or its Licensor's equipment or software; or (e) any other Vendor or Licensor customer. In no event shall Vendor's Licensor be responsible for either the misappropriation or illegal use of the Services by the Customer. The Customer must, at all times, conform to these Rules and Limitations of Use, which shall be provided hereunder and as amended, from time to time. It is important that Customer review these Rules regularly to ensure that it complies with them. If, for any reason, Vendor or its Licensor learns of or suspects inappropriate or illegal use of Vendor's or its Licensor's facilities, network or Service, or other networks accessed through Vendor's or its Licensor's network, or any other violation of the Rules of Use, then Customer agrees that it will cooperate in any resulting investigation by Vendor or the appropriate authorities. If any inappropriate or illegal use is found, and if Customer fails to cooperate with any investigation of such use, or if Vendor's Licensor deems such action necessary in its sole discretion to prevent imminent harm to the network or facilities of Vendor's Licensor or any third party, or disruption to Vendor's or its Licensor's services, Vendor's Licensor may require Vendor to immediately suspend or terminate the Service. Furthermore, upon written Notice to Customer, Vendor's Licensor may modify or suspend the Service, as necessary, to comply with any law or regulation, as reasonably determined by Vendor's Licensor. Customer, on behalf of itself, its affiliates, successors, assigns, officers, directors, employees and agents, agrees to indemnify, defend and hold harmless Vendor's Licensor, successors, assigns, officers, directors, employees and agents ("Vendor Indemnified Parties") from and against any and all liabilities, losses, expenses and claims: (i) for personal injury or property damage, (ii) arising from or relating to any content used or transmitted by Customer or any users over the Services, (iii) made against any of the Vendor Indemnified Parties by any users taking through the Customer, or (iv) arising from or relating to Customer's or any such user's negligent acts or omissions, willful misconduct or breach of any of Customer's representations or obligations under this Agreement.
- C. SOFTWARE LICENSE; NO RESALE; RESTRICTIONS; ALL RIGHTS RESERVED.** Vendor's Licensor grants to Customer, a non-licensable, non-exclusive and non-transferable license to use the Software as a Service provided for under this Agreement. Customer shall not, in any way, re-sell, license or allow any third party to use the Vendor Service and its Software without receiving Vendor's Licensor's prior written consent. Except for the limited license rights granted in this Section C, Vendor's Licensor reserves all rights in the Software and the Services, and any modifications made thereto,

including all title, ownership rights, intellectual property rights, trademark rights, copyrights and software rights (“Proprietary Rights”) and it shall have the exclusive right to protect and enforce its Proprietary Rights in its products and Services. In furtherance thereof, to the fullest extent possible under applicable law, the Customer agrees that it will not: (i) make any copies or duplicates of any Software without the prior written consent of Vendor’s Licensor; (ii) disassemble, reverse assemble, decompile, reverse engineer or otherwise attempt to decipher or reconstruct any source code (or the underlying ideas, algorithms, structure or organization) from the Software; (iii) modify or create any derivative works of the Software (including, without limitation, translations, transformations, adaptations or other recast or altered version); (iv) use, copy, sell, lease, sub-lease, rent, loan, assign, convey or otherwise transfer the Software, except as expressly authorized under this Agreement; (v) distribute, disclose or allow use of the Software, in any format, through any time-sharing service, service bureau, network or by any other means, to or by any third parties; (vi) violate any obligations of the Confidentiality provisions contained herein; (vii) delete, alter, add to or fail to reproduce in and on any Product, Service or Software, any Trademark or Copyright or other notices appearing in or on any copy, media or package materials provided by Vendor’s Licensor directly or through Vendor; or (viii) permit or encourage any third party to do any of the foregoing. In the event that the Customer breaches any of the Software license restrictions and limitations set forth above, Vendor’s Licensor may provide written Notice to Customer directly or through Vendor that if within ten (10) business days of the Customer’s receipt of a reasonably detailed written request to cure said breach, the Customer fails to comply and cure said breach, then Vendor’s Licensor may terminate, effective immediately, the Software license granted hereunder, and shall be entitled to exercise all available and permitted rights hereunder. Upon such termination, the Customer shall immediately pay all outstanding licensing and Service fees and termination charges; and it shall cease use of the Software and Services. Vendor’s Licensor shall have the right to monitor Customer locations to confirm compliance with the foregoing and to assure that Customer is not using the Software and/or Services in excess of the quantities authorized, or at locations other than authorized. In the event such monitoring determines that Customer is using Software and/or Services in excess of the quantities authorized, Vendor and/or its Licensor may bill Customer, and Customer will be required to pay, applicable charges for the excess quantities (which may be billed retroactively to the time of first use as reasonably determined by Vendor and/or Licensor). In the event such monitoring determines that Customer is using Software and/or Services at locations other than authorized, Vendor and/or Licensor may require Customer to immediately cease such use or (at Vendor’s and/or Licensor’s option) to execute a proper order for Services at such location and to pay any applicable charges arising therefrom (which may include retroactive charges to the time of first use as reasonably determined by Vendor and/or Licensor).

- D. **LIMITED WARRANTY.** For a period of ninety (90) days following delivery of the Software to the Customer, Vendor’s Licensor represents and warrants that the Software and Service will perform in all material respects in accordance with its published documentation, and that at the time of delivery it shall contain no virus, worm, time bomb, Trojan horse or other such disabling or damaging computer code, nor shall use of the Software and Service violate any laws or the rights of any third parties. In the event the delivered Software and Service fail to conform to the foregoing limited warranty, during the limited warranty period, Vendor’s Licensor will, at its option and expense, promptly replace or correct such Software. Subject to the foregoing limited warranty, and in all other respects, (i) the Software and Service are provided on an “AS IS” basis, and Customer’s use of the Software and Service are at Customer’s own risk; and (ii) Vendor’s Licensor does not make, and hereby disclaims any and all warranties of any kind, whether express or implied, including, but not limited to, any warranty of fitness for a particular purpose, merchantability, title or non-infringement, or any warranty arising from any course of dealing, usage or trade practice. Without limiting the foregoing, Vendor’s Licensor does not warrant that the Service will be uninterrupted, error-free or completely secure.
- E. **INDEMNIFICATION.** Vendor’s Licensor shall, at its own cost and expense, defend, indemnify and hold harmless Customer, and its officers, directors, agents and employees from and against any claim or suit (including reasonable attorneys’ fees and expenses) (collectively, the “**Indemnitees**”) brought against any Indemnitee to the extent that such action is based on a claim that Vendor Licensor’s Software, when used in accordance with this Agreement, infringes any copyright, trade secret rights or patent rights of any third party (“**Infringement**”) and Vendor’s Licensor shall pay all costs, settlements and damages incurred in connection with any such claim, provided: (a) Vendor’s Licensor shall have sole control of the defense and/or settlement of such claim or suit (except that Customer may participate in the defense and/or settlement of any such claim with counsel of its own choosing at its own expense); (b) Customer will notify Vendor and its Licensor promptly, in writing, (provided that that any delay or failure of notice shall not relieve Vendor’s



Southern Nevada Office  
2310 Corporate Circle, Suite 200  
Henderson, Nevada 89074  
(702) 486-1100

Northern Nevada Office  
9670 Gateway Drive, Suite 100  
Reno, Nevada 89521  
(775) 688-1141

# STATE CONTRACTORS BOARD

The Nevada State Contractors Board certifies that

## CAROUSEL INDUSTRIES OF NORTH AMERICA INC

Licensed since November 16, 2012

License No. 0077484

Is duly licensed as a contractor in the following classification(s):

**PRINCIPALS:**

**C-2D-LOW VOLTAGE**

**LIMIT: Unlimited**

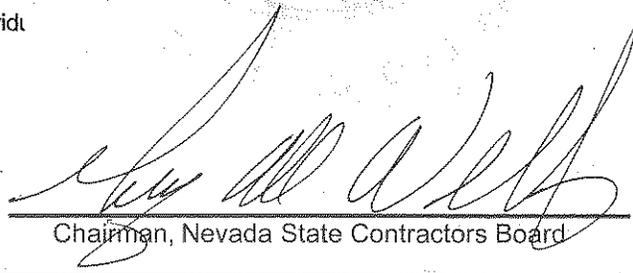
**EXPIRES: 11/30/2014**

MICHAEL JOHN VICKERS, President

JEFFREY WILLIAM GARDNER, Secretary

RICHARD ARTHUR PROULX, Treasurer

ERIK DAVIS MUNKDALE, Qualified Individu



Chairman, Nevada State Contractors Board



### STATE OF NEVADA CONTRACTORS LICENSE

THIS IS TO CERTIFY THAT THE COMPANY  
LISTED BELOW IS LICENSED IN THE STATE OF  
NEVADA FOR THE CLASSIFICATION(S) SHOWN:

CAROUSEL INDUSTRIES OF NORTH AMERICA INC  
659 S COUNTY TRAIL  
EXETER RI 02822

LIC. NO. 0077484

EXPIRES:

11/30/2014

LIMIT: Unlimited

Class: C-2D

### STATE OF NEVADA STATE CONTRACTORS BOARD

9670 Gateway Drive, Suite 100 Reno, Nevada 89521  
2310 Corporate Circle, Suite 200 Henderson, Nevada 89074

### POCKET CARD RE-ORDER FORM

Enclosed is \$ \_\_\_\_\_ to cover the cost of \_\_\_\_\_ additional  
pocket cards at ten dollars (\$10.00) each.

Firm Name \_\_\_\_\_

License No. \_\_\_\_\_

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

CAROUSEL INDUSTRIES OF NORTH AMERICA INC  
659 S COUNTY TRAIL  
EXETER RI 02822



600 Technology Park Drive  
Billerica, MA 01821

October 17, 2013

To Whom it May Concern:

Carousel Industries of North America is one of Avaya's premier resellers. They have achieved the highest levels within the Avaya Business Partner Program with Platinum Reseller status. Furthermore, they hold all of the required Product Authorizations for our complete compliment of product solutions, and they are authorized to sell, install and maintain the complete Avaya Solution lineup anywhere within the United States. Carousel has been an authorized business partner for the last 20 years. Carousel's Resale Contract status with Avaya is current, active and in good standing. Currently our contract with Carousel Industries has no termination date as it auto-renews each year.

They are also one of a few Business Partners that have achieved Avaya's Data Expert Designation badge. Carousel is authorized to sell and design the entire Avaya Networking portfolio which includes the Ethernet Routing Switches (ERS), Access Control, Unified Branch solutions, Secure Routers, Identity Engines, Virtual Services Platform (VSP 9000, VPN Gateway, Wireless LAN, and Unified Communications Management products.

For implementation, Carousel is authorized on Ethernet Routing Switches.

Carousel was previously awarded "Avaya Business Partner of the Year" for recognition of their sales success and technical expertise. Winning this award in back to back years was unprecedented in Avaya's Partner Recognition program. Since 2005, they have been in our National Partner Program which is comprised of only a select collection of the largest Avaya Business Partners in the nation. This unique privilege gives them a seat on our Business Partner Council, priority access to Tier 3/4 support, a dedicated National Services Manager for critical customer service escalations, Priority Product and Firmware Escalation support as well as visibility and engagement within the executive levels of Avaya. They also have the capability to co-ordinate the sales and delivery of Avaya solutions worldwide, through our network of Authorized Business partners in other countries.

We are confident that you will be well served in any capacity you may choose to partner with Carousel Industries on Avaya Solutions.

If you have any questions, or if you need any additional information, please feel free to contact me at 978-671-3252.

Sincerely,

*Fernando Dias*

Fernando Dias  
AVAYA  
National Partner Manager  
[ferdias@avaya.com](mailto:ferdias@avaya.com)



## **SCOPE OF WORK**

### **3.1 GENERAL REQUIREMENTS**

3.1.1 The awarded vendor must offer services to the Supreme Court, Legislature, Nevada System of Higher Education and city and county governments within Nevada, under the same rates, terms and conditions as offered to the State. Utilization of such services will be at the sole discretion of individual government entities, cannot be guaranteed under this procurement and will be governed by the individual agreements signed by those entities.

*Agreed.*

3.1.2 All vendors responding to this RFP must be licensed and hold a valid Nevada State contractor's C2D license at time of proposal submission. A copy of that license must be submitted **Tab IV – State Documents** of the Technical Proposal response. To further inquire on how to obtain the C2D license contact the Nevada State Contractor's Board at (775) 688-1141.

*Comply. Included with State Documents TAB IV.F*

3.1.3 Pricing for the EITS core switches shall be based upon a five (5) year lease that includes five years of Avaya Software Support + Upgrades in order to provide continual software updates and major revision upgrades. Leasing agreements will be made available to individual using agencies as requested. Vendors are required to submit copies of their standard lease agreement documents in Tab IX – Other Informational Material.

*Comply. Avaya Support Advantage/Upgrade Advantage is included in the EITS system design. (replaces Avaya SSU). Leasing is provided by Avaya Financial Services and the DRAFT agreement, agreed to by the State of Nevada for previous lease engagements is attached to TAB IX.B Lease Agreement.*

### **3.2 VENDOR RESPONSE TO SYSTEM REQUIREMENTS**

Vendors must describe in detail their approach to meeting the requirements described in the following sections including how proposed products will be used to meet these requirements. If subcontractors will be used for any of the tasks, vendors must indicate which tasks and the percentage of time subcontractor(s) will spend on those tasks.

*Comply. Carousel has provided a detailed Scope of Work document describing our approach to satisfying the system upgrades and migrations in this RFP in this binder, TAB 6 (Section 3) – B. (Detailed Project SOW)*

### 3.3 UPGRADE OF EITS CORE SWITCHES

The solution elements of this design will include the Telephony Core, Voicemail, Call Center, Media Gateways and Remote Locations elements. The new Communication Core will maintain existing digital, analog and IP telephones. Telephones will not be part of this exercise and will remain the exclusive responsibility of each department, which will decide independently to maintain or upgrade them in response to this initiative.

#### 3.3.1 Design Objectives

The design objective of this project is to support:

Consolidation of all locations currently served by EITS as contained in the list below:

<b>Physical Address</b>	<b>City</b>	<b>Agency</b>
555 E. Washington	Las Vegas	Sawyer Building - Various Agencies
2200 S. Rancho	Las Vegas	Hearings and Appeals
215 E. Bonanza	Las Vegas	P&P
620 Belrose	Las Vegas	Youth Parole
1785 E. Sahara	Las Vegas	Taxicab Authority/SNAMHS
1860 E. Sahara	Las Vegas	Aging Services/Public Works/SAPTA
9075 W. Diablo	Las Vegas	PUC
2550 Paseo Verde Parkway	Las Vegas	Taxation
2501 E. Sahara	Las Vegas	B&I/Agriculture/B&G
720 S. 7 <sup>th</sup> Street	Las Vegas	SNAMHS
1210 S. Valley View	Las Vegas	DHCFP
6655 W. Sahara	Las Vegas	Nevada Film
3811 W. Charleston	Las Vegas	Health
10791 W. Twain	Las Vegas	AG-Consumer Protection
6161 W. Charleston	Las Vegas	Mental Health - Bldg. 1
6171 W. Charleston	Las Vegas	DCFS - Building 7
1650 Community College Dr.	Las Vegas	SNAMHS - Rawson Neal Psychiatric Hospital
1391 S. Jones Blvd.	Las Vegas	DRC
6171 W. Charleston	Las Vegas	DCFS-Desert Willow Treatment Center - Bldg. 17
4150 Technology Way	Carson City	DHHS
101 N. Carson St.	Carson City	Capitol Bldg
500 E. Third St.	Carson City	DETR
555 Wright Way	Carson City	DMV/DPS
209 E. Musser St.	Carson City	Administration
198 Carson St.	Carson City	Attorney General
100 Stewart St.	Carson City	Library and Archives/EITS
700 E. 5th St.	Carson City	Education
400 W. King St.	Carson City	Business and Industry

**Carousel Industries**

1100 E. Williams St.	Carson City	DHCFP/PUC/NAIW
727 Fairview	Carson City	DHHS
3427 Goni Rd.	Carson City	NEIS
575 E. Third St.	Carson City	EITS
107 Jacobsen Way	Carson City	DPS
1550 College Parkway	Carson City	Taxation
1445 Hot Springs Rd.	Carson City	Parole and Probation
1100 Valley Rd.	Reno	Parole and Probation
119 E. Long St.	Carson City	Parole and Probation
515 E. Musser St.	Carson City	Administration
901 S. Stewart St.	Carson City	DCNR
333 Nye Lane	Carson City	DPS
1320 S. Curry St.	Carson City	DETR
1749 Moody St.	Carson City	DOE
405 S. 21st	Sparks	Agriculture
2150 Barnett Way	Reno	Purchasing
808 Nye Lane	Carson City	Economic Development
4600 Kietzke Lane	Reno	Taxation
1818 College Parkway	Carson City	Business and Industry
401 Carson St.	Carson City	Tourism
675 Fairview	Carson City	DHHS
3416 Goni Rd.	Carson City	Aging Services
1830 College Parkway	Carson City	Business and Industry
1030 Bible Way	Reno	DHCFP
896 Nye Lane	Carson City	DHHS Office of Disability
500 Damonte Ranch Pkwy	Reno	SOS
1755 Plumb Lane	Reno	Board of Massage Therapy
1030 Ruby Vista Drive	Elko	DHHS
3920 Idaho St.	Elko	DPS
2478 Fairview Drive	Carson City	EOC

- 3.3.1.2 Provide a software and hardware upgrade to the existing solution;
- 3.3.1.3 Centralize the ownership and management of EITS telephony resources;
- 3.3.1.4 Establish a Communication Core to support additional consolidation and centralization in future phases; and
- 3.3.1.5 Provide Voice Network Optimization.

***Comply. Carousel has provided a detailed Scope of Work document describing our approach to satisfying the system upgrades and migrations in this RFP in this binder, TAB 6 (Section 3) – B. (Detailed Project SOW)***

### 3.3.2 Solution Redundancy

The EITS communication core design will include three levels of redundancy:

#### 3.3.2.1 Core

The Core will include the following elements:

- A. Communication Manager High Availability Core;
- B. Session Manager;
- C. System Manager;
- D. Presence Services;
- E. Avaya Aura Messaging High Availability (Application, Storage and Mirroring Servers);
- F. Application Enablement Server; and
- G. CMS

***Comply. Carousel has provided a detailed Scope of Work document describing our approach to satisfying the system upgrades and migrations in this RFP in this binder, TAB 6 (Section 3) – B. (Detailed Project SOW. Presence Services (hardware) and AES removed in Amendment 1.***

#### 3.3.2.2 Survivable Core

The Survivable Core will include the following elements:

- A. Communication Manager High Availability Survivable Core;
- B. Session Manager;
- C. System Manager;
- D. Avaya Aura Messaging High Availability (Application and Storage Servers); and
- E. CMS

#### 3.3.2.3 Survivable Remotes

Approximately 70% of remote locations will be configured as a Survivable Remote by including an S8300 processor element for local survivability.

### 3.4 SOLUTION DETAILS

It is recommended that bidders responding to this project run all appropriate Product Information System (PIPS) reports from Avaya on the existing independent CMs (i.e. Capital (Carson City), Sawyer (Las Vegas), Elko (Elm), Elko (Idaho), EOC and Mental Health (Las Vegas)) to extract configuration and licensing information for telephony, media gateway, voicemail and call center elements. This information will be needed in the creation of the new design which will migrate and upgrade existing systems into the new solution.

### 3.5 COMMUNICATION MANAGER

3.5.1 Licenses from existing Communication Managers (Capital, Sawyer, Elko (Elm), Elko (Idaho), EOC and Mental Health (Las Vegas)) will need to be migrated and upgraded to the new Communication Manager. The new Communication Manager will consist of a High Availability Core located in Carson City, site of an existing CM (Capital), as well as a High Availability Survivable Core, located in Las Vegas, site of an existing CM (Sawyer).

3.5.2 Hardware of existing gateways identified in *Section 3.5.1* above will need to be upgraded. The guidance concerning hardware upgrades will be to maintain processor ethernet media gateways (i.e. G350 and G700) and replace port network gateways (i.e. MSC & G650) with G450 media gateways. Elko (Elm), Elko (Idaho), EOC (Carson City) and Mental Health (Las Vegas) locations will need to be converted from independent CMs to Survivable Remotes reporting to the new Communication Manager core.

3.5.3 Approximately 70% of existing remote locations belonging to the existing CMs will need to be upgraded into Survivable Remotes using the same hardware upgrade criteria previously mentioned and report to the new Communication Manager core.

### 3.6 CALL CENTER ELITE, CMS & AES

Call Center Elite licenses of the existing CM systems (Capital and Sawyer) will need to be migrated and upgraded to the new Communication Manager core. The associated CMS and AES resources will need to be upgraded accordingly.

### 3.7 AVAYA AURA MESSAGING

All existing voicemail licenses will need to be migrated from their multiple disparate systems to a new Avaya Aura Messaging (AAM) core. The new AAM solution will provide High Availability for voicemail by supporting redundant application and storage server operations at both core locations, namely, Capital (Carson City) and Sawyer (Las Vegas). This geo-redundant voicemail solution will include a replication server for application and storage redundancy to be located at the Capital (Carson City) location.

### 3.8 NETWORK OPTIMIZATION

- 3.8.1 The plan will deliver a one-time analysis of the current network and enterprise telecommunications environment, including considerations of bandwidth, capacity, service types, and costs currently in place at EITS. This analysis will attempt to breakdown the existing location trunk models and assess the applicability of trunk sharing thereby improving trunk utilization and enabling significant reduction in overall trunking facilities.
- 3.8.2 As part of the contract responsibilities, awarded vendor will be required to perform a GAP analysis between current state and proposed optimized state.

### 3.9 SOLUTION ARCHITECTURE DESIGN

Proposing vendors will provide a suggested design for the upgraded EITS platform in their Technical Response and shall include the following:

- 3.9.1 Current State Avaya solution overview;
- 3.9.2 End-state detailed architecture;
- 3.9.3 Call Flow/Data Flow design; and
- 3.9.4 System Configuration Diagrams.

Suggested pricing for this design shall be listed and described in ***Attachment I – Cost Proposal.***

***Comply. Carousel has provided a detailed Scope of Work document describing our approach to satisfying the system upgrades and migrations in this RFP in this binder, TAB 6 (Section 3) – B. (Detailed Project SOW)***

***Costs for this solution are provided in “Cost Proposal – TAB 2.A\_Attachment I\_EITS SYSTEM DESIGN COST”***

### 3.10 FUTURE PHASES ARCHITECTURE DESIGN SERVICES

- 3.10.1 Once the upgrade to EITS systems has been completed, it is the intent of the State to begin planning to migrate and consolidate other Departments onto the newly upgraded core system. These organizations currently have equipment ranging from Norstar key systems to Avaya G3's and CM 2.2. Station counts vary from 10 to 2,000 and locations vary from a single office to statewide locations;

***Acknowledged.***

3.10.2 Vendors shall offer a design service that will entail obtaining critical technical information/data that will become the basis for the migration plan and budgetary estimate;

***Comply.***

3.10.3 Vendors will document the technical requirements and produce a Solution Recommendation that is sufficiently detailed to provide price quotations for the Departments budget process;

***Comply. Carousel will provide detailed price quotes as well as drawings as required for each agency.***

3.10.4 Vendor will provide all necessary design and engineering details to bring future agency services onto EITS platform. Deliverables for future consolidations onto the upgraded EITS core will include the following:

3.10.4.1 Solution requirements (high level business and detailed technical);

3.10.4.2 Current state overview;

3.10.4.3 Recommended end-state solution architecture;

3.10.4.4 Application integration design;

3.10.4.5 Call flow/data design; and

3.10.4.6 Physical and environmental requirements (i.e. electrical, air conditioning, room size, etc.).

***Comply. Carousel will provide these services with Carousel personnel as part of the high level solution design. 3.10.4.4 and 3.10.4.5 are part of the implementation deliverables.***

3.10.5 Vendors shall list and describe system design offerings with applicable rates and charges along with qualifications of personnel performing the work in ***Attachment I – Cost Schedule.***

***Comply. Please note – Carousel will provide the design services to integrate, merge and implement Avaya Aura Communication Products and Services into the EITS core at NO ADDITIONAL CHARGE. System design (to include Visio drawings, documentation, environmental requirements) are part of the pre-sales process and therefore not billable. Design of other (3<sup>rd</sup> party) solutions not included within this RFP are custom billable and not identifiable as hourly charges.***

***Carousel maintains system engineers, system consultants and solution architects certified on the products and services provided within this response. Only certified personnel are allowed to engage in the design of the products specified.***

### 3.11 TELECOMMUNICATIONS SYSTEM REQUIREMENTS

#### 3.11.1 System Overview

The State of Nevada requires all proposed equipment, hardware and software to be fully compatible, with seamless integration to all existing Avaya telecommunications equipment within the State.

*Acknowledged.*

### 3.12 SYSTEM ARCHITECTURE

The State of Nevada requires a common architecture platform that is compatible with the existing Avaya architecture currently installed. All platforms must be based on the use of an upgradeable processor, a high level operating system, uniform system software, open interfaces and distributed processing.

#### 3.12.1 Messaging Requirements

A multi-media messaging solution is required that meets today's needs and yet allows for future growth. Vendors must provide an overview of the system's universal messaging capabilities. Voice, fax and visual desktop access to messaging functionality and e-mail access must be included as standard features. Vendor must identify any growth strategy available.

***Comply. Avaya Aura® Messaging is a next-generation solution for unified messaging that combines our expertise in new and existing technology with industry standards to flexibly integrate within the Avaya Aura® architecture in Linux-based server environments.***

#### **Two Server Models**

***Avaya Aura Messaging is a scalable solution ranging from an easy-to-deploy single server to a fully scalable front-end/back-end configuration with dedicated application servers and storage servers to support higher numbers of users. This flexibility covers single site, multisite, centralized, and distributed configurations to match existing network architecture. To satisfy these current and growth needs, two server models are available: Standard Messaging Server and High-Storage Capacity Messaging Server. Regardless of which is deployed, both models run on the same Linux server, run as a single virtual machine, and run on top of the Avaya System Platform.***

- ***A Standard Messaging Server can serve as a single server (combining application and storage roles), an application-only server, or as a storage-only server.***
- ***A High-Storage Capacity Messaging Server can serve as a storage-only server able to support a large number of mailboxes.***

*A major differentiator for Avaya Aura® Messaging is the flexibility as to where messages are stored on a per user basis. Support for multiple message stores includes using a standalone message store and integration with Microsoft Exchange email systems as the message store.*

**Key Benefits**

*The attractiveness of an Avaya Aura® Messaging solution is its ability to meet the demands of robust messaging needs at whatever pace and growth path your business needs and requires. The following are standard unified messaging features:*

**Call Answering and Call Processing Features**

*Customers base many of their perceptions (both positive and negative) on how they are treated when they reach your business via telephone.*

- *Speech automated attendant capabilities to allow callers to say a name versus entering an extension. In addition to administrator-recorded system automated attendant prompts, Caller Application menus may be created. These are essentially enhanced automated attendant applications—including listen-only mailboxes, bulletin boards, and multi-leveled menus—that are easily designed using a Microsoft Windows®-based editor tool. The call flow logic associated with each Caller Application can be defined based on time of day, day of week, and holiday schedules to encourage self-service by callers.*
- *External callers reaching a user’s mailbox are presented a Common Caller Interface, independent of that mailbox’s telephone user interface. While recording, callers can pause, replay, and choose to cancel the message. They can choose to request assistance. After recording, they can replay, re-record, add to a message already recorded, mark a message urgent or private if applicable, and choose to cancel the message. Depending on system setup, they can then disconnect, enter another extension, or transfer to an operator.*
- *Avaya Aura® Messaging is available in localized versions for all key markets worldwide.*

**Multiple User Interfaces for Applicable Access Anytime, Anywhere**

*Available user interfaces include telephone, graphical, Web browser, and speech.*

- *In acknowledgement that providing a consistent user experience while minimizing end-user training is important, Avaya Aura® Messaging enhances the legacy Aria and Audix telephone user interfaces. Since these menu structures are the mostly commonly used by cell phone vendors and central offices for personal use, they are already familiar, providing a smooth transition to users.*
- *An Outlook Toolbar requires no client install on the user’s desktop. It can be used to choose on which device to play messages, such as ‘play on PC’ and ‘play on phone’ options.*
- *Access to the Avaya one-X® Portal and Avaya one-X® Mobile clients.*
- *Due to the stand-alone storage configuration, users may access their email Inboxes via IMAP.*

- *A Web-based portal is available to users for managing their settings, including personal information, passwords, message playback options, Reach Me, and Notify Me settings.*
- *Using speech recognition and text-to-speech technology, included licenses for Avaya one-X® Speech provide voice-activated commands for users to interact with voice, fax, and email messages in the user's Microsoft Exchange inbox. The combined possibilities are endless. A reply to a voice message automatically calls the sender. A new email message with a .WAV voice message attached can be sent to any contact and to any address in the designated LDAP directory. It can also be used to support voice-activated conference calls; access enterprise directories and databases; and manage calendars, contacts, contact filtering rules, and tasks lists.*
- *Avaya Speech-to-Text is an optional service that converts Avaya Aura® Messaging voicemail messages to text and delivers them to the user's inbox. As it's not always possible in a business meeting to answer the phone, users can simply read voicemails as emails and at a glance see who called, when they called, and what they said.*

#### **Multi-Media User Mailboxes**

*Multi-media mailboxes provide users many ways to access and act upon messages.*

- *Users can record, activate, and re-record updates for nine personal mailbox greetings. If supported by the switch, Avaya Aura® Messaging can play different personal greetings for all conditions, for busy and no answer conditions, and for an extended absence. If a greeting isn't recorded, a standard greeting is played.*
- *Voice messages may be addressed via the telephone user interface or via speech. They can be sent to single address or a combination of multiple addresses by extension or name, and to personal and system distribution lists that can include fax and email addresses.*
- *Delivery markings include urgent, private, future delivery, and message confirmation.*
- *Message review controls include new message count of unread and read messages, envelope information, speed, volume, forward/ backward, and return to the beginning. End of listening message controls include save, delete, replay, reply, immediately call, and forward with or without additional comments. Standard and rapid prompts are at the user's control.*
- *Message notification can be to desk phone, cell phone, offsite location, and pager using message waiting indication, Reach Me with call forwarding to up to three numbers, and Notify Me, which provides text message notifications.*
- *Notification of system broadcast messages via a login message.*
- *Interoperability with a customer-provided, third-party fax server to provide fax messaging capabilities.*

**Industry Standards**

*Avaya Aura® Messaging is designed to operate with industry open standards. These include SIP, IMAP4, SMTP/MIME, LDAP, and G.711.*

**Reliability and Availability**

*Avaya Aura® Messaging solutions enhance reliability and availability through system diagnostics, high availability design, and N+1 configurations. System diagnostics transparently run 24 hour a day, creating multiple monitoring logs, history, and system reports with printing and exporting capabilities. Error and alarming capabilities help administrators stay abreast of any potential issues. The architecture provides a variety of high availability/disaster recovery options. These range from an N+1 configuration for application servers, to locally survivable application servers that can stay fully operational with locally cached messages and greetings, to geographically redundant options for application servers.*

**Switch Integrations**

*The most robust solution is a fully integrated voice messaging system that answers each incoming telephone call with information taken directly from the host switch. As such, Avaya Aura® Messaging connects to the Avaya Aura® Communication Manager switch using the SIP protocol to provide efficient IP trunking that helps reduce hardware and associated costs when implementing and maintaining the two systems. It also interoperates with other Avaya products, including Communication Server 1000, Avaya Aura® Session Manager, and Session Enablement Services. Additionally, interoperability with a wide range of third-party PBX systems is available via SIP gateways.*

**Licensing**

*Two feature licensing levels at different price points are available: basic and mainstream. This enables the administrator to select basic voicemail versus full unified messaging capabilities on a per user basis, essentially paying for what's needed now but with the flexibility to upgrade from basic to mainstream at any time in the future.*

3.12.2 Call Answering – Automated Attendant (Mandatory)

3.12.2.1 The voice messaging system is required to have Automated Attendant as part of its integrated platform. This feature must provide single digit menu choices to callers for automatic transfer, as well as provide the opportunity to reach assistance; **Comply. Single digit menu choices can be programmed, and a zero-out option is available for reaching assistance.**

3.12.2.2 Multiple menu layers must be accessed by single digit selections. Describe the number of menu layers that are supported; **Comply. The number menu of nested menu levels supported is unlimited.**

- 3.12.2.3 The Automated Attendant must transfer callers who do not select a choice within a given time frame to an answering position; **Comply. Auto Attendant and Caller Application are used to implement Auto Attendant and nested menus. There are a number of timers that can be set in the system including the caller app timer which is variable up to 15 seconds in millisecond increments.**
- 3.12.2.4 Users must be able to access their mailboxes from an offsite location; and Comply. Via Telephony User Interface, Web Application, MS outlook or one-X Mobile Client if available.
- 3.12.2.5 Vendors must provide information on available automated attendant management and reporting. Comply. Via Personal Attendant Option. Calls are routed to another phone number. The user must enter the phone number, which can be internal (typically a phone extension) or external.

### 3.12.3 Caller Options (Mandatory)

Each mailbox must be able to have a unique destination if the caller presses “0” or any other defined key to reach a designated location before or after leaving a message. **Comply. By pressing \*, the caller can transfer by either name or extension at any time.**

### 3.12.4 Call Coverage (Mandatory)

- 3.12.4.1 Callers must be able to transfer out of voice mail by specifying a user’s name or extension either before or after leaving a message; **Comply By pressing \*, the caller can transfer by either name or extension at any time.**
- 3.12.4.2 The system must provide a names directory for callers to access; **Comply. The names directory include both formal and spoken name for recognition. For example, for the name William Jones, William would be the entry for first name, Jones as the last name, and Bill Jones as the spoken name. Both Bill Jones and William Jones would be recognized and the call directed to the proper extension.**
- 3.12.4.3 The system must provide context-sensitive help prompts; **Comply. Help prompts are played at all stages of use. In addition, \*4 (\*H) provides a additional menu choices at the current level.**
- 3.12.4.4 Callers must be able to skip the greeting and immediately record a message; **Comply. By pressing a single digit**

*callers can skip recorded greeting and leave a message or transfer to another extension.*

- 3.12.4.5 The system must provide a warning when message recording is approaching the maximum length. Describe the maximum message recording time; **Comply**.
- 3.12.4.6 Callers must be able to re-record a message; **Comply**. **Caller can rewind, play, re-record, and record from the current location among other features.**
- 3.12.4.7 Callers must be able to mark a message private; **Comply**.
- 3.12.4.8 Callers must be able to mark a message priority; **Comply**.
- 3.12.4.9 Callers must be able to attach a fax if fax messaging is configured; and **Comply**. **You can receive an incoming fax using any of the following methods:**

***Receive and forward to email: The Messaging system acts like a fax server and hence you do not need a third-party fax server. If the recipient user belongs to a Class of Service (CoS) that allows fax, the user receives the fax in the inbox of the configured e-mail address. Detect and transfer to fax server. If the recipient user belongs to a CoS that allows fax, the user receives the fax through the user fax server account. Inbound fax limitations: The maximum transmission length for an incoming fax is 90 minutes. However, if the fax transmission exceeds the 90-minutes limit, the fax messages are handled gracefully, that is, the fax transmission is stopped. The fax message to the user contains the pages sent in the first 90 minutes of the transmission, and the sending fax machine is notified of the number of pages sent successfully.***

- 3.12.4.10 Callers must be informed when the called party's mailbox is full. **Comply**. **Callers receive a message that the called party mailbox is full and are unable to leave a message.**

### 3.12.5 Broadcast Messages (Mandatory)

The proposed system must have capabilities of establishing broadcast message entry use with additional capabilities of unique messaging to select groups. **Comply**. **This is accomplished via the Enhanced-List Application and Personal Lists.**

### 3.12.6 Login Announcement (Mandatory)

The proposed system must provide a default generic announcement that will play to users when they login to their mailboxes as well as provide the ability to create a custom announcement. **Comply**.

### 3.12.7 Bulletin Board Mail Boxes (Mandatory)

Mailboxes must be designed to dispense information to callers. ***Comply. Avaya Aura Messaging calls these Info Mailboxes. An info mailbox plays greetings and provides information to a caller. However, a caller cannot leave a message in the info mailbox.***

### 3.12.8 User Mailbox Parameters (Mandatory)

- 3.12.8.1 The proposed system must alert users when their mailbox space gets low; ***Comply. Users are notified upon login if they are close to exceeding their storage limits and are advised to delete stored messages to make space available. Alternately, with Exchange or Outlook integration, space notifications for email storage are communicated to the user.***
- 3.12.8.2 The system must have the capability to automatically delete messages after a prescribed number of days; ***Comply. By default, the Messaging system deletes the messages after 45 days. The range is 0 to 999.***
- 3.12.8.3 Different deletion schedules must be available for new, old and unopened messages; ***Comply. Unread messages in the inbox, read messages in the inbox and messages in other folders can be treated with different message retention lengths.***
- 3.12.8.4 System Administrator must be able to initiate message deletion at any time; ***Comply. The System Administrator can change the class of service parameter for any mailbox at any time to delete messages. In addition, with Exchange integration, system administrators can delete messages.***
- 3.12.8.5 Users with desktop messaging privileges must be able to save a message indefinitely; ***Comply. A user may save files by downloading them to their computer.***
- 3.12.8.6 Users must be able to share a single telephone extension yet have a private mailbox. Callers must be able to choose to be routed to a specific user when calling this extension; ***Comply. The User Management has a Property Field labeled "Extension" that allows the input of the telephone extension of the user. Usually, the extension is unique. However, if the user shares the extension with another user, Messaging displays the name of both the users and prompts callers to select the desired mailbox.***

3.12.8.7 In your proposal response, please indicate the minimum and maximum message length in seconds; and ***The minimum is 1 second, the maximum is 4500 Seconds (75 minutes).***

3.12.8.8 The minimum and maximum messaging size of a user's mailbox in minutes. ***Comply. The range is 1 to 65536 KB, with a default of 65536 KB. At G.711, that translates to a maximum of 139 Minutes, and at GSM encoding, approximately 700 minutes.***

### 3.12.9 Greetings (Mandatory)

3.12.9.1 Users must be given the option to use a generic system greeting rather than a personalized greeting; ***Comply.***

3.12.9.2 System must allow variable greeting types when the call is not answered as follows: ***Comply. Up to 9 optional greetings may be recorded and utilized.***

- A. "Busy" for calls when your extension is busy;  
***Comply.***
- B. "No answer" for calls when you don't answer;  
***Comply.***
- C. "Internal" for calls from within the telephone system;  
***Comply.***
- 1. "External" for calls from outside of the local system;  
***Comply.***
- D. "Out-of-hour" for any calls from outside of the systems' prime time.  
***Comply.***

### 3.12.10 Creating Messages (Mandatory)

3.12.10.1 The system must be capable of providing the following functions to users during message creation:

- A. Re-record message from the beginning;  
***Comply. Leaving a message can allow for a "delete and re-record"***
- B. Re-record from any place within the message;  
***Comply. Leaving a message can allow for playback then pause, and re-record from that point.***

- C. Pause during message creation;  
**Comply. Playback can be paused, as can recording.**
- D. Go forward and backward within the message in incremental steps;  
**Comply. Playback can be paused, as can recording.**
- E. Review before sending;  
**Comply. A message can allow for playback and then approval of the message.**
- F. Provide the ability to press a single button or enter an access code to leave a “pre-recorded” return call” message in another user’s mailbox.

**Comply. On Modular Messaging or Avaya Aura Communication Manager Messaging Leave Word Calling is an integrated feature that allows users within the network to leave a prerecorded message requesting that their calls be returned. This feature is activated by pressing a feature button on the telephone or by entering an access code.**

### 3.12.11 Addressing Messages (Mandatory)

- 3.12.11.1 The system must provide the following capabilities to users during addressing messages for delivery. In addition, the user must be able to cancel an incorrect address without affecting the message:
  - A. Address by extension; **Comply.**
  - B. Address by name; **Comply.**
  - C. Address to a list; **Comply.**
  - D. Address to a mixture of the above; **Comply.**
  - E. When addressing by extension number, the system must confirm names. **Comply.**

### 3.12.12 Mailing Lists (Mandatory)

- 3.12.12.1 Users must be able to create and maintain mailing lists that include both local and remote addresses. Indicate in your response how many lists each user can have and how many list entries are allowed. **Comply. When the user wants to send a voice message to many voice messaging recipients, the user can create one or more personal distribution lists**

*in the Personal Lists page of the user's User Preferences Web page. The system can provide up to 89 personal distribution lists that are private to the user, and are not inclusive of the system-wide Administrator-defined lists. The maximum number of users in a Personal list is 100.*

3.12.12.2 Mailing lists owned by one person must be capable of being used by others without allowing access to the list owner's mailbox. **Comply. Using enhanced lists, users can share or change lists. The system administrator must set the user up as an administrator of that list.**

3.12.12.3 The System Administrator must be able to create system lists that can be accessed by any user. Provide information in your response as to how many lists the system can support and how many list entries are allowed. **Comply. The system allows for Enhanced-List Application (ELA) lists that are accessible to whomever the administrator gives access, and can deliver messages to a large number of recipients. 1,000 ELA lists can be made, and each ELA list have a maximum of 1,500 members. You can nest ELA lists to create larger lists.**

3.12.12.4 Users must have the ability to remove a recipient from a pre-defined mailing list prior to sending the message. **Comply. Users can edit Personal Distribution Lists at any time to add or delete members.**

### 3.12.13 Message Delivery Markings (Mandatory)

3.12.13.1 After addressing, the system must allow the user to:

- A. Mark the message as private (cannot be forwarded); **Comply.**
- B. Mark the message as priority, causing it to be queued before non-urgent messages in the recipient's mailbox; **Comply.**
- C. Schedule the message for delivery up to one year in the future. A future delivery message can be changed or canceled any time before delivery; **Comply. Users can schedule future delivery by time or date.**
- D. File a copy of the message within the user's mailbox; and **Comply.**

- E. Mark the same message with more than one of the above options for the same recipient. **Comply.**

### 3.12.14 Message Notification (Mandatory)

#### 3.12.14.1 The system must:

- A. Notify users of new messages; **Comply. The system can light a Message Waiting Indicator (MWI) on the phone, and/or provide a new unread email message in the email client, which will prompt a notification.**
- B. Make outcalls to offsite users at user-set telephone and pager numbers based upon a user-set schedule and parameters such as notification of priority messages only; **Comply. Utilizing the “Notify Me” feature, a text or page can be sent, a phone outcall can be made, or an email copy can be made. Using notification through text message, you can specify that Messaging should only alert you when the caller marks the message High Importance.**
- C. Provide instructions in the outcall message for the benefit of a non-user who answers the telephone. Outcall notification must be able to be cancelled; **Comply.**
- D. Allow the System Administrator to limit the ability of users to request outcall message notification. **Comply. The administrator can set who gets this feature and who does not.**

### 3.12.15 Message Retrieval (Mandatory)

- 3.12.15.1 The system must give the number of new messages at login time and specify the number of priority and broadcast messages; **Comply.**
- 3.12.15.2 Must allow new messages to be stored in a different category than saved messages and allow system categories to be presented in any order; **Comply. Unread, read and saved messages are in different categories and can have playback order set independently per category.**
- 3.12.15.3 Must allow messages to be played back either in first-in, first-out (FIFO) or last-in, first-out (LIFO); **Comply. When reviewing messages using the phone, you can change the order in which you hear messages. By default, messages are played starting with the newest message. You can set the Message playback order independently for unread,**

*read, and saved messages .For unread messages, read messages and saved messages:*

- *Select Play newest first to hear messages starting with the newest message first.*
- *Select Play oldest first to hear messages starting with the oldest message first.*

*Select Play important messages before others is selected to hear urgent messages first. Select Play newest first to hear messages starting with the newest message first.*

*Select Play oldest first to hear messages starting with the oldest message first.*

*Select Play important messages before others is selected to hear urgent messages first.*

- 3.12.15.4 Must allow the user to skip to the next message, choose to have the message automatically saved or hold in its current category; **Comply.**
- 3.12.15.5 Must allow one message to be played after another without intervention; **Comply. The messages headers or the messages themselves can be scanned without intermediate intervention from the user, using the Autoscan feature.**
- 3.12.15.6 Header information must be automatically presented before each message and can be replayed at any time during message review. Header information must include, at a minimum, date and time, caller and/or phone number, message if available and length; **Comply. The message header is announced at the beginning, and can be replayed at any time.**
- 3.12.15.7 Must allow the user to be able to skip the message header and immediately hear the message; **Comply. Pressing 0 will immediately play the message.**
- 3.12.15.8 Must allow the user to pause during message review; **Comply.**
- 3.12.15.9 Must allow the user to move backward and forward within a message while listening to it; **Comply.**
- 3.12.15.10 Speed controls (faster/slower) must be available, without distortion of the message; **Comply.**
- 3.12.15.11 Volume controls (louder/softer) must be available; **Comply.**

- 3.12.15.12 Must allow a message to be replayed; **Comply.**
- 3.12.15.13 Must allow a message to be deleted at any time before, during or after listening to it; **Comply.**
- 3.12.15.14 Must allow a message accidentally marked for deletion to be undeleted; **Comply. Undeleting the most recently deleted message is available. In addition, if using the visual desktop application, items can be undeleted by taking the item out of the deleted items folder.**
- 3.12.15.15 Must allow a message review to be cancelled without affecting the remaining new messages; **Comply.**
- 3.12.15.16 Must allow the user to be able to immediately reply by having the system call the message sender without entering any address information; **Comply.**
- 3.12.15.17 Must allow the user to record a reply to the message sender without re-addressing the message and returns user is then returned back to getting messages at the point of exit; **Comply.**
- 3.12.15.18 Must allow the user to add a comment to the beginning or the end of a message not marked private and forward it to one or multiple recipients, including lists; and **Comply.**
- 3.12.15.19 Must allow forwarded messages not marked private to be re-forwarded with additional comments. All forwarded comments remain with the message. **Comply.**

3.12.16 Fax Messaging (Mandatory)

- 3.12.16.1 Fax messaging must be included as an integral part of the user's multi-media mailbox; **Comply. Mainstream licenses are included in the proposal. The Mainstream license is the full featured Messaging license that includes Reach Me, Notify Me, and speech-based addressing features, fax support, and IMAP access to the Avaya message store.**
- 3.12.16.2 System must provide instructions on printing options for fax message; **Comply. Due to the manner in which Aura Messaging forwards faxes to the users email or a fax server, the method of printing is dependent on those existing systems and those instructions apply.**
- 3.12.16.3 Header information must indicate a fax message and the number of pages; **Comply The message is identified as a fax when it is delivered and is forwarded to the third party**

*fax server or to the users email where it will identify the message as a fax delivered by Aura Messaging.*

and

3.12.16.4 Fax messaging must be fully compatible within the enterprise where it is deployed. Describe the printing options available for fax messages. (Example: network printer, fax machine). **Comply. Because the system either forwards the fax to a third party fax server or to the user's email, it may be printed on existing infrastructure.**

### 3.12.17 Visual Desktop User Interface (Mandatory)

3.12.17.1 A visual desktop user interface must be available that uses an Internet web-browser application, thereby not requiring the interface software to be installed on the State desktop platforms (Win2K/XP/WIN7, Macintosh and UNIX) for visual desktop user interface. Please provide a list of all applicable platforms the visual desktop user interface is compatible with in your proposal response. **Comply. Standards-based IMAP4 and POP3 email clients are supported to deliver the voicemail message to a user's email inbox, and can thus be client-less. In addition to this option, integration with an existing Microsoft Exchange environment allows for delivery of messages to the user's email Outlook email client in a separate IMAP4 Messages mailbox in Microsoft Outlook. The user's voice mail then appears in a separate mailbox within Outlook. Optionally, the user can use Avaya one-X® Mobile to view voice mail in an email format on a mobile phone and gain access to voicemails on a laptop from any location with Avaya one-X® Communicator.**

3.12.17.2 Messages must be able to be audibly played on the PC. **Comply**

3.12.17.3 The visual desktop user interface must provide a means to save a voice and fax message on the user's PC. **Comply .If you store your voice mail in the Avaya message store and set up a separate Avaya Aura® Messaging IMAP4 Inbox in Microsoft Outlook, a dedicated Messaging toolbar appears in the body of the voice mail message when you open the message. From the toolbar, you can play the message on the personal computer or on a phone, reply to a message, forward the message with an introduction, or call the sender. You can also set user preferences and access online help from the toolbar. If you set your user preferences to receive a Notify Me email copy of voice messages, the copy**

*appears in your main Outlook inbox. These copies do not display on the Messaging toolbar.*

- A. Message Addressing
  - 1. The user must be able to use the visual desktop interface to address messages to multiple destinations; ***Comply. Users can send all voicemails and faxes in the same manner as sending/forwarding an email.***
  - 2. The user must be able to use the visual desktop interface to create distribution mailing lists; and ***Comply. Messages can be sent to personal distribution lists or administrator-defined distribution lists. Access to administrator-defined lists can be given to all or only a specific subset of users.***
  - 3. The visual desktop interface must have directory capabilities. ***Comply. The messaging system has its own directory, but also supports importing information from Active Directory.***
- B. Fax Capabilities
  - 1. Fax messages must be able to be viewed, manipulated and printed from the visual desktop user interface;  
***Comply. Faxes can be sent to the users email address as a PDF or TIFF file, the PDF or TIFF file can be manipulated onscreen in any manner available to the user for image or PDF files, including, but not limited to, rotate and zoom, and the file can be printed to any destination available to the computer.***
  - 2. Fax cover sheet options must be available from the visual desktop user interface; and  
***Comply. Using Messaging, you can receive incoming faxes through the inbound (native) fax and an optional third-party fax server. The Fax cover sheet is created in the fax server application which Carousel can provide.***
  - 3. The visual desktop user interface must allow users to turn any document into a fax, including those from another Windows program (for example, Microsoft Word) and send it.

***Comply. Using Messaging, you can receive incoming faxes through the inbound (native) fax and an optional third-party fax server.***

*When using the inbound (native) fax mode, the Messaging system functions like a fax server, and you do not need a third-party fax server. If the recipient belongs to a Class of Service (CoS) that allows fax, the user receives the fax in the inbox of the configured email address.*

*The administrator can configure Messaging to detect and transfer faxes to a third-party fax server or to receive and forward faxes to an email inbox you specify. Faxes are stored in the user email inbox and not on the voice mail server and are therefore not accessible through the TUI. Callers can send faxes directly to a Direct Inward Dialing (DID) or extension.*

C. Architecture and Specifications

1. The visual desktop user interface application must use TCP/IP to communicate between the users' PCs and the application; **Comply**.
2. The visual desktop user interface must be able to be installed on a network file server for shared access; **Comply**. *The visual desktop can be sent to any standards-based IMAP4/POP3 email client, including, but not limited to, Outlook 2003, 2007 and 2010, which can be loaded onto a shared server.*
3. The visual desktop user interface must support multiple message servers; and **Comply**. *Avaya Aura Messaging can support the Avaya Message Store and an Exchange Message Store, as well as supports the use of any standards-based IMAP4/POP3 email client.*
4. The visual desktop user interface must only require the use of server ports when the user is using the telephone or while a fax is being transmitted to a fax machine. **Comply**. *The visual desktop user interface will not require the use of the fax/telephone line to retrieve messages. Connections will be directly to the server on server ports.*

3.12.18 User Mailbox Security

3.12.18.1 The following capabilities must be available:

- A. Variable length user passwords must be supported with the ability for the System Administrator to set a minimum length. Describe the maximum length and password restrictions that can be imposed; **Comply**. *Minimum is Length 3 and Maximum Length is 15. Default is 4.*

- B. New users must be required to change the System Administrator-assigned password to a personal password upon initial login to the system; **Comply. Configurable. By default, Messaging requires that new users change the temporary passwords when the users log in to the mailbox for the first time.**
- C. The ability to require users to periodically change their passwords must be available; **Comply. Administrators can set the number of days after which the password expires, ranging from 0 days to 999 days. The system can also send notifications 0-999 days prior to a password expiration.**
- D. The system shall prevent the System Administrator from obtaining personal passwords; however, if the password is forgotten, a new password can be issued; **Comply. Via user Administration and Admin Password.**
- E. The system shall disconnect after three incorrect attempts to log in; **Comply. Configurable. The range is 0-99, the default is 9, but can be changed to 3 per customer's request.**
- F. The mailbox shall be locked after a fixed number of incorrect login attempts; and **Comply and - Configurable PAM (Password Attempts Made) Tally Value Range 1-9**
- G. Break-in attempts shall be recorded in a log to alert the System Administrator of potential hacker activity. **Comply. User activity log: Records a list of Messaging mailbox-related events-for example, logins and message creation, receipt, and deletion. This log is useful for responding to problems reported by the user.**

### 3.12.19 System Security

- 3.12.19.1 The system must prevent unauthorized system administrative access or transfers from the system. Explain in detail how this will be accomplished. **Comply. Aura Messaging uses SSH. When using ssh login, instead of rlogin, the entire log on session, including transmission of password, is encrypted; hence, for an outsider to collect passwords is almost impossible.**

3.12.19.2 The system must encode messages to ensure storage security. ***Comply. All System Backups are Encrypted. Additionally, TLS Transport is used for communication between Telephony Server and Aura Massaging.***

### 3.12.20 Mailbox Administration (Mandatory)

The following capabilities must be available to the System Administrator:

3.12.20.1 Mailboxes may be added, deleted, or changed without service interruption; ***Comply***

3.12.20.2 Extension numbers may be changed without deleting messages or affecting the mailbox; ***Comply. An Extension can be changed without deleting messages or affecting the mailbox.***

3.12.20.3 Mailboxes must be able to be given varying permissions/restrictions. Describe how your system defines and administers permissions/restrictions; ***Comply. A CoS defines the privileges and the features assigned to a group of users.***

- ***Use the Class of Service Web page to define each CoS, create new CoSs, and change or rename existing CoSs. You can create a maximum of 512 CoSs. The maximum storage size for a CoS is 65536 KB.***
- ***Use the User Management Web page to assign a previously defined CoS to a user.***

#### ***Default Classes of Service:***

***Messaging comes with the following default CoSs that you can assign to each user:***

- ***Standard or Enhanced: To allow local and domestic long-distance dialing.***
- ***Executive: To allow local, domestic long-distance, and international dialing.***
- ***Info Mailbox: To create a message for an info mailbox. A typical informational message might include details about directions, business hours, weather, or human resources information. You can record messages for an info mailbox that take up to 5 minutes to play.***
- ***Administrator allows you to send system broadcast messages. A typical system broadcast message includes announcements or instructions from the system administrator about the voice mail system. This CoS is***

*unrelated to the administrative privileges handled through the Server (Maintenance) RBAC administration.*

*Messaging supports two levels of broadcast messages.*

- *System level: Subscribers with system level broadcast recording privilege can record system level broadcast messages. The system level broadcast message goes to all subscribers who belong to the sites managed by the application server.*
- *Site level: Subscribers with site level broadcast recording privilege can record site level broadcast messages. The site level broadcast message is restricted to only the subscribers who share the same site as the recording subscriber.*

3.12.20.4 The system must allow customizable system prompts as an alternative to pre-recorded prompts from the manufacturer. **Comply.** *You can use the following formats to create prompts that support the caller application menus:*

- Prerecorded audio prompts in .wav format
- Text-to-Speech prompts

### 3.12.21 System Diagnostics and Alarms

3.12.21.1 Diagnostics must run 24 hours per day without system disruption; **Comply.** *The system has a Diagnostics Log which logs Diagnostics Results. These are the results generated by the application server diagnostics. The system stores all diagnostics results for a given day in a single log file.*

3.12.21.2 Alarms must be logged and monitored; **Comply.** *The system has an Alarm Log which signals a service-affecting or potentially service-affecting problem with the system. The alarm log records major, minor, and warning alarms generated by the system.*

3.12.21.3 The system must provide a history log that records system problems **Comply.** *The system has System logs which pertain to problems such as problems related to network, security, and system reboots.*

3.12.21.4 System must have the capability to notify the vendor's support center when alarms occur. **Comply.** *Avaya Aura Messaging generates system alarms and error logs for the application server, storage server, and AxC/Directory*

*server. Messaging uses Secure Access Link (SAL) and SAL Gateway to send alarm notifications to Carousel and Avaya's NOCs.*

### 3.12.22 Administration Terminal

The system must support remote administration. Describe the system's administrative interface. **Comply. The System Management Interface (SMI) is the single point of access for your Messaging system and the license server. You can open SMI from any standard Web browser.**

**SMI has three interfaces:**

- **The licensing administration interface to view the status of the server license.**
- **The Messaging administration interface to gain access to administration, diagnostic, and reporting tools to set up, manage, and maintain your Messaging system.**

**In addition to monitoring system status, you can also use the Messaging administration interface to administer:**

- **Server roles, trusted and hosted servers, sites, and topology**
- **Features like Auto Attendant and call transfer**
- **IMAP and SMTP**
- **Users and CoS**

**The server administration interface to configure, maintain, and troubleshoot Messaging servers**

### 3.12.23 System Management Reports

3.12.23.1 Describe the available standard reports as well as viewing and printing options; and **Comply. Aura System Management Interface can generate predefined Messaging reports. These reports are useful for monitoring users, system usage, planning capacity, and tracking system security. The storage server collects information about system settings and properties. The storage server also collects information that depicts how the system is used, including data about features, users, communities, data port loads, and remote-messaging traffic. The Messaging system displays this information in real-time dynamic report pages and in the Messaging traffic reports.**

3.12.23.2 Describe the system's ability to create customized reports, the type of reports available and the processes for creating custom reports. **Comply. Aura System Management Interface can generate predefined Messaging reports. These reports are useful for monitoring users, system usage, planning capacity, and tracking system security.**

3.12.24 Networking Capabilities (Mandatory)

- 3.12.24.1 The system must be able to support a digital networking protocol, including IP; **Comply.**
- 3.12.24.2 The system must be able to support digital microwave networking; **Comply. The system is connected via IP and circuits derived via digital microwave will be supported via standard layer 2 and layer 3 devices.**
- 3.12.24.3 When addressing a message by name or mailbox number to a remote user, the name must be played back for verification; **Comply. When addressing users, both local and remote, the addressee name is played back.**
- 3.12.24.4 The system must be able to deliver and retrieve messages from a networked system on the same call. **Comply.**

3.12.25 Voice Communication System Integration (Mandatory)

3.12.25.1 Messaging Port Integration

- A. Ports must be universal, allowing the system to support all features without requiring dedicated ports; **Comply. Ports will be utilizing the RFC-based SIP protocol.**
- B. When the system receives call disconnect information from the voice communication system it immediately terminates the session; **Comply.**
- C. If a port has trouble, the system takes it out of service and automatically notifies the voice communication system to stop sending calls to that port, without requiring manual intervention; **Comply. No manual intervention required.**
- D. The message-waiting lamp must remain lit until all new messages are accessed. **Comply.**
- E. Describe how port contention problems between the messaging system and the voice communication system are eliminated. **Comply. The integration of the Avaya Aura Messaging to Communication Manager is via direct SIP trunk connection. Since Avaya considers these to be trusted servers, the only limitation is the number of ports licensed on Aura Messaging.**

### 3.12.26 Technical Specifications (Mandatory)

#### 3.12.26.1 Capacities

- A. Mailboxes must be equipped with voice and fax capabilities as standard and visual desktop and email access capabilities as optional. Identify the maximum number of mailboxes for all proposed systems; **Comply. The quote contains these items. Avaya Aura Messaging supports a maximum of 20,000 users per system.**
- B. Mailboxes must be available to be purchased in small increments in order to meet current needs and yet be expandable to meet future needs; **Comply. Mailboxes may be purchased in single user increments.**
- C. Messaging system must be capable of supporting all features. Identify the minimum and maximum number of ports for all proposed systems; **Comply. Maximum number of ports per server is 100, with a maximum system port capacity of 300. Minimum is 1.**
- D. Additional port capacity must be available for purchase as needed; **Comply. Additional ports can be added as needed at no charge if within the capacity of the server. Charges for Avaya Aura Messaging are by mailbox.**
- E. Disk storage must allow for growth and be expandable without loss of data. **Comply. Included storage, and can do offnet storage.**

#### 3.12.26.2 Storage Utilization

The system must compress long pauses in recorded messages to efficiently utilize space on the hard drive. Describe how the speech compression is achieved. **Comply with clarification. Aura Messaging records speech as delivered, the Avaya Communication Manager is responsible for the compression algorithms used. G.711 represents uncompressed voice. GSM compressed calls delivered to the Aura Messaging utilizes 1/5 the space of G.711. This is intended to deliver the speech to be recorded as it is actually delivered. Below is a formula to calculate actual space utilization.**

**Using the following formula, you can estimate how much space the LAN backup for night requires based on the number of users,**

*their average number of messages and greetings measured in minutes, and the audio encoding format of the system.*

*Space used each night = 100MB + 0.05MB\*(L+R) + (0.1MB\*M\*L\*F)*

*Where:*

*MB represents a unit of megabytes.*

*L is the number of local users existing on the system that night.*

*R is the number of remote users existing on the system that night.*

*M is the average number of minutes of messages per mailbox.*

*F is equal to one if the system uses GSM encoding, and F is equal to five if the system uses G.711 encoding.*

### 3.12.26.3 Environmental, Physical and Electrical Requirements

Vendor must provide all environmental, physical and power requirements for any new system upon request. **Comply.**

### 3.12.27 Call Center Requirements

The following requirements are listed as mandatory or optional. Vendor must indicate their company's ability to provide, support, maintain, troubleshoot, and repair or replace the following systems and features.

#### 3.12.27.1 Basic ACD Features (Mandatory)

##### A. Integrated Voice Communication System/ACD Solution

The system must provide ACD functionality without requiring a separate ACD system, server, hardware, or software. Vendor must indicate if there is a separate cost for providing ACD functionality or if this is a standard feature.

*Avaya Call Center Basic is included with every Avaya Communication Manager, Release 6.x. It provides basic ACD features for a simple call center.*

*Avaya Call Center Elite is the most popular Call Center feature package. It includes Avaya Expert Agent Selection (EAS), which is the Avaya term for skills-based routing, and the full complement of advanced Call Vectoring (conditional routing) capabilities. The Elite package also includes features like Avaya Virtual Routing and IP Agent Shared Control. This package also licenses the use of the Avaya Agent Deskphone*

*16CC, a new SIP agent telephone. Call Center Elite is an extra cost software option.*

B. Order of Arrival Queuing

The calls must be delivered to agents in First in First out order.

*When a call arrives at a split, the ACD software checks to see if a staffed agent is available (idle) to handle the arriving inbound ACD call. If a staffed agent is not available (idle), or is already busy on a call then the call enters the split's queue. Calls queue only if there are no staffed (logged-in) agents available, and if the system wide feature of Dynamic Queue Slot Allocation for Hunt Groups is in use. Alternatively the Communication Manager might not be administered with Dynamic Queue Slot Allocation for Hunt Groups since the administrator prefers to assign some fixed quantity (number) of queue slots to each skill (hunt group). In that case, if an ACD calls arrives for a split that has no logged-in (staffed) available agents and a queue is assigned to the split, and the queue is not full the call will queue in the split until answered. A split queue is a holding area for inbound ACD calls waiting to be answered. When a call is put into queue, the caller may hear one or more delay announcements, typically followed by music-on-delay, and/or silence, depending on the treatment that has been assigned for the split. Inbound ACD calls enter the queue at the bottom of the queue and move upwards over time towards the top, or head, of the queue. After the queued call reaches the head of the split's queue, it connects to the next available (idle) agent for that split.*

C. Priority Queuing

Calls delivered from certain trunk groups or to certain dialed numbers must be assigned a higher priority than other callers. Calls which overflow from another split must have the ability to be queued ahead of other calls.

***Call Center Basic*** - Priority queuing allows priority calls to be queued ahead of calls with normal priority. You can implement priority queuing in two ways:

- *Assign Priority Queuing to a calling party's Class of Restriction (COR) based on the incoming trunk group the call originates on, the directory number dialed for the split, or the Dialed Number Identification Service (DNIS) received from the network.*
- *Assign Priority on Intraflow to an ACD split. This allows calls from the split, when intraflowed into another split, to be queued ahead of nonpriority calls.*

***Call Center Elite Call Vectoring - Call Vectoring offers four levels of entry to an ACD queue including:***

- *Low priority*
- *Medium priority*
- *High priority*
- *Top priority*

*Using these four levels, preferential answering treatment can be given to certain incoming calls based on various criteria. These criteria might include the cost of various trunking facilities, the amount of revenue generated by certain calls, and special courtesy to customer groups or executive personnel.*

*Priority can be assigned at the incoming trunk group, by dialed number, or by caller prompted information. Priority can also be changed on a dynamic basis, according to current conditions such as: time call has been in queue, number of calls, number of agents available, number of agents staffed, time of day, and/or day of week.*

**D. Queue Capacity**

Vendor must specify the number of queues available and the number of queue slots available with their system.

<b>Call Center Capacity in Largest CM</b>	<b>CC 5.0</b>	<b>CC 6.0</b>
Administered Agent IDs	20,000	30,000
Concurrent logged in ACD Agents	7,000	10,000
Agents logged in to a Single Skill	7,000	10,000
Administered agent-skill pairs on CM	180,000	999,999
Skills / Hunt Groups	2,000	8,000
Skills per Agent	60	120
VDNs	20,000	30,000
Vectors of 99 Steps	2,000	8,000
Policy Routing Tables (PRTs)	2,000	8,000
PRT Routing Points/Destinations	6,000	24,000
Vector Routing Tables (VRTs)	100	999
Holiday Tables	99	999
Service Hour Tables	99	999
Station Extensions	36,000	41,000
<b>Total Extensions</b>	<b>55,733</b>	<b>64,000</b>

**E. Queue Size Limiting**

***Comply. Queue size can be limited to the desired size on a per-split basis. The caller gets a busy signal when the queue is full***

*(or busy coverage, if administered) unless a call comes in via an automatic-in central office (CO) facility. In this case, the caller hears ring back from the central office and the system continues trying to place the call in the queue. With Elite, queue size for each split/skill can be managed dynamically using vector commands. Thus, the desired queue size can change based on various conditions in your call center. The following types of conditions can be checked and used to manage queue length: Number of staffed agents, Number of available agents, Number of connected calls by Vector Directory Number (VDN), Number of calls queued, Expected Wait Time, Rolling Average Speed of Answer, Oldest Call Waiting Time, Time of day, day of week, date of year.*

The split/skill queue size limits must be adjustable.

F. Most Idle Agent Hunting

Calls must be distributed to the 'most idle' agent.

*Comply. Uniform Call Distribution (UCD) uses the Most-Idle Agent (MIA) algorithm to route calls. The MIA algorithm creates a queue of agents who are available to receive calls. An incoming call is routed to the agent who has waited the longest time in the queue (has been available the longest). When an agent receives a call, the agent is removed from the queue for the split/skill to which the call was delivered. If MIA Across Splits/Skills is active, the agent is also removed from all other MIA agent queues. Otherwise, the agent remains in the MIA queue for any other splits/skills that he or she is logged into. UCD and the MIA algorithm allow calls to be evenly distributed among agents logged in to a particular split/skill. With MIA Across Splits/Skills active, calls are distributed evenly among agents logged into the same splits/skills.*

**Expert Agent Distribution**

*Expert Agent Distribution (EAD) is available with Call Center Elite Expert Agent Selection (EAS). EAS routes incoming Automatic Call Distribution (ACD) calls to the agent who is best qualified to handle the call, that is, the agent with the specialized skills or experience required to best meet the caller's needs. EAD uses the Most Idle Agent (MIA) algorithm to route calls but maintains a queue of idle agents by agent skill level. When you are using EAS Preference Handling Distribution (EAS-PHD), the agent can enter the MIA queue at one of 16 levels. The lower the level, the higher the level of expertise; so an agent with skill level 1 is the most qualified to answer a call to that skill. When agents with a lower skill level become idle, they*

*enter the MIA queue in front of agents with a higher skill level. Assigning skill levels is also used as a way of selecting the type of calls you would prefer a multiskilled agent to handle.*

**Least Occupied Agent**

*Avaya Call Center Elite software can also see to it that your highest performing agents are not over-utilized by reviewing their current and recent performance and ensuring agent workloads are distributed fairly. This allows uniformity of agent workloads in a multiskilled environment. Least Occupied Agent (LOA) considers an agent's total call occupancy rate since logging on, not just how long it has been since the agent's last call. In a call center with both multiskilled and single-skilled agents, it is often the case that the multiskilled agents have much higher occupancy and these agents often burn out or complain of unfairness. With Least Occupied Agent, hot seats are eliminated. The mix of calls a multiskilled agent takes will now include fewer of the kinds of calls handled by single-skilled agents. A secondary effect of this agent selection methodology is improved service levels for thinly staffed skills.*

G. Music on Queue Delay

If an agent is not available to handle a call, calls must be queued for the next available agent. The system must provide music on hold until the call is answered.

*Comply. When all agents are active on calls or in After-Call Work mode, the split/skill queue allows incoming calls to wait for an idle agent. The next available agent is automatically connected to the call in the split queue. While the call is waiting in queue, the caller will hear announcements and either ringback or music on hold, if administered. A customer-provided music source is required.*

H. Queue Specific Delay Announcements

1. For basic ACD applications, system must be able to provide a queue specific (different for each queue) delay announcement if an agent is not immediately available to answer a call;

*Comply. When all agents are active on calls or in After-Call Work mode, the split/skill queue allows incoming calls to wait for an idle agent. The next available agent is automatically connected to the call in the split queue. While the call is waiting in queue, the caller*

*will hear announcements and either ringback or music on hold, if administered. A customer-provided music source is required.*

2. After waiting a specified period of time, second announcement must be provided. This period of time between announcements must be programmable by queue

*Comply. You can assign two announcements to each split. The first announcement can be forced and heard by all callers or may be bypassed if an agent is available immediately. You can specify the delay before each announcement. With Call Vectoring, you can assign multiple announcements to the call script at variable (administrator designated) intervals.; and*

3. The second announcement must repeat after a specified period of time.

*Comply. You can administer the second announcement to repeat at desired intervals.*

I. Agents in Multiple Split/Skill Groups (Mandatory)

Agents must be able to be members of multiple splits/skills.

*Comply. Call Center Basic - Agents can be members of up to four splits. Elite with Expert Agent Selection Preference Handling Distribution (optional) - With Expert Agent Selection Preference Handling Distribution (EAS-PHD), agents may be assigned up to 60 skills each at one of 16 levels of preference or proficiency. This is administered per individual agent.*

J. Most Idle Agent Status for Agents in Multiple Groups (Mandatory)

When the call is delivered for a specified split/skill, the system must be able to choose whether to consider the agent 'most idle' for not only the split/skill in question but also the agent 'most idle' across all of their defined split/skill groups.

*Comply. You can choose whether agents are considered "most idle" by individual split/skill or across all split/skills the agent is assigned to. MIA Across Splits/Skills distributes calls more equally to agents with multiple splits or skills. When agents handle a call for one split or skill, they go to the back of all their idle agent lists.*

K. Automatic Availability after Each Call (Mandatory)

Agent sets must have the ability to be automatically available to take the next call upon disconnecting from the current call.

***Comply. Two ACD call handling work modes are provided: Auto-In and Manual-In. Both Auto-In and Manual-In can be translated on an agent's voice terminal and used interchangeably. The Auto-In mode will automatically deliver another ACD call to the agent upon release from the first ACD call. This mode provides a fast and efficient method of distributing calls.***

- L. Timed After Call Work (ACW) (Mandatory)
  - 1. Agent sets must have the ability to automatically go into an after call worked (ACW) state at the completion of a call;

***Comply. Two ACD call handling work modes are provided: Auto-In and Manual-In. The Manual-In mode automatically puts an agent in the After Call Work mode (unavailable) upon releasing from an ACD call. This mode is recommended if the agent always performs certain tasks after every call.***

- 2. Agents must be able to temporarily remove themselves from the call queue to perform call related tasks;

***Comply. Agents can also temporarily remove themselves from the ACD queue to perform call-related tasks by selecting the After Call Work (ACW) mode. For example, an agent may need to fill out a form as a result of an ACD call. The agent can enter the ACW mode to perform the task. The agent is unavailable for ACD calls from any split/skill while in the ACW mode. (The agent is placed in the AUX work mode for all other splits/skills.) The agent is in the Most-Idle Agent queue, but he or she is unavailable while in ACW.***

- 3. Time spent in this work state must be included in the individual agent and group statistics;

***Comply. Time spent by individual agents and agents in a group performing After Call Work is tracked by all of Avaya's Reporting options; including VuStats, Avaya Basic Call Management System (BCMS) and Avaya Call Management System (CMS).***

- 4. The supervisor should be provided with a visual real time indication of agents spending time in this state; and

***Comply. With the VuStats feature, the supervisor can see the status and statistics of any agent on their voice terminal display. The supervisor can also see the total number of agents in any***

*specific work state. The information can be automatically displayed for a specific agent or supervisors can enter the ID of any agent they want to review. In addition to the VuStats voice terminal display, all of Avaya's reporting solutions options, including Avaya Basic Call Management System (BCMS), and Avaya Call Management System (CMS), provide standard reports for real-time monitoring and historical reporting of agents in all work states, including After Call Work.*

5. The system should be capable of forcing the agents to be put into an ACW state for a predefined period of time in order to provide rest time between calls, pace calls to the agents, or limit the amount of time an agent spends in completing ACW.

*Comply. The Timed After Call Work feature is a split/skill option that automatically places an agent in the unavailable, After Call Work state for a predefined period of time after each call. When the specified time expires, the agent is automatically returned to an available work state, ready to take another call. This feature can be used to provide a short pause between calls before the next call is delivered. It can also be used to force an agent back into an available state after a preset time period.*

#### 3.12.27.2 Temporarily Unavailable Mode (Mandatory)

When unavailable for calls for reasons such as scheduled breaks, lunch, group meetings, etc., agents must have the ability to temporarily remove themselves from the call queue but still have this time tracked as staffed time without logging out. .

*Comply. An agent can enter the Auxiliary (AUX) Work mode when he or she is doing non-ACD activities such as taking a break, training, or going to lunch. This makes the agent unavailable for ACD calls.*

#### 3.12.27.3 Redirection of Unanswered Calls (Mandatory)

*Comply. The Redirection on No Answer (RONA) feature redirects an unanswered ringing ACD call after an administered number of rings. The call is redirected back to the split/skill. RONA can be used for live agent applications that use a manual answering operation as well as for voice response applications. An ACD call is routed back to the split/skill and positioned at the head of the queue (in front of all other priority calls) so that another agent can answer. The non-answering agent is made unavailable and call center manager is notified. This feature keeps an ACD call from ringing indefinitely at an unmanned ACD position if an agent did not make their position unavailable before leaving. This*

*provides improved call tracking and prevents calls from being lost if an agent fails to log out or if a port on an adjunct fails.*

The system must be capable of redirecting unanswered calls.

**Comply.**

#### 3.12.27.4 Abandoned Call Disconnect (Mandatory)

There must be automatic and immediate disconnect of calls after a calling party hangs up.

**Comply.** *Avaya will automatically detect disconnect supervision and provide automatic and immediate disconnect after a calling party hang-up. Thus, if the calling party has abandoned the call, the abandoned call does not wait through the queue and ring the agent.*

#### 3.12.27.5 Emergency Notification (Mandatory)

- A. The system must allow agent positions to activate an alarm notifying a supervisor of an emergency condition; and

**Comply.** *The Malicious Call Trace (MCT) feature provides the ability for agents to notify a pre-defined set of users (supervisors) that they may be party to a malicious or emergency call. When an agent activates an MCT request, the supervisor or other controlling extensions will begin alerting with the message “Malicious Call Trace Request” on the display. When the supervisor or another controller acknowledges the request by pushing the MCT-Control button, the trace information is displayed to identify the calling party. This information includes the internal extension number, the ANI if provided or the equipment location of the incoming trunk, the called number, or the activating extension number, and whether the call is active or not, including any additional parties who may be on the call.*

- B. The system must also have the ability to automatically record the trunk number and/or calling number if provided, the agent position involved in the emergency, and to activate a recording of the conversation if recording equipment is provided.

**Comply.** *When an agent activates an MCT request, the supervisor or other controlling extensions will begin alerting with the message “Malicious Call Trace Request” on the display. When the supervisor or another controller acknowledges the request by pushing the MCT-Control*

*button, the trace information is displayed to identify the calling party. This information includes the internal extension number, the ANI if provided or the equipment location of the incoming trunk, the called number, or the activating extension number, and whether the call is active or not, including any additional parties who may be on the call. When the controller pushes the button, the MCT information is displayed, as the following example shows:*

*Page 1 “MALICIOUS CALL TRACE REQUEST”*

*Page 2 “MCT activated by: 1002 for: 51001”*

*Page 3 “original call redirected from: 52001”*

*Page 4 “voice recorder port: 01C0104:*

*Page 5 “party2: 01C1505 <PORT ID>” or “party2: 01C1505 <ISDN PORT ID>”*

*Page 6 “party3: 52001 <EXTENSION>.” or “party3: 52001 <ISDN PORT ID>”*

*Page 7 “END OF TRACE INFORMATION”*

*In addition, when the agent activates MCT Request, if an MCT recorder port is assigned and recording equipment provided, recording is initiated immediately. The information is also immediately saved in the MCT history log for printing or retrieving at a later date.*

3.12.27.6 Agent Request for Assistance (Mandatory)

- A. The agent set must have the ability to directly signal the supervisor when the agent requires assistance handling an active call;

*Comply. An agent can obtain supervisory assistance during a call by pressing the Assist button to call the supervisor or putting the call on hold and dialing the Assist Feature Access Code followed by the split/skill group number. In addition, the agent can transfer the call to the supervisor or conference the supervisor into the conversation.*

- B. Answering of agent requests for supervisor assistance must be provided on the supervisor’s telephone set with special audible and visual notification so that the supervisor may readily identify that an agent requires support;

*Comply. Agent Assist calls generate a special three-burst Priority Ring at the supervisor voice terminal to indicate the type of the call. A request for supervisor assistance from an agent will display the name and extension number*

*of the person needing assistance on the supervisor's voice terminal. The supervisor is designated by split/skill.*

- C. The LCD or alphanumeric display must provide identification of the calling agent to the supervisor; and

*Comply. A request for supervisor assistance from an agent will display the name and extension number of the person needing assistance on the supervisor's voice terminal.*

- D. An agent's request for supervisory assistance must be forwarded to a backup supervisor when the primary supervisor is busy or unavailable.

*Comply. A supervisor can forward assist calls to a backup supervisor. This is accomplished via the Call Forwarding feature to a single voice terminal or via the Terminating Extension Group feature to a group of voice terminals.*

### 3.12.27.7 Supervisor Capabilities (Mandatory)

- A. The supervisor must be able to monitor an agent's conversation for training or administrative purposes from the supervisor's telephone, without plugging in to the agent's telephone set;

*Comply. Service Observing allows split/skill supervisors and other specified users to train new agents and to observe in-progress calls. While observing a call using a Service Observing button, the specified user can toggle between a listen-only and a listen/talk connection to the call. When observing remotely using a Feature Access Code(FAC), the observer can either listen and talk or just listen depending on the FAC used to initiate the observing session.*

- B. Both silent monitoring and tone indication to the agent during monitoring should be available. Vendors must indicate if the parties on the call are given an indication that the call is being monitored;

*Comply. An optional warning tone can be administered on a system-wide basis to let both the caller and agent know that the call is being observed. Otherwise, the monitoring is silent.*

- C. The supervisor must be able to monitor consecutive calls without any additional action;

***Comply. The split/skill supervisor has the ability to observe calls in progress on demand and can observe consecutive calls without reactivating Service Observing. The split/skill supervisor can activate Service Observing for an agent's calls, even though the agent is not active on a call. In this case the split/skill supervisor enters the 'waiting' mode until the agent receives an ACD call. When the agent receives a call, the split/skill supervisor is bridged onto the call.***

- D. The monitored telephone must have access to all normal switch features while Service Observing is active; and

***Comply with clarification. The monitored station can access most normal station features while a monitoring session is in progress. However, if an observed agent conferences a call and the number of conferenced parties (including the observer) is 6, the conference is denied.***

- E. The system must offer a voice terminal option for monitoring directly at the agent's voice terminal for "ride along" agent training.

***Comply. With any of the Avaya CallMaster® V or Avaya CallMaster® VI digital voice terminals, a supervisor can plug a headset into the second dual-prong or modular jack receptacle for monitoring. In addition, some headset jacks are equipped with a second supervisory jack for this purpose, or headset splitters can be utilized. Otherwise, monitoring must be performed from another voice terminal which can be located adjacent to the agent's extension or elsewhere as desired. Supervisors can monitor positions using the Service Observe feature.***

3.12.27.8 System Wide ACD Functionality (Mandatory)

- A. ACD agents for the same split/skill must be able to be physically located in different modules/nodes.

***Comply. ACD agents in the same split/skill can be physically connected to different cabinets, different media gateways; trunks can be distributed across the system or grouped together as desired. ACD agents in the same split/skill can be physically connected to different port networks or cabinets, even remote cabinets. ACD agents can be deployed anywhere there is high speed internet***

*access via IP as long as access is permitted on the State network.*

- B. Vendors must describe any inter-cabinet restrictions.

*Comply. No restrictions.*

### 3.12.27.9 Incoming Call Information Display (Mandatory)

An agent must receive on set display screen identification of trunk group or type of incoming call when the call is presented at the agent position.

*Comply. The display module on an agent's voice terminal can be used to display the information that is available with each incoming call. Depending upon what information is provided by the network facilities, the type of call, and other system options.*

### 3.12.27.10 Access to Real Time ACD Statistics on the Voice Terminal (Mandatory)

- A. Each supervisor set must have the ability to view a customizable list of call center statistical information on the digital display of the supervisor's telephone;

*Comply. Avaya offers the VuStats feature or display of ACD statistics on the agent voice terminal. VStats is a convenient, cost effective way for call centers to measure results in real time. Anyone with a display-equipped voice terminal, including call center managers and non-ACD personnel, can use VuStats to view real-time or cumulative daily call center statistics. VuStats give agents the power to judge their own performance and take steps to modify call handling skills to improve productivity.*

- B. Agents and supervisors must be capable of being notified via the voice terminal indicators when thresholds are reached for split/skills;

*Comply. With the VuStats feature, agents or supervisors can be automatically notified by a flashing lamp when thresholds are reached for individuals or groups.*

- C. The supervisors must be capable of receiving continual real time display updates of ACD statistics via the telephone display including such information as a comparison of individual performance to group averages or objectives;

***Comply. The VuStats feature allows agents to receive continual real-time or cumulative daily call center statistics, giving them the power to judge their own performance and take steps to modify call handling skills.***

- D. The display of ACD statistics on the voice terminal must include, but is not limited to, the following items:

***Comply.***

- Number of ACD calls;
- Number of calls abandoned;
- Number of calls waiting;
- Oldest call waiting;
- Average speed of answer;
- Average abandon time;
- Number of agents staffed;
- Number of agents available;
- Number of agents on ACD calls; and
- Number of agents in auxiliary (AUX).

### 3.12.27.11 Agent and Supervisor Voice Terminals (Mandatory)

The agent and supervisor telephone sets must use state-of-the-art digital and Voice over Internet Protocol (VoIP) technology, and must provide a display for call related information, ACD statistics display and other applicable information.

***Comply. Avaya offers the 9600 Series IP phones that offer full ACD statistics and call display information.***





*Additionally, the desktop Avaya one-X agent offers same features as IP phones but with additional features such as; basic CTI, Drag and Drop and USB headset support.*

3.12.27.12 Agent Headset/Handset Operation and Compatibility (Mandatory)

- A. The agent telephone set must be able to support both an agent headset and an agent handset. There must be volume controls for either option;

*Comply. The Digital telephones and IP telephones support both standard handsets and compatible headsets through the integrated headset jack. The IP Agent phone (softphone) will support any headset supported at the PC.*

- B. The agent voice terminals must be compatible with industry standard headsets; and

*Comply. The Agent voice terminals and softphones from Avaya are compatible with most headsets on the market.*

- C. During headset operation, the system must have the ability to provide the agent with an audible ring or zip tone prior to the automatic connection of an ACD call to the agent.

*Comply. Automatic zip tone is provided as an administrable option on the set form.*

3.12.27.13 Hold, Transfer and Conference Buttons (Mandatory)

- A. A dedicated, fixed feature button for each function must be provided on the agent and supervisor telephone set; and

*Comply. Depending on the terminal selected, there are a set number of fixed feature buttons and a set number of feature administrable buttons.*

- B. The system must have the capability for agents and supervisors to set up conference calls for up to six (6) parties (including the agent or supervisor) as required without requiring attendant assistance.

***Comply. The system has the ability to provide all users with a 6-part conference ability. In addition, the system administrator can assign these conference bridges as dial in 'meet-me' conference bridges.***

3.12.27.14 Non-ACD Functionality (Mandatory)

- A. Agents must not be required to log into an ACD split/skill in order for the agent's voice terminal to generate a ring;

***Comply. The agent does not have to be logged in to the ACD to receive ringing on non-ACD calls.***

- B. The extension must function as a normal system extension when the agent is not logged in; and

***Comply. The agent does not have to be logged in to the ACD to receive ringing on non-ACD calls.***

- C. The agent's extension must have full system extension capabilities (e.g., transfer calls, conference calls, etc.).

***Comply. All system features including transfer, conference, abbreviated dialing, and so on, are available to ACD agents and supervisors whether they are logged in or not. These features are assigned to extensions in the manner that best meets your business needs.***

3.12.27.15 Outgoing Calling Capabilities (Non-ACD) (Mandatory)

- A. Agents and supervisors must have the capability to place outgoing calls;

***Comply. ACD agents can access all system features, subject to assigned Class of Service and Class of Restriction.***

- B. The system must have the capability to track outgoing calls on ACD reports; and

***Comply. Avaya's management information systems track outgoing non-ACD calls as Extension Out calls on all standard agent and split/skill reports.***

- C. The system must be capable of restricting individual agents from placing certain types of outgoing calls while allowing other types of calls.

***Comply. ACD agents can access all system features, subject to assigned Class of Service and Class of Restriction.***

### 3.12.27.16 PC Based Telephone Option (Mandatory)

The system must offer an ACD voice terminal that is controlled by a PC-based agent interface. Vendor must describe options for implementing screen based telephony control.

***Comply. Using Avaya one-X Agent software at desktop. Deployment is standalone or citrix based option. With Instant Messaging and Video Support as options.***



### 3.12.28 Advanced ACD Call Handling, Treatment, and Routing Features

#### 3.12.28.1 Entering Wrap Up Codes (Mandatory)

- A. Agents must have the ability to enter codes to identify events that occurred during a call; and

***Comply. Using Event Count Reporting and Collection. 10 variables can be defined.***

- B. The system must be capable of forcing the agents to enter wrap up codes before becoming available for another call.

***Comply. Using Aux Reason Codes 99 Options.***

- C. Vendors must indicate how many codes are available on their system.

***Comply. Up to 9 per call.***

#### 3.12.28.2 Entering Call Identification Codes (Mandatory)

- A. Agents must have the ability to associate other types of identifying information, such as account codes or service codes, to particular calls;

***Comply. Call work Code software allows ACD agents to enter up to 16 digits for an ACD call to record the occurrence of defined events when an adjunct Avaya Call Management System (CMS) is active to report the events. This feature is used to store call-related information of current interest such as call associated account codes, social security numbers, or phone numbers. CMS is required to supply Call Work Code reports.***

- B. The system must support up to sixteen digits per code; and  
***Comply. Call Work Code software allows ACD agents to enter up to 16 digits for and ACD Call.***

- C. The system must be capable of forcing the agents to enter codes before becoming available for another call.  
***Comply.***

- D. Vendors must indicate how many codes can be supported by their system.  
***Comply. Up to 1,999 codes can be tracked.***

#### 3.12.29 Audio Difficulty Trace (Mandatory)

When an agent experiences static or a noisy trunk, the audio difficulty must be easily reported and traced.

***Comply. When an agent depresses the Audio Difficulty Stroke Count button, the information is relayed to the Avaya Call Management System (CMS). CMS reports the agent who experienced difficulty, the trunk group, equipment line location of the noisy circuit, and the time at which the problem occurred.***

#### 3.12.30 Redirection of Unanswered Calls to Alternate Destinations (Mandatory)

The system must have the ability to redirect the unanswered calls to an alternate destination rather than back to the head of the queue.

***Comply. With Call Vectoring, Redirection on No Answer (RONA) can direct an unanswered ringing ACD call back to the split/skill at the highest priority or to an alternate Vector Directory Number (VDN) destination after making the agent unavailable and notifying the call center manager. By redirecting to an alternate VDN, you can specify new call treatment, routing, prioritization, tracking, and announcements for the call if desired.***

3.12.31 Automatic Call Processing after Disconnecting from an Agent (Mandatory)

The system must provide the ability to instruct a caller to remain on the line after talking with an agent and be automatically connected to other service options or applications such as an IVR application or customer satisfaction survey application, etc. without requiring the agent to manually transfer the caller to the application.

***Comply. Call Vectoring offers the VDN Return Destination feature. With this feature, after the agent hangs up, the caller is automatically redirected to the designated return destination. For example, this destination can be voice response system where a survey script prompts the caller for their opinion on the quality of service that they just received or other customer transactions or service options.***

3.12.32 Queuing Calls to Multiple Splits (Mandatory)

3.12.32.1 The system must provide multiple split/skill queuing; and ***Comply.***

3.12.32.2 The system must have the capacity for simultaneous queuing to agent groups. ***Comply with Call Vectoring.***

3.12.33 Route Calls Directly to an Agent (Mandatory)

The system must have the ability to route direct inward dialed (DID), attendant directed, or private network telephone calls directly to an ACD agent.

***Comply. ACD agents can receive any type of incoming or transferred call including DID, attendant, and private network station calls, when allowed by Class of Restriction (COR). Your system administrator determines the types of calls each agent is allowed to receive. A call vector can route directly to a specific agent's extension based upon ANI, DNIS, caller prompted information, or other call-related information available.***

3.12.34 Monitoring the Customer Experience (Mandatory)

3.12.34.1 Silent monitoring must be directed at a particular application or call type and shall automatically follow the call as it is transferred to different agents, announcements, prompts, etc.;

***Comply. With Call Vectoring, the Service Observing feature also supports monitoring of calls by application or Vector Directory Number (VDN).***

3.12.34.2 The monitoring session must follow the call to a distant center;

***Comply.***

3.12.34.3 Silent monitoring must be directed at a particular application or call type, yet avoid hearing announcements and music and only begin observing after the agent answers the call; and

***Comply. You can choose to begin observation after the agent answers, thus avoiding listening to announcements or music.***

3.12.34.4 The system must have the ability for a full recording solution specifically designed to capture voice and data and have the functionality of archiving and searching. It should have the ability to record 100% of the incoming calls and capture what the agent has occurring on their screen and it should have the capability of spontaneous recording or recording when initiated by the agent. Vendors must describe the storing/archiving capacity for each proposed system.

***Comply. Effective agent interaction is the focal point for building better customer relationships. With Avaya Call Recording (Avaya Work Force Optimization), you can dramatically increase the quality of your customers' experiences by managing and enhancing your agents' performance. Avaya Call Recording is a comprehensive quality management solution that makes it easy to record, evaluate, analyze, and improve customer experiences within your contact center. The system's superior recording technologies and strong computer-telephony integration (CTI) capture synchronized voice and screen/Internet activity together. Plus, time-saving applications for playback, evaluation, and analysis help you consistently improve agent performance. Like all Avaya applications, Call Recording is built on a scalable, open platform. That means as your enterprise grows, this solution will grow with you. Call Recording will let you combine a variety of recording capabilities in one easy-to-use system, and will easily adapt to multimedia environments, including VoIP, email and Web interactions.***

### **Capture**

*In a single application, Avaya Call Recording provides a diverse range of recording options to meet any need, including quality management, transaction verification, and dispute resolution. Call Recording offers full-time recording, selective recording, and record-on-demand. It records call details—such as agent, extension, phone number, call times, and account number—so you can easily search and retrieve any recording. Avaya Call Recording lets you create multiple recording schedules—capturing voice and screen activity for an agent, group, type of call, dialed number identification service (DNIS) or other computer-telephony integration criteria. You have the flexibility to define overall recording schedules that match your needs—random, sequential, percentage-based, by agent classification, campaign, or time of day. You also can be specific in your selections—for example, you can record a single call, or continuously record specific agents.*

### **Analyze**

*With Avaya Call Recording, you can review individual agent progress or overall contact center performance. From a single screen, you have a unified view of recorded multimedia interactions, ready to be played back and evaluated from the reviewers' PC. Using the system's live Monitor module, you can instantly view the activity status of your agents and then choose to monitor or begin recording at any point during the call. Call Recording's standard reports enables you to obtain centralized data and objective reporting. Or, use the flexible custom reporting module to create customized reports that use the criteria you have defined to meet your specific needs.*

### **Improve**

*Avaya™ Call Recording lets you pinpoint your agents' strengths, identify areas for improvement, and define training objectives. Over time, you can track their progress and compare agent performance levels. In the bigger picture, Customer Relationship Management is about knowing your customers and delivering consistently excellent customer experiences across the enterprise. Avaya Call Recording enables you to capture every type of customer interaction, so your company can easily share real customer experiences and learn firsthand how to meet immediate and long-term customer needs.*

### **Integrate**

*The Avaya family of contact center solutions offers the hardware and software required to meet virtually any contact center recording need. Avaya Call Recording's advanced voice and data logger is a PC-based digital voice server and software that integrates directly with your Communication Manager Call Center. Archive calls and screen sessions for days, months, or years, depending on your needs. Up to 38,000 hours of call recordings can be stored on the server's hard drive plus unlimited hours can be archived on digital audio tape. The system*

*supports a variety of archiving options including DAT, AIT and Magneto Optical (MO), and DVD media, with advanced system redundancy options including internal RAID-1 or RAID-5 storage and a hot-standby architecture. The Call Recording database interfaces with the contact center workstations, as well as the Avaya Computer Telephony server. This thorough integration means crucial call details are automatically captured with each call you record, in real time. In addition to providing automatic call recording and easy call retrieval, Avaya Call Recording will give your supervisors an enhanced, user-friendly search capability to retrieve any call recording. You can search for recordings by:*

- *Agent extension*
- *Agent ID*
- *Dialed Number Identification Service (DNIS)*
- *Automatic number identification (ANI)*
- *Caller or Customer ID*
- *Other data reported via CTI*

### 3.12.35 Automatic Load Balancing and Conditional Routing (Mandatory)

3.12.35.1 The system must support automated load-balancing capabilities and customized conditional routing capabilities;

*Comply. Call Vectoring is one of the most powerful and flexible methods of routing incoming calls and utilizing agent and system resources available in the call center marketplace today. Call Vectoring enables fine tuning the organization of the call center and creation of a highly customized routing path providing best service for each customer call. Vectoring allows customization of the pathway a caller will take based upon the calling purpose and the system conditions prevailing at the time. It goes beyond load balancing and provides the optimum mix of service and resource utilization.*

3.12.35.2 The system must have the ability to provide comparisons in queue conditions before routing calls to ensure that split/skills are not overloaded; and

*Comply. Call Vectoring compares queue conditions prior to routing calls, or at any time subsequent to queuing the call.*

3.12.35.3 The system must have the ability to provide comparisons in queue conditions after routing calls to determine if calls should be re-routed to alternate destinations.

*Comply. Call Vectoring compares queue conditions prior to routing calls or at any time subsequent to queuing the call.*

3.12.35.4 Vendors must describe their system's conditional routing capability.

*Comply. Call Vectoring offers a powerful set of conditional routing capabilities that allow you to completely customize caller treatment and implement customer care strategies by matching callers to agents with the desired skills to best serve the customer based upon the following types of call related information.*

- *Digits collected via the Call Prompting such as account codes or zip codes*
- *Dialed Number Identification Service (DNIS) digits*
- *Incoming Trunk Group*
- *Information Indicator (II) Digits from the network, which provide call source information (payphone or cellular)*
- *Caller Information Forwarding (also called CINFO) of caller entered digits (CED) and/or customer database provided digits (CDPD) from the public network*
- *Caller prompted routing choices such as "Press 1 for Sales, Press 2 for service" or if you know the extension of the party you are calling, you may enter it now...."*

*In addition to call-related conditional treatment, Call Vectoring also supports routing based upon current conditions in your call center. This enables you to maximize your efficiency and use of agent and network resources and offer Best Service to your callers with the following conditional routing capabilities:*

- *Number of staffed agents in a specified split/skill.*
- *Number of available (idle) agents in a specified split/skill.*
- *Number of connected calls by Vector Directory Number (VDN). VDNs normally correspond to DNIS applications, call types, gates, or caller prompted application choices.*
- *Number of calls queued at a given priority to a specified split/skill.*
- *Current Expected Wait Time for a specified split/skill or for the best identified split/skill.*
- *Current Expected Wait Time for the call being processed.*
- *Current Expected Wait Time or Adjusted Wait Time for a specified split, skill, or location being considered (with optional Multisite Best Service Routing).*
- *Predicted Amount of Improvement in Expected Wait Time for split/skill.*
- *Current Queue Position for Interflow.*

- **Rolling Average Speed of Answer for a specified split/skill or Vector Directory Number (VDN).**
- **Amount of time that the oldest call in a specified split/skill queue has waited to be answered.**
- **Time of day, day of week, date of year.**
- **User specified Variable in Vector**

**All of this checking can be performed prior to queuing a call, or at any time subsequent to queuing the call. Multiple split/skill queues can be checked. The call can be simultaneously queued to up to three different split/skill groups and be answered by the first available agent in any of the groups. The call can be automatically queued to backup split/skills or queued conditionally based upon defined overflow conditions.**

### 3.12.36 Call Routing Commands (Mandatory)

3.12.36.1 The ACD must promote an autopilot approach to call routing by providing routing tables of selectable commands and conditions; and

**Comply. Call centers with Call Vectoring can run on autopilot, starting and stopping at specific hours of the day. Call Vectoring consists of user-definable, multistep routing tables, or Call Vectors, which control the routing of ACD calls based on all the information that is available with the call and dynamically changing conditions that occur in a call center environment.**

3.12.36.2 This feature must use Standard English commands.

**Comply. Standard English commands are used to build a call vector, which can have up to 32 steps. They may be used in any order and can be inserted more than once in a single vector. Vectors of 32 steps can be linked.**

3.12.36.3 Vendors must identify and describe all commands available.

**Comply. Vector command descriptions are available in the Avaya Call Vectoring/Call Center guide to be provided by Carousel Industries. A sampling of the available commands is below:**

**Adjunct routing – To send a message to an optional adjunct application via a CTI link requesting routing instructions for the call.**

**Announcement – To connect caller to a recorded announcement for greeting, delay, or information.**

**Busy – To connect caller to busy tone.**

***Check split/skill/best – To check an alternate split/skill and connect or queue the call if conditions are true.***

***Collect digits – To collect digits from the network or from the caller with optional prompting announcement.***

***Consider split/skill/location – To consider a split, skill, or remote location for possible routing by obtaining Best Service Routing status data.***

***Converse-on split/skill – To deliver a call to an adjunct voice response system for data entry and dialog while maintaining queue position. Data such as ANI, VDN, Expected Wait Time, or other digits may be passed. Routing destinations or other digits may be passed back from the voice response system.***

***Disconnect – To force disconnect of call with optional announcement.***

***Goto step – To cause unconditional/conditional branch to another step in the vector.***

***Goto vector – To cause unconditional/conditional branch to another vector.***

***Messaging split/skill – To connect to INTUITY™ Messaging Solution or Message Center Split to allow caller to leave a message for callback.***

***Queue-to split/skill/best – To connect or queue call to a specific ACD split, skill, or best resource found by a consider series.***

***Reply-best – To send best service routing status data to the primary vector in an optional multisite routing application.***

***Route-to digits – To connect call to destination entered via Call Prompting collect digits command, received from a voice response unit, or from network provided digits.***

***Route-to number – To connect call to specified to internal or external destination via public or private network number.***

***Stop – To stop further vector processing.***

***Wait-time – To initiate feedback to caller and delay processing of the next step. Delay time is specified in seconds with audible feedback of silence, ringback, system music on hold, or queue-specific, custom music source.***

### 3.12.37 Integrated Routing Database Tables (Mandatory)

Database tables of numbers must be maintained in the system for specialized routing purposes; for example, a table of priority customers which would receive priority routing and possibly queue to a dedicated agent.

***Comply. Avaya Communication Manager supports integrated Vector Routing Tables which contain a list of numbers that can be used to test a Goto if Digits/ANI command. The values can be tested to see if the ANI or prompted digits are or are not in the specified table.***

***For example:***

***goto vector 55 if ANI not-in table 7***

***or***

***goto step 15 if ANI in table 6***

***Each table can have up to 100 entries that can be used for routing calls by ANI and prompted digits.***

### 3.12.38 Call Routing Comparators (Mandatory)

Vector programming of variables and advanced language capabilities must be available for constructing call routing commands.

***Comply. Call vector comparator/threshold checking includes specific comparison operators < (less than), > (greater than), = (equal to), <= (less than or equal to), >= (greater than or equal to), <> (not equal to) and a specified threshold value.***

***Some examples include:***

- ***goto step 12 if ANI = 3038460064***
- ***goto step 15 if ANI <= 9999999***
- ***goto vector 26 if ANI <> 212841+***
- ***goto step 5 if expected-wait for call > 300***
- ***check split 11 pri h if rolling-asa <= 30***
- ***goto step 3 if counted-calls to VDN 1234 <= 100***

### 3.12.39 Digit Matching for Call Routing (Mandatory)

The ACD system must match ANI or other digits in routing tables using sequences such as 303+ which would identify and route all calls from area code 303 to a certain destination.

*Comply. Call vectoring supports wildcard matching for groups of numbers used to make routing decisions. These wildcards (+ and ?) can be used in digit strings to match ANI digits or digits collected through Call Prompting, Caller Information Forwarded (CINFO), or network-provided Information Indicator (II) digits.*

*The “+” represents a group of zero or more digits and can only be used as the first or last character of the string of digits to indicate a variable number of preceding or remaining digits. Question marks (?) are used as wildcards in a single character position. The “?” represents any single digit. Any number of these wildcard characters can be used for ANI or digit matching.*

*Examples include:*

- *goto vector 25 if ANI = 212+*
- *goto step 12 if ANI = ???-??-99+*

#### 3.12.40 Answer Supervision (Mandatory)

The call routing program must determine when Answer Supervision is returned to the network.

*Comply. On Avaya Media Servers, answer supervision is given at the first occurrence of a recorded announcement, agent answer, music, a forced disconnect, or connection to other system ports such as messaging and voice response systems. The call can still be queued and answer supervision delayed as long as desired by using vector steps such as wait-time 10 seconds hearing ringback.*

*With Call Vectoring, the forced busy step can be used to avoid sending answer supervision on DSI or other E&M signaling facilities. For example, if the number of calls in queue is such that the next incoming call will not be answered in a timely manner, a vector step can be used to return a busy signal to the network and the caller. By returning a busy, the caller does not become frustrated waiting for the call to be answered, and facilities are not needlessly tied up with a call that may wait in queue beyond the established willingness to wait threshold. This busy signal can be used in an ISDN-PRI environment to reroute the call to an alternate site on the public network.*

*The forced busy step can also be used to limit the number of calls for a particular application or split/skill group. This feature enables multiple applications to share the same trunking facilities.*

*Call Vectoring can automatically apply the forced busy based upon current conditions in the call center, eliminating the need for supervisors to manually busy out trunks under certain conditions. By using the forced busy, callers still receive the busy signal but the trunks remain available for other applications or for outgoing calls.*

3.12.41 Routing Based on DNIS (Mandatory)

The system must have the ability to route calls based on Dialed Number Identification Service (DNIS).

*Comply. With Call Vectoring, DNIS digits received from the network facilities can be mapped directly to a Vector Directory Number (VDN) extension and an associated call vector can be provided for each DNIS application. Or a single call vector may handle multiple DNIS applications. Utilizing DNIS digits to identify applications allows multiple applications to share trunking facilities. The associated call vector evaluates all conditions and determines routing, queuing, prioritization, and call handling treatment based upon specified conditions.*

3.12.42 Routing Based on ANI (Mandatory)

The system must have the ability to route calls based on Automatic Number Identification (ANI).

*Comply. There are four call vectoring features that allow routing by ANI if received from the network facilities.*

*ANI Routing Directly Within the Call Vector – ANI can be compared to numbers programmed directly within the call vector step. Some ANI examples are shown below:*

- goto step XX if ANI = none if no ANI is provided
- A** goto step XX if ANI = 3038460064 if ANI matches a number
- N**
- k** goto step XX if ANI <= 9999999 if ANI is less than 7 digits
- goto vector XX if ANI = 212+ if ANI is from a particular area code
- R**
- o** goto vector XX if ANI <> 212841+ if ANI is not from a particular office
- u**

*ting Using Call Vector Routing Tables – Vector Routing Tables contain a list of numbers that can be used to test a Goto if Digits/ANI command. The values can be tested to see if the ANI or prompted digits are or are not in the specified table. Some ANI examples using Vector Routing Tables are shown below:*

- goto vector XX if ANI in table 6 if ANI is listed in table 6
- **A** goto vector XX if ANI not-in table 7 if ANI is not listed in table 7
- N**

*ANI Routing Using Converse Vector Command – ANI can also be passed by the converse vector command to an adjunct such as the Avaya Interactive Voice Response (IVR) system for larger groups of numbers or if additional information is required before routing the caller to an agent. Custom Call Routing applications for the Avaya IVR can perform database lookups based upon the*

*ANI or digits received from the call vector or interactive voice response scripts can be used to determine the desired destination. This destination can then be passed back to the Avaya Media Server or Avaya CM and used as a route-to-destination by the call vector. Because the digits passed and received are via inband DTMF signaling, no special facilities are required.*

*ANI Routing Using an Adjunct Application – The optional Adjunct/Switch Application Interface (ASAI) is available to provide routing instructions from an adjunct application such as: Avaya Interaction Center, Avaya Voice QuickStart, Avaya Interactive Response, Avaya Contact Center Express, or Avaya Advanced Segmentation for other CTI routing applications. When a call reaches the adjunct-route vector command, vector processing is suspended while awaiting routing instructions from the adjunct application. Vector processing will continue (after a programmable time limit) if no instructions have been received. This enables calls to be processed in the event of a computer link failure. The adjunct computer can view system-wide conditions and enterprise databases to determine where to route the call—to a specific agent, an agent group, a non-ACD user, or any other valid destination.*

### 3.12.43 Information Indicator (II) Digits Routing (Mandatory)

The system must have the ability to route calls based upon information about the type of the originating line provided by ISDN network facilities. In this way, calls from pay phones, cellular phones, or motel phones, for example, can receive unique routing.

*Comply. Call Vectoring supports II-digit routing for an incoming call if II-digits are provided by ISDN PRI facilities. II-digits routing allows you to make routing decisions based on the type of the originating line. In this way, calls from pay phones, cellular phones, or motel phones, for example, can receive unique routing or prioritization.*

*II-digits routing can be used for example to:*

- *Help detect fraudulent orders for catalog sales, travel reservations, money transfers, traveler's checks, and so on.*
- *Assign priority or special treatment to calls placed from pay phones, cellular phones, or other types of lines. For example, special priority could be given by an automobile emergency road service to calls placed from pay phones. Or callers from cellular phones could be routed to optional speech recognition applications instead of touch-tone applications.*
- *Detect calls placed from pay phones when it is the intention of the caller to avoid being tracked by collection agencies or dispatching services.*
- *Convey the type of originating line on the agent display by routing different type calls to different VDNs.*

*As with ANI routing and collected digit routing, II-routing digits can be compared against entries in a Vector Routing Table.*

### 3.12.44 Support for Network Provided Caller Information Forwarding Digits (Mandatory)

The system must have the ability to collect caller entered digits and customer database provided digits supplied by the network in an incoming call's ISDN PRI SETUP message and provide routing based upon these digits.

***Comply. Call Vectoring allows you to use collect digits steps to retrieve Caller Information Forwarding (CINFO) of caller-entered digits (CED) and customer database-provided digits (CDPD) if supplied by the network in an incoming call's ISDN PRI SETUP message.***

***The CINFO CED and CDPD digits can be used with any vector step that uses the digits in the collected digits buffer. These steps are:***

- ***Adjunct routing (digits passed in an event report as collected digits)***
- ***Converse-on...passing digits***
- ***Goto...if digits...***
- ***Goto...if digits in table...***
- ***Route-to digits***
- ***Route-to number ... if digit...***

***The CED or CDPD digits can be displayed on agent voice terminals in the same way as other collected digits.***

### 3.12.45 Estimated Wait Time Predictor (Mandatory)

The system must have the ability to predict the wait time

***Comply. The Avaya Call Center is unique in its ability to provide callers with the most accurate prediction of expected wait time available in the industry today. The patented complex Expected Wait Time (EWT) algorithm calculates how long a call has been or will be in queue. Until now, expected wait time was calculated solely on historical data. The EWT algorithm analyzes the following factors on a call-by-call basis to provide precise routing: call removal rate from the queue, number of agents available, and queue length. It also considers priority queuing, calls queued to multiple splits/skills, call abandons, time in Auxiliary Work, pending agent moves, Direct Agent Calls, and agents in multiple splits/skills. Avaya's patented EWT algorithm encapsulates all of the dynamic factors which determine the customer's "wait" time experience for use by applications to deliver exceptional customer service, single and multisite load balancing, and network cost savings.***

***Calculations can now be based on the expected wait time prior to queuing to a skill/skill. Calls already in queue can be differentiated from new calls. Internal announcements can give callers a range of estimated wait time in queue. This information can also be passed to Avaya Interactive Voice Response (IVR)***

*systems using the Converse vector command to announce the precise expected wait time for callers.*

*Our EWT algorithm is demonstrably more accurate than other predictors, and actually predicts changes in wait times before they occur. This predictive ability of EWT allows call center managers to intervene and redirect calls to alternate treatments before actual wait times exceed pre-established thresholds. Using EWT to redirect calls can increase customer satisfaction, decrease costs, and create a more manageable call center environment. Historical predictors tell you that you just had a problem; real-time predictors tell you that you are now having a problem; and EWT tells you that you are about to have a problem. Only EWT allows you time to prevent the problem from occurring.*

### 3.12.46 Estimated Wait Time Routing (Mandatory)

- 3.12.46.1 The system must use the estimated wait time or average speed of answer to make routing decisions;

*Comply. Avaya Call Center Intro can route based upon the average speed of answer. Avaya Call Center Elite software can use estimated wait time or the rolling average speed of answer to make routing decisions. The patented predictive technology of using Expected Wait Time to make routing decisions is the basis for Avaya's award-winning Best Service Routing (BSR) feature described below.*

- 3.12.46.2 The system must predict the estimated wait time for various split/skills and pick the best destination for a call to avoid excessive wait times and subsequent overflow; and

*Comply. Avaya Call Center Elite can provide Best Service Routing (BSR) for a single site (and optionally multisite), which improves upon (and optionally multisite), which improve upon the overflow functionality and provides single-site load balancing, maximizes resources and provides best service for your customers. Avaya's patented Best Service Routing algorithms are based upon the proven, precise prediction of the Expected Wait Time. BSR allows you to consider in advance all of the appropriate split/skills to answer a call and route the call to the best place the first time.*

*BSR encapsulates all of the queue conditions that affect caller wait time to create a more precise predictor of the estimated wait time. Using an accurate predictor, rather than a current condition or a historical statistic, gives you the ability to control the service levels delivered. Using this tool results in single site load balancing between splits, maximum resource utilization, and overall service level improvement. Best and fastest service is provided to the customers by routing the call to the split offering the best service the first time. Efficiency of vector programming and processing is also improved.*

- 3.12.46.3 Multiple split/skills which might typically be considered backup or overflow destinations must be considered up front if it is predicted that the call will overflow anyway.

*Comply with BSR instead of using overflow capabilities.*

*This can eliminate unnecessary caller wait time in queues that may subsequently overflow and eliminates the amount of subsequent queuing, checking, and processing required. BSR eliminates the inefficiencies associated with routing strategies which “queue to everywhere” and hope for the best. Optional Avaya Virtual Routing offer extends this capability across multiple Avaya call center sites providing enterprise wide Best Service Routing and enabling your multisite call centers to function as a single, virtual call center.*

#### 3.12.47 Estimated Wait Time Announcements (Mandatory)

The system must announce to the caller the estimated wait time for the next available agent.

*Comply. You can pre-record various waiting intervals on your announcement hardware using the standard Recorded Announcements feature and play the appropriate recording based on Avaya Communication Manager’s precise prediction of EWT.*

*For example, you might record the following announcements and select the recording with a goto step . . . if expected wait . . .*

- *Your estimated wait time is 0-2 minutes*
- *Your estimated wait time is 2-4 minutes*
- *Your estimated wait time is > 4 minutes*

*Since callers usually expect an estimate expressed in minutes only, the Recorded Announcement solution is a common solution if an interactive voice response (IVR) solution is not available.*

#### 3.12.48 Priority Routing (Mandatory)

- 3.12.48.1 The system must provide priority routing;  
*Comply. Call Vectoring offers four levels of priority routing to an ACD queue, including: Low, Medium, High and Top.*

3.12.48.2 The system must have the ability to prioritize calls based on variables such as length of time in queue and caller response to a prompt; and

***Comply. Priority can be assigned at the incoming trunk group, by dialed number or by caller prompted information. Priority can also be changed on a dynamic basis, according to the following conditions: time call has been in queue, number of calls, number of agents available, number of agents staffed, time of day, day of week, and other call vectoring conditionals.***

3.12.48.3 The priority must be able to be changed after the call is initially queued.

***Comply. Priority can be changed on a dynamic basis, according to the following conditions: time call has been in queue, number of calls, number of agents available, number of agents staffed, time of day, day of week, and other call vectoring conditionals.***

### 3.12.49 Time of Day, Day of Week Routing (Mandatory)

3.12.49.1 The proposed system must provide alternate routing automatically based upon time of day and day of week; and

***Comply. Time of Day/Day of Week Routing, and night service procedures can be written into every standard call vector where alternate routing, such as diversion to an attendant or night announcements, is automatically invoked at a pre-designated time and day.***

***Thus the supervisor does not have to be present to manually redirect calls. The call vector can be written to redirect all incoming calls after a specific time of day/day of week while leaving calls that are already waiting in queue. Or if desired, calls which are already queued can also be redirected after hours. Below is a sample vector that includes alternate routing for night service:***

- 1. Go to step 8 if time of day is all 17:00 to all 8:00***
- 2. Go to step 8 if time of day is Friday 17:00 to Monday 8:00***
- 3. Queue to split/skill 1 priority medium***
- 4. Announcement extension 2250***
- 5. Wait time 20 seconds hearing music***
- 6. Announcement number 2251***
- 7. Go to step 5***
- 8. Forced disconnect after announcement number 2252 (Night Service Announcement)***
- 9. Stop***



*vectoring tasks and enables seamless operation over holiday periods or special dates.*

### 3.12.51 Automatic Overflow Routing (Mandatory)

3.12.51.1 The system must provide the ability to automatically route incoming calls to alternate groups within the ACD dependent upon incoming call volume and/or number of calls waiting in queue; and

***Comply. With Call Vectoring, calls can automatically overflow at one of four priority levels based on current conditions for a specified split/skill, which can include:***

- *Number of staffed agents*
- *Number of available (idle) agents*
- *Number of calls queued or connected*
- *Expected Wait Time*
- *Rolling Average Speed of Answer*
- *Oldest Call Waiting Time*
- *Time of day, day of week, date of year.*

***All of this checking can be performed prior to queuing a call, or at anytime subsequent to queuing the call. Multiple split/skill queues can be checked. The call can be simultaneously queued to up to three different split/skill groups and be answered by the first available agent in any of the groups. The call can be automatically queued to backup split/skills or queued conditionally based upon defined overflow conditions. Comparator/threshold checking includes less than, greater than, less than or equal to, greater than or equal to, equal to, unequal to, and wildcard digit matching.***

3.12.51.2 Each group, application, and/or trunk group must have the ability to overflow uniquely, dependent upon business requirements.

***Comply. Overflow is specified uniquely for each group, application or trunk group by the associated call vector.***

### 3.12.52 Overflow Destinations (Mandatory)

3.12.52.1 Calls must be automatically overflowed to voice messaging or a voice response system; and

***Comply. Call Vectoring can automatically overflow calls to any internal destination including voice messaging, extension, voice response unites, attendants, backup or alternate split/skill groups, VDN destinations, call***

*vectors, other system extensions, disconnect announcements, busy signals, and so on.*

*Calls can be overflowed based upon any call vectoring conditional including:*

- *Number of staffed agents*
- *Number of available (idle) agents*
- *Number of calls queued or connected*
- *Expected wait time*
- *Rolling average speed of answer*
- *Oldest call waiting time*
- *Time of day, day of week, date of year*

3.12.52.2 Calls must be automatically routed to a remote location based upon conditions in the call center including call volume and time of day.

*Comply. Calls can be automatically routed to any external remote destination via public or private network number based upon call center conditions including call volume and time of day.*

### 3.12.53 Integrated Auto-Attendant (Mandatory)

3.12.53.1 The ACD system must provide integrated auto-attendant routing functionality such as “If you know the extension of the party you wish to speak with, you may dial it now”;

*Comply. Call Vectoring provides Voice Response, or call Prompting capabilities using standard Recorded Announcements along with Digit Collection features. This functionality is a part of the Avaya Call Center integrated hardware and software feature set and does not require any peripheral system.*

*Call Prompting can be used to facilitate routing in the following ways:*

- *Provide Auto attendant functionality; for example: “If you know the 5 digit extension of the party you wish to speak with, you may enter it now...”*
- *Provide an Auto attendant menu of routing options such as “Press 1 for sales, Press 2 for service, press 3 for billing...”*
- *Provide caller with messaging options such as “Your Estimated Wait Time is 3-4 minutes, if you would prefer to leave a voice mail message and have an agent call you back, please press 1..., otherwise, please continue to hold...”*

- ***Provide vector routing table or database assisted routing options such as “Please enter your 10 digit account code...” or “Please enter your zip code...”***

3.12.53.2 The ACD system must have the ability to prompt callers for the type of service they desire, i.e. “Press 1..., Press 2...”; and

***Comply. The ACD software can prompt callers for the type of service they desire.***

3.12.53.3 The system must support these capabilities internally within the proposed Voice Communications System/ACD system without requiring an external IVR system or announcement device. Does this require an adjunct voice processing system? If so, please describe the proposed platform, manufacturer, features, integration, and connectivity.

***Comply. The auto attendant capabilities are integrated. Call Vectoring software and the announcement card are required to provide these capabilities internal to the Avaya System without an external resource. Announcement resources are integrated into the chassis of the G450 and Gateways.***

3.12.54 Route by Caller Prompted Information (Mandatory)

3.12.54.1 The ACD system must have the ability to request information, such as a zip code or account code, before the call is sent to an agent and then route the call based upon that information; and

***Comply. Call Vectoring provides voice response or call prompting capabilities using Integrated Recorded Announcements along with Digit Collection features. This functionality is a part of the Avaya Call Center hardware and software feature set provided and does not require any peripheral device.***

***Call Prompting can be used to offer a menu of choices for routing, collect caller information such as account numbers or zip codes, automated attendants, to play unique announcements, or to create a digital display message for the call center agent receiving the call. Digits entered in response to the prompt can be compared against digits programmed within the call vector or stored in vector routing tables to determine routing and prioritization information. The digits can be displayed on the agent’s voice terminal along with the call so that the agent doesn’t have to ask the caller for information. The digits can be sent to an Avaya Interactive Voice Response (IVR) application or to an adjunct CTI application for further routing instructions. Call Prompting***

*provides a more flexible handling of incoming calls without requiring additional voice processing ports.*

- 3.12.54.2 The system must have the ability to prompt a caller for up to 16 digits of information.

***Comply. The touch-tone digits entered by a Call Prompting user are collected via the collect digits vector command. This command allows the system to collect up to 24 digits from a touch-tone phone. Sixteen of these digits may be collected immediately, while any remaining digits are stored as dial-ahead digits.***

3.12.55 Routing by Voice Response Integration (Mandatory)

- 3.12.55.1 The information that the call routing commands collect about the caller (such as account number, position in the queue, estimated wait time, and menu selection) must be forwarded to an interactive voice response (IVR) and used for routing purposes, database lookup, or trigger IVR applications; and

***Comply. Avaya Communication Manager uses the Converse vector command to pass information to and from a voice response unit (VRU) such as the Avaya Interactive Voice Response (IVR) system. The data passed (such as ANI, DNIS, expected wait time, queue position, or digits) is used to perform database lookups or execute IVR scripts in order to determine a route-to destination which can be passed back to the Avaya Media Server to support Customer Call Routing applications.***

- 3.12.55.2 The IVR must be able to return information to the ACD such as caller identification information or routing destinations.

***Any data passed from the Avaya Media Server to the IVR is outpulsed in-band. The Converse command can outpulse up to two groups of digits to the voice information system. The digits may serve two major purposes: the digits may notify the voice information system of the application to be executed, and they may share call-related data, such as ANI, DNIS, expected wait time, queue position, or digits collected from the caller. (In many applications, both application selection and data sharing are required.) The touch-tone outpulsing rate is adjustable. Data can be passed back and forth between the Avaya Communication Manager and the IVR via an IP link using H.323 as the communication protocol. With SIP, information is passed between the SIP entity and Avaya CM digitally.***

3.12.56 Maintaining Queue Position (Mandatory) ***Comply***

- 3.12.56.1 The call routing program must have the ability to connect the caller to an interactive voice response (IVR) while the call remains in queue for an agent; and

**Comply. The Converse vector command allows a caller to be connected to a vector-controlled split/skill, usually serving a voice response unit, while retaining its place in queue for the primary split/skill.**

- 3.12.56.2 An incoming call must not lose its place in queue if the call is routed to voice applications, audio test announcements, or other IVR applications.

**Comply. This feature allows voice response applications for the Avaya Interactive Voice Response (IVR) system to make valuable use of caller wait time. One of the strongest features of this voice response integration with the call center is the ability to deliver self-service options to callers while waiting in queue for a live agent. By providing the caller with useful options, the caller is better served, and the call center manager can now manage peak queue volumes without hiring additional expensive resources. Offer your callers a variety of customer self-service options that make their calls more productive. IVR applications include information bulletin boards, audiotex form filling, transaction processing, dynamic announcements, expected wait time announcements, customer call routing, and callback messaging as examples.**

### 3.12.57 Database Assisted Routing Option (Mandatory)

The system must have the ability for routing commands to be used to obtain information from another source or a database before routing the call.

**Comply. Call Vectoring supports external or adjunct database assisted routing.**

### 3.12.58 Dynamic Routing Administration (Mandatory)

The call routing tables must be administered and controlled from a call center manager or supervisor terminal in real time, without adversely affecting call processing.

**Comply. Vectors may be changed from any system administration interface such as Avaya Site Administration or by an Avaya Call Management System (CMS) Supervisor interface by any user whose Login ID affords them this permission. Changes can be made on demand (in real time), and are implemented immediately, without the need for a lengthy compilation process. The recommended procedure is to copy the active call vector to a new vector, modify the new vector, and test the new vector when major changes are being made. This assures that the new vector will function properly when first installed. After testing, simply change the VDN-to-vector mapping and remove the old vector or save it for future use.**

3.12.59 Testing Routing Instruction (Mandatory)

- 3.12.59.1 The call routing and announcement steps must be tested prior to production, at the system administered level, based on customer defined permissions; and

***Comply. Vectors can be built and stored in the system prior to accepting network-routed calls. Calls are directed to each vector using a VDN, which is a number that can be dialed within the system. Authorized system administrators or supervisors can create a VDN for testing, map it to the desired vector, and then place test calls through the routing commands. When testing is completed, the system administrator, ACD supervisor, or manager can change the test VDN to the network VDN (usually a DNIS or DID number) and begin accepting actual customer calls. This procedure allows all routing steps, including announcements, to be tested prior to being placed in service.***

- 3.12.59.2 The system must have the capability of storing contingency call routing programs.

***Comply. Vectors that anticipate certain special, unusual, or emergency situations can be created, tested, and stored. These contingency vectors can be immediately substituted for normal vectors when conditions warrant by changing the VDN to vector assignment.***

3.12.60 Graphical Routing Administration Options (Mandatory)

- 3.12.60.1 The system must offer an option for administering call routing through a Windows-based graphical user interface;

***Comply. The Avaya Contact Center Control Manager (optional), Avaya provides a graphical interface to manage routing between Avaya Aura Communication Manager and Experience Portal.***

- 3.12.60.2 A call tree for one ACD must be able to be uploaded to other ACDs in order to support the same application at multiple locations without having to create and edit the application from scratch at each location;

***Comply. For multisite call centers, call vectors that you create for one of your call centers can be easily saved to your ACD in another center. There's no need to construct or copy a new call vectoring table. That can be especially helpful if you use the same complex routing sequence in a group of widely dispersed call***

*centers. With CCCM cut-and-paste feature, you can easily make all the sequences consistent, so your call routing will look the same across all call centers*

- 3.12.60.3 Frequently used sequences of routing steps such as time of day tests, or music loops must be able to be stored offline and quickly ‘pasted’ into new trees as needed instead of re-creating them for each new application;

*Comply. In addition to helping you design vectors more quickly, the Avaya Contact Center Control Manager(optional) makes it easier to administer and manage your call vectoring. Steps or sequences that you use frequently in your call vectors—such as time of day tests, or music loops—can be stored in CCCM, and quickly ‘pasted’ into new vectors as needed.*

- 3.12.60.4 Templates must be able to be created for common call-handling situations;

*Comply. Template vectors can be created for common call handling situations and complex routing sequences.*

- 3.12.60.5 The system must have the ability for the graphical solution to provide drag and drop access to available functions in order to design the call flow graphically;

*Comply. The Contact Center Control Manager Editor screen provides a palette of available functions and steps that are grouped in logical sets. To build your call vector, you simply drag the desired step or function into the appropriate place on the vector display grid. To help you build the vector correctly and logically, the software automatically prompts you to complete the logic of each step. If you add a decision or test-type step, for example, the software will automatically create two or more branch paths for you—which must be completed for the vector to be valid.*

- 3.12.60.6 The system must have the ability for comments to be added to the design and be viewed graphically; and

*Comply. Comments can be included with vector steps. For example, the text of an announcement can be input as a comment for the announcement step. Comments can be displayed for all steps, or can be viewed for a specific step by pausing the cursor over the step icon. Free-floating comments can also be ‘pasted’ onto the vector display grid, which can be useful when explaining the vectors to others, or simply as development notes.*

- 3.12.60.7 The system must have the ability for graphical call routing to be designed on an offline PC then uploaded at a later time.

***Comply. Avaya Contact Center Control Manager is a Java-based application that runs on standard desktop or laptop PCs, and communicates with Avaya Media Servers through the Avaya Call Management System (CMS). You can use Contact Center Control Manager in a standalone mode to brainstorm, design, or adjust your call vectoring off-line—at home, hotel, or office—then save (upload) it to a CMS server whenever it's ready to implement. Offline vector creation allows vectors to be created anytime, anywhere, independent of switch connection and configurations.***

3.12.61 Multiple Announcements per Call (Mandatory)

Multiple announcements must be able to be played to a caller.

***Comply. Call Vectoring feature allows you to place as many announcements or music sources as desired into vectors or call routing tables subject to the system capacity limits for the total number of announcements. You can completely customize, by each unique application or call type, the announcement treatment provided to callers. Announcements can be customized to the application, or shared by multiple applications. Programmable delay steps, repeating or non-repeating, and conditional announcements are supported.***

3.12.62 Multiple Audio Sources (Mandatory)

The system must support multiple audio sources for callers in queue.

***Comply. Call Vectoring allows you to specify queue delay with audible feedback of silence, ringback, system-wide music-on-hold, or an alternate customer provided audio/music source. Each ACD group or application can define or customize the music sources to be played to callers waiting in queue. With Call Vectoring, you can choose to play unique music/informational recordings to callers waiting in queue based upon application (VDN), caller prompted choices, current queue conditions, or other call-related information. A call vector can specify which music source is heard, when, and for how long. Call Vectoring allows you to place as many music sources as desired into vectors subject to the system capacity limits for the total number of Recorded Announcement/Audio Sources.***

### 3.12.63 Incoming Call Announcement (Mandatory)

For agents who handle calls for multiple applications, the system must be capable of providing a brief announcement heard only by the agent indicating what type of call is arriving so that the agent can greet the call appropriately.

***Comply. The VDN of Origin Announcement (VOA) feature provides a short message when the agent answers a VDN call. The message informs the agent of the city of origin of the caller or the type of call, for example, sales or service, based on the VDN used to process the call. This feature assists agents who handle calls for multiple applications to greet and respond appropriately to the caller. While the agent can hear both the message and the caller, the caller cannot hear the message. Although there is no official time limit, the messages should be kept very brief—no more than 1.5 seconds in length—because of the nature of the VOA (the customer is waiting while the message plays). Agents can press the VOA Repeat button to hear the message again when needed. In addition, the agent display will show the VDN name for the duration of the call.***

### 3.12.64 Recorded Announcement Features – Announcement Hardware (Mandatory)

The system must provide callers in the queue with a variety of announcements. This capability must be inherent within the Voice Communication System/ACD architecture avoiding the need for external announcement devices and/or IVR servers.

***Comply. Standard announcements are stored internally on the TN750C Integrated Announcement Board or the TN2501AP Voice Announcements over LAN (VAL) board. The TN750C has 16 ports and a maximum of 512 seconds (depending upon compression rate) while each VAL board adds 31 playback ports and supports up to 1 hour (with enhanced offer) of announcement storage capacity. Multiple announcements can be stored on each type of announcement board up to the system capacity. Media Gateways (G450/G430s) include their own integrated announcement.***

### 3.12.65 Announcement Access (Mandatory)

- 3.12.65.1 The supervisor must, dependent upon security code, have the ability to control and change announcements and messages;

***Comply. Integrated and VAL announcements can be recorded, played back, or deleted by initiating an announcement session. Announcement sessions can be initiated locally or remotely via the Remote Access feature. Announcement sessions can be accessed only by users with console permissions assigned to the Class of Service (COS) for their internal station or Remote Access barrier code for security purposes***

- 3.12.65.2 Supervisors must be able to make new recordings or change recordings directly from his/her own telephone set; and

***Comply. Supervisors with the appropriate class of service can make changes from his/her own telephone set.***

- 3.12.65.3 Announcements must be able to be changed from a remote location.

***Comply. Announcements can be changed from a remote location using the “remote access” feature.***

### 3.12.66 General Announcement Features (Mandatory)

- 3.12.66.1 The system must have the capability of requiring callers to listen to an entire announcement before being connected to an agent;

***Comply. An announcement can be played in its entirety to every caller. This makes it possible to deliver a first announcement that every caller must hear before being connected to an agent. Announcements can be used to reduce the need for agents to repeat standard information with every call. For example, callers can be greeted with an announcement that the call may be monitored for quality purposes. Callers can also be asked to have certain information available such as an account number or credit card***

***With Call Vectoring, a forced first announcement is provided by executing the Announcement vector command prior to the Queue-to vector command. In systems without Call Vectoring, the first-announcement delay interval defines how long a call remains in queue before the call is connected to the first announcement. If this interval is 0 seconds, the incoming call is automatically connected to the first announcement and the call is not routed to an agent until after the caller hears the first announcement.***

- 3.12.66.2 If an agent becomes available before an announcement is completed, a call can be immediately connected to the agent;

***Comply. Unless the announcement is a forced first announcement, any call that is queued will be disconnected from the announcement and immediately delivered to the available agent.***

- 3.12.66.3 The system must allow the administrator to define announcement delays; and

***Comply. With Call Vectoring, you can completely control the call routing steps including all delays, announcements, and routing destinations (on and off premises). You can define the announcement delay to be between zero and 999 seconds, in one-second increments. Callers can hear system music, silence, ringback, or alternate music/announcement sources while waiting for an available agent in this or other splits/skills.***

- 3.12.66.4 An incoming call must not lose its place in queue when the call is connected to an announcement.

***Comply. Queue position is maintained while listening to any announcement treatment. With Call Vectoring, queue position is also maintained while communicating with a voice response system such as the Avaya Interactive Voice Response (IVR) using the converse vector command.***

3.12.67 Call Center Messaging Features (Mandatory)

- 3.12.67.1 The system must have the ability for callers to be automatically directed to voice mail to leave messages when the call center is closed or when all agents are busy;

***Comply. Calls can be automatically routed to messaging applications when the center is closed, based upon time of day or day of week, when all agents are busy, or when other queue conditions exist where messaging options can assist in handling the traffic load. Callers can be directed to a specific group or application mailbox.***

- 3.12.67.2 The system must have the capability to automatically route a call to voice messaging instead of queuing if the wait time is above a certain threshold;

***Comply. Calls can be automatically routed to messaging applications based upon any call vectoring conditional thresholds.***

- ***Number of staffed agents***
- ***Number of available (idle) agents***
- ***Number of calls queued or connected***
- ***Expected wait time***
- ***Rolling average speed of answer***
- ***Oldest call waiting time***
- ***Time of day, day of week, date of year***
- ***Customer specified Variable in Vector***

- 3.12.67.3 The system must be capable of giving the caller the option to continue waiting in the queue or to leave a message;

***Comply. Call Prompting provides the ability to offer callers the opportunity to transfer to a voice mail system or to continuing to wait in queue. This option can be offered to callers in queue periodically or callers can be automatically routed to voice mail based upon current conditions in the call center. This option can be further enhanced by offer the callers an announcement of their expected wait time allowing them to make intelligent decisions earlier about whether to continue to wait. Call Vectoring supports these capabilities while the caller maintains queue position. If the caller chooses to leave a message, the call is then removed from the queue and transferred to the voice mail system.***

- 3.12.67.4 The system must be capable of providing an estimated wait time announcement to help callers make an informed decision about how long they are willing to wait;

***Comply. You can pre-record various waiting intervals on the announcement board and play the appropriate recording based on the prediction of Expected Wait Time (EWT). For example, you might record the following announcements and select the recording with a go-to step . . . if expected wait . . .***

- *Your estimated wait time is 0-2 minutes*
- *Your estimated wait time is 2-4 minutes*
- *Your estimated wait time is > 4 minutes*

***Since callers may expect an estimate expressed in minutes only, using standard recorded announcements is a common, lower cost alternative to using an adjunct system.***

- 3.12.67.5 If the caller chooses to continue to wait, the call must retain the original position in queue;

***Comply. The caller retains the original place in queue (or queues) while being given the option of leaving a message. Call Prompting provides the ability to periodically offer callers the opportunity to transfer to a voice mail system or to continuing to wait in queue. The caller does not leave the queue and therefore maintains their current queue position while being offered this option. If the caller chooses not to wait but to leave a voice mail message, the call control is transferred to the voice mail system and all queuing and vector processing is terminated. If the caller chooses to continue to wait, the call remains in its current queue position.***

- 3.12.67.6 The system must have the ability to store messages in a group mailbox, and agents must be notified that messages are waiting; and

***Comply. Callers can be directed to a specific individual, group, or application mailbox to leave a message. Voice terminals have a built-in message-waiting lamp for notification of individual messages. Additional message-waiting lamps can be programmed on available feature buttons for group mailboxes.***

- 3.12.67.7 An agent must be notified when voice mail messages are left for the personal extension number and separately for the ACD group.

***Comply. Avaya voice terminals have a built-in message waiting lamp for notification of individual messages. Additional message-waiting lamps can be programmed on available feature buttons for group mailboxes***

### 3.12.68 Callback Messaging (Mandatory)

- 3.12.68.1 The proposed system must support an option for callback messaging;

***Comply. This is an optionally available application. Callback Messaging is provided by the Callback Manager application that is available with Avaya Experience Portal (IVR) systems.***

***The CallBack Messaging application offers call center managers a low-cost, easy-to-administer method of providing callback messaging with the following features:***

- ***Offers callers the option of leaving a callback request, as opposed to waiting in queue to speak to an agent. There are system-wide options for:***
  - ***Speak Expected Wait Time – The incoming caller will hear the time interval they will wait should they elect to wait for an available agent.***
  - ***Call Requested Callback Time – Prompts the incoming caller for the time they wish a return call. If set to ‘NO,’ all callbacks are treated on an ASAP basis.***
- ***The IVR automatically sends the callback message to an agent’s extension when the appropriate time for the callback is reached.***
- ***Windows interface for the supervisor displays all customer messages and their status; provides point-and-click navigation, easy to understand screens, and an intuitive system of menus and icons.***

- *Callback requests can be examined in detail and customers' messages can be played back directly from the supervisor's desktop PC.*
- *Callbacks can be rescheduled, deleted or re-prioritized and you can immediately launch one or all pending calls in the callback queue.*
- *Reports provide information on message volume, callback status, customers' average wait time, and much more.*

*CallBack Messaging gives customers more control over the customer service process and allows them to make an informed decision (based on estimated wait time) about whether to hold for an agent or leave a message requesting a callback. More control leads to increased satisfaction. The caller interacts with a set of voice prompts that move them efficiently and intuitively through the process.*

*Callback Messaging requires little agent training as the agent's primary interface with the product is through the telephone. The IVR automatically delivers calls to agents with callback requests. The agents hear not only the customer's message, but also have access to specific data pertaining to the request. The agent receives the call from the IVR and can listen to the customer's message and details about the call before deciding to:*

- *Launch the callback to the customer. If the agent launches the callback, the IVR automatically dials the customer's number for the agent.*
- *Skip the call (which increases its priority level); or*
- *Delete the callback request.*

3.12.68.2 Messages must be able to be scheduled for callback, at a specific time and date, by the caller; and

*Comply. CallBack Messaging provides a system-wide Call Requested Callback Time option, which prompts the incoming caller for the time they wish a return call.*

3.12.68.3 During slower periods, the system must automatically offer agents the option of returning calls to customers who had called earlier and left messages.

*Comply. CallBack Messaging, in addition to the ability to view all messages via a desktop PC, CallBack Manager incorporates sophisticated message management to efficiently distribute messages to agent queues on an automated basis. The IVR automatically sends the callback message to an agent's extension when the appropriate time for the callback is reached. Voice*

*messages associated with callback requests can be retrieved, saved and played back from the desktop PC. Voice messages can also be retrieved directly from the IVR. Callbacks can be rescheduled, deleted or re-prioritized and you can immediately launch one or all pending calls in the callback queue.*

3.12.69 Automatically Launching Callbacks to Customers (Mandatory)

3.12.69.1 When the agent receives a callback message from the queue, the system must have the capability to allow the agent the ability to use automatic launched callback or to dial the customer callback number;

*Comply. The Callback Messaging application requires little agent training as the agent's primary interface with the product is through the telephone. The Avaya Experience Portal (IVR) automatically delivers calls to agents with callback requests. The agents hear not only the customer's message, but also have access to specific data pertaining to the request. The IVR automatically dials the customer's number for the agent.*

Prompt	Touch-tone Key
Callback Message	repeated continuously
To play this message,	Press 0
To launch a callback,	Press 1
To delete this message and exit,	Press 3
To hear the phone number,	Press 4
To hear the message id,	Press 5
To hear the date this message was left, (includes time zone if entered by caller)	Press 6
To skip,	Press #

3.12.69.2 The supervisor must have the ability to display customer messages and their status on a Windows PC;

*Comply. From the CallBack Messaging Queue Manager screen, you can view all callback requests and their status, sorting them in a variety of ways. By selecting one or multiple callback requests, you can change their status using the Menu Bar or the Toolbar icons. The right side of the screen displays detailed information about the specific callback request highlighted in the Queue List.*

- 3.12.69.3 Callback messages must be able to be played back directly from the supervisor's PC; and

***Comply. Voice messages associated with callback requests can be retrieved, saved, and played back from the desktop PC. Voice messages can also be retrieved directly from the Avaya Experience Portal (IVR) system.***

- 3.12.69.4 The supervisor must have the ability to reschedule, delete, re-prioritize, and launch messages to the agents from the PC.

***Comply. The Queue List allows sorting of callback requests for reschedule, deletion, re-prioritization and launching of messages back to agents from the PC.***

3.12.70 Service Levels (Mandatory)

- 3.12.70.1 The system must be capable of distributing calls to achieve service level objectives for different call types as defined by business needs;

***Comply. Avaya Business Advocate offers a suite of capabilities that give call centers a new methodology for aligning business objectives, agent and management performance, and customer needs. With Business Advocate, call center performance can be managed according to the business plan. Featuring expert routing algorithm software, Business Advocate enables call centers to implement complex customer service, agent resource, and enterprise planning strategies as a critical formula in call center operations. Business Advocate provides new methods and added flexibility for selecting an agent for a call or a call for an agent.***

- 3.12.70.2 The system must have the capability to monitor whether service levels are above or below the objectives, and automatically adjust routing calls out of their normal place in queue (oldest call first) to attempt to meet desired service level objectives;

***Comply. The Dynamic Threshold Adjustment feature automatically adjusts overload thresholds up or down to activate reserve agents a bit sooner or a bit later to help meet predefined service level goals. The adjustments are based on a comparison of the level of service being achieved for the skill and a predefined service level target.***

- 3.12.70.3 The system must have the capability to have certain agents defined as "reserve" agents for certain skill sets;

***Comply. The Auto Reserve Agents is an option designed to help maintain target allocations by intentionally leaving an agent idle in a skill when the agent has exceeded his target allocation for that skill even though one or more calls are in queue for one or more of the agent's assigned skills. This decision to keep an agent idle is based on a comparison of the agent's work time in the skill and the agent's target allocation for the skill. When an agent becomes "reserved," she is left idle in the skill in which her work time has exceeded the assigned allocation. This can result in an "agents available — calls in queue" situation, which will bring the agent's work time closer to the target Percent Allocation objective.***

- 3.12.70.4 The system must be capable of monitoring queue thresholds and expected wait times in queues and automatically activate reserve agents; and

***Comply. Service Level Supervisor – Enables call centers to set Expected Wait Time (EWT) thresholds for skills and to override normal agent call handling preferences to handle calls from a skill whose threshold has been exceeded. Additional 'reserve' agents are activated automatically when a skill is in an 'over-threshold' condition. This is a predictive algorithm because no callers have necessarily had "bad" service at the time the threshold is crossed. However, unless reserve agents are activated, it would be predictable that one or more customers would not receive service within the target interval. This algorithm automates the supervisor's reactive task of manually watching conditions in the queue and manually moving agents around to adjust after "bad" service has already occurred***

- 3.12.70.5 Vendors must state if supervisor intervention is required to monitor the queue thresholds or to activate the agents.

***Comply. Service Level Supervisor and Reserve Agents are used together to reconfigure the agent pool to automatically meet the needs of a particular skill queue. For each skill, two overload thresholds can be defined and the Service Level Supervisor automatically and continuously monitors by testing the Expected Wait Time (EWT) of each caller as it arrives. The lower threshold can be used to make sure that the queue gets the desired service level delivered. The higher threshold can be used to accelerate service to the queue as the natural abandonment time approaches. Whenever the EWT is higher than either of the thresholds, the overload condition is activated. At that time, any agent who holds the skill in the corresponding reserve state is now in the pool of agents. This is a predictive algorithm because no callers have necessarily had "bad" service at the time the threshold is crossed. However, unless reserve agents are activated, it would be predictable that one or more customers would not receive service within the target interval. This algorithm automates the***

*supervisor's reactive task of manually watching conditions in the queue and manually moving agents around to adjust after "bad" service has already occurred.*

### 3.12.71 Multi-Site Call Center Options (Mandatory)

- 3.12.71.1 The system must have the ability to redirect calls to other agent groups on systems at another geographical location;

*Comply. The capability that allows calls that are normally directed to a split/skill on one system to be redirected to a destination on a remote system is sometimes called "interflow." With Call Vectoring, interflow is accomplished through the use of the Route to Number command. Interflow can be unconditional or based on conditions at the primary system*

*Calls can be interflowed based upon any call vectoring conditional including:*

- *Number of staffed agents*
- *Number of available (idle) agents*
- *Number of calls queued or connected*
- *Expected wait time*
- *Rolling average speed of answer*
- *Oldest call waiting time*
- *Time of day, day of week, date of year*

*Calls can be automatically routed to any external remote destination via public or private network number.*

*In systems without Call Vectoring, interflow is based on length of time in queue. The Call Forwarding feature is used to redirect the split extension number to the alternate destination.*

- 3.12.71.2 The system must have the ability to perform an intelligent query of a distant system to check status before redirecting a call to another ACD;

*Comply. Look-Ahead Interflow (LAI) enhances Call Vectoring for call centers with multiple Avaya call center locations. Look-Ahead Interflow allows these centers to improve call-handling capability and agent productivity by intelligently routing calls among call centers to achieve an improved ACD load balance.*

*This service is provided via ISDN D-channel messaging over QSIG or non-QSIG private networks, virtual private networks, or public networks. Routing between the sites can use switched ISDN*

*facilities, ISDN Software Defined Network (SDN), or dedicated ISDN private line circuits. The ability to use switched ISDN-PRI facilities allows trunking on demand, thus using what you need when you need it rather than paying for dedicated trunks that may sit idle.*

*When a Look-Ahead Interflow call attempt is made, Call Vectoring at the sending location checks a potential receiving location to determine whether to hold or send the call. While this is done, the call remains in queue(s) at the sending location.*

*The receiving switch is able to intelligently accept or deny interflowed calls sent by the sending switch. Call Vectoring at the receiving location decides whether to accept the call from the sending location or to instruct the sending location to keep the call. Conditions for sending, refusing, or receiving a Look-Ahead Interflow call attempt can include a combination of any of the following: expected wait time for a split, number of staffed or available agents, number of calls in queue, average speed of answer or the number of calls active in a VDN, time of day and day of week, or any other conditional.*

*The Look-Ahead Interflow operation is completely transparent to the caller. While a Look-Ahead Interflow call attempt is being made, the caller continues to hear any audible feedback provided by the sending switch vector. The caller also maintains his or her position in any queues until the call is accepted at the receiving switch.*

*Avaya's Look-Ahead Interflow uses the data (D)-channel of an ISDN-PRI facility that is free, or an IP facility. Some systems use Temporary Signaling Connections (TSCs) which are tariffed and result in billing for every query of a distant site.*

- 3.12.71.3 The system must support a multi-site call center environment with multiple distinct sites as a single virtual call center operation;

*Comply. Avaya Virtual Routing allows multiple locations to work together as a single virtual call center. By continuously balancing calls across multiple sites under normal call volume conditions as well as during peak calling periods, Avaya Virtual Routing provides consistent call handling and service for your customers, and equitable workload balancing for your agents. Together, that makes for a more manageable, successful call center operation.*

- 3.12.71.4 The system must have the capability to allocate calls between sites based upon agent skills, agent availability, queue times, and other criteria; and

**Comply. With Avaya Virtual Routing.**

*By continuously balancing calls across multiple sites under normal call volume conditions as well as during peak calling periods, Avaya Virtual Routing provides consistent call handling and service for your customers, and equitable workload balancing for your agents. Together, that makes for a more manageable, successful call center operation.*

*Our patented Expected Wait Time algorithm encapsulates the customer's predicted "wait" time experience for use by applications to deliver exceptional customer service, multisite load balancing, and network cost savings. Avaya Virtual Routing delivers calls to the best place, the first time based on EWT, agent skills, and agent occupancy. Calls are routed to the call center with the best EWT, the best adjusted EWT, the first available agent found, most idle agent, most idle-most expert agent, least occupied agent (with optional Avaya Business Advocate), or least occupied-most expert agent.*

*Algorithms scan multiple sites and accurately predict the best split/skill group to handle each customer's call. The call is then routed to the designated site where the customer receives immediate attention through an agent, if available, or appropriate delay treatments.*

- 3.12.71.5 When interflowing calls occur between sites, the system must have the ability to take advantage of Network Call Transfer and Deflection provided by the public switch telephone network to redirect an incoming ISDN call without requiring trunks to be tied up at the original destination after the call rerouting takes place.

***Comply. Network Call Redirection (NCR) provides this through the ability to reduce network costs associated with Avaya systems in your enterprises, versus competitors' systems. NCR uses Network Call Transfer (NCT) or Network Call Deflection (NCD) operations provided by the PSTN (Public Switched Telephone Network) to redirect an incoming ISDN call from an Avaya Media Servers to another PSTN endpoint. In the call center environment, NCR is intended for multisite configurations where ISDN calls are interflowed between Avaya systems over the PSTN. This feature provides reliable operation with the MCI WorldCom Network Call Transfer network service and supports Information Forwarding for AT&T In-band Transfer and Connect network service. NCR is a Avaya Communication Manager feature that enables the redirection of an incoming call from a public ISDN network, by the called user, to another destination prior to the establishment of the connection and before the called user answers. The call redirection is invoked in real time on a call-by-call basis by the called user entity. During the execution of the redirecting process, no B-channels are utilized, resulting in reduced operating costs to the customer.***

#### 3.12.72 Unique Call Identification Tag (Mandatory)

The system must have the ability to have a unique tag associated with each call when it originates and remain with the call throughout a multi-site network to facilitate “cradle to grave” call tracking.

***Comply. Universal Call Identifier (UCID) is a new feature that will tag a call with a unique identifier. UCID can be assigned by either Avaya Media Servers, Avaya, or an Avaya Interactive Voice Response (IVR) system, depending on which platform is the entry point into the Avaya Call Center network. The UCID will allow a call to be tracked between network entities (switch or adjunct) from the first entry into your network until the call is terminated within the network.***

#### 3.12.73 Multi-Site Information Forwarding (Mandatory)

In a multi-site network, the system must be capable of providing real time monitoring, and “cradle to grave” statistical reporting.

***Comply. Avaya Virtual Routing's Enhanced Information Forwarding passes details along with each routed call to aid in call tracking and to assist agents in providing optimum customer service. This information includes Vector Directory Numbers (VDNs), caller-supplied collected digits, time spent already***

*waiting, Adjunct/Switch Application Interface (ASAI)-provided user information, and the new Universal Call ID (UCID) for concise cradle-to-grave tracking of individual call data. Incoming call-related info (ANI, II-Digits, CINFO) will continue to be supported via the existing ISDN transport methods.*

3.12.74 Remote Branch Offices (Mandatory)

- 3.21.74.1 The system must have the capability to support agents located in a small remote branch office environment;

*Comply. Avaya can support remote agents in a variety of ways using IP connectivity or broadband services. Groups of agents can be supported at small remote locations via Avaya Gateway products. Avaya's remote gateways can support from 2 – 450 agents at locations and is scalable, depending on the State's needs. Individual agents can be supported via VPN connections over broadband services. Individual agents can be supported with one-X agent Software in a VOIP or Telecommuter mode (2 line). In addition, IP phones can be implemented at remote locations and be part of the Agent group (skill) where registered to.*

- 3.21.74.2 The system must have the capability for remote branch office agents to be members of splits that also contain local agents;

*Comply. Remote systems or agents use the Communication Manager routing capabilities of the CM server they are registered to. Remote agents appear to be local agent to the Avaya system, therefore individual agents can be part of the larger agent pool (skill) located at the main sites.*

- 3.21.74.3 The system must have the capability for the call management information system to track branch office agent activity;

*Comply. The fact that the agent is working remotely is transparent to the Avaya Media Server and all of Avaya's management information systems including VuStats, Avaya Basic Call Management System (BCMS), Avaya Basic Call Management System Reporting Desktop, and the Avaya Call Management System (CMS). Their performance is tracked just as for agents working on-premises.*

- 3.21.74.4 The MIS tracking for off-premises agents must be the same as that for on-premises agents;

*Comply. The remote agent's activities are included with all standard reports with no distinction between agents working locally or remotely unless remote agents are assigned a dedicated split/skill group*

- 3.21.74.5 The system must have the capability for the agent working in a home office to be seen in a real time view on a supervisor's workstation whether that supervisor is in the call center or at home themselves; and

***Comply. The ACD supervisors can monitor agent performance as though the agent was located at the call center site.***

- 3.21.74.6 Branch office agent's activities must show up on the standard reports.

***Comply. Branch agent activity will show on standard reports.***

3.12.75 Management Information System (MIS) Options ~ Basic Internal Reporting Option (Mandatory)

- 3.12.75.1 Both real time reports and historical reports are required. Historical reports must be available for hourly or half hourly intervals;

***Comply. Basic Call Management System (BCMS) Reporting Desktop is an optional, fully integrated reporting feature of the Avaya Call Center. No additional hardware is required to support the BCMS feature. BCMS provides real-time and historical reports which will assist an organization in managing individual agents, ACD split/skills, and trunk groups. Data is stored by hour or half hour for 25 time intervals, including the current time interval. Daily summary data is also calculated and stored for seven days.***

- 3.12.75.2 These reports must be able to be displayed on a video display terminal in real time, printed immediately, scheduled to print at a later time, or scheduled to print periodically at times specified; and

***Comply. Basic Call Management System (BCMS) includes three real-time and eight historical reports. Historical reports data is stored by hour or half hour, system-wide, for 25 time intervals.***

- 3.12.75.3 Real time reports must update automatically approximately every 30 seconds and on demand.

***Comply. Real-time reports are updated approximately every 30 seconds. You can immediately update the information on the screen by pressing UPDATE.***

- 3.12.75.4 Please identify and describe real time and historical reports available.

***Comply. The Basic Call Management System (BCMS) real-time***

*and historical reports are described below. Sample reports are also available upon request. Real Time Reports BCMS provides three real-time reports:*

- *BCMS Split Status*
- *BCMS System Status*
- *BCMS VDN Status.*

#### ***BCMS Split Status Report***

*The BCMS Split Status report provides the current (real-time) status and cumulative measurement data for those agents assigned to the split you specify. This report displays data accrued since the last interval boundary. For example, if the interval is set for hourly, and you issue the command to display the BCMS Split Status report at 11:10 a.m., the report displays the data accrued since 11:00 a.m. Although this report is updated approximately every 30 seconds, you can immediately update the information on the screen by pressing UPDATE. At the beginning of the next interval, the report resets.*

#### ***BCMS System Status Report***

*The BCMS System Status report provides current (real-time) status information for either all BCMS splits or selected BCMS splits. This report displays data accrued since the last interval boundary. For example, if the interval is set to hour, and you issue the command to display the BCMS System Status report at 11:10 a.m., the report displays the data accrued since 11:00 a.m. Although this report is updated approximately every 30 seconds, you can immediately update the information on the screen by pressing UPDATE. This report is reset at the beginning of the time interval (for example, hour or half-hour).*

#### ***BCMS VDN Status Report***

*The VDN Status report gives real-time status information for internally measured VDNs. You must specify the extensions of the VDNs you want the system to monitor. You can specify the extensions in a list or in a range format.*

#### ***Historical Reports***

*BCMS provides eight historical reports. These reports give you information for an interval of time. You can print the reports for a period of time measured in minutes or hours, or a period of time measured in days. The BCMS historical reports are as follows:*

- *Agent*
- *Agent Summary*
- *Split*
- *Split Summary*

- *Trunk Group*
- *Trunk Group Summary*
- *VDN*
- *VDN Summary*

### ***BCMS Agent Report***

*The BCMS Agent Report provides traffic information for the specified agent. Depending on specifics from the command line, the information may be displayed as either a time interval or a daily summary. If neither time nor day is specified, time is the default. In this case, the report displays data accrued for the previous 24 time intervals (hour or half-hour), including data from the most recently completed time interval.*

### ***BCMS Agent Summary Report***

*This report is similar to the BCMS Agent report except that this report provides one line of data for each agent. You can specify one or more agents by entering agent IDs or extensions. An agent does not appear on the report if there is no data for that agent. If you specify that you want the report to include more than one time period, and the data exists for one or more, but not all of the specified times, the system uses the available data to calculate and display the one-line summary; the system does not identify which times are not included in the calculations.*

### ***BCMS Split Report***

*The BCMS Split report provides traffic information for the specified split number. Depending on specifics from the command line, the information may be displayed as either a time interval or a daily summary. If neither time nor day is specified, time is the default. In this case, the report displays data accrued for the previous 24 time intervals (hour or half-hour), including data from the most recently completed time interval.*

### ***BCMS Split Summary Report***

*The BCMS Split Summary report provides traffic measurement information for a specified group of BCMS splits. Depending on specifics from the command line, the information may be displayed as either a time interval or daily summary. If neither time nor day is specified, time is the default. In this case, the report displays data accrued for the previous 24 time intervals (hour or half-hour), including data from the most recently completed time interval.*

*This report is similar to the Split Report except that this report provides one line of data for each split, which includes all data for the specified times. A split does not appear on the report if there is*

*no data for that split. If you specify more than one time period, and data exists for one or more, but not all, of the specified times, the system uses the available data to calculate and display the one-line summary; the system does not identify which times are not included in the calculations.*

#### ***BCMS Trunk Group Report***

*The BCMS Trunk Group report gives statistical information for all BCMS measured trunk groups. The BCMS Trunk Group report may be used by the ACD administrator and/or manager to monitor use of the trunk group and to determine the optimal number of trunks for the trunk group. Depending on specifics from the command line, the information may be displayed as either a time interval or a daily summary. If neither time nor day is specified, time is the default. In this case, the report displays data accrued for the previous 24 time intervals (hour or half-hour), including data from the most recently completed time interval.*

#### ***BCMS Trunk Group Summary Report***

*The BCMS Trunk Group Summary report provides information about BCMS-measured trunk groups. You can specify the trunk groups you want included in the report. The BCMS Trunk Group report can be used by the ACD administrator and/or manager to monitor use of one or more trunk groups and to determine the optimal number of trunks for the trunk groups. Note that this applies only to trunk groups measured by BCMS.*

*This report is similar to the BCMS Trunk Group report except that the information for a trunk group appears on separate lines of the report, with totals of activity for all trunks in the trunk group for the specified time. You can print the report for a certain time period specified in either hours or days (up to 7 days).*

*The report displays only the information that exists and does not identify absent data. If data does not exist for a specified trunk group, the trunk group does not appear on the report. Also, if information does not exist for a portion of the specified time period, the report displays all existing information but does not identify where there is no data.*

#### ***BCMS VDN Report***

*The BCMS VDN report provides statistical information for the specified VDN. Depending on specifics from the command line, the information may be displayed as either a time interval or a daily summary. If neither time nor day is specified, time is the default. In this case, the report displays data accrued for the previous 24 time intervals (hour or half-hour), including data from the most recently completed interval.*

**BCMS VDN Summary Report**

***This report is similar to the VDN report except that it provides one line of data for each VDN included in the report, and the one line includes all data for the specified times. If no data exists for a VDN, the VDN does not appear on the report.***

3.12.76 Basic Graphical, PC Based Reporting (Mandatory)

- 3.12.76.1 The system must provide a graphical user interface for supervisors to monitor call center activity on PC;

***Comply. Avaya Basic Call Management System Reporting Desktop software for your supervisor's PC provides a graphical enhancement to the integrated Basic Call Management System (BCMS) reporting feature and allows for greater access to the LAN-based tools you need to boost your call center performance. The Reporting Desktop's user-friendly, highly graphical interface makes it easy to display and analyze call center data.***

- 3.12.76.2 Must provide real time graphical reporting (such as bar chart, pie chart, time trace, wallboard, or text report display formats) to single or multiple supervisors;

***Comply. Avaya Basic Call Management System (BCMS) Reporting Desktop software provides real-time graphical reporting (in bar-chart, pie-chart, time trace, wallboard, or text report display formats) to single or multiple supervisors – Easier visualization of what is happening in real time in the call center allows instant analysis of current call center conditions. Call center managers and supervisors can make service-affecting decisions correctly.***

- 3.12.76.3 Must allow multiple reports to be displayed on a PC screen at the same time. Please identify and describe reports available;

***Comply. Avaya Basic Call Management System (BCMS) Reporting Desktop software offers five types of real-time reports:***

- ***Real-Time Bar Graphs***
- ***Real-Time Pie Charts***
- ***Real-Time Text reports***
- ***Real-Time Trace reports***
- ***Real-Time Wallboard Displays.***

- 3.12.76.4 Reporting system must support multiple external wallboards for display of real time data to various ACD groups;

***Comply. In addition to supporting multiple supervisor PCs, Avaya Basic Call Management System Reporting Desktop software also***

*supports multiple optional external wallboards, which can be daisy chained together for use throughout your call center. You can even display different information on each wallboard, allowing you to share more types of information with all your agents or to display data specific to particular areas of the call center. For example, display call data that pertains to your help desk agents on one wallboard, and inbound customer sales call data on another.*

- 3.12.76.5 Must allow text messages created by supervisors to be displayed on wallboards;

*Comply. Supervisor created text messages deliver urgent information to the center.*

- 3.12.76.6 Must set thresholds on data items that alert supervisors both visually and audibly when thresholds are reached;

*Comply. Avaya Basic Call Management System Reporting Desktop software lets you set up levels of thresholds for acceptable performance and alerts you with warnings on a supervisor's PC when those thresholds for real time data have been reached. For example, you can have the system alert supervisors with visual warnings—yellow for "caution" and red when the number of calls waiting reaches maximum allowable levels. Once alerted, supervisors can have more agents log in. Or, display the warnings on an optional Avaya wallboard to alert agents themselves to changing call center conditions. The supervisor will be able to specify minimum and maximum threshold values for call center data items and the type of alarm (visual, audible, or both) to use when thresholds are reached.*

- 3.12.76.7 Must allow supervisors to customize their views for real time monitoring of the items and resources of interest in the call center;

*Comply. Avaya Basic Call Management System Reporting Desktop software provides a wide array of options for displaying and customizing accurate, real time data in the format that will be easiest to view and interpret—charts, tables, graphs, or text. So, you and your supervisors can easily visualize what's happening in the call center. BCMS Reporting Desktop provides a Real Time Wizard that assists you in customizing your views for real time monitoring. You can select the type of data, split/skills of interest, and particular statistics of interest.*

- 3.12.76.8 Must provide long term storage of historical ACD data;

A. How long is data stored?

*With the BCMS Reporting Desktop software, historical data can be kept for as long as desired by periodically archiving the historical database.*

B. Where is data stored and how can it be accessed?

*Data is stored either on the BCMS server or exported to external applications.*

3.12.76.9 Must allow data to be exported to file or to other applications;

*Comply. The historical database created by the BCMS Reporting Desktop software can be accessed using other products, such as Microsoft Access or Excel spreadsheets.*

3.12.76.10 Must allow reports to be scheduled; and

*Comply. Report Scheduler – Allows scheduling of historical reports to print on network or locally attached printers.*

3.12.76.11 Must allow reports to be printed at multiple printer destinations.

*Comply*

#### 3.12.77 Local Area Network Connectivity (Mandatory)

The supervisors must be able to access the management information system via a PC connected to the local area network using TCP/IP by hardwired or dedicated terminals.

*Comply. Avaya Call Management System (CMS) includes an Ethernet LAN card, eliminating the need for separate CMS terminals and wiring to supervisors' desks. With CMS Supervisor, you can access the CMS across an Ethernet TCP/IP network, enabling the integration of CMS Supervisor into existing LAN environments This results in cost savings, recovery of desk space, and protects infrastructure investments by utilizing existing PC environments, eliminating the need for a separate terminal.*

#### 3.12.78 Network Printing (Mandatory)

Management reports must be capable of being printed on network printers.

*Comply. The capability for LAN connectivity provides the flexibility to print Avaya Call Management System (CMS) reports from any authorized network printer. CMS Supervisor prints to any Windows printer (local or remote) defined on and accessible from the supervisor PC.*

#### 3.12.79 Multiple Windows (Mandatory)

The supervisor interface must support multiple windows simultaneously.

***Comply. Avaya Call Management System (CMS) Supervisor supports multiple windows. Each user can have up to 12 windows open simultaneously depending on the total allowed by your System Administrator. Multiple instances of CMS Supervisor can also be running simultaneously allowing you to view and administer multiple sites from the supervisor's terminal.***

### 3.12.80 Real Time Monitoring (Mandatory)

- 3.12.80.1 The system must support real time monitoring of agents, split/skill groups, trunk groups, and applications;

***Comply. Avaya Call Management System (CMS) Supervisor real-time reports give supervisors snapshots of the call center's performance and status. Abandoned calls, for example, can be monitored to determine the waiting-for-service tolerance of callers and compared to the number of calls in queue. Additionally, agent productivity can be compared at a glance to determine who may need help in speeding after-call work.***

***Over 40 real-time reports are available in a variety of easy-to-interpret graphical and text-based formats that can be displayed on your PC, printed, stored to a file, copied to a clipboard, run as a script, or exported to HTML format through the Save as HTML feature. Standard real-time reports display data for the current interval for agent, split/skill, trunk/trunk group, vector, and VDN activities, such as number of ACD calls, abandoned calls, average talk time, and so on.***

- 3.12.80.2 Reports must be available in both text based and full color graphical formats that are easy to interpret at a glance;

***Comply. Over 40 real-time reports are available in a variety of easy-to-interpret graphical and text-based formats that can be displayed on your PC, printed, stored to a file, copied to a clipboard, run as a script, or exported to HTML format through the Save as HTML feature.***

- 3.12.80.3 The supervisor must be able to see (in text and color graphical formats) each of the following items:

- A. Active agents and current individual agent status (whether on an active ACD call, in after call work, waiting for an ACD call, or in an inactive or idle state). Describe the possible agent states that can be reported;

***Comply. Avaya Call Management System (CMS) real-time reports provide detailed categories of agent activity and can be displayed to the ACD supervisor's CRT. CMS reports agent activity for any of the following events or states:***

- *Logon-The agent logged into a skill*
  - *Logoff – The agent logged out as a skill*
  - *ACDIn – The agent is on an inbound ACD call*
  - *ACDOut-The agent is on an outbound ACD call (applies only to the Outgoing Call Management application)*
  - *After-Call Work (ACW)-The agent has completed the ACD call and is handling wrap up work associated with the call.*
  - *ACWIn-The agent is on an inbound call while in after-call work*
  - *ACWOut – The agent is on an outbound call while in after-call work*
  - *Auxiliary (AUX) – This is an additional work mode also tracked by Avaya Call Management System (CMS), which indicates the agent position is logged in but not available to take a call.*
  - *AUXIn – The agent is on an inbound call while in the AUX work or available mode.*
  - *AUXOUT – The agent is on an outbound call while in the AUX work or available mode.*
  - *Available – The agent is available and waiting for the next ACD call.*
  - *Direct Agent ACD (DACD In/Out) – The agent is on a direct agent ACD call (requires EAS software).*
  - *Direct Agent ACW (DACW In/Out) – The agent is handling wrap-up work associated with a direct agent ACD call (requires EAS software).*
  - *Other – The agent is doing other work; for example, the agent put a call on hold and has performed no other action, or the agent is dialing to place a call or activate a feature.*
  - *Ring – An ACD call has left the queue and is ringing at the agent position.*
  - *Unstaffed (Unstaff) – The agent position is not logged in and is not being tracked by Avaya Call Management System (CMS).*
  - *Unknown – CMS does not recognize the current state (for example, when the link first comes up and the CMS is not receiving data).*
- B. The number of agents currently in various work states such as available, on ACD calls, in unavailable modes, etc.;

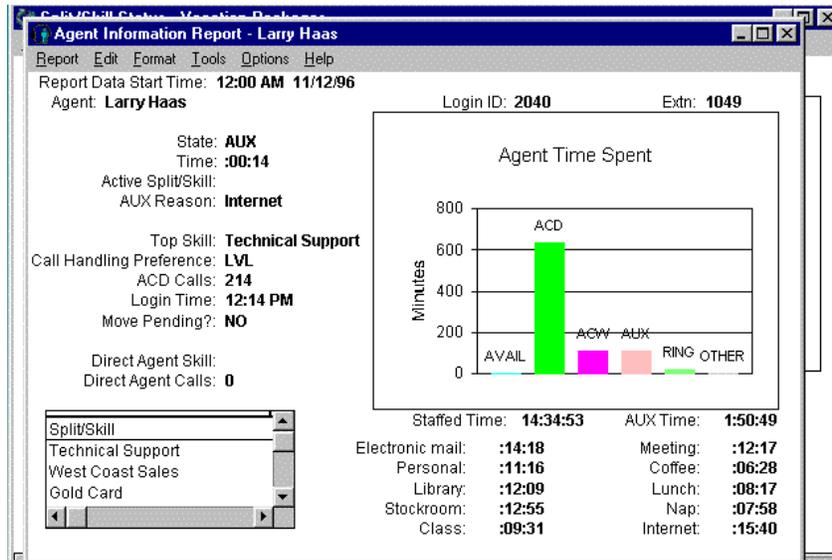
*Comply. The number of agents currently in various work states is included on several standard real-time reports, both graphical and text-based. In addition, if Expert Agent Selection is active,*

*you can also provide reports on various non-ACD work states with Reason Code reports.*

C. Individual performance data for a given agent.

*Comply. Avaya Call Management System (CMS) Supervisor reports allow you to “drill-down” to very detailed information from a variety of places. A “drill-down” report is a report that gives you very specific information on an agent or a work state in a split/skill. You can access drill-down reports by double-clicking on an element in a report or single-clicking on an element in a report, then using the right mouse button menu to select a specific drill-down report. You can also use the Tools menu to select any of the drill-down reports that are accessible from the currently running report. You can double click on Agent names or Login IDs to drill-down to agent-specific information reports. Or you can double click on Work states (AUX, AVAIL, ACD, ACW, RINGING, OTHER) to drill-down to work state reports or AUX Agents.*

**Avaya Call Management System (CMS) Agent Information Drill Down Report**



D. Current queue status including calls waiting, oldest call waiting, number of calls handled, number of calls abandoned, service level, etc.;

*Comply. The current queue status is included on several standard real-time reports, both graphical and text-based. The standard Avaya Call Management System (CMS) real-time Queue/Agent Status report is shown below.*

Avaya Call Management System (CMS) Real-Time Queue/Agent Status Report

Queue/Agent Status - Skill1  
 Report Edit Format Tools Options Help

Split/Skill: Skill1  
 Skill State: NOR

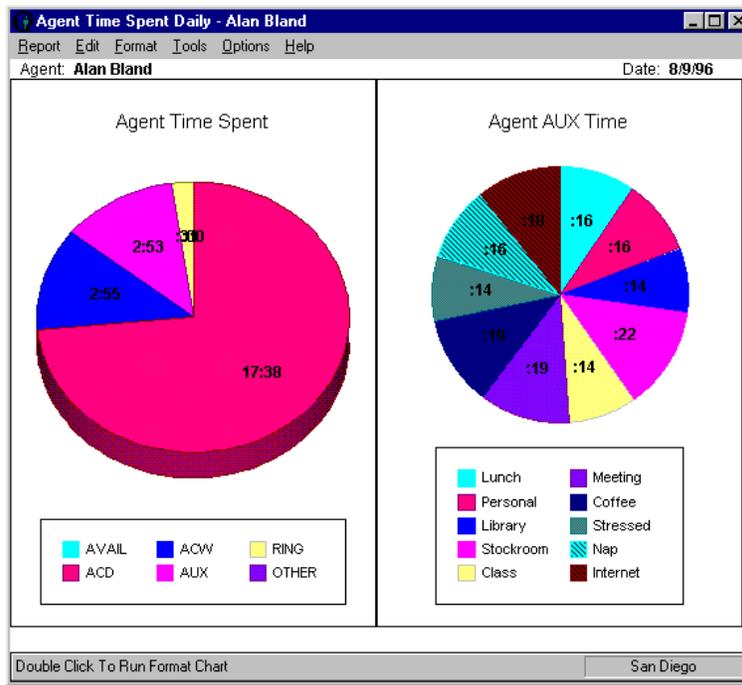
Calls Waiting: 0                      Agents Staffed: 80  
 Oldest Call Waiting: :00              Agents Avail: 80  
 Direct Agent Calls Waiting: 0          Agents Ringing: 0  
 % Within Service Level: 75          Agents in ACW: 0  
 Service Level: 0                      Agents on ACD Calls: 0  
 ACD Calls: 4                          Agents in AUX: 0  
 Aban Calls: 0                          Agents in Other: 0

Agent Name	Login ID	Extn	Role	Percent	AUX Reason	State	Split/Skill	Level	Time	VDN Name
agent2	50002	:0002	ROVE	0		AVAIL			113:54	
agent15	50015	:0015	ROVE	0		AVAIL			111:07	
agent12	50012	:0012	ROVE	0		AVAIL			111:45	
agent4	50004	:0004	ROVE	0		AVAIL			112:21	
agent3	50003	:0003	ROVE	0		AVAIL			113:03	
agent13	50013	:0013	ROVE	0		AVAIL			1 6:36	
agent10	50010	:0010	ROVE	0		AVAIL			1 8:24	
agent6	50006	:0006	ROVE	0		AVAIL			110:18	
agent29	50029	:0033	ROVE	0		AVAIL			1 3:25	
agent11	50011	:0011	ROVE	0		AVAIL			1 4:58	
agent28	50028	:0032	ROVE	0		AVAIL			160:14	
agent25	50025	:0029	ROVE	0		AVAIL			161:01	

Thresholds: On | r6\_dadstleas

- E. Display how agent time is spent based upon assigned reason codes for unavailable non-call associated work modes. For example: how much time agents spent on breaks, in group meetings, training, etc. At least nine (9) different reason codes are required for reporting time spent unavailable;

*Comply. Avaya Call Management System (CMS) provides reports which show historical information and statistics for both individual agent and split/skill group. Call center supervisors can use this report to get an idea of how much time an individual agent or all agents in a group spent on ACD calls, in available state, in ACW, in AUX, for a particular day. The standard Agent Time Spent Daily report enables the supervisor to tell how much time the agent spent in AUX work state for each of the reason codes.*



- F. Provide a call handling time profile which displays the number of calls answered and abandoned according to increasing service intervals. For example, how many calls were answered and abandoned from 0-5 seconds, 5-30 seconds, 30-60 seconds, 60-90 seconds, etc.;

*Comply. Avaya Call Management System (CMS) offers both real time and historical VDN and split/skill call handling profile reports. These reports show the number of calls answered and abandoned in the administered time increments, as well as the administered acceptable service level. Since these reports show how long it takes for calls to be answered or abandoned, they can be used to determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls. Calls are displayed in ten columns, with each column representing a progressively longer wait time. The report is available in daily, weekly and monthly versions.*

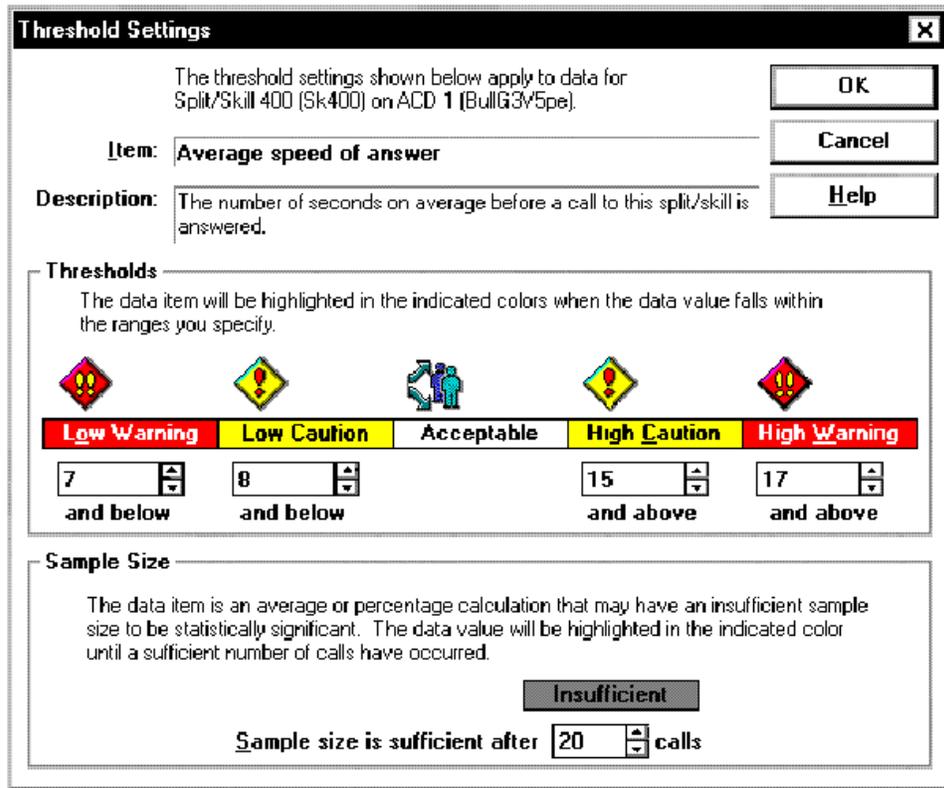
- G. The number of times during the current interval that an agent reported a call event. Comply. The Stroke Count feature provides ACD agents with the ability to record up to nine customer-defined events on a per-call basis.

*Comply. The Stroke Count feature provides ACD agents with the ability to record up to nine customer-defined events on a per-call basis.*

3.12.81 Exceptions and Thresholds (Mandatory)

3.12.81.1 Real time reports must display color threshold indications for items that are exceeding desired levels, such as number of calls in queue or oldest call waiting time;

*Comply. Report threshold highlights let you set visual flags to key you when a real-time data item is out of acceptable bounds. This feature enables you to run a report and, even when minimized, you can be notified (through color/symbol changes) when an item has passed a specific threshold. You can set threshold highlights only for real-time data items in real-time or integrated reports.*



3.12.81.2 Exception categories and thresholds must be definable and variable between different splits and applications;

*Comply. Avaya Call Management System (CMS) contains a very comprehensive exception reporting system that allows a call center administrator to set conditions that can be used to manage the ACD. Exceptions can be set for agents, skills, trunk groups, VDNs, and vectors.*

3.12.81.3 The system must be capable of notifying supervisors of exceptions to their groups only, or all supervisors must receive notification of all defined exceptions; and

***Comply. Supervisors will be notified only of those exceptions for which they have permission, and have requested notification.***

- 3.12.81.4 Recent exceptions must be available for display on demand. Reports must be available for past exceptions.

***Comply. The Avaya Call Management System (CMS) Real-Time Exception Log screen displays exception records for the last 10 exceptions that have occurred when first brought up to view. The log can hold up to 100 exception record lists in chronological order with the oldest exception displayed first. CMS can store up to 2,000 exception records of each type and the reports generated can be sent to the supervisor's CRT, to a printer, or written to a UNIX file on demand. Historical reports to a printer or file can also be generated on a scheduled basis.***

***For example, the Exception system can be used to monitor a split/skill objective of no more than 20 calls in queue at any given time. The split/skill supervisor can set a threshold in CMS to trigger an exception whenever more than 20 calls are in queue. When the exception occurs, a message flashes at the bottom of the supervisor's CRT accompanied by an audible indication notifying the supervisor that an exception has occurred. Later, the supervisor can run the historical exception report to determine if the exception was a random occurrence or is occurring in a regular pattern.***

### 3.12.82 Comprehensive Historical Reporting (Mandatory)

- 3.12.82.1 Historical reports must be available for agents, split/skills, trunk groups, and applications in interval, daily, weekly, and monthly formats. Both graphical and text based formats are required;

***Comply. You can take advantage of historical reports, compiled as often as every 15 minutes, depending upon the data archiving interval selected system-wide, to analyze trends, establish performance benchmarks, and plan new marketing or customer service campaigns.***

***Most historical reports are available in interval, daily, weekly, and monthly formats.***

***Avaya Call Management System (CMS) provides 100+ standard historical reports in graphical and text-based formats. Each one is designed to help you achieve critical objectives in sales and customer service while boosting the productivity of your call center employees and resources. Standard reporting capabilities include reports on agents, split/skills, vectors, VDNs, trunks, and trunk groups. Also included are reports on agent attendance, agent***

*trace, agents in multiple splits/skills, busy hour reports by trunk group and Vector Directory Number (VDN), call work code reports, VDN call profiles, tracking of calls transferred and external calls, reflection of agent states including ringing, work in other splits/skills, Direct Agent Calls, and Pseudo ACDs.*

- 3.12.82.2 Reports must be printable on demand or on a scheduled basis; and

*Comply. Reports can be sent to the supervisor's PC, to a printer, or to a file on demand. Reports to a printer or file can also be generated on a scheduled basis using either the Avaya Call Management System (CMS) Timetable feature for scheduling tasks or using Avaya Call Management System (CMS) Supervisor's Automatic Scripting feature and a customer-provided PC scheduling package.*

- 3.12.82.3 Reports must be able to be scheduled in increments of 15, 30, or 60 minutes.

*Comply. You can define a system-wide data storage interval of 15, 30, or 60 minutes for the Avaya Call Management System (CMS).*

### 3.12.83 Custom Reporting Options (Mandatory)

- 3.12.83.1 Fast, easy creation of ad hoc reports is required. Describe options for creation of customized reports. Modification of existing reports to customize them for agency reporting purposes is required.

*Comply. The Avaya Call Management System (CMS) includes Custom Reporting capability. You can design custom reports with an interactive screen interface design tool called Screen Painter*

- 3.12.83.2 Report customization must include the ability to create custom data items and define custom calculations.

*Comply. Custom reports can include modification of headings, data items, and calculations. Calculations can be changed for a specific report or for all reports with that item. New calculations can also be created. Custom reports can utilize all information in the database. Custom reporting capabilities include customization which combines data from multiple reports, inclusion of exception and optional forecast data, and inclusion of customer-created data tables.*

### 3.12.84 Open Database Connectivity (ODBC) (Mandatory)

Identify the database used to store historical data for your management information system (must be ODBC compliant).

***Comply. The Avaya Call Management System (CMS) database engine is Informix.***

***CMS R17 offers an IBM Informix Open Database Connectivity (ODBC & JDBC) driver and its client software. These drivers support INFORMIX 11.5. All CMS R17 customers must order the needed ODBC/JDBC subscription quantities via material code 265012. The T5120 4-core servers support 0-10 subscriptions. With these components, the State will be able to access historical data and dictionary names for the purpose of exporting data to other ODBC compliant applications. The implementation of ODBC or JDBC access to CMS data allows table-level permissions, i.e., users will be granted or denied access to entire data tables. If they have access to a specific table, such as an agent table, they will have access to all records within that table.***

#### 3.12.85 Exporting Data (Mandatory)

Call center data must be capable of being exported directly to a file or to other Windows based applications. Data from this system must be capable of being exported to other applications such as INFORMIX, Excel, or Lotus. Describe file formats supported.

***Comply. The Avaya Call Management System (CMS) database engine is Informix Dynamic Server (IDS) formerly called On-Line engine. CMS will use IDS version 9.4 >. IDS is fully supported by Informix, provides improved performance and improved database corruption protection, and supports much greater file sizes (>2 GB). Support for non-disruptive backup and restore is provided. CMS supports an included ODBC interface using a standard off-the-shelf OpenLink ODBC driver. ODBC can co-reside on a PC supporting CMS Supervisor. CMS supports use of an off-the-shelf client application such as Crystal Reports, Microsoft Access, or a custom application to interface with the ODBC API to access data via ODBC. ODBC access is supported on Windows XP, Windows NT 4.0 and later, and Sparc platforms with Solaris 2.4 OS or later. Access is via a TCP/IP network which supports communication between the clients and the CMS server.***

#### 3.12.86 Exporting Data to the Web (Optional)

ACD reports should be able to be sent to the Web server for access on the State Internet via standard Web browsers.

***Comply. Avaya Call Management System (CMS) reports can be exported as HyperText Markup Language (HTML) formatted files for posting on your intranet. 2 The "Save as HTML" function allows the user to export a snapshot***

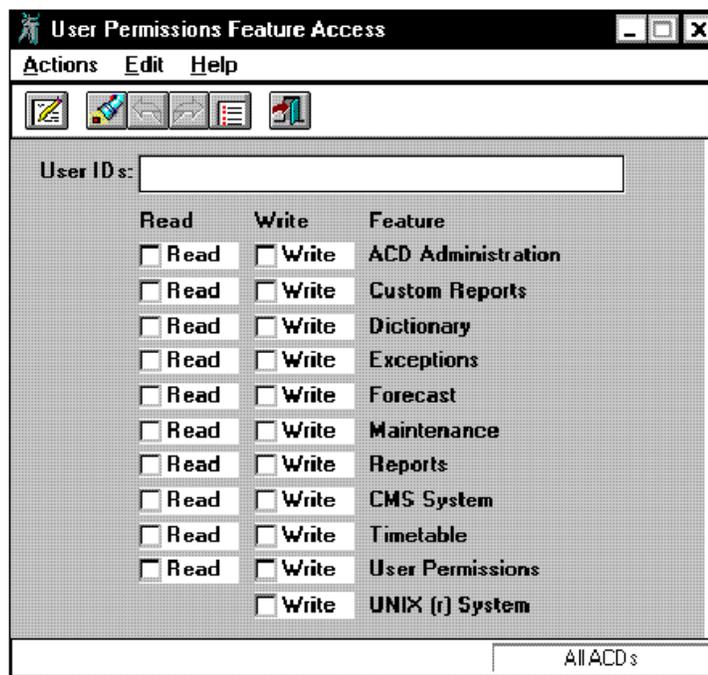
*of a report running in Avaya Call Management System (CMS) Supervisor and save it as an HTML file. Any report generated in CMS Supervisor can be converted to an HTML file. This file can then be stored on a Web server for viewing on the Internet or an Intranet. HTML access to reports does not include the ability to have Web users choose which reports to run, access drill down functionality to get additional information, or any administration capability.*

- *Data is exported as ASCII characters.*
- *For grid reports, each row of data is written as one line, terminated by a carriage return (ASCII value 13).*
- *The field separator character is written between fields.*
- *The field separator does not follow the last character in the line.*
- *Text strings are delineated according to the specified text delimiter. For example, to export data to Microsoft Excel, choose “Tab” as the field separator and “None” as the text delimiter.*

3.12.87 Access Security (Mandatory)

3.12.87.1 The system must allow the administrator flexibility to tailor access permissions to the duties/needs of appropriate personnel;

*Comply. Avaya Call Management System (CMS) uses login and password security measures and provides multiple levels of system access.*



- **Main Menu Addition Access** – Allows you to assign, view, or modify user access permissions for the additional menu items of your choosing. These items could be access to your local electronic mail environment or daily news articles about your call center for agents or split/skill supervisors.
- **Split/Skill Access** – Allows you to assign, view, modify, or delete a user's permissions to specific splits/skills. Split/Skill Access permissions determine your ability to access and administer agent/queue data for a particular split or skill. You will also turn on or off the exceptions notification for splits/skills in this window.
- **Trunk Group Access** – Allows you to assign, view, modify, or delete a user's access permissions to specific trunk groups. Trunk Group Access permissions determine a user's ability to access and administer data for a particular trunk group. You will also turn on or off the exceptions notification for trunk groups in this window.
- **User Data** – Allows you to assign CMS user IDs, specify a default printer, specify whether the user is a normal user (such as a split/skill supervisor) or an administrator, and administer the maximum number of open windows, the minimum refresh rate for real-time reports, and the default login ACD.
- **VDN Access** – Allows you to assign, view, modify, or delete a CMS user's access permissions to specific VDNs. You can define VDN access permissions for users to determine a user's ability to administer VDNs with the various CMS subsystems and to access report/administration data for VDNs.
- **Vector Access** – Allows you to define vector access permissions for users to determine a user's ability to administer vectors and to access report/administration data for vectors. Use to assign, view, modify, or delete a CMS user's access permissions to specific vectors.

3.12.87.2 Supervisors must be able to view certain splits and applications while being restricted from others; and

**Comply.** Split/Skill Access – Allows you to assign, view, modify, or delete a user's permissions to specific splits/skills. Split/Skill Access permissions determine your ability to access and administer agent/queue data for a particular split or skill.

3.12.87.3 The administrator must be able to assign supervisors read only or read/write access.

**Comply.** Administrators can assign supervisors read only or read/write access.

3.12.88 Access by Multiple Supervisors (Mandatory)

- 3.12.88.1 Supervisors must have the ability to access the same information simultaneously; and

***Comply. Any supervisors with appropriate user privileges associated with their login ID can access the same data simultaneously, thereby giving all supervisors the ability to review identical reports on Avaya Call Management System (CMS) concurrently.***

- 3.12.88.2 Supervisors must be able to access the data and perform different tasks simultaneously.

***Comply. All supervisors can be viewing different information and performing different tasks according to their assigned permissions. For example, one supervisor can be viewing a real-time split report, another printing historical reports, another moving agents, and another changing a vector routing table, all at the same time.***

***The multitasking operating system provides maximum flexibility so that your staff can quickly and easily manage the call center resources during heavy calling periods, emergencies, and other rapidly changing conditions.***

3.12.89 Remote Access (Mandatory)

Administrators must be capable of accessing the MIS to monitor and administer the call center from a laptop or PC at remote locations.

***Comply. Avaya Call Management System (CMS) Supervisor provides expanded mobility with access to CMS from the desktop or laptop PC, within the call center, or from remote locations via dial-up access or local or wide area network. With CMS Supervisor, you can access and monitor multiple call centers simultaneously.***

3.12.90 Tracking Agent Activity (Mandatory)

- 3.12.90.1 The system must track all agent activity in chronological order;

***Comply. The Avaya Call Management System (CMS) Agent Trace capability, when activated for a given agent, will log each activity and the time it occurred. A maximum of 1200 agents may be traced at a time. (Hardware Dependent)Agent Trace reports can be sent to the supervisor's CRT, to a printer, or written to a file on demand. Reports to a printer or file can also be generated on a scheduled basis.***

- 3.12.90.2 Reports can be generated for groups of agents that are not members of the same split;

***Comply. Avaya Call Management System (CMS) can report on agent groups, which are user-defined communities of interest where associated agents may be in different splits/skills. Agents can be grouped by system extensions or login IDs. Agent groups are defined in the CMS Dictionary system.***

- 3.12.90.3 Agent statistics must be tracked continually when the agent is assigned to more than one split/skill during the course of the day; and

***Comply. Avaya Call Management System (CMS) agent statistics can be tracked when an agent moves from split/skill to split/skill. The total statistics for the day will represent all calls the agent has handled for the day. Standard reports can be produced showing performance by agent and split/skill.***

- 3.12.90.4 Agents must be able to move from terminal to terminal and have their statistics follow them.

***Comply. Avaya Call Management System (CMS) agent statistics can be accumulated by agent login ID rather than extension. Therefore, statistics will track the agent's full day of activity, regardless of the number of extensions the agent has logged into on a given day.***

### 3.12.91 Tracking Calls (Mandatory)

- 3.12.91.1 Transferred calls must be tracked by the MIS;

***Comply. Avaya Call Management System (CMS) tracks transferred and conferenced calls as follows; Transferred and conferenced calls are tracked as held calls while the call(s) wait to be transferred or added to a conference. When an agent ends a conference call, the agent returns to the call state prior to setting up the conference. If an agent is talking, places the ACD call on hold to transfer the call, and then completes the transfer, the agent goes to the AVAIL state (Auto-In) or to the ACW state (Manual-In) following the transfer. Transferred or conferenced unmeasured split, trunk group, or VDN calls are also tracked. CMS tracks all transferred calls made by measured agents. The agent and split/skill reports display these transfers. Transfers into a split/skill agent, or VDN are not tracked explicitly (for example, the party initiating the transfer is credited with a transfer, not the party receiving the transfer).***

3.12.91.2 The MIS must track and report abandoned calls;

***Comply. Abandoned calls are defined as calls that enter the skill queue and the caller hangs up before an agent answers the call. Avaya Call Management System (CMS) tracks abandoned calls by skill, trunk, and trunk group. In addition, this data can be added to other reports through the use of the Custom Reports***

3.12.91.3 The MIS must track and report forced busy signals and forced disconnects;

***Comply. Avaya Call Management System (CMS) tracks calls that received a forced busy and forced disconnect through vector processing command by split/skill, vector, and VDN. Forced disconnects are tracked by vector and VDN. These data items are displayed on the standard split/skill, vector, and VDN reports; they can also be easily added to other report by using the Custom Reports system.***

3.12.91.4 The MIS must allow a single call record be created to track a call that is transferred several times; and

***Comply. The Call History feature of Avaya Call Management System (CMS) collects data on call segments. An identification code is assigned to each call that remains with the call for the entire duration. This call ID keeps the segments together and enables all segments to be reported as one call. A segment is a call up to the point of conference or transfer***

3.12.91.5 An agent's request for supervisor assistance can be tracked by the ACD reporting system.

***Comply. Avaya Call Management System (CMS) tracks the number of times each agent requested assistance from the split/skill supervisor using the Supervisor Assist feature. This information is available on standard CMS reports.***

3.12.92 Changing Agent Assignments (Mandatory)

3.12.92.1 Agent split/skill assignments must be able to be changed via the supervisor terminal.

***Comply. The supervisor can Add or Remove Agent Skills by feature access code from a voice terminal (with Expert Agent Selection) or change agent split/skill assignments from the Avaya Call Management System (CMS) Supervisor graphical interface.***

- A. Can agents be active and logged in when changes are made or do the agents have to log off in order for the changes to take effect?

**Comply.** *Agents can be active when changing skill, but they will be logged off and re-logged on for change to take place.*

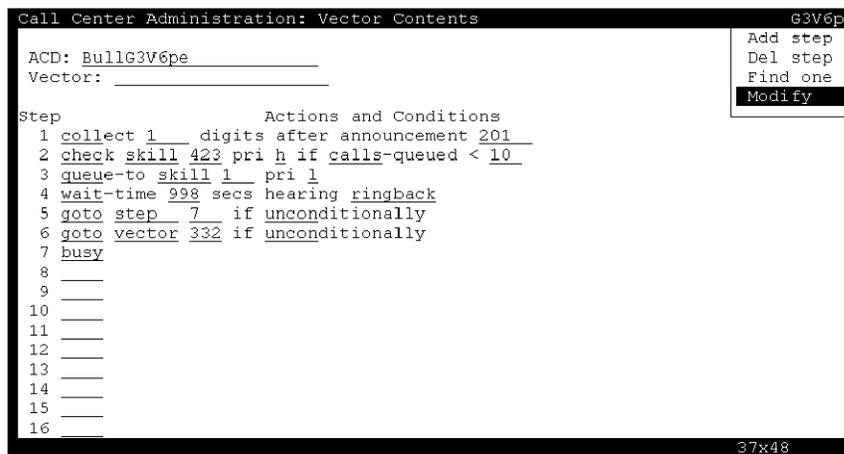
- B. Can assignments be changed for more than one agent at a time? Please describe this process.

**Comply.** *The CMS Supervisor Change agent Skills window is used to view an agent's or template's current skill assignments or to change one or more skills and the associated skill level. You may also use the Change Agent Skills window to apply an agent template to a group of up to 50 agents. You may use Scripting to run a script that changes the skill assignments for up to 50 agents at a time.*

### 3.12.93 Changing Routing and Call Treatment (Optional)

Can routing changes and call treatment changes be performed from the supervisor terminal? Please describe how this is accomplished.

**Comply.** *The Vector Contents window on the Avaya Call Management System (CMS) is used to view a vector, add a new vector, or to change an existing vector.*



**Each step in a vector is a dynamic field in which you can enter one of a variety of commands and conditions. If you enter the first unique character(s) of a command, CMS automatically displays command words and additional input fields that you must complete.**

**To change a vector's contents, you must have read/write permission for Call Center Administration and for the vector. To view a vector, you must have read permission for Call Center Administration and for the vector. To view a vector's contents, complete the ACD and Vector fields and select Find one.**

*To add a vector, change the contents of a vector, or copy the contents of a vector, you must use Modify. To insert steps between existing steps in a vector, you can place the cursor on a step and select Add step. CMS creates a blank step above the step on which you placed the cursor. You can then enter the command and conditions you want for the new step. However, you must still select Modify to save the vector with the steps you inserted. To delete steps in a vector, you can place the cursor on a step and select Del step. CMS deletes the command for that step and moves any subsequent commands up one step. However, you must still select Modify to save the vector without the steps you deleted.*

*Any steps referred to in other steps will also be automatically renumbered. For example, a step may look at time of day and then refer to step 8 for an after-hours announcement. When a new step is entered before step 8, the system will automatically renumber the step after the Goto command to step 9. This eliminates administrative time and helps prevent errors during vector administration.*

#### 3.12.94 Scheduling Routing Changes (Optional)

Can routing changes be created and stored for holidays and special days up to a year in advance?

*Comply. Vectors that anticipate holidays, special events, and certain unusual or emergency situations can be created, tested, and stored. These contingency vectors can immediately be substituted for normal vectors when conditions warrant. Activating the contingency vector can also be scheduled to take place at a customer defined time up to one year in the future using the Avaya Call Management System (CMS) Timetable feature.*

#### 3.12.95 Scheduling Call Center Tasks (Mandatory)

Supervisors must be able to define “macros” that allow the printing of reports, grouping of agents, etc., to be executed at a predetermined time.

*Comply. In Avaya Call Management System (CMS), batch reconfiguration can be executed via the Timetable feature. Timetable provides the ability to schedule one or more tasks for completion at a time that is more convenient and non-disruptive to the call center’s operation.*

#### 3.12.96 Graphical User Interface Scripting (Mandatory)

Reports and other tasks can be automated and scheduled from the supervisor’s PC using a commercial scheduling package.

*Comply. The Avaya Call Management System (CMS) Supervisor Scripting feature enables you to automate actions such as changing an agent’s skills or split assignments, running reports, exporting report data, and many other CMS functions. When you create and save a script, you need to specify whether the script is interactive or automatic.*

3.12.97 Backup Process (Mandatory)

Backups must be performed automatically.

***Comply. Backups can be performed automatically. There are two backup procedures supported, via removable back up tape or over your LAN.***

***Net Backup Clients: The following network backup software clients are formally supported CMS R17:***

***Tivoli Storage Manager 6.4  
Symantec Netbackup 7.5 (Now supported on x4270)***

3.12.98 Online Help (Mandatory)

The system must provide Windows-based online Help.

***Comply***

3.12.99 Reporting System Platform (Mandatory)

Describe the hardware, software, and operating system required for your MIS platform and how it will interface with the ACD. List customer provided system requirements. Describe built-in redundancy.

***Avaya's Call Management Application is deployed on a SUN Platforms running Sun Solaris (T5120 4-Core). The solution provided by Avaya is "turnkey" and includes the hardware platform, operating system and application software. Carousel will utilize the State's existing Sun R15 CMS platform and upgrade to the current R17 CMS as well as upgrade the current existing server hardware.***

***CMS and the Solaris 10 Operating System*  
*CMS R17 requires Solaris 10 Update 10 (8/11). Solaris is provided with the purchase of CMS and the CMS Upgrade Express (CUE) will handle all software upgrades for Solaris***

***CMS and Informix Dynamic Server (IDS)*  
*R17 CMS will use IDS version 11.5 64 bit.***

3.12.100 Alarms and Error Conditions (Mandatory)

System problems or errors must generate an alarm to notify service personnel. Errors and alarms must be logged in the system so that error logs can be viewed by administrators.

***Comply. Whenever the Avaya Call Management System (CMS) Alarm Origination Manager (AOM) receives an error, it writes this error to a log. At a***

*specified error threshold level, AOM sends an alarm via modem to a remote computer system.*

### 3.12.101 Detailed Call Tracking and Reporting Option (Mandatory)

#### Long Term Storage of Detailed Call Records

- A. System must offer an option for long term storage of detailed call history records.

***Comply. Optional Avaya Operational Analyst provides long-term storage of detailed call records on a customer-provided Windows server. Operational Analyst (OA) collects detailed call records via file transfers (ECH) from one or more Avaya Call Management System (CMS). Every 10-20 minutes, depending on traffic volume, the CMS performs a file transfer to the OA server.***

***OA allows historical information to be stored for months, even years. Adequate disk space is required to support the desired storage interval. Disk space determines the amount of data available to the OA for operation. Depending upon the individual Call Center calling traffic, a fixed disk space will accommodate a certain amount of daily traffic. Typically either 4 GB or 8 GB disk drives are recommended, depending on storage requirements. Multiple disks are often required. Disk type is recommended to be Ultra Fast Wide SCSI to provide the most efficient operation for OA. A minimum of 4 GB of disk space is highly recommended. A practical limit for disk space on a server is expected to be about 12 GB with the current technology.***

- B. Cradle to Grave Reporting

System must support a “cradle to grave” reporting option which reveals exactly what happened to a caller from the time they entered the system until the time they disconnect.

***Comply. OA provides access to detailed tracking information on each individual call, from cradle (when the customer dials in) to grave (when the customer hangs up). For example, detailed information might include a caller’s time in queue, whether IVR was selected, the agent who handled the call, call transfer or hold times, whether the caller abandoned, and so on.***

### 3.12.102 Web Browser Interface (Optional)

Does your system support customized queries of detailed call records via an industry-standard Web browser to meet specific needs of different groups of users with Internet access?

***Comply. CMS and the optional Operational Analyst uses an industry-standard Web browser such as: Microsoft Internet Explorer, Firefox and Chrome to perform customized queries of detailed call records.***

#### 3.12.103 Custom Queries (Mandatory)

System must be able to create customized queries to focus on particular calls of interest. Provide examples of your customized query capabilities.

***Comply. Operational Analyst users are not limited by preconceived ideas about the type of analysis they may want to apply to their call data. Using the optional Visual Insights In3D virtually any conditional query imaginable by a call center manager can now be created in Operational Analyst and saved for future use***

#### 3.12.104 ANI Analysis (Mandatory)

System must provide detailed calling records based on ANI, call origination information (such as calls from payphones, prisons, cellular phones, etc.), abandoned calls, and malicious calls.

***Comply. Operational Analyst will store detailed call information, including the ANI and call origination information, if provided by the network, abandoned call information such as how long a particular call waited before abandoning, if they were in queue or on hold by a particular agent, and detailed malicious call information. Visual Insights In3D provides a powerful tool for analyzing and querying calling party's ANI. In addition, "wild card" matching supports flexible queries based on area codes, office codes, or the entire calling party number.***

#### 3.12.105 Multi-Site Reporting Options (Mandatory)

3.12.105.1 The MIS must support multiple locations; and

***Comply. The Avaya Call Management System (CMS) supports up to eight Avaya Media Server ACD locations subject to total size constraints. Avaya Call Management System (CMS) Supervisor client software can access multiple CMS servers via dial-up or LAN/WAN access. Up to four instances of CMS Supervisor can be active, each connected to a different CMS platform, thus providing access to up to 32 sites.***

3.12.105.2 The MIS must support multiple ACD systems.

***Comply. The system can support multiple ACD's in excess of the physical locations. (Each location may have more than one ACD group).***

- 3.12.105.3 Any supervisor (with the proper security) must be able to monitor and report on any of the call center locations or report on all or multiple ACD systems in a combined report.

***Comply. Avaya Call Management System (CMS) supports real-time and historical multi-ACD reporting. The information can be requested simultaneously for up to six splits/skills and up to eight ACDs that are connected to and supported by the CMS platform. These reports allow you to evaluate and compare similar splits/skill information in different ACDs. With this information, you can determine workload and call-handling performance, agent reassignment, or other ACD configuration alternatives to balance workloads and reduce abandoned calls. The Avaya Call Management System (CMS) Global Dictionary and ACD Group Reporting feature allows administrators of multiple ACD configurations to assign multiple ACDs to a single ACD Group, and the same synonyms for contact center entities across multiple ACDs.***

- 3.12.105.4 Provide the total numbers of physical Voice Communication System/ACD systems that can be monitored by a single MIS server.

***A single CMS can support up to eight (8) physical locations (ACD Systems).***

### 3.12.106 Forecasting and Scheduling Options

- 3.12.106.1 The MIS must offer integrated forecasting capabilities. (Mandatory)

***Comply. Forecasting is a software feature included within the Avaya Call Management (CMS) software.***

- 3.12.106.2 Workforce Management System Options (Optional)

Can your ACD system interface to a workforce management and scheduling system? Please describe your capabilities.

***Comply. Avaya Workforce Management is an application that provides the ability to manage agent resources in a customer contact center and is integrated to Avaya's CMS. Avaya Workforce Management is designed to optimize the forecasting and scheduling of agents in customer contact centers. This is accomplished by ensuring the right number of agents is available***

*to serve customers at the right time for the right cost. The flexibility and ease-of-use of Avaya*

*Workforce Management enables users to efficiently and effectively manage their business.*

### 3.12.106.3 Service Objectives

System must take into consideration service parameters and desired service objectives.

*Comply. In order to create an optimal schedule, the Avaya Workforce Management Service Parameters window is used to tell the system what service levels you want the calls to be answered in. You can set service goals by either a service level, or the average speed to answer. The Scheduler will take into account the ATT (average time an agent spends on the call with a customer) and the average wrap-up time (the average time an agent spends after hanging up the phone to do paperwork related to the call) when calculating agent requirements and creating a schedule.*

#### A. Forecasting Call Volume and Agents Required

Describe your forecasting functionality and how it is utilized to estimate call volume, Average Handle Time, and agents required.

*Comply. The forecasting and scheduling process in Avaya Workforce Management gives users many controls and options while they are setting up their operations and scheduling. The scheduler can schedule to meet more detailed rules about work assignments and employees, such as consecutive days off, employee proficiency, and employee work pattern preferences. Further, it offers more granularity and flexibility when setting up forecasts and providing service goals. Users have the option to use just the point-and click functionality, or enter in more of their own information and take control. You can forecast call volume, set service goals and schedule employees for each campaign. Campaigns let you schedule employees of different organizations in one or more time zones to create “virtual” call centers dedicated to a single objective. Within the Campaign mode, you can link specific queues (and skills) to a specific weekly schedule. A forecast is based upon a profile, which is based upon historical data received from the ACD.*

#### B. “What If” Forecasting

System must have the ability to provide “what if” forecasting.

*Comply. A unique what-if mode allows users to explore different scenarios, while keeping their current scenario intact for comparison purposes. This powerful feature means that you can strategically plan while ensuring the execution of your business is happening according to the current plan.*

C. Special Days Forecasting

Describe how the system will factor holidays, special campaigns, season trends, billing cycles, and other date of month influences.

*You can choose the model that you want to use for forecasting. Profiles are models of typical call behavior during a specified period of time. These profiles might reflect standard call behavior, holiday behavior, specific call patterns following a mailing or a commercial. These allow you to quickly identify and re-use trends you know are significant. Users can generate profiles once and re-use those to build their forecasts quickly. Avaya Workforce Management also offers dynamically trending profiles or "rolling forecasts". Rolling forecasts, which take into account data for a relative period of time, are automatically rolled forward to new scheduled weeks. These types of profiles include examples such as "last four weeks," "last year this week," and "last month." For each new week, these rolling profiles are automatically adjusted to reflect the right historical data. The user then has the choice to optionally change the forecast numbers to reflect what might be realistic for their business.*

D. Scheduling Employee Shifts

Describe how work shifts are assigned to employees.

*Avaya Workforce Management provides an extensive employee database that allows users to track a large amount of information about each employee for scheduling and management purposes. Examples include employee supervisors, ranking, seniority, ACD ID, e-mail address and more. Further, to help deal with larger call centers, the employee module offers sorting, filtering, and multi-select/multi-edit capabilities.*

E. Optimizing Schedules

Can the system generate an optimal schedule for agents for each hour that meets the forecasted call volume taking into consideration agent availability, calendar management, and

desired service objectives? What other controls or options can be taken into consideration for scheduling?

*Avaya Workforce Management delivers the tools necessary to quickly and easily perform the day to-day functions of managing and changing the workforce calendar. Click-and-Drag of shifts allows for rapid schedule changes, the meeting planner helps to identify the best times to hold meetings, and locked shifts allow rescheduling of some shifts while leaving the locked shifts in place.*

*Avaya Workforce Management offers a more consolidated view of call center operations across multiple groups and multiple sites and can easily be integrated with multiple ACDs (all the same, or mixed). The flexibility of the application affords users the opportunity to schedule in a virtual call center environment and gives them the choice of operating in a centralized fashion, decentralized fashion, or some combination of the two. The forecasting and scheduling process in Enterprise gives users many controls and options while they are setting up their operations and scheduling. The scheduler can schedule to meet more detailed rules about work assignments and employees, such as consecutive days off, employee proficiency, or employee work pattern preferences (preference for a specific Enterprise work pattern).*

F. ACD Integration

Describe how data from the ACD is transferred to the system. What hardware or software is required in the ACD?

*The Avaya Call Center can integrate with Avaya Workforce Management solutions through custom report(s) LAN connectivity to the Avaya Call Management System (CMS) to facilitate integration. CMS also supports an option for Open DataBase Connectivity (ODBC) access CMS data.*

G. Real Time Monitoring

Describe the tools provided for real time monitoring of the actual call volumes, service levels, etc., versus what was forecast. The system must allow customization of this monitoring capability to focus on key measurements.

*Comply. Integrated into the Workforce Management application is a monitoring system which follows and represents your actual call volumes, service levels, abandons, staffing, and Average Handle Time (AHT). These actual values are displayed along with your forecast values, allowing*

*you to analyze and fine-tune your center and diagnose problems. These tools let you look back at your center's historical data to better evaluate call volume patterns and trends. So, you can compare today's performance with other days to see the impact of changes and areas still needing attention*

#### H. Reporting

Describe the reports provided with the software.

*Out-of-the-box-reports are provided with the system designed to help evaluate agent activities and performance, call center activities and performance, staffing, and adherence reports. A simplified version of the Avaya Workforce Management schema is provided to facilitate the rapid customization and building of new reports. In order to help you better evaluate group and individual performance to more proactively understand, plan and manage your call center, Avaya Workforce Management delivers a series of reports that provide insight and analysis of an assortment of factors critical to maintaining your center. This information is vital to understanding of your goals vs. your accomplishments, the utilization and effectiveness of your workforce and the impact to your bottom line. Adherence Reports deliver information specifically related to agent adherence to schedules and include summaries of time in/out of adherence and percentages of people in/out of adherence. Management Reports summarize administrative information regarding absence, vacation, meetings and more. Performance Reports allow for comparisons of forecasts and predicted performance to actual happenings for call volumes, handling times, service levels, and staffing. Staffing Reports analyze the utilization of resources at the group and individual level. These reports provide high-level overviews, detailed information and intelligent summaries regarding how agents are deployed.*

#### 3.12.107 Wallboard Display Options (Mandatory)

##### 3.12.107.1 Integrated Wallboard Options

The reporting system must support multiple external wallboards for display of real time data to various ACD groups. Text messages created by supervisors must be able to be displayed on wallboards.

*Comply. In addition to supporting multiple supervisor PCs, the Avaya Basic Call Management System (BCMR) Reporting Desktop software (Avaya's management information system for small call centers) also supports multiple optional external*

wallboards, which can be daisy chained together for use throughout your call center. You can display different information on each wallboard, allowing you to share more types of information with all your agents or to display data specific to particular areas of the call center. You can also display short messages in between real-time data. For example, you might broadcast birthday messages or announcements about shift changes. A Broadcast Message wizard is available from the Options menu that allows you to select the wallboard(s) that you want to send the message to, the number of lines, colors, message timing, and the message text.

Advanced Wallboard Systems

- A. The system must offer an external wallboard control system which offers display of real time and historical ACD statistics on multiple wallboards as well as advanced features like custom calculations, thresholds and messaging;

*Comply. Wallboard collects important Avaya Call Management System call data and unifies other business data solutions with Avaya contact center statistics. Information is presented to clients in many different formats, including televisions, flat panel and LED displays – as well as customized desktop displays, such as agent scorecards and management dashboard views. Corporate objectives and mission statements can be displayed anywhere there is an endpoint. Relevant daily news, important messages, retail advertising or stock prices can also be displayed. Displays can be on standard wallboard, scrolling bars on a PC or on flat panel devices.*



- B. The wallboard must highlight in color ACD statistics which are exceeding desired thresholds;

***Comply. Threshold levels may be set by the user for each data item to automatically change color on the wallboards as it exceeds each threshold. This feature allows instant recognition of any data variable that has exceeded an acceptable state. Up to four Color Thresholds can be set for each data variable. For example, the calls waiting data item can be set up to display in green (OK) up to 5, then from 6-10 the data item will automatically change color on the wallboard from green to yellow; a second threshold level can be set from 11-20 when the data item will start flashing; and a third and fourth threshold level can be set so that the data item will turn to red, then red flash, all automatically.***

- C. Supervisors must be able to broadcast messages to one or multiple wallboards. Messages must be capable of being automatically sent to wallboards at a scheduled time, on demand, or when a defined threshold condition in the call center is reached;

***Comply. Scheduled messages which can be set to run based on a time and date. Event or conditional messages which are set to run based on a threshold condition that has been exceeded Ad hoc messages which are created and sent out.***

- D. The system must provide supervisors with the ability to perform customized calculations on ACD data and create new data items such as group averages, sums, and more for display on wallboards; and

***Comply. The Paging option allows a threshold to be set up that will page one or more pagers with a message created by the call center supervisor. Using calls waiting again as an example, if the paging threshold were set for 25 for calls waiting, when that level was reached, a message could go out to the supervisor's pager that says, "Calls Waiting threshold has been exceeded." Pagers can be Alpha Numeric or Numeric only. If using numeric-only pagers, it is important that the paging company supports computers calling in via telephone modem and not telephone tones only. Each threshold can have one (or more) individual pagers that are paged.***

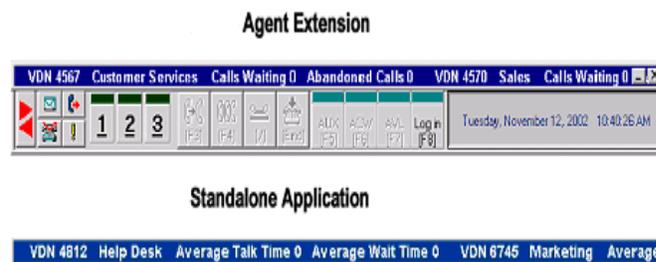
- E. The system must provide supervisors with the ability to be notified via an external device (pager, cell phone) when defined thresholds are reached.

**Comply. The Paging option allows a threshold to be set up that will page one or more pagers with a message created by the call center supervisor. Using calls waiting again as an example, if the paging threshold were set for 25 for calls waiting, when that level was reached, a message could go out to the supervisor’s pager that says, “Calls Waiting threshold has been exceeded.” Pagers can be Alpha Numeric or Numeric only. If using numeric-only pagers, it is important that the paging company supports computers calling in via telephone modem and not telephone tones only. Each threshold can have one (or more) individual pagers that are paged.**

3.12.107.3 Desktop “Wallboard” Options

The system must display wallboard information such as real time ACD statistics and call center messages on the agent’s PC. Describe the solution and its capabilities.

**Comply. There are numerous Avaya DevConnect Solutions that provide wallboard services to the PC (third party application software). Desktop Wallboard is a solution developed by Avaya Global Services. It provides an integrated data feed (both historical and real time) from the CMS for agent, skill, and VDN data.**



3.12.108 Call Center Leadership (Mandatory)

Please give a summary of your experience, commitment, and ability to deliver call center solutions.

**As a Platinum Avaya Business partner, Carousel Industries has been certified on Avaya’s Contact Center solutions and has deployed and supports numerous Contact Center clients throughout the U.S. Contact Center application support is provided by Carousel Industries help desk, system application engineers and Call Center specialists.**

## Carousel Industries

*Avaya is recognized as a Global leader in call center technology by numerous organizations and is placed in the Leaders Quadrant by Gartner based on completeness of vision.*



### 3.12.109 Call Management System Requirements (Mandatory)

3.12.109.1 Vendor must provide a call management system that supports the following features:

***Comply to all features below (A-R)***

- A. Multi-site reporting;
- B. Multi-splits/skills reporting;
- C. Agent status;
- D. Historical data;
- E. Real time data;
- F. Agent statistics;
- G. Number of calls handled;
- H. Abandoned calls;
- I. Time-to-Abandon;
- J. Time-to-Answer;
- K. Queue agent reporting;
- L. Queue reporting;
- M. Trend analysis;
- N. Trunk/Trunk Group reporting;
- O. Custom reporting;
- P. Vector reporting;
- Q. Vector directory number (VDN) reporting; and
- R. Tracking calls.

3.12.110 Interactive Voice Response (IVR) Requirements (Mandatory)

The IVR system must:

- 3.12.110.1 Have full networking capabilities to voice PBXs and external host computers via TCP/IP Ethernet;

***Comply. The Experience Portal platforms support connectivity to voice PBX's and the public network via traditional T1/ISDN connections or VOIP connectivity. Data connectivity is described as follows: TCP/IP is the method for connecting Avaya Interactive Response and Voice Portal systems to a host computer. TN3270 can provide 3270 sessions directly to the host over Ethernet, TCP/IP connectivity. Ethernet TCP/IP comes standard on Avaya Experience Portal. Connecting to single or multiple mainframes, Cleo TN3270 / 5250 used by Avaya EP supports every function of the TN3270 E specification. TN3270 / 5250 also provides a LU naming feature, HLLAPI (High- Level Language Application Program Interface), and supports both character and graphical interfaces. Connectivity to Web services is standard via Application Servers (i.e. Apache Tomcat, IBM Websphere).***

- 3.12.110.2 Support custom application programs that can pass data to and receive data from external host computers. Identify how custom application development for IVR requirements will be met. Describe what non-proprietary application development tools and methods are available for the proposed IVR;

***Comply. Carousel will provide the consultative services, in conjunction with the manufacturer and the approved subcontractor to develop customized applications for the requesting agencies.***

***Services will include:***

***Consultative services: work with the specific agency to identify needs, call flow and applications required (such as speech enabling). Consultants will provide recommendations for data interfaces, call flow, management and industry standards.***

***Implementation: Carousel will manage implementation of application and interfaces required to introduce application into production. Application implementation will be include project charges and user testing intervals prior to production.***

- 3.12.110.3 Have the automated capability to contact the system administrator via phone, fax or email when alarms or trouble conditions arise;

***Comply. There are 31 alarm types with 233 distinct alarms and messages that can be sent to up to 17 different destinations. Additionally, Carousel is also notified of alarms at all our NOCs.***

- 3.12.110.4 Have outbound calling capabilities that are generated by an application or the system;

***Comply. The systems can generate outbound calls, dependent upon the system application. Calls can be generated on any port. Calls generated can be classified with the Call Classification Software to determine if the calls are answered, busy, failed, etc. and reported on.***

- 3.12.110.5 Have full backup and recovery capabilities, both internal and external source media (i.e., external tape drive, server, etc.); and

***Comply. Backups to network storage preferred via SFTP.***

- 3.12.110.6 Be capable of remote access for system support and administration.

***Comply. HTTPS or SSH.***

- 3.12.111 Voice over Internet Protocol (VoIP)/Convergence (Mandatory)

***A Voice Readiness Assessment (VRA) will be performed before the addition of new or merging locations onto the EITS core to evaluate how the network will***

*respond to Voice over IP communications across the State's network infrastructure. There are two core requirements that are expected to be met. The primary is to ensure that voice audio and signal communication will perform at a business toll quality. The other is to validate for Avaya that the network will not present any issues that interfere with successful completion of the installation*

3.12.111.1 Inventory of Network

- A. The awarded vendor must include an inventory collection of existing network equipment, capability and traffic analysis for any implementation;

*Comply. As each the State/s Communication Managers is added to the EITS Core, a Voice Readiness Assessment will be performed. The Carousel engineer, working with the EITS network engineer, will analyze and report on key elements necessary for a successful integration. This will include an inventory of the network equipment as part of the environment evaluation.*

- B. Must include in the VoIP solution current and predicted bandwidth utilization, address network and topology issues and quality of service standards.

*Comply. As part of the of the VRA the Carousel engineer will customer with EITS to make sure the network is configured for a successful implementation. Depending on the design, this may include:*

- WAN QOS policies
- LAN QOS policies
- VLAN separation of Voice and Data
- DHCP settings for IP Phones
- TFTP/HTTP settings for IP Phones.
- IP Phone backup settings.

*The Carousel engineer will review the plan.to insure adherence to the established Network Region and IP Codec plans. We will work EITS using available information and reports to calculate and present bandwidth requirements based on predicted traffic volume.*

- C. Must provide proof of concept documentation for the specific VoIP implementation.

*Comply. The final step in the VRA is to perform a voice traffic simulation. This is a snapshot in time of the State's network of how the network will respond to Voice over IP Telephony traffic.*

***This testing will measure delay, jitter and packet loss and generate a Mean Opinion Score (MOS), a widely accepted standard way to express VoIP quality***

3.12.112 Network Impact Report (Mandatory)

- 3.12.112.1 Upon implementation of Voice over Internet Protocol (VoIP), the awarded vendor must provide a Network Impact Report. The report will include, but not be limited to:  
Comply

***All of the information listed is part of a framework needed for successful implementation. Carousel will deliver the report in the standard format as provided by the State. The system supports established standards for IP interface.***

- A. A listing of bandwidth requirements; ***Comply. Testing will include G711, G729 and G.722 codec for proper bandwidth determination and oIP performance.***
- B. Setting voice priority; ***Comply. Will provide metrics around PacketLoss, Jitter and Delay.***
- C. Routing patterns and connectivity between other agency telephone switches; and ***Comply. Carousel will support and modify as needed.***
- D. Any trunking and Automatic Route System (ARS) issues. ***Comply. Carousel will support and modify as needed.***

- 3.12.112.2 The awarded vendor must provide a network traffic utilization report prior to and after implementation; and

***Comply. Detailed report and analysis will be provided.***

- 3.12.112.3 The implementation will support industry standard network routers, switches and other networking equipment.

***Comply. Will support all IETF/IEEE standards for VoIP and QOS.***

3.12.113 Network Security (Mandatory)

The implementation will include industry standard precautions for network security. Please describe your method to accomplish network security.

***Comply. All security measures applicable as the State has purchased and grown the EITS resources. The latest addition to the security defense is Secure Assess Link for maintenance activities. Carousel will provide, as part of this scope an SAL server for alarm reporting.***

*Secure Access Link is the next-generation architecture that significantly improves the way in which enterprises receive support of their communications networks. The new architecture eliminates the Avaya requirement for unfettered 24x7 access to network equipment and allows enterprises to take advantage of channel-neutral support by enabling self-service, Avaya support, and authorized partner support of their networks at levels never achieved before. And, The State can be in complete control of when and how any service partner, accesses your equipment.*

*With this new service and support architecture, Avaya has significantly changed its underlying software, procedures, and paradigms to provide more choices, more control, and improved security.*

*Historically, modems have been the primary means by which Avaya has remotely accessed customers' products and networks and allow Avaya professionals to gain the same level of administrative access as if they were locally attached to the product terminal. As customers became more sensitive to controlling access to their networks and Avaya products became more network-dependent (for example, IP-enabled with rich Web-based interfaces), Avaya introduced new support capabilities that provided greater bandwidth and did not require the use of modems, which were improved upon with the introduction of advanced services. However, more security enhancements were needed, especially in the areas of improved customer control; customer-controlled and auditable logging; and unique identification and authentication of technicians on the customer network using resilient, two-factor authentication. In addition, the IP-based solutions did not provide any notable ability for authorized partners to access customer networks via the business-to-business VPN or customer-resident security servers.*

*Avaya investigated alternatives that would provide the same level of support, yet still allow for support from Avaya EXPERT Systems Diagnostic Tools and other automated and transactional tools. The result is the next generation remote access tool, Avaya Secure Access Link, whose dominant feature is that customers have complete control over all remote access to their networks. Customers may have services provided by Avaya, their own internal support groups, authorized Avaya partners, or any combination thereof; that is, customers have channel-neutral support in addition to control, auditable logging, and strong identification and authentication of any users who access their networks.*

*With this solution, Carousel or Avaya will need the States approval to initiate connections to your networks. In addition, it provides no inherent mechanism to allow Carousel, Avaya, or any service partner to remotely access customer products without the TCP/IP connection first being initiated from the customer network.*

*To help you to remain compliant with PCI and other industry regulations, all Carousel /Avaya users are uniquely identified and authenticated. It provides clear, auditable logging of any access attempt, either by a technician or automated tool.*

*The architecture is scalable and flexible. A ION5600 SAL gateway is included in the proposal, but SAL can be deployed on a state provided server or in a virtual mode.*

- *The Avaya Secure Access Link architecture includes four types of software-driven capabilities. Any combination of these can support the entire communications network, including Avaya and non-Avaya products and applications. The software either comes with the Avaya products or can be easily downloaded, making it a cost-effective and easy-to-implement solution for the organization.*

*Embedded Agent – The Embedded Agent is co-resident software automatically included on Avaya products, although initial releases support only Embedded Agent within Secure Access Gateways.*

*Embedded Agent, which is intended to facilitate the transmission of alarms to service providers; such as, the Avaya support center, the network operations center, or an authorized partner support center, polls the service providers via HTTPS for remote-access connection requests, and authenticates any connection request to the product.*

*Authentication of Avaya remote access requests are performed through examination and validation of the Public Key Infrastructure certificate of the technician or tool that initiated the request. Authentication can be augmented through implementation of a RADIUS-based, one-time password. It is important to note that the Embedded Agent is the only required customer component of this new architecture.*

- *Gateway Server – The Secure Access Gateway Server is optional software intended to be loaded on a customer-provided and managed server. The primary purpose of the Gateway Server software is to host an Agent for products that do not support the use of a co-resident Agent on the product; such as, legacy or third-party products. The Gateway Server can receive alarms from Avaya products, reformat them, and forward them onto the Secure Access Core Concentrator Servers (see below) in addition to customer-managed Network Management System systems. Gateway Server also polls the service providers for connection requests and supports the same authentication option as Agents.*

- **Concentrator Remote Server** – *The Secure Access Concentrator Remote Server, resident at the Avaya and/or an authorized partner support center, may be optionally deployed on a customer-provided and managed server as part of a “federated deployment.” The software is designed to work on a separate server, the Remote Server, which is the point of connection management and communication aggregation, when accessing SAL Agents from the customer’s network. Technicians who are local and wish to access products must be authenticated by the Concentrator Remote Server and wait in queue for Agents to poll for connection requests. This approach provides a single authentication and access point for servicing products. The Remote Server will be able to integrate with a customer-provided Authentication, Authorization, and Accounting server, in addition to being able to authenticate the certificates of Avaya users and automated tools.*

*If a Concentrator Remote Server is deployed on the customer network it is the single point that polls the service partner for connection requests (as opposed to the Embedded Agent and Gateway Server, which are now configured to poll the Concentrator Remote Server).*

- **Concentrator Core Server** – *The Secure Access Concentrator Core Server is similar to the Remote Server exception that it also receives alarms delivered by the Agents or the Gateway Server. If a Concentrator Core Server is deployed on the customer network, it is the single point to which alarms are sent and are then forwarded to the Avaya and/or an authorized partner’s support center.*

*Concentrator Core Servers are deployed within Avaya data centers and may be deployed on the customer and/or an authorized partner’s network, provides a federated hierarchy that allows the customer to receive multiple tiers of support.*

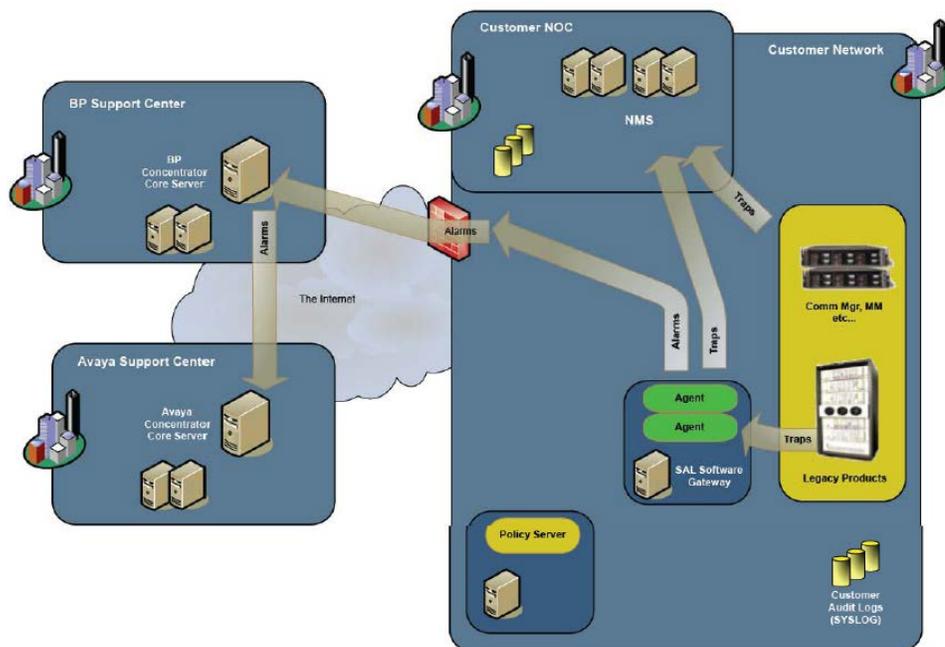
- **Policy Server** – *As customers expand the use of this architecture, they may have multiple Agents (on products) and Gateway Servers to support hundreds or thousands of products. The Secure Access Policy Server software, which is deployed on the customer network using a customer-provided and managed server, allows the customer can centrally manage policies that are enforced by Agents and Gateway Servers that control access to Avaya products deployed within their network.*

*Avaya provides the SAL Policy Server software at no additional cost.*

- **Secure Access Global Access Server** – *The Secure Access Global Access Server is deployed within the Avaya data centers along with the Secure Access Concentrator Core and Remote Servers and is used as the conduit of remote access connection between the technician’s desktop and the Agent on the customer’s network. Global Access*

*Server completes the secure, high-performance link for each session created by the technician to a customer product. They are regionally distributed to help ensure minimal network delay between the technician and Agent and provide a layer of high-reliability and redundancy in the event that regional Internet traffic is disrupted.*

**Avaya Secure Access Link Deployment Options**



*Secure Access Link inherently supports two-factor authentication of technicians through user-assigned certificates as the form of identification and strong authentication. Avaya has standard VeriSign-issued certificates combined with federal approved USB Smart Cards to identify and authenticate Avaya technicians. The 2FA method provides unique, strong, auditable identification and authentication of each user, without burdening the customer with the overhead of administering an account for each technician supporting that network.*

*The user-assigned certificates are inherently integrated with the logging mechanisms of the Secure Access Link solution. Whenever a technician accesses the customer’s network, identifying information from his or her certificate is stored in the customer logging servers (for example, when Agents or Gateway Servers are configured to export logging information).*

*In addition to certificate-based authentication, enterprises are able to configure a Concentrator Remote Server, Gateway Server, and Agent to authenticate users to a local, customer-provided authentication, authorization, and accounting server. This capability allows the use of RADIUS or LDAP servers as the basis of authentication of users to*

*products through this architecture and also allows enterprises to utilize other forms of 2FA, such as SafeWord one-time-password tokens. Local RADIUS or LDAP authentication can be used in addition to, or in lieu of, the certificate-authentication support inherent in the Avaya Secure Access Link.*

*Access policies, which are centrally managed by the optional Policy Server, allow enterprises to define access maintenance windows as well as manage access and assign roles to the individuals based on who they are, how they authenticate, or when they are accessing the network.*

*Alarms will be forwarded “upstream” from a Concentrator Remote Server to a Carousel’s Concentrator Remote Server and then to Avaya, as needed.*

*In addition to the ability to integrate local servers to this architecture for authentication or control of access, Avaya Secure Access Link also provides enterprises the control to individually authorize each remote access request.*

*When using this optional feature, the State must approve each and every connection request.*

### 3.12.114 Internet Protocol (IP) Voice Communications Systems (Mandatory)

3.12.114.1 The IP Voice Communications Systems Solution must be capable of transparent connection to the State of Nevada’s existing Voice Communications Systems platforms. The solution must interface seamlessly and:

*Comply. All solutions proposed within this response by Carousel are capable of transparent connection to the State’s existing communications platforms.*

A. Be capable of sharing common directory files;

*Comply. LDAP compliant.*

B. Have seamless integration to existing voice mail platforms;

*Comply. All Avaya Communication Manager platforms provide seamless integration to the state’s existing voice messaging servers as well as the voice messaging platforms included in this response. In addition, the Communication Manager systems seamlessly integrate to a single voice messaging server in a distributed communication environment.*

C. Be able to support up to the highest level of QoS available;

**Comply. The Avaya system supports Layer 3 DIFFSERV and Layer COS values for quality of service IEEE QoS.**

D. Be able to integrate with the State's existing data network, including digital microwave and various air LAN's;

**Comply**

E. Be capable of supplying all feature functionality currently available;

**Comply. Carousel can provide over 700 plus features to the State.**

F. Be capable of supporting digital, analog and IP phones from a single solution.

**Comply. Solution supports Analog, Digital and VoIP phones, h.323 and SIP.**

#### 3.12.115 Recommended Hardware and Software for Implementation (Mandatory)

The awarded vendor must provide a list of recommended hardware and software specific to any agency requesting to be added to the core switch. This list will encompass current configuration, with recommendations for upgrades, replacement and/or new equipment.

**Comply.**

**Carousel will consult with the agency to determine their needs. We then gather the information necessary to produce a detailed recommendation. This will include a list of recommended hardware and software with applicable options.**

#### 3.12.116 Notification of Updates (Mandatory)

The awarded vendor must provide each agency point of contact with, or provide access to, immediately upon availability, automatic notification of hardware and software updates, including firmware, patches and upgrades.

**Comply**

**Carousel is proposing a "managed services" solution for the State of Nevada EITS and all agencies that participate in this solution now or going forward. Instead of typical "break/fix" maintenance, Carousel will monitor your systems on a real-time basis and apply any firmware or software patch as deemed**

*necessary. Carousel engineers will receive notification of available patches and proactively apply these patches/updates in partnership with EITS personnel.*

*One of the advantages of the consolidation of the EITS VoIP system is that much of the software patch and upgrade process will be centralized at the core. Carousel will validate any patches or firmware updates and apply, if requested, after consulting with EITS engineers. The agency or EITS can also access any firmware or software patch or update, by logging onto [support.avaya.com](http://support.avaya.com). The point of contact may also sign up for immediate email notification should that be required.*

### 3.12.117 Network Transport – Fiber Optic Equipment (Mandatory)

The awarded vendor must support fiber optic transport. Describe your ability to provide all supporting equipment associated with fiber optic transport **Comply**.

*The system will support any method of transport that terminates in a device, such as a router, that connects to the system via a standard layer 2 port. In Communication Manager 6.3, direct fiber connections to port networks are no longer supported by Avaya.*

*We will optionally, through Carousel Industries Data Practice, consult, recommend, and provision any required equipment. We partner with most major data equipment manufacturers and our technicians are certified by the manufacturer.*

### 3.12.118 Wireless Local Area Network Equipment (Optional)

The awarded vendor must describe any wireless LAN equipment which they can provide which will seamlessly integrate with existing networks and meet current Institute of Electrical and Electronics Engineers (IEEE) standards. **Comply**

*Carousel can provide wireless LAN from several industry leading manufactures. Any proposed equipment will conform to both industry and EITS standards.*

### 3.12.119 Microwave (Mandatory)

The State of Nevada utilizes as part of its upgraded network backbone a digital microwave system. All proposed systems must be capable of utilizing the digital microwave system and transport. **Comply**.

*The proposed equipment is capable of utilizing the State's digital microwave transport.*

### 3.12.120 Mobility Products (Mandatory)

Provide information on available products that allow interaction between Avaya Unified Communications applications and services and users of mobile devices. Describe implementation requirements.

**Comply.**

*Avaya is extending Unified Communications applications to mobile devices, allowing employees to be more accessible and productive while on the move, even though employee mobility requirements may differ by their agency and role within the organization. With the growing number of mobile devices options available to employees, it can be difficult to accommodate the possible combinations of devices and requirements. We know you want to make employees more productive, but at the same time, need to balance functionality and productivity with the associated costs. The Avaya one-X® Mobile family of clients provides options to increase employee productivity and responsiveness outside the office while helping to reduce mobile expenses. With direct integration to supported Avaya Aura® Communication Manager telephony platforms and broader application integration, Avaya one-X Mobile sets a goal of meeting requirements, as well as the needs of its employees.*

#### ***Avaya Extension to Cellular***

*Avaya pioneered enterprise fixed mobile convergence systems and applications with the Extension to Cellular capabilities of Communication Manager since 2001. This robust mobility application extends enterprise communications capabilities to mobile workers in any location. It bridges a mobile device to a desk phone providing true one business number access. The software based solution provides the foundation for the Avaya one-X® Mobile family of clients and can be easily deployed to any mobile device through a simple activation of an Extension to Cellular license on the supported Communication Manager telephony application.*

#### ***Avaya one-X® Mobile***

*Avaya one-X® Mobile builds on the functionality of Extension to Cellular by providing a family of mobile clients designed to further enhance the productivity of enterprise mobile workers. It provides an intuitive graphical user interface to provide quick access to office phone functionality. The clients support most major mobile operating systems and devices ranging from high end smart phones to lower end feature phones providing support for most enterprise environments, independent of the mobile devices deployed or wireless networks used.*

*All Avaya one-X® Mobile clients offer one number and one voicemail in addition to enhanced features available via an intuitive interface on the mobile device.*

*The following clients offer Unified Communication features, such as visual voicemail, corporate directory lookup and user controlled call routing:*

- ***Avaya one-X® Mobile for iPhone***

- *Avaya one-X® Mobile for Java*
- *Avaya one-X® Mobile for Palm*
- *Avaya one-X® Mobile for RIM*
- *Avaya one-X® Mobile for Windows Mobile 5 (unified communications version)*
- *Avaya one-X® Mobile for Windows Mobile 6 (unified communications version)*

*The following clients offer Telephony features, such as conference, transfer, call park, and other PBX features:*

- *Avaya one-X® Mobile for Symbian*
- *Avaya one-X® Mobile for Windows Mobile 5 (telephony version)*
- *Avaya one-X® Mobile for Windows Mobile 6 (telephony version)*

### *Mobile Client Examples*



*Avaya one-X® Mobile can be deployed with a telephony only integration to provide single number access for both incoming and outgoing calls as well as direct access to features found on your office phone from your mobile device. The implementation is software based and only requires an Extension to Cellular software licenses added to an existing Communication Manager server along with the download and installation of the appropriate client from the Avaya support website at [support.avaya.com](http://support.avaya.com). This deployment provides a robust integration with Communication Manager without the need for additional hardware components.*

### ***Key Features and Benefits***

***Benefits include software to integrate with enterprise applications and features to deliver additional capabilities to mobile devices through server hardware, such as:***

- ***One Number – Calls initiated by the mobile device will dial-by PBX and display the caller ID of the deskphone. Calls made to the deskphone extension will ring both the deskphone and the mobile device. The user can easily enable or disable both of these features from the mobile device.***
- ***Visual Voicemail – Users can see corporate voicemail visually so they can prioritize messages and get to the critical ones first. Stored locally, there is no dialing into voicemail, which saves usage minutes and time, and the local actions are synchronized with the corporate messaging server. Unanswered calls will be picked up by the enterprise voicemail system, eliminating the need to check multiple voicemail systems throughout the day.***
- ***Corporate Directory Integration – Allows for easy access to contacts through the search function. In addition, incoming caller IDs found in the directory are automatically translated to show the contact name instead of the number.***
- ***VIP Lists – Mobile workers use VIP lists to manage how incoming calls are treated. Any calls not on the VIP Lists can be sent directly to voicemail to minimize interruptions.***
- ***Sophisticated Call Routing – Users can route incoming office calls to any device. Calls can be automatically routed based on schedule, location or on an ad hoc basis through a quick entry feature.***
- ***Connected to Your Communications – Calls dialed via Avaya one-X® Mobile are made as though they were originated from the user's deskphone. Existing infrastructure such as call recording can be used for mobile calls, and call detail recording can be used to distinguish mobile calls from desk calls for cell phone bill auditing.***
- ***Handoff Calls between Mobile Device and Deskphone – All calls made via, or received via, Avaya one-X® Mobile can be seamlessly transferred between the deskphone and mobile device. An employee arriving at his or her desk while on a mobile call can pick up the deskphone to continue the conversation. While on a deskphone call, the user can become mobile by extending the call to a mobile device.***
- ***Savings on International Calls – Direct dialed international calls from a mobile device can be very expensive. The user can leverage your existing corporate infrastructure from a mobile device. The user dials the international number on the mobile device, but the international call is made via the Avaya Communication Manager.***
- ***Business Continuity –Users only need to know each others' deskphone extensions to remain connected. In the event employees are unexpectedly unable to go to the office, everyone can remain connected and reachable.***

### ***Dual-Mode WiFi/Cellular***

***Avaya offers Dual-mode capability through integration with DiVitas, an Avaya DevConnect partner. If the State wishes to leverage both WiFi and GSM networks with a single device, Dual-mode allows the user to talk via the cellular GSM network or via a secure WiFi connection, with two-way seamless handover. This powerful solution provides full flexibility for mobile workers while leveraging the most cost effective and best quality network option for the enterprise.***

### ***Additional Requirements***

***Avaya one-X® Mobile requires the implementation and deployment of, and connection to, an Avaya one-X® Client Enablement Services server in order to deliver Unified Communications features to the client.***

***Avaya one-X® CES has a client-side interface that hosts one-X® clients and provides subscriber services for telephony, messaging, mobility, conferencing and presence features. One-X CES also has back-end connections to provider services including Avaya Aura Communication Manager, Avaya Aura Messaging, Aura Presence Services and Aura Conferencing. By accessing these Avaya Aura core services on behalf of each of the clients, CES provides a simplified architecture that mitigates the need for each client type to separately access each Aura service, and allows for an improved user experience by sharing user-specific data like contacts and call logs among any of the one-X clients.***

### ***Avaya one-X® CES Handset Server***

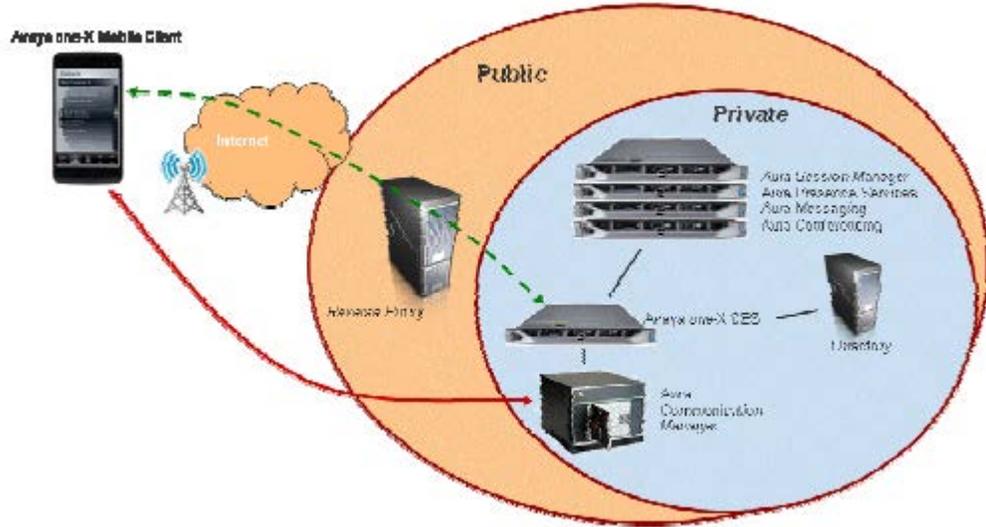
***The Handset Server is an optional component of the one-X CES architecture. It is deployed in the DMZ to facilitate secure remote access to the one-X CES server which is deployed behind edge firewalls. The one-X CES client interface must be reachable by Avaya one-X Mobile clients roaming on public mobile networks. Since one-X CES is installed on a customer's private network (not supported in DMZ), the mobile traffic must traverse the secure edge through either a customer provided security appliance (for example, a reverse proxy server that's already deployed), or the Avaya provided Handset Server. In order for traffic to reach one-X CES, installations require:***

- o Firewall policy rule updates that allow traffic on the assigned ports between remote clients hosted on the public network and the one-X CES Server on the private network.***

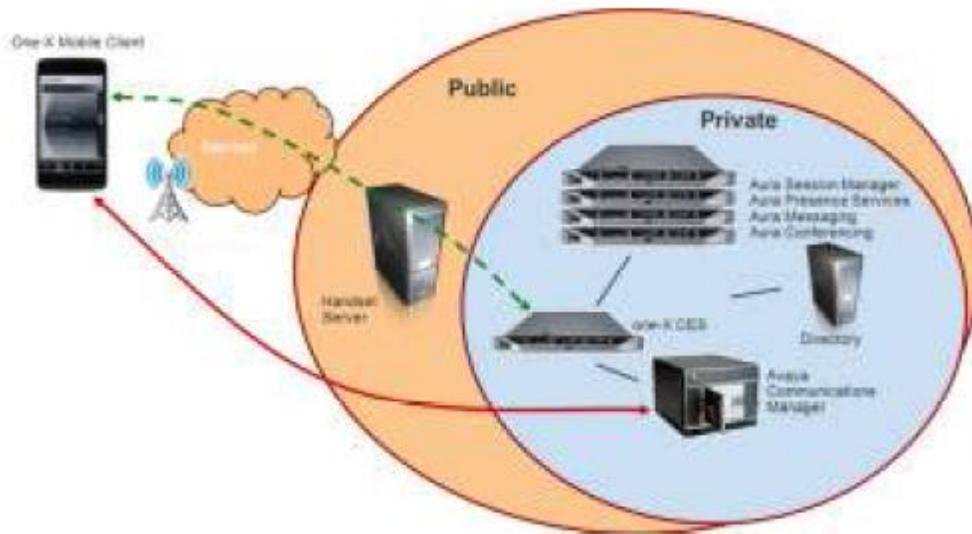
***Port forwarding of CES traffic: A security appliance (eg. Reverse proxy server, security switch or firewall) must hide the one-X CES ports by performing a port translation function for one-X CES traffic. Two options exist to implement this functionality:***

- 1. Use an existing security appliance (eg. Reverse Proxy Server). Before choosing this option, it's important to validate that it is capable of this function. Details of the port forwarding requirements are included in the Implementation Guide.***
- 2. Use the Avaya one-X CES Handset Server which is a separate server deployed in the DMZ for this function. New in the 6.2 architecture, the Handset Server has been simplified and is now a RHEL firewall specifically configured for this function.***

**Deployment Option 1: Using a customer Security Appliances (or Reverse Proxy Server):**



**Deployment Option 2: Using a Handset Server**



**Traffic reaches one-X CES through the Handset Server. If a customer chooses option 2, the Handset Server hardware can be either customer provided, or provided by Avaya.**

### 3.13 IMPLEMENTATION AND TRAINING

#### 3.13.1 Sample Implementation Plan (Mandatory)

- 3.13.1.1 In your proposal response, please provide a sample plan or Gantt chart that includes survey, engineering, training and customer acceptance along with anticipated time lines. The sample plan must also show responsibilities of the State Agency involved.

***Comply. See TAB IX.B Other Informational Materials for Sample Project Plan.***

- 3.13.1.2 Describe how your company will manage the implementation and testing process, including the roles of key project management. Include the following:

- A. Sample Preliminary Implementation Plan listing all steps necessary to install the proposed products and services beginning from the initial request to the point of final acceptance by the requesting agency;
1. The Plan must include survey, engineering, training and customer acceptance;

***Comply. Carousel implementation services provides the following:***

***System design: Carousel evaluates customer site and/or networking requirements and designs the State solution using Avaya design tools to ensure proper scaling, traffic considerations and end user requirements.***

***Site Survey: Carousel will review site requirements including environmental requirements, equipment room readiness, station wiring and network (carrier) facilities to ensure all items are ready prior to implementation.***

***Cutover: Carousel plans the cutover in accordance with the State's requirements including customer move in, network availability and training.***

***Training: Carousel provides end user training for station/voice messaging and/or ACD/CMS utilization.***

***Customer Acceptance: Upon completion of the installation and testing of all features, Carousel will provide a customer sign off form to meet the State's acceptance criteria.***

2. The Plan must include a detailed time line for all project milestones; and

***Comply. See TAB IX.B Other Informational Materials for Sample Project Plan.***

3. The Plan must also describe the specific responsibility required of the agency to house, maintain and operate the proposed system.

***Comply. Carousel will assign a dedicated local project manager to manage resources required for this project. The project manager will manage resource allocation (both local and remote) as well as State personnel requirements for the completion of this and any project awarded off of this RFP. The sample implementation plan will include items 1 & 2. Item 3, environmental requirements will be provided to the State based on site surveys of each location impacted by this project.***

3.13.1.3 A detailed implementation plan will be required for any individual projects implemented as a result contract award. Describe your readiness to undertake project design and implementation activities.

***Comply. Carousel will provide local Project Management support (local to Carson City, NV) to manage all going forward State projects. Project plans will be provided for each agency and addition as well as for this initial scope. Project design is customized for the specific application and provided by Carousel's engineering group. The engineering group is specialized to the Avaya Aura Communication System products and services offered in this response.***

### 3.13.2 Facility Coordination (Optional)

Vendors shall confirm their willingness to accept responsibility for coordinating installations with common carriers and any other relevant third parties, upon request of the State.

***Carousel can optionally provide agency for carrier or 3<sup>rd</sup> party coordination with the State of Nevada at an additional cost.***

### 3.13.3 Acceptance Testing (Mandatory)

3.13.3.1 Awarded vendor shall provide a detailed Acceptance Test Plan for every project, describing the methods and criteria that will be used to assure full system performance. The awarded vendor must conduct a walkthrough with the requesting agency that



**Carousel Industries**

5	Verify the corresponding data switch port configuration.		100mb/full Duplex/ no auto-negotiation.
6	Verify IP addresses & Configuration for each interface (IPSI, CLAN, Val & Media Processor)		Verify IP addressing details against IP Workbook. Configuration should be 100mb/full Duplex/ no auto-negotiation.
7	Verify all trunk groups are in-service and idle		
8	Confirm Firmware Download for IP Sets		
9	Display alarms to verify all are clear		
10	Confirm system time on telephones		
11	Status Signal Groups		
12	Confirm Dial Plan		
13	Confirm timing set in S8XXX on trunking		
14	Confirm Back Up Scheduled		
15	Run system back-up		
16	Verify Back Up Successful		
<b>Inbound Call Tests</b>			
17	Test Main Numb		
18	Test call to each CO Line		
19	Test inbound 800 calls- up to 5		
20	Test DID calls - up to 5 extensions (one from each block)		
21	Verify Test of up 5 fax & modems		
<b>Outbound Call Tests</b>			
22	ARS Verification		
23	Local Calls - up to 3 calls		
24	LD In-State Calls - Up to 5		
25	LD Out-of-State - Up to 5		
26	800 Calls - up to 5		
27	411& (xxx)555-1212		
28	Emergency -911		
<b>Message Handling</b>			
29	Access to Mail - dial hunt group		
30	Verify Auto Attendants		
31	Verify Dial By Name		
32	Number of Rings before coverage to VM		
33	0 - out of mailbox - goes to (location)		
34	Msg Wait Light - on when new		
35	Msg Wait Light - off when listened to		
36	Time & date Stamp		
<b>Remote Access</b>			
37	Verify Remote Access to S8300		
38	Verify Remote Access to Intuity		
<b>Paging</b>			
39	Verify Paging Capabilty		
<b>Music On Hold</b>			
40	Verify Music on Hold		

Carousel Industries

	<b>Passed:</b>	<b>0</b>	
	<b>Failed:</b>	<b>0</b>	
	<b>Did not test:</b>	<b>0</b>	
	<b>NA:</b>	<b>0</b>	
	<b>Total:</b>	<b>0</b>	

3.13.2 N/A

3.13.3 N/A

3.13.4 Final Change Date (Mandatory)

For each project, awarded vendor must provide the cutoff date for hardware and software changes to be accepted without the State incurring additional charges.

***Comply. Change control is standard on any project.***

3.13.5 Training Requirements (Mandatory)

3.13.5.1 Vendors must provide all available training opportunities available to support the products and services recommended and implemented.

***Carousel will provide training on all systems provided within the scope of this response. Training will include the following:***

***Telephone Set (end user): Train end user in a classroom environment on working telephone sets. Live training will include use of telephone, common feature use and call display information. Training will also include handouts specific to the agency implementation. Training, where appropriate, will include voice mail use.***

***Telephone Set (ACD): Train ACD agents in a classroom environment on live working ACD positions. Training to include use of ACD manual/auto in, ACD after call work, stroke count, wrap up codes and supervisor assist. Training to include use of headsets where appropriate.***

***System Administration: Optionally, Carousel will provide 4 hour or 1 day classes for up to two individuals on use of ASA to administer the system. Training to include setting up telephone sets, both digital and analog, coverage paths and access to voice mail. This training can also include basic trunking and traffic utilization***

3.13.5.2 The curriculum should include, but not be limited to:

A. Station user and console attendant training; and

*Telephone Set (end user/attendant): Train end user in a classroom environment on working telephone sets. Live training will include use of telephone, common feature use and call display information. Training will also include handouts specific to the agency implementation. Training, where appropriate, will include voice mail use*

- B. System administrator training.

*System Administration: Optionally, Carousel will provide 4 hour or 1 day classes for up to two individuals on use of ASA to administer the system. Training to include setting up telephone sets, both digital and analog, coverage paths and access to voice mail. This training can also include basic trunking and traffic utilization*

3.13.5.3 Details in the course curriculum should include:

- A. Length;

**Length of training is typically as follows:**

*End user w/voice mail: 1 hour  
Attendant Console: 1 ½ hour  
System Administrator: 8 hours*

- B. Location of training; and

*Training is on the customer premise, or at a Quagga facility in Reno or Las Vegas depending on the State's preference.*

- C. Other relevant details.

*Carousel provides on-site training for end users and basic systems administration. In depth training for IP deployment, advanced call center vectoring, IVR scripting, etc. are available from Avaya direct. [www.avaya.com/learning](http://www.avaya.com/learning). Login is required.*

3.13.5.4 Vendor shall provide details on all forms of training medium available (i.e. CD-ROM, computer based instruction, etc.)

*Training available from Avaya is available in a classroom environment, video or audio tapes, CD ROM or webcasts. These courses can be viewed at [www.avaya.com/learning](http://www.avaya.com/learning).*

3.13.5.5 The vendor should describe in detail the ability to provide follow-up and ongoing training support, and at what frequency.

*Carousel training resources that can complete follow up training on an as requested basis, typically via a webinar. Optionally, Carousel can provide an on-site training resource as requested by the State. Please note that included with a Carousel support contract is help desk support. Users or administrators with questions can call the help desk and request support at any time. On-site training, in a class room environment can be conducted at the State's request, per the cost schedule in the Cost section of this response*

3.13.5.6 Costs associated with training must be included in *Attachment I – Cost Schedule. Comply.*

### **3.14 WARRANTY, MAINTENANCE AND SUPPORT REQUIREMENTS (Mandatory)**

3.14.1 While under warranty or a Maintenance Agreement, the State agency agrees to cooperate in the care of the equipment. *Carousel Industries will honor the Avaya twelve (12) month equipment warranty (on new systems) and will not charge for hardware maintenance support in year one (1) of the support agreement. Avaya requires support on all licenses. Carousel Industries will include all five (5) years of Avaya license Support Advantage coverage onto Customer.*

3.14.2 While under warranty or a Maintenance Agreement, the awarded vendor must advise the designated agency representative upon notification of any major alarm, provide resolution of the problem and close out the trouble ticket by incorporating a detailed description. *Comply. Carousel Industries will fully deliver all break/fix maintenance support during the first twelve (12) months or the warranty period of this agreement on new systems.*

3.14.3 Awarded vendor must notify the agency representative 24 hours in advance of any unscheduled visits and provide explanation for the purpose of the visit. *Comply.*

3.14.4 Any time the awarded vendor's representative visits a State agency, the representative shall report to the agency's designated representative (or alternate). The awarded vendor shall have appropriately trained technicians available for repair work, if required, to correct the problem in accordance with response times outlined in Section 3.14.11 - Response Time. *Comply.*

3.14.5 The awarded vendor is required to have an established inventory of all manufacturers' recommended critical spare parts necessary to support systems installed in the State under this contract. The inventory must be available within no more than four (4) hours. The State requires

that spare parts not in inventory be delivered and installed within 24 hours of determined need.

***Carousel Industries will inventory manufacturers' recommended critical spare parts at the site below.***

***Carousel Industries  
5474 Longley Lane  
Suite 100  
Reno, NV 89511***

***All other parts will be inventoried in a depot allowing for delivery and installation of the replacement devices within 24 hours of determined need.***

### 3.14.6 Maintenance Support – All Agencies

In order to provide maintenance support for existing products, vendor is required to provide a “per port” pricing model for each product listed in ***Attachment I – Cost Schedule***

***Comply.***

3.14.6.1 Vendor must explain the influence and impact of Avaya’s Software Support Plus Upgrades to the:

A. Potential good of the State Contract;

***Any agency that procures Avaya equipment under this agreement with software licensing will be required to purchase a form of Avaya Support Advantage (essential, preferred). Upgrade Advantage, which provides software updated and major release upgrades is optional.***

B. Potential subordinate Maintenance Agreements;

***Any agency that procures Avaya equipment under this agreement with software licensing will be required to purchase a form of Avaya Support Advantage (essential, preferred). Upgrade Advantage, which provides software updated and major release upgrades is optional.***

C. Term of the potential Contract relative to the three year upgrade commitment; and

***The term of the support quoted within this RFP is for sixty (60) months or five (5) years.***

- D. Overall proposed costs of the services. Is Avaya's Software Support Plus Upgrades necessary in order to support the requirements of this RFP?

***Avaya's Software Support is a requirement for the products and services provided by Avaya in this RFP. Avaya's Upgrade Advantage is optional.***

### 3.14.7 Warranties

- 3.14.7.1 For installed equipment, including hardware and software, it is the responsibility of the awarded vendor to repair or replace defective parts (including parts and labor) at no additional cost to the State for a minimum of one (1) year following the date of acceptance. Warranty service shall be available 24 hours a day, 7 days a week. Vendor must describe its policy regarding software warranty and support.

***Carousel Industries is including hardware repair or replacement of defective parts (including labor) at no additional cost to the State for one (1) year following the date of acceptance. Avaya requires support for all software to be purchased at the time the license RTU is purchased. Carousel Industries will pass this fee onto the State at time of purchase. Avaya warranty for licenses is for ninety (90) days after Avaya makes licensing files available. Warranty includes replacement of defective software files and Self Help Web access.***

- 3.14.7.2 For drop shipped equipment including hardware and software, it is the responsibility of the awarded vendor to repair or replace defective equipment or parts at no additional cost to the State for a minimum of one (1) year following the date of receipt. ***Comply.***

- 3.14.7.3 If the equipment should fail during the warranty period, and the equipment is replaced, the awarded vendor shall label the replacement equipment with a new warranty date. Warranty shall include, at no cost to the State, all parts, labor, installation (as applicable) and shipping charges to the State. The State shall not be responsible for the cost of shipping the defective part to the awarded vendor. State requires that the awarded vendor provide equipment replacement for out-of-box failures within 24 hours of notification by the State. ***Comply.***

- 3.14.7.4 If a successful performance period cannot be established within thirty (30) days after the system in-service date, the State may require the awarded vendor to replace the faulty equipment with new equipment of the same manufacturer and the same or better model within ten (10) days of written

request. Replacement shall occur at no additional cost to the State. Replacement equipment shall comply with all requirements of the project as well as meet or exceed the specifications as stated in the awarded vendor's response to this RFP. **Comply.**

3.14.7.5 If the replacement equipment does not successfully perform for a period of thirty (30) continuous working days within a thirty-five (35) working day period, the awarded vendor may be deemed in default and the State may impose liquidated damages. **Acknowledged.**

### 3.14.8 Warranty/Maintenance Service

3.14.8.1 At no additional cost to the agency, the State requires that the awarded vendor perform on-site preventive maintenance inspections on a semi-annual basis during the warranty period for all installed equipment.

**Comply. Carousel Industries will provide the State a copy of the completed Preventive Maintenance Visit Form after the physical health check is completed. Activities performed include as well as specific requirements outlined in 3.14.8.2:**

- Inspect Fan Assembly**
- Change/Clean Filters**
- Display Alarms**
  - Check system and application event log for troubles**
  - Check alarm log for troubles**
- Inspect Cabinets & Confirm Grounding**
- Inspect Environment (temperature and obstructions)**
- Confirm backup schedule for successful daily backups on all systems (Perform backup while on site)**
- Verify rotation tapes are on site**
- Record UPS model & part number**
- Measure Battery Backup Voltage Levels**
- Record all CSU/DSU model numbers**

3.14.8.2 The first preventive maintenance inspection must occur six (6) months into the warranty period and the second inspection must occur approximately thirty (30) days prior to the expiration of the warranty. The preventive maintenance inspection must include, but is not limited to:

- A. Testing all functions of the switching equipment and maintaining records of tests; **Comply**
- B. Monitoring and measuring all operating telephone company lines for any line failures, dead trunks, noise or

out of standard levels and reporting any line troubles to the State agency with the correct Trunk ID number; **Comply**.

- C. Repairing all critical and non-critical problems found and maintaining records of repairs; and **Comply**.
- D. Verifying the wiring of the power failure relays and creating a power failure relay list if none exists. **Comply**.

### 3.14.9 Maintenance Service Organization

- 3.14.9.1 A maintenance service organization profile should be submitted with the proposal response describing service information described below. The awarded vendor shall ensure this information is kept current and maintained throughout the life of the contract. Profile information should include:

*Carousel Industries new, state of the art, 100 seat operations center is fortified with a blanket of redundant systems and high available network services that allow for dynamic, on demand services structured to meet customers ever changing needs and requirements. Utilizing industry leading redundant network, VPN and virtualization technology, Carousel Industries technicians and engineers are able to access all service level systems on demand, both locally and from anywhere in the world, reliably and without service degradation. Carousel's NOC is everywhere and always on. With this model, Carousel is not only able to meet the dynamic service needs of its customers, but has also created a model that in the event of a catastrophic event is capable of shifting operations to any of its 20+ offices located throughout the nation. Operation resources are no longer bound by one or two physical geographical locations, but instead by their connectivity to the Carousel Industries cloud. Access to the cloud may be obtained by traveling to the nearest Carousel office or via the more common practice of VPN access. On any given day Carousel Industries has over a third of its employees, including operations staff, performing their job requirements via our HA VPN configuration.*

**Applications:**

**VoIP**  
**Contact Center**  
**Unified Communications**  
**Unified Messaging**  
**Message Networking**  
**Speech Applications**  
**Fax Server Software**  
**Collaboration**  
**Integrated Mobility**  
**Carrier Services**

- A. The local office address for each location from which the awarded vendor's staff will be assigned;

*Carousel has one primary and two shadow NOC's and processing over 7,000 tickets per month for 13,000+ maintenance locations worldwide. The primary NOC is located in Exeter RI and is fully staffed with voice and data experts 24/7/365. The NOC facility is fully hardened, power, servers, applications etc. and operates in a redundant and failover state.*

*Carousel Industries Network Operation Center (Remote Technical Support)  
659 S. County Trail  
Exeter, RI 02822*

*Carousel Industries Field Technician Team  
5474 Longley Lane  
Suite 100  
Reno, NV 89511*

*Northern Nevada (for State of Nevada)– Dung Nguyen  
Southern Nevada (for State of Nevada) – Phil Herrera*

- B. Telephone number for reporting repairs, both during working hours and at night, on weekends and holidays (specify if this location is different from the local office);

*Carousel Industries Network Operations Center – 866.408.4596*

- C. Fax telephone number; *775-737-9747*

- D. Email address(s);

*Carousel Industries Network Operations Center –  
Service@carouselindustries.com*

E. Normal hours of operation; *and*

*Carousel Industries Network Operation Center is staffed 24x7. Carousel Industries is available for support 24 hours a day, seven days a week including Holidays. Our round the clock call center is designed to deal with the State's needs during and after normal business hours. Our Network Operations Center is US based with Avaya-trained engineers.*

F. Name and title of Manager on duty.

*Scott Moody;  
Telephone – 401.667.5406;  
Email Address –smoody@carouseindustries.com*

3.14.9.2 The State requires the awarded vendor must have personnel that are manufacturer certified on the products and services provided in this RFP and who are capable of installing and maintaining the proposed equipment 24x7x365.

*Comply. Carousel Industries is committed to the continued training and development of our technical staff in order to provide qualified, professional resources on all supported products and services ensuring customer satisfaction and loyalty.*

*Carousel Industries' training department tracks and monitors all current Avaya certifications for all technical personnel. In order to maintain our certification as an Avaya SDS Platinum Partner, we must meet specific and rigorous training requirements as set forth by Avaya. Carousel consistently meets and exceeds these requirements annually. As a result Carousel has received the top ranking for certifications within Avaya for all business partners nationwide.*

*Our training department develops and provides the training track for each employee to meet the certification requirements. Each technician's progress/status is monitored and validated upon completion.*

*Carousel also utilizes internal tools to distribute Avaya updates and patches to our core technical group. There are internal that provide up-to-date information on Avaya solutions to our technical force 24 X 7.*

*As new products are released, we actively add these to our curriculum to train our technical staff on the implementation and ongoing support for the product.*

- 3.14.9.3 The State requires that the successful vendor provide service coverage for rural areas the next business day after notification. **Comply, out of the Reno and Las Vegas service centers.**
- 3.14.9.4 The successful vendor must obtain written approval from the requesting agency prior to allowing subcontractors to conduct work. **Comply. Carousel Industries will follow all policies and procedures of the State and local facilities.**
- 3.14.9.5 The successful vendor is ultimately responsible for all work performed by the subcontractor. **Comply. Carousel Industries performs a rigorous audit and qualification process for all subcontractors and thus guarantees all work performed by them.**

3.14.10 Maintenance Agreements

- 3.14.10.1 Maintenance agreements are subordinate to the Good of the State (GOS) Contract. Terms and conditions of the GOS Contract will prevail over any terms and conditions indicated on the subordinate Maintenance agreements. Maintenance agreement periods will be specified on the maintenance agreements. **Comply. The term of the Maintenance agreement is clearly posted on the Maintenance agreement.**
- 3.14.10.2 Proposing vendors must provide copies of any associated maintenance agreements pertaining to this RFP's requirements in Tab IX – Other Informational Material. **Per RFP instructions, Managed Services and/or Maintenance Agreements are in TAB IV.E – State Documents.**
- 3.14.10.3 Vendor must offer extended maintenance provisions which shall allow other organizations or State agencies to enter into maintenance contracts and/or maintenance agreements after the warranty period has expired. The decision to enter into an extended maintenance agreement shall be made by the agency. **Comply.**
- 3.14.10.4 Maintenance shall mean that it is the responsibility of the awarded vendor to repair or replace defective parts (including parts and labor) at no additional charge to the State if a system is covered by a maintenance contract or maintenance agreement. **Comply.**
- 3.14.10.5 If an agency is interested in entering into a maintenance agreement, the successful vendor shall provide to the agency an itemized listing of components in the agency's system. **Comply. Carousel Industries will clearly itemize every**

*device/license and quantity on the Maintenance agreement for every physical location and any agency the State determines should be added after the agreement take effect.*

- A. Additions to the base system, which may be under warranty, shall be included in this listing if the warranty period expires during the first year term of the proposed maintenance contract. **Comply.**
- B. Additions to the system shall carry a minimum one (1) year warranty. The awarded vendor shall be responsible for tracking the warranty expiration date for the additions so that at the end of the warranty period, these items may be included in the maintenance agreement for the entire system. **Comply.**
- C. This itemized list shall include the individual monthly maintenance price as well as the annual cost for each component. **Comply.**
- D. The State requires the awarded vendor to provide 60 days prior written notification of any requested changes to the maintenance contract or maintenance agreement. **Comply.**
- E. The State will not be held accountable for additional charges to the maintenance agreement without prior approved written notification. **Comply. Carousel Industries will place this State requirement in the ticketing system notes for every physical location to ensure compliance with this requirement.**

3.14.10.6 Awarded vendor shall quote monthly maintenance on a per port basis within any resulting maintenance agreements. **Carousel Industries will comply with a per port pricing methodology on all Avaya systems that are CM4 or older. All Avaya systems that are CM5 or newer will have support priced on a per server and gateway basis to remain in compliance with manufacturer's requirements. An exception for CM5 is if there is currently Software Support or Support Advantage in place with a pre-existing vendor. The State will need to provide Avaya, in writing justification to move support to Carousel. If that support is moved (from another dealer) and stays in place with Avaya, Carousel will offer (per schedule) a per port cost to support the ACM.**

## Carousel Industries

- 3.14.10.7 Vendors shall provide maintenance prices for equipment in Attachment I – Cost Schedule. **Comply.**
- 3.14.10.8 An agency may choose not to have maintenance on the entire system. In these instances, the agency may designate which items or peripherals they want to include under maintenance. **Comply. Carousel Industries is very flexible and will work with the State to accommodate any unique requests, however all like components must be covered (e.g. if a circuit pack is covered, all circuit packs must be covered).**
- 3.14.10.9 Maintenance agreements subordinate to this GOS Contract are not required to be approved by the Board of Examiners. **Carousel Industries acknowledges this point.**
- 3.14.10.10 Awarded vendor must provide pricing for time and material jobs for State agencies choosing not to have a maintenance agreement in place. **Comply. Carousel Industries will provide a time and material rate form to all physical locations requested to have it by the State.**

### 3.14.11 Response Time

- 3.14.11.1 It is mandatory that the awarded vendor provide warranty/maintenance service for non-service effecting system problems with a response time of two (2) business days or less. **Comply. It is Carousel Industries commitment to respond to Minor alarms next business day.**
- 3.14.11.2 The State requires warranty/maintenance service for service effecting problems with a response time of 30 minutes or less after notification of emergency nature trouble to initiate remote diagnostics and two (2) hours or less after notification to have a authorized technician on site in the metropolitan Reno/Sparks/Carson City area and Clark County area and six (6) hours or less for rural areas if the trouble cannot be cleared by remote diagnostics and repaired. **Comply. 24 hour remote alarm monitoring provides for alarms to be automatically routed to our specialized monitoring software, which captures and identifies minor and major alarms generated by your PBX and Voice Mail system. The alarm is responded to immediately by the Carousel Service Center. If our technical associates cannot resolve the problem remotely, after receiving concurrence from our customer to dispatch, a technician is dispatched with diagnostic information and parts needed to resolve the problem efficiently. Carousel's four modes of remote access to diagnose system issues and receive alarming from our customer's location are SAL (Secure Access Link),**

*VPN site-to-site access, Smartpoint and the traditional  
modem connection*

- 3.14.11.3 The use of remote administration may not be used to extend the awarded vendor's stated response times. Remote administration may be used to identify and clear problems. If the problem is not cleared by remote administration, stated response times remain in effect. Response times shall be considered satisfied when an authorized technician has arrived on site and contacted the agency's designated representative. **Comply.**
- 3.14.11.4 Vendors must provide an escalation procedure and contact list to be used for unresolved troubles, including names, titles, and phone numbers of contact persons in the escalation chain. Major service affecting problems that are not resolved within two hours of the time of notification of trouble will constitute a prolonged outage and will be escalated.

**Comply.**

***If your ticket is received by 3pm on a normal business day:***

***Service Coordinator directs trouble ticket to Carousel's NOC (Network Operations Center) for technical assistance if ticket is received during normal business hours. If receipted by NOC by 3pm, then a NOC technician will call the State back same day.***

***Technician will contact end user to get additional details and establish communications plan with the State's Point of Contact***

***Service Coordinator/Technician will contact the State and provide status and plan of action***

***If trouble cleared, then the State is contacted and advised on completion.***

***If your ticket is received after 3pm on a business day:***

***Service Coordinator directs trouble ticket to Carousel's NOC (Network Operations Center) for technical assistance if ticket is received during normal business hours. If the request is received after 3pm on a business day, then the NOC will reach out to the State according to the State's contact rules file for outside of standard business hours events.***

***Technician will contact end user to get additional details and establish communications plan with the State's Point of Contact***

***Service Coordinator/Technician will contact the State and provide status and plan of action***

***If trouble cleared, then the State is contacted and advised on completion.***

***If trouble is not resolved within (8 hours minor or 4 hours major):***

***Escalation Manager is notified that trouble is not resolved***

*Escalation Manager ensures all additional resources, equipment and support are delivered within required timeframes*

*If trouble cleared, then the State is contacted and advised on completion.*

*If trouble is not resolved by (Next Business Day minor or 6 hours major):*

*National Service Manager is notified that trouble is not resolved*

*National Service Manager and NOC Supervisor establish communication timeframes and update plan of action*

*National Service Manager provides updates to plan of action to the State*

*National Service Manager and NOC management engage manufacturer support (AVAYA Tier 3) where required.*

*National Service Manager updates plan of action and provides updates to the State*

*If trouble cleared, then the State is contacted and advised on completion.*

*If trouble not resolved within 24 Business Hours:*

*National Service Manager updates plan of action and provides updates to the State*

*Director of Services is contacted*

*National Service Manager requests support from Director of Services*

*Director of Services assumes overall coordination of problem resolution effort*

*Director of Services ensures escalations within NOC and manufacturer are at appropriate levels*

*Director of Services coordinates internal calls with NOC and manufacturer and update calls with the State*

*When trouble cleared, then the State is contacted and advised on completion.*

#### *Escalation to Manufacturer*

*If a trouble cannot be corrected by a Carousel Tier 3 engineer and requires Avaya manufacturer support, Carousel, as a Platinum Certified Service provider, will escalate to Avaya via direct access to Avaya Tier 3 & 4 Engineering. Carousel also has further escalation powers via an Avaya National Service Manager (NSM) that is dedicated to the Carousel account.*

### 3.14.12 Remote Maintenance and Alarm/Trouble Reporting

- 3.14.12.1 The awarded vendor must have a remote technical support center (RTSC) accessible to all equipment capable of remote access and covered by this contract. This remote access to the equipment must be secure. All of the equipment must be programmed to out-dial to the center in the event of an alarm

(minor or major). Technical Proposal must include the RTSC name and operation's phone number.

*Comply. 24 hour remote alarm monitoring provides for alarms to be automatically routed to our specialized monitoring software, which captures and identifies minor and major alarms generated by your PBX and Voice Mail system. The alarm is responded to immediately by the Carousel Service Center. If our technical associates cannot resolve the problem remotely, after receiving concurrence from our customer to dispatch, a technician is dispatched with diagnostic information and parts needed to resolve the problem efficiently. Carousel's four modes of remote access to diagnose system issues and receive alarming from our customer's location are SAL (Secure Access Link), VPN site-to-site access, Smartpoint and the traditional modem connection.*

3.14.12.2 The center must be manned by an experienced Avaya technician/engineer 24 hours a day, 7 days a week.

*Overview & Statistics: The Carousel support model begins with our 100,000 square foot 24x7 Service Center and our 100-seat Network Operation Center (NOC), which together serve as the nerve center of Carousel's services operation. The 24x7 Service Center is the hub of all service requests, remote NOC support, and dispatches. Our nationwide service depots provide access to over 1,000 Avaya trained technicians through our direct employees and alliances, with parts distribution and stocking locations throughout the country.*

*The Carousel NOC features the latest network and systems management tools for monitoring our clients' Voice, Data and Video Networks. It is staffed by Tier II, III, and IV converged engineers 7X24X365 to actively monitor your entire communications infrastructure. It processes over 7,000 tickets per month for 29,000+ locations worldwide. We also have redundant NOCs located in Cary, NC; San Diego, CA; and Albany, NY.*

*The primary NOC, located in Exeter RI, is responsible for monitoring, diagnostics, remote support, remote resolution and Remote MACs for Voice Systems, VoIP, and Data Networks, with automated management overview at multiple levels to ensure that Service Level Agreements are being met. It has fully hardened power, servers, applications etc. and operates in a redundant and failover state. In compliance with our redundancy requirements SmartPoint was developed around distributed peer-to-peer architecture with limitless scalability.*

*Carousel's NOC offers the following benefits:*

- *Nerve center of Carousel's Services Operation*
- *Process over 7,000 tickets a month*
- *Service over 13,000 maintenance customers*
- *Support over 29,000+ locations worldwide*
- *Redundant NOCs in NC, CA and NY*
- *Staffed by Tier 2, 3, & 4 technicians and engineers*
- *Responsible for monitoring both Voice Systems and VoIP data networks*
- *Supported by Carousel's engineering team*
- *Monitors systems at multiple levels to ensure that service level agreements are being met*

*The NOC also contains Carousel's Help Desk. Locating the Help Desk within the NOC enables the Tier II technicians to have immediate access to all tools necessary to troubleshoot any problems as well as access to Tier III technicians and engineers who are on staff.*

*Carousel NOC as a Differentiator*

*Carousel's investment in our National Services Organization and NOC center in terms of personnel, and unique services (including our dedicated*

*national and national accounts programs and managed services portfolio) allow us to deliver a superior customer experience.*

*Carousel is the only conventional business partner with a fully staffed and proven NOC. With over 30 Tier 1, 2, and 3 technicians around the clock, we offer state-of-the-art capabilities to provide unparalleled service to our customers. Our NOC is so sophisticated that service providers and Integrators such as IBM, Verizon, Accenture, and ATT have contracted us to provide implementation and service delivery for their customers. Many of our large Enterprise clients have stated that we offer the finest NOC in the industry after they have had the opportunity to visit our center in R.I.*

*Carousel has the largest service organization of all Avaya's Partners, employing more direct technical engineers, project managers, design engineers, and field technicians than our competitors.*

*Our Tier 3 experts are in turn supported by Tier 4 engineers from the over 30 manufacturers that supply dedicated resources to support Carousel's approach to customer satisfaction.*

***Avaya Implementation and Support Services***

- *Platinum Partner Data Expert*
- *Platinum Partner Service Expert*
- *Platinum Partner SME Expert*
- *Avaya Connect 2010 Partner of the Year*



*The Service Expert specialization recognizes partners that have invested in creating solution-focused services practices. These partners provide quality service and expertise to meet the implementation and support requirements of our joint customers. This redesigned, solution-focused specializations being introduced globally in acknowledgment of the commitment to services made by partners worldwide.*

**Avaya Certifications:**

**ACIS - Avaya Certified Implementation Specialist  
Messaging / VoIP Telephony / Call Center/ECG/SME**

**ACSS Avaya Certified Solutions Specialist  
Messaging / VoIP Telephony /Call Center/ ECG/SME**

**APDS - Avaya Professional Design Specialist  
Messaging / VoIP Telephony / Call Center/ECG**

- ACIS - Aura Contact Center & Multimedia Implementation
- ACIS - Modular Messaging, Msg. Net & One –XSP
- ACIS - Aura Conferencing –Standard Edition
- ACSS - IP Office SME Communications
- ACSS - Aura Communication Manager & CM Messaging
- ACSS - Aura Session Manager & System Manager
- ACSS - Avaya One X Soft Client
- ACSS - Communication Server 1000 Aura
- ACSS - Modular Messaging w/Avaya Msg. Store
- ACSS - Aura Messaging
- ACSS - Call Pilot
- ACSS - Aura Contact Center
- ACSS - Call Center Elite
- ACSS - Ethernet Routing Switch
- APDS - Unified Communications
- APDS - Contact Center
- APDS - Data Solutions
- APDS - Video Solutions
- APSS - SME Communications
- APSS - Unified Communications
- APSS - Contact Center
- APSS -Avaya Networking
- APSS - - Video Solutions

**Nortel Certifications**

**NCDS - Design Specialist**

- Communication Server (CS) 1000 Release 4.0 / 5.0 /6.0
- Contact Center Release 6.0 / 7.0
- Call Pilot Release 5.0 Engineering

**NCTS - Technical Specialist**

- NCTS - Converged IP Telephony Solutions
- NCTS - Nortel Data Networking Technology

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**Aruba Networks Certifications**

- Aruba Certified Mobility Associate
- Aruba Certified Mobility Professional
- Aruba Certified Design Expert
- Aruba Wireless Mesh Professional

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**Ascom Certifications**

- *Ascom Unite Messaging*
- *Ascom IP Dect Basic*
- *Ascom IP Dect Advanced*

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*APC Certifications*

- *Elite Partner Small and Medium Business*

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*Cisco Certifications*

- *CCDA - Cisco Certified Design Associate*
- *CCDP - Cisco Certified Design Professional*
- *CCNA - Cisco Certified Network Associate*
- *CCNP - Cisco Certified Network Professional*
- *CXFF - Cisco Express Foundation - Design Specialist*
- *CXFD - Cisco Express Foundation - Field Specialist*

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*Crestron*

- *DMC – D Digital Media Certified Designer*
- *DMC – E Digital Media Certified Engineer*
- *DMC – T Digital Media Certified Technician*

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*Fortinet*

- *Fortinet Certified Sales Associate*
- *Fortinet Certified Network Security Associate*
- *Fortinet Network Security Professional*

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*Extreme Networks Certifications*

- *Extreme Networks Certified Sales Professional - ECSP*
- *Extreme Networks Certified Design Professional - ECDP*
- *Extreme Networks Associate - ENA*
- *Extreme Networks Specialist - ENS*

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*Fortinet*

- *Fortinet Certified Sales Associate*
- *Fortinet Certified Network Security Associate*
- *Fortinet Network Security Professional*

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*Juniper Networks Certifications*

- *Juniper Networks Certified Internet Expert (JNCIE)*
- *Enterprise Routing, Junos Security, Service Provider Routing*
- *Juniper Networks Certified Internet Professional (JNCIP)*

- *Enterprise Routing, Junos Security, Service Provider Routing*
- *Juniper Networks Certified Internet Specialist (JNCIS)*
- *Enterprise Routing, Junos Security, Service Provider Routing,*
- *Firewall-VPN, Secure Access, Pulse Access Control, Internet Specialist*
- *Juniper Networks Certified Internet Associate (JNCIA)*
- *Enterprise Switching, Junos, Firewall-VPN, Secure Access, Internet Associate, Unified Access Control, Intrusion Detection/Prevention, DX Associate*
- *Juniper Networks Sales Specialists (JNSS)*
  
- *Multiple Products*

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*Lifesize*

- *Lifesize Certified Technical Professional*
- *Lifesize Certified Sales Professional*
- *Lifesize Certified Sales Expert*

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*Meru Networks Certifications*

- *Meru Certified Engineer*
- *Meru Wireless Engineering Professional*
- *Meru Wireless Sales Specialist*
- *Meru Certified Design Expert*

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*Microsoft Certifications*

- *MCITP – Microsoft Certified Internet Professional*
- *Windows Server Admin, Windows Serv Enterprise, Info Tech Pro, Lync Server Admin*
- *MCSA – Microsoft Certified System Administrator*
- *Messaging, Enterprise Admin, Security*
- *MCSE – Microsoft Certified Systems Engineer*
- *Security*
- *MCTS – Microsoft Certified Technical Specialist*
- *Exchange, Communications Server, Lync 2012*
- *MCM – Microsoft Certified Master*
- *Exchange, Lync*
- *MCA - Microsoft Certified Architect*

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*Polycom*

- *Polycom – CWNA Certified Wireless LAN Network Administrator*

- *Polycom – CVE Certified Videoconferencing Engineer*
- *Polycom – Technical Sales Certification*

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**Tandberg**

- *TCE1 / TCE2 – Technical Certified Experts Level 1 & 2*

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**VMware Certifications**

- *VMware Sales Professional*
- *VMware Technical Sales Professional*
- *VMware Certified Professional*
- *VMware Datacenter Professional*
- *VMware Certified Desktop Professional*

3.14.12.3 The systems must report faults/alarms locally and remotely via either dial-up or dedicated facilities. The dial-up line shall be paid for by the agency. The State will not accept any long distance charges associated with out-dialing to the RTSC. ***Carousel Industries acknowledges the above and will comply.***

3.14.12.4 The awarded vendor's RTSC must have the ability to monitor, detect, diagnose and report potential and actual troubles and component failures in the system. Failures or troubles in systems and components must be identified and resolved without onsite intervention if at all possible. Customer agency designated representative must be notified by telephone of service affecting failures or alarms within one (1) hour of detection. ***Comply.***

3.14.12.5 The awarded vendor must provide a warranty/maintenance service reporting toll free telephone number that is manned 24 hours a day, 7 days a week. ***Comply.***

3.14.13 Upgrades and Additions

3.14.13.1 Any software product introduced by the manufacturer to correct software bugs in previously installed software shall be provided by the awarded vendor to the State at no additional cost. Software shall be installed where applicable on all systems within 90 days after it is made available from the manufacturer with prior approval of the agency’s designated representative. ***Comply. As a part of the Maintenance agreement, Carousel Industries will apply any manufacture released patches/bug fixes that are required to repair/restore system performance or resolve an alarm event.***

***NOTE: Carousel is providing to the State of Nevada – SmartPoint managed services. This service will not only provide break/fix maintenance, but the real time monitoring using graphical tools for State personnel. This service provides access to your and agency personnel to view and manage the Avaya Aura Communication systems in your network. This product is unique to Carousel and is provided to you under the Managed Services contract located in the cost section of binder 2.***

***SmartPoint Control monitoring service is designed to monitor and alert on voice, data and video infrastructure. The SmartPoint management systems can be configured to interrogate different systems via SNMP polls and receive SNMP traps from devices and elements being monitored. The polling interval standard is every 5 minutes. In the event of an incident, the monitoring system can automatically triggers visual alerts to both customer and Carousel Network Operation Center dashboards. The system can also email notifications to a client’s designated IT team members and other customer personnel as desired.***

***SmartPoint Control provides comprehensive fault, performance and security monitoring, covering almost all makes and models of devices, operating systems and applications. SmartPoint utilizes industry best practices for monitoring most infrastructure devices, including routers, switches, firewalls, servers, PBX systems, Video conferencing systems and even certain applications for performance.***

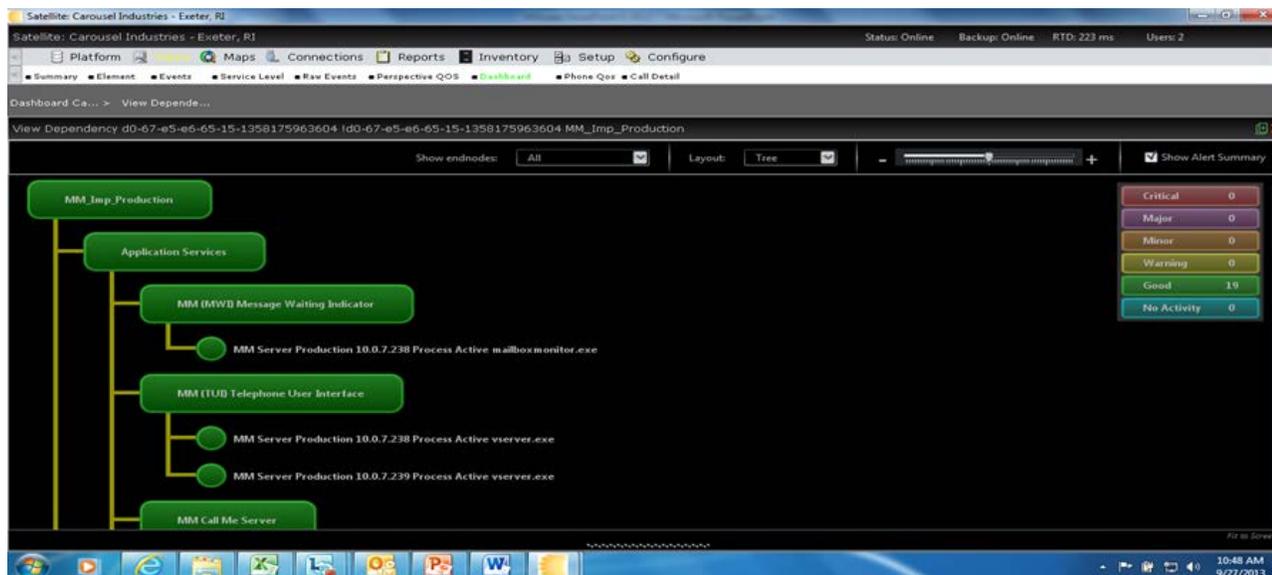
	Included	Billable
Define & provide the Customer with “Real Time” alerts via pager/email	✓	
Install, maintain and update server-monitoring tools	✓	
Establish performance thresholds and exception reporting procedures	✓	
Monitor bandwidth for contracted systems	✓	
Monitor Server Processor Utilization	✓	
Define and manage to a communication process for system outages	✓	
Note: Any new or upgraded hardware or software applications to be monitored will require testing and installation. These services will be fee based and billable according to the Customer’s fee schedule and agreement terms with Carousel.		✓

## Carousel Industries

*Live, at-a-glance dashboard view shows important applications, connectivity for servers and gateways, how trunk groups are performing, current quality of service*



*Device Topology Mapping to function dependencies – we automatically create application dependency trees for quick identification of where an issue resides. This allows for a quick determination of the impact a potential issue will have on the business. You would see the box color change from green to the appropriate issue color if there was a problem. Simply click on that box to see the nested dependency tree to drill to the cause of the issue.*

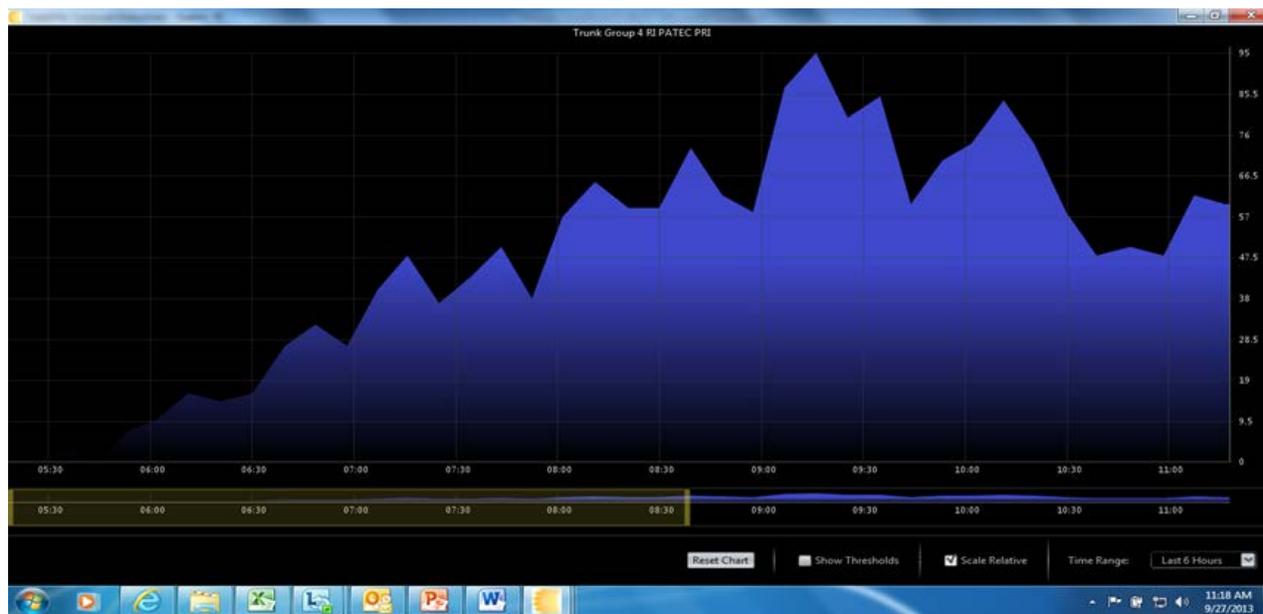


*Intelligent Threshold Alerting, Notification and Escalation at a glance. The whole goal is to show real-time usage and real-time run rates. If you want to see what is happening within an individual trunk group, simply click on that icon.*

## Carousel Industries

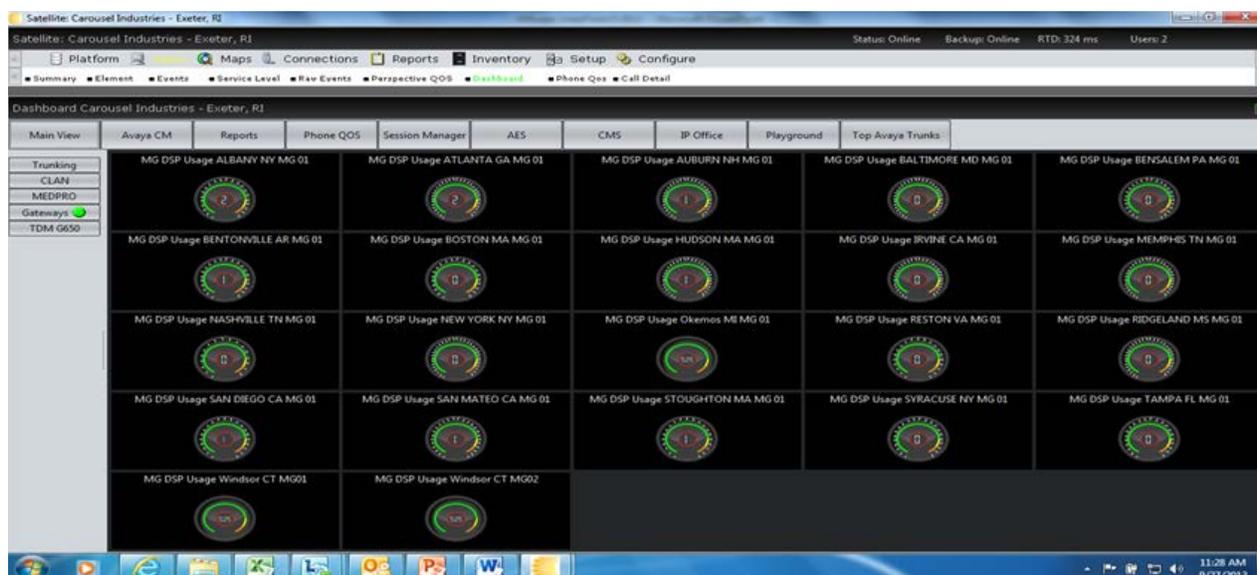


*You also have the ability to go back in time 1 week, 2 weeks or a month to enable you to set thresholds (how often are you hitting into the extreme lever – are you sized appropriately?). You can also set reverse thresholds to alert you when volume is below a desired level.*



*You can also see all of your Gateways at a glance*

## Carousel Industries



### Release Management / Patch Management

*Carousel will provide formal notification to the customer as each new software update is released on a monthly basis. Updates may include Product Change Notices (PCNs)\*, software and firmware updates. The customer will receive email notification that a software update has been released that impacts their supported system by site. The notification will communicate details of the update notice including the classification and recommended action. Carousel will review and analyze manufacturer product updates to determine the impact to supported systems in the customer network, plus provide a recommendation of when and how to implement the product update according to the customer's business rules and authorized service windows.*

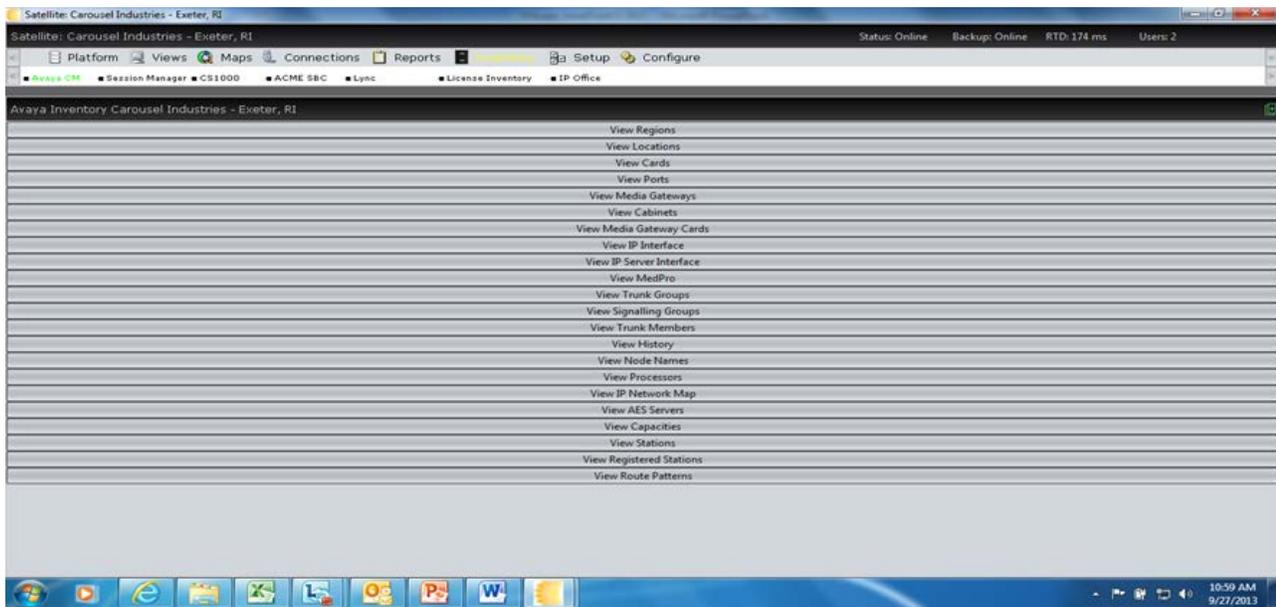
### Software Update Schedule

*Carousel will define and manage the update schedule for all supported systems and sites. The schedule will identify each supported system, pending updates and the authorized schedule for those update(s). Enhancement updates will be performed on a quarterly basis. Updates that improve stability, problem resolution or security vulnerabilities will be performed as required and may not fit into the quarterly update schedule.*

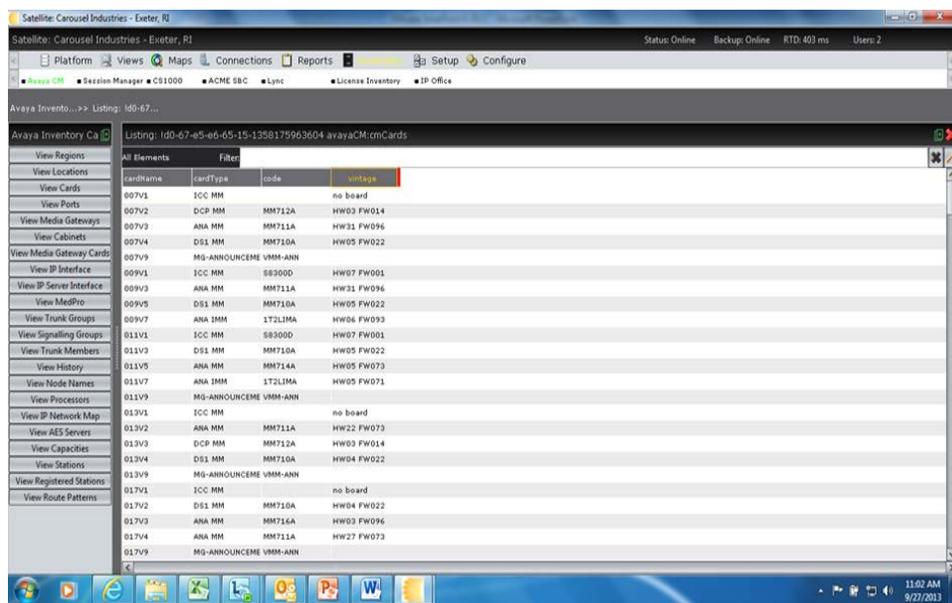
### Software Updates

*Carousel will complete authorized updates for each supported product. Carousel will perform the update activity remotely unless the update notice specifies on-site support is required. Additional fees are charged for on-site support. Some updates may require support from the customer site contact. The site contact may be requested to provide access to the supported products, or assist in remote back-up procedures. Carousel will notify the customer of each completed update event and coordinate reset of the support products plus testing to verify service is restored for the supported product. Inventory – the premises based appliance gathers all information within your environment*

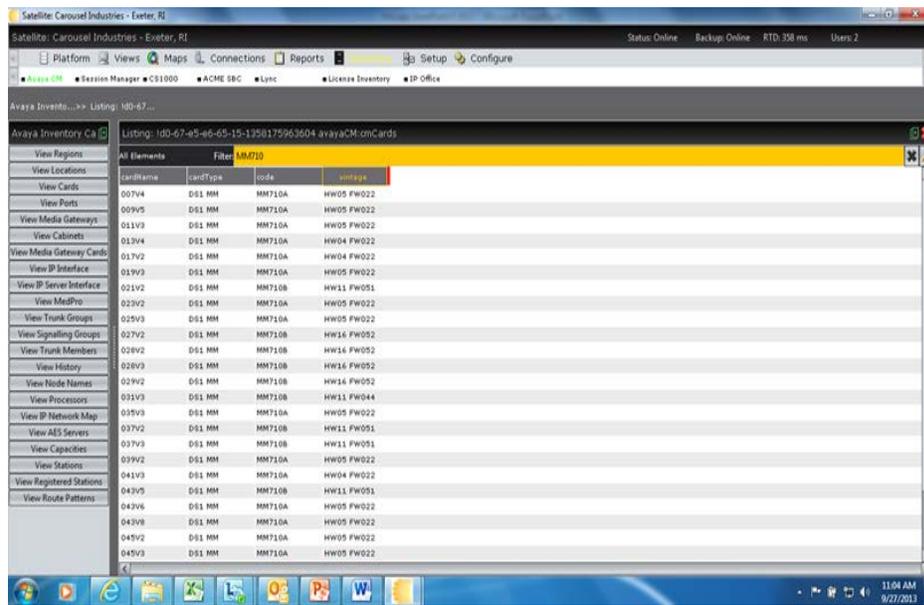
## Carousel Industries



*Say we received a firmware update for the Avaya MM710 card. We will click on the option “View Cards”. We now see all of the cards within the environment.*



*We need to quickly see all of the MM710 cards, so we will type “MM710” in the filter box. Now we only see those cards.*



*Incident Management Event Log – All events are logged with a description message put in English for quick understanding.*

*Color makes a difference – Green – okay; Yellow – warning; Orange – minor; Purple – major; Red – critical*



4.

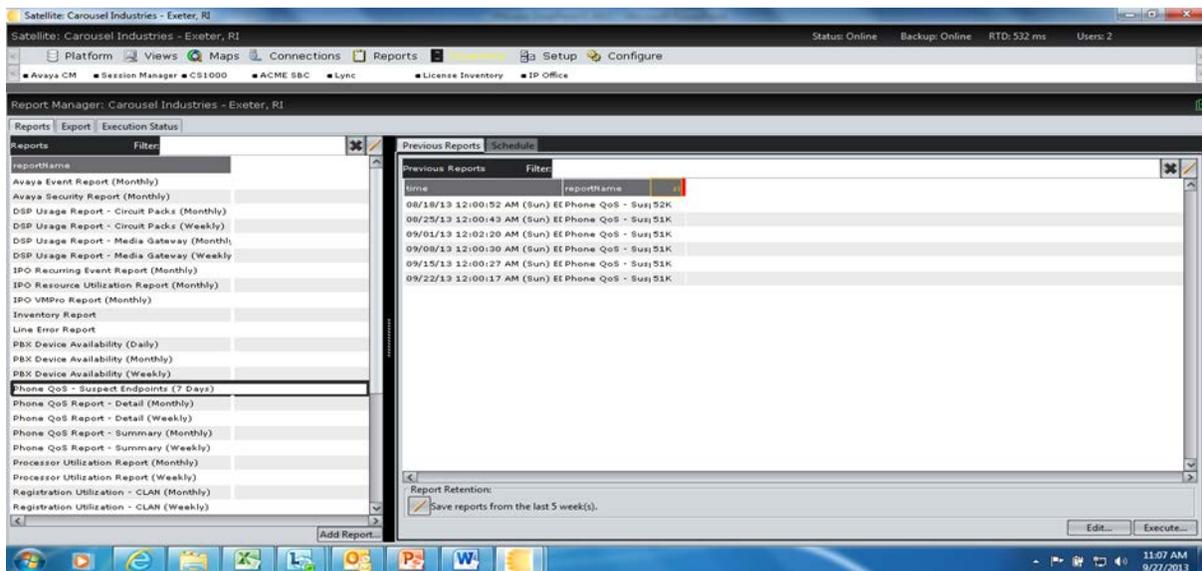
**Reporting**

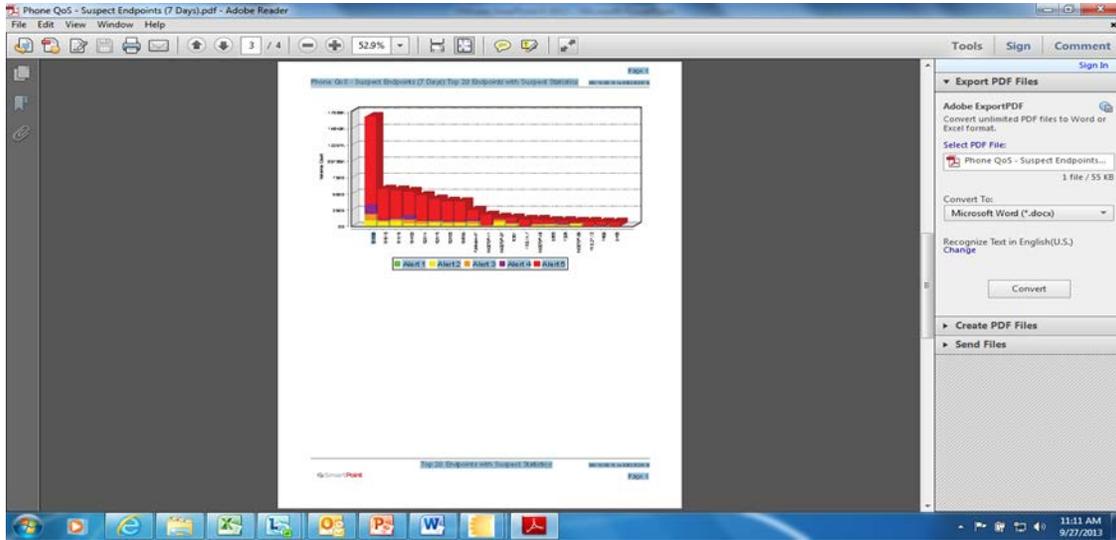
*SmartPoint customers are provided with both real-time and historic information related to the health and performance of their enterprise. Information is delivered in the form of dashboards, reports and quarterly briefings. Standard reports include performance, utilization, and availability reports. These reports are scheduled and are provided to you on a monthly basis. Activity reports provide comprehensive detailed reports on all service activity, and can be designed by location or device. These reports also illustrate the usage of digital PSTN, PRI, Jitter, Latency, and Call Volume.*

**Carousel Industries**

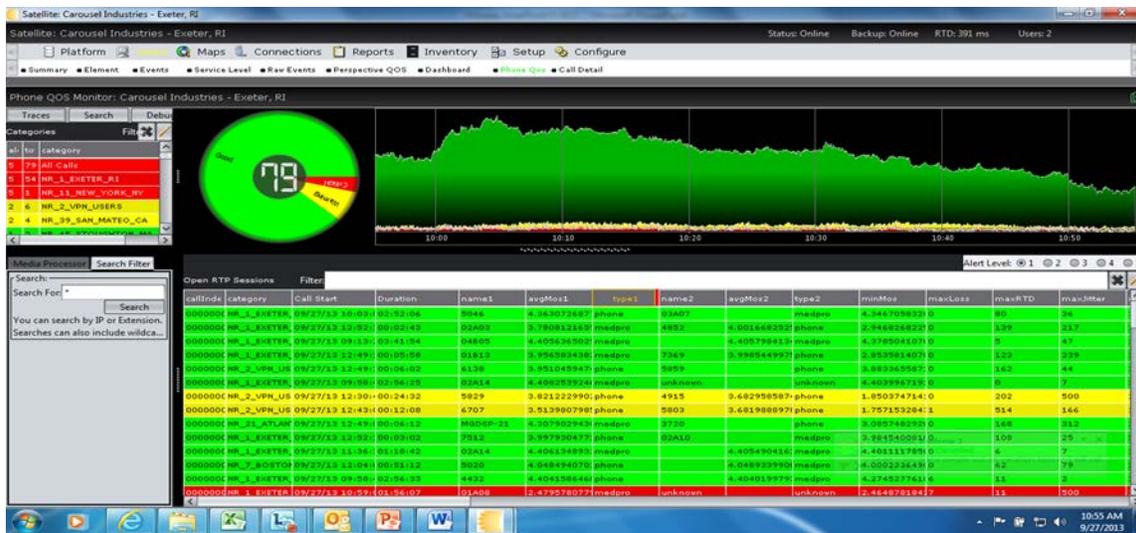
*The performance and health of the network devices is equally critical. These reports contain statistical information on the utilization of certain parameters and the identification elements that are trending in a negative direction and require attention. Historical reports compare current network performance to the historical performance of the network and evaluate the health of a network based on the utilization and errors it detects. The reports provide information about volume, volume trends, health analysis, utilization, availability and exceptions. The Health Reports can be provided on a scheduled basis.*

Reporting Service	Included	Billable
<b>Carousel will provide the following quarterly reports:</b>		
Overview of major accomplishments	✓	
Listing of all service requests for the prior quarter	✓	
Listing of users, access and group security	✓	
Average Utilization (CPU, Bandwidth, Trunk, etc.)	✓	
Application Health and performance	✓	
Phone Quality of Service	✓	
Billing summary, including incremental services for the previous quarter	✓	
Systems availability for the previous quarter	✓	
Additional or Custom Reporting		✓
Quarterly Briefing		✓
A member of the Carousel Managed Services team will participate in a scheduled quarterly meeting with the Carousel Account Executive and the client. This meeting could be performed via conference call, webinar, video call or in person. The goal of the QBR is to discuss quarterly performance as it relates to both the health of the enterprise and the performance of the Carousel team.		✓
Listing of all service requests for the prior quarter		✓



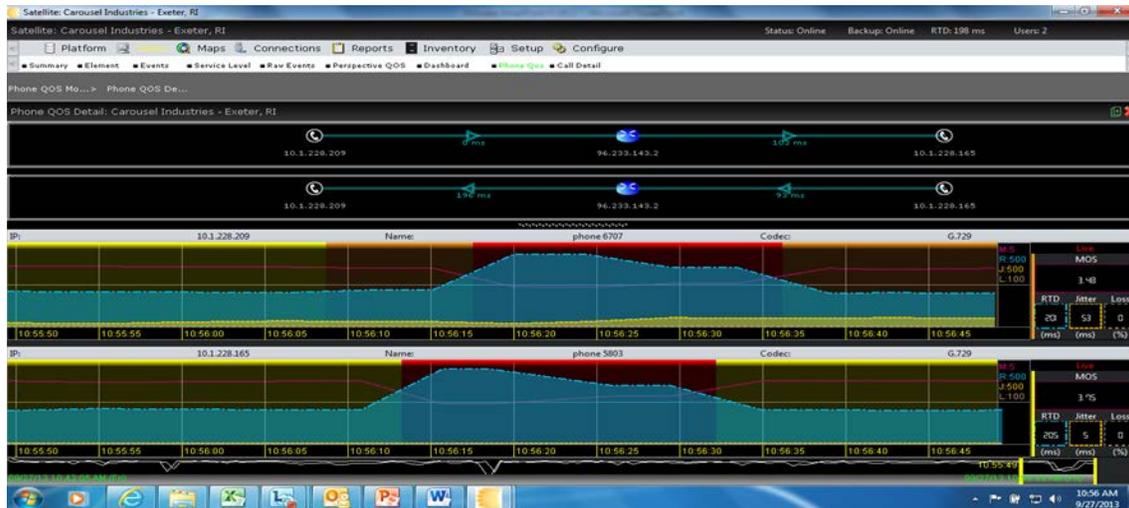


***Quality of Service / Carrier Management***  
 Carousel will proactively monitor the up/down status of all dedicated digital and IP circuits (PRI, T1/E1, SIP Trunk, MPLS, Internet, etc.) and notify the customer if an outage is detected.



***You can view information by extension both real-time and historically for trouble shooting***

## Carousel Industries



### Setup and On boarding (included)

*A Managed Services Project Coordinator (MSPC) will be assigned to handle all aspects of the onboarding process. The MSPC will send out a welcome package to the client that will describe our process and have the client prepare to gather appropriate information for onboarding (Contact list, Device List, IP Addresses, Internal Escalation lists, etc.). The MSPC will schedule a customer kick-off call to review the deployment milestones and have an initial engagement with the client. During the kick-off call, Carousel will discuss with the client the services purchased and the required information to deliver the service.*

*After the appropriate information has been gathered, the Managed Services on-boarding team will configure the Carousel provided Remote Experience Platform (REP) appliance(s) and send or deliver to the customer. Once the REP has been delivered to the customer site, the MS on-boarding engineer will run through the appropriate auto discovery and wizard sets to identify the hardware that needs to be monitored. Additionally, the engineer will also develop the appropriate dashboards and reports for the client. Finally, the engineer will train the client on how to access and view the dashboards and how to interpret the appropriate report data. The client can expect between a 60-90 day timeframe from contract signature to final on-boarding and normalization.*

### Normalization Process

*After the on-boarding has been completed, the Managed Services team will be reviewing and tweaking thresholds and alarm requirements for up to 30-days to develop an accurate and consistent baseline. All threshold changes will be discussed with and agreed upon between the client and Carousel as the acceptable baseline. The baseline will be the source for all future activities, reporting and trending analysis.*

### Collector Hardware (included)

*SmartPoint requires a minimum of one collector appliance per enterprise to deliver monitoring and reporting. This collector is referred to as a Remote Experience Platform (REP) and will be provided as part of the service. Depending on the enterprise, additional REPs may be recommended or required based upon size, reporting requirements or redundancy purposes.*

### Access Methods

Carousel Industries

*SmartPoint requires some form of dedicated IP connectivity to provide System Monitoring. Carousel recommends an Internet connection with outbound port 443 for event notification and connectivity to all monitored devices as a preferred access method. Additional connection types such as IPSec VPN, MPLS, dedicated T1 or other IP service will be supported for an additional fee. (Note: Carousel will work with the Customer’s security and networking personnel to arrive at an agreed upon access method).*

Setup and on boarding		Included	Billable
	Kickoff Call	✓	
Stage	Carousel will order Collector Hardware	✓	
	Carousel will order SmartPoint RTU license	✓	
	Carousel will build REP & RSC in Carousel staging facility to appropriate standards	✓	
	Carousel will coordinate with site contact for shipping and network readiness	✓	
Ship	Carousel will ship REP/RSC(s) to Customer location(s)	✓	
Onboard	Carousel will install base dashboards	✓	
	Carousel will install reports templates	✓	
	Carousel will schedule maintenance window for testing and alarm verification	✓	
Configure	<p>Carousel will perform remote configuration for the following:</p> <ul style="list-style-type: none"> <li>• Confirm appropriate virus definitions have been installed and updated</li> <li>• Rack REP/RSC(s) in pre-determined rack locations and cable to network</li> <li>• Power on and verify connectivity to network and service clusters</li> <li>• Assign SNMP Community Strings</li> <li>• Run auto-discovery tool for appropriate application and infrastructure</li> <li>• Execute test plans</li> <li>• Perform REP/RSC(s) backup and restore</li> </ul>	✓	
Normalize	After the on-boarding process has been completed, the Carousel team will review and tweak thresholds and alarm requirements for up to 30-days to develop an accurate and consistent baseline. All threshold changes will be discussed with and agreed upon between the customer and Carousel as the acceptable baseline. The baseline will be the source for all future activities, reporting and trending analysis.	✓	

3.14.13.2 Technological enhancements, hardware and software, may be added to the Maintenance Agreement during the term of

the Maintenance Agreement at the time of purchase with prior written approval by the affected agency. ***Carousel Industries acknowledges the above and will comply.***

3.14.13.3 All software upgrades will be downward compatible and will be able to merge seamlessly with existing State equipment. ***Carousel Industries acknowledges the above and will comply.***

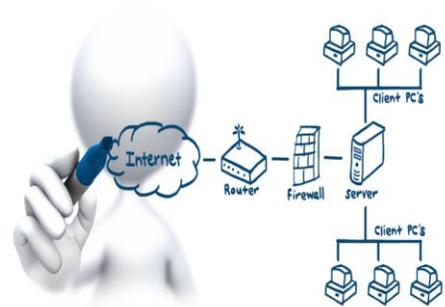
3.14.13.4 Awarded vendor must provide the most current versions of hardware and software at the time of installation. These shall be provided at the original bid price. ***Carousel Industries acknowledges the above and will comply.***

3.14.14 Support

3.14.14.1 Awarded vendor must provide support for purchased equipment hardware and software for a minimum of two (2) years. ***Comply.***

3.14.15 Software License Agreements

Proposing vendors must provide within their proposal response, any software license agreements pertaining to this RFP's requirements in ***Tab IV – State Documents. Comply.***



## **RFP 3067**

State of Nevada

### **Statement of Work/Project Overview**

October 30, 2013

## Solution Overview

### Current State Summary

The State of Nevada currently has about 178 Avaya telecommunication system devices and has invested about \$20 million in the past fourteen years in equipment across all agencies and branches of State government. In order to maintain existing standards, the State requires the continued use of Avaya products going forward. The State expects to continue its migration in emerging technologies of internet-based telecom services, such as Voice over Internet protocol (VoIP) and IP Telephony Solution.

The State has also expressed the desire to upgrade and continue the consolidation of Enterprise Information Technology Services (EITS) resources in order to provide a platform that allows additional migrations to the core in the future. Providing other agencies the redundant, going forward technical and feature capabilities inherent in this platform is critical to EITS' going forward strategy.

This document describes the current configuration and the phases required to consolidate all assets covered under this request. The intent of this response is to address EITS managed locations, provide the infrastructure to base growth on and remove/replace out-of-support equipment not consistent with EITS' going forward strategy.

All systems are Avaya Communication Manager 3.1 and are currently connected to each other and other agency systems via a DCS network. As each location is added to the core the programming for the DCS must be removed. The fact that they are networked should eliminate most dial plan conflicts that can occur when switches are merged. DCS to other agencies will be maintained and re-programmed.

The desk phones are primarily analog and digital with a few IP phones. The phones will not be changed.

Voicemail is currently provided by two (2) Audix Intuities, a MAP100 and a MAP40, located at the Capitol and Sawyer locations, with 10,000 mailboxes. The Audix machines are running version 5.1 software.

In place is an out-of-support Avaya Meeting Exchange bridge with 64 conference ports used by stations served off of the EITS systems.

Both Capitol and Sawyer have ACD groups that serve various department locations connected to the respective switches. They are monitored by a CMS ver. 15 running on a T5220 server which allows for standard and custom report.

EITS currently has 6 separately managed Avaya Communication Systems on extended support with a variety of out of support equipment. These major sites are:

Computing Facility	575 E. 3 <sup>rd</sup> Street, Carson City, NV
Sawyer	555 Washington Street, Las Vegas, NV
Office of Emergency Management	2478 Fairview Dr., Carson City, NV
Mental Health	6161 W. Charleston Avenue, Las Vegas, NV
Health and Human Services	1020 Ruby Vista, Elko, NV
Department of Public Safety	3920 East Idaho Street, Elko, NV

### **Future State Summary**

The end state will be comprised of the following solution elements designed to provide service throughout the State of Nevada via Silvernet. Any location that can be reached by Silvernet will be able to be served by the Avaya systems provided.

**Communication Manager:** Carousel is proposing a fully redundant Aura Communication Manager (R6.x or most current) at the computing facility to provide the core servers for the entire State communication system. The servers are capable of providing service to over 100,000 users and will be licensed for 10,000 station users when complete. TDM and SIP trunking are at no charge.

Communication Manager will be connected to Silvernet via duplicated Avaya network switches for port aggregation in the computing facility. Communication Manager will provide the features and resiliency that the State is accustomed to today on new equipment. These servers will directly communicate (via Silvernet) to all remote gateway and to application servers via Session Manager.

This design includes a fully redundant Enterprise Survivable Core located at the Sawyer complex. The redundant core at the Sawyer complex will be in constant communication with the primary servers and fully replicate its database. In the event of a network or server outage,

the Sawyer survivable core will take control of all gateways and applications that it can still see over Silvernet.

OEM and Mental Health will each have its own Survivable Processor to survive its location.

**Session Manager** is designed to be fully redundant (duplicated) at the Computing Facility core and survivable at the Sawyer survivable location. Session Manager will manage all communications from station users and trunks with SIP Entities, such as Aura Messaging (Voice Mail) and Aura Conferencing (Replaces Meeting Exchange). Session Manager will also register and manage any SIP endpoints (i.e. iPhones, SIP phones) and SIP trunking the State may eventually deploy from network carriers. All 3 Session Manager servers operate in an active/active mode and are managed by a single instance of System Manager.

**Gateway Deployment:** Carousel is recommending the conversion to 100% H.248 gateways for a variety of reasons. This design includes the replacement of ALL G650, SCC and MCC cabinets to be replaced with new G450/G430 H.248 gateways and the upgrade of all G350/700 H.248 gateways. Carousel is recommending this approach rather than using the older gateways in place for the following important reasons:

- SCC/MCC/G650 requires a different signaling technology (IPSI) that is inherently less stable and more prone to network outages.
- SCC/MCC cabinets are at end of support and it is our belief that G650's are being phased out
- G430/450's are the newest gateways from Avaya and are consistent with the deployment of the G350/G700 architecture that the State is moving to.
- G450 gateways have a higher port density and smaller footprint. Lower power consumption.
- H.248 gateways position the State to move forward with IP telephony at all locations. All H.248 gateways have DSP resources for IP telephony.
- H.248 Gateways have a lower cost survivability option. An s8300D blade can be installed for survivability. SCC/MCC/G650's require a separate Linux server for survivability.
- By deploying G450 gateways, Carousel will mitigate the risk during cutover. Reusing the SCC/MCC G650 will require a "slash" cutover of all locations which introduces tremendous risk to the State of Nevada (described later).

**Telephony:** Carousels design will support all in place analog and digital stations. Each gateway is equipped with an appropriate (+ spare) number of ports to support telephony. Carousel will consult with the State in the deployment of an HTTP server to support IP telephony across the enterprise. The State currently has a minimal number of IP phones deployed. This design

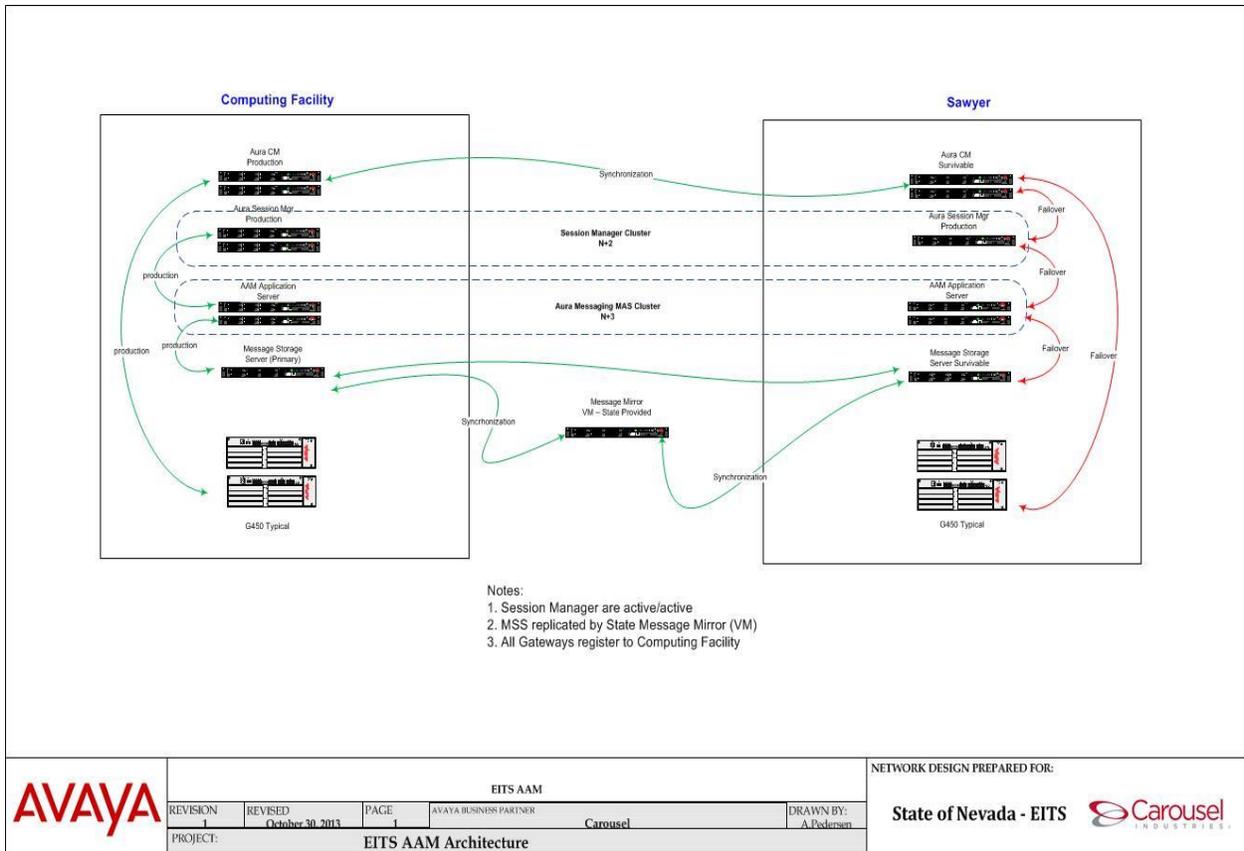
provides the State with the ability to deploy IP telephones, digital and analog devices and mobile devices (i.e. IOS SIP iPhones).

***Avaya Aura Messaging and Survivability:*** The end design will include Avaya’s newest messaging product deployed in a geo-redundant configuration. Aura Messaging will replace all the messaging platforms throughout the entire enterprise and support (in the initial configuration) 10,000 subscribers. Aura Messaging will consist of 2 Application servers at the Computing Facility and Sawyer. These application servers will receive and process voice mail calls, store messages & greetings and send to the MSS (Raid V Message Storage Server) for storage.

In the event of a network outage or hardware failure, each location (Computing Facility, Sawyer) will survive with their Aura Messaging application servers (MAS). Each MAS can store messages for up to 72 hours and provide users with limited message retrieval, if the MSS is not reachable.

As an added level of redundancy, Carousel is providing a feature called “Survivable Aura Messaging”. A second MSS will be located at Sawyer using “Message Mirror”. Message Mirror replicates all messages and greetings on each of the MSS. In the event of any failure, the MSS will survive at the Computing Facility and Sawyer. Upon restoral of service, the MSS will synchronize via Message Mirror (requires installation of Message Mirror application on State VM server).

Also note that Aura Messaging capabilities will be deployed to the desktop (Outlook plug-in) and to mobile devices if needed. Aura Messaging will also include speech dial-by-name as a standard feature.



As indicated in this drawing, Aura Communication Manager, Session Manager and Aura Messaging are deployed in a fully survivable, redundant configuration between the State Computing Facility in Carson City and the Sawyer facility over Silvernet.

**Aura Conferencing:** Carousel is providing a SIP connected Aura Conferencing system to replace the current out-of-support Meeting Exchange. All users on Aura Communication Manager have access to assignable 6-party meet-me conference bridges. If users have a requirement for more conferees or the need to schedule via Outlook, Aura Conferencing will be utilized. This will be deployed at the Computing Facility and is accessible by all users.

**ACD/Call Management:** Avaya Aura Communication Manager includes ACD functionality that is available to the State in a fully redundant manner (follows the Survivable architecture). As one system, call flow between queues will now be transparent and not require “Look Ahead Interflow”. Each Gateway has its own announcement resources providing additional flexibility. The CMS will be upgraded to the current release (R17) on the existing Sun platform as it is currently supported.

## Summary

To summarize at a high level, Carousel's design recommendation includes the following:

- Avaya Aura Communication Manager with 10,000 Licenses at Computing Facility (Capitol)
- Fully Redundant at core
- Redundant network switches (for port aggregation)
- Survivable Core at Sawyer
- Survivable Processors at OEM and Mental Health
- NEW G450/G430 Gateways to replace TDM gateways at all locations with digital/analog blades
- IP DSP resources for IP telephony at ALL State Agency locations
- One-X Attendant Upgrades
- Upgrade of all G700 Gateways
- Redundant Session Manager N+2 at Capitol and Sawyer
- Redundant Aura Messaging with N+3 MAS Servers, 10,000 subscribers
- Redundant Aura Messaging Storage Servers (MAS) with Message Mirror Software
- Aura Conferencing upgrade to replace Meeting Exchange
- ACD redundancy (follows CM) with simplex CMS upgrade to R17
- Carousel ION Secure Access Appliance for remote access (Avaya Support)
- 5 Year Pre-paid Avaya Support Advantage/Upgrade Advantage
- Carousel Managed Services for 4 or 5 years with SmartPoint graphical interface
- Implementation services, design services and dedicated project team for project duration.

## Methodology – Carousel Approach

By far the largest risk to the State is the methodology of implementing the technology proposed. Carousel has invested the time and financials into the resources required and the cutover methodology to provide the State with a multi-phase migration to this technology. By specifying ALL NEW equipment (excluding handset) Carousel is eliminating the need to do a "slash" cutover of the existing systems.

Upon review of the existing systems, hardware and locations, Carousel has decided against supporting an implementation consisting of a mix of older cabinets and carriers. It is important to note that upgrading to CM 6 (or later) eliminates support of the Center Stage Switch (CSS) currently providing fiber transport to many State locations. Supporting the older cabinets would require a cutover – out-of-service implementation of all locations. Carousels plan is

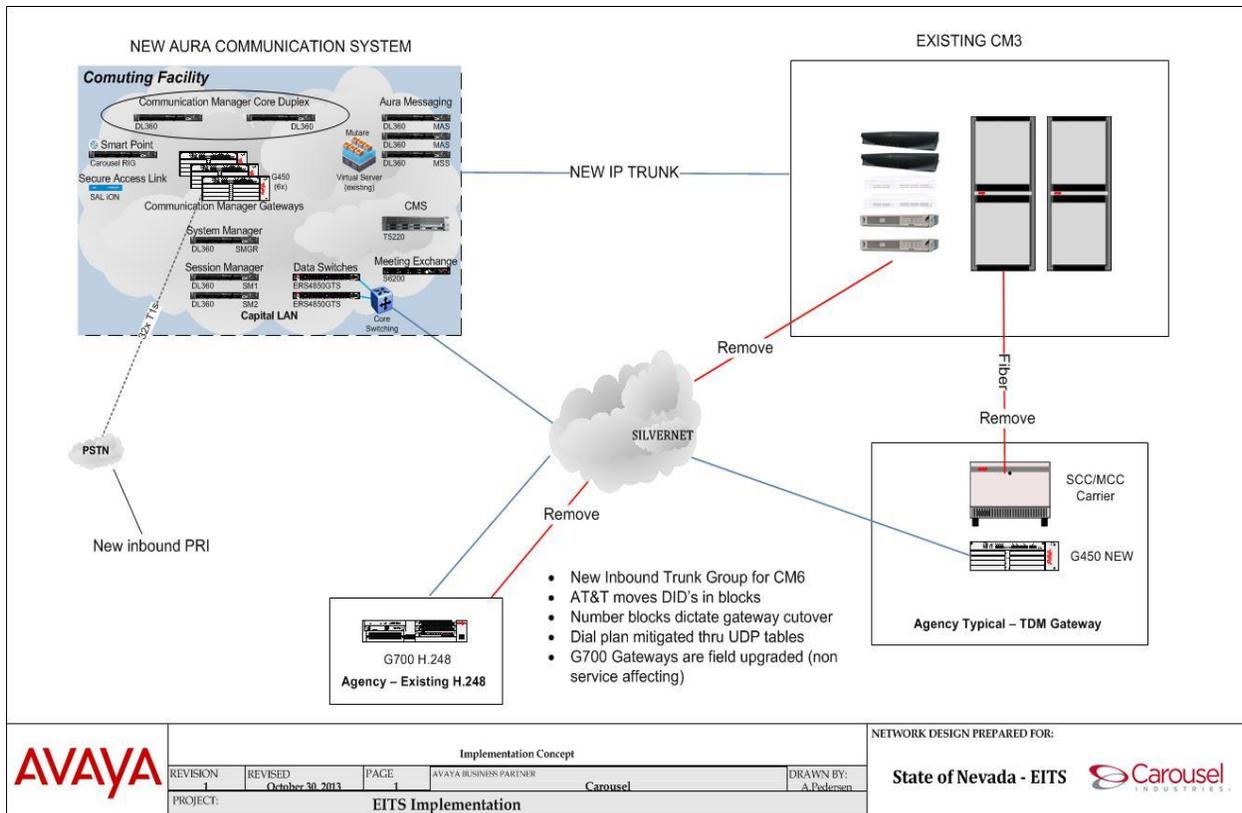
segmented into 6 phases (with sub phases) to reduce the risk to the State and minimize the impact to State Agencies.

In addition, please note that Carousel has invested in the dedicated technical resources in the Reno and Las Vegas area to implement this solution. These resources were recruited due to their experience in this area and are experienced in the implementation of this technology across numerous governmental agencies.

The highlights to Carousel's plan are as follows:

For Phase 1

- Build and test new core (Aura CM, Session Manager, Aura Messaging) at computing facility and network to existing CM 3.X.
- Install ION appliance to support Avaya Secure Access Link for remote access.
- Implement new Aura Conferencing; Meeting Exchange can be temporarily left in.
- Phase license migration from CM 3 to CM 6 (or later)
- Network via H.323 trunk group (IP) CM 6 to Cm3 and mitigate dial plan.
- Install new ISDN-PRI from local exchange carriers.
- Install NEW gateways at all State Agency locations on Silvernet (to be located next to older cabinets).
- Cutover of stations will consist of number groups that can be moved by the local carrier (see drawing).
- Cutover of existing gateways is a matter of re-IPing the gateways. Survivable processors will be upgraded during business hours as it is not service affecting.
- Upgrade CMS and CV Supervisor clients.
- Implement Carousel Managed Services desktop application for EITS Communication staff.
- Perform network assessment.



### For Phases 2 - 6

- Build Survivable Servers for Sawyer, OEM and Mental Health.
- Install new ISDN-PRI from local exchange carriers.
- Install NEW gateways at all State Agency locations on Silvernet (to be located next to older cabinets) served by Sawyer CM.
- Cutover of stations will consist of number groups that can be moved by the local carrier (see drawing) similar Carson implementation.
- Resolve current number plan conflict.
- Perform final network assessment.

*Note: Carousel is planning on re-using existing UPS equipment. Given the age of the equipment, maintenance is not available; however Carousel's costs include 10 APC UPS to be used as maintenance inventory for Agency support.*

### Phase 1 Detail (**NOTE-SEE PHASE DRAWINGS AT END OF THIS SECTION**)

The switch referred to as Capitol (Computing Facility) in Carson City will become the main processor for the consolidated EITS Voice Architecture. The current configuration for the core

location is 2 – MCC cabinets and 8 - G650 gateways in four port networks with 2 gateways each. The main servers are a pair of duplex S8720s. The core switch has 5,285 user licenses which will be upgraded to Avaya Communication Manager 6.3 which is the latest version of the Avaya software. In addition, the 300 Call Center Elite agent licenses will be upgraded to release 6 as well. The two eConsole licenses will be upgraded to One-X Attendant.

A new duplex pair of DL360G7 servers will act as the core and the MCC and G650 gateways will be replaced with 6 - G450 media gateways. The G450 gateways will be equipped with 5 digital, 5 analog, and 32 T1 modules to support current station and trunk needs.

There are 35 remote locations served by this switch. 21 of the locations are served by port networks which use SCC cabinets at all but 2 which use G650 gateways. There are an additional 14 locations that are served by G350 or G700 gateways.

All SCC and G650 gateways at the remote locations will be replaced with G430 or G450 gateways. Locations currently using H.248 gateways, G350 or G700, will keep the current gateway in place. A new S8300D processor will replace the current S8300C which is not supported in CM 6.3. The following list shows the address, agency, current, and proposed type of number of gateways at each location. There is some inconsistency between the RFP and the switch reports as noted by missing agency information in four of the locations. This is because the exact address will have to be verified with the customer so that pre-field can be scheduled. The city location is correct as stated in the list.

Name in CM	City	Current Cabinets	Replace with:	Sets to swing over	Existing trunks to move	Firmware upgrade=qty	S8300D?
Capitol - Carson City	Carson City	2 MCC & 8 G650s	6 G450s	98 DCP & 132 analog	32 T1s	n/a	n/a
Admin 209	Carson City	1 SCC	1 G450	119 DCP & 18 analog	2 CO	n/a	n/a
Admin 515	Carson City	2 G600	1 G450	103 DCP & 17 analog	none	n/a	n/a
Aging 12	Las Vegas	1 G700	n/a	n/a	n/a		3 replace S8300C
Aging 62	Carson City	2 G700	n/a	n/a	n/a		3 n/a
AGR- Sparks	Sparks	3 G700	n/a	n/a	n/a		13 replace S8300C
Agriculture	Las Vegas	1 SCC	2 G450s	149 DCP & 28 analog	2 CO	n/a	n/a
B&I Carson City	Carson City	2 G700	n/a	n/a	n/a		13 replace S8300C
B&I Goni St	Carson City	2 G700	n/a	n/a	n/a		6 replace S8300C
Business & Industry	Carson City	1 SCC	1 G430 & 1 exp module	55 DCP & 4 analog	2 CO	n/a	n/a
DCNR	Carson City	2 SCC	3 G450s	437 DCP & 20 analog	3 CO	n/a	n/a
DETR - Carson City	Carson City	2 SCC	1 G450	103 DCP & 36 analog	2 CO	n/a	n/a
DETR - Curry	Carson City	1 G650	2 G450s	166 DCP & 26 analog	2 CO	n/a	n/a
DHCFP - Carson City	Carson City	2 SCC	3 G450s	316 DCP & 42 analog	2 CO	n/a	n/a
DHCFP - Reno	Reno	2 G700	n/a	n/a	n/a		7 replace S8300C
DHHS	Carson City	2 SCC	1 G430	48 DCP & 6 analog	2 CO	n/a	n/a
DMV	Carson City	3 SCC	4 G450s	420 DCP & 82 analog	3 T1s & 13 CO	n/a	n/a
DOE	Carson City	1 G350	n/a	n/a	n/a		5 replace S8300B
DPS - Jacobsen	Carson City	1 SCC	1 G430 & 1 exp module	66 DCP & 16 analog	3 CO	n/a	n/a
DPS - Nye	Carson City	1 G650	1 G450	121 DCP & 16 analog	2 CO	n/a	n/a
Economic Development	Carson City	2 G700	n/a	n/a	n/a		6 replace S8300C
Education	Carson City	1 SCC	1 G450	109 DCP & 13 analog	2 CO	n/a	n/a
Health Services	Las Vegas	1 G700	n/a	n/a	n/a		3 replace S8300C
Highway Patrol	Carson City	1 G700	n/a	n/a	n/a		2 n/a
Library & Architecture	Carson City	1 SCC	1 G450	130 DCP & 16 analog	2 CO	n/a	n/a
NEIS	Carson City	1 SCC	1 G430	13 DCP & 1 analog	3 CO	n/a	n/a
Parole - Hot Springs	Carson City	1 SCC	1 G430	71 DCP & 8 analog	3 CO	n/a	n/a
Parole - Long St	Reno	1 SCC	1 G430	21 DCP & 2 analog	2 CO	n/a	n/a
Purchasing - Reno	Reno	1 G350	n/a	n/a	n/a		4 replace S8300C
SOS	Reno	2 SCC	2 G450s	159 DCP & 40 analog	5 CO	n/a	n/a
Taxation - Carson City	Carson City	1 SCC	1 G450	164 DCP & 6 analog	2 CO	n/a	n/a
Taxation - Reno	Reno	2 G700	n/a	n/a	n/a		7 replace S8300C
Tourism	Carson City	2 G700	n/a	n/a	n/a		6 replace S8300C
10 State - Reno	Reno	1 SCC	1 G450	99 DCP & 5 analog	1 T1 & 3 CO	n/a	n/a
DHR	Carson City	2 SCC	3 G450s	435 DCP & 50 analog	2 CO	n/a	n/a
Silver State Insurance	Carson City	1 G700	n/a	n/a	n/a		3 replace S8300C

*Note: 2 Wildlife locations are added to this list.*

At all locations that will receive G450 gateways the equipment can be installed and powered during normal business hours since it is replacing existing gateways. All work that is non-service disruptive will be during normal business hours. At locations that are currently equipped with G350 or G700 LSP gateways, the processor will have to be replaced and the location prepared prior to the night of the actual system upgrade because the S8300C will have to be replaced. All work that is non-service disruptive will be during normal business hours. Any potentially disruptive work will be performed after hours.

A new Avaya Aura Messaging system will be installed to replace the current Intuity Audix systems located in Carson City and Las Vegas. This system will consist of a High Availability Message Store located in Carson City. There will be 2 – Application Servers at the Carson City location and 2 – Application Servers at the Sawyer facility in Las Vegas, all using direct SIP integration. In phase 1 the HA-Message Store and 2 – Application Servers will be co-located with the main duplex servers. The Intuity Audix licenses will be used as the basis for the Aura Messaging users. The existing MAP 100 server will be replaced by 3 – DL360G7 servers. Las Vegas application servers will be added in phase 2.

The CMS is a T5220 R15 which is reporting on the ACDs on the Capitol and Sawyer switches. The current server will be upgraded to CMS R17, the current version of the software. The 100 – CMS supervisor and 400 agent licenses are to be upgraded to R17 as well. In phase 2, the Las Vegas ACD will merge into the main server leaving one ACD to monitor.

## **Phase 2 Details**

This phase of the project will upgrade and merge the Sawyer CM 3.1 core and remote locations into the new main core in Carson City.

The Sawyer facility is located in Las Vegas and uses duplex S8720 servers and 2 – MCC cabinets. There is also an Intuity Audix MAP40 for voicemail.

There are 2285 user licenses that will be upgraded and merged with the Capitol core servers. The existing 50 Call Center Elite agent licenses will be upgraded and merged into the core as well. The existing eConsole will be upgraded and merged as One-X attendant.

Sawyer will become the backup server location for core servers. Should any location lose connectivity to the core the second entry on the gatekeeper list will be Sawyer. The existing S8720 duplex servers will be replaced with duplex DL360G7 servers configured in Survivable Core mode.

Two existing MCC cabinets will be replaced with 8 – G450 Gateways The G450 gateways will be equipped with 29 digital, 6 analog, 1 – analog station/trunk, and 27 T1 modules to support current station and trunk needs.

There are currently 14 remote locations homed to the Sawyer switch. 11 of the remote locations are served by port networks using SCC or G650 cabinets. There are an additional 3 locations that are served by G350 or G700 gateways.

All SCC and G650 gateways at the remote locations will be replaced with G430 or G450 gateways. Locations currently using H.248 gateways, G350 or G700, will keep the current gateway in place. A new S8300D processor will replace the current S8300B/C which is not supported in CM 6.3.

The following list shows the address, agency, current, and proposed type of number of gateways at each location. There is some inconsistency between the RFP and the switch reports as noted by missing agency information in four of the locations. This is because the exact address will have to be verified with the customer so that pre-field can be scheduled. The city location is correct as stated in the list.

Name in CM	City	Current Cabinets	Replace with:	Sets to swing over	Existing trunks to move	Firmware to upgrade=qty	S8300D?
Sawyer	Las Vegas	2 MCCs	8 G450s	682 DCP & 116 analog	27 T1 & 5 CO	n/a	n/a
Aging	Las Vegas	1 SCC	1 G450	144 DCP & 12 analog	1 T1 & 2 CO	n/a	n/a
Hearings	Las Vegas	1 SCC	1 G430 & 1 exp module	86 DCP & 6 analog	1 CO	n/a	n/a
Taxation	Las Vegas	1 SCC	1 G430	41 DCP & 3 analog	1 CO	n/a	n/a
PUC	Las Vegas	1 G650	1 G430 & 1 exp module	42 DCP & 9 analog	1 CO	n/a	n/a
Youth Patrol	Las Vegas	1 SCC	1 G430	27 DCP & 2 analog	1 CO	n/a	n/a
Taxi Cab	Las Vegas	1 G650	1 G450	103 DCP & 17 analog	2 CO	n/a	n/a
B&I	Las Vegas	2 G650	1 G450	113 DCP & 22 analog	3 CO	n/a	n/a
SNAMHS	Las Vegas	1 G650	1 G430	3 DCP & 5 analog	2 CO	n/a	n/a
DHCFP	Las Vegas	1 G650	1 G430 & 1 exp module	81 DCP & 6 analog	1 CO	n/a	n/a
P&P	Las Vegas	2 G650s	2 G450s	279 DCP & 17 analog	3 CO	n/a	n/a
State Health	Las Vegas	1 G700	n/a	n/a	n/a		4 replace S8300C
Nevada Films	Las Vegas	1 G350	n/a	n/a	n/a		2 n/a
Attorney General	Las Vegas	1 G700	n/a	n/a	n/a		3 replace S8300C

At all locations that will receive G450 gateways the equipment can be installed and powered during normal business hours since it is replacing existing gateways. At locations that are currently equipped with G350 or G700 LSP gateways, the processor will have to be replaced and the location prepared prior to the night of the actual system upgrade because the S8300C will have to be replaced. All work that is non-service disruptive will be during normal business hours. Any potentially disruptive work will be performed after hours.

The existing Intuity Audix MAP40 will be retired and the users will move to the Aura Messaging system installed in phase 1. Carousel will add the additional 2 application servers to Sawyer at this time as described in phase 1.

The final order of the following phases will be determined by EITS and the agency directly involved.

### Phase 3 Detail

Office of Emergency Management (OEM) is located in Carson City and uses duplex S8720 servers and 2 – G650 gateways. There are 249 user licenses which will be upgraded and merged with the core. 5 Contact Center Elite license will be upgraded and merged with the core as well.

The existing servers will be replaced with duplex DL360G7 servers programmed as a survivable core. This server will be third entry in the gatekeeper list for the gateways at the location only. Primary choice will be the core server at Capitol followed by the system survivable core in Sawyer. The local servers will act as the tertiary failover should disruption of WAN connectivity occur.

The existing G650 gateways will be replaced by 3 – G450 gateways. The G450 gateways will be equipped with 7 digital, 2 analog, 3 T1 modules to support current station and trunk requirements. Local T1s will remain on the local gateway to insure connectivity to the PSTN.

Since this will be new servers and gateways, most of the installation and setup can occur during normal business hours. All work that is non-service disruptive will be during normal business hours. Any potentially disruptive work will be performed after hours.

#### **Phase 4 Detail**

Mental Health is located in Las Vegas and consists of five buildings. The main location uses duplex S8720 servers and 2 – G650 gateways. Building 7 and DCR are fiber connected via direct fiber connectivity as defined in the legacy Definity Si practices. In addition there is an additional stack of 3 – G650 gateways at Rawson Neal connected to the main via IPSI and 3 – G700 located in Building 17. There are 1,352 user licenses which will be upgraded and merged with the core.

The duplex S8710 servers will be replaced with a simplex DL360G7 survivable remote server which will act as the tertiary server for all 5 mental health locations. The G650 gateways located in Mental Health main location will be replaced by 3 – G450. The G450 gateways will be equipped with 8 digital, 5 analog, 1 – analog station/trunk, and 3 T1 modules to support current station and trunk needs.

DCFS – Building 7 will retire the 2 – SCC cabinets and replace them with 1 – G450 gateway. This gateway will connect with the main location via the State’s data network facilities. The provisioning of any facility required would be a change and beyond the solution as defined. The G450 gateways will be equipped with 5 digital and 3 analog, to support current station needs. Trunks are located at the main.

DCR will replace the 1 – SCC cabinets and replace them with 1 – G450 gateway. This gateway will connect with the main location via the State’s data network facilities. The provisioning of any facility required would be a change and beyond the solution as defined. . The G450 gateways will be equipped with 4 digital, 2 analog, and 2 – analog station/trunk modules to support current station and trunk needs.

Rawson Neal will replace the 3 – G650 gateways and replace them with 3 – G450 gateway. The G450 gateways will be equipped with 12 digital, 4 analog, and 1 – analog station/trunk modules to support current station and trunk needs.

Building 17 is equipped with 3 G700 Gateways which will remain in place. The current S8300C, which doesn’t support CM 6.3, will be replaced with a S8300D server.

All work that is non-service disruptive will be during normal business hours. Any potentially disruptive work will be performed after hours.

### **Phase 5 Detail**

The DPS facility on Idaho St. in Elko, NV utilizes an Avaya ProLogix CM3.1 with 2 wall mounted cabinets. There are 300 user licenses and 1 Contact Center Elite license that will be upgraded and moved to the core in Carson City.

The 2 - CMC cabinets will be replaced by 2 – G450 Gateways. The G450 gateways will be equipped with 5 digital, 2 analog, and 3 T1 modules to support current station and trunk needs.

All work that is non-service disruptive will be during normal business hours. Any potentially disruptive work will be performed after hours.

### **Phase 6 Detail**

The DHHS facility on Ruby Vista in Elko, NV utilizes an Avaya ProLogix CM3.1 with 2 wall mounted cabinets. There are 405 user licenses and 1 Contact Center Elite license that will be upgraded and moved to the core in Carson City.

The 2 - CMC cabinets will be replaced by 2 – G450 Gateways. The G450 gateways will be equipped with 5 digital, 2 analog, and 2 T1 modules to support current station and trunk needs.

All work that is non-service disruptive will be during normal business hours. Any potentially disruptive work will be performed after hours.

## EQUIPMENT LISTING

PHASE 1. CARSON CITY			
PRODUCT CODE	QTY	DESCRIPTION	
<b>10 State Reno NV Pricing Section</b>			
1.1.150	405362641	1	PWR CORD USA
1.1.151	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.152	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.153	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.154	700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.155	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.183	700395445	1	120A CSU CABLE 50FT RHS
<b>Admin 209 Carson City NV Pricing Section</b>			
1.1.116	405362641	1	PWR CORD USA
1.1.117	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.118	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.119	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.120	700501048	5	MM717 24PT DCP MEDIA MODULE NON GSA
<b>Admin 515 Carson City NV Pricing Section</b>			
1.1.156	405362641	1	PWR CORD USA
1.1.157	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.158	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.159	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.160	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA
<b>AG Carson City NV Pricing Section</b>			
1.1.121	405362641	2	PWR CORD USA
1.1.122	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.123	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.124	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.125	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.126	700501048	6	MM717 24PT DCP MEDIA MODULE NON GSA
<b>Aging 12 Carson City NV Pricing Section</b>			
1.1.224	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.225	700463532	1	S8300D SERVER - NON GSA
1.1.226	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.227	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.228	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
<b>Aging 62 Carson City NV Pricing Section</b>			
1.1.219	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.220	700463532	1	S8300D SERVER - NON GSA
1.1.221	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.222	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.223	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
<b>AGR Sparks NV Pricing Section</b>			
1.1.189	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC

1.1.190	700463532	1	S8300D SERVER - NON GSA
1.1.191	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.192	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.193	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**B and I Carson City NV Pricing Section**

1.1.204	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.205	700463532	1	S8300D SERVER - NON GSA
1.1.206	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.207	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.208	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**B I Goni Carson City NV Pricing Section**

1.1.229	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.230	700463532	1	S8300D SERVER - NON GSA
1.1.231	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.232	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.233	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Bus Ind Carson City NV Pricing Section**

1.1.43	405362641	2	PWR CORD USA
1.1.44	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.45	700460660	1	10 CHANNEL DSP DAUGHTERBOARD
1.1.46	700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA
1.1.47	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.48	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.49	700501048	2	MM717 24PT DCP MEDIA MODULE NON GSA

**Core Carson City NV Pricing Section**

1.1	184716	1	CM S8700 MULTI CONNECT MODEL UPG
1.1.1	173893	300	DEF CALL CENTER ELITE AGT TRACKING RTU
1.1.2	207944	1	AVAYA AURATM R5 S87XX UPG SW LIC
1.1.3	212486	1	CC R5 UPG RFA RELEASE INDICATOR
1.1.4	212860	300	CC SIP EAS AVAIL AGTS TRACKING CODE
1.1.5	229553	300	CC R6 ELITE UPG PER AGT
1.1.6	231820	1	AVAYA AURATM RFA TO PLDS CONVERSION
1.1.7	245465	5285	AVAYA AURATM R5 EE 1001+ LIC UPPCM
1.1.8	259400	1	MEDIA ENCRYPTION R5 & PRIOR
1.1.9	259401	1	MEDIA ENCRYPTION R6+/MBT
1.1.10	263764	2	DL360G7 SERVER CM S/D/MBT/SBC
1.1.11	266527	1	R6 LARGE ENT DUPLX SOL UPG TRACKING
1.1.12	268683	5285	AURA FOUNDATION SUITE R6 UPG SW LIC
1.1.13	268687	124	AURA FOUNDATION SUITE R6 ADD SW LIC
1.1.14	269360	1	FND SUITE R6 MGMT SITE ADMIN LIC /E
1.1.15	269362	1	FND SUITE R6 SYSTEM MANAGER LIC /E
1.1.16	269363	5409	FOUNDATION SUITE R6SM SIPCONN LIC /E
1.1.17	269390	5409	FND SUITE UCE R6 ONE-X COMM R6 LIC /E
1.1.18	269405	5409	FOUNDATION SUITE R6 PS R6 LIC /E
1.1.19	269422	5409	FND SUITE R6 ONE-XC VIDEO R6 LIC /E
1.1.20	270052	5409	FOUNDATION SUITE R6 CMM R6 LIC /E
1.1.21	271180	5409	FND SUITE FLARE EXP WINR1 CM6 LIC /E
1.1.22	271181	5409	FND SUITE 1XC MAC OS R1 LIC /E
1.1.23	272782	1	FND SUITE R6 ACE BASE LINUX R6 /E

1.1.24	272783	5409	FND SUITE R6 CA DCE ENBL R6 /E
1.1.25	272785	5409	FND SUITE R6 CA OFFCE LYNC R6 /E
1.1.26	272789	5409	FND SUITE R6 ACE NAMED ROYALTY TRACK
1.1.27	272790	5409	FND SUITE R6 ACE API R6 /E
1.1.28	273122	1	SAL STDALN GATEWAY LIC R2 DWNLD
1.1.29	405362641	4	PWR CORD USA
1.1.30	700500751	1	ADMIN TOOLS R6.0 CD
1.1.31	700501093	1	DL360G7 SERVER SYSTEM MANAGER
1.1.32	700507031	1	AVAYA AURA SYS MANAGER 6.3.3 DVD
1.1.76	229181	15	EC500 R9 SM LIC SNGL UPG
1.1.77	272731	1	APS NTWK READINESS ASSESSMENT-VENDOR PRV
1.1.78	405362641	10	PWR CORD USA
1.1.79	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.80	700406101	2	DS1 LOOPBACK JACK 700A RHS
1.1.81	700459456	6	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.82	700459472	6	80 CHANNEL DAUGHTERBOARD
1.1.83	700466626	6	MM711 ANLG MEDIA MODULE - NON GSA
1.1.84	700466634	32	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.85	700466642	5	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.86	700476351	2	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.87	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.88	700501092	2	DL360G7 SERVER SESSION MANAGER
1.1.89	700504700	1	AVAYA AURATM SM6.3 RH KCKST NEW DVD
1.1.90	700505969	2	AVAYA AURATM R6.3.0 SFTW DVD
1.1.91	700505971	2	AVAYA AURATM SYS PLATFORM 6.3.0 CD
1.1.92	700506252	1	AVAYA AURA SESSION MGR 6.3.3 DVD
1.1.178	228501	2	ONE-X ATTD R3 CLNT UPG USER LIC
1.1.179	229000	2	ONE-X ATTENDANT CLNT R3 LIC FOR CM6+
1.1.180	700395445	32	120A CSU CABLE 50FT RHS
1.1.181	700477839	1	ONE-X ATTD R3 CLNT USER SFTW CD
1.38	184048	1	MM MODEL
1.38.1	244923	10000	MSG R6.X AV STORE SEAT TRACKING
1.38.2	244933	10000	MSG R6.X 1 SEAT MAINSTRM MMIP
1.38.7	269750	10000	MSG R6.X 1 SEAT SURV NEW
1.38.3	244936	1	MSG R6.X APPLICATION PLUS STORAGE
1.38.4	259726	1	MSG R6.X NEW SYSTEM TRACKING
1.38.5	264180	2	DL360G7 SRVR AA MSG STD STRG
1.38.6	264182	1	DL360G7 SRVR AA MSG HI-CAP STRG
1.38.7	273122	1	SAL STDALN GATEWAY LIC R2 DWNLD
1.38.8	405362641	4	PWR CORD USA
1.38.9	700445828	1	MM MMIP SYS RET INSTRUCT IA MAP 40
1.38.10	700445836	1	MM MMIP SYS RET INSTRUCT IA MAP 100
1.41	184856	1	CMS UPG MODEL
1.41.1	272021	400	CMS R17 UPG AGT LIC 251+
1.41.2	272031	1	CMS R15TO17 HDWR UPG T5X20 4CORE MID
1.41.3	272036	100	CMS R17 SUPV LIC UPG
1.41.4	700504434	1	CMS R17 CUE SFTW MEDIA UPG CD/DVD

**DCNR Carson City NV Pricing Section**

1.1.161	405362641	3	PWR CORD USA
1.1.162	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.163	700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA

1.1.164	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.165	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.166	700501048	18	MM717 24PT DCP MEDIA MODULE NON GSA

**DETR Carson Carson City NV Pricing Section**

1.1.104	405362641	1	PWR CORD USA
1.1.105	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.106	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.107	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.108	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.109	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA

**DETR Curry Carson City NV Pricing Section**

1.1.173	405362641	2	PWR CORD USA
1.1.174	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.175	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.176	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.177	700501048	7	MM717 24PT DCP MEDIA MODULE NON GSA

**DHCFP Carson City NV Pricing Section**

1.1.136	405362641	3	PWR CORD USA
1.1.137	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.138	700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.139	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.140	700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.141	700501048	13	MM717 24PT DCP MEDIA MODULE NON GSA

**DHCFP Reno NV Pricing Section**

1.1.184	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.185	700463532	1	S8300D SERVER - NON GSA
1.1.186	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.187	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.188	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**DHHS Carson City NV Pricing Section**

1.1.50	405362641	1	PWR CORD USA
1.1.51	700460660	1	10 CHANNEL DSP DAUGHTERBOARD
1.1.52	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.53	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.54	700501048	2	MM717 24PT DCP MEDIA MODULE NON GSA

**DHR Carson City NV Pricing Section**

1.1.93	405362641	3	PWR CORD USA
1.1.94	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.95	700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.96	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.97	700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.98	700501048	18	MM717 24PT DCP MEDIA MODULE NON GSA

**DMV Carson City NV Pricing Section**

1.1.110	405362641	4	PWR CORD USA
1.1.111	700459456	4	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.112	700466626	3	MM711 ANLG MEDIA MODULE - NON GSA

1.1.113	700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.114	700466642	3	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.115	700501048	18	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.182	700395445	3	120A CSU CABLE 50FT RHS

**DOE Carson City NV Pricing Section**

1.1.33	207929	1	AVAYA AURATM R5 G350 LSP UPG LIC
1.1.34	700463532	1	S8300D SERVER - NON GSA
1.1.35	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.36	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.37	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**DPS Jcbn Carson City NV Pricing Section**

1.1.59	405362641	2	PWR CORD USA
1.1.60	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.61	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.62	700476385	1	20 CHANNELS DSP DAUGHTERBOARD
1.1.63	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.64	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.65	700501048	3	MM717 24PT DCP MEDIA MODULE NON GSA

**DPS Nye Carson City NV Pricing Section**

1.1.167	405362641	1	PWR CORD USA
1.1.168	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.169	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.170	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.171	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.172	700501048	5	MM717 24PT DCP MEDIA MODULE NON GSA

**Eco Dev Carson City NV Pricing Section**

1.1.194	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.195	700463532	1	S8300D SERVER - NON GSA
1.1.196	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.197	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.198	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Educ Carson City NV Pricing Section**

1.1.132	405362641	1	PWR CORD USA
1.1.133	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.134	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.135	700501048	5	MM717 24PT DCP MEDIA MODULE NON GSA

**Health Svc Carson City NV Pricing Section**

1.1.214	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.215	700463532	1	S8300D SERVER - NON GSA
1.1.216	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.217	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.218	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Library Carson City NV Pricing Section**

1.1.127	405362641	1	PWR CORD USA
1.1.128	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.129	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA

1.1.130	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.131	700501048	6	MM717 24PT DCP MEDIA MODULE NON GSA

**NEIS Carson City NV Pricing Section**

1.1.55	405362641	1	PWR CORD USA
1.1.56	700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA
1.1.57	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.58	700501048	1	MM717 24PT DCP MEDIA MODULE NON GSA

**Parole Ht Sprg Carson Cty Pricing Section**

1.1.66	405362641	2	PWR CORD USA
1.1.67	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.68	700476385	1	20 CHANNELS DSP DAUGHTERBOARD
1.1.69	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.70	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.71	700501048	3	MM717 24PT DCP MEDIA MODULE NON GSA

**Parole Long Carsn City NV Pricing Section**

1.1.72	405362641	1	PWR CORD USA
1.1.73	700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA
1.1.74	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.75	700501048	1	MM717 24PT DCP MEDIA MODULE NON GSA

**Purch Reno NV Pricing Section**

1.1.38	207929	1	AVAYA AURATM R5 G350 LSP UPG LIC
1.1.39	700463532	1	S8300D SERVER - NON GSA
1.1.40	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.41	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.42	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Sawyer Las Vegas NV Pricing Section**

1.38.11	244936	1	MSG R6.X APPLICATION PLUS STORAGE
1.38.12	259726	1	MSG R6.X NEW SYSTEM TRACKING
1.38.13	264180	1	DL360G7 SRVR AA MSG STD STRG
1.38.14	264182	1	DL360G7 SRVR AA MSG HI-CAP STRG
1.38.15	405362641	3	PWR CORD USA

**Silver St Ins Carson City Pricing Section**

1.1.234	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.235	700463532	1	S8300D SERVER - NON GSA
1.1.236	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.237	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.238	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**SOS Carson City NV Pricing Section**

1.1.99	405362641	2	PWR CORD USA
1.1.100	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.101	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.102	700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.103	700501048	7	MM717 24PT DCP MEDIA MODULE NON GSA

**Tax Carson City NV Pricing Section**

1.1.142	405362641	2	PWR CORD USA
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1.1.143	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.144	700463532	1	S8300D SERVER - NON GSA
1.1.145	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.146	700476344	1	AVAYA AURATM R5.2.1 NEW SFTW CD
1.1.147	700501048	7	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.148	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.149	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Tax Reno NV Pricing Section**

1.1.199	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.200	700463532	1	S8300D SERVER - NON GSA
1.1.201	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.202	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.203	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Tourism Carson City NV Pricing Section**

1.1.209	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.210	700463532	1	S8300D SERVER - NON GSA
1.1.211	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.212	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.213	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Wildlife Kietzke NV Pricing Section**

1.1.249	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.250	700463532	1	S8300D SERVER - NON GSA
1.1.251	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.252	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.253	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Wildlife Valley Rd NV Pricing Section**

1.1.244	207925	1	AVAYA AURATM R5 G700 LSP UPG LIC
1.1.245	700463532	1	S8300D SERVER - NON GSA
1.1.246	700476351	1	AVAYA AURATM R5.2.1 UPG SFTW CD
1.1.247	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.248	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Software Support/Support Advantage/Wholesale Pricing Section**

1.2	232253	1	SA CM MODEL
1.2.1	239097	2	SA ESS ONE-X ATTD R3 CLNT USR 5ypp 60 months POS
1.2.2	239107	2	UPG ADV ONE-X ATTD R3 CLNT USR 5ypp 60 months POS
1.2.3	241865J	300	SA ESS C/D CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.4	242151J	15	SA ESS C/D EC500 R9 SINGLE MODE 5ypp 60 months POS
1.2.5	249288	300	UPG ADV CCR6 ELITE AGT 101-250 5ypp 60 months

	POS		
1.2.6	249443 60 months	15	UPG ADV EC500 R9 SINGLE MODE 5ypp
	POS		
1.2.7	252566 60 months	5285	UPG ADV AURA R6 FND/S 5ypp
	POS		
1.2.8	252566 60 months	124	UPG ADV AURA R6 FND/S 5ypp
	POS		
1.2.9	257060J 60 months	5285	SA ESS C/D AURA R6 FND/S 5ypp
	POS		
1.2.10	257060J 60 months	124	SA ESS C/D AURA R6 FND/S 5ypp
	POS		
1.39	232258	1	SA MSGING MODEL
1.39.1	238499J 60 months	10000	SA ESS C/D AURA MSG 6 MAINSTREAM 5ypp
	POS		
1.39.2	238511 60 months	10000	UPG ADV AURA MSG 6 MAINSTREAM 5ypp
	POS		
1.39.3	222486J 60 months	10000	SA ESS C/D AURA MSG R6 1 SEAT SURV 5ypp
	POS		
1.39.4	222498 60 months	10000	UPG ADV AURA MSG R6 1 SEAT SURV 5ypp
	POS		
1.42.1	234350J 60 months	400	SA ESS CD CMS R17 AGT 251+ 5ypp
	POS		
1.42.2	234402J 60 months	100	SA ESS CD CMS R17 SUPERVISOR 5ypp
	POS		
1.42.3	252635 60 months	400	UPG ADV CMS R17 AGT 251+ 5YPP
	POS		

**PHASE 2. SAWYER**

1	185446		AVAYA COMMUNICATIONS SOLUTION
<b>Aging Las Vegas NV Pricing Section</b>			
1.1.72	405362641	2	PWR CORD USA
1.1.73	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.74	700463532	1	S8300D SERVER - NON GSA
1.1.75	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.76	700501048	6	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.77	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.78	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
<b>Atty General Las Vegas NV Pricing Section</b>			
1.1.105	700463532	1	S8300D SERVER - NON GSA
1.1.106	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.107	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
<b>B and I Las Vegas NV Pricing Section</b>			
1.1.86	405362641	1	PWR CORD USA
1.1.87	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.88	700459472	1	80 CHANNEL DAUGHTERBOARD
1.1.89	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.90	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.91	700501048	5	MM717 24PT DCP MEDIA MODULE NON GSA
<b>Core Carson City NV Pricing Section</b>			
1.1	185840	1	CM MODEL ADDITIONS
1.1.1	174066	1	SOFTCON REGISTRATION MIGRATION
1.1.2	229550	50	CC R6 ELITE UPG MOVE PER AGT
1.1.3	268684	2285	AURA FOUNDATION SUITE R6 MOVE LIC
1.1.4	269363	2285	FOUNDATION SUITE R6SM SIPCONN LIC /E
1.1.5	269390	2285	FND SUITE UCE R6 ONE-X COMM R6 LIC /E
1.1.6	269393	15	FND SUITE R6 EC500 SM R9 LIC /E
1.1.7	269405	2285	FOUNDATION SUITE R6 PS R6 LIC /E
1.1.8	269422	2285	FND SUITE R6 ONE-XC VIDEO R6 LIC /E
1.1.9	270052	2285	FOUNDATION SUITE R6 CMM R6 LIC /E
1.1.10	271180	2285	FND SUITE FLARE EXP WINR1 CM6 LIC /E
1.1.11	271181	2285	FND SUITE 1XC MAC OS R1 LIC /E
1.1.12	272783	2285	FND SUITE R6 CA DCE ENBL R6 /E
1.1.13	272785	2285	FND SUITE R6 CA OFFCE LYNC R6 /E
1.1.14	272789	2285	FND SUITE R6 ACE NAMED ROYALTY TRACK
1.1.15	272790	2285	FND SUITE R6 ACE API R6 /E
1.1.98	228501	1	ONE-X ATTD R3 CLNT UPG USER LIC
1.1.99	229000	1	ONE-X ATTENDANT CLNT R3 LIC FOR CM6+
<b>DHCFP Las Vegas NV Pricing Section</b>			
1.1.51	405362641	2	PWR CORD USA
1.1.52	700459472	1	80 CHANNEL DAUGHTERBOARD
1.1.53	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.54	700476393	1	G430 MEDIA GATEWAY NON-GSA

1.1.55	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.56	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA

**Hearings Las Vegas NV Pricing Section**

1.1.19	405362641	2	PWR CORD USA
1.1.20	700459472	1	80 CHANNEL DAUGHTERBOARD
1.1.21	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.22	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.23	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.24	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA

**Nevada Films Las Vegas NV Pricing Section**

1.1.16	700463532	1	S8300D SERVER - NON GSA
1.1.17	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.18	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**P and P Las Vegas NV Pricing Section**

1.1.92	405362641	2	PWR CORD USA
1.1.93	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.94	700459472	2	80 CHANNEL DAUGHTERBOARD
1.1.95	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.96	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.97	700501048	12	MM717 24PT DCP MEDIA MODULE NON GSA

**PUC Las Vegas NV Pricing Section**

1.1.35	405362641	2	PWR CORD USA
1.1.36	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.37	700476385	1	20 CHANNELS DSP DAUGHTERBOARD
1.1.38	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.39	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.40	700501048	2	MM717 24PT DCP MEDIA MODULE NON GSA

**Sawyer Las Vegas NV Pricing Section**

1.1.57	263764	2	DL360G7 SERVER CM S/D/MBT/SBC
1.1.58	272731	1	APS NTWK READINESS ASSESSMENT-VENDOR PRV
1.1.59	405362641	12	PWR CORD USA
1.1.60	700406101	2	DS1 LOOPBACK JACK 700A RHS
1.1.61	700459456	8	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.62	700459472	8	80 CHANNEL DAUGHTERBOARD
1.1.63	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.64	700466634	27	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.65	700466642	5	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.66	700501048	29	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.67	700501092	1	DL360G7 SERVER SESSION MANAGER
1.1.68	700504700	1	AVAYA AURATM SM6.3 RH KCKST NEW DVD
1.1.69	700505969	2	AVAYA AURATM R6.3.0 SFTW DVD
1.1.70	700505971	2	AVAYA AURATM SYS PLATFORM 6.3.0 CD
1.1.71	700506252	1	AVAYA AURA SESSION MGR 6.3.3 DVD
1.1.100	700395445	27	120A CSU CABLE 50FT RHS
1.1.101	700477839	1	ONE-X ATTD R3 CLNT USER SFTW CD

**SNAMHS Las Vegas NV Pricing Section**

1.1.47	405362641	1	PWR CORD USA
1.1.48	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.49	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.50	700476393	1	G430 MEDIA GATEWAY NON-GSA

**State Health Las Vegas NV Pricing Section**

1.1.102	700463532	1	S8300D SERVER - NON GSA
1.1.103	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.104	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Tax Las Vegas NV Pricing Section**

1.1.25	405362641	2	PWR CORD USA
1.1.26	700406267	1	S8300/S8400 CD/DVD ROM DRIVE RHS
1.1.27	700463532	1	S8300D SERVER - NON GSA
1.1.28	700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA
1.1.29	700476385	1	20 CHANNELS DSP DAUGHTERBOARD
1.1.30	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.31	700476401	1	EM200 BRANCH EXPANSION UNIT NON-GSA
1.1.32	700501048	2	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.33	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.34	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Taxi Las Vegas NV Pricing Section**

1.1.79	405362641	1	PWR CORD USA
1.1.80	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.81	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.82	700459472	1	80 CHANNEL DAUGHTERBOARD
1.1.83	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.84	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.85	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA

**Youth Patrol Las Vegas NV Pricing Section**

1.1.41	405362641	1	PWR CORD USA
1.1.42	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.43	700460660	1	10 CHANNEL DSP DAUGHTERBOARD
1.1.44	700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA
1.1.45	700476393	1	G430 MEDIA GATEWAY NON-GSA
1.1.46	700501048	1	MM717 24PT DCP MEDIA MODULE NON GSA

**Software Support/Support Advantage/Wholesale Pricing Section**

1.2	232253	1	SA CM MODEL
1.2.1	239097	1	SA ESS CD ONE-X ATTD R3 CLNT USR 5ypp 60 months POS
1.2.2	239107	1	UPG ADV ONE-X ATTD R3 CLNT USR 5ypp 60 months POS
1.2.3	241865J	50	SA ESS C/D CCR6 ELITE AGT 101-250 5ypp

	60 months POS		
1.2.4	249288	50	UPG ADV CCR6 ELITE AGT 101-250 5ypp
	60 months POS		
1.2.5	252566	2285	UPG ADV AURA R6 FND/S 5ypp
	60 months POS		
1.2.6	257060J	2285	SA ESS C/D AURA R6 FND/S 5ypp
	60 months POS		

**PHASE 3. OEM**

1	185446		AVAYA COMMUNICATIONS SOLUTION
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**Core Carson City NV Pricing Section**

1.1	185840	1	CM MODEL ADDITIONS
1.1.1	229550	5	CC R6 ELITE UPG MOVE PER AGT
1.1.2	268684	249	AURA FOUNDATION SUITE R6 MOVE LIC
1.1.3	269363	249	FOUNDATION SUITE R6SM SIPCONN LIC /E
1.1.4	269390	249	FND SUITE UCE R6 ONE-X COMM R6 LIC /E
1.1.5	269405	249	FOUNDATION SUITE R6 PS R6 LIC /E
1.1.6	269422	249	FND SUITE R6 ONE-XC VIDEO R6 LIC /E
1.1.7	270052	249	FOUNDATION SUITE R6 CMM R6 LIC /E
1.1.8	271180	249	FND SUITE FLARE EXP WINR1 CM6 LIC /E
1.1.9	271181	249	FND SUITE 1XC MAC OS R1 LIC /E
1.1.10	272783	249	FND SUITE R6 CA DCE ENBL R6 /E
1.1.11	272785	249	FND SUITE R6 CA OFFCE LYNC R6 /E
1.1.12	272789	249	FND SUITE R6 ACE NAMED ROYALTY TRACK
1.1.13	272790	249	FND SUITE R6 ACE API R6 /E

**OEM Carson City NV Pricing Section**

1.1.14	263764	1	DL360G7 SERVER CM S/D/MBT/SBC
1.1.15	405362641	4	PWR CORD USA
1.1.16	700406101	1	DS1 LOOPBACK JACK 700A RHS
1.1.17	700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.18	700459472	3	80 CHANNEL DAUGHTERBOARD
1.1.19	700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.20	700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.21	700501048	7	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.22	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.23	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
1.1.24	700395445	3	120A CSU CABLE 50FT RHS

**Software Support/Support Advantage/Wholesale Pricing Section**

1.2	232253	1	SA CM MODEL
1.2.1	241865J	5	SA ESS C/D CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.2	249288	5	UPG ADV CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.3	252566	249	UPG ADV AURA R6 FND/S 5ypp 60 months POS
1.2.4	257060J	249	SA ESS C/D AURA R6 FND/S 5ypp 60 months POS
1.3	232253	1	SA CM MODEL
1.3.1	256432	1	SA ESS C/D TRKG REMOTE SITE AV AURATM R6 60 months POS

**PHASE 4. MENTAL HEALTH**

1	185446		AVAYA COMMUNICATIONS SOLUTION
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**Bldg 17 Las Vegas NV Pricing Section**

1.1.42	700463532	1	S8300D SERVER - NON GSA
1.1.43	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.44	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD

**Core Carson City NV Pricing Section**

1.1	185840	1	CM MODEL ADDITIONS
1.1.1	268684	1352	AURA FOUNDATION SUITE R6 MOVE LIC
1.1.2	269363	1352	FOUNDATION SUITE R6SM SIPCONN LIC /E
1.1.3	269390	1352	FND SUITE UCE R6 ONE-X COMMR6 LIC /E
1.1.4	269393	10	FND SUITE R6 EC500 SM R9 LIC /E
1.1.5	269405	1352	FOUNDATION SUITE R6 PS R6 LIC /E
1.1.6	269422	1352	FND SUITE R6 ONE-XC VIDEO R6 LIC /E
1.1.7	270052	1352	FOUNDATION SUITE R6 CMM R6 LIC /E
1.1.8	271180	1352	FND SUITE FLARE EXP WINR1 CM6 LIC /E
1.1.9	271181	1352	FND SUITE 1XC MAC OS R1 LIC /E
1.1.10	272783	1352	FND SUITE R6 CA DCE ENBL R6 /E
1.1.11	272785	1352	FND SUITE R6 CA OFFCE LYNC R6 /E
1.1.12	272789	1352	FND SUITE R6 ACE NAMED ROYALTY TRACK
1.1.13	272790	1352	FND SUITE R6 ACE API R6 /E

**DCFS Bldg 7 Las Vegas NV Pricing Section**

1.1.30	405362641	1	PWR CORD USA
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1.1.31	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.32	700459472	1	80 CHANNEL DAUGHTERBOARD
1.1.33	700466642	3	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.34	700501048	5	MM717 24PT DCP MEDIA MODULE NON GSA

**DCR Las Vegas NV Pricing Section**

1.1.24	405362641	1	PWR CORD USA
1.1.25	700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.26	700459472	1	80 CHANNEL DAUGHTERBOARD
1.1.27	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.28	700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.29	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA

**Menta Health Las Vegas NV Pricing Section**

1.1.14	263764	1	DL360G7 SERVER CM S/D/MBT/SBC
1.1.15	405362641	4	PWR CORD USA
1.1.16	700406101	2	DS1 LOOPBACK JACK 700A RHS
1.1.17	700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.18	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.19	700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.20	700466642	4	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.21	700501048	8	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.22	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.23	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
1.1.41	700395445	3	120A CSU CABLE 50FT RHS

**Rawson Neal Las Vegas NV Pricing Section**

1.1.35	405362641	3	PWR CORD USA
1.1.36	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.37	700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.38	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.39	700466642	4	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.40	700501048	11	MM717 24PT DCP MEDIA MODULE NON GSA

**Software Support/Support Advantage/Wholesale Pricing Section**

1.2	232253	1	SA CM MODEL
1.2.1	252566	1352	UPG ADV AURA R6 FND/S 5ypp 60 months POS
1.2.2	257060J	1352	SA ESS C/D AURA R6 FND/S 5ypp 60 months POS

**PHASE 5. ELKO - IDAHO**

1 185446 AVAYA COMMUNICATIONS SOLUTION

**Core Carson City NV Pricing Section**

1.1	185840	1	CM MODEL ADDITIONS
1.1.1	229550	1	CC R6 ELITE UPG MOVE PER AGT
1.1.2	268684	300	AURA FOUNDATION SUITE R6 MOVE LIC
1.1.3	269363	300	FOUNDATION SUITE R6SM SIPCONN LIC /E
1.1.4	269390	300	FND SUITE UCE R6 ONE-X COMMR6 LIC /E
1.1.5	269405	300	FOUNDATION SUITE R6 PS R6 LIC /E
1.1.6	269422	300	FND SUITE R6 ONE-XC VIDEO R6 LIC /E
1.1.7	270052	300	FOUNDATION SUITE R6 CMM R6 LIC /E
1.1.8	271180	300	FND SUITE FLARE EXP WINR1 CM6 LIC /E
1.1.9	271181	300	FND SUITE 1XC MAC OS R1 LIC /E
1.1.10	272783	300	FND SUITE R6 CA DCE ENBL R6 /E
1.1.11	272785	300	FND SUITE R6 CA OFFCE LYNC R6 /E
1.1.12	272789	300	FND SUITE R6 ACE NAMED ROYALTY TRACK
1.1.13	272790	300	FND SUITE R6 ACE API R6 /E

**Idaho St Elko NV Pricing Section**

1.1.14	405362641	2	PWR CORD USA
1.1.15	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.16	700406101	1	DS1 LOOPBACK JACK 700A RHS
1.1.17	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.18	700463532	1	S8300D SERVER - NON GSA
1.1.19	700466626	2	MM711 ANLG MEDIA MODULE - NON GSA
1.1.20	700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.21	700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.22	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.23	700501368	2	G450 160 CHANNEL DSP DAUGHTER BOARD
1.1.24	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.25	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
1.1.26	700395445	3	120A CSU CABLE 50FT RHS

**Software Support/Support Advantage/Wholesale Pricing Section**

1.2	232253	1	SA CM MODEL
1.2.1	241865J	1	SA ESS C/D CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.2	249288	1	UPG ADV CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.3	252566	300	UPG ADV AURA R6 FND/S 5ypp 60 months POS
1.2.4	257060J	300	SA ESS C/D AURA R6 FND/S 5ypp 60 months POS

**PHASE 6. ELKO - RUBY VISTA**

1 185446 AVAYA COMMUNICATIONS SOLUTION

**Core Carson City NV Pricing Section**

1.1	185840	1	CM MODEL ADDITIONS
1.1.1	229550	1	CC R6 ELITE UPG MOVE PER AGT
1.1.2	268684	405	AURA FOUNDATION SUITE R6 MOVE LIC
1.1.3	269363	405	FOUNDATION SUITE R6SM SIPCONN LIC /E
1.1.4	269390	405	FND SUITE UCE R6 ONE-X COMMR6 LIC /E
1.1.5	269405	405	FOUNDATION SUITE R6 PS R6 LIC /E
1.1.6	269422	405	FND SUITE R6 ONE-XC VIDEO R6 LIC /E
1.1.7	270052	405	FOUNDATION SUITE R6 CMM R6 LIC /E
1.1.8	271180	405	FND SUITE FLARE EXP WINR1 CM6 LIC /E
1.1.9	271181	405	FND SUITE 1XC MAC OS R1 LIC /E
1.1.10	272783	405	FND SUITE R6 CA DCE ENBL R6 /E
1.1.11	272785	405	FND SUITE R6 CA OFFCE LYNC R6 /E
1.1.12	272789	405	FND SUITE R6 ACE NAMED ROYALTY TRACK
1.1.13	272790	405	FND SUITE R6 ACE API R6 /E

**Ruby Ridge Elko NV Pricing Section**

1.1.14	405362641	2	PWR CORD USA
1.1.15	700394745	1	MM712 DCP MEDIA MODULE RHS
1.1.16	700406101	1	DS1 LOOPBACK JACK 700A RHS
1.1.17	700459456	2	G450 MP80 W/POWER SUPPLY NON-GSA
1.1.18	700463532	1	S8300D SERVER - NON GSA
1.1.19	700466626	1	MM711 ANLG MEDIA MODULE - NON GSA
1.1.20	700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA
1.1.21	700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA
1.1.22	700501048	4	MM717 24PT DCP MEDIA MODULE NON GSA
1.1.23	700501368	2	G450 160 CHANNEL DSP DAUGHTER BOARD
1.1.24	700505969	1	AVAYA AURATM R6.3.0 SFTW DVD
1.1.25	700505971	1	AVAYA AURATM SYS PLATFORM 6.3.0 CD
1.1.26	700395445	2	120A CSU CABLE 50FT RHS

**Software Support/Support Advantage/Wholesale Pricing Section**

1.2	232253	1	SA CM MODEL
1.2.1	241865J	1	SA ESS C/D CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.2	249288	1	UPG ADV CCR6 ELITE AGT 101-250 5ypp 60 months POS
1.2.3	252566	405	UPG ADV AURA R6 FND/S 5ypp 60 months POS
1.2.4	257060J	405	SA ESS C/D AURA R6 FND/S 5ypp 60 months POS

**AVAYA MEETING EXCHANGE CONFERENCING**

1	185446		AVAYA COMMUNICATIONS SOLUTION
1.1	213750	1	MX UPGRADE MODEL
1.1.1	266130	2	CONF R7.X MED SRVR LIC
1.1.2	267530	640	CONF R7.X MULTIMEDIA UPG LIC
1.1.3	267763	1	CONF R7.X WEB CONF SRVR LIC
1.1.4	272733	1	DLG360G7 SRVR AAC CO RES + HD
1.1.10	405362641	2	PWR CORD USA

**Software Support/Support Advantage/Wholesale Pricing Section**

1.3	257943J	640	SA ESS C/D CONF R7 MULTIMEDIA 5ypp 60 months POS
1.2	252296	640	UPG ADV CONF R7 MULTIMEDIA 5ypp 60 months POS

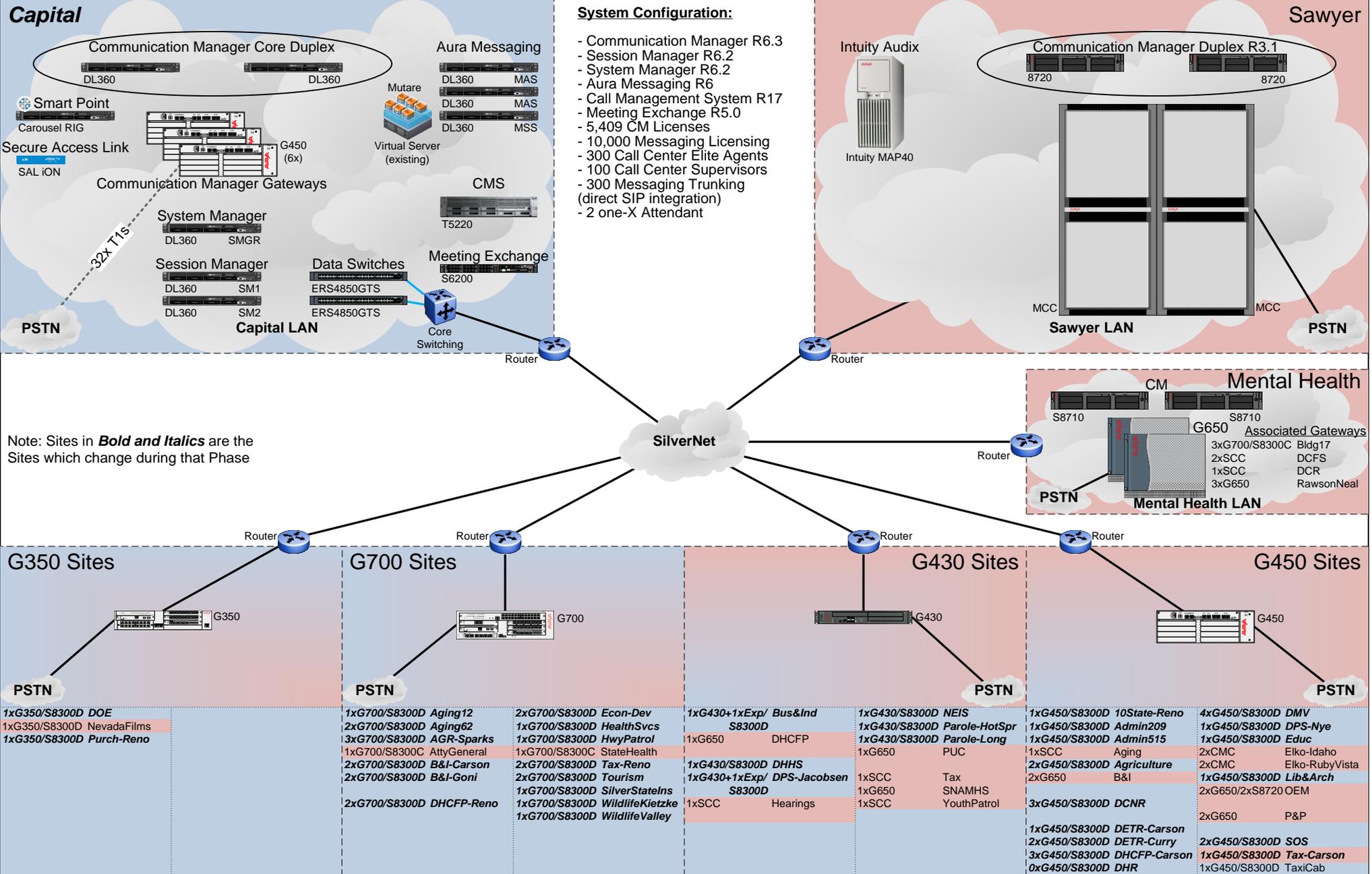
**MISCELLANEOUS RECOMMENDED ITEMS**

AL4800E78-E6	2	Aggregation Switch - Avaya 48 PT ERS4850
AL1905E08-E5	2	WAN8180 300W Power
AL4800E79-E6	4	Aggregation Switch - Avaya 24 PT ERS4826
AL1905E08-E5	4	WAN8180 300W Power
	1	MISCELLANEOUS CABLES/RACKS
	10	APC UPS 1500 (State Inventory for non-maintenance legacy UPS)

**IMPLEMENTATION COSTS**

MUTARE	1	Message Mirror implementation software/hardware for Aura Messaging survivability synchronization
PT108821.3	1	CMS provisioning- Avaya Pro Svcs quote
NAECG-VRA-WAN	1	Custom Network assessment for all phases
IMP-CST	1	Price desk quote for all phases - CM, CMS, AAM, Gateways
MX IMP	1	Conference Bridge implementation/trng
Svr/Kit/3YR	1	Carousel SAL ION 3YR
SmartPoint	1	Implementation fee/Smart Point managed services RIG Server set up, training. Includes hardware.

# State of Nevada Proposed Voice Network – Phase 1



Note: Sites in ***Bold and Italics*** are the Sites which change during that Phase

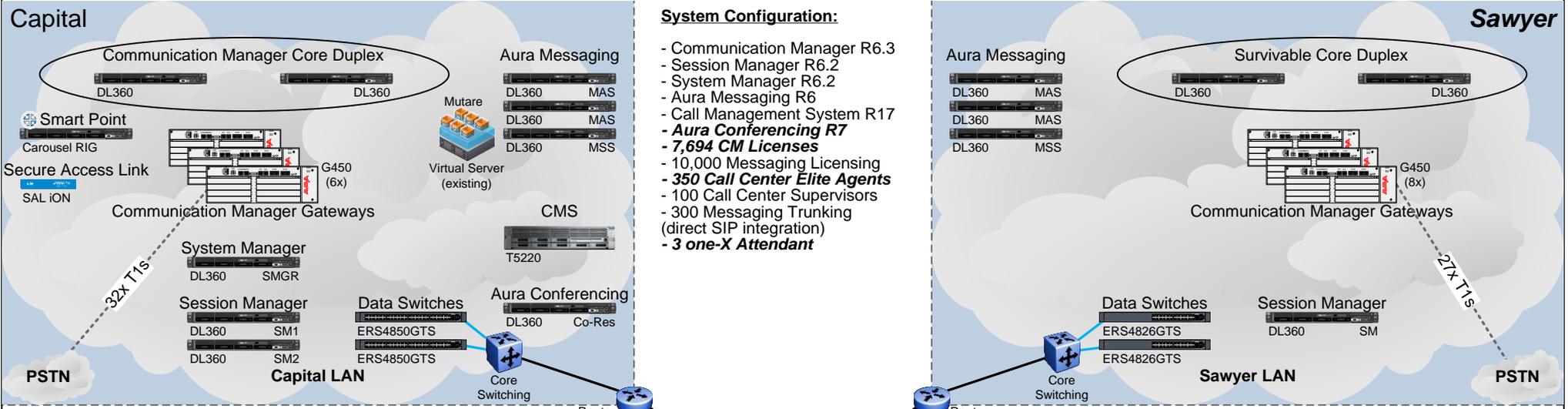
## LEGEND

Analog Trunk	Unpowered - 10 Mbps Eth	Converged Systems
PRI Trunk	802.3a/ft PoE - 10 Mbps Eth	Separate Systems
T1 Trunk	Unpowered - 100 Mbps Eth	Undetermined Connection
H.323 Trunk	802.3a/ft PoE - 100 Mbps Eth	Analog Line
SIP Trunk	Unpowered - 1 Gbps Eth	Digital Line
DSL/Cable	802.3a/ft PoE - 1 Gbps Eth	Control Network A Eth
VPN Connection	Unpowered - 10 Gbps Eth	Control Network B Eth
	802.3a/ft PoE - 10 Gbps Eth	Control Network C Eth

REVISED	DRAWN BY	PAGE
10/24/2013	Michael Satake	1 OF 6
CREATION DATE	TITLE	FILENAME
1/18/2011	Phase 1	STATE OF NEVADA DIAGRAM 131024MSV7.VSD



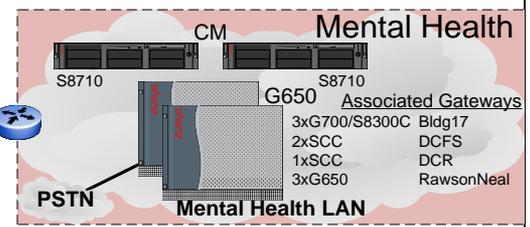
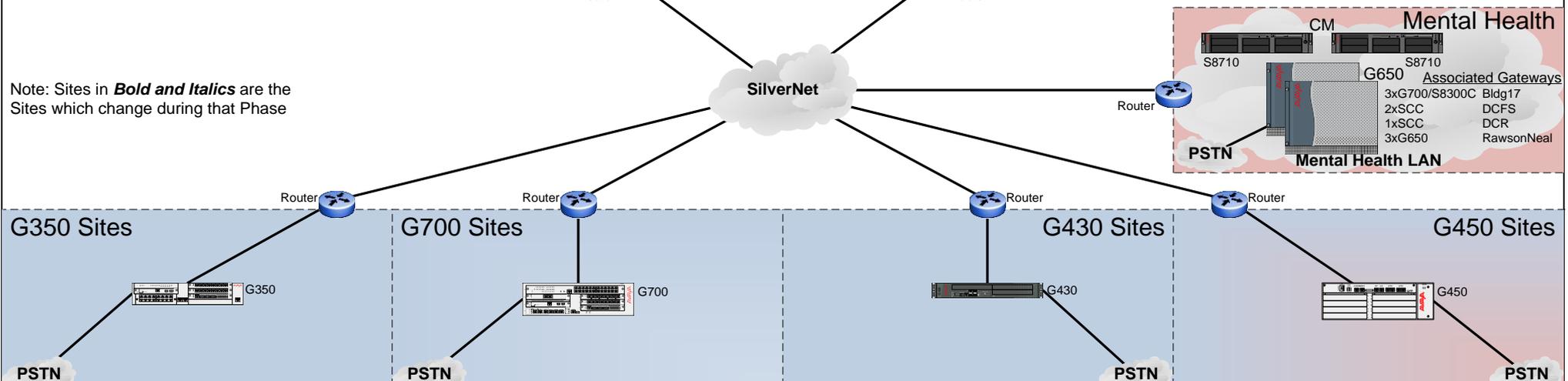
# State of Nevada Proposed Voice Network – Phase 2



### System Configuration:

- Communication Manager R6.3
- Session Manager R6.2
- System Manager R6.2
- Aura Messaging R6
- Call Management System R17
- **Aura Conferencing R7**
- **7,694 CM Licenses**
- 10,000 Messaging Licensing
- **350 Call Center Elite Agents**
- 100 Call Center Supervisors
- 300 Messaging Trunking (direct SIP integration)
- **3 one-X Attendant**

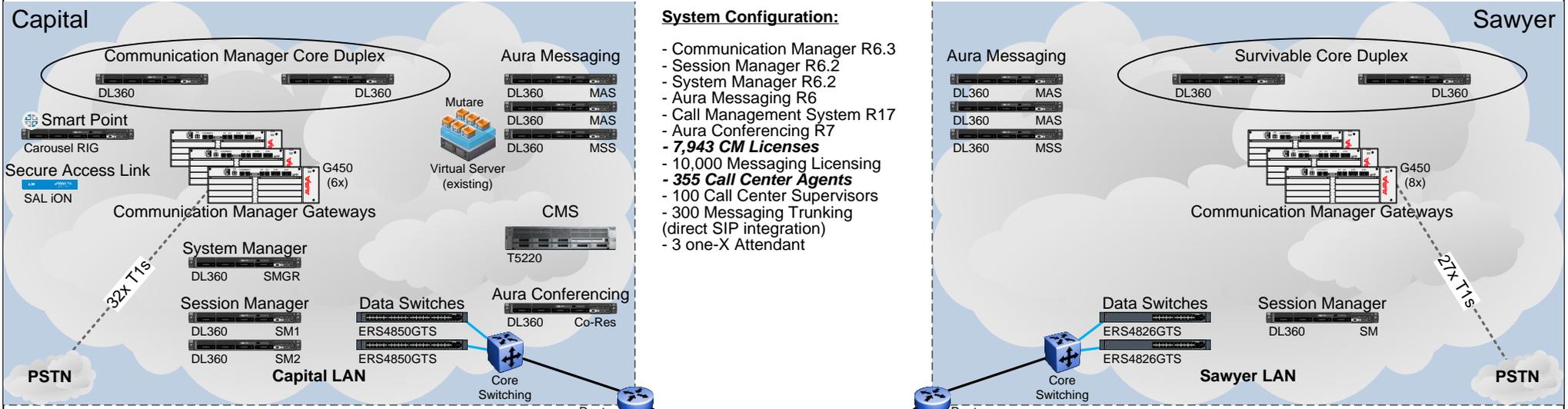
Note: Sites in ***Bold and Italics*** are the Sites which change during that Phase



G350 Sites	G700 Sites	G430 Sites	G450 Sites
1xG350/S8300D DOE <b>1xG350/S8300D NevadaFilms</b> 1xG350/S8300D Purch-Reno	1xG700/S8300D Aging12 2xG700/S8300D Aging62 3xG700/S8300D AGR-Sparks <b>1xG700/S8300D AttyGeneral</b> 2xG700/S8300D B&I-Carson 2xG700/S8300D B&I-Goni  2xG700/S8300D DHCFP-Reno	2xG700/S8300D Econ-Dev 1xG700/S8300D HealthSvcs 1xG700/S8300D HwyPatrol <b>1xG700/S8300D StateHealth</b> 2xG700/S8300D Tax-Reno 2xG700/S8300D Tourism 1xG700/S8300D SilverStateIns 1xG700/S8300D WildlifeKietzke 1xG700/S8300D WildlifeValley	1xG430+1xExp/ Bus&Ind S8300D <b>1xG430+1xExp/ DHCFP S8300D</b> 1xG430/S8300D DHHS 1xG430+1xExp/ DPS-Jacobsen S8300D <b>1xG430+1xExp/ Hearings S8300D</b>
		1xG430/S8300D NEIS 1xG430/S8300D Parole-HotSpr 1xG430/S8300D Parole-Long <b>1xG430+1xExp/ PUC S8300D</b> <b>1xG430/S8300D Tax</b> <b>1xG430/S8300D SNAMHS</b> <b>1xG430/S8300D YouthPatrol</b>	1xG450/S8300D 10State-Reno 1xG450/S8300D Admin209 1xG450/S8300D Admin515 <b>1xG450/S8300D Aging</b> 2xG450/S8300D Agriculture <b>1xG450/S8300D B&amp;I</b>  3xG450/S8300D DCNR  1xG450/S8300D DETR-Carson 2xG450/S8300D DETR-Curry 3xG450/S8300D DHCFP-Carson 0xG450/S8300D DHR
			4xG450/S8300D DMV 1xG450/S8300D DPS-Nye 1xG450/S8300D Educ 2xCMC Elko-Idaho 2xCMC Elko-RubyVista 1xG450/S8300D Lib&Arch 2xG650/2xS8720 OEM  <b>2xG450/S8300D P&amp;P</b>  2xG450/S8300D SOS 1xG450/S8300D Tax-Carson <b>1xG450/S8300D TaxiCab</b>

<b>LEGEND</b> Unpowered - 10 Mbps Eth 802.3a/ft PoE - 10 Mbps Eth Unpowered - 100 Mbps Eth 802.3a/ft PoE - 100 Mbps Eth Unpowered - 1 Gbps Eth 802.3a/ft PoE - 1 Gbps Eth Unpowered - 10 Gbps Eth 802.3a/ft PoE - 10 Gbps Eth Unpowered - 10 Gbps Eth 802.3a/ft PoE - 10 Gbps Eth		Converged Systems Separate Systems Undetermined Connection Analog Line Digital Line Control Network A Eth Control Network B Eth Control Network C Eth	REVISED 10/24/2013 CREATION DATE 1/18/2011	DRAWN BY Michael Satake TITLE Phase 2	PAGE 2 OF 6 FILENAME STATE OF NEVADA DIAGRAM 131024MSV7.VSD	
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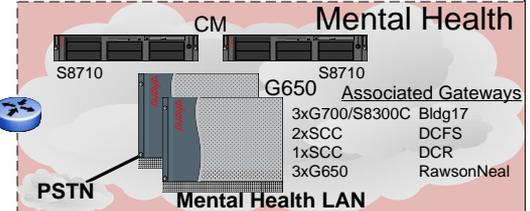
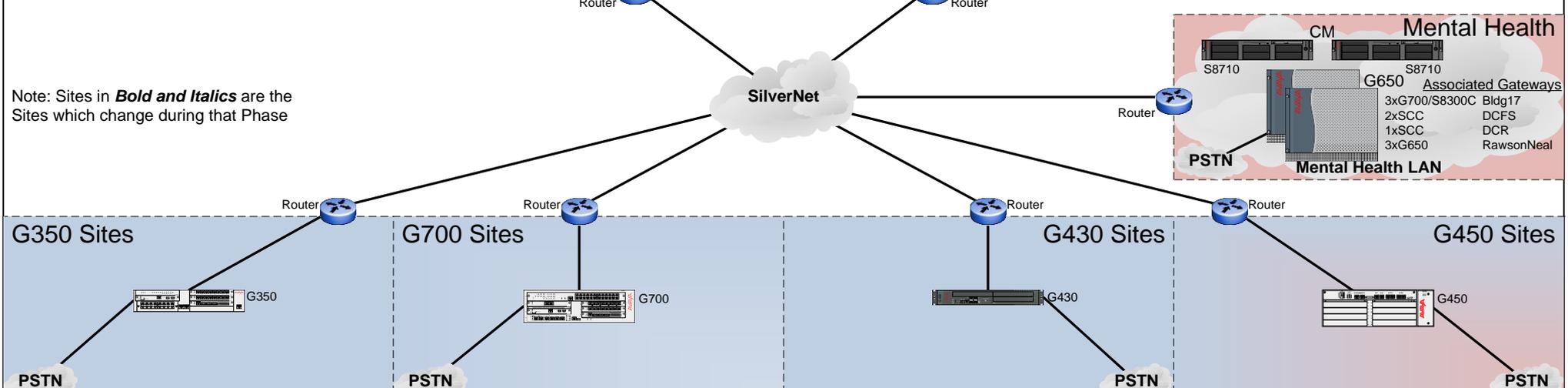
# State of Nevada Proposed Voice Network – Phase 3



### System Configuration:

- Communication Manager R6.3
- Session Manager R6.2
- System Manager R6.2
- Aura Messaging R6
- Call Management System R17
- Aura Conferencing R7
- **7,943 CM Licenses**
- 10,000 Messaging Licensing
- **355 Call Center Agents**
- 100 Call Center Supervisors
- 300 Messaging Trunking (direct SIP integration)
- 3 one-X Attendant

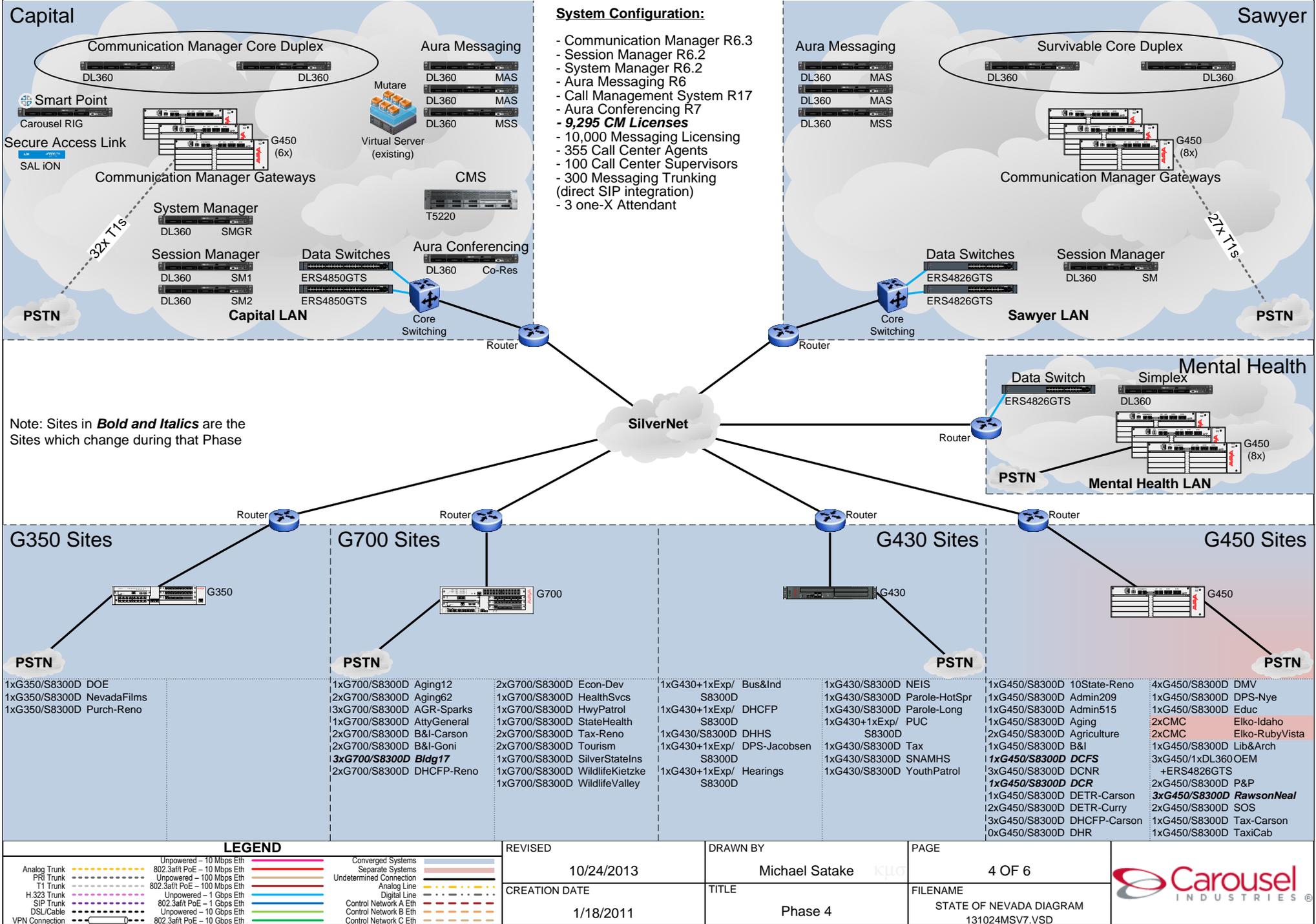
Note: Sites in ***Bold and Italics*** are the Sites which change during that Phase



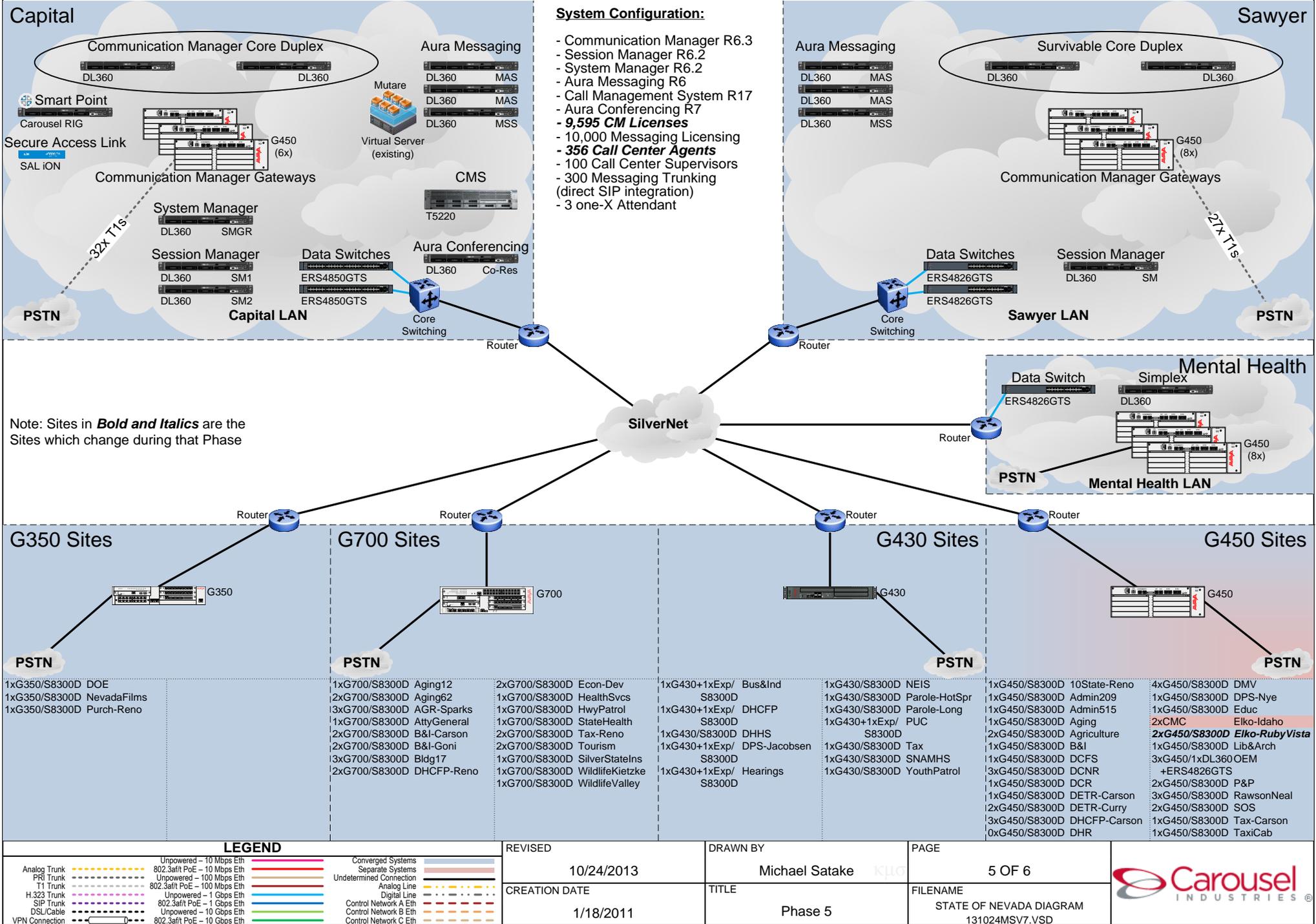
G350 Sites	G700 Sites	G430 Sites	G450 Sites		
1xG350/S8300D DOE 1xG350/S8300D NevadaFilms 1xG350/S8300D Purch-Reno	1xG700/S8300D Aging12 2xG700/S8300D Aging62 3xG700/S8300D AGR-Sparks 1xG700/S8300D AttyGeneral 2xG700/S8300D B&I-Carson 2xG700/S8300D B&I-Goni 2xG700/S8300D DHCFP-Reno	2xG700/S8300D Econ-Dev 1xG700/S8300D HealthSvcs 1xG700/S8300D HwyPatrol 1xG700/S8300D StateHealth 2xG700/S8300D Tax-Reno 2xG700/S8300D Tourism 1xG700/S8300D SilverStatelns 1xG700/S8300D WildlifeKietzke 1xG700/S8300D WildlifeValley	1xG430+1xExp/ Bus&Ind S8300D 1xG430+1xExp/ DHCFP S8300D 1xG430/S8300D DHHS S8300D 1xG430+1xExp/ DPS-Jacobsen S8300D 1xG430+1xExp/ Hearings S8300D 1xG430/S8300D NEIS 1xG430/S8300D Parole-HotSpr 1xG430/S8300D Parole-Long 1xG430+1xExp/ PUC S8300D 1xG430/S8300D Tax 1xG430/S8300D SNAMHS 1xG430/S8300D YouthPatrol	1xG450/S8300D 10State-Reno 1xG450/S8300D Admin209 1xG450/S8300D Admin515 1xG450/S8300D Aging 2xG450/S8300D Agriculture 1xG450/S8300D B&I 3xG450/S8300D DCNR 1xG450/S8300D DETR-Carson 2xG450/S8300D DETR-Curry 3xG450/S8300D DHCFP-Carson 0xG450/S8300D DHR	4xG450/S8300D DMV 1xG450/S8300D DPS-Nye 1xG450/S8300D Educ 2xCMC Elko-Idaho 2xCMC Elko-RubyVista 1xG450/S8300D Lib&Arch 3xG450/1xDL360OEM +ERS4826GTS 2xG450/S8300D P&P 2xG450/S8300D SOS 1xG450/S8300D Tax-Carson 1xG450/S8300D TaxiCab

<b>LEGEND</b> Unpowered - 10 Mbps Eth 802.3a/ft PoE - 10 Mbps Eth Unpowered - 100 Mbps Eth 802.3a/ft PoE - 100 Mbps Eth Unpowered - 1 Gbps Eth 802.3a/ft PoE - 1 Gbps Eth Unpowered - 10 Gbps Eth 802.3a/ft PoE - 10 Gbps Eth Unpowered - 10 Gbps Eth 802.3a/ft PoE - 10 Gbps Eth	Converged Systems Separate Systems Undetermined Connection Analog Line Digital Line Control Network A Eth Control Network B Eth Control Network C Eth	REVISED 10/24/2013 CREATION DATE 1/18/2011	DRAWN BY Michael Satake TITLE Phase 3	PAGE 3 OF 6 FILENAME STATE OF NEVADA DIAGRAM 131024MSV7.VSD	
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# State of Nevada Proposed Voice Network – Phase 4



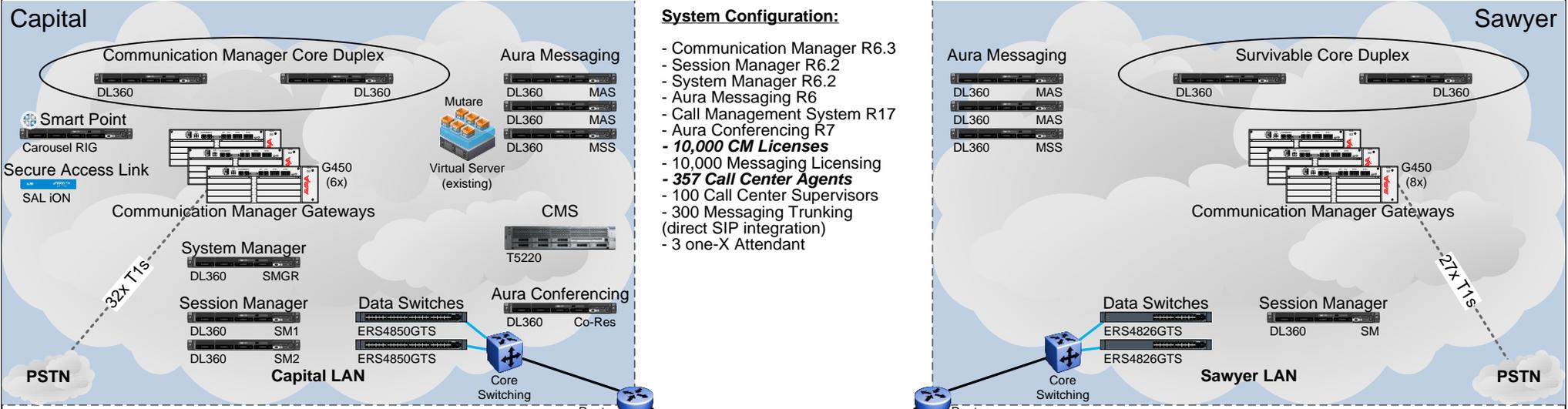
# State of Nevada Proposed Voice Network – Phase 5



Note: Sites in ***Bold and Italics*** are the Sites which change during that Phase

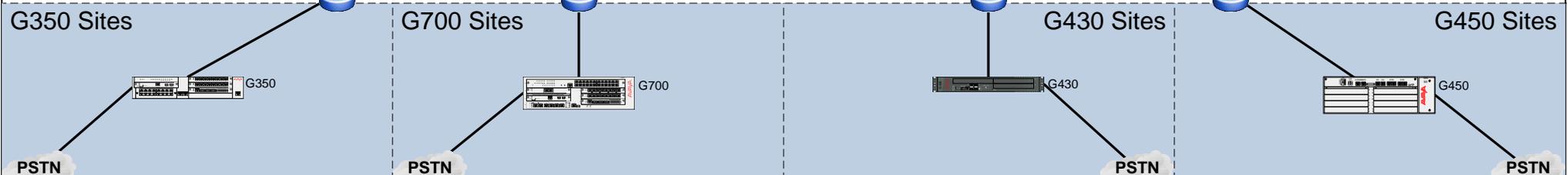
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1xG350/S8300D NevadaFilms	2xG700/S8300D Aging62	1xG700/S8300D HealthSvcs	1xG430+1xExp/ DHCFP S8300D	1xG430/S8300D Parole-HotSpr	1xG450/S8300D Admin209	1xG450/S8300D DPS-Nye
1xG350/S8300D Purch-Reno	3xG700/S8300D AGR-Sparks	1xG700/S8300D HwyPatrol	1xG430+1xExp/ PUC S8300D	1xG430/S8300D Parole-Long	1xG450/S8300D Admin515	1xG450/S8300D Educ
	1xG700/S8300D AttyGeneral	1xG700/S8300D StateHealth	1xG430/S8300D DHHS S8300D	1xG430+1xExp/ Tax S8300D	1xG450/S8300D Aging	2xCMC Elko-Idaho
	2xG700/S8300D B&I-Carson	2xG700/S8300D Tax-Reno	1xG430/S8300D DPS-Jacobsen S8300D	1xG430/S8300D SNAMHS	2xG450/S8300D Agriculture	<b>2xG450/S8300D Elko-RubyVista</b>
	2xG700/S8300D B&I-Goni	2xG700/S8300D Tourism	1xG430+1xExp/ Hearings S8300D	1xG430/S8300D DETR-Curry	1xG450/S8300D B&I	1xG450/S8300D Lib&Arch
	3xG700/S8300D Bldg17	1xG700/S8300D SilverStatelns		3xG450/S8300D DCFNS	1xG450/S8300D DCFS	3xG450/1xDL360 OEM
	2xG700/S8300D DHCFP-Reno	1xG700/S8300D WildlifeKietzke		1xG430/S8300D DCFN	3xG450/S8300D DCFN	+ERS4826GTS
		1xG700/S8300D WildlifeValley		1xG430/S8300D YouthPatrol	1xG450/S8300D DCR	2xG450/S8300D P&P
					1xG450/S8300D DETR-Carson	3xG450/S8300D RawsonNeal
					2xG450/S8300D DETR-Curry	2xG450/S8300D SOS
					3xG450/S8300D DHCFP-Carson	1xG450/S8300D Tax-Carson
					0xG450/S8300D DHR	1xG450/S8300D TaxiCab

# State of Nevada Proposed Voice Network – Phase 6



- System Configuration:**
- Communication Manager R6.3
  - Session Manager R6.2
  - System Manager R6.2
  - Aura Messaging R6
  - Call Management System R17
  - Aura Conferencing R7
  - **10,000 CM Licenses**
  - 10,000 Messaging Licensing
  - **357 Call Center Agents**
  - 100 Call Center Supervisors
  - 300 Messaging Trunking (direct SIP integration)
  - 3 one-X Attendant

Note: Sites in ***Bold and Italics*** are the Sites which change during that Phase



1xG350/S8300D DOE 1xG350/S8300D NevadaFilms 1xG350/S8300D Purch-Reno	1xG700/S8300D Aging12 2xG700/S8300D Aging62 3xG700/S8300D AGR-Sparks 1xG700/S8300D AttyGeneral 2xG700/S8300D B&I-Carson 2xG700/S8300D B&I-Goni 3xG700/S8300D Bldg17 2xG700/S8300D DHCFP-Reno	2xG700/S8300D Econ-Dev 1xG700/S8300D HealthSvcs 1xG700/S8300D HwyPatrol 1xG700/S8300D StateHealth 2xG700/S8300D Tax-Reno 2xG700/S8300D Tourism 1xG700/S8300D SilverStatelns 1xG700/S8300D WildlifeKietzke 1xG700/S8300D WildlifeValley	1xG430+1xExp/ Bus&Ind S8300D 1xG430+1xExp/ DHCFP S8300D 1xG430/S8300D DHHS S8300D 1xG430+1xExp/ DPS-Jacobsen S8300D 1xG430+1xExp/ Hearings S8300D	1xG430/S8300D NEIS 1xG430/S8300D Parole-HotSpr 1xG430/S8300D Parole-Long 1xG430+1xExp/ PUC S8300D 1xG430/S8300D Tax 1xG430/S8300D SNAMHS 1xG430/S8300D YouthPatrol	1xG450/S8300D 10State-Reno 1xG450/S8300D Admin209 1xG450/S8300D Admin515 1xG450/S8300D B&I 1xG450/S8300D DCFCS 3xG450/S8300D DCNR 1xG450/S8300D DCR 1xG450/S8300D DETR-Carson 2xG450/S8300D DETR-Curry 3xG450/S8300D DHCFP-Carson 0xG450/S8300D DHR	4xG450/S8300D DMV 1xG450/S8300D DPS-Nye 1xG450/S8300D Educ <b>2xG450/S8300D Elko-Idaho</b> 2xG450/S8300D Elko-RubyVista 1xG450/S8300D Lib&Arch 3xG450/1xDL360 OEM +ERS4826GTS 2xG450/S8300D P&P 3xG450/S8300D RawsonNeal 2xG450/S8300D SOS 1xG450/S8300D Tax-Carson 1xG450/S8300D TaxiCab
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<p><b>LEGEND</b></p> <table border="0"> <tr> <td>Unpowered - 10 Mbps Eth</td> <td>Converged Systems</td> </tr> <tr> <td>802.3a/ft PoE - 10 Mbps Eth</td> <td>Separate Systems</td> </tr> <tr> <td>Unpowered - 100 Mbps Eth</td> <td>Undetermined Connection</td> </tr> <tr> <td>802.3a/ft PoE - 100 Mbps Eth</td> <td>Analog Line</td> </tr> <tr> <td>Unpowered - 1 Gbps Eth</td> <td>Digital Line</td> </tr> <tr> <td>802.3a/ft PoE - 1 Gbps Eth</td> <td>Control Network A Eth</td> </tr> <tr> <td>Unpowered - 10 Gbps Eth</td> <td>Control Network B Eth</td> </tr> <tr> <td>802.3a/ft PoE - 10 Gbps Eth</td> <td>Control Network C Eth</td> </tr> </table>	Unpowered - 10 Mbps Eth	Converged Systems	802.3a/ft PoE - 10 Mbps Eth	Separate Systems	Unpowered - 100 Mbps Eth	Undetermined Connection	802.3a/ft PoE - 100 Mbps Eth	Analog Line	Unpowered - 1 Gbps Eth	Digital Line	802.3a/ft PoE - 1 Gbps Eth	Control Network A Eth	Unpowered - 10 Gbps Eth	Control Network B Eth	802.3a/ft PoE - 10 Gbps Eth	Control Network C Eth	<p>REVISED</p> <p>10/24/2013</p>	<p>DRAWN BY</p> <p>Michael Satake</p>	<p>PAGE</p> <p>6 OF 6</p>
	Unpowered - 10 Mbps Eth	Converged Systems																	
802.3a/ft PoE - 10 Mbps Eth	Separate Systems																		
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802.3a/ft PoE - 1 Gbps Eth	Control Network A Eth																		
Unpowered - 10 Gbps Eth	Control Network B Eth																		
802.3a/ft PoE - 10 Gbps Eth	Control Network C Eth																		
	<p>CREATION DATE</p> <p>1/18/2011</p>	<p>TITLE</p> <p>Phase 6</p>	<p>FILENAME</p> <p>STATE OF NEVADA DIAGRAM 131024MSV7.VSD</p>																



**4. COMPANY BACKGROUND AND REFERENCES**

**4.1 VENDOR INFORMATION**

4.1.1 Vendors must provide a company profile in the table format below.

<b>Question</b>	<b>Response</b>
Company name:	<i>Carousel Industries of North America, Inc</i>
Ownership (sole proprietor, partnership, etc.):	<i>Subchapter S Corporation</i>
State of incorporation:	<i>Rhode Island</i>
Date of incorporation:	<i>April 3, 1998</i>
# of years in business:	<i>15</i>
List of top officers:	<i>Jeff Gardner, CEO; Michael Vickers, CTO; Rick Prouix, CFO</i>
Location of company headquarters:	<i>659 South County Trail, Exeter, RI 02822</i>
Location(s) of the company offices:	<i>Reno, Las Vegas Reno: 5474 Longley Lane, Ste. 100 Reno, NV 89511 Las Vegas: TBD</i>
Location(s) of the office that will provide the services described in this RFP:	<i>Reno, Las Vegas</i>
Number of employees locally with the expertise to support the requirements identified in this RFP:	<i>7</i>
Number of employees nationally with the expertise to support the requirements in this RFP:	<i>1,020</i>
Location(s) from which employees will be assigned for this project:	<i>Reno, Las Vegas</i>

4.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State’s Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State’s Office pursuant to NRS 76. Information regarding the Nevada Business License can be located at <http://sos.state.nv.us>.

<b>Question</b>	<b>Response</b>
Nevada Business License Number:	<i>NV20061748510</i>
Legal Entity Name:	<i>Carousel Industries of North America, Inc.</i>

Is “Legal Entity Name” the same name as vendor is doing business as?

Yes	X	No	
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If “No”, provide explanation.

4.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

4.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes		No	X*
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***(\*)Note – Carousel is has received notification of intent to award for DWSS Contact Center Solution in the State of Nevada. This contract is currently scheduled to go before the November BOE.***

If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	
State agency contact name:	
Dates when services were performed:	
Type of duties performed:	
Total dollar value of the contract:	

4.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	X
-----	--	----	---

If “Yes”, please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

4.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other

governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	X
-----	--	----	---

If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

Question	Response	
Date of alleged contract failure or breach:		
Parties involved:		
Description of the contract failure, contract breach, or litigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

4.1.8 Vendors must review the insurance requirements specified in **Attachment E, Insurance Schedule for RFP 3067**. Does your organization currently have or will your organization be able to provide the insurance requirements as specified in **Attachment E**.

Yes	X	No	
-----	---	----	--

Any exceptions and/or assumptions to the insurance requirements **must** be identified on **Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP**. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor **must** provide the Certificate of Insurance identifying the coverages as specified in **Attachment E, Insurance Schedule for RFP 3067**.

4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

## **WHO IS CAROUSEL**

### **Locally**

*Carousel Industries is a national provider of Avaya Products and Services with Platinum status achieved when Avaya's certification programs were released. Recently, Carousel expanded into the Nevada marketplace with presence in both Reno and Las Vegas. The Reno facility is the location where the product/services of this RFP response will be primarily facilitated from, housing Carousel's staff of Single Point of Contact, Service Technicians and Project Engineers. (Additional resources are located in Las Vegas) Most of the equipment required for maintenance parts will be stored at this facility (and in Las Vegas) as well, as Reno is 30 miles from the Capitol. The resources currently located in Nevada specialize in Avaya Aura Communication Products and Services and maintain the appropriate certifications.*

### **Nationally**

*Carousel Industries consults, integrates and manages Avaya Aura Communication technology solutions that solve business problems and contribute to corporate growth. Our managed services, mobility, visual communications, A/V integration, virtualization, unified communications, and data infrastructure solutions leverage our consultative approach, deep technical expertise, and extensive industry partnerships. Carousel is Avaya's largest certified Platinum Business Partner with a nation-wide and Nevada presence.*

*Since Carousel was founded in 1992 we've grown an average of 30% - 50% per year with 2012 revenues of \$355 million. Today we have over 6,000 customers, including 35 of the Fortune 100. Carousel has been recognized by both VAR and CRN Magazines as one of the top technology integrators in the US and we've been listed in the Inc. 500/5000 six times.*

*Carousel holds top partner status and certification with many leading technology companies including Avaya, Polycom, Juniper Networks, Extreme Networks and Microsoft. These certifications are only given to business partners who have met rigorous requirements for converged voice, video and data capabilities, technical expertise, and customer satisfaction. These distinctions are a direct result of the talent, dedication, and commitment of the Carousel team including pre-sales engineering, project management, post-sales support, account management, and training.*

*Carousel is headquartered in Exeter, RI with over 1,020 employees working from offices in 30 locations across the US, including over 250 service technicians deployed across the country, serving the needs of our customers nationwide.*

*What Carousel Does: We design, deliver, manage and support enterprise and mid-market level technology solutions. This includes managed services, mobility, visual communications, A/V integration, virtualization, unified communications, and data infrastructure solutions. We also supplement our client's teams as needed with onsite technical and engineering support. Our solutions integrate the best applications from the best technology providers and are designed to create a competitive advantage for our clients.*

***Our Promise to the Customer:*** We realize your business will run on the technology solutions we architect. Whether it is the communication technology that connects your employees to the world, the data network that drives your information or the infrastructure that supports it all, Carousel Industries will design, integrate, manage and support solutions that help you maintain a competitive edge.

***Carousel's Visual Communications and Collaboration Group offers the high-end expertise to design, create, integrate and support compelling visual communications solutions for our customers' network infrastructures, helping reduce costs and increase efficiencies. Our solutions provide a clear return on investment for both large and small organizations spanning numerous verticals.***

#### ***The Carousel Advantage:***

- ***Full Service Technology Solutions Provider***
- ***Large Portfolio of "Best of Breed" Products***
- ***Highest Levels of Partner Certification (Platinum)***
- ***Legendary Customer Satisfaction***
- ***Nationwide and Local Avaya Coverage***
- ***Complete Avaya Aura Design, Service and Maintenance***
- ***24/7 Monitoring through our State of the Art NOC***
- ***A Variety of Financing Options***

#### ***National & Regional Presence***

***Carousel Industries is a global company providing support for our customers either remotely or through our primary Network Operations Center (NOC). Carousel operates 30 regional offices in the United States. Our headquarters and 65,000 square foot warehouse, complete with spare parts and staging arena, are in Exeter RI. Other complete warehouse locations include San Diego CA and Albany NY and our Disaster Recovery site is Bridgeport, CT.***

***Carousel leverages the technologies we market, and the firm has a well-developed virtualized operation. Many of the firm's sales representatives, product specialist and technical resources work from their home locations, allowing our customers to benefit from our efficient workforce deployment.***

#### ***Growth & Acquisitions***

***Carousel has enjoyed tremendous growth and success in its 20-year history. The business has grown substantially over the last three years, earning the following revenues: 2010 - \$220 million, 2011 - \$325 million, 2012 - \$355 million. Carousel Industries has no parent company and is privately held. It is a financially stable organization with no outside stakeholders.***

***With over 1,020 employees, Carousel has taken a "smart growth" approach to our expansion, which has led to several successful strategic acquisitions that have further expanded our ability to support our customers nationwide. Overall, Carousel has been recognized locally and nationally for its success and growth as a company including:***

#### **IMPLEMENTATION APPROACH**

##### ***Discovery Process, including Due Diligence***

*Before starting a project, Carousel Industries conducts a formal discovery process. This includes key business and technical stakeholders from the client organization and key members of the Carousel sales, engineering, and professional services team. The objective of the process is to quantify the current environment and document the required and expected outcome(s) of the project (success criteria). As part of our due diligence, we discuss and validate the business, functional, and technical requirements of the project and review any known or potential risks. After gathering this information Carousel presents our findings and recommendations to insure complete alignment with customer objectives prior to implementation, planning and execution.*

### *Carousel's Test Planning Process*

*Carousel works with you to define a test plan that includes the various unit, system, and functional tests required to adequately demonstrate the solution is working as designed and intended. In addition, the test plan describes the methodology for executing the test plan and reviewing the outcomes with you. Lastly, the test plan clearly defines the process for you to either accept or reject the results, in the latter case indicating how Carousel must respond in order to gain acceptance.*

### *Alerts for New System Releases / Planning for Upgrades*

*Carousel notifies our customers of new system releases on regular basis. Given the nature of your business and the importance of the telephony environment, we recommend a minimum of 2 strategic planning sessions per year. During these sessions we summarize all of the new system upgrades being proposed by the underlying manufacturers. We also advise you on the costs and benefits of potential upgrades. As a general rule, Carousel does not promote blind upgrades unless they produce a compelling business impact. Planning for an upgrade can range from days to weeks or even months depending on the complexity. Once we've defined a strategy, Carousel generally requests 4 – 6 weeks to complete a simple upgrade and 8 – 16 weeks to complete a complex upgrade. Again these ranges vary considerable based on the nature and scope of the project.*

### *Implementation Process Steps*

*Our Implementation process includes the following steps:*

#### **Initial Assessment and Integrity Check**

*To ensure that all of your new equipment is operating properly, we ship everything to our Nevada facilities. While your equipment is there, our expert technicians will fully prepare and test your system so it is ready for on-site installation.*

*Our team will:*

- Perform a complete inventory of your equipment*
- Order any additional or missing equipment if necessary*
- Rack and install all equipment in our lab*
- Serialize all of the equipment*
- Download all software licenses and right to use permissions*
- Perform all software and firmware updates*
- Software translations will be done by assigned Software Specialist*
- Input all network IP addresses into the system.*
- Burn in the system and run diagnostics to identify any problems*

- *Perform a complete test of all hardware and software*

*Once the team is satisfied with the integrity of the system and the system software, we de-install the equipment, pack it and prepare it for shipment to your location. When the equipment arrives at your site, Carousel Technicians will:*

- *Unpack all equipment and adjuncts.*
- *Perform a complete inventory to insure all equipment has arrived.*
- *Rack and stack equipment*
- *Power up the system*
- *Perform a complete test of all equipment, hardware and software*

### **Evaluation for Cutover**

*At this point your new communication system will be up and running and ready for the cutover. This will allow you to access your system on site and make any changes that are necessary. The Carousel team will be on site when your new system goes live - ready to handle any issues that come about and make any changes necessary to ensure that your new communications solution is working just the way you want it. This process was created to give our customers complete assurance that their new system will work flawlessly. Our goal is to provide maximum quality and service with a minimum of disruption.*

### **Registration & Maintenance**

*Each manufacturer has a specific process for registration and deployment of gear and we take great pains to make sure we deploy every system per manufacturer specs. This ensures the manufacturer will accept the system for maintenance coverage, and that their records are properly updated to include the fact the system went live. Where appropriate we make sure we've given manufacturers accurate inventories for their records. With more and more manufacturers requiring maintenance to get access to patches and updates, this thoroughness is more important than ever. We view it as just one more area where we go the extra mile to make sure your engagements go smoothly from start to finish.*

*A Carousel Technician will complete the cutover process by registering your system with Avaya, identifying your address and the equipment you have in place there. The Carousel team will always be available to answer your questions or concerns. In addition, Carousel offers comprehensive maintenance programs on our systems so you can be confident that your system will be serviced regularly and receive all of the latest software updates. We also want to keep you as a customer for a long time so we will continue to help you to identify new products and services that will benefit your business.*

### **Timeline**

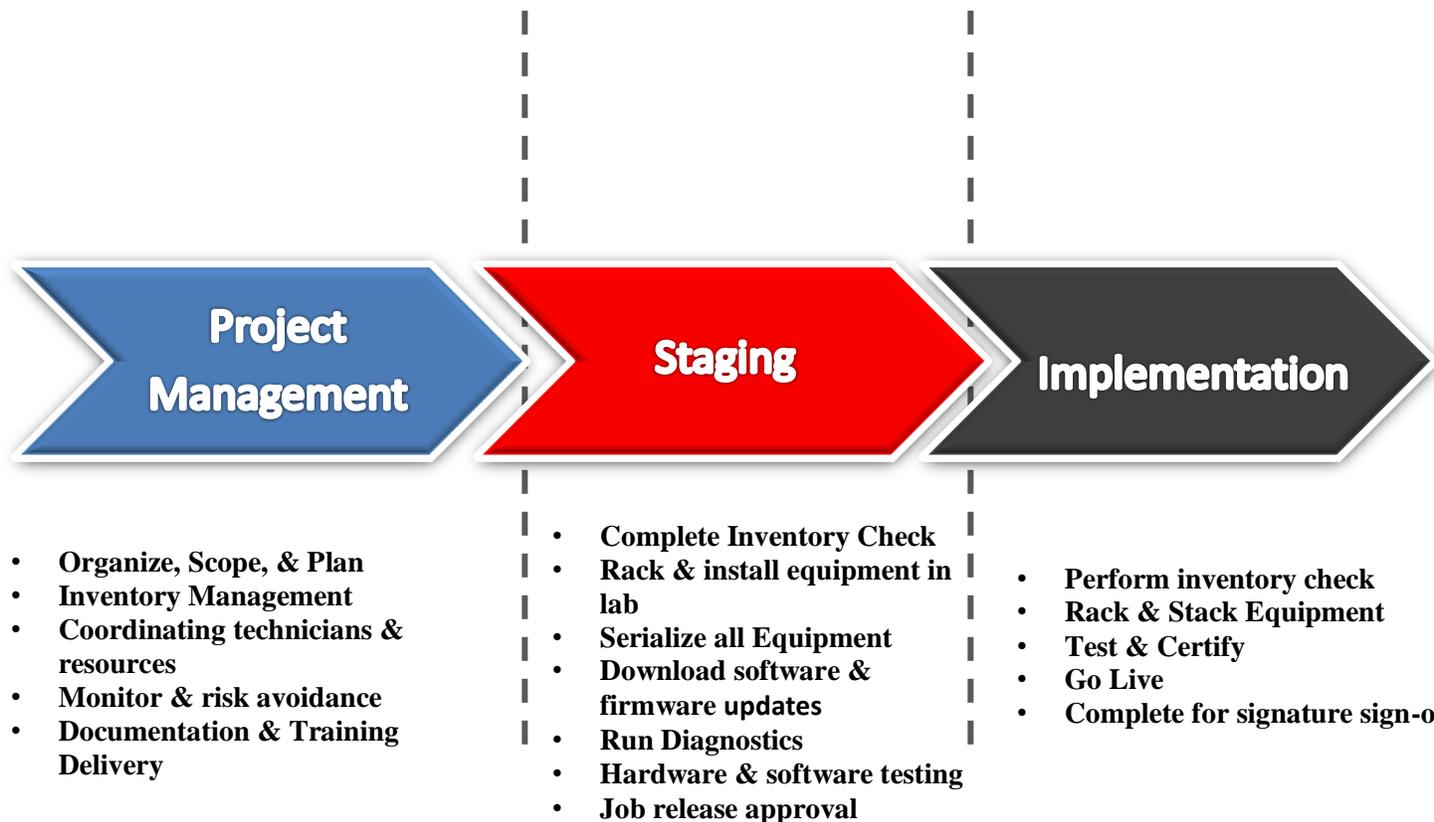
*Carousel works on a 6-8 week lead time from the start of a contract for full installation of midsize to small projects. We can expedite certain projects in regards to special timelines if the customer desires. Our 6-8 week Project Timeline allows for flawless and a seamless transition for a real time application such as voice. The Project Timeline specific to the EITS implementation is detailed in the preliminary project plan.*

### **Examples of recent Implementations**

*Companies such as IBM, Accenture, Verizon, and even AT&T subcontract projects to Carousel due to our extensive capabilities in this area. There is literally nothing in our total solution offerings that Carousel does not manage and ensure is functional to the requirements agreed to with the clients. If we sell it, we implement it and offer ongoing maintenance to support it. The largest implementations that Carousel has completed include:*

- *Automated annual healthcare renewal for 60,000 employees for a government account by implementing Screen Pop and IVR technology.*
- *Deployed Speech Enabled IVR technology for 7,000 store retail enterprise.*
- *Deployed next generation IVR technology for State unemployment services supporting in excess of 250,000 calls per week.*
- *Support of over one hundred financial institutions composing over 1,400 world-wide locations.*

**Implementation Graphic**



**The Carousel NOC – POST IMPLEMENTATION SUPPORT**

***Overview & Statistics: The Carousel support model begins with our 100,000 square foot 24x7 Service Center and our 100-seat Network Operation Center (NOC), which together serve as the nerve center of Carousel's services operation. The 24x7 Service Center is the hub of all service requests, remote NOC support, and dispatches. Our nationwide service depots provide access to over 1,000 Avaya trained technicians through our direct employees and alliances, with parts distribution and stocking locations throughout the country.***

***The Carousel NOC features the latest network and systems management tools for monitoring our clients' Voice, Data and Video Networks. It is staffed by Tier II, III, and IV converged engineers 7X24X365 to actively monitor your entire communications infrastructure. It processes over 7,000 tickets per month for 29,000+ locations worldwide. We also have redundant NOCs located in Cary, NC; San Diego, CA; and Albany, NY.***

***The primary NOC, located in Exeter RI, is responsible for monitoring, diagnostics, remote support, remote resolution and Remote MACs for Voice Systems, VoIP, and Data Networks, with automated management overview at multiple levels to ensure that Service Level Agreements are being met. It has fully hardened power, servers, applications etc. and operates in a redundant and failover state. In compliance with our redundancy requirements SmartPoint was developed around distributed peer-to-peer architecture with limitless scalability.***

***Carousel's NOC offers the following benefits:***

- ***Nerve center of Carousel's Services Operation***
- ***Process over 7,000 tickets a month***
- ***Service over 3,000 maintenance customers***
- ***Support over 29,000 locations worldwide***
- ***Redundant NOCs in NC, CA and NY***
- ***Staffed by Tier 2, 3, & 4 technicians and engineers***
- ***Responsible for monitoring both Voice Systems and VoIP data networks***
- ***Supported by Carousel's engineering team***
- ***Monitors systems at multiple levels to ensure that service level agreements are being met***

***The NOC also contains Carousel's Help Desk. Locating the Help Desk within the NOC enables the Tier II technicians to have immediate access to all tools necessary to troubleshoot any problems as well as access to Tier III technicians and engineers who are on staff.***

***Carousel NOC as a Differentiator***

***Carousel's investment in our National Services Organization and NOC center in terms of personnel, and unique services (including our dedicated national and national accounts programs and managed services portfolio) allow us to deliver a superior customer experience.***

***Our NOC engineers have developed their own in-house applications they call Engtools, that rivals Avaya's T3 applications. When other business partners are in a position where they must hand off to Avaya T3, our NOC engineers use Engtools to do things like create a SIP MST in CM and upload it to the server, breaking down the entire call. This tool allows us to do things like pull MSTs from the server and decode and breakdown raw files, greatly shortening the time to resolve serious issues.***

*Carousel is the only conventional business partner with a fully staffed and proven NOC. With over 30 Tier 1, 2, and 3 technicians around the clock, we offer state-of-the-art capabilities to provide unparalleled service to our customers. Our NOC is so sophisticated that service providers and Integrators such as IBM, Verizon, Accenture, and ATT have contracted us to provide implementation and service delivery for their customers. Many of our large Enterprise clients have stated that we offer the finest NOC in the industry after they have had the opportunity to visit our center in R.I.*

*Carousel has the largest service organization of all Avaya's Partners, employing more direct technical engineers, project managers, design engineers, and field technicians than our competitors.*



4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

*Carousel Industries has been providing Avaya Communication Systems design, implementation and support services since 2001. The resources provided locally to fulfill the requirements of this RFP have service and supported Avaya Products and services for the same amount of time.*

4.1.11 Financial information and documentation to be included in **Part III, Confidential Financial Information** of vendor's response in accordance with **Section 9.5, Part III – Confidential Financial Information**.

4.1.11.1 Dun and Bradstreet Number - **92-745-0510**

4.1.11.2 Federal Tax Identification Number – **06-1502254**

4.1.11.3 The last two (2) years and current year interim:

- A. Profit and Loss Statement
- B. Balance Statement

***Comply. Information provided in Tab IX – Item B – 2 Year Financials***

**4.2 SUBCONTRACTOR INFORMATION**

4.2.1 Does this proposal include the use of subcontractors?

Yes		No	X
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If “Yes”, vendor must:

4.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

4.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:

- A. Describe the relevant contractual arrangements;
- B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and
- C. Describe your previous experience with subcontractor(s).

4.2.1.3 Vendors must describe the methodology, processes and tools utilized for:

- A. Selecting and qualifying appropriate subcontractors for the project/contract;
- B. Ensuring subcontractor compliance with the overall performance objectives for the project;
- C. Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and
- D. Providing proof of payment to any subcontractor(s) used for this project/contract, if requested by the State. Proposal should include a plan by which, at the State’s request, the State will be notified of such payments.

4.2.1.4 Provide the same information for any proposed subcontractors as requested in **Section 4.1, Vendor Information**.

4.2.1.5 Business references as specified in **Section 4.3, Business References** must be provided for any proposed subcontractors.

4.2.1.6 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

4.2.1.7 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in **Section 4.2, Subcontractor Information**. The vendor must receive agency approval prior to subcontractor commencing work.

### **4.3 BUSINESS REFERENCES**

4.3.1 Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last three (3) years.

4.3.2 Vendors must provide the following information for **every** business reference provided by the vendor and/or subcontractor:

The “Company Name” must be the name of the proposing vendor or the vendor’s proposed subcontractor.

<b>Reference #:</b>	<i>1</i>		
<b>Company Name:</b>	MGM Resorts International		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
<input checked="" type="checkbox"/>	<b>VENDOR</b>	<input type="checkbox"/>	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	MGM Call Center		
<b>Primary Contact Information</b>			
<b>Name:</b>	Matt Parker		
<b>Street Address:</b>	MGM Resorts International Suite A 770 Pilot Road		
<b>City, State, Zip</b>	Las Vegas, NV 89119		
<b>Phone, including area code:</b>	702-692-9226		
<b>Facsimile, including area code:</b>	702-862-1300		
<b>Email address:</b>	mparker@mgmresorts.com		
<b>Alternate Contact Information</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City, State, Zip</b>			
<b>Phone, including area code:</b>			
<b>Facsimile, including area code:</b>			
<b>Email address:</b>			
<b>Project Information</b>			
<b>Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:</b>	Replaced a failing Altitude system with an Avaya CM6.3 with approximately 400 Contact Center Elite Agents. Provided Integration to a customer IVR system the customer had in place (SIP Connectivity). Session Manager/System Manager, OneX Agents WFO Call Recording and CMS with connectivity to a Symon Wallboard as well as interfaces for real-time and historical for IEX and WFM. Wholesale Maintenance contract with Carousel Monitoring and Managed Services.		
<b>Original Project/Contract Start Date:</b>	July 2012		
<b>Original Project/Contract End Date:</b>	September 2012		
<b>Original Project/Contract Value:</b>	\$935k		
<b>Final Project/Contract Date:</b>	September 2012 – ongoing support		
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	Yes		
<b>Was project/contract completed within or under the original budget/cost proposal, and if not, why not?</b>	Yes		

<b>Reference #:</b>	2		
<b>Company Name:</b>	County of Kern		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
<input checked="" type="checkbox"/>	<b>VENDOR</b>	<input type="checkbox"/>	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	RFP-System Upgrades & Support		
<b>Primary Contact Information</b>			
<b>Name:</b>	Jackie Ambrose		
<b>Street Address:</b>	1215 Truxtun Ave, Basement		
<b>City, State, Zip</b>	Bakersfield, CA 93301		
<b>Phone, including area code:</b>	661-868-2240		
<b>Facsimile, including area code:</b>			
<b>Email address:</b>	ambrosej@co.kern.ca.us		
<b>Alternate Contact Information</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City, State, Zip</b>			
<b>Phone, including area code:</b>			
<b>Facsimile, including area code:</b>			
<b>Email address:</b>			
<b>Project Information</b>			
<b>Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:</b>	This RFP award is a multi-phased project (split into phases for customer budgetary purposes). The project is to upgrade their core and approximately 26 remote locations from CM5.2.1 to CM6.3 and to recast their Avaya maintenance. A complex part of this project has been the cleanup of their existing maintenance records with Avaya.		
<b>Original Project/Contract Start Date:</b>	March 2013		
<b>Original Project/Contract End Date:</b>	July 2013		
<b>Original Project/Contract Value:</b>	\$1.2M		
<b>Final Project/Contract Date:</b>	Project is ongoing, however, no billable change orders to this date with hardware upgrades for 17 sites completed.		
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	Project is ongoing and slowed due to customer budget complications.		
<b>Was project/contract completed within or under the original budget/cost proposal, and if not, why not?</b>	So far, yes. Project is ongoing.		

<b>Reference #:</b>	3		
<b>Company Name:</b>	Commonwealth of Massachusetts-Division of the State Police		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
<input checked="" type="checkbox"/>	<b>VENDOR</b>	<input type="checkbox"/>	<b>SUBCONTRACTOR</b>
Project Name:	Statewide Voice Implementation		
<b>Primary Contact Information</b>			
Name:	Jennie Sbrogna		
Street Address:	470 Worcester Rd		
City, State, Zip	Framingham, MA 01702		
Phone, including area code:	508-820-2229		
Facsimile, including area code:	508-820-2397		
Email address:	Jennie.sbrogna@state.ma.us		
<b>Alternate Contact Information</b>			
Name:	Norma Shoukry		
Street Address:	470 Worcester Rd		
City, State, Zip	Framingham, MA 01702		
Phone, including area code:	508-820-2229		
Facsimile, including area code:	508-820-2397		
Email address:	<a href="mailto:Norma.shoukry@pol.state.ma.us">Norma.shoukry@pol.state.ma.us</a>		
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	Design, install and service a statewide voice communications system for the MA State Police. Headquarters in Framingham, MA is the hub location, with 42 other locations operating from the hub. Avaya Communication Manager is the core with other peripherals such as voicemail, CDR, station level call recording, etc.		
Original Project/Contract Start Date:	2007		
Original Project/Contract End Date:	Ongoing		
Original Project/Contract Value:	+\$1M		
Final Project/Contract Date:	Ongoing		
Was project/contract completed in time originally allotted, and if not, why not?	Yes		
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	Yes		

- 4.3.3 Vendors must also submit **Attachment F, Reference Questionnaire** to the business references that are identified in **Section 4.3.2**.

- 4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.
- 4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in **Section 8, RFP Timeline** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.
- 4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

#### **4.4 VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED**

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in the Scope of Work. The State must approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

- 4.4.1 The awarded vendor will be required to maintain a presence in Nevada. A presence is defined as a corporate point of contact (individual satisfactory) who coordinates new work and satisfies maintenance agreements requirements located in Nevada. The awarded vendor is expected to propose a single provider solution employing one of the two key personnel requirements specified below:

***Comply. Carousel is maintaining a corporate presence defined as an office, engineers, project manager and support personnel as well as a single point of contact for all State requests, located within the State of Nevada.***

- 4.4.2 Key Personnel Requirement 1:

- 4.4.2.1 Vendor must provide an engineer/project manager who has up-to-date knowledge of Avaya solutions and recent experience with similar implementations to serve as a strategic advisor and lead the project from start to final documentation. The engineer/project manager will gather State requirements, capture the current state communications environment, gather stakeholder feedback and produce the detailed solution design. Vendor shall demonstrate the engineer/project manager suitability for the role by providing evidence of certification and recent implementation projects or shall engage an engineer from Avaya.

- 4.4.2.2 A project manager or hardware/software engineer residing in Nevada with an Avaya ACA certification. Valid ACA certification must be included with proposal response in **Tab VIII – Proposed Staff Resume(s)**.

4.4.2.3 One (1) technician residing in Northern Nevada (Reno, Sparks, Carson City area) with five (5) years of Avaya experience. (Experience must be reflected in Resume; previous certifications to be included with proposal response in **Tab VIII – Proposed Staff Resumes**); and

4.4.2.4 One (1) technician residing in Southern Nevada (Las Vegas area) with five (5) years of Avaya experience. (Experience must be reflected in Resume; previous certifications to be included with proposal response in **Tab VIII – Proposed Staff Resume(s)** or

#### 4.4.3 Key Personnel Requirement 2:

4.4.3.1 Vendor must provide a project manager or hardware/software engineer that resides in Nevada;

***Comply. Carousel is providing a project manager with 20 years experience located in the Reno, NV office, dedicated to this project. This project manager has years of experience supporting projects at the State of Nevada for agencies such as DETR, NDOT, Supreme Court and DWSS.***

4.4.3.2 One (1) ACA certified vendor technician with five (5) years of Avaya experience who must reside in northern Nevada (valid ACA certificate must accompany vendor's proposal). Experience must be reflected in Resume; to be included with proposal response in **Tab VIII – Proposed Staff Resume(s)**.

***Comply. Carousel has in place an experienced systems/software engineer in the Reno area with more than 5 years experience on Avaya products and services. This engineer is ACIS certified. Carousel is also in the process of adding another systems engineer in Northern Nevada.***

4.4.3.3 One (1) ACA certified vendor technician with five (5) years of Avaya experience who must reside in southern Nevada (valid ACA certificate must accompany vendor's proposal). Experience must be reflected in Resume; to be included with proposal response in **Tab VIII – Proposed Staff Resume(s)**.

***Comply. Carousel has in place 2 Avaya technicians in the Las Vegas area with more than 5 years experience in Avaya products and services. The primary technician that will be assigned to the State of Nevada is ACIS certified.***

## 4.5 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per **Attachment G, Proposed Staff Resume**.

4.5.1 Vendor must provide within their proposal resumes for the following key personnel:

4.5.1.1 A single point of contact for contract administrative matters; the contact, or designated alternates, must be generally available Monday through Friday from 8:00 A.M. to 5:00 P.M. Pacific Time. It is required that this contact reside in Nevada. This contact must be authorized to bind the company.

***Comply. Contact is identified in “Staff Resumes”.***

4.5.1.2 A single point of contact for orders and installation of products; the contact must be generally available Monday through Friday from 8:00 A.M. to 5:00 P.M. Pacific Time.

***Comply. The single point of contact (Administrative Support) for orders and installation can be the local office or the NOC where all Carousel orders are managed through.***

4.5.1.3 A contact for repair and maintenance issues; the contact must be available 24 hours a day, 365 days a year.

***Comply. The NOC is staffed 24 hours per day, 7 days per week and is the single point of contact for all maintenance or repair issues. The specific individual responsible varies – the escalation list is provided in Section III – 1.14.9.1.F.***

4.5.2 Proposing Vendor must include the Avaya Business Partner Platinum Certificate (verification) with vendor’s proposal, the ACA Certification for Key Personnel and for the additional personnel the vendor would like to get ACA Certification credit for.

***Comply. Carousel has attached the letter documenting Platinum attainment from the Avaya Channel Manager. Separate certificates are no longer provided.***

***ACIS certificates for each certified engineer is provided in TAB IV.F – Applicable Certifications.***

4.5.3 Proposing Vendor must specify the types of Avaya systems the affected support personnel has analyzed, fixed, and performed maintenance on within the submitted resume.

***Comply.***

## PROPOSED STAFF RESUME

*A resume must be completed for all proposed contractor staff and proposed subcontractor staff.*

<b>COMPANY NAME:</b>		<i>Carousel Industries</i>	
<input checked="" type="checkbox"/> <b>Contractor</b>		<input type="checkbox"/> <b>Subcontractor</b>	
<b>Name:</b>	<i>Roger Cobb</i>		<input checked="" type="checkbox"/> <b>Key Personnel</b>
<b>Classification:</b>	<i>Senior Project/Provisioning Manager</i>	<b># of Years in Classification:</b>	<i>10+</i>
<b>Brief Summary: of Experience:</b>	<i>Mr. Cobb has 30+ years of experience in the telecom field, covering provisioning, installation, maintenance, project management, and system integration. Retired from Avaya, Mr. Cobb's responsibility at AT&amp;T, Lucent Technologies, Avaya Communication was providing provisioning support to the State of Nevada. Mr. Cobb has spent over 12 years supporting the State of Nevada, having implemented one of the first and subsequent nodes in the existing 150+ node network that exists today. In addition, Mr. Cobb coordinates maintenance escalation and deployment of complex applications requiring multiple platforms.</i>		
<b># of Years with Firm:</b>	<i>2 Months +</i>		

**RELEVANT PROFESSIONAL EXPERIENCE**

<p><b>Required Information:</b></p> <p><b>MMYYYY to Present:</b>  <b>Vendor Name:</b>  <b>Client Name:</b>  <b>Client Contact Name:</b>  <b>Client Address, Phone Number, Email:</b>  <b>Role in Contract/Project:</b>  <b>Details and Duration of Contract/Project:</b></p>	<p><b>February 2008 – September 2013</b></p> <p><b>Quagga Corporation (Purchased by Windstream) – project management and licensing applications for large complex projects.</b></p> <p><b>Clients supported:</b>  <b>State of Nevada all agencies.</b>  <b>Bruce Beamer (775)-684-7340, 575 E. 3<sup>rd</sup> St, Carson City, NV <a href="mailto:bbeamer@doit.nv.gov">bbeamer@doit.nv.gov</a>.</b>  <b>Initial implementation of State DOIT systems, upgraded and expanded throughout 2013. Includes Meeting Exchange bridge, Intuity Messaging and ongoing Gateway additions. Support is ongoing.</b></p> <p><b>State of Nevada DWSS</b>  <b>Travis Miles (702)486-1602, 3120 E. Desert Inn, Las Vegas, NV, <a href="mailto:tmiles@dwss.nv.gov">tmiles@dwss.nv.gov</a></b>  <b>Implementation of complex data network &amp; gateways on Avaya Communication Systems including Modular Messaging, CMS and DCS. Ongoing.</b></p> <p><b>Blue Shield of California</b>  <b>Richard Gass (916)350-8717, 4203 Town Center Blvd, Eldorado Hills, CA <a href="mailto:Richard.gass@blueshield.ca.com">Richard.gass@blueshield.ca.com</a></b>  <b>10,000 Station flatten/consolidate of Avaya Communication System locations. Completed in 2013.</b></p> <p><b>Project duration is ongoing and consists of additions, maintenance, support and software implementations.</b></p>
<p><b>Required Information:</b></p> <p><b>MMYYYY to MMYYYY:</b>  <b>Vendor Name:</b>  <b>Client Name:</b>  <b>Client Contact Name:</b>  <b>Client Address, Phone Number, Email:</b>  <b>Role in Contract/Project:</b>  <b>Details and Duration of Contract/Project:</b></p>	<p><b>04/2009 – 06/2010</b></p> <p><b>Quagga</b>  <b>State of Nevada DETR</b>  <b>Randy Gaa (775)684-3830, 500 E. 3<sup>rd</sup> St., Carson City, NV <a href="mailto:rjgaa@nvdetr.org">rjgaa@nvdetr.org</a>.</b>  <b>Project manage and implement software and hardware for multi-site contact center for 2,000 users, voice messaging and data networking to meet DETR’s requirements.</b></p>

<b>Required Information:</b>	<b>06/2011 – 06/2012</b>
<b>MMYYYY to MMYYYY:</b>	<b>Quagga</b>
<b>Vendor Name:</b>	<b>State of Nevada NDOT</b>
<b>Client Name:</b>	<b>Philip Priewe (775)888-7047, 1263 S. Stewart Street,</b>
<b>Client Contact Name:</b>	<b>Carson City, NV <a href="mailto:ppriewe@dot.state.nv.us">ppriewe@dot.state.nv.us</a></b>
<b>Client Address, Phone Number, Email:</b>	<b>Project manage and implement software and hardware</b>
<b>Role in Contract/Project:</b>	<b>for multi-site upgrade to Avaya Aura CM6 and Aura</b>
<b>Details and Duration of Contract/Project:</b>	<b>Messaging for NDOT enterprise, 2,000+ users at</b>
	<b>NDOT locations and TMC. Project duration</b>
	<b>approximately 6 months with on-going support.</b>

<b>EDUCATION</b>
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<b>Institution Name:</b>	<b>Lucent Technologies, Denver Colorado – Definity ECS, Voice Messaging,</b>
<b>City:</b>	<b>Call Center certification.</b>
<b>State:</b>	
<b>Degree/Achievement:</b>	<b>Avaya Communication, Inc., Denver Colorado – Project Management</b>
<b>Certifications:</b>	<b>Certification.</b>

<b>REFERENCES</b>
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<p><b>Minimum of three (3) required, including name, title, organization, phone number, fax number and email address</b></p>	<p><b>State of Nevada – Legislative Council Bureau</b>  <b>Mary O’Hair</b>  <a href="mailto:mohair@lcb.state.nv.us">mohair@lcb.state.nv.us</a>  <b>(775)684-1313</b></p> <p><b>Rich Hallman</b>  <b>CIO</b>  <b>Employers Insurance</b>  <a href="mailto:rhallman@employers.com">rhallman@employers.com</a>  <b>(775)327-2750</b></p> <p><b>Richard Gass</b>  <b>Senior Architect</b>  <b>Blue Shield of California</b>  <a href="mailto:Richard.gass@blueshieldca.com">Richard.gass@blueshieldca.com</a>  <b>(916)350-8717</b></p>
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## PROPOSED STAFF RESUME

*A resume must be completed for all proposed contractor staff and proposed subcontractor staff.*

<b>COMPANY NAME:</b>	<i>Carousel Industries</i>		
<input checked="" type="checkbox"/> <b>Contractor</b>	<input type="checkbox"/> <b>Subcontractor</b>		
<b>Name:</b>	<i>Phil Herrera</i>		<input checked="" type="checkbox"/> <b>Key Personnel</b>
<b>Classification:</b>	<i>Systems Engineer (Las Vegas)</i>	<b># of Years in Classification:</b>	<i>5+</i>
<b>Brief Summary: of Experience:</b>	<i>Philip has 36 years working in the Telcom/Networking industry. Worked as a PBX installer with Nevada Bell/AT&amp;T/Lucent &amp; Avaya and UNIX/Networking technician with AT&amp;T/NCR Corp. Phil has ACIS certifications and experience from joining Quagga Corporation in support of Avaya products and services.</i>		
<b># of Years with Firm:</b>	<i>2 Months +</i>		

**RELEVANT PROFESSIONAL EXPERIENCE**

<p><b>Required Information:</b></p> <p><b>MMYYYY to Present:</b>  <b>Vendor Name:</b>  <b>Client Name:</b>  <b>Client Contact Name:</b>  <b>Client Address, Phone Number, Email:</b>  <b>Role in Contract/Project:</b>  <b>Details and Duration of Contract/Project:</b></p>	<p><b>February 2008 – September 2013</b></p> <p><b>Quagga Corporation (Purchased by Windstream) – project installation products and software for large complex projects. Provides local support in Las Vegas.</b></p> <p><b>Clients supported:</b>  <b>State of Nevada all agencies.</b>  <b>Bruce Beamer (775)-684-7340, 575 E. 3<sup>rd</sup> St, Carson City, NV <a href="mailto:bbeamer@doit.nv.gov">bbeamer@doit.nv.gov</a>.</b>  <b>Worked on ongoing implementation of State DOIT systems, upgraded and expanded throughout 2013. Includes Meeting Exchange bridge, Intuity Messaging and ongoing Gateway additions. Support is ongoing.</b></p> <p><b>State of Nevada DWSS</b>  <b>Travis Miles (702)486-1602, 3120 E. Desert Inn, Las Vegas, NV, <a href="mailto:tmiles@dwss.nv.gov">tmiles@dwss.nv.gov</a></b>  <b>Implementation of software/hardware} for complex data network &amp; gateways on Avaya Communication Systems including Modular Messaging, CMS and DCS. Ongoing.</b></p> <p><b>Blue Shield of California</b>  <b>Richard Gass (916)350-8717, 4203 Town Center Blvd, Eldorado Hills, CA <a href="mailto:Richard.gass@blueshield.ca.com">Richard.gass@blueshield.ca.com</a></b>  <b>Worked on implementation of AES and 10,000 Station flatten/consolidate of Avaya Communication System locations. Completed in 2013.</b></p> <p><b>Project duration is ongoing and consists of additions, maintenance, support and software implementations.</b></p>
<p><b>Required Information:</b></p> <p><b>MMYYYY to MMYYYY:</b>  <b>Vendor Name:</b>  <b>Client Name:</b>  <b>Client Contact Name:</b>  <b>Client Address, Phone Number, Email:</b>  <b>Role in Contract/Project:</b>  <b>Details and Duration of Contract/Project:</b></p>	<p><b>04/2009 – 06/2010</b></p> <p><b>Quagga</b>  <b>State of Nevada DETR</b>  <b>Randy Gaa (775)684-3830, 500 E. 3<sup>rd</sup> St., Carson City, NV <a href="mailto:rjgaa@nvdetr.org">rjgaa@nvdetr.org</a>.</b>  <b>Installation of software and hardware for multi-site contact center for 2,000 users, voice messaging and data networking to meet DETR’s requirements. Support in Las Vegas.</b></p>

<b>Required Information:</b>	<b>06/2011 – 06/2012</b>
<b>MMYYYY to MMYYYY:</b>	<b>Quagga</b>
<b>Vendor Name:</b>	<b>State of Nevada NDOT</b>
<b>Client Name:</b>	<b>Philip Priewe (775)888-7047, 1263 S. Stewart Street,</b>
<b>Client Contact Name:</b>	<b>Carson City, NV <a href="mailto:ppriewe@dot.state.nv.us">ppriewe@dot.state.nv.us</a></b>
<b>Client Address, Phone Number, Email:</b>	<b>Installation of software and hardware for multi-site</b>
<b>Role in Contract/Project:</b>	<b>upgrade to Avaya Aura CM6 and Aura Messaging for</b>
<b>Details and Duration of Contract/Project:</b>	<b>NDOT enterprise, 2,000+ users at NDOT locations and</b>
	<b>TMC. Project duration approximately 6 months with</b>
	<b>on-going support. Provides support in Las Vegas.</b>

<b>EDUCATION</b>
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<b>Institution Name:</b>	<b>Santa Monica College CA 2 yrs Constructural Drafting.</b>
<b>City:</b>	<b>CCNA at Computer Learning Center Las Vegas NV</b>
<b>State:</b>	<b>MCSE 4.0 San Diego Ca</b>
<b>Degree/Achievement:</b>	<b>UNIX Oakland CA</b>
<b>Certifications:</b>	<b>AVAYA ACA</b>
	<b>AVAYA ACIS</b>

<b>REFERENCES</b>
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<p><i>Minimum of three (3) required, including name, title, organization, phone number, fax number and email address</i></p>	<p><b>Sheryl Neitzel, Telecommunications Coordinator II, State of Nevada (775)486-3477 <a href="mailto:sneitzel@admin.nv.gov">sneitzel@admin.nv.gov</a>.</b></p> <p><b>Kris Chavez, Project Manager, Windstream Communications, (775)398-3930, <a href="mailto:kris.chavez@windstream.com">kris.chavez@windstream.com</a></b></p> <p><b>Lawrence Roney, Telecommunication Manager, Las Vegas Convention and Visitors Authority (702)892-7603 <a href="mailto:lroney@lvcva.com">lroney@lvcva.com</a>.</b></p>
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## PROPOSED STAFF RESUME

*A resume must be completed for all proposed contractor staff and proposed subcontractor staff.*

<b>COMPANY NAME:</b>		<i>Carousel Industries</i>	
<input checked="" type="checkbox"/> <b>Contractor</b>		<input type="checkbox"/> <b>Subcontractor</b>	
<b>Name:</b>	<i>Dung Nguyen</i>		<input checked="" type="checkbox"/> <b>Key Personnel</b>
<b>Classification:</b>	<i>Systems Engineer – Hardware/Software Engineer (Reno)</i>	<b># of Years in Classification:</b>	<i>15</i>
<b>Brief Summary of Experience:</b>	<i>Dung Nguyen has 15 years of experience supporting Avaya Communication Systems and is ACIS certified. Dung has experience with call vectoring, dial plan and IP communications.</i>		
<b># of Years with Firm:</b>	<i>2 Months +</i>		
<b>RELEVANT PROFESSIONAL EXPERIENCE</b>			
<p><i>Required Information:</i></p> <p><i>MMYYYY to Present:</i></p> <p><i>Vendor Name:</i></p> <p><i>Client Name:</i></p> <p><i>Client Contact Name:</i></p> <p><i>Client Address, Phone Number, Email:</i></p> <p><i>Role in Contract/Project:</i></p> <p><i>Details and Duration of Contract/Project:</i></p>	<p><i>February 2008 – September 2013</i></p> <p><i>Quagga Corporation (Purchased by Windstream) – alarm monitoring, help desk support of hundreds of accounts. Tier 3 technical support, software administration, consulting, architectural drawings as solution architect and traffic analysis.</i></p> <p><i>Clients supported:</i></p> <p><i>State of Nevada all agencies.</i></p> <p><i>Bruce Beamer (775)-684-7340, 575 E. 3<sup>rd</sup> St, Carson City, NV <a href="mailto:bbeamer@doit.nv.gov">bbeamer@doit.nv.gov</a>.</i></p> <p><i>State of Nevada DETR</i></p> <p><i>Randy Gaa (775)684-3830, 500 E. 3<sup>rd</sup> St., Carson City, NV <a href="mailto:rjgaa@nvdetr.org">rjgaa@nvdetr.org</a>.</i></p> <p><i>State of Nevada DWSS</i></p> <p><i>Travis Miles (702)486-1602, 3120 E. Desert Inn, Las Vegas, NV, <a href="mailto:tmiles@dwss.nv.gov">tmiles@dwss.nv.gov</a></i></p> <p><i>Project duration is ongoing and consists of additions, maintenance, support and software implementations.</i></p>		

<b>Required Information:</b>	
<b>MMYYYY to MMYYYY:</b> <b>Vendor Name:</b> <b>Client Name:</b> <b>Client Contact Name:</b> <b>Client Address, Phone Number, Email:</b> <b>Role in Contract/Project:</b> <b>Details and Duration of Contract/Project:</b>	<b>04/2009 – 06/2010</b> <b>Quagga</b> <b>State of Nevada DETR</b> <b>Randy Gaa (775)684-3830, 500 E. 3<sup>rd</sup> St., Carson City, NV</b> <b><a href="mailto:rjgaa@nvdetr.org">rjgaa@nvdetr.org</a></b> <b>Implement software and hardware for multi-site contact center for 2,000 users, voice messaging and data networking to meet DETR's requirements.</b>
<b>Required Information:</b>	
<b>MMYYYY to MMYYYY:</b> <b>Vendor Name:</b> <b>Client Name:</b> <b>Client Contact Name:</b> <b>Client Address, Phone Number, Email:</b> <b>Role in Contract/Project:</b> <b>Details and Duration of Contract/Project:</b>	<b>06/2011 – 06/2012</b> <b>Quagga</b> <b>State of Nevada NDOT</b> <b>Philip Priewe (775)888-7047, 1263 S. Stewart Street, Carson City, NV</b> <b><a href="mailto:ppriewe@dot.state.nv.us">ppriewe@dot.state.nv.us</a></b> <b>Implement software and hardware for multi-site upgrade to Avaya Aura CM6 and Aura Messaging for NDOT enterprise, 2,000+ users at NDOT locations and TMC. Project duration approximately 6 months with on-going support.</b>
<b>EDUCATION</b>	
<b>Institution Name:</b> <b>City:</b> <b>State:</b> <b>Degree/Achievement:</b> <b>Certifications:</b>	<b>Long Beach City College, Long Beach, California</b> <b>General Studies, 1998-1999</b>  <b>California State University of Fullerton, Fullerton, California</b> <b>Business Administration, 1990-1991</b>  <b>Avaya Aura Communication Systems</b> <ul style="list-style-type: none"> <li>- <b>Communication Manager</b></li> <li>- <b>Aura Messaging</b></li> <li>- <b>Session Manager</b></li> </ul> <b>VM Ware</b>
<b>REFERENCES</b>	

<p><i>Minimum of three (3) required, including name, title, organization, phone number, fax number and email address</i></p>	<p><b><i><u>Lou Kalisiak</u></i></b> <b><i>The Hartford Insurance Group</i></b> <b><i>OKC Site Lead</i></b> <b><i>Work : (405) 621-5004</i></b> <b><i><u><a href="mailto:Lou.kalisiak@thehartford.com">Lou.kalisiak@thehartford.com</a></u></i></b></p> <p><b><i>Michael Gardner</i></b> <b><i>Employers Insurance Company</i></b> <b><i>(775)-327-2500</i></b> <b><i><u><a href="mailto:mgardner@employers.com">mgardner@employers.com</a></u></i></b></p> <p><b><i>Randy Gass</i></b> <b><i>State of Nevada – DETR</i></b> <b><i>(775)684-3830</i></b> <b><i><u><a href="mailto:rigaa@nvdestr.org">rigaa@nvdestr.org</a></u></i></b></p>
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## PROPOSED STAFF RESUME

*A resume must be completed for all proposed contractor staff and proposed subcontractor staff.*

<b>COMPANY NAME:</b>		<i>Carousel Industries</i>	
<input checked="" type="checkbox"/> <b>Contractor</b>		<input type="checkbox"/> <b>Subcontractor</b>	
<b>Name:</b>	<i>Allan Pedersen</i>		<input checked="" type="checkbox"/> <b>Key Personnel</b>
<b>Classification:</b>	<i>Director-Strategic Accounts (single point of contact)</i>	<b># of Years in Classification:</b>	<i>10+</i>
<b>Brief Summary: of Experience:</b>	<p><i>Allan Pedersen has 16 years experience serving the State of Nevada in this capacity with AT&amp;T, Lucent Technologies, Avaya, NetVersant and Quagga (purchased by Windstream). Experience includes building out the State's Avaya telecommunication network from zero nodes to over 150 deployed today serving 20,000 ports spread over numerous agencies. Building this network has involved network engineering, traffic analysis, cost analysis, knowledge transfer and the organization of a structure to meet the needs of the State of Nevada. At the same time, Allan Pedersen has been providing technical design and technical sales support to many large clients in and out of the State, utilizing Avaya technology, including Blue Shield of California, Employers Insurance Company, Franklin Templeton, Experian and Credit One Bank.</i></p>		
<b># of Years with Firm:</b>	<i>2 Months +</i>		

**RELEVANT PROFESSIONAL EXPERIENCE**

**Required Information:**

**MMYYYY to Present:**

**Vendor Name:**

**Client Name:**

**Client Contact Name:**

**Client Address, Phone Number, Email:**

**Role in Contract/Project:**

**Details and Duration of Contract/Project:**

***February 2008 – September 2013***

***Quagga Corporation (Purchased by Windstream) – Oversee business in Nevada territory. Responsible for managing customer relationships and systems engineering and design. As Manager – Enterprise Networks, responsible for organizational structure, interfacing with corporate and providing customers with single point of contact.***

***State of Nevada – All agencies, 50 sites. Bruce Beamer 684-7340, 500 E 3<sup>rd</sup> St. Carson City, NV, [bbeamer@doit.nv.gov](mailto:bbeamer@doit.nv.gov). Role in project: Sales, technical design, account support. Projects include IVR development, large networked systems implementations, IP telephony, system add-ons, voice messaging and auto-attendant design and call center support. Supported entire AVAYA product line, hardware and software. Contract duration 5 Years.***

***Experian – Consumer Direct, Salma Dean 949-567-6575, 535 Anton Blvd, Costa Mesa, CA 92626. [Salma.dean@experianinteractive.com](mailto:Salma.dean@experianinteractive.com). Role in project, Sales, technical design, account support. Project includes deployment and upgrades of Avaya Communication System products and services spread throughout 10 different locations. Contact center solution deployment. Project costs in excess of \$4,000,000 and contract duration of 4 years.***

***Blue Shield of California – Richard Gass, 916-350-8717, 4203 Town Center Drive, Eldorado Hills, CA 95762 [richard.gass@blueshieldca.com](mailto:richard.gass@blueshieldca.com). Rold in project: Sales, technical design, account support. Project includes upgrade and deployment of Avaya Communication Systems and maintenance support for 12,000 users spread across 20 locations in California. Includes survivability and redundancy consulting and deployment as well as ongoing support. Implemented new CTI application for 1,800 call center agents. Contract value in excess of \$6,000,000 and is ongoing (suppor).***

**Required Information:**

**MMYYYY to MMYYYY:**

**Vendor Name:**

**Client Name:**

**Client Contact Name:**

**Client Address, Phone Number, Email:**

**Role in Contract/Project:**

**Details and Duration of Contract/Project:**

**October 2001 – February 2008**

**Created NetVersant Nevada sales and service operation. NetVersant Nevada prior to arrival was not active in the enterprise space. Mr. Pedersen created the operation that service and supported the described customers prior to departure in February, 2008.**

**State of Nevada – All agencies, 127 sites. Dave Richards 684-7340. Role in project: Sales, technical design, account support. Projects include IVR development, large networked systems implementations, IP telephony, system add-ons, voice messaging and auto-attendant design and call center support.**

**Experian Interactive, Salma Dean 949-567-6575, 535 Anton Blvd, Costa Mesa, CA 92626.**

**[Salma.dean@experianinteractive.com](mailto:Salma.dean@experianinteractive.com). Role in project, Sales, technical design, account support. Project includes deployment and upgrades of Avaya Communication System products and services spread throughout 10 different locations. Contact center solution deployment, IVR development and CTI application. Project estimated at \$1,000,000 and completed.**

**EICN – Rich Hallman 775-327-2750 9790 Gateway Drive, Suite 100 Reno, NV 89521 [rhallman@eigwc.com](mailto:rhallman@eigwc.com)**

**Role in project: Sales, technical design. Project required integration of multiple systems and convergence into single MPLS VOIP network for 9 locations throughout the US as well as implementation of Enterprise Voice Messaging. Value of \$1,000,000 and project was complete in 4 months.**

**Las Vegas Valley Water District – Nancy McClain (702)822-8560. Role in project: Sales, technical design, account support. Modular Messaging 2.0, Speech Recognition application, Communication Manager upgrade. Enterprise Survivable platform additions, deployment of remote Avaya gateways.**

**Projects include all AVAYA systems and software, Polycom Video installations and call accounting systems implementations. Projects range from small systems installations (Wells Manufacturing) to large, complex multi-location networked systems integration (Blue Shield of California). Projects have involved upgrading Avaya systems to latest release, replacing and upgrading processors/software and complex trouble shooting and diagnostics. Projects have included IVR development, testing and application training.**

<p><b>Required Information:</b></p> <p><b>MMYYYY to MMYYYY:</b></p> <p><b>Vendor Name:</b></p> <p><b>Client Name:</b></p> <p><b>Client Contact Name:</b></p> <p><b>Client Address, Phone Number, Email:</b></p> <p><b>Role in Contract/Project:</b></p> <p><b>Details and Duration of Contract/Project:</b></p>	<p><b><u>October 1996 – October 2001</u></b></p> <p><b>AVAYA Communications, Inc. &amp; Lucent Technologies Account Manager for the AVAYA Enterprise customers in the state of Nevada. Client responsibilities are identical to the role with Quagga Corporation. Provided technical support, design assurance, implementation support and customer support. Supported the following accounts:</b></p> <p><b>Supported all Avaya Enterprise accounts in Nevada as part of the Lucent/Avaya Enterprise office in Nevada. Supported over 500 mid-large businesses.</b></p>
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<b>EDUCATION</b>
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<p><b>Institution Name:</b></p> <p><b>City:</b></p> <p><b>State:</b></p> <p><b>Degree/Achievement:</b></p> <p><b>Certifications:</b></p>	<ul style="list-style-type: none"> <li>• <b>AT&amp;T University, Denver Colorado. Certified Systems Engineering on DEFINITY ECS and peripherals (Technical Consultant II certification)</b></li> <li>• <b>Lucent Technologies, Denver Colorado. Certified PBX Systems Design Engineering.</b></li> <li>• <b>University of Nevada Reno, University of Maryland, Truckee Meadows Community College.</b></li> </ul>
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<b>REFERENCES</b>
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<p><b>Minimum of three (3) required, including name, title, organization, phone number, fax number and email address</b></p>	<p><b>Bruce Beamer, Telecom Manager, State of Nevada, (ph)775-684-7340, <a href="mailto:bbeamer@doit.nv.gov">bbeamer@doit.nv.gov</a>.</b></p> <p><b>Richard Gass, Senior Architect, Blue Shield of California, (ph)916-350-8717, <a href="mailto:Richard.gass@blueshieldca.com">Richard.gass@blueshieldca.com</a>.</b></p> <p><b>Salma Dean, Telecom Manager, Experian, (ph) 949-567-6575, <a href="mailto:salma.dean@experianinteractive.com">salma.dean@experianinteractive.com</a></b></p>
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FINANCIAL SERVICES

AFS-CC081 10/00

# State and Local Government True Lease

<b>LESSEE:</b>	<b>LESSOR: CIT Finance LLC</b>	
Street Address	10201 Centurion Parkway N. #100, Jacksonville, FL 32256	
City/State/Zip	Lease Number	Schedule Number

SUPPLIER:	Quantity	Total Price Including Installation/One-Time Charges
Description of Items to be Leased (the Equipment)		

Commencement Date:	Latest Commencement Date:	Total This Page
NO. OF PERIODS & PAYMENTS	RENTAL PAYMENT \$	ADVANCE RENT \$
Equipment Location	Sub Total(s) From Attached ( ) Additional Pages	
City/County/State	Total Purchase Price (Sum of total prices including installation/one time charges)	

**SUBJECT TO THE TERMS AND CONDITIONS OF THIS STATE AND LOCAL GOVERNMENT TRUE LEASE (LEASE), INCLUDING THOSE ON THE REVERSE SIDE HEREOF, WHICH LESSEE ACKNOWLEDGES THAT IT HAS READ, LESSEE HEREBY AGREES TO RENT FROM LESSOR, AND LESSOR AGREES TO RENT TO LESSEE, THE EQUIPMENT SELECTED BY LESSEE AS SPECIFIED ABOVE AND ON ANY ADDITIONAL PAGE(S) ATTACHED HERETO.**

- 1. NO WARRANTIES BY LESSOR.** LESSEE HAS SELECTED BOTH THE EQUIPMENT AND THE ABOVE-NAMED SUPPLIER, LESSOR LEASES THE EQUIPMENT AS-IS, LESSOR IS NOT THE MANUFACTURER OF THE EQUIPMENT OR A DEALER AND MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO ANY MATTER RELATING TO THE EQUIPMENT, INCLUDING THE CONDITION OF THE EQUIPMENT, ITS MERCHANTABILITY OR ITS FITNESS FOR ANY PARTICULAR PURPOSE.
- 2. CLAIMS AGAINST SUPPLIER.** IF THE EQUIPMENT IS NOT PROPERLY INSTALLED, DOES NOT OPERATE AS REPRESENTED OR WARRANTED BY SUPPLIER, OR IS UNSATISFACTORY FOR ANY REASON WHATSOEVER, LESSEE SHALL MAKE ALL CLAIMS PERTAINING THERETO SOLELY AGAINST SUPPLIER AND SHALL, NEVERTHELESS, PAY LESSOR ALL RENTAL PAYMENTS UNDER THIS LEASE. LESSOR WILL CAUSE ALL WARRANTIES, AGREEMENTS AND REPRESENTATIONS MADE BY SUPPLIER TO LESSEE TO BE ENFORCEABLE BY LESSEE IN ITS OWN NAME, PROVIDED THAT NO EVENT OF DEFAULT (AS DEFINED IN §2) EXISTS. LESSOR WILL HAVE NO LIABILITY TO LESSEE, LESSEE'S CUSTOMERS, OR ANY THIRD PARTIES FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS LEASE OR CONCERNING THE EQUIPMENT, OR FOR ANY DAMAGES BASED ON STRICT LIABILITY OR ABSOLUTE TORT LIABILITY.
- 3. SUPPLIER NOT AN AGENT.** LESSEE UNDERSTANDS AND AGREES THAT NEITHER SUPPLIER, NOR ANY SALESMAN OR OTHER AGENT OF SUPPLIER, IS AN AGENT OF LESSOR, NO SALESMAN OR AGENT OF SUPPLIER IS AUTHORIZED TO WAIVE OR ALTER ANY TERM OR CONDITION OF THIS LEASE, AND NO REPRESENTATION GIVEN BY SUPPLIER AS TO THE EQUIPMENT OR ANY OTHER MATTER SHALL IN ANY WAY AFFECT LESSEE'S DUTY TO MAKE THE RENTAL PAYMENTS AND PERFORM ITS OTHER OBLIGATIONS UNDER THIS LEASE.
- 4. PAYMENT OBLIGATIONS.** EXCEPT AS EXPRESSLY PROVIDED HEREIN, THIS LEASE CANNOT BE CANCELLED OR TERMINATED AND LESSEE AGREES THAT IT HAS AN UNCONDITIONAL OBLIGATION TO PAY ALL RENTAL PAYMENTS AND ALL OTHER AMOUNTS REQUIRED UNDER THE TERMS OF THIS LEASE WHEN THEY ARE DUE. LESSEE IS NOT ENTITLED TO ABATE OR REDUCE THE RENTAL PAYMENTS OR OTHER AMOUNTS DUE OR TO SET OFF ANY CHARGES AGAINST THOSE AMOUNTS; LESSEE IS NOT ENTITLED TO RECOVERMENTS, CROSS-CLAIMS, COUNTERCLAIMS OR ANY OTHER DEFENSES TO THE RENTAL PAYMENTS OR OTHER AMOUNTS DUE (WHETHER THOSE DEFENSES ARISE OUT OF CLAIMS BY LESSEE AGAINST LESSOR, SUPPLIER, OR OTHERWISE), DEFECTS IN OR DAMAGE TO THE EQUIPMENT OR LOSS OR DESTRUCTION THEREOF WILL NOT TERMINATE OR AFFECT LESSEE'S OBLIGATIONS UNDER THIS LEASE.
- 5. ADJUSTMENTS.** The payments set forth are based upon the Total Purchase Price set forth above, which is an estimate. Such payments will be adjusted proportionally if the actual Total Purchase Price (including taxes, delivery, installation and other charges) differs from such estimate. Lessee hereby authorizes Lessor to adjust the amount of the foregoing Rental Payment and Total Purchase Price if the final invoice from the Supplier specifies a Total Purchase Price that is greater or lesser than the estimated Total Purchase Price. If the actual Total Purchase Price exceeds the estimated Total Purchase Price by more than 10%, Lessor will so notify Lessee and obtain its written approval to such adjustments; provided, however, such written approval will not be required when changes in the Total Purchase Price are caused by changes in the Equipment requested by Lessee.
- 6. FAIR RENTAL VALUE RENEWAL OPTION.** If no Event of Default exists, the Lessee will have the renewal option set forth in this §6. Lessee may renew this Lease as to all (but not less than all) of the Equipment at a fair rental value (Fair Rental Value), for a renewal term of not less than six months to be agreed on by Lessor and Lessee. However, this renewal option may not be exercised if Lessor determines that there has been a material adverse change in Lessee's financial condition since the Commencement Date. The renewal term (Renewal Term) will begin at the expiration of the initial term (Initial Term) or any Renewal Term (collectively referred to as the Term). At least 120 days prior to the expiration of the Term, Lessee will give Lessor irrevocable written notice that it either exercises its option to renew this Lease, or will return the Equipment to Lessor at the expiration of the Term in accordance with §13. If such notice is not given, Lessee shall be deemed to have elected to renew this Lease as to all of the Equipment at the period-to-period Rental Payments as set forth above (as adjusted) for a six month period, unless Lessor by 10 days' written notice instructs Lessee to return the Equipment in accordance with §13. Fair Rental Value will be determined by agreement of Lessor and Lessee, or at Lessee's sole expense, by an independent appraiser selected by Lessee. Fair Rental Value means the total rentals which would be payable for the Renewal Term in an arm's length transaction between an informed and willing lessee and an informed and willing lessor (other than a used equipment dealer) neither under compulsion to lease. In determining Fair Rental Value, the costs of removing the Equipment from the current Equipment Location and moving it to a new Equipment Location will not be deducted from its value.
- 7. FAIR MARKET VALUE PURCHASE OPTION.** If no Event of Default exists, Lessee will have the purchase option set forth in this §7. At least 120 days prior to the expiration of the Term, Lessee will give Lessor irrevocable written notice that it exercises its option to purchase all (but not less than all) of the Equipment at the expiration of Term for the fair market value (Fair Market Value), or will return the Equipment to Lessor at the expiration of the Term in accordance with §13. If such notice is not given, Lessee shall be deemed not to have elected to purchase the Equipment but will be deemed to have elected to renew this Lease as to all of the Equipment at the period-to-period Rental Payments set forth above (as adjusted) for a six month period, unless Lessor by 10 days' written notice instructs Lessee to return the Equipment in accordance with §13. Fair Market Value will be determined by agreement of Lessor and Lessee, or at Lessee's sole expense, by an independent appraiser selected by Lessor. Fair Market Value means the total price that would be paid for the Equipment in an arm's length transaction between an informed and willing buyer (other than a used equipment dealer) under no compulsion to buy and an informed and willing seller under no compulsion to sell. In determining Fair Market Value, the costs of removing the Equipment from the current Equipment Location and moving it to a new Equipment Location will not be deducted from its value.

By:  Lessee Authorized Signature  
 \_\_\_\_\_  
 Lessee  
 \_\_\_\_\_  
 Print Name & Title  
 \_\_\_\_\_  
 Date

**CIT FINANCE LLC**  
 By:  Lessor Authorized Signature  
 \_\_\_\_\_  
 Lessor  
 \_\_\_\_\_  
 Print Name & Title  
 \_\_\_\_\_  
 Date

8. **ORDERING EQUIPMENT.** Lessee has delivered to Supplier a purchase order, contract, and/or other documents (Purchase Documents) providing for the purchase of the Equipment from Supplier. Lessee hereby assigns to Lessor all of Lessee's rights and interest in the Equipment and Purchase Documents but none of its obligations, other than the obligation to pay Supplier for the Equipment if, and only if, Lessee accepts the Equipment in compliance with §9. Lessee will arrange for delivery of the Equipment so that it can be accepted in accordance with §9 on or before the Latest Commencement Date set forth on the preceding page. Upon receipt of the documents described in §9, Lessor will promptly pay Supplier the Total Purchase Price.

9. **ACCEPTANCE.** On the date that the Equipment is first ready to be placed in service, Lessee will execute and deliver to Lessor the Commencement Certificate supplied by Lessor, and provide evidence of the insurance coverage required by §15. The date of Lessee's acceptance of the Equipment under this Lease will be the Commencement Date, and Lessor is authorized to insert such Commencement Date in the space provided on the preceding page upon acceptance of the Equipment by Lessee.

10. **TERM; RENT; ADVANCE PAYMENT; LATE PAYMENTS.** The initial Term of this Lease will begin on the Commencement Date and continue for the number of periods specified on the preceding page. Lessee agrees to pay Lessor the first Rental Payment on the Commencement Date and subsequent Rental Payments during the initial Term will be due on the corresponding day of each other period during the initial Term, whether or not Lessee has received notice that such Rental Payments are due. All Rental Payments will be sent to Lessor's address specified on the preceding page, or as otherwise directed by Lessor in writing. Lessee will pay the Advance Rent specified on the preceding page when it signs this Lease. Such Advance Rent will be refunded to Lessee only if Lessor declines to sign this Lease. Advance Rent will be credited to Lessee's first Rental Payment and any excess Advance Rent will be credited to Lessee's last Rental Payment(s). Lessee agrees to pay Lessor a late charge of 5% of any Rental Payment not paid when due. In addition to the late charge, Lessee will pay 18% annual interest on unpaid amounts, or such lesser maximum percentage as is allowable under applicable law.

11. **LOCATION; INSPECTION; LABELS.** The Equipment will be delivered to and will not be removed from the Equipment Location listed on the preceding page without Lessor's prior written consent. Lessor will have the right to inspect the Equipment at any reasonable time. If Lessor supplies Lessee with labels stating that the Equipment is owned by Lessor, Lessee will affix such labels to, and keep them in a prominent place on the Equipment.

12. **REPAIRS; USE; ALTERATIONS; MAINTENANCE.** Lessee, at its expense, will keep the Equipment in good repair, condition and working order; will use the Equipment lawfully and exclusively in connection with its operations and for the purpose for which it was designed and intended; and will not during the Term alter the Equipment or the manner of its installation without Lessor's prior written consent. Lessee will enter into and maintain in full force and effect throughout the Term Supplier's standard maintenance contract, and will comply with all obligations thereunder. Upon request, and with Lessor's prior written consent, an alternate source of maintenance may be used.

13. **SURRENDER.** Unless Lessee purchases the Equipment as provided for herein upon the expiration of the Term, Lessee, at its expense, will return the Equipment, free of all liens and rights of others, by delivering it to such place or on board such carrier, packed for shipping, as Lessor may specify. Lessee agrees that the Equipment, when returned, will be in the same condition as when delivered to Lessee, reasonable wear and tear excepted, and in a condition which will permit such Equipment to be eligible for Supplier's standard maintenance contract, at then prevailing rates, without Lessor incurring any expense to repair or rehabilitate such Equipment. (Lessee will be liable for reasonable and necessary expenses to place the Equipment in such condition.) Lessee will give Lessor 120 days' written notice that it is returning the Equipment as provided above. If requested by Lessor, Lessee, at its expense, will store the Equipment on its premises for a reasonable period (during which period the Equipment will be subject to the terms and conditions of this Lease, except for the obligation to make Rental Payments).

14. **LOSS OR DAMAGE.** Lessee shall bear the entire risk of loss, theft or destruction of or damage to the Equipment or any item thereof (Loss or Damage) from any cause whatsoever. Except as expressly provided herein, no Loss or Damage shall relieve Lessee of the obligation to pay Rental Payments or of any other obligation under this Lease. In the event of Loss or Damage, Lessee, at the option of Lessor, shall (a) place the same in good condition and repair, or (b) pay to Lessor the total of the following amounts: (i) the total Rental Payments due and owing at the time of such payment, plus (ii) an amount calculated by Lessor which is the present value of the sum of 5% per annum compounded annually of all Rental Payments and other amounts payable by Lessee with respect to said item from the date of such payment to the date of expiration of the Term, plus (iii) the present value (computed in the same manner as noted above) of the residual value of such item, which residual value shall be conclusively presumed to be equal to 30% of the item's total Rental Payments for the initial Term. Upon Lessor's receipt of such payments, Lessee and/or Lessee's insurer will be entitled to Lessor's interest in said item, for salvage purposes, in its then condition and location, without any warranty, express or implied.

15. **INSURANCE.** Lessee will provide, maintain and pay for (a) insurance against the loss or theft of or damage to the Equipment, for the full replacement value thereof, naming Lessor as a loss payee, and (b) public liability and third party property damage insurance naming Lessor as an additional insured. All insurance will be in form and amount and with companies satisfactory to Lessor and will contain the insurer's agreement to give thirty days' written notice to Lessor before cancellation or material change of any policy of insurance, and will be payable regardless of any act, omission or breach of warranty by Lessee. Lessee will deliver the policies or copies thereof or certificates of insurance to Lessor on or before the Commencement Date and at such other times as Lessor may request.

16. **TAXES.** Lessee will not be liable for any taxes (whether imposed by the United States or of America or by any other taxing authority) imposed on Lessor's net income or measured by that income. Lessee will reimburse Lessor for (or pay directly, but only if instructed by Lessor) all other taxes, fees, and assessments that may be imposed on the Equipment, on its purchase, ownership, delivery, possession, operation, or rental pursuant to this Lease, and on its return to Lessor or its purchase by Lessee (collectively, "Taxes"). Lessee's obligation to pay Taxes includes the obligation to pay all license and registration fees and all sales (other than sales taxes which are specifically set forth as part of the Total Purchase Price), use, personal property, and other taxes and governmental charges, together with any penalties, fines or interest thereon, that may be imposed during or with respect to the Term of this Lease. Lessee is interested in these Taxes whether they are imposed upon the Lease, Lessor, Lessee or the Equipment.

17. **LIENS AND ENCUMBRANCES; OWNERSHIP; PERSONAL PROPERTY.** Lessee will keep this Lease and the Equipment free and clear of all liens, liens and encumbrances. The Equipment is, and will at all times remain, the property of Lessor, and Lessee will have no right, title or interest therein or thereto, except, as expressly set forth in this Lease. The Equipment is, and at all times will be and remain personal property, notwithstanding that the Equipment or any part thereof may be (or hereafter become) affixed or attached to real property or any improvements thereon.

18. **LESSOR'S PAYMENT.** If Lessee fails to provide or maintain the maintenance contract required by §12, the insurance required by §15, or to pay or reimburse the Taxes required by §16, or to discharge any liens, liens, or encumbrances created by Lessee pursuant to §17, the Lessor will have the right, but not the obligation, to obtain such maintenance contract or insurance, to pay such Taxes, or to effectuate such discharges. In that event, Lessee will remit to Lessor the cost thereof with the next Rental Payment or immediately upon demand.

19. **INDEMNITY.** Lessee will hold Lessor harmless from, and indemnify Lessor on an after-tax basis against, any and all claims, actions, damages, including reasonable attorney and paralegal fees, obligations, liabilities and liens (including any of the foregoing arising or imposed under the doctrine of "strict liability in tort" or "product liability"), arising out of the manufacture, purchase, lease, possession, operation, condition, installation, return or use of the Equipment, or by operation of law, excluding however, any of the foregoing resulting from the willful misconduct of Lessor. Lessee agrees that upon written notice by Lessor of the assertion of such a claim, action, damage, obligation, liability or lien and at Lessor's request, Lessee will assume full responsibility for the defense thereof. These provisions will survive termination of this Lease with respect to events occurring prior to such termination.

20. **ASSIGNMENT.** Without Lessor's prior written consent, Lessee will not (a) assign, transfer, pledge, hypothecate, or otherwise dispose of this Lease, the Equipment, or any interest therein, or (b) sublet or lend the Equipment or permit it to be used by anyone other than Lessee or Lessee's employees. Lessor may assign this Lease in whole or in part without notice to Lessee. Each such assignee will have all of the rights, but none of the obligations, of Lessor under this Lease and Lessee will not assert against such assignee any defense, counterclaim or offset that Lessee may have against Lessor. Notwithstanding any such assignment, Lessor warrants that Lessee will quietly enjoy the Equipment subject to the terms and conditions of this Lease, so long as no Event of Default exists. Subject to the foregoing, this Lease inures to the benefit of and is binding upon the successors and assigns of the parties hereto.

21. **CONFIDENTIAL INFORMATION.** Any term of the relevant Purchase Documents to the contrary notwithstanding, Lessee's rights as licensee or otherwise under such Purchase Documents to use any documentation, technical information, confidential business information and/or software relating to the Equipment (collectively, Confidential Information) are hereby assigned to and shall vest in Lessor. Subject to Lessee's compliance with the terms and conditions of this Lease, Lessor grants to Lessee a sublicense to use the Confidential Information, and Lessee accepts such sublicense. Anything herein to the contrary notwithstanding, Lessee agrees that (i) all Confidential Information shall remain the property of Supplier and (ii) Lessee's use of the Confidential Information shall be subject to, and Lessee shall abide by, any license or other provisions applicable to the Confidential Information contained in the relevant Purchase Documents.

22. **DEFAULT; REMEDIES.** Any of the following will constitute an Event of Default: (a) if Lessee fails to pay when due any Rental Payment or other amount required under this Lease or any Additional

Lease (as defined in §25); or (b) Lessee makes an assignment for the benefit of creditors, whether voluntary or involuntary; or (c) a petition is filed by or against Lessee under any bankruptcy, insolvency or similar legislation; or (d) Lessee violates any Purchase Document; or (e) Lessee fails to perform any provision under this Lease or any Additional Lease or violates any covenant or representation made by Lessee; or (f) Lessee makes a bulk transfer of furniture, furnishings, fixtures or other equipment or inventory; or (g) an Event of Default occurs. Lessor shall have the right to exercise any one or more of the following remedies with respect to this Lease and/or any Additional Lease (collectively, Leases): (1) Lessor may terminate some or all of the Leases with respect to all or any part of the Equipment; (2) Lessor may recover from Lessee all Rental Payments and other amounts then due and as they shall thereafter become due under some or all of the Leases; (3) Lessor may take possession of any or all items of the Equipment under some or all of the Leases, wherever the same may be located, without demand or notice, without any court order or other process of law and without liability to Lessee for any damages occasioned by such taking of possession, and no such taking of possession shall constitute a termination of any of the Leases; (4) Lessor may recover from Lessee, with respect to any and all items of Equipment under the Leases, and with or without repossessing the Equipment, the sum of (1) all Rental Payments and other amounts then due and (2) the present value, discounted at 5% per annum compounded annually, of all Rental Payments and other amounts payable by Lessee through the end of any Term and (3) the present value (computed in the same manner as noted above) of the residual value of such item (which residual value shall conclusively be presumed to be an amount equal to 30% of the total Rental Payments for the initial Term for all of such Leases). Upon repossession or surrender of the Equipment, Lessor shall sell, lease or otherwise dispose of the Equipment in a commercially reasonable manner, with or without notice and on public or private bid, and apply the net proceeds thereof (after deducting all expenses, including attorney and paralegal fees incurred in connection therewith) to the sum of (1), (2), and (3) above (however, Lessee shall remain liable for any deficiency after such a disposition of the Equipment); (5) Lessor may pursue any other remedy available at law or in equity; and (6) Lessor may take any other action permitted by law to protect and enforce Lessor's rights and remedies hereunder. Lessee acknowledges that with respect to any notice of a sale required by law to be given, 10 days' notice shall constitute reasonable notice. The above remedies are cumulative of every other right or remedy given hereunder or now or hereafter existing at law or in equity or by statute or otherwise, and may be enforced concurrently therewith or from time to time, but Lessor shall not be entitled to recover a greater amount in damages than Lessor could have gained by receipt of Lessee's full, timely and complete performance of its obligations pursuant to the terms of all Leases, plus accrued late charges, interest and enforcement expenses.

23. **LESSOR'S ENFORCEMENT EXPENSES.** Lessee shall pay Lessor all costs and expenses, including court costs, attorney and paralegal fees and the fees of collection agencies, incurred by Lessor in enforcing any of the terms, conditions or provisions hereof or in protecting Lessor's rights herein.

24. **NOTICES.** Service of all notices under this Lease shall be sufficient if given personally or mailed to the respective party at its address set forth on the preceding page, or at the address which any party may provide in writing from time to time. Any such notice mailed to said address shall be effective when deposited in the United States mail, duly addressed and with postage prepaid.

25. **ADDITIONAL LEASES.** The parties hereto agree that additional leases may be effectuated under the terms and conditions of this Lease. Such leases (Additional Leases) will list the Equipment on a schedule provided by Lessor that will incorporate this Lease by reference by inserting the Lease Number specified on the preceding page. Additional Leases shall be subject to all of the terms and conditions of this Lease. Capitalized terms herein will include corresponding terms in Additional Leases.

26. **FUNDING; ADJUSTMENTS; NONAPPROPRIATION.**

(a) **Funding Intent.** Lessee believes that funds can be obtained sufficient to make all Rental Payments during the Term and hereby covenants that it will do all things lawfully within its power to obtain, maintain and properly request and pursue funds from which the Rental Payments may be made, including making provisions for such payments to the extent necessary in each budget submitted for the purpose of obtaining funding, using bonafide best efforts to have such portion of the budget approved and exhausting all available administrative reviews and appeals in the event such portion of the budget is not approved. It is Lessee's intent to make Rental Payments for the Term if funds are legally available therefor, and Lessee represents that the use of the Equipment is essential to Lessee's proper, efficient and economic operation, and that Lessee will provide Lessor with an Essential Use Letter in the form attached hereto as Exhibit A.

(b) **Nonappropriation of Funds.** In the event sufficient funds are not appropriated and budgeted or are not otherwise available by any means whatsoever in any fiscal period for Rental Payments, and provided that such nonappropriation shall not have resulted from any act or failure to act of the Lessee, and provided that Lessee shall have exhausted all funds legally available for payment of the Rental Payments and no other funds or legal procedure shall exist whereby payment thereof can be made to Lessor, then the Lessee will immediately notify the Lessor (or if applicable its assignee) of such occurrence, and this Lease shall terminate on the last day of the fiscal period for which appropriations have been appropriated, budgeted or are otherwise available; provided however, that all of Lessee's obligations under this Lease, to the extent they are fairly attributable to events or conditions occurring or existing on or prior to the termination of this Lease, will survive such termination and be enforceable by Lessor, its successors or assigns. Further, in the event of such termination, Lessee agrees to peacefully surrender possession of the Equipment to Lessor in accordance with §13, and agrees that Lessor will have all legal and equitable rights and remedies to take possession of the Equipment. Moreover, in the event that a nonappropriation occurs under this Lease, the Lessor may, at its option, terminate any Additional Leases pursuant to §22.

(c) **Representations.** Notwithstanding the foregoing, Lessee agrees (1) that it will not cancel this Lease under the provisions of this §26 if any funds are appropriated to it, or by it, for the acquisition, retention, or operation of the Equipment or other equipment performing functions similar to such Equipment for the fiscal period in which such termination occurs or the next succeeding fiscal period thereafter; (2) that it will not during the Term give priority in the application of funds to any other functionally similar equipment; (3) that a nonappropriation shall not be for less than all items of Equipment subject to this Lease; and (4) if this Lease is terminated under or cancelled pursuant to this §26, Lessee will not, for a period of 120 days after such termination or cancellation of the Lease, directly or indirectly, acquire functionally similar equipment or allocate funds to acquire equipment to replace the Equipment. This §26 will not be construed so as to permit Lessee to terminate this Lease in order to acquire any other equipment or to allocate funds directly or indirectly to perform essentially the same operation or purpose as that which the Equipment was either intended to perform or did perform. Lessee's right to terminate this Lease under this §26 is not a bargained-for concession; this right is operative only to the extent required by law.

(d) **Authority and Authorization.** Lessee represents, covenants and warrants, and will deliver to Lessor for each Lease an Opinion of Counsel in the form attached hereto as Exhibit B, that it will also represent, covenant and warrant the following: (1) Lessee is the above referenced State or a fully constituted political subdivision or agency of such State; (2) the execution, delivery and performance by the Lessee of the Lease has been duly authorized by all necessary action on the part of the Lessee; (3) the Lease constitutes a legal, valid and binding obligation of the Lessee enforceable in accordance with its terms; (4) no further approval, consent or withholding of objections is required from any governmental authority with respect to the Lease; (5) the entering into and performance of the Lease is not contrary to and does not violate any judgment, order, law or regulation or constitute a default by Lessee under any other agreement or instrument; (6) the Equipment is personal property and will not become a fixture, and (7) the Lessee has complied with all bidding requirements and, where necessary, by due notification has presented the Lease for approval and adoption as a valid obligation on its part. Lessee also represents, covenants and warrants that: (1) it will do or cause to be done all things necessary to preserve and keep the Lease in full force and effect; (2) it has sufficient appropriations or other funds available to pay all Rental Payments for the current fiscal period; and (3) Lessee will complete, execute and provide Lessor with an Incumbency Certificate in the form attached hereto as Exhibit C.

27. **RELATED DOCUMENTS.** Lessee shall execute or provide, as requested by Lessor, such other documents and information as are reasonably necessary to fulfill the purposes of the Lease.

28. **MISCELLANEOUS.** This instrument constitutes the entire agreement between Lessor and Lessee, and may not be amended, altered or changed except by a written agreement signed by the parties hereto. In the event Lessee issues a purchase order to Lessor covering the Equipment to be leased hereunder, it is agreed that such purchase order is issued for purposes of authorization and Lessee's internal use only, and none of its terms and conditions will modify the terms and conditions of this Lease and/or related documentation, or affect Lessor's responsibility to Lessee as defined in this Lease. Lessee will provide Lessor with such resolutions, opinions of counsel, financial statements, and other documents (including UCC financing statements and other documents for filing or recording) as Lessor may request from time to time. At Lessee's expense, Lessor may file this Lease and any other document Lessor deems necessary to perfect or protect Lessor's interest in the Equipment. Lessee will execute and deliver to Lessor UCC financing statements or other documents requested by Lessor to perfect or protect Lessor's interest in the Equipment. Should the Lessee fail to execute any such financing statements, Lessor is authorized to sign any such financing statements as Lessee's agent. Lessee further agrees that a photocopy or other copy of this Lease will be sufficient as a financing statement. If more than one Lessee is named in this Lease, the liability of each shall be joint and several. Time is of the essence with respect to this Lease. Any failure of Lessor to require strict performance by Lessee or any waiver by Lessor of any provision herein shall not be construed as a consent or waiver of any other breach of the same or of any other provision hereof. This Lease shall not be binding upon Lessor unless and until approved by an appropriate representative of Lessor at Lessor's home office in New Jersey. This Lease is entered into and shall be governed and construed in accordance with the laws of the State of the Equipment Location.

**Amendment to State and Local  
Government True Lease**

LESSEE:	LESSOR: CIT Finance LLC	
Street Address:	Address: 10201 Centurion Parkway N. #100 Jacksonville, FL 32256	
City, State, Zip:	Lease Number:	Schedule Number(s):

Lessee and Lessor hereby amend and supplement, as specified below, the State and Local Government True Lease ("Agreement") referenced by the Lease Number and Schedule Number specified above. Capitalized terms used in this Amendment that are not otherwise defined herein shall have the meanings ascribed to them in the Agreement.

1. Add the following new Section at the end of the Agreement:

**"29. TECHNOLOGY REFRESH WITH NEW FINANCING OPTION.** (a) If no Event of Default exists and no event has occurred and is continuing that with notice or the lapse of time or both would constitute an Event of Default, and (b) Lessee delivers to Lessor an irrevocable written election notice of its desire to return certain items of the Equipment ("Returned Equipment") pursuant to the terms of this Section at least 4 months prior to the end of the Initial Term of the Agreement, Lessee may, subject to Lessor's written consent, on the last day of the Initial Term of this Agreement (the "Technology Refresh Date") terminate this Agreement, subject to the terms in section 29(b).

(b) If Lessee elects a Technology Refresh, on or before the applicable Technology Refresh Date, and provides notice as above, Lessee shall identify additional equipment that is comparable in terms of type and quality to the Equipment ("Tech Refresh Equipment"), and request that Lessor lease such Tech Refresh Equipment, pursuant to a new additional lease ("New Additional Lease") together with the items of equipment under the Agreement that have not been returned to Lessor. At Lessor's sole and absolute discretion, Lessor will review the Returned Equipment and the Tech Refresh Equipment, and provide lease pricing, for the New Additional Lease. Lessee and Lessor, each at their sole discretion may enter into a New Additional Lease whereby Lessor will lease to Lessee the Tech Refresh Equipment for a mutually agreed upon term. Upon commencement of the New Additional Lease, this Agreement, with respect to any item of the Equipment, will terminate, provided Lessee has returned all, but not less than all, of the Returned Equipment to Lessor in the same manner as described in Section 13 of the Agreement, and has paid to Lessor any and all Rental Payments and other amounts then past due and owing under this Agreement. If Lessee fails to pay Lessor the amounts due and owing under this Agreement, or return the Returned Equipment to Lessor and enter into the New Additional Lease with Lessor in accordance with the preceding sentence, this Agreement shall not terminate with respect to any item of the Equipment and Lessee's obligations shall continue as they were in effect prior to the Technology Refresh Date and all other provisions of the Agreement shall continue to apply.

(c) If Lessee elects a Technology Refresh and has completely fulfilled the terms and conditions of the Agreement and this Amendment, then on the Technology Refresh Date this Schedule shall terminate, Lessee shall be relieved of all obligations under this Agreement."

Except as otherwise set forth herein, all terms and provisions of the Agreement remain unchanged and continue in full force and effect on the date hereof. This Amendment is incorporated by reference into the Agreement and Lessee and Lessor hereby make this Amendment an integral part of the Agreement.

CIT FINANCE LLC

By: \_\_\_\_\_  
(Lessee Authorized Signature)

\_\_\_\_\_  
(Type/Print Name and Title)

\_\_\_\_\_  
(Date)

By: \_\_\_\_\_  
(Lessor Authorized Signature)

\_\_\_\_\_  
(Type/Print Name and Title)

\_\_\_\_\_  
(Date)

DRAFT

**CERTIFICATE OF APPROPRIATIONS**

(State and Local Government True Lease)

I, \_\_\_\_\_ do hereby certify that I am the  
(Name)

duly elected or appointed and acting \_\_\_\_\_ of  
(Title)

\_\_\_\_\_ ("Lessee"); that I have custody of the financial records and budget information of such entity; that monies for all lease payments to be made under that certain State and Local Government True Lease , Lease Number \_\_\_\_\_, Schedule Number(s) \_\_\_\_\_, between Lessee and CIT Communications Finance Corporation or one of its affiliates or subsidiaries as lessor ("Agreement"), for the fiscal year ending \_\_\_\_\_, 20\_\_\_\_, are available from unexhausted and unencumbered appropriations and/or funds within Lessee's budget for such fiscal year; and that appropriations and/or funds have been designated for the payment of those lease payments that may come due under the Agreement in such fiscal year.

IN WITNESS WHEREOF, I have duly executed this Certificate of Appropriations this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name & Title

The undersigned official of Lessee hereby certifies that the signature set forth above is the true and authentic signature of the individual identified above and that such individual holds the title set forth above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name & Title

**ESSENTIAL USE LETTER**

To: CIT FINANCE LLC

Re: State and Local Government True Lease ("Lease")

Lease Number \_\_\_\_\_ Schedule Number(s) \_\_\_\_\_

This letter is being written with respect to the use of the Equipment (as defined in the Lease) to be leased to Lessee pursuant to the above-referenced Lease. The Equipment will be used by \_\_\_\_\_

(Department or Division Using the Equipment)

for the following purposes (state how and for what purposes the Equipment will be used):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Lessee hereby represents that the use of the Equipment is essential to its proper, efficient and economic operation.

**Lessee:** \_\_\_\_\_

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

**INCUMBENCY CERTIFICATE**  
(State and Local Government True Lease)

I, \_\_\_\_\_, do hereby certify that: (i) I am the duly elected or appointed and acting Secretary or Clerk of \_\_\_\_\_ ("Lessee"), (ii) I have custody of the records of Lessee, (iii) each individual named below is, and was as of the date each individual affixed his or her signature to the State and Local Government True Lease, Lease Number \_\_\_\_\_, Schedule Numbers(s) \_\_\_\_\_, between Lessee and CIT FINANCE LLC as lessor ("Lease"), a duly elected or appointed officer of such entity holding the title or office set forth opposite each individual's name, (iv) the signature set forth opposite such individual's name and title/office is the true and authentic signature of that individual and, (v) each such individual has (and had on the date each such individual affixed his or her signature to the Lease) the authority to enter into the Lease on behalf of the Lessee.

<u>Name</u>	<u>Title/Office</u>	<u>Signature</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

IN WITNESS WHEREOF, I have duly executed this Incumbency Certificate and affixed Lessee's seal hereto this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Secretary/Clerk

**SEAL**

**OPINION OF COUNSEL**

**[This form is not to be executed but is  
to be retyped on the letterhead of Counsel.]**

To: CIT Finance LLC  
10201 Centurion Pkwy N #100  
Jacksonville, FL 32256

Re: State and Local Government True Lease Agreement ("Lease")

Lease No. \_\_\_\_\_, Schedule No. \_\_\_\_\_

Ladies and Gentlemen:

I am Counsel for \_\_\_\_\_ ("Lessee"), and I am familiar with the above referenced Lease by and between CIT Finance LLC, as Lessor, and Lessee.

Based on my examination of the Lease and such other documents, records and papers as I deemed to be relevant and necessary as the basis for my opinion set forth below, it is my opinion that:

1. Lessee is the State of \_\_\_\_\_ or a fully constituted political subdivision or agency of the State of \_\_\_\_\_.
2. The execution, delivery and performance by Lessee of this Lease has been duly authorized by all necessary action on the part of the Lessee, and the person who signed the Lease on behalf of Lessee was fully empowered to execute such document and to bind Lessee thereto.
3. This Lease constitutes a legal, valid and binding obligation of Lessee enforceable in accordance with its terms.
4. No further approval, consent or withholding of objections is required from any governmental authority with respect to this Lease.
5. The entering into and performance of this Lease is not contrary to and does not violate any judgment, order, law or regulation or constitute a default by Lessee under any other agreement or instrument.
6. The Equipment is personal property and will not become a fixture.
7. With respect to this Lease, Lessee has complied with all bidding requirements and, where necessary, by due notification Lessee has presented this Lease for approval and adoption as a valid obligation on its part, and has secured such approval or adoption.
8. This opinion is rendered by the undersigned counsel on behalf of \_\_\_\_\_

Very truly yours,

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

Title: \_\_\_\_\_

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



FINANCIAL SERVICES

In order for Avaya Financial Services, a unit of CIT Finance LLC, to properly bill and credit your account, it is necessary that you complete this form and return it with the signed documents.

Thank you,  
AVAYA FINANCIAL SERVICES

**BILLING INFORMATION REQUEST**

Account Number: \_\_\_\_\_ Promissory Note Number: \_\_\_\_\_

Customer Legal Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_  
Street Address  
City, State, ZIP

Attention: Individual who will process payments  
First Name MI Last Name

Telephone Number: Individual who will process payments  
(Area Code)

Equipment Location(s):  
If different from Billing Address  
1. Street Address  
City, State, ZIP  
2. Street Address  
City, State, ZIP  
3. Street Address  
City, State, ZIP

Are you sales/rental tax exempt?  Yes — Tax exemption certificate attached.  
 No

Special Instructions:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_ Type/Print Name & Title \_\_\_\_\_



**State and Local Government  
True Lease  
Commencement Certificate**

<b>LESSEE:</b>	<b>LESSOR: CIT FINANCE LLC</b>	
Address	Lease No.	Schedule No.
City/State/Zip	Address <b>10201 Centurion Pkwy N, #100</b>	
Attention	City/State/Zip <b>Jacksonville, FL 32256</b>	

Capitalized terms used herein which are not otherwise defined herein shall have the meanings ascribed to them in the State and Local Government True Lease between the parties hereto (the Lease), identified by the Lease Number specified above.

In compliance with the terms and provisions of the Lease, the Lessee hereby certifies and states that all Equipment listed in the Schedule specified above, as amended through the date hereof (Subject Equipment), has been delivered and fully installed; Lessee has inspected the Subject Equipment, and all such testing as it deems necessary has been performed by Lessee, the manufacturer or Supplier; Lessee accepts the Subject Equipment for all purposes of the Lease, the Purchase Documents and all attendant documents; and on the date hereof the Subject Equipment has become for the first time operational and available to be placed in service for its specifically assigned function.

The insurance policies required by § 15 of the Lease have been obtained and are in full force and effect, and the Subject Equipment is located at the Equipment Location identified in the Schedule specified above.

\_\_\_\_\_  
**Lessee**

**X**

\_\_\_\_\_  
Lessee Authorized Signature

\_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
Date

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '14	
								S	M
1		<b>STATE OF NEVADA-EITS-RFP 3067</b>	<b>180 days</b>	<b>Mon 3/3/14</b>	<b>Fri 11/7/14</b>				
2		<b>Contract</b>	<b>8 days</b>	<b>Mon 3/3/14</b>	<b>Wed 3/12/14</b>				
3		Contract signed, PO issued	1 day	Mon 3/3/14	Mon 3/3/14		Allan Pedersen		
4		Internal kick off meeting	1 day	Tue 3/4/14	Tue 3/4/14	3	Carousel team		
5		Resources assigned	5 days	Mon 3/3/14	Fri 3/7/14		Roger Cobb		
6		Equipment ordered	1 day	Wed 3/12/14	Wed 3/12/14	8	Carousel team		
7									
8		<b>Customer Kick Off Meeting</b>	<b>1 day</b>	<b>Tue 3/11/14</b>	<b>Tue 3/11/14</b>		<b>Carousel team,EITS team</b>		
9		Review the project	1 day	Tue 3/11/14	Tue 3/11/14				
10		Identify network completion dates	1 day	Tue 3/11/14	Tue 3/11/14				
11		Identify IP address requirements	1 day	Tue 3/11/14	Tue 3/11/14				
12		Identify material on job dates	1 day	Tue 3/11/14	Tue 3/11/14				
13		Identify change control dates	1 day	Tue 3/11/14	Tue 3/11/14				
14		Identify software freeze dates	1 day	Tue 3/11/14	Tue 3/11/14				
15		Identify cut dates	1 day	Tue 3/11/14	Tue 3/11/14				
16		Identify test plans	1 day	Tue 3/11/14	Tue 3/11/14				
17		Identify help dates and locations	1 day	Tue 3/11/14	Tue 3/11/14				
18		Identify access	1 day	Tue 3/11/14	Tue 3/11/14				
19		Identify project meeting dates	1 day	Tue 3/11/14	Tue 3/11/14				
20		Identify milestones	1 day	Tue 3/11/14	Tue 3/11/14				
21		Identify rack and power requirements	1 day	Tue 3/11/14	Tue 3/11/14				
22									
23		<b>PHASE 1 CORE</b>	<b>71 days?</b>	<b>Wed 3/12/14</b>	<b>Wed 6/18/14</b>				
24		Provide IP requirements to State	1 day	Wed 3/12/14	Wed 3/12/14		Carousel team		
25		Receive equipment at Carousel office	10 days	Thu 3/13/14	Wed 3/26/14	6	Carousel team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
	Split		Inactive Task		Manual Summary	
	Milestone		Inactive Milestone		Start-only	
	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '14	
								S	M
26		IP requirements returned to Carousel	10 days	Thu 3/13/14	Wed 3/26/14		EITS team		
27		Site visit	1 day	Mon 3/17/14	Mon 3/17/14		Roger Cobb		
28		Review current data base	20 days	Mon 3/17/14	Fri 4/11/14		Carousel team,EITS team		
29		Configure new servers	10 days	Thu 3/27/14	Wed 4/9/14	26	Dung Nguyen		
30		Configure new gateways	60 days	Thu 3/27/14	Wed 6/18/14		Dung Nguyen		
31		Equipment room ready	1 day	Thu 4/10/14	Thu 4/10/14	29	EITS team		
32		Retrieve licenses for new servers	1 day	Thu 4/10/14	Thu 4/10/14				
33									
34		<b>575 E 3rd Street</b>	<b>27 days</b>	<b>Fri 4/11/14</b>	<b>Mon 5/19/14</b>				
35		<b>Install new servers and test integration</b>	<b>15 days</b>	<b>Fri 4/11/14</b>	<b>Thu 5/1/14</b>	<b>31</b>	<b>Carousel team</b>		
36		CM 6X	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
37		Session Manger	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
38		System Manger	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
39		AAM	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
40		AAC	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
41		CMS (upgrade kit)	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
42		SAL	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
43		Smart Point	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
44		Turn up new PRI to CM 6	1 day	Fri 5/2/14	Fri 5/2/14		Carousel team		
45		Connect new CM 6 to Current CM 3 via H323	1 day	Fri 5/2/14	Fri 5/2/14		Carousel team		
46		Install 6 new G450 gateways	5 days	Mon 5/5/14	Fri 5/9/14		Carousel team		
47		Prepare data base for 575 E 3rd for migration to new G450	3 days	Mon 5/12/14	Wed 5/14/14	46	Carousel team		
48		Migrate 575 E 3rd St.	1 day	Fri 5/16/14	Fri 5/16/14		Carousel team,EITS team		

Project: State of Nevada-EITS RFP  
Date: Mon 10/28/13

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Deadline	
External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
49		First day of business	1 day	Mon 5/19/14	Mon 5/19/14	48	Carousel team,EITS team		
50									
51		<b>DOE 1749 Moody</b>	<b>5 days</b>	<b>Thu 5/15/14</b>	<b>Wed 5/21/14</b>				
52		Prepare data base for migration to CM 6	2 days	Thu 5/15/14	Fri 5/16/14		Carousel team		
53		Migrate to CM 6, change S8300, test	1 day	Tue 5/20/14	Tue 5/20/14		Carousel team		
54		First day of business	1 day	Wed 5/21/14	Wed 5/21/14	53	Carousel team,EITS team		
55									
56		<b>Purchasing Reno 2250 Barnett Way</b>	<b>3 days</b>	<b>Wed 5/21/14</b>	<b>Fri 5/23/14</b>				
57		Prepare data base for migration to CM 6	2 days	Wed 5/21/14	Thu 5/22/14		Carousel team		
58		Migrate to CM 6, change S8300, test	1 day	Thu 5/22/14	Thu 5/22/14		Carousel team,EITS team		
59		First day of business	1 day	Fri 5/23/14	Fri 5/23/14	58	Carousel team,EITS team		
60									
61		<b>Aging 12 3310 Goni Rd</b>	<b>4 days</b>	<b>Fri 5/23/14</b>	<b>Wed 5/28/14</b>				
62		Prepare data base for migration to CM 6	2 days	Fri 5/23/14	Mon 5/26/14		Carousel team		
63		Migrate to CM 6, change S8300, test	1 day	Tue 5/27/14	Tue 5/27/14		Carousel team,EITS team		
64		First day of business	1 day	Wed 5/28/14	Wed 5/28/14	63	Carousel team,EITS team		
65									
66		<b>Aging 62 3416 Goni Rd</b>	<b>3 days</b>	<b>Wed 5/28/14</b>	<b>Fri 5/30/14</b>				
67		Prepare data base for migration to CM 6	2 days	Wed 5/28/14	Thu 5/29/14		Carousel team		
68		Migrate to CM 6, change S8300, test	1 day	Thu 5/29/14	Thu 5/29/14		Carousel team,EITS team		
69		First day of business	1 day	Fri 5/30/14	Fri 5/30/14	68	Carousel team,EITS team		
70									
71		<b>AGR-Sparks 405 S 21st St, Sparks</b>	<b>4 days</b>	<b>Fri 5/30/14</b>	<b>Wed 6/4/14</b>				
72		Prepare data base for migration to CM 6	2 days	Fri 5/30/14	Mon 6/2/14		Carousel team		
73		Migrate to CM 6, change S8300, test	1 day	Tue 6/3/14	Tue 6/3/14		Carousel team,EITS team		

Project: State of Nevada-EITS RFP  
Date: Mon 10/28/13

Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Deadline	
External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
74		First day of business	1 day	Wed 6/4/14	Wed 6/4/14	73	Carousel team,EITS team		
75									
76		<b>DHCFP-560 Hammill Ln. Reno</b>	<b>3 days</b>	<b>Wed 6/4/14</b>	<b>Fri 6/6/14</b>				
77		Prepare data base for migration to CM 6	2 days	Wed 6/4/14	Thu 6/5/14		Carousel team		
78		Migrate to CM 6, change S8300, test	1 day	Thu 6/5/14	Thu 6/5/14		Carousel team,EITS team		
79		First day of business	1 day	Fri 6/6/14	Fri 6/6/14	78	EITS team,Carousel team		
80									
81		<b>B&amp;I-1818 College Pkwy, Carson</b>	<b>4 days</b>	<b>Fri 6/6/14</b>	<b>Wed 6/11/14</b>				
82		Prepare data base for migration to CM 6	2 days	Fri 6/6/14	Mon 6/9/14		Carousel team		
83		Migrate to CM 6, change S8300, test	1 day	Tue 6/10/14	Tue 6/10/14		Carousel team,EITS team		
84		First day of business	1 day	Wed 6/11/14	Wed 6/11/14	83	Carousel team,EITS team		
85									
86		<b>B&amp;I-1830 College Pkwy, CC</b>	<b>3 days</b>	<b>Wed 6/11/14</b>	<b>Fri 6/13/14</b>				
87		Prepare data base for migration to CM 6	2 days	Wed 6/11/14	Thu 6/12/14		Carousel team		
88		Migrate to CM 6, change S8300, test	1 day	Thu 6/12/14	Thu 6/12/14		Carousel team,EITS team		
89		First day of business	1 day	Fri 6/13/14	Fri 6/13/14	88	Carousel team,EITS team		
90									
91		<b>Econ-Dev-808 W Nye Lane</b>	<b>4 days</b>	<b>Fri 6/13/14</b>	<b>Wed 6/18/14</b>				
92		Prepare data base for migration to CM 6	2 days	Fri 6/13/14	Mon 6/16/14		Carousel team		
93		Migrate to CM 6, change S8300, test	1 day	Tue 6/17/14	Tue 6/17/14		Carousel team,EITS team		
94		First day of business	1 day	Wed 6/18/14	Wed 6/18/14	93	Carousel team,EITS team		
95									
96		<b>HealthSvcs-675 Fairview Suite 218, CC</b>	<b>3 days</b>	<b>Wed 6/18/14</b>	<b>Fri 6/20/14</b>				
97		Prepare data base for migration to CM 6	2 days	Wed 6/18/14	Thu 6/19/14		Carousel team		
98		Migrate to CM 6, change S8300, test	1 day	Thu 6/19/14	Thu 6/19/14		Carousel team,EITS team		

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Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
Milestone		Inactive Milestone		Start-only	
Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Deadline	
External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
99		First day of business	1 day	Fri 6/20/14	Fri 6/20/14	98	Carousel team,EITS team		
100									
101		<b>HwyPatrol-911 E. Musser, CC</b>	<b>4 days</b>	<b>Fri 6/20/14</b>	<b>Wed 6/25/14</b>				
102		Prepare data base for migration to CM 6	2 days	Fri 6/20/14	Mon 6/23/14		Carousel team		
103		Migrate to CM 6, change S8300, test	1 day	Tue 6/24/14	Tue 6/24/14		Carousel team,EITS team		
104		First day of business	1 day	Wed 6/25/14	Wed 6/25/14	103	Carousel team,EITS team		
105									
106		<b>Taxation-4600 Kietzke Ln. Reno</b>	<b>3 days</b>	<b>Wed 6/25/14</b>	<b>Fri 6/27/14</b>				
107		Prepare data base for migration to CM 6	2 days	Wed 6/25/14	Thu 6/26/14		Carousel team		
108		Migrate to CM 6, change S8300, test	1 day	Thu 6/26/14	Thu 6/26/14		Carousel team,EITS team		
109		First day of business	1 day	Fri 6/27/14	Fri 6/27/14	108	Carousel team,EITS team		
110									
111		<b>Tourism-401 N Carson St. CC</b>	<b>4 days</b>	<b>Fri 6/27/14</b>	<b>Wed 7/2/14</b>				
112		Prepare data base for migration to CM 6	2 days	Fri 6/27/14	Mon 6/30/14		Carousel team		
113		Migrate to CM 6, change S8300, test	1 day	Tue 7/1/14	Tue 7/1/14		Carousel team,EITS team		
114		First day of business	1 day	Wed 7/2/14	Wed 7/2/14	113	Carousel team,EITS team		
115									
116		<b>Silver State Ins-2310 S Carson St. CC</b>	<b>3 days</b>	<b>Mon 7/7/14</b>	<b>Wed 7/9/14</b>				
117		Prepare data base for migration to CM 6	2 days	Mon 7/7/14	Tue 7/8/14		Carousel team		
118		Migrate to CM 6, change S8300, test	1 day	Tue 7/8/14	Tue 7/8/14		Carousel team,EITS team		
119		First day of business	1 day	Wed 7/9/14	Wed 7/9/14	118	Carousel team,EITS team		
120									
121		<b>4126 Technology Way, CC</b>	<b>8 days</b>	<b>Wed 7/9/14</b>	<b>Fri 7/18/14</b>				
122		Install new gateway	1 day	Wed 7/9/14	Wed 7/9/14		Carousel team		
123		Prepare data base for Migration to CM 6	2 days	Wed 7/9/14	Thu 7/10/14		Carousel team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
	Split		Inactive Task		Manual Summary	
	Milestone		Inactive Milestone		Start-only	
	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
124		Migrate to CM 6, change S8300, test	1 day	Thu 7/17/14	Thu 7/17/14		Carousel team,EITS team		
125		First day of business	1 day	Fri 7/18/14	Fri 7/18/14	124	Carousel team,EITS team		
126		Remove old equipment	1 day	Fri 7/18/14	Fri 7/18/14		Carousel team		
127									
128		<b>101 N Carson</b>	<b>4 days</b>	<b>Fri 7/18/14</b>	<b>Wed 7/23/14</b>				
129		Install new gateway	1 day	Fri 7/18/14	Fri 7/18/14		Carousel team		
130		Prepare data base for Migration to CM 6	2 days	Fri 7/18/14	Mon 7/21/14		Carousel team		
131		Migrate to CM 6, change S8300, test	1 day	Tue 7/22/14	Tue 7/22/14		Carousel team,EITS team		
132		First day of business	1 day	Wed 7/23/14	Wed 7/23/14	131	Carousel team,EITS team		
133		Remove old equipment	1 day	Wed 7/23/14	Wed 7/23/14		Carousel team		
134									
135		<b>DETR-500 E 3rd St. CC</b>	<b>3 days</b>	<b>Wed 7/23/14</b>	<b>Fri 7/25/14</b>				
136		Install new gateway	1 day	Wed 7/23/14	Wed 7/23/14		Carousel team		
137		Prepare data base for Migration to CM 6	2 days	Wed 7/23/14	Thu 7/24/14		Carousel team		
138		Migrate to CM 6, change S8300, test	1 day	Thu 7/24/14	Thu 7/24/14		Carousel team,EITS team		
139		First day of business	1 day	Fri 7/25/14	Fri 7/25/14	138	Carousel team,EITS team		
140		Remove old equipment	1 day	Fri 7/25/14	Fri 7/25/14		Carousel team		
141									
142		<b>DMV-555 Wright St. CC</b>	<b>4 days</b>	<b>Fri 7/25/14</b>	<b>Wed 7/30/14</b>				
143		Install new gateway	1 day	Fri 7/25/14	Fri 7/25/14		Carousel team		
144		Prepare data base for Migration to CM 6	2 days	Fri 7/25/14	Mon 7/28/14		Carousel team		
145		Migrate to CM 6, change S8300, test	1 day	Tue 7/29/14	Tue 7/29/14		Carousel team,EITS team		
146		First day of business	1 day	Wed 7/30/14	Wed 7/30/14	145	Carousel team,EITS team		
147		Remove old equipment	1 day	Wed 7/30/14	Wed 7/30/14		Carousel team		
148									

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
	Split		Inactive Task		Manual Summary	
	Milestone		Inactive Milestone		Start-only	
	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
149		<b>Blasdel-209 E Musser, CC</b>	<b>3 days</b>	<b>Wed 7/30/14</b>	<b>Fri 8/1/14</b>				
150		Install new gateway	1 day	Wed 7/30/14	Wed 7/30/14		Carousel team		
151		Prepare data base for Migration to CM 6	2 days	Wed 7/30/14	Thu 7/31/14		Carousel team		
152		Migrate to CM 6, change S8300, test	1 day	Thu 7/31/14	Thu 7/31/14		Carousel team,EITS team		
153		First day of business	1 day	Fri 8/1/14	Fri 8/1/14	152	Carousel team,EITS team		
154		Remove old equipment	1 day	Fri 8/1/14	Fri 8/1/14		Carousel team		
155									
156		<b>Atty General-198 S Carson St. CC</b>	<b>4 days</b>	<b>Fri 8/1/14</b>	<b>Wed 8/6/14</b>				
157		Install new gateway	1 day	Fri 8/1/14	Fri 8/1/14		Carousel team		
158		Prepare data base for Migration to CM 6	2 days	Fri 8/1/14	Mon 8/4/14		Carousel team		
159		Migrate to CM 6, change S8300, test	1 day	Tue 8/5/14	Tue 8/5/14		Carousel team,EITS team		
160		First day of business	1 day	Wed 8/6/14	Wed 8/6/14	159	Carousel team,EITS team		
161		Remove old equipment	1 day	Wed 8/6/14	Wed 8/6/14		Carousel team		
162									
163		<b>Library-100 N Stewart St. CC</b>	<b>3 days</b>	<b>Wed 8/6/14</b>	<b>Fri 8/8/14</b>				
164		Install new gateway	1 day	Wed 8/6/14	Wed 8/6/14		Carousel team		
165		Prepare data base for Migration to CM 6	2 days	Wed 8/6/14	Thu 8/7/14		Carousel team		
166		Migrate to CM 6, change S8300, test	1 day	Thu 8/7/14	Thu 8/7/14		Carousel team,EITS team		
167		First day of business	1 day	Fri 8/8/14	Fri 8/8/14	166	Carousel team,EITS team		
168		Remove old equipment	1 day	Fri 8/8/14	Fri 8/8/14		Carousel team		
169									
170		<b>400 W King St. CC</b>	<b>4 days</b>	<b>Fri 8/8/14</b>	<b>Wed 8/13/14</b>				
171		Install new gateway	1 day	Fri 8/8/14	Fri 8/8/14		Carousel team		
172		Prepare data base for Migration to CM 6	2 days	Fri 8/8/14	Mon 8/11/14		Carousel team		
173		Migrate to CM 6, change S8300, test	1 day	Tue 8/12/14	Tue 8/12/14		Carousel team,EITS team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
	Split		Inactive Task		Manual Summary	
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	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
174		First day of business	1 day	Wed 8/13/14	Wed 8/13/14	173	Carousel team,EITS team		
175		Remove old equipment	1 day	Wed 8/13/14	Wed 8/13/14		Carousel team		
176									
177		<b>Education-700 E 5th St. CC</b>	<b>3 days</b>	<b>Wed 8/13/14</b>	<b>Fri 8/15/14</b>				
178		Install new gateway	1 day	Wed 8/13/14	Wed 8/13/14		Carousel team		
179		Prepare data base for Migration to CM 6	2 days	Wed 8/13/14	Thu 8/14/14		Carousel team		
180		Migrate to CM 6, change S8300, test	1 day	Thu 8/14/14	Thu 8/14/14		Carousel team,EITS team		
181		First day of business	1 day	Fri 8/15/14	Fri 8/15/14	180	Carousel team,EITS team		
182		Remove old equipment	1 day	Fri 8/15/14	Fri 8/15/14		Carousel team		
183									
184		<b>DHCFP-1100 E Williams St. CC</b>	<b>4 days</b>	<b>Fri 8/15/14</b>	<b>Wed 8/20/14</b>				
185		Install new gateway	1 day	Fri 8/15/14	Fri 8/15/14		Carousel team		
186		Prepare data base for Migration to CM 6	2 days	Fri 8/15/14	Mon 8/18/14		Carousel team		
187		Migrate to CM 6, change S8300, test	1 day	Tue 8/19/14	Tue 8/19/14		Carousel team,EITS team		
188		First day of business	1 day	Wed 8/20/14	Wed 8/20/14	187	Carousel team,EITS team		
189		Remove old equipment	1 day	Wed 8/20/14	Wed 8/20/14		Carousel team		
190									
191		<b>727 Fairview, CC</b>	<b>3 days</b>	<b>Wed 8/20/14</b>	<b>Fri 8/22/14</b>				
192		Install new gateway	1 day	Wed 8/20/14	Wed 8/20/14		Carousel team		
193		Prepare data base for Migration to CM 6	2 days	Wed 8/20/14	Thu 8/21/14		Carousel team		
194		Migrate to CM 6, change S8300, test	1 day	Thu 8/21/14	Thu 8/21/14		Carousel team,EITS team		
195		First day of business	1 day	Fri 8/22/14	Fri 8/22/14	194	Carousel team,EITS team		
196		Remove old equipment	1 day	Fri 8/22/14	Fri 8/22/14		Carousel team		
197									
198		<b>3427 Goni Rd. CC</b>	<b>4 days</b>	<b>Fri 8/22/14</b>	<b>Wed 8/27/14</b>				

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Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
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Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Deadline	
External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
199		Install new gateway	1 day	Fri 8/22/14	Fri 8/22/14		Carousel team		
200		Prepare data base for Migration to CM 6	2 days	Fri 8/22/14	Mon 8/25/14		Carousel team		
201		Migrate to CM 6, change S8300, test	1 day	Tue 8/26/14	Tue 8/26/14		Carousel team,EITS team		
202		First day of business	1 day	Wed 8/27/14	Wed 8/27/14	201	Carousel team,EITS team		
203		Remove old equipment	1 day	Wed 8/27/14	Wed 8/27/14		Carousel team		
204									
205		<b>107 Jacobsen</b>	<b>3 days</b>	<b>Wed 8/27/14</b>	<b>Fri 8/29/14</b>				
206		Install new gateway	1 day	Wed 8/27/14	Wed 8/27/14		Carousel team		
207		Prepare data base for Migration to CM 6	2 days	Wed 8/27/14	Thu 8/28/14		Carousel team		
208		Migrate to CM 6, change S8300, test	1 day	Thu 8/28/14	Thu 8/28/14		Carousel team,EITS team		
209		First day of business	1 day	Fri 8/29/14	Fri 8/29/14	208	Carousel team,EITS team		
210		Remove old equipment	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team		
211									
212		<b>Taxation-1550 College Pkwy. CC</b>	<b>4 days</b>	<b>Fri 8/29/14</b>	<b>Wed 9/3/14</b>				
213		Install new gateway	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team		
214		Prepare data base for Migration to CM 6	2 days	Fri 8/29/14	Mon 9/1/14		Carousel team		
215		Migrate to CM 6, change S8300, test	1 day	Tue 9/2/14	Tue 9/2/14		Carousel team,EITS team		
216		First day of business	1 day	Wed 9/3/14	Wed 9/3/14	215	Carousel team,EITS team		
217		Remove old equipment	1 day	Wed 9/3/14	Wed 9/3/14		Carousel team		
218									
219		<b>Parole-1445 Hot Springs Rd. CC</b>	<b>3 days</b>	<b>Wed 9/3/14</b>	<b>Fri 9/5/14</b>				
220		Install new gateway	1 day	Wed 9/3/14	Wed 9/3/14		Carousel team		
221		Prepare data base for Migration to CM 6	2 days	Wed 9/3/14	Thu 9/4/14		Carousel team		
222		Migrate to CM 6, change S8300, test	1 day	Thu 9/4/14	Thu 9/4/14		Carousel team,EITS team		
223		First day of business	1 day	Fri 9/5/14	Fri 9/5/14	222	Carousel team,EITS team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
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	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
224		Remove old equipment	1 day	Fri 9/5/14	Fri 9/5/14		Carousel team		
225									
226		<b>Parole-475 Valley Rd. Reno</b>	<b>4 days</b>	<b>Fri 9/5/14</b>	<b>Wed 9/10/14</b>				
227		Install new gateway	1 day	Fri 9/5/14	Fri 9/5/14		Carousel team		
228		Prepare data base for Migration to CM 6	2 days	Fri 9/5/14	Mon 9/8/14		Carousel team		
229		Migrate to CM 6, change S8300, test	1 day	Tue 9/9/14	Tue 9/9/14		Carousel team,EITS team		
230		First day of business	1 day	Wed 9/10/14	Wed 9/10/14	229	Carousel team,EITS team		
231		Remove old equipment	1 day	Wed 9/10/14	Wed 9/10/14		Carousel team		
232									
233		<b>Parole-119 E Long</b>	<b>3 days</b>	<b>Wed 9/10/14</b>	<b>Fri 9/12/14</b>				
234		Install new gateway	1 day	Wed 9/10/14	Wed 9/10/14		Carousel team		
235		Prepare data base for Migration to CM 6	2 days	Wed 9/10/14	Thu 9/11/14		Carousel team		
236		Migrate to CM 6, change S8300, test	1 day	Thu 9/11/14	Thu 9/11/14		Carousel team,EITS team		
237		First day of business	1 day	Fri 9/12/14	Fri 9/12/14	236	Carousel team,EITS team		
238		Remove old equipment	1 day	Fri 9/12/14	Fri 9/12/14		Carousel team		
239									
240		<b>Public Works-515 E Musser</b>	<b>4 days</b>	<b>Fri 9/12/14</b>	<b>Wed 9/17/14</b>				
241		Install new gateway	1 day	Fri 9/12/14	Fri 9/12/14		Carousel team		
242		Prepare data base for Migration to CM 6	2 days	Fri 9/12/14	Mon 9/15/14		Carousel team		
243		Migrate to CM 6, change S8300, test	1 day	Tue 9/16/14	Tue 9/16/14		Carousel team,EITS team		
244		First day of business	1 day	Wed 9/17/14	Wed 9/17/14	243	Carousel team,EITS team		
245		Remove old equipment	1 day	Wed 9/17/14	Wed 9/17/14		Carousel team		
246									
247		<b>DCNR-901 S Stewart St. CC</b>	<b>3 days</b>	<b>Wed 9/17/14</b>	<b>Fri 9/19/14</b>				
248		Install new gateway	1 day	Wed 9/17/14	Wed 9/17/14		Carousel team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
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	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
249		Prepare data base for Migration to CM 6	2 days	Wed 9/17/14	Thu 9/18/14		Carousel team		
250		Migrate to CM 6, change S8300, test	1 day	Thu 9/18/14	Thu 9/18/14		Carousel team,EITS team		
251		First day of business	1 day	Fri 9/19/14	Fri 9/19/14	250	Carousel team,EITS team		
252		Remove old equipment	1 day	Fri 9/19/14	Fri 9/19/14		Carousel team		
253									
254		<b>DPS-333 Nye Lane, CC</b>	<b>4 days</b>	<b>Fri 9/19/14</b>	<b>Wed 9/24/14</b>				
255		Install new gateway	1 day	Fri 9/19/14	Fri 9/19/14		Carousel team		
256		Prepare data base for Migration to CM 6	2 days	Fri 9/19/14	Mon 9/22/14		Carousel team		
257		Migrate to CM 6, change S8300, test	1 day	Tue 9/23/14	Tue 9/23/14		Carousel team,EITS team		
258		First day of business	1 day	Wed 9/24/14	Wed 9/24/14	257	Carousel team,EITS team		
259		Remove old equipment	1 day	Wed 9/24/14	Wed 9/24/14		Carousel team		
260									
261		<b>DETR-1340 S Curry St. CC</b>	<b>3 days</b>	<b>Wed 9/24/14</b>	<b>Fri 9/26/14</b>				
262		Install new gateway	1 day	Wed 9/24/14	Wed 9/24/14		Carousel team		
263		Prepare data base for Migration to CM 6	2 days	Wed 9/24/14	Thu 9/25/14		Carousel team		
264		Migrate to CM 6, change S8300, test	1 day	Thu 9/25/14	Thu 9/25/14		Carousel team,EITS team		
265		First day of business	1 day	Fri 9/26/14	Fri 9/26/14	264	Carousel team,EITS team		
266		Remove old equipment	1 day	Fri 9/26/14	Fri 9/26/14		Carousel team		
267									
268		<b>PHASE 2 SAWYER</b>	<b>114 days</b>	<b>Mon 3/17/14</b>	<b>Thu 8/21/14</b>				
269		<b>515 Washington St. Las Vegas</b>	<b>114 days</b>	<b>Mon 3/17/14</b>	<b>Thu 8/21/14</b>				
270		<b>Install new servers and test integration</b>	<b>51 days</b>	<b>Mon 3/17/14</b>	<b>Mon 5/26/14</b>				
271		Review current data base	20 days	Mon 3/17/14	Fri 4/11/14		Carousel team		
272		CM 6X ESS	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
273		Session Manger	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
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	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '14	
								S	M
274		AAM	15 days	Fri 4/11/14	Thu 5/1/14		Carousel team		
275		Install 8 new g450 gateways	5 days	Mon 5/5/14	Fri 5/9/14		Carousel team		
276		Prepare data base for 515 Washington for migration to new G450	5 days	Mon 5/5/14	Fri 5/9/14		Carousel team		
277		Migrate 515 Washington to new gateways	1 day	Fri 5/23/14	Fri 5/23/14		Carousel team,EITS team		
278		First day of business	1 day	Mon 5/26/14	Mon 5/26/14	277	Carousel team,EITS team		
279									
280		<b>Aging Services</b>	<b>5 days</b>	<b>Mon 5/26/14</b>	<b>Fri 5/30/14</b>				
281		Install new gateway	1 day	Mon 5/26/14	Mon 5/26/14		Carousel team		
282		Prepare data base for Migration to CM 6	2 days	Mon 5/26/14	Tue 5/27/14		Carousel team		
283		Migrate to CM 6, change S8300, test	1 day	Wed 5/28/14	Wed 5/28/14		Carousel team,EITS team		
284		First day of business	1 day	Thu 5/29/14	Thu 5/29/14	283	Carousel team,EITS team		
285		Remove old equipment	1 day	Fri 5/30/14	Fri 5/30/14		Carousel team		
286									
287		<b>Nevada Attorney</b>	<b>5 days</b>	<b>Mon 6/2/14</b>	<b>Fri 6/6/14</b>				
288		Install new gateway	1 day	Mon 6/2/14	Mon 6/2/14		Carousel team		
289		Prepare data base for Migration to CM 6	2 days	Mon 6/2/14	Tue 6/3/14		Carousel team		
290		Migrate to CM 6, change S8300, test	1 day	Wed 6/4/14	Wed 6/4/14		Carousel team,EITS team		
291		First day of business	1 day	Thu 6/5/14	Thu 6/5/14	290	Carousel team,EITS team		
292		Remove old equipment	1 day	Fri 6/6/14	Fri 6/6/14	291	Carousel team		
293									
294		<b>Taxation</b>	<b>5 days</b>	<b>Mon 6/9/14</b>	<b>Fri 6/13/14</b>				
295		Install new gateway	1 day	Mon 6/9/14	Mon 6/9/14		Carousel team		
296		Prepare data base for Migration to CM 6	2 days	Mon 6/9/14	Tue 6/10/14		Carousel team		

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	Split		Inactive Task		Manual Summary	
	Milestone		Inactive Milestone		Start-only	
	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
297		Migrate to CM 6, change S8300, test	1 day	Wed 6/11/14	Wed 6/11/14		Carousel team,EITS team		
298		First day of business	1 day	Thu 6/12/14	Thu 6/12/14	297	Carousel team,EITS team		
299		Remove old equipment	1 day	Fri 6/13/14	Fri 6/13/14	298	Carousel team		
300									
301		<b>Public Utilities</b>	<b>5 days</b>	<b>Mon 6/16/14</b>	<b>Fri 6/20/14</b>				
302		Install new gateway	1 day	Mon 6/16/14	Mon 6/16/14		Carousel team		
303		Prepare data base for Migration to CM 6	2 days	Mon 6/16/14	Tue 6/17/14		Carousel team		
304		Migrate to CM 6, change S8300, test	1 day	Wed 6/18/14	Wed 6/18/14		Carousel team,EITS team		
305		First day of business	1 day	Thu 6/19/14	Thu 6/19/14	304	Carousel team,EITS team		
306		Remove old equipment	1 day	Fri 6/20/14	Fri 6/20/14	305	Carousel team		
307									
308		<b>P&amp;P 620 Belrose</b>	<b>5 days</b>	<b>Mon 6/23/14</b>	<b>Fri 6/27/14</b>				
309		Install new gateway	1 day	Mon 6/23/14	Mon 6/23/14		Carousel team		
310		Prepare data base for Migration to CM 6	2 days	Mon 6/23/14	Tue 6/24/14		Carousel team		
311		Migrate to CM 6, change S8300, test	1 day	Wed 6/25/14	Wed 6/25/14		Carousel team,EITS team		
312		First day of business	1 day	Thu 6/26/14	Thu 6/26/14	311	Carousel team,EITS team		
313		Remove old equipment	1 day	Fri 6/27/14	Fri 6/27/14	312	Carousel team		
314									
315		<b>Taxi-1785 Sahara</b>	<b>4 days</b>	<b>Mon 6/30/14</b>	<b>Thu 7/3/14</b>				
316		Install new gateway	1 day	Mon 6/30/14	Mon 6/30/14		Carousel team		
317		Prepare data base for Migration to CM 6	2 days	Mon 6/30/14	Tue 7/1/14		Carousel team		
318		Migrate to CM 6, change S8300, test	1 day	Wed 7/2/14	Wed 7/2/14		Carousel team,EITS team		
319		First day of business	1 day	Thu 7/3/14	Thu 7/3/14	318	Carousel team,EITS team		
320		Remove old equipment	1 day	Thu 7/3/14	Thu 7/3/14		Carousel team		
321									

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	Split		Inactive Task		Manual Summary	
	Milestone		Inactive Milestone		Start-only	
	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
322		<b>Bradley-2501 Sahara</b>	<b>5 days</b>	<b>Mon 7/7/14</b>	<b>Fri 7/11/14</b>				
323		Install new gateway	1 day	Mon 7/7/14	Mon 7/7/14		Carousel team		
324		Prepare data base for Migration to CM 6	2 days	Mon 7/7/14	Tue 7/8/14		Carousel team		
325		Migrate to CM 6, change S8300, test	1 day	Wed 7/9/14	Wed 7/9/14		Carousel team,EITS team		
326		First day of business	1 day	Thu 7/10/14	Thu 7/10/14	325	Carousel team,EITS team		
327		Remove old equipment	1 day	Fri 7/11/14	Fri 7/11/14	326	Carousel team		
328									
329		<b>SNAMH-720 S 7th St</b>	<b>5 days</b>	<b>Mon 7/14/14</b>	<b>Fri 7/18/14</b>				
330		Install new gateway	1 day	Mon 7/14/14	Mon 7/14/14		Carousel team		
331		Prepare data base for Migration to CM 6	2 days	Mon 7/14/14	Tue 7/15/14		Carousel team		
332		Migrate to CM 6, change S8300, test	1 day	Wed 7/16/14	Wed 7/16/14		Carousel team,EITS team		
333		First day of business	1 day	Thu 7/17/14	Thu 7/17/14	332	Carousel team,EITS team		
334		Remove old equipment	1 day	Fri 7/18/14	Fri 7/18/14	333	Carousel team		
335									
336		<b>DHCFP-1210 Valley</b>	<b>5 days</b>	<b>Mon 7/21/14</b>	<b>Fri 7/25/14</b>				
337		Install new gateway	1 day	Mon 7/21/14	Mon 7/21/14		Carousel team		
338		Prepare data base for Migration to CM 6	2 days	Mon 7/21/14	Tue 7/22/14		Carousel team		
339		Migrate to CM 6, change S8300, test	1 day	Wed 7/23/14	Wed 7/23/14		Carousel team,EITS team		
340		First day of business	1 day	Thu 7/24/14	Thu 7/24/14	339	Carousel team,EITS team		
341		Remove old equipment	1 day	Fri 7/25/14	Fri 7/25/14	340	Carousel team		
342									
343		<b>215 Bonanza</b>	<b>5 days</b>	<b>Mon 7/28/14</b>	<b>Fri 8/1/14</b>				
344		Install new gateway	1 day	Mon 7/28/14	Mon 7/28/14		Carousel team		
345		Prepare data base for Migration to CM 6	2 days	Mon 7/28/14	Tue 7/29/14		Carousel team		
346		Migrate to CM 6, change S8300, test	1 day	Wed 7/30/14	Wed 7/30/14		Carousel team,EITS team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
	Split		Inactive Task		Manual Summary	
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	Summary		Inactive Summary		Finish-only	
	Project Summary		Manual Task		Deadline	
	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
347		First day of business	1 day	Thu 7/31/14	Thu 7/31/14	346	Carousel team,EITS team		
348		Remove old equipment	1 day	Fri 8/1/14	Fri 8/1/14	347	Carousel team		
349									
350		<b>State Health-3811 W Charleston</b>	<b>4 days</b>	<b>Mon 8/4/14</b>	<b>Thu 8/7/14</b>				
351		Prepare data base for Migration to CM 6	2 days	Mon 8/4/14	Tue 8/5/14		Carousel team		
352		Migrate to CM 6, change S8300, test	1 day	Wed 8/6/14	Wed 8/6/14		Carousel team,EITS team		
353		First day of business	1 day	Thu 8/7/14	Thu 8/7/14	352	Carousel team,EITS team		
354									
355		<b>Nevada Film-6655 West Sahara</b>	<b>4 days</b>	<b>Mon 8/11/14</b>	<b>Thu 8/14/14</b>				
356		Prepare data base for Migration to CM 6	2 days	Mon 8/11/14	Tue 8/12/14		Carousel team		
357		Migrate to CM 6, change S8300, test	1 day	Wed 8/13/14	Wed 8/13/14		Carousel team,EITS team		
358		First day of business	1 day	Thu 8/14/14	Thu 8/14/14	357	Carousel team,EITS team		
359									
360		<b>Atty General-10791 W. Twain</b>	<b>4 days</b>	<b>Mon 8/18/14</b>	<b>Thu 8/21/14</b>				
361		Prepare data base for Migration to CM 6	2 days	Mon 8/18/14	Tue 8/19/14		Carousel team		
362		Migrate to CM 6, change S8300, test	1 day	Wed 8/20/14	Wed 8/20/14		Carousel team,EITS team		
363		First day of business	1 day	Thu 8/21/14	Thu 8/21/14	362	Carousel team,EITS team		
364									
365		<b>PHASE 3 OEM</b>	<b>31 days</b>	<b>Mon 8/25/14</b>	<b>Mon 10/6/14</b>				
366		<b>2478 Fairview Dr. CC</b>	<b>31 days</b>	<b>Mon 8/25/14</b>	<b>Mon 10/6/14</b>				
367		<b>Install new servers and test integration</b>	<b>21 days</b>	<b>Mon 9/8/14</b>	<b>Mon 10/6/14</b>				
368		Review current data base	20 days	Mon 8/25/14	Fri 9/19/14		Carousel team,EITS team		
369		CM 6X ESS	15 days	Mon 9/8/14	Fri 9/26/14		Carousel team		
370		Install 3 new g450 gateways	5 days	Mon 9/22/14	Fri 9/26/14		Carousel team		

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Task		External Milestone		Manual Summary Rollup	
Split		Inactive Task		Manual Summary	
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Summary		Inactive Summary		Finish-only	
Project Summary		Manual Task		Deadline	
External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
371		Prepare OEM data base for migration to new G450	5 days	Mon 9/29/14	Fri 10/3/14		Carousel team		
372		Migrate OEM to new gateways	1 day	Fri 10/3/14	Fri 10/3/14		Carousel team,EITS team		
373		First day of business	1 day	Mon 10/6/14	Mon 10/6/14	372	Carousel team,EITS team		
374		Remove old equipment	1 day	Tue 10/7/14	Tue 10/7/14	373	Carousel team		
375									
376		<b>PHASE 4 MENTAL HEALTH-LV</b>	<b>20 days</b>	<b>Mon 7/28/14</b>	<b>Fri 8/22/14</b>				
377		<b>6161 W Charleston Ave-LV</b>	<b>20 days</b>	<b>Mon 7/28/14</b>	<b>Fri 8/22/14</b>				
378		<b>Install new servers and test integration</b>	<b>20 days</b>	<b>Mon 7/28/14</b>	<b>Fri 8/22/14</b>				
379		Review current data base	20 days	Mon 7/28/14	Fri 8/22/14		Carousel team,EITS team		
380		CM 6X ESS	1 day	Mon 8/25/14	Mon 8/25/14		Carousel team		
381		Install 3 new g450	1 day	Mon 8/25/14	Mon 8/25/14		Carousel team		
382		Prepare data base for migration to CM 6	5 days	Mon 8/25/14	Fri 8/29/14		Carousel team		
383		Migrate MH all locations	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team,EITS team		
384		First day of business	1 day	Mon 9/1/14	Mon 9/1/14	383	Carousel team,EITS team		
385		Remove old equipment	1 day	Tue 9/2/14	Tue 9/2/14		Carousel team		
386									
387		<b>1391 DCR</b>	<b>7 days</b>	<b>Mon 8/25/14</b>	<b>Tue 9/2/14</b>				
388		Install 1 g450 gateway	1 day	Mon 8/25/14	Mon 8/25/14		Carousel team		
389		Migrate to CM 6, test	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team,EITS team		
390		First day of business	1 day	Mon 9/1/14	Mon 9/1/14	389	Carousel team,EITS team		
391		Remove old equipment	1 day	Tue 9/2/14	Tue 9/2/14		Carousel team		
392									
393		<b>Bldg 7</b>	<b>7 days</b>	<b>Mon 8/25/14</b>	<b>Tue 9/2/14</b>				
394		Install 1 new g450	1 day	Mon 8/25/14	Mon 8/25/14		Carousel team		

Project: State of Nevada-EITS RFP Date: Mon 10/28/13	Task		External Milestone		Manual Summary Rollup	
	Split		Inactive Task		Manual Summary	
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	External Tasks		Duration-only		Progress	

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '1	
								S	M
395		Migrate to CM 6, test	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team,EITS team		
396		First day of business	1 day	Mon 9/1/14	Mon 9/1/14	395	Carousel team,EITS team		
397		Remove old equipment	1 day	Tue 9/2/14	Tue 9/2/14		Carousel team		
398									
399		<b>Rawson Neal</b>	<b>7 days</b>	<b>Mon 8/25/14</b>	<b>Tue 9/2/14</b>				
400		Install 3 new g450	1 day	Mon 8/25/14	Mon 8/25/14		Carousel team		
401		Migrate to CM 6, test	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team,EITS team		
402		First day of business	1 day	Mon 9/1/14	Mon 9/1/14	401	Carousel team,EITS team		
403		Remove old equipment	1 day	Tue 9/2/14	Tue 9/2/14		Carousel team		
404									
405		<b>Building 17</b>	<b>2 days</b>	<b>Fri 8/29/14</b>	<b>Mon 9/1/14</b>				
406		Install new S8300D	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team		
407		Migrate to CM 6, test	1 day	Fri 8/29/14	Fri 8/29/14		Carousel team,EITS team		
408		First day of business	1 day	Mon 9/1/14	Mon 9/1/14	407	Carousel team,EITS team		
409									
410		<b>PHASE 5-ELKO</b>	<b>25 days</b>	<b>Mon 9/15/14</b>	<b>Fri 10/17/14</b>				
411		<b>1020 Ruby Vista</b>	<b>40 days</b>	<b>Mon 9/15/14</b>	<b>Fri 11/7/14</b>				
412		<b>Install new servers and test integration</b>	<b>1 day</b>	<b>Tue 10/14/14</b>	<b>Tue 10/14/14</b>				
413		Review current data base	20 days	Mon 9/15/14	Fri 10/10/14		Carousel team,EITS team		
414		Install 2 new gateways with S8300D	2 days	Mon 10/13/14	Tue 10/14/14		Carousel team		
415		Prepare data base for migration to CM 6	2 days	Mon 10/13/14	Tue 10/14/14		Carousel team		
416		Migrate to CM 6, Test	1 day	Tue 10/14/14	Tue 10/14/14		Carousel team,EITS team		
417		First day of business	1 day	Wed 10/15/14	Wed 10/15/14	416	Carousel team,EITS team		
418		Remove old equipment	1 day	Wed 10/15/14	Wed 10/15/14		Carousel team		
419									

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Task		External Milestone		Manual Summary Rollup	
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Summary		Inactive Summary		Finish-only	
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ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Mar 2, '14	
								S	M
420		<b>3920 East Idaho Street</b>	<b>25 days</b>	<b>Mon 9/15/14</b>	<b>Fri 10/17/14</b>				
421		Review current data base	20 days	Mon 9/15/14	Fri 10/10/14		Carousel team,EITS team		
422		Install 2 new gateways with S8300D	2 days	Wed 10/15/14	Thu 10/16/14		Carousel team		
423		Prepare data base for migration to CM 6	2 days	Wed 10/15/14	Thu 10/16/14		Carousel team		
424		Migrate to CM 6, test	1 day	Thu 10/16/14	Thu 10/16/14		Carousel team,EITS team		
425		First day of business	1 day	Fri 10/17/14	Fri 10/17/14	424	Carousel team,EITS team		
426		Remove old equipment	1 day	Fri 10/17/14	Fri 10/17/14		Carousel team		
427									
428		<b>PROJECT CLOSING</b>	<b>10 days</b>	<b>Mon 10/20/14</b>	<b>Fri 10/31/14</b>				
429		Final Project Closure Docs Completed	10 days	Mon 10/20/14	Fri 10/31/14		Carousel team		
430		Conduct Project Closure Meeting/Review	1 day	Tue 11/4/14	Tue 11/4/14		Carousel team,EITS team		
431		Client Sign-Off on Closure Document	1 day	Wed 11/5/14	Wed 11/5/14	430	EITS team		
432		Project Documents Uploaded to Document Repository	1 day	Thu 11/6/14	Thu 11/6/14	431	Carousel team		
433		<b>Complete Project Punchlist</b>	<b>2 days</b>	<b>Mon 10/20/14</b>	<b>Tue 10/21/14</b>				
434		List Punchlist Item	2 days	Mon 10/20/14	Tue 10/21/14		Carousel team,EITS team		
435		Lessons Learned	1 day	Fri 11/7/14	Fri 11/7/14	432	Carousel team,EITS team		

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Task		External Milestone		Manual Summary Rollup	
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