

SERIAL 03042 RFP AVAYA ENTERPRISE COMMUNICATIONS SYSTEM

DATE OF LAST REVISION: September 24, 2007 CONTRACT END DATE: October 31, 2008

CONTRACT PERIOD THROUGH OCTOBER 31, 2008

TO: All Departments
FROM: Department of Materials Management
SUBJECT: Contract for **AVAYA ENTERPRISE COMMUNICATIONS SYSTEM**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **October 22, 2003 (Eff. 11/01/03)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

LC/mm
Attach

Copy to: Clerk of the Board
Deborah Overton, SHERIFF'S
Materials Management



CONTRACT PURSUANT TO RFP SERIAL 03042-RFP
Exhibit B-1

SERIAL 03042-RFP

This Contract is entered into this ~~22nd~~ ^{4th} day of ~~October~~ ~~December~~, 2003 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Avaya, Inc. ("Contractor") for the purchase of Avaya Products and Services as defined in the Avaya Customer Agreement (Attachments A-E) (Exhibit B-2) Maricopa County's Scope of Work (Exhibit B-3); Avaya's Best and Final Offer (Exhibit B-4 and B-4.1); Avaya's Original Response to the County's Questions (Exhibit B-5); Questions from Maricopa County (Exhibit B-6); Avaya's Original Offer (Exhibit B-7); Avaya's "Material Codes"/Detailed Equipment List (Exhibit B-8); the County's RFP Specifications.

1.0 TERM

- 1.1 This Contract is for an initial term of ~~three (3)~~ **five (5)** years, beginning on the 1st day of ~~December~~ **November** 2003 and ending the ~~30th~~ **31st** day of ~~November 2006~~ **October 2008**:
- 1.2 The County may; at of the Contractor, extend the period of this Contract for two (2) additional (4)-year-terms. The County shall notify the Contractor in writing of its intent to extend the contract period at least thirty (3⁰) calendar days prior to the expiration of the original contract period or-any-additional term thereafter.

2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum stated in Final Pricing, attached hereto and incorporated herein as Exhibit B-4.1. Payment under this Contract shall be made in the manner provided by law. Invoices shall be prepared and submitted in accordance with the instructions provided on the purchase order. Invoices shall contain the following information: purchase order number, item numbers, description of supplies and/or services, sizes quantities, unit prices, and extended totals and applicable sales/use tax. The County is not subject to excise tax.

3.0 DUTIES

- 3.1 The Contractor shall perform all duties stated in Maricopa County's Scope of Work, attached hereto and incorporated herein as Exhibit ~~B-3~~. **B. 2**.
- 3.1 Contractor shall perform services at the location(s) and time(s) stated in Exhibits "B-I thru B-7," or in the purchase order requesting such services.
- 3.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations

4.0 INDEMNIFICATION AND INSURANCE:

- 4.1 **General Indemnity.**
Avaya shall defend, indemnify and hold harmless County, County's agents, servants and employees against all claims, demands and judgments made or recovered against them by third parties for damages arising out of, or in connection with this Agreement, to the extent such damage, injury or death was proximately caused by the negligence of Avaya, any subcontractor of Avaya or their employees, servants or agents while performing under this Agreement. Notwithstanding anything to the contrary contained in this Agreement, and excluding indemnification for personal injury or death, which indemnification shall be unlimited, Avaya's total aggregate liability under this General Indemnity shall be limited to One Million Dollars (\$1,000,000), exclusive of costs of defense. This indemnification and save harmless obligation shall not apply to the extent such damages were caused by County's act or omission or the act or

omission of County's agents, servants, employees or others. This indemnification and save harmless obligation is expressly conditioned on the following: (a) that Avaya shall be notified in writing promptly of any such claim or demand, (b) that Avaya shall have sole control of the defense of any action or such claim or demaⁿd and of all negotiations for its settlement or compromise; and that (c) County shall cooperate with Avaya in a reasonable way to facilitate the settlement or defense of such claim or demand.



CONTRACT PURSUANT TO RFP SERIAL 03042-RFP
Exhibit B-1

SERIAL 03042-RFP

This Contract is entered into this 1st day of December, 2003 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Avaya, Inc. ("Contractor") for the purchase of Avaya Products and Services as defined in the Avaya Customer Agreement (Attachments A-E) (Exhibit B-2) Maricopa County's Scope of Work (Exhibit B-3); Avaya's Best and Final Offer (Exhibit B-4 and B-4.1); Avaya's Original Response to the County's Questions (Exhibit B-5); Questions from Maricopa County (Exhibit B-6); Avaya's Original Offer (Exhibit B-7); Avaya's "Material Codes"/Detailed Equipment List (Exhibit B-8); the County's RFP Specifications.

1.0 TERM

- 1.1 This Contract is for an initial term of three (3) years, beginning on the 1st day of December 2003 and ending the 30th day of November 2006.
- 1.2 The County may, at its option and with the agreement of the Contractor, extend the period of this Contract for two (2) additional one (1) year terms. The County shall notify the Contractor in writing of its intent to extend the Contract period at least thirty (30) calendar days prior to the expiration of the original contract period, or any additional term thereafter.

2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum stated in Final Pricing, attached hereto and incorporated herein as Exhibit B-4.1. Payment under this Contract shall be made in the manner provided by law. Invoices shall be prepared and submitted in accordance with the instructions provided on the purchase order. Invoices shall contain the following information: purchase order number, item numbers, description of supplies and/or services, sizes quantities, unit prices, and extended totals and applicable sales/use tax. The County is not subject to excise tax.

3.0 DUTIES

- 3.1 The Contractor shall perform all duties stated in Maricopa County's Scope of Work, attached hereto and incorporated herein as Exhibit B-5. B.2 *en*
- 3.2 Contractor shall perform services at the location(s) and time(s) stated in Exhibits "B-1 thru B-7," or in the purchase order requesting such services.
- 3.3 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations

4.0 INDEMNIFICATION AND INSURANCE:

- 4.1 General Indemnity.

Avaya shall defend, indemnify and hold harmless County, County's agents, servants and employees against all claims, demands and judgments made or recovered against them by third parties for damages arising out of, or in connection with this Agreement, to the extent such damage, injury or death was proximately caused by the negligence of Avaya, any subcontractor of Avaya or their employees, servants or agents while performing under this Agreement. Notwithstanding anything to the contrary contained in this Agreement, and excluding indemnification for personal injury or death, which indemnification shall be unlimited, Avaya's total aggregate liability under this General Indemnity shall be limited to One Million Dollars (\$1,000,000), exclusive of costs of defense. This indemnification and save harmless obligation shall not apply to the extent such damages were caused by County's act or omission or the act or omission of County's agents, servants, employees or others. This indemnification and save harmless obligation is expressly conditioned on the following: (a) that Avaya shall be notified in writing promptly of any such claim or demand, (b) that Avaya shall have sole control of the defense of any action or such claim or demand and of all negotiations for its settlement or compromise; and that (c) County shall cooperate with Avaya in a reasonable way to facilitate the settlement or defense of such claim or demand.

4.2 Insurance Requirements

Contractor, at its own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of B++6, or approved unlicensed companies in the State of Arizona with policies and forms satisfactory to the County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of the County, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the County, and any insurance or self-insurance maintained by the County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the County.

The Contractor shall be solely responsible for the deductible and/or self-insured retention and the County, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

The County reserves the right to request and to receive, within ten (10) working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name the County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The insurance policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against the County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

4.2.1 COMMERCIAL GENERAL LIABILITY. Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision, which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 11 85, and shall include coverage for Contractor's operations and products and completed operations.

If the Contractor subcontracts any part of the work, services or operations awarded to the Contractor, Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the performance of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

4.2.2 AUTOMOBILE LIABILITY. Contractor shall maintain automobile liability insurance with an individual single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to contractor's vehicles (whether owned, hired, non-owned), assigned to or used in the performance of this contract.

4.2.3 WORKERS' COMPENSATION. The contractor shall carry workers' compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of contractor's employees engaged in the performance of the work or services, as well as employer's liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

If any work is subcontracted, the Contractor will require Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of the Contractor.

4.3 Certificates of Insurance.

4.3.1 Prior to commencing work or services under this contract, contractor shall furnish the county with certificates of insurance, or formal endorsements as required by the contract in the form provided by the county, issued by contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this contract are in full force and effect. Such certificates shall identify this contract number and title.

In the event any insurance policy required by this Contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the County fifteen (15) days prior to the expiration date.

4.3.2 CANCELLATION AND EXPIRATION NOTICE.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

Contractor, at its own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of B++6, or approved unlicensed companies in the State of Arizona with policies and forms satisfactory to the County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of the County, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the County, and any insurance or self-insurance maintained by the County shall not contribute to it.

The Contractor shall be solely responsible for the deductible and/or self-insured retention.

The County reserves the right to request and to receive, within ten (10) working days, certificates of insurance naming the County as additional insured.

The insurance policies required by this Contract, except Workers' Compensation, shall name the County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The insurance policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against the County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s A Additional Insured, Form CG 20 10 11 85, and shall include coverage for Contractor's operations and products and completed operations.

If the Contractor subcontracts any part of the work, services or operations awarded to the Contractor, Contractor's subcontractors shall be required to have the same insurance coverage as Contractor.

If any work is subcontracted, the Contractor will require Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of the Contractor.

Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title. *If a policy does expire during the life of the Contract, Contractor will endeavor to mail a renewal certificate to the County within thirty (30) days prior to the expiration date.*

All insurance required by this contract shall be written on an occurrence basis rather than a claims-made basis.

Contractor shall endeavor to give the County thirty (30) days prior written notice of any cancellation, expiration, or material change in the insurance coverage.

5.0 REQUIREMENT OF CONTRACT BOND:

Concurrently with the submittal of the Contract, the Contractor shall furnish the Contracting Agency the following bonds, which shall become binding upon the award of the contract to the Contractor.

- (A) A Performance Bond equal to the full Contract amount conditioned upon the faithful performance of the Contract in accordance with plans, specifications and conditions thereof. Such bond shall be solely for the protection of the Contracting Agency awarding the Contract.
- (B) A Payment Bond equal to the full contract amount solely for the protection of claimants supplying labor or materials to the Contractor or his Subcontractors in the prosecution of the work provided for in such Contract.

Each such bond shall include a provision allowing the prevailing party in a suit on such bond to recover as a part of his judgment such reasonable attorney's fees as may be fixed by a judge of the court.

Each bond shall be executed by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance. The bonds shall not be executed by an individual surety or sureties. The bonds shall be made payable and acceptable to the Contracting Agency. The bonds shall be written or countersigned by an authorized representative of the surety who is either a resident of the State of Arizona or whose principal office is maintained in this state, as by law required, and the bonds shall have attached thereto a certified copy of the Power of Attorney of the signing official. In addition, said company or companies shall be rated "Best-A" or better as required by the Contracting Agency, as currently listed in the most recent Best Key Rating Guide, published by the A.M. Best Company.

6.0 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

For Contractor

Maricopa County	Avaya, Inc.
Department of Materials Management	Attn: Government Intake Manager
Attn: Director of Purchasing	4250 North Fairfax Drive, 10th Floor
320 West Lincoln Street	Arlington, VA 22203
Phoenix, Arizona 85003	
	With a copy to
and	
	Avaya, Inc.
Maricopa County Sheriffs Office	Attn: Contract Specialist
Director of Telecommunications	4747 N. 7 th Street, Suite 314
102 W. Madison Street	Phoenix, AZ 85014
Phoenix, AZ 85003	

7.0 REQUIREMENTS CONTRACT:

Contractor signifies its understanding and agreement by signing this document, that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made. Orders will only be placed when County identifies a need and issues a purchase order.

Contractor shall take no action under this Contract unless specifically requested by County, which shall submit a written purchase order to Contractor requesting that work be performed or product be delivered.

County reserves the right to cancel purchase orders within a reasonable period of time after issuance in accordance with Attachment D, Section 7.3 of the Avaya Customer Agreement. Should a purchase order be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor pursuant to the purchase order. The County will not reimburse the Contractor for any costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order.

Contractor agrees to accept oral cancellation of purchase orders, provided that an oral cancellation is followed up with a written confirmation.

8.0 ESCALATION:

Any requests for reasonable price adjustments must be submitted thirty (30) days prior to the Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the Producer Price Index or by performing a market survey.

9.0 TERMINATION:

No less than six (6) months after the execution of this Contract or any Contract renewal, County may unconditionally terminate this Contract for convenience by providing thirty (30) calendar days advance notice to the Contractor.

County may terminate this Contract if Contractor fails to pay any charge when due or fails to perform or observe any other material term or condition of the Contract, and such failure continues for more than ten (10) business days after receipt of written notice of such failure from County, or if Contractor becomes insolvent or generally fails to pay its debts as they mature.

10.0 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

11.0 OFFSET FOR DAMAGES:

In addition to all other remedies at law or equity for any money due to the Contractor, and for any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract; the parties will negotiate the appropriate amount and Avaya will issue a credit to the County upon agreement by both parties. Any credit negotiated and granted by Avaya will be separately issued via a credit memo.

12.0 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

13.0 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

14.0 AMENDMENTS:

All amendments to this Contract must be in writing and signed by both parties.

15.0 RETENTION OF RECORDS:

The Contractor agrees to retain all financial books, records, and other documents directly related to the performance of this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have reasonable access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents directly related to the performance of this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented

16.0 AUDIT DISALLOWANCES:

If at any time County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

17.0 VALIDITY:

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of this Contract.

18.0 RIGHTS IN DATA:

The County shall have reasonable use of data and reports resulting from this Contract that are not deemed to be Intellectual Property or Source Code without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

19.0 HIERARCHY OF DOCUMENTS:

Any disputes regarding this Contract between Avaya and the County shall flow in accordance with Exhibit C (Order of Precedence) attached and incorporated herein.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

David Ruggiero

AUTHORIZED SIGNATURE

David Ruggiero, Regional Vice President
Avaya, Inc.

DATE 12/18/03

MARICOPA COUNTY

BY: _____
DIRECTOR, MATERIALS MANAGEMENT

BY: *Carlton* _____
CHAIRMAN, BOARD OF SUPERVISORS

DATE _____

12/29/03
DATE

ATTESTED:
Norma Resch _____
CLERK OF THE BOARD **DEPUTY**

12/29/03 _____
DATE **102203**

APPROVED AS TO FORM:
D. Smith _____
MARICOPA COUNTY ATTORNEY

12/24/3 _____
DATE

EXHIBIT B2
SCOPE OF WORK
Serial BS03042 -RFP
Avaya Enterprise Communications System (ECS)

1.0 INTENT:

- 1.1 It is the County's intent to enter into a contract with Avaya to deliver a new Avaya Enterprise Communications System ECS for the Maricopa County Sheriff's Office (MCSO).

2.0 SCOPE OF WORK:

- 2.1 The Avaya ECS shall be completed as a total project not later than April 30, 2004. Invoicing by Avaya for the project shall occur by May 31, 2004
- 2.2 The parties agree:
- 2.2.1 That Maricopa County will allow Avaya access to the Lower Buckeye Jail and 4th Avenue Jail as soon as possible on a best effort basis due to Maricopa County construction agreements preceding this agreement.
- 2.2.2 Due Diligence. Avaya shall provide recommendations for best practice placement and cutover to the enhanced Avaya ECS.
- 2.2.3 Pricing. For this project, the pricing by Avaya is contained in the excel file named Best and Final MCSO Pricing Document that is named as EXHIBIT A/Best and Final PricingMCSO.
- 2.2.4 Material: For this project, the items, software and services that Avaya is providing MCSO are contained on a compact disk labeled Material Codes.

2.3 TAX:

No tax shall be levied against labor. Pricing shall include all labor, overhead, tools and equipment used, profit, and any taxes that may be levied. It is the responsibility of the Avaya to determine any and all taxes and include the same in the price submitted.

2.4 PROJECT COMPOSITION:

The project is composed of the following components:

- 2.4.1 **The Madison Street Jail Avaya S8700 telephone system is to be installed as a part of the overall Avaya ECS project in the period Nov 2003 - Dec 2003. For this effort:**

- 2.4.1.1 Avaya shall provide and install a new Avaya ECS S8700 telephone system including all items listed in the attached Avaya Material Codes List (see 2.2.3) and software and this site's upgrade shall include necessary cabinets and a new uninterruptible power supply, by the date agreed to in the Avaya ECS project schedule.
- 2.4.1.2 Avaya shall make this S8700 part of a MCSO DCS+ network enabled over the Maricopa County Wide Area Network (WAN). This DCS+ effort shall include a WAN assessment and report to MCSO.
- 2.4.1.3 The Avaya ECS components shall be shipped and staged at the Avaya Consul center in Phoenix. When all equipment has arrived for each site and been staged Avaya shall then deliver it to this MCSO site. Avaya technicians shall then inventory, "rack & stack" the S8700, install new cabinets and hardware. After installation the County/MCSO shall turn on the system and burn it in. Avaya shall do this 2 to 3 weeks ahead of cutover. During the burn in period there will be a freeze on any software translations. This will allow the conversion on the existing database to the new S8700 medium.
- 2.4.1.4 Avaya shall provide a video capability at this site in conjunction with the Avaya ECS installation. The Viewstation DCP MP system includes basic multipoint conferencing functionality for up to 4 endpoints at 128Kbps, or 3 endpoints at 256kbps. The MP supports voice activated switching and continuous presence (4 sites each viewed on ¼ of the screen) the MP works with all standards-based videoconferencing systems. The MCU being proposed along with the Viewstations will allow for an 8 port @ 384 ISDN and IP system. The MCU will support 2 simultaneous conferences.
- 2.4.1.5 Avaya shall provide a full turnkey telemanagement system using Avotus including PCs, servers, printers and all supporting software.
- 2.4.1.6 Avaya shall provide a full turnkey system for e911 management including PCs, servers, printers and all supporting software using the Redsky system product that attends routinely to changes for MCSO telephone extensions throughout the life of the contract and allows a reasonably quick update of the Qwest e911 database.

Avaya shall meet all Qwest interface and test requirements for e911 system integration.

2.4.1.7

Avaya shall provide a two (2) year Warranty on all items supplied as part of this agreement. *THE EQUIVALENT OF (ISM) dlo*

2.4.1.8

Avaya shall provide Communications Manager Protection Plan (CMPP). *THIS IS TO INCLUDE 1 YEAR OF WARRANTY AND 1 YEAR OF PRE-PAID MAINTENANCE. (PDR) dlo*

2.4.1.9

Avaya shall provide replacement equipment during the warranty period that is new not refurbished nor remanufactured.

2.4.1.10

The level of support in years 3 through 5 is to equal or exceed the system support of the warranty embedded in years 1 and 2. When Avaya deems it necessary, adjustments or replacements shall be made to hardware or software to avert troubles. Where possible, diagnostic and maintenance procedures shall be performed through the remote maintenance-testing center. Remote technicians shall provide ongoing system monitoring and support. Preventive maintenance shall be provided at no extra charge for the County/MCSO a Service Agreement or under warranty. Preventive maintenance does not require the system to be out of service. A log of preventive maintenance activities shall be kept in the equipment room. Avaya shall provide coterminous warranty for all sites. The current maintenance on Madison, Towers and Wells shall automatically renew for 1 year when their contracts expire in December 2003. Avaya shall recast them when all sites are complete so that they are coterminous with the new sites.

2.4.1.11

Response time shall be 2 hours on an ongoing basis during the warranty for emergency call out of Avaya resources.

2.4.1.12

Avaya shall coordinate, as required, with the MCSO's Telecommunications Director to approve all classes as part of the training program for the Avaya ECS program. Avaya shall provide a training program for MCSO Telecom staff to achieve competence in operating all Avaya ECS sub systems. Avaya shall provide all training necessary for competence in all Avaya sub systems based on Avaya's existing in-depth training curricula. Avaya shall coordinate, as required, with the MCSO's Telecommunications

Director to approve all classes as part of the training program for the Avaya ECS program.

- 2.4.1.13 Avaya shall coordinate, as required, with the MCSO's Telecommunications Office Representative regarding related building wiring facilities, at the various project sites. All voice cables shall be labeled per instructions from MCSO's Telecommunications Personnel. All cross-connects shall be coordinated with MCSO's Telecommunications Personnel and Avaya must maintain Avaya Systimax warranty on furnished wiring systems.
- 2.4.1.14 Avaya shall install a DS1 from Global Crossing onto the Avaya S8700 for long distance capabilities. It is our assumption that MCSO will PICX existing analog and digital trunks at all sites. Avaya shall do everything possible to make sure the PICX selection is in accordance with MCSO's desires. Avaya shall cooperate to the fullest extent with the carrier to make sure it is correct.
- 2.4.1.15 Avaya shall provide All UPDATE-RELEASES, REVISIONS, AND NEW VERSIONS (i.e., product update-releases, revisions, and new versions through the next major release (1) year after the full acceptance of the Avaya ECS software).
- 2.4.1.16 Avaya shall provide a system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.1.17 Avaya shall provide a system test plan that is approved by the Sheriffs Office in writing.
- 2.4.1.18 The entire system shall be fully tested by Avaya. MCSO reserves the option to observe all testing.
- 2.4.1.19 Avaya shall certify to MCSO that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist, and that all system features are functional.
- 2.4.1.20 Avaya shall conduct a predefined performance test on the S8700 Avaya ECS and supporting systems to validate satisfactory systems performance under day-to-day operations during a 30-day period immediately following cutover. The test shall be performed until a consecutive 30-day period has elapsed, during which performance is

 
Initials Initials
Avaya County

satisfactory. Final written system acceptance shall be made by the County/MCSO within 10 days following successful completion of the performance test. Failure of the performance test shall be deemed to have occurred when any major common system performance requirement, feature or component does not perform as specified elsewhere in this specification.

- 2.4.1.21 Cutover acceptance criteria: Failure of the performance test shall be deemed to have occurred when any of the following failures shall have happened.”
 - 2.4.1.21.1 25% or more of the common equipment (phones, circuit cards) have failed.
 - 2.4.1.21.2 There is a carrier failure.
 - 2.4.1.21.3 The S8700 processor has failed.
 - 2.4.1.21.4 The UPS has failed.

In the event such a failure occurs, Avaya shall make every reasonable effort to correct the failure to ensure successful performance of the installed system.

- 2.4.1.22 Avaya shall provide a Network Assessment for the Maricopa County WAN and the MCSO LANs that will be related and tied to the five installed Avaya ECS systems installed or upgraded as part of this installation. Avaya in this assessment shall determine QoS for the IP 4620 phones requested in MCSO Telecom. The assessment shall determine if there are QoS issues and recommend the needed adjustments of modifications. Avaya shall provide a written report to MCSO of this assessment and this information shall be kept strictly confidential between all parties due to network security concerns.
- 2.4.1.23 Avaya shall determine network requirements for the 24 Avaya IP telephones in MCSO Telecom.
- 2.4.1.24 Avaya shall assess all MCSO telephone electrical power situations and install all Avaya ECS devices using MCSO provided power interfaces and provide recommendation for major shortfalls.
- 2.4.1.25 Avaya shall provide a station to station as well as a station to trunk Record on Demand including a link to centralized play back of recorded calls and archiving capability in the Avaya ECS of 24 ports have been provided to allow MCSO personnel to record calls on demand.


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- 2.4.1.26 Avaya shall provide a recording system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.1.27 Avaya shall provide a recording system test plan that is approved by the Sheriffs Office in writing.
- 2.4.1.28 Avaya shall provide as needed Product Correction Notices (PCNs) replacing what was originally referred to as Quality Protection Plan Change Notice (QPPCN). A Product Correction Notice is issued when a product functionally deviates in any material respect from product documentation that Avaya generally makes available to users of its products. Deviations normally affect multiple customers and fall into three different severity levels; Class 1 – being the most severe through Class 3 – representing minor corrections. Severity levels are used to determine appropriate action and to guide service providers, resellers and customers on appropriate implementation plans. Customers, distributors, and service providers can receive notification for Class 1 and Class 2 PCNs by registering on support.avaya.com <<http://support.avaya.com> and subscribing for PCNs (under Support Tools - My Subscriptions).
- 2.4.1.29 Avaya shall provide the following PCs, Printers and PDAs:
- 2.4.1.29.1 Dell Optiplex SX270
 - 2.4.1.29.2 Intel Pentium 4 Processor w/2.8GHz, 800FSB, 512 Cache
 - 2.4.1.29.3 Operating system – Windows XP Professional Version, Service Pack 1 w/CD using NTFS 512MB DDR Non-ECC
 - 2.4.1.29.4 Memory – SDRAM 333MHz
 - 2.4.1.29.5 Keyboard – Dell PS/2 Keyboard
 - 2.4.1.29.6 Mouse – Dell PS/2 2-button mouse w/scroll
 - 2.4.1.29.7 Productivity Software – Microsoft Office Professional Edition 2003, Adobe
 - 2.4.1.29.8 Hard drive – 40GB EIDE, 9.5 MM, 5400RPM
 - 2.4.1.29.9 Bay Devices – 24X CD-RW w/Roxio Easy CD Creator
 - 2.4.1.29.10 Floppy – 1.44MB 3.5 inch Floppy Drive
 - 2.4.1.29.11 Monitor – 17 Inch E171FPp flat panel with metal stand
 - 2.4.1.29.12 Video Adapter - DV1-to-VGA Video Adapter
 - 2.4.1.29.13 Embedded Video Board

- 2.4.1.29.14 Audio solutions – Internal Dell Business Audio Speaker
- 2.4.1.29.15 Mouse Pad
- 2.4.1.29.16 Support Services
 - 2.4.1.29.16.1. 3 YR same day 4HR 5X10
 - 2.4.1.29.16.2. Gold Technical Support
 - 2.4.1.29.16.3. Software Applications Support, 10 Resolutions, 1 YR
- 2.4.1.29.17 Dell S2500 Printer w/1 Year NBD Advanced Exchange
- 2.4.1.29.18 Dell Axim X5 PDA
 - 400Mhz, 48/64 MB, 3.5 QVGA Display
 - 128MB Secure Digital Memory Card
 - True Mobile 1180 802.11b Wireless Compact Flash Card
 - USB Cradle and USB Travel Synch Cable
 - 2 Yr Ltd. Warranty – Advance Exchange
 - Stylus 3-Pax, Axim X5

2.4.1.30 Avaya shall work with the MCSO Telecom Division to determine the best use of the 4176 Hours of Customer Service Representative (CSR) time. Based on MCSO wishes Avaya shall develop a usage plan.

2.4.1.31 Avaya shall successfully accomplish the tone and tagging at the Madison location if the following steps are mutually executed:

- 2.4.1.31.1 On site meeting with MCSO, Avaya to discuss scope of this task, time frame and access to site. (Include MCSO wire vendor of choice or Avaya's wire vendor)
- 2.4.1.31.2 Do a site survey to look at the Main Distribution Frame (MDF) room, Intermediate Distribution Frames (IDFs) closets, wire, jacks, and any potential roadblocks (furniture movement, locked offices, secure sites etc.) Sample jack locations.
- 2.4.1.31.3 Based on survey develop of a plan the tasks necessary to tone and tag all locations and time requirements.
- 2.4.1.31.4 Meeting with all parties to discuss plan, correct or modify as needed. Set timetable to do this task and review access issues.

- 2.4.1.31.5 MCSO to coordinate with their people for access and security issues.
- 2.4.1.31.6 Tone and tag proceeds.
- 2.4.1.31.7 Cut sheets shall be prepared. Labels shall be done for jacks and wallfields. Documents presented to MCSO.

- 2.4.1.32 Avaya shall require a signed CMRA (Change Management Request addition) by MCSO for any modification or addition of work as part of this project.

- 2.4.1.33 Avaya shall provide cut sheets including jumpers in IDFs and MDF at the Madison Avenue site. The cut sheets for the new sites at 4th Avenue Jail and Lower Buckeye Jail shall be the responsibility of MCSO's current wire vendor (or the Avaya subcontracted vendor responsible for the wiring at those sites) and be provided to Avaya for the cutover.

- 2.4.1.34 Avaya shall de install all old equipment that will not be used going forward. MCSO shall be responsible for storing or moving this equipment to another location.

- 2.4.1.35 Avaya shall provide Tripwire Security for the MCSO Avaya ECS as part of the installation. Tripwire is a security program provided on the S8700 and S8300 servers running Communications Manager. The specific list of files that Tripwire monitors needs to be determined during design once all administration and configuration files have been identified. When security violations are detected, Tripwire reports its findings to the security log. These events generate a super alarm. Note: Tripwire normally reports security violations through e-mail. However, by reporting events to the security log, security violations can be immediately acted upon.

- 2.4.1.36 Avaya shall relocate and place into service for an interim period the existing Octel 300 Message Server concurrent with the relocation of the Madison Street Jail switch. It shall remain in service until both of the following conditions have been met:
 - 2.4.1.36.1 All subscribers on the system have been reassigned mailboxes on the new Modular Messaging systems.

2.4.1.36.2 The IVR applications have been replaced by new applications on the Avaya IR platform.

2.4.2 The Wells Fargo Avaya telephone system is to be upgraded by the addition of a S8700 processor and by upgrading system software as a part of the overall Avaya ECS project in the period Jan 2004-Feb 2004. For this effort:

- 2.4.2.1 Avaya shall provide and install a new Avaya ECS S8700 processor including all items listed in the attached Avaya Material Codes List (see 2.2.3) and software by the date agreed to in the Avaya ECS project schedule.
- 2.4.2.2 Avaya shall make this S8700 part of a MCSO DCS+ network enabled over the Maricopa County Wide Area Network (WAN). This DCS+ effort shall include a WAN assessment and report to MCSO.
- 2.4.2.3 The Avaya ECS components shall be shipped and staged at the Avaya Consul center in Phoenix. When all equipment has arrived for each site and been staged Avaya shall then deliver it to this MCSO site. Avaya techs shall then inventory, "rack & stack" the S8700, servers. After installation the County/MCSO will turn on the system and burn it in. Avaya shall do this 2 to 3 weeks ahead of cutover. During the burn in period there will be a freeze on any software translations. This shall allow the conversion on the existing database to the new S8700 medium. There will be a database conversion at Madison, Towers and Wells Fargo locations.
- 2.4.2.4 Avaya shall provide a two (2) year Warranty on all items supplied as part of this agreement. *A THE EQUIVALENT OF (PTN) (JLD) THIS IS TO INCLUDE 2 YEAR WARRANTY AND 1 YEAR OF PRE-PAID MAINTENANCE. (PTN) (JLD)*
- 2.4.2.5 Avaya shall provide Communications Manager Protection Plan (CMPP).
- 2.4.2.6 Avaya shall provide replacement equipment during the warranty period that is new not refurbished nor remanufactured.
- 2.4.2.7 The level of support in years 3 through 5 is to equal or exceed the system support of the warranty embedded in years 1 and 2. When Avaya deems it necessary, adjustments or replacements shall be made to hardware or software to avert troubles. Where possible, diagnostic and

maintenance procedures shall be performed through the remote maintenance-testing center. Remote technicians also provide ongoing system monitoring and support.

Preventive maintenance is provided at no extra charge for customers with a Service Agreement or under warranty. Preventive maintenance does not require the system to be out of service. A log of preventive maintenance activities shall be kept in the equipment room. Avaya shall provide coterminous warranty for all sites. The current maintenance on Madison, Towers and Wells shall automatically renew for 1 year when their contracts expire in December 2003. Avaya shall recast them when all sites are complete so that they are coterminous with the new sites.

- 2.4.2.8 Response time shall be 2 hours on an ongoing basis during the warranty for emergency call out of Avaya resources.
- 2.4.2.9 Avaya shall coordinate, as required, with the MCSO's Telecommunications Office Representative regarding related building wiring facilities, at this site. All voice cables shall be labeled per instructions from MCSO's Telecommunications Personnel. All cross-connects shall be coordinated with MCSO's Telecommunications Personnel and Avaya must maintain Avaya Systemax warranty on furnished wiring systems.
- 2.4.2.10 Avaya shall provide All UPDATE-RELEASES, REVISIONS, AND NEW VERSIONS (i.e., product update-releases, revisions, and new versions through the next major release (1) year after the full acceptance of the Avaya ECS software).
- 2.4.2.11 Avaya shall provide a system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.2.12 Avaya shall provide a system test plan that is approved by the Sheriffs Office in writing.
- 2.4.2.13 The entire system shall be fully tested by Avaya. MCSO reserves the option to observe all testing.
- 2.4.2.14 Avaya shall certify to MCSO that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist, and that all system features are functional.

2.4.2.15 Avaya shall conduct a predefined performance test on this upgraded S8700 Avaya ECS and supporting systems to validate satisfactory systems performance under day-to-day operations during a 30-day period immediately following cutover. The test shall be performed until a consecutive 30-day period has elapsed, during which performance is satisfactory. Final written system acceptance shall be made by the County/MCSO within 10 days following successful completion of the performance test. Failure of the performance test shall be deemed to have occurred when any major common system performance requirement, feature or component does not perform as specified elsewhere in this specification.

2.4.2.16 Cutover acceptance criteria: Failure of the performance test shall be deemed to have occurred when any of the following failures shall have happened.”

- 2.4.2.16.1 25% or more of the common equipment (phones, circuit cards) have failed.
- 2.4.2.16.2 There is a carrier failure.
- 2.4.2.16.3 The S8700 processor has failed.

In the event such a failure occurs, Avaya shall make every reasonable effort to correct the failure to ensure successful performance of the installed system.

2.4.2.17 Avaya shall assess all MCSO telephone electrical power situations and install all Avaya ECS devices using MCSO provided power interfaces and provide recommendation for major shortfalls.

2.4.2.18 Avaya shall provide a station to station as well as a station to trunk Record on Demand including a link to centralized play back of recorded calls and archiving capability in the Avaya ECS of 24 ports have been provided to allow MCSO personnel to record calls on demand.

2.4.2.19 Avaya shall provide a recording system installation plan that is approved by the Sheriffs Office in writing.

2.4.2.20 Avaya shall provide a recording system test plan that is approved by the Sheriffs Office in writing.

2.4.2.21 Avaya shall provide, as needed, Product Correction Notices (PCNs) replacing what was originally referred to as Quality

Protection Plan Change Notice (QPPCN). A Product Correction Notice is issued when a product functionally deviates in any material respect from product documentation that Avaya generally makes available to users of its products. Deviations normally affect multiple customers and fall into three different severity levels; Class 1 – being the most severe through Class 3 – representing minor corrections. Severity levels are used to determine appropriate action and to guide service providers, resellers and customers on appropriate implementation plans. Customers, distributors, and service providers can receive notification for Class 1 and Class 2 PCNs by registering on support.avaya.com<<http://support.avaya.com> and subscribing for PCNs (under Support Tools - My Subscriptions).

- 2.4.2.22 Avaya shall require a signed CMRA (Change Management Request addition) by MCSO for any modification or addition of work as part of this project.
 - 2.4.2.23 Avaya shall provide cut sheets including jumpers in IDFs and MDF at this site for the cutover.
 - 2.4.2.24 Avaya shall de-install all old equipment that will not be used going forward. MCSO shall be responsible for storing or moving this equipment to another location.
 - 2.4.2.25 Avaya shall provide Tripwire Security for this upgraded MCSO Avaya ECS as part of the installation. Tripwire is a security program provided on the S8700 and S8300 servers running Communications Manager. The specific list of files that Tripwire monitors needs to be determined during design once all administration and configuration files have been identified. When security violations are detected, Tripwire reports its findings to the security log. These events generate a super alarm. Note: Tripwire normally reports security violations through e-mail. However, by reporting events to the security log, security violations can be immediately acted upon.
- 2.4.3 **The Towers Jail Avaya telephone system is to be upgraded by the addition of a S8700 processor and by upgrading system software as a part of the overall Avaya ECS project in the period Jan 2004 - Feb 2004. For this effort:**

- 2.4.3.1 Avaya shall provide and install a new Avaya ECS S8700 processor including all items listed in the attached Avaya Material Codes List (see 2.2.3) and software by the date agreed to in the Avaya ECS project schedule.
- 2.4.3.2 Avaya shall make this S8700 part of a MCSO DCS+ network enabled over the Maricopa County Wide Area Network (WAN). This DCS+ effort shall include a WAN assessment and report to MCSO.
- 2.4.3.3 The Avaya ECS components shall be shipped and staged at the Avaya Consul center in Phoenix. When all equipment has arrived for each site and been staged Avaya shall then deliver it to this MCSO site. Avaya techs shall then inventory, "rack & stack" the S8700, servers. After installation the County/MCSO will turn on the system and burn it in. Avaya shall do this 2 to 3 weeks ahead of cutover. During the burn in period there will be a freeze on any software translations. This will allow the conversion on the existing database to the new S8700 medium. There will be a database conversion at Madison, Towers and Wells Fargo locations.
- 2.4.3.4 Avaya shall provide a video capability at this site in conjunction with the Avaya ECS installation. The Viewstation DCP MP system includes basic multipoint conferencing functionality for up to 4 endpoints at 128Kbps, or 3 endpoints at 256kbps. The MP supports voice activated switching and continuous presence (4 sites each viewed on ¼ of the screen) the MP works with all standards-based videoconferencing systems. The MCU being proposed along with the Viewstations will allow for an 8 port @ 384 ISDN and IP system. The MCU will support 2 simultaneous conferences.
- 2.4.3.5 Avaya shall provide a two (2) year Warranty on all items supplied as part of this agreement. *The equivalent of (SM) dlo*
- 2.4.3.6 Avaya shall provide Communications Manager Protection Plan (CMPP). *THIS IS TO INCLUDE 1 YEAR OF WARRANTY AND 1 YEAR OF PRE-PAID MAINTENANCE (SM) dlo*
- 2.4.3.7 Avaya shall provide replacement equipment during the warranty period that is new not refurbished nor remanufactured.

- 2.4.3.8 The level of support in years 3 through 5 is to equal or exceed the system support of the warranty embedded in years 1 and 2. When Avaya deems it necessary, adjustments or replacements shall be made to hardware or software to avert troubles. Where possible, diagnostic and maintenance procedures shall be performed through the remote maintenance-testing center. Remote technicians shall provide ongoing system monitoring and support. Preventive maintenance is to provided at no extra charge to the County/MCSO when a Service Agreement is purchases or items a covered under a warranty. Preventive maintenance does not require the system to be out of service. A log of preventive maintenance activities shall be kept in the equipment room. Avaya shall provide coterminous warranty for all sites. The current maintenance on Madison, Towers and Wells shall automatically renew for one (1) year when their contracts expire in December 2003. Avaya shall recast them when all sites are complete so that they are coterminous with the new sites.
- 2.4.3.9 Response time shall be no more than two (2) hours on an ongoing basis during the warranty for emergency call out of Avaya resources.
- 2.4.3.10 Avaya shall coordinate, as required, with the MCSO's Telecommunications Office Representative regarding related building wiring facilities at this site. All voice cables shall be labeled per instructions from MCSO's Telecommunications Personnel. All cross-connects shall be coordinated with MCSO's Telecommunications Personnel and Avaya must maintain Avaya Systimax warranty on furnished wiring systems.
- 2.4.3.11 Avaya shall provide All UPDATE-RELEASES, REVISIONS, AND NEW VERSIONS (i.e., product update-releases, revisions, and new versions through the next major release (1) year after the full acceptance of the Avaya ECS software).
- 2.4.3.12 Avaya shall provide a system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.3.13 Avaya shall provide a system test plan that is approved by the Sheriffs Office in writing.

- 2.4.3.14 The entire system shall be fully tested by Avaya. MCSO reserves the option to observe all testing.
- 2.4.3.15 Avaya shall certify to MCSO that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist, and that all system features are functional.
- 2.4.3.16 Avaya shall conduct a predefined performance test on this upgraded S8700 Avaya ECS and supporting systems to validate satisfactory systems performance under day-to-day operations during a 30-day period immediately following cutover. The test shall be performed until a consecutive 30-day period has elapsed, during which performance is satisfactory. Final written system acceptance shall be made by the County/MCSO within 10 days following successful completion of the performance test. Failure of the performance test shall be deemed to have occurred when any major common system performance requirement, feature or component does not perform as specified elsewhere in this specification.
- 2.4.3.17 Cutover acceptance criteria: Failure of the performance test shall be deemed to have occurred when any of the following failures shall have happened:
- 2.4.3.17.1 25% or more of the common equipment (phones, circuit cards) have failed.
 - 2.4.3.17.2 There is a carrier failure.
 - 2.4.3.17.3 The S8700 processor has failed.
- In the event such a failure occurs, Avaya shall make every reasonable effort to correct the failure to ensure successful performance of the installed system.
- 2.4.3.18 Avaya shall assess all MCSO telephone electrical power situations and install all Avaya ECS devices using MCSO provided power interfaces and provide recommendation for major shortfalls.
- 2.4.3.19 Avaya shall reinstall the Madison Street Jail UPS at this site for use with the upgraded Avaya ECS.
- 2.4.3.20 Avaya shall provide an UPS system installation plan that is approved by the Sheriffs Office in writing.

- 2.4.3.21 Avaya shall provide an UPS system test plan that is approved by the Sheriffs Office in writing.
- 2.4.3.22 Avaya shall provide a station to station as well as a station to trunk Record on Demand including a link to centralized play back of recorded calls and archiving capability in the Avaya ECS of 24 ports have been provided to allow MCSO personnel to record calls on demand.
- 2.4.3.23 Avaya shall provide a recording system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.3.24 Avaya shall provide a recording system test plan that is approved by the Sheriffs Office in writing
- 2.4.3.25 Avaya shall provide as needed Product Correction Notices (PCNs) replaces what was originally referred to as Quality Protection Plan Change Notice (QPPCN). A Product Correction Notice is issued when a product functionally deviates in any material respect from product documentation that Avaya generally makes available to users of its products. Deviations normally affect multiple customers and fall into three different severity levels; Class 1 – being the most severe through Class 3 – representing minor corrections. Severity levels are used to determine appropriate action and to guide service providers, resellers and customers on appropriate implementation plans. Customers, distributors, and service providers can receive notification for Class 1 and Class 2 PCNs by registering on support.avaya.com<<http://support.avaya.com> and subscribing for PCNs (under Support Tools - My Subscriptions).
- 2.4.3.26 Avaya shall require a signed CMRA (Change Management Request addition) by MCSO for any modification or addition of work as part of this project.
- 2.4.3.27 Avaya shall provide cut sheets including jumpers in IDFs and MDF at this site for the cutover.
- 2.4.3.28 Avaya shall de install all old equipment that will not be used going forward. MCSO will be responsible for storing or moving this equipment to another location.
- 2.4.3.29 Avaya shall provide Tripwire Security for this upgraded MCSO Avaya ECS as part of the installation. Tripwire is a

security program provided on the S8700 and S8300 servers running Communications Manager. The specific list of files that Tripwire monitors needs to be determined during design once all administration and configuration files have been identified. When security violations are detected, Tripwire reports its findings to the security log. These events generate a super alarm. Note: Tripwire normally reports security violations through e-mail. However, by reporting events to the security log, security violations can be immediately acted upon.

2.4.4 The 4th Avenue Jail Avaya S8700 telephone system is to be installed as a part of the overall Avaya ECS project in the period Feb 2004 - Mar 2004. For this effort:

- 2.4.4.1 Avaya shall provide and install a new Avaya ECS S8700 telephone system including all items listed in the attached Avaya Material Codes List (see 2.2.3) and software and this site's upgrade shall include necessary cabinets and a new uninterruptible power supply, by the date agreed to in the Avaya ECS project schedule.
- 2.4.4.2 Avaya shall make this S8700 part of a MCSO DCS+ network enabled over the Maricopa County Wide Area Network (WAN). This DCS+ effort shall include a WAN assessment and report to MCSO.
- 2.4.4.3 The Avaya ECS components shall be shipped and staged at the Avaya Consul center in Phoenix. When all equipment has arrived for each site and been staged Avaya shall then deliver it to this MCSO site. Avaya techs shall then inventory, "rack & stack" the S8700, install new cabinets and hardware. After installation Avaya shall turn on the system and burn it in. Avaya shall do this 2 to 3 weeks ahead of cutover. During the burn in period there will be a freeze on any software translations. This will allow the conversion on the existing database to the new S8700 medium.
- 2.4.4.4 MCSO may elect to install or to not install the PA for Avaya ECS capability contained in the best and final offer from Avaya.
- 2.4.4.5 Avaya shall provide a video capability at this site in conjunction with the Avaya ECS installation. The Viewstation DCP MP system shall include basic multipoint

conferencing functionality for up to 4 endpoints at 128Kbps, or 3 endpoints at 256kbps. The MP supports voice activated switching and continuous presence (4 sites each viewed on ¼ of the screen) the MP works with all standards-based videoconferencing systems. The MCU being proposed along with the Viewstations will allow for an 8 port @ 384 ISDN and IP system. The MCU will support 2 simultaneous conferences.

2.4.4.6

Avaya shall provide a two (2) year Warranty on all items supplied as part of this agreement.

THE EQUIVALENT OF (BM) dlo
THIS IS TO INCLUDE 1 YEAR WARRANTY AND 1 YEAR OF PRE-PAID MAINTENANCE. (BM) dlo

2.4.4.7

Avaya shall provide Communications Manager Protection Plan (CMPP).

2.4.4.8

Avaya shall provide replacement equipment during the warranty period that is new not refurbished nor remanufactured.

2.4.4.9

The level of support in years 3 through 5 is to equal or exceed the system support of the warranty embedded in years 1 and 2. When Avaya deems it necessary, adjustments or replacements shall be made to hardware or software to avert troubles. Where possible, diagnostic and maintenance procedures shall be performed through the remote maintenance-testing center. Remote technicians shall provide ongoing system monitoring and support. Preventive maintenance shall be provided at no extra charge for the County/MCSO for items with a Service Agreement or under warranty. Preventive maintenance does not require the system to be out of service. A log of preventive maintenance activities shall be kept in the equipment room. Avaya shall provide coterminous warranty for all sites.

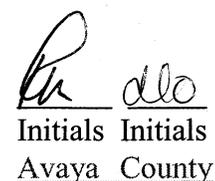
2.4.4.10

Response time shall be 2 hours on an ongoing basis during the warranty for emergency call out of Avaya resources.

2.4.4.11

Avaya shall coordinate, as required, with the MCSO's Telecommunications Office Representative regarding related building wiring facilities, at this site. All voice cables shall be labeled per instructions from MCSO's Telecommunications Personnel. All cross-connects shall be coordinated with MCSO's Telecommunications Personnel and the successful Avaya must maintain Avaya Systimax warranty on furnished wiring systems.

- 2.4.4.12 Avaya shall provide All UPDATE-RELEASES, REVISIONS, AND NEW VERSIONS (i.e., product update-releases, revisions, and new versions through the next major release (1) year after the full acceptance of the Avaya ECS software).
- 2.4.4.13 Avaya shall provide a system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.4.14 Avaya shall provide a system test plan that is approved by the Sheriffs Office in writing.
- 2.4.4.15 The entire system must be fully tested by Avaya. MCSO reserves the option to observe all testing.
- 2.4.4.16 Avaya shall certify to MCSO that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist, and that all system features are functional.
- 2.4.4.17 Avaya shall conduct a predefined performance test on the S8700 Avaya ECS and supporting systems to validate satisfactory systems performance under day-to-day operations during a 30-day period immediately following cutover. The test shall be performed until a consecutive 30-day period has elapsed, during which performance is satisfactory. Final written system acceptance shall be made by the County/MCSO within 10 days following successful completion of the performance test. Failure of the performance test shall be deemed to have occurred when any major common system performance requirement, feature or component does not perform as specified elsewhere in this specification.
- 2.4.4.18 Cutover acceptance criteria: Failure of the performance test shall be deemed to have occurred when any of the following failures shall have happened:
 - 2.4.4.18.1 25% or more of the common equipment (phones, circuit cards) have failed.
 - 2.4.4.18.2 There is a carrier failure.
 - 2.4.4.18.3 The S8700 processor has failed.
 - 2.4.4.18.4 The UPS has failed.



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In the event such a failure occurs, Avaya shall make every reasonable effort to correct the failure to ensure successful performance of the installed system.

- 2.4.4.19 Avaya shall assess all MCSO telephone electrical power situations and install all Avaya ECS devices using MCSO provided power interfaces and provide recommendations for any identified major shortfalls.
- 2.4.4.20 Avaya shall provide a station to station as well as a station to trunk Record on Demand including a link to centralized play back of recorded calls and archiving capability in the Avaya ECS of 24 ports have been provided to allow MCSO personnel to record calls on demand.
- 2.4.4.21 Avaya shall provide a recording system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.4.22 Avaya shall provide a recording system test plan that is approved by the Sheriffs Office in writing
- 2.4.4.23 Avaya shall provide as needed Product Correction Notices (PCNs) replaces what was originally referred to as Quality Protection Plan Change Notice (QPPCN). A Product Correction Notice is issued when a product functionally deviates in any material respect from product documentation that Avaya generally makes available to users of its products. Deviations normally affect multiple customers and fall into three different severity levels; Class 1 – being the most severe through Class 3 – representing minor corrections. Severity levels are used to determine appropriate action and to guide service providers, resellers and customers on appropriate implementation plans. Customers, distributors, and service providers can receive notification for Class 1 and Class 2 PCNs by registering on support.avaya.com <<http://support.avaya.com> and subscribing for PCNs (under Support Tools - My Subscriptions).
- 2.4.4.24 Avaya shall require a signed CMRA (Change Management Request addition) by MCSO for any modification or addition of work as part of this project.
- 2.4.4.25 Cut sheets for this site shall be the responsibility of MCSO's current wire vendor (or the Avaya subcontracted

vendor responsible for the wiring at those sites) and be provided to Avaya for the cutover.

2.4.4.26 Avaya shall provide Tripwire Security for the MCSO Avaya ECS as part of the installation. Tripwire is a security program provided on the S8700 and S8300 servers running Communications Manager. The specific list of files that Tripwire monitors needs to be determined during design once all administration and configuration files have been identified. When security violations are detected, Tripwire reports its findings to the security log. These events generate a super alarm. Note: Tripwire normally reports security violations through e-mail. However, by reporting events to the security log, security violations can be immediately acted upon.

2.4.5 The Lower Buckeye Jail Avaya S8700 telephone system is to be installed as a part of the overall Avaya ECS project in the period Feb 2004 - Mar 2004. For this effort:

2.4.5.1 Avaya shall provide and install a new Avaya ECS S8700 telephone system including all items listed in the attached Avaya Material Codes List (see 2.2.3) and software and this site's upgrade shall include necessary cabinets and a new uninterruptible power supply, by the date agreed to in the Avaya ECS project schedule.

2.4.5.2 Avaya shall make this S8700 part of a MCSO DCS+ network enabled over the Maricopa County Wide Area Network (WAN). This DCS+ effort shall include a WAN assessment and report to MCSO.

2.4.5.3 The Avaya ECS components shall be shipped and staged at the Avaya Consul center in Phoenix. When all equipment has arrived for each site and been staged Avaya shall then deliver it to this MCSO site. Avaya techs shall then inventory, "rack & stack" the S8700, install new cabinets and hardware. After installation Avaya shall turn on the system and burn it in. Avaya shall do this 2 to 3 weeks ahead of cutover. During the burn in period there will be a freeze on any software translations. This will allow the conversion on the existing database to the new S8700 medium.

2.4.5.4 Avaya shall provide a video capability at this site in conjunction with the Avaya ECS installation. The

Viewstation DCP MP system includes basic multipoint conferencing functionality for up to 4 endpoints at 128Kbps, or 3 endpoints at 256kbps. The MP supports voice activated switching and continuous presence (4 sites each viewed on ¼ of the screen) the MP works with all standards-based videoconferencing systems. The MCU being proposed along with the Viewstations will allow for an 8 port @ 384 ISDN and IP system. The MCU will support 2 simultaneous conferences.

2.4.5.5 MCSO may elect to install or to not install the PA for Avaya ECS capability contained in the best and final offer from Avaya.

THE EQUIVALENT OF (sm) dlo

2.4.5.6 Avaya shall provide a two (2) year Warranty on all items supplied as part of this agreement. *THIS IS TO INCLUDE 1 YEAR OF WARRANTY AND 1 YEAR OF PRE-PAID MAINTENANCE. (sm) dlo*

2.4.5.7 Avaya shall provide Communications Manager Protection Plan (CMPP).

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2.4.5.8 Avaya shall provide replacement equipment during the warranty period that is new not refurbished nor remanufactured.

2.4.5.9 The level of support in years 3 through 5 is to equal or exceed the system support of the warranty embedded in years 1 and 2. When Avaya deems it necessary, adjustments or replacements shall be made to hardware or software to avert troubles. Where possible, diagnostic and maintenance procedures shall be performed through the remote maintenance-testing center. Remote technicians shall also provide ongoing system monitoring and support. Preventive maintenance shall be provided at no extra charge to the County/MCSO when a Service Agreement or under warranty is in effect. Preventive maintenance does not require the system to be out of service. A log of preventive maintenance activities shall be kept in the equipment room. Avaya shall provide coterminous warranty for all sites.

2.4.5.10 Response time shall be 2 hours on an ongoing basis during the warranty for emergency call out of Avaya resources.

2.4.5.11 Avaya shall coordinate, as required, with the MCSO's Telecommunications Office Representative regarding related building wiring facilities, at this site. All voice

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cables shall be labeled per instructions from MCSO's Telecommunications Personnel. All cross-connects shall be coordinated with MCSO's Telecommunications Personnel and Avaya must maintain Avaya Systimax warranty on furnished wiring systems.

- 2.4.5.12 Avaya shall provide All UPDATE-RELEASES, REVISIONS, AND NEW VERSIONS (i.e., product update-releases, revisions, and new versions through the next major release one (1) year after the full acceptance of the Avaya ECS software).
- 2.4.5.13 Avaya shall provide a system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.5.14 Avaya shall provide a system test plan that is approved by the Sheriffs Office in writing.
- 2.4.5.15 The entire system must be fully tested by Avaya. MCSO reserves the option to observe all testing.
- 2.4.5.16 Avaya shall certify to MCSO that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist, and that all system features are functional.
- 2.4.5.17 Avaya shall conduct a predefined performance test on the S8700 Avaya ECS and supporting systems to validate satisfactory systems performance under day-to-day operations during a 30-day period immediately following cutover. The test shall be performed until a consecutive 30-day period has elapsed, during which performance is satisfactory. Final written system acceptance shall be made by the County/MCSO within 10 days following successful completion of the performance test. Failure of the performance test shall be deemed to have occurred when any major common system performance requirement, feature or component does not perform as specified elsewhere in this specification.
- 2.4.5.18 Cutover acceptance criteria: Failure of the performance test shall be deemed to have occurred when any of the following failures shall have happened:
 - 2.4.5.18.1 25% or more of the common equipment (phones, circuit cards) have failed.
 - 2.4.5.18.2 There is a carrier failure.

- 2.4.5.18.3 The S8700 processor has failed.
- 2.4.5.18.4 The UPS has failed.

In the event such a failure occurs, Avaya shall make every reasonable effort to correct the failure to ensure successful performance of the installed system.

- 2.4.5.19 Avaya shall assess all MCSO telephone electrical power situations and install all Avaya ECS devices using MCSO provided power interfaces and provide recommendations for any identified major shortfalls.
- 2.4.5.20 Avaya shall provide a station to station as well as a station to trunk Record on Demand including a link to centralized play back of recorded calls and archiving capability in the Avaya ECS of 24 ports have been provided to allow MCSO personnel to record calls on demand.
- 2.4.5.21 Avaya shall provide a recording system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.5.22 Avaya shall provide a recording system test plan that is approved by the Sheriffs Office in writing
- 2.4.5.23 Avaya shall provide as needed Product Correction Notices (PCNs) replaces what was originally referred to as Quality Protection Plan Change Notice (QPPCN). A Product Correction Notice is issued when a product functionally deviates in any material respect from product documentation that Avaya generally makes available to users of its products. Deviations normally affect multiple customers and fall into three different severity levels; Class 1 – being the most severe through Class 3 – representing minor corrections. Severity levels are used to determine appropriate action and to guide service providers, resellers and customers on appropriate implementation plans. Customers, distributors, and service providers can receive notification for Class 1 and Class 2 PCNs by registering on support.avaya.com<<http://support.avaya.com> and subscribing for PCNs (under Support Tools - My Subscriptions).
- 2.4.5.24 Avaya shall require a signed CMRA (Change Management Request addition) by MCSO for any modification or addition of work as part of this project.

- 2.4.5.25 Cut sheets for this site shall be the responsibility of MCSO's current wire vendor (or the Avaya subcontracted vendor responsible for the wiring at those sites) and be provided to Avaya for the cutover.
- 2.4.5.26 Avaya shall provide Tripwire Security for the MCSO Avaya ECS as part of the installation. Tripwire is a security program provided on the S8700 and S8300 servers running Communications Manager. The specific list of files that Tripwire monitors needs to be determined during design once all administration and configuration files have been identified. When security violations are detected, Tripwire reports its findings to the security log. These events generate a super alarm. Note: Tripwire normally reports security violations through e-mail. However, by reporting events to the security log, security violations can be immediately acted upon.
- 2.4.5.27 Avaya shall provide CTI as part of the Avaya IVR installation. Avaya shall provide CTI and has included in our Best and Final pricing.

2.4.6 ACD system software and reporting shall be enabled as a part of the overall Avaya ECS project in the period Jan 2004 - Feb 2004. For this effort:

- 2.4.6.1 Avaya shall provide a software based ACD product imbedded in the Avaya Communications Manager Software, which is natively supported on the Avaya Media Server, provided by Avaya in this project.
- 2.4.6.2 MCSO ACD agents shall receive any type of incoming or transferred call including DID, attendant, and private network station calls, when allowed by Class of Restriction (COR). The Direct Agent Calling feature of Expert Agent Selection software allows you to direct a call to a specific agent login ID and have that call treated as an ACD call. The agent can be identified using ANI or digit matching, either within the call vector or with vector routing tables. Specific callers can be identified based upon a complete ANI or digit match. These ACD agents can access all system features, subject to assigned Class of Service and Class of Restriction.

2.4.7 A new voicemail capability shall be enabled as a part of the overall Avaya ECS project in the period Jan 2004 - Apr 2004. For this effort:

2.4.7.1 Avaya shall provide Modular Messaging consisting of two basic components. A Messaging Application Server is located with the telephone system and performs the integration functions with the phone system. A Message Storage Server is a centralized resource that can support multiple Messaging Application Servers.

2.4.7.2 Avaya shall provide S3210 Message Servers including the following systems:

2.4.7.2.1 Two Modular Messaging voice processing and call processing systems to be located at the 4th Avenue Jail and the Lower Buckeye Jail, with 69 and 46 ports respectively. The 4th Avenue Jail system shall be equipped with three cards and the Lower Buckeye Jail system shall be equipped with two cards. The product actually consists of two servers, the Messaging Application Server, and the Message Store Server. The telephony cards are contained in the Messaging Application Server.

2.4.7.2.2 One production interactive voice response system and one development platform, each with 24 ports.

2.4.7.2.3 Fax capabilities for mailboxes and application support.

2.4.7.2.4 All elements compatible with MCSO LAN/WAN.

2.4.7.3 MCSO accepts that:

2.4.7.3.1 Fax application software and hardware require final Implementation steps for any given application.

2.4.7.3.2 Callers placed on hold by the VPS shall hear the switch music source.

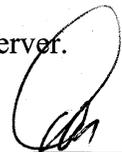
2.4.7.3.3 VPS and production IVR systems shall use the same UPS as the switch.

2.4.7.4 Avaya shall provide all implementation.

- 2.4.7.5 Avaya shall provide training for 1400 staff members as part of its base offer.
- 2.4.7.6 Avaya shall provide all UPDATE-RELEASES, REVISIONS, AND NEW VERSIONS (i.e., product update-releases, revisions, and new versions through the next major release one (1) year after the full acceptance of the Avaya ECS software).
- 2.4.7.7 Avaya shall provide a system installation plan that is approved by the Sheriffs Office in writing.
- 2.4.7.8 Avaya shall provide a system test plan that is approved by the Sheriffs Office in writing.
- 2.4.7.9 The entire system must be fully tested by Avaya. MCSO reserves the option to observe all testing.
- 2.4.7.10 Avaya shall certify to MCSO that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist, and that all system features are functional.

2.4.8 A new Interactive Voice Response (IVR) capability shall be enabled as a part of the overall Avaya ECS project in the period Dec 2003 - Apr 2004. For this effort:

- 2.4.8.1 Avaya shall provide a 24-port implementation of the Avaya IR platform to meet MCSO interactive voice response needs.
- 2.4.8.2 Avaya shall provide Modular Messaging consisting of two basic components. A Messaging Application Server is located with the telephone system and performs the integration functions with the phone system. A Message Storage Server is a centralized resource that can support multiple Messaging Application Servers.
- 2.4.8.3 Avaya shall provide Natural Language Speech Recognition.
- 2.4.8.4 Avaya shall provide Modular Messaging (MM)
- 2.4.8.5 Avaya shall provide an IVR Application Test Plan.
- 2.4.8.6 Avaya shall provide S3210 Message Server.


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2.4.8.7 Avaya shall provide all implementation and training.

2.4.9 **Two (2) rewritten IVR applications to include the optional (add-alternate) natural speech recognition shall be produced and shall be enabled as a part of the overall Avaya ECS project in the period Dec 2003 - Apr 2004. For this effort:**

2.4.9.1 Avaya shall provide work to successfully and fully enable the SIMS and Civil/Tax applications on the Avaya IR as part of the overall Avaya ECS.

2.4.9.2 Avaya shall provide Computer Telephony Integration (CTI) as part of the Avaya IVR installation.

2.4.9.3 Avaya shall develop and provide natural speech recognition capabilities in the IVR rewritten applications and accomplish this in close collaboration with the MCSO Telecom Staff.

2.5 Security Requirements: Avaya and its subcontractors shall comply with all MCSO Detention Facilities Security Guidelines, shall complete for every project employee the following Maricopa County Sheriff's Office Application For Courtesy Identification and shall undergo for each project employee by Maricopa County Sheriff's Office a Criminal History / Records Check and Warrants Check for the purpose of issuing a Sheriff's Courtesy Identification Card. Project employees that do not successfully accomplish these checks shall not participate in the MCSO Avaya ECS project :

2.5.1 Maricopa County Sheriff's Office Detention Facilities Security Guidelines

MCSO

Detention Facilities Security Guidelines

A. ACCESS REQUIREMENTS AND SECURITY BACKGROUND CHECKS

1. For the purpose of this procedure, the following terms shall apply:
 - a. **Acceptable ID:** Identification documents such as a valid driver's license, passport or military ID which contain at a minimum: name, date of birth, sex and either a clear photograph or a second numerical identifier, such as a Social Security number.
 - b. **Contractor Personnel:** Non-employees who provide services in any Sheriff's facility on a regular or irregular basis. Contractor personnel shall have entry to detention facilities at the discretion of the Sheriff or his designee for the duration of the construction project.
 - c. Contractor personnel shall complete a Sheriff's Office application for an identification card prior to performing any services, or gaining access to any Sheriff's facilities. Application forms shall be completely filled out and signed. False statements shall be grounds for disqualifying the applicant. Application forms shall be submitted to the Facilities Management Project Manager who will forward forms to the Sheriff's office for processing. Forms must be submitted to the Maricopa County Sheriff's Office Facilities Project Coordinator (MCSOFPC) in the construction and maintenance division at least 10 working days prior to the date required to access the facility.
 - d. The information provided on the Maricopa County Sheriff's Office Application for Courtesy Identification Form will be used to conduct a criminal history check. Any resulting criminal history documentation will be forwarded to the MCSOFPC, or his designee. It will be reviewed on a case-by-case basis to

determine whether the applicant poses any threat to the safety of any persons, or to the security of any jail or activity.

2. Applicants must meet the following conditions to be approved by the Sheriff or his designee for access to Sheriff's Office facilities:
 - a. Be at least eighteen (18) years of age. There will be no exceptions.
 - b. At least twelve (12) months have elapsed since serving a term of probation or parole.
 - c. If the ex-offender served a jail sentence as the result of a misdemeanor conviction, a minimum of twelve (12) months must have elapsed since last being incarcerated in any jurisdiction.
 - d. If the ex-offender served a jail or prison term as the result of a felony conviction, a minimum of 36 months must have elapsed since being in jail or prison.
3. Contractor personnel who are approved after a criminal history check shall be issued a Sheriff's Office Access Identification Card. The card remains the property of the Sheriff's Office and may be revoked if the following rules and regulations are not adhered to:
 - a. The card shall be worn in plain view on the front of the shirt or on a chain around the neck at all times while in a Sheriff's Office facility.
 - b. All personnel are required to submit to a search for contraband, if asked.
 - c. Contractor personnel are prohibited from duplicating the card.
 - d. Contractor personnel who lose their access card shall report the loss to the jail commander or MCSOFPC as soon as possible.
 - e. Allowing another person to use the I. D. Card is prohibited.
 - f. Contractor personnel who are approved after a criminal history check may be placed on a list and only those listed will have access to the Sheriff's Office facilities or grounds.
 - g. Contractor's personnel who become involved in a criminal investigation during the contract period, either on the job or on their own time, must notify the MCSOFPC within twenty-four hours. The identification card may be subsequently suspended or revoked at the discretion of the MCSOFPC.
4. All concerns regarding contractor personnel should be forwarded to the MCSOFPC. The services of any contractor may be reduced, postponed or discontinued for any of the following reasons:
 - a. Violating the guidelines.
 - b. Participating in unlawful or immoral conduct.

- c. Showing signs of an illness or condition that might interfere with the individual's ability to perform his duties or threatens the security, health or safety of anyone involved.
 - d. Reporting for work with any odor of intoxicating beverage on their breath or while under any influence of any intoxicating beverage to any degree.
 - e. Behaving in a manner, which threatens the safety and security of the jail, staff or inmates?
 - f. Any contact with inmates.
 - g. Possession or use of any controlled substances, narcotics or hallucinogens, except when prescribed by a physician, for any illness or injury unless otherwise provided by the Arizona Revised Statutes.
 - h. Possession of any weapon on or near county property.
 - i. Failure to follow the directions of a Sheriff's Office employee.
 - j. Being in an unauthorized area.
5. The Sheriff's Office Access Identification Card is to be used for no other purpose than to access the specific areas related to the project in progress. On completion of the project, the cardholder shall immediately return the card to the Jail Commander, MCSOFPC or his designee.

B. FACILITY ENTRY/EXIT REQUIREMENTS

1. Entry into and exit from the jail will be coordinated with the Jail Commander, or his designee, the MCSOFPC and the Project Manager prior to the commencement of the project. **Note: entry and exit could be delayed due to unscheduled inmate movement or activities.**
2. The time of entry and exit MUST be predetermined, by the Jail Commander, or his designee, who may consider a more flexible schedule. With the exception of delivery truck drivers, entry will not be granted to any person who is not in possession of a valid Sheriff's Office Access Identification Card or on the access list.
3. At the start of each workday (times will vary), all persons working on this project will enter the grounds at one time in the AM.
4. At the end of each workday (times will vary), all persons working on this project will exit the grounds at one time in the PM.
5. While it is suggested that all contractors bring their lunches, sodas, etc., with them when they enter the grounds each AM, they may depart the grounds for lunch if they so desire, however, they must all depart and return at the same time.

6. Port-A-Johns shall need to be placed on the jail grounds by the contractors.
7. Equipment, supplies, etc may be brought in through the vehicle gates.
8. **Weapons and alcohol cannot be brought near or on the jail grounds.**
9. The contractor must inventory all tools brought into the facility, before entering and departing the jail grounds. Copies must be provided to the jail staff.
10. Tools that are NOT being used must be kept in secured containers or within the immediate reach and control of the contractor.
11. Contractor personnel shall not operate any Sheriff's Office property or equipment.
12. Contractors must immediately report any losses or unexplained damages to equipment to the jail commander.
13. **Contractors shall NOT talk to any inmates for any reason.**
14. Disruption to electrical services or water service. The County/MCSO must have at least 24 hours advance notice prior to the electricity or water being shut off TO ANY AREA.
 - a. The electricity or water to only one (1) housing unit or building will be shut off at any one time.
 - b. The length of time it is off is to be kept to the absolute minimum; however, it MUST NEVER exceed four (4) hours in duration.

C. KEYS

1. Keys shall NOT be left in any vehicle or piece of equipment that is left unattended.
2. If a key is not required to start any vehicle or piece of equipment, that vehicle or equipment shall be disabled so that an inmate will not be able to start it if it is not in the immediate control of a contractor.

D. VEHICLES

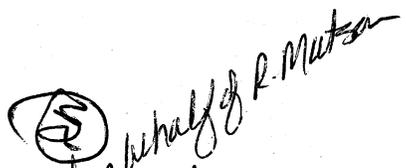
1. Only job essential vehicles may be brought onto the jail grounds. Note that these vehicles shall remain on the jail grounds only long enough so that equipment, supplies, etc., may be loaded/unloaded.
2. Personal vehicles shall not be allowed on the jail grounds.
3. Personal or contractor vehicles parked outside the jail grounds shall not be parked within 20 feet of any fence line or building or within 50 feet of any fence line gate.

E. MECHANICAL PLANT

1. If cranes or other types of mechanical equipment are to be used or left unattended, the contractor must erect temporary fences around them.
2. Equipment and supplies shall not be staged on the jail grounds without prior approval from the Jail Commander, or his designee.

F. EXCAVATION

1. The County/MCSO **MUST** have a minimum of 24 hours advance notice prior to any digging being performed near or under any fencing, be it a perimeter fence or a fence within the facility.
2. Prior to any excavation, the specific location of underground utilities shall be marked. If there is any doubt of their location, the Facilities Management Project Manager shall be contacted. Any disruption to services shall be repaired at the contractors' expense. All services must be back on line prior to the contractor leaving for the day. There will be no exceptions.
3. The contractor shall be fully conversant of the location of all shut-off valves, (water and gas) and electrical panels prior to commencing excavation.
4. All excavations **MUST** be properly marked during daylight hours and adequately illuminated and marked during the hours of darkness.
5. Excavations that go under any fence line or gate **MUST** be completely filled-in and tamped or covered with heavy steel plates that are secured to the ground except when a contractor is physically working in the excavated area.
6. **At no time shall a hole, trench, etc., going under a fence or gate be left uncovered if it is unattended by the contractor.**
7. Equipment and supplies shall NOT be left within 20 feet of any fence or building.
8. Ladders used to access roofs shall **NOT** be left unattended. Ladders left on the job site shall be secured with a pad lock to prevent their use by unauthorized persons.
9. If directed by the sheriff's office staff, work must be stopped: this order must be complied with, and contractors must leave immediately, without question, as the safety of the contractors and the staff could be in jeopardy.
10. Based on security and safety issues, stricter controls may have to be implemented: however, the job superintendent shall be advised prior to any changes being made.


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G. SECURITY BACKGROUND CHECKS (for work after substantial completion)

1. Each Contractor is responsible for obtaining security clearance from the Sheriff's Office for all employees, subcontractors, or material men having access to restricted areas. THE SHERIFF'S OFFICE RESERVES THE RIGHT TO CHANGE THE RESTRICTED AREAS AS THE WORK PROGRESSES OR AS OFFICE OPERATIONS MAY DICTATE. Each Contractor grants the right to the Sheriff's Office to conduct criminal history/records check and warrants check of all employees, subcontractors, and material men entering designated restricted areas. The background checks WILL be conducted before any employee, subcontractor or material men enter a restricted area and will be based upon information provided to the Sheriff's Office including, but not limited to, name, date of birth, social security number, drivers license number and state, race and sex. A "Maricopa County Sheriff's Office Application For Courtesy Identification Form" shall be completed and provided to the Sheriff's Office representative at least 10 working days prior (weekends and holidays not included) to the date required to access the restricted area.
2. On completion of a satisfactory security background check, a "Courtesy Identification Card" will be issued for the duration of the contract/project at the discretion of the Sheriff's Office. Identification cards shall be worn at all times while in restricted areas. Any person who is not in possession of their valid ID card, or found in possession of another person's ID card shall be removed from the site and prohibited from reentry.
3. The Sheriff's Office retains its sole discretion to refuse to allow an employee, subcontractor, or material men access to a restricted area for any of the following reasons:
 - a. Conviction of a felony
 - b. Conviction of a misdemeanor (not including traffic or parking violation offenses and petty offenses)
 - c. A person is under current investigation or PENDING TRIAL involving criminal activity
 - d. Any outstanding warrants (including traffic and parking violations)
 - e. A person is currently on parole or probation
4. Each Contractor shall include the processing of this paragraph in any subcontract entered into for performance of the work on this contract/project.
5. Each Contractor is responsible to notify the Sheriff's Office immediately upon termination of any employee, subcontractor, or material man that has a Sheriff's Office Courtesy ID. Each Contractor must return all ID's to the Sheriff's Office when an employee is terminated or permanently leaves the contract/project.

6. Each Contractor must follow and adhere to detention facilities security guidelines as previously specified at all times when in or around a facility.

2.5.2 Maricopa County Sheriff's Office Application For Courtesy Identification

MARICOPA COUNTY SHERIFF'S OFFICE
APPLICATION FOR COURTESY IDENTIFICATION

Name: _____

D.O.B. _____

Address: _____

City: _____ State: _____ Zip: _____

Height: _____ Weight: _____ Eyes: _____

Race: _____ Sex: _____

Soc. Sec. Number: _____ Driver's Lic.: _____

Expires: _____

Employer: _____

Address: _____

City: _____ State: _____ Zip: _____

Bus Phone: _____

Position Title: _____

Justification for General Access: _____

Justification for Jail Access: _____

I authorize the Maricopa County Sheriff's Office to conduct a Criminal History / Records Check and Warrants Check for the purpose of issuing a Sheriff's Courtesy Identification Card. I understand that should this card be issued to me, it is only to be displayed **ONLY** when I am in a Sheriff's Office building or facility. I further understand that the card is to be used to enter Sheriff's buildings or facilities for official purposes related to my employment.

Signature of Applicant

Date

Date Issued: _____

Card Number: _____

END OF EXHIBIT B



**CUSTOMER AGREEMENT
(UNITED STATES)**

ATTACHMENT A

GENERAL TERMS

These General Terms are part of the Customer Agreement for Products and Services between Avaya and Customer, which incorporates these General Terms by reference (the "Agreement"). These General Terms apply to the entire Agreement as of the Effective Date. Capitalized terms used in these General Terms but not defined in the text are defined in Section 15.

1. ORDERS

1.1 Orders and Order Specifications Forms. Customer may order Products and Services under the Agreement by placing written, signed orders in substantially the form as Attachment A1 or by placing orders via order-entry tools on Avaya web sites (each, an "Order Specifications Form"). The parties may use another mutually agreeable order form, such as a Customer purchase order, as long as it provides substantially the same information as the Order Specifications Form and is not inconsistent with the terms of the Agreement.

1.2 Submission and Acceptance of Orders. All orders are subject to acceptance by Avaya. Avaya may accept an order by shipping Products or commencing to perform Services. Orders will be governed by the terms of the Agreement even when they lack an express reference to the Agreement. When Avaya accepts an order, Avaya may notify Customer of Avaya's estimated shipping, delivery and installation dates or service commencement dates applicable to the order.

1.3 Cancellations. Customer may cancel accepted orders subject to the restrictions and payment of the cancellation charges indicated in the applicable Attachment.

1.4 Customer Purchase Orders. If Customer needs to generate a separate purchase order for its internal accounting or procurement purposes, then Customer will generate and submit to Avaya such a purchase order as evidence of compliance with its procedural requirements. Customer will deliver the purchase order either with the signed order or promptly after Customer submits the signed order. However, only the Order Specifications Form (or mutually agreed substitute) will be binding as an order for purposes of the Agreement. Other terms and conditions on Customer's purchase order will not apply. All transactions will be governed by the terms and conditions contained in the master agreement between Maricopa County and Avaya.

2. PAYMENT TERMS

2.1 Invoicing and Payment. Avaya will invoice Customer all Fees as provided in the applicable Attachment. All Fees are due within thirty (30) days from the date of Avaya's invoice. Customer will pay all bank charges, taxes, duties, levies and other costs and commissions associated with any bank wire transfer or other means of payment.

2.2 Late Charges. Avaya may suspend licenses and performance of orders for which payment is overdue until the overdue amounts are paid in full. Customer will reimburse Avaya for reasonable attorneys' fees and any other costs associated with collecting delinquent payments.

2.3 Taxes. All Fees quoted and payable under the Agreement exclude taxes. Customer will pay or reimburse Avaya for all applicable sales, services and other taxes (excluding taxes on Avaya's net income) levied upon the sale and/or license of Products and performance of Services under the Agreement unless Customer is exempt and provides Avaya with a valid tax exemption certificate prior to Avaya's invoice date.

2.3.1 Notwithstanding any other provision of this agreement or amendment thereto, Avaya will so track and record on its invoices to Customer and in its books and records, income received from Customer under this agreement for professional or personal services separate and apart from income received from Customer for transfers, whether denominated sales or leases of tangible personal property, so as to comport with any applicable state law conditioning entitlement to a deduction of or exemption for income received attributable to such professional or personal services on such documented separation.

3. CUSTOMER COOPERATION

3.1 Cooperation. Customer will cooperate with Avaya as reasonably necessary for Avaya's delivery of Products and performance of Services in a timely manner. This cooperation may include things such as: (i) providing Avaya with reasonable access to all facilities, hardware, software, work space, and office support (telephone, internet access, etc.); (ii) ensuring that the premises are

safe, free of any hazardous materials that affect Avaya's performance and have installed necessary power and climate control facilities; (iii) ensuring that Customer has obtained connection to and all necessary permissions or consents from any public or private telephone network to which the Products are connected and any necessary permissions from government authorities and holders of real property rights; (iv) providing Avaya with designated points of contact; (v) providing necessary telephone numbers and passwords to enable remote access to the Products and notifying Avaya promptly of any changes made to such numbers or passwords; and (vi) items that may be identified in an Attachment or statement of work. Customer is responsible for ensuring that its networks and systems are adequately secured against unauthorized intrusion or attack and regularly backing up its data and files in accordance with good computing practices. All items to be provided by Customer are at Customer's expense.

3.2 Third Party Products and Information. Where Customer is to provide Avaya with information or access in relation to any third party products or the integration of Products in Customer's network (including without limitation specifications and interface information of interoperating hardware and software in Customer's network), then information or access will be supplied to Avaya in a timely manner at Customer's expense. It will be Customer's responsibility to obtain any consents and licenses of third parties that may be necessary for the provision of such information or access to Avaya for Avaya's use in its performance of the Agreement. Upon delivery of the information or access, Customer represents and warrants to Avaya that it has obtained all such necessary consents and licenses.

3.3 Failure to Cooperate. If Customer fails to meet its cooperation obligations under this Section or as otherwise provided in the Agreement, Avaya may delay or suspend its performance and charge Customer for resulting reasonable out-of-pocket expenses. If the failure continues for thirty (30) days following Avaya's written request to Customer to meet these obligations, in addition to the remedies above Avaya may treat the order as if Customer cancelled the order after delivery.

4. TRAINING

4.1 Provision of Training. Avaya may make training courses available to Customer to train Customer's representatives on the use and operation of Products ("Training Services"). The specific form and content of Training Services will be set out in Avaya's then current standard training course syllabus.

4.2 Cancellation of Courses. Avaya may cancel any course. Avaya will provide at least fourteen (14) days notice of such cancellation and will refund prepaid amounts. Unless otherwise provided in the course syllabus, Customer may cancel an order for Training Services subject to payment of Avaya's then current course cancellation policies, available on request.

4.3 **Fees.** Course Fees will be per course or per day or as otherwise indicated in the applicable order. Customer will be solely responsible for all expenses incurred by or on behalf of Customer or its representatives attending training.

4.4 **Substitute Attendees.** If Customer enrolls one or more individuals for Training Services for which the course syllabus identifies specific prerequisites, Customer may substitute other individuals only if the substituted individuals meet the same pre-requisite/qualifications as the original enrollee.

4.5 **Compliance with Rules.** While on Avaya's premises, Customer representatives will comply with Avaya's rules and regulations. Customer will have full control over its representatives and will be responsible for their compliance with Avaya's rules and regulations and any damages caused by them.

5. CONFIDENTIALITY

5.1 **Confidential Information.** The term "Confidential Information" means Software (in object and source code form), Documentation, any technical information related to Products or Services, any work product and deliverables of Services, the terms (but not the existence) of the Agreement, and, if marked or otherwise expressly identified as confidential in writing, pricing and discounts and any other information or data, regardless of whether in tangible, electronic or other form. Information communicated verbally will qualify as Confidential Information if designated as confidential or proprietary at the time of disclosure and summarized in writing within thirty (30) days after verbal disclosure. Confidential Information does not include materials or information that: (i) is generally known by third parties as a result of no 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 and without restriction on disclosure; (iii) was already known by the receiving party prior to receiving it from the other party and was not received from a third party in breach of that third party's obligations of confidentiality; (iv) was independently developed by the receiving party without use of Confidential Information of the disclosing party; or (v) is required to be disclosed by court order or other lawful government action, but only to the extent so ordered, and provided that the receiving party promptly notifies the disclosing party of the pending disclosure in writing so that 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 where the disclosing party attempts to obtain a protective order.

5.2 **Protection of Confidential Information.** 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 the Agreement. The confidentiality obligations of each party under the Agreement will survive any expiration or termination of the Agreement or of any order. Upon termination of the Agreement, each party will cease all use of the other party's Confidential Information (except for Software and Documentation in accordance with the applicable license granted under the Agreement) and will promptly return, or at the other party's request destroy, all Confidential Information in tangible form and all copies of Confidential Information in that party's possession or under its control, and will destroy all copies of Confidential Information on its computers, disks and other digital storage devices. Upon request, a party will certify in writing its compliance with this Section.

6. SOFTWARE LICENSE TERMS

6.1 License Grant

6.1.1 **License.** Subject to Customer's payment of all applicable Fees and compliance with the terms of this Section 6 ("Software License Terms") and any other license terms and restrictions in the applicable Attachment, Avaya grants Customer a non-sublicensable, non-exclusive, non-transferable license to use Software and Documentation provided under the Agreement for Customer's internal business purposes at the indicated capacity levels and locations in the United States.

6.1.2 **Time Limitations.** If the parties agree on any time limitations on the licenses in the applicable order, then Customer's licenses will automatically expire at the end of the specified license term.

6.1.3 **All Rights Reserved.** Except for the limited license rights expressly granted in these Software License Terms, Avaya reserves all rights in and to the Software and Documentation and any modifications thereto, including title, ownership, intellectual property rights, and any other rights and interests. Customer will own only the Hardware or physical media on which the Software and Documentation are stored, if any.

6.2 License Restrictions

6.2.1 **General Restrictions.** To the extent permissible under applicable law, Customer agrees not to: (i) decompile, disassemble, or reverse engineer the Software; (ii) modify or create any derivative works (including, without limitation, translations, transformations, adaptations or other recast or altered versions) based on the Software or Documentation, or alter the Software; (iii) merge the Software with any other software other than as expressly set forth in the Documentation; (iv) use, copy, sell, sublicense, lease, rent, loan, assign, convey or otherwise transfer the Software or Documentation except as expressly authorized by the Agreement; (v) distribute, disclose or allow use of the Software or Documentation, in any format, through any timesharing service, service bureau, network or by any other means, to or by any third parties; (vi) enable any Software features or capacity (e.g., additional storage hours, agents, ports or mailboxes) which Avaya licenses as separate products without Avaya's prior written consent; (vii) violate any obligations with regard to Avaya's Confidential Information; or (viii) permit or encourage any third party to do any of the foregoing. To the extent that Customer is expressly permitted by applicable mandatory law to undertake any of the activities listed in the preceding sentence, Customer will not exercise those rights until Customer has given Avaya twenty (20) days written notice of Customer's intent to exercise any such rights.

6.2.2 **Backup Copies.** Customer may create a reasonable number of archival backup copies of the Software and Documentation on the condition that and as long as Customer: (i) stores backup copies separately from any actively used computer programs; (ii) keeps a written record of all backup copies indicating the location of their storage; and (iii) provides such record to Avaya upon request. Customer will not remove any product identification, trademark, copyright or other proprietary rights notices from the Software or Documentation and will duplicate and display all names, logos and notices of Avaya and its licensors on each copy of the Software and Documentation made by Customer.

6.2.3 **Compliance.** Customer will make the Software available only to employees, contractors, or consultants with a need to know, who are obligated to comply with all license restrictions contained in the Agreement and to maintain the secrecy of the Software and all other Confidential Information. Customer will be responsible for the compliance of all users with those obligations.

6.2.4 **User-Defined Applications.** To the extent that any Software contains modules or development tools that permit Customer to create user-defined applications, workflows or processes for use with the applicable Software ("User-Defined Applications"), Customer agrees to indemnify Avaya and its officers, directors, employees, agents and Affiliates against, and hold each of them harmless from any and all costs, expenses, liabilities and claims arising from Customer's use or distribution, either directly or indirectly, of any User-Defined Applications.

6.3 **Termination of License.** Avaya may terminate the Agreement and the Software licenses granted under it by giving written notice, effective immediately, if within ten (10) business days of Customer's receipt of a reasonably detailed written request to cure, Customer has not cured all breaches of license limitations or restrictions. Upon such termination, Customer will immediately pay all Fees outstanding, cease use of all Software, return or delete, at Avaya's request, all copies of the Software in Customer's possession, and certify compliance with all of the obligations in this paragraph to Avaya in writing.

7. WARRANTY LIMITATIONS AND DISCLAIMERS

7.1 **Warranties and Limitations.** Specific warranties for Products and Services are provided in the applicable Attachments. These warranties are limited as provided in the Attachment and generally as provided below.

7.1.1 **Warranty Exclusions.** The warranties do not extend to any damages, malfunctions, or non-conformities caused by: (i) Customer's use of Products in violation of the license granted under the Agreement or in a manner inconsistent with the Documentation; (ii) use of equipment

(excluding analog station equipment), software, or facilities with Products (except to the extent provided in the Documentation) not purchased from Avaya or an authorized Avaya dealer; (iii) Customer's failure to follow Avaya's installation, operation or maintenance instructions; (iv) Customer's failure to permit Avaya timely access, remote or otherwise, to Products; (v) failure to implement all new releases to Software provided under the Agreement; (vi) Products that have had their original manufacturer's serial numbers altered, defaced or deleted; (vii) Products that have been serviced or modified by a party other than Avaya or an authorized Avaya reseller.

7.1.2 Products from Third Parties. Customer's decision to acquire or use products from third parties is Customer's sole responsibility, even if Avaya helps Customer identify, evaluate or select them. EXCEPT AS SPECIFICALLY AGREED TO IN WRITING, AVAYA IS NOT RESPONSIBLE FOR, AND WILL NOT BE LIABLE FOR, THE QUALITY OR PERFORMANCE OF SUCH PRODUCTS OR THEIR SUPPLIERS.

7.1.3 Toll Fraud. Avaya does not warrant that Products or Services will prevent Toll Fraud. Prevention of Toll Fraud is the responsibility of Customer.

7.2 Disclaimers. SOFTWARE PROVIDED AS PART OF THE PROVISION OF TRAINING SERVICES IS PROVIDED "AS-IS" WITH NO WARRANTIES OR INDEMNITIES OF ANY KIND. EXCEPT AS REFERENCED AND LIMITED IN SECTION 7.1 (WARRANTIES AND LIMITATIONS), NEITHER AVAYA NOR ITS LICENSORS OR SUPPLIERS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY PRODUCTS OR SERVICES OR OTHERWISE RELATED TO THE AGREEMENT. AVAYA DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE OPERATION OF PRODUCTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AVAYA DISCLAIMS ALL WARRANTIES IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. THE WARRANTY REMEDIES EXPRESSLY PROVIDED IN THE AGREEMENT WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES.

8. INFRINGEMENT DEFENSE AND INDEMNIFICATION

8.1 Defense and Indemnity. Avaya will defend, at its expense, a third party action, suit or proceeding against Customer ("Claim") to the extent such Claim is based upon an allegation that a Product, as of its delivery date under this Agreement, infringes a valid United States patent or copyright. Avaya will indemnify Customer for any judgments, settlements and reasonable attorney's fees resulting from a Claim as provided in this Section. Avaya's obligations under this Section are conditioned on the following: (i) Customer promptly notifies Avaya of the Claim in writing upon Customer being made aware of the Claim; (ii) Customer gives Avaya sole authority and control of the defense or settlement of the Claim; and (iii) Customer provides all information and assistance requested by Avaya to handle the defense or settlement of the Claim.

8.2 Remedial Measures. If a Product becomes the subject of a Claim, or Avaya reasonably believes use of such Product may become the subject of a Claim, Avaya may, at its own expense and option: (i) procure for Customer the right to continue use of the Product; (ii) replace the Product with a non-infringing product; or (iii) refund to Customer a pro-rated portion of the applicable Fees for the Product based on a linear depreciation monthly over a five (5) year useful life, in which case Customer will return to Avaya the Product and cease all use of it.

8.3 Exceptions. Avaya will have no defense or indemnity obligation for any Claim based on: (i) a Product that has been modified by someone other than Avaya; (ii) a Product that has been modified by Avaya in accordance with Customer-provided specifications or instructions; (iii) a Product that has been used with or combined with hardware or software not furnished by Avaya; or (iv) Customer products or Third Party Products. Customer will defend Avaya against any third party Claim, and Customer will indemnify Avaya for any judgments, settlements and reasonable attorney's fees resulting from a Claim to the extent the Claim is based on subsection (i) or (ii) above.

8.4 No Other Remedies Regarding Infringements. THE FOREGOING STATES AVAYA'S ENTIRE LIABILITY, AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO ANY INFRINGEMENT OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHTS OF ANY OTHER PARTY.

9. LIMITATION OF LIABILITY

9.1 Scope. 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. THE LIMITATIONS OF LIABILITY WILL NOT APPLY, HOWEVER, IN CASES OF WILLFUL MISCONDUCT, PERSONAL INJURY OR BREACHES OF AVAYA'S LICENSE RESTRICTIONS.

9.2 Excluded Types of Damages. IN NO EVENT WILL EITHER PARTY OR ITS RESPECTIVE LICENSORS OR SUPPLIERS HAVE ANY LIABILITY FOR ANY INCIDENTAL, SPECIAL, STATUTORY, INDIRECT OR CONSEQUENTIAL DAMAGES, OR FOR ANY LOSS OF PROFITS, REVENUE, DATA, TOLL FRAUD, OR COST OF COVER.

9.3 Aggregate Liability. THE LIABILITY OF EITHER PARTY FOR ANY CLAIM ARISING OUT OF OR IN CONNECTION WITH ANY PRODUCTS OR SERVICES PROVIDED UNDER THIS AGREEMENT WILL NOT EXCEED AN AMOUNT EQUAL TO THE AMOUNT OF THE FEES PAYABLE FOR THE PRODUCTS OR SERVICES MOST DIRECTLY RELATED TO THE CLAIM. THE LIABILITY OF EITHER PARTY FOR ANY CLAIM ARISING OUT OF OR IN CONNECTION WITH ANY ORDER WILL NOT EXCEED AN AMOUNT EQUAL TO THE AMOUNT OF THE FEES PAYABLE UNDER SUCH ORDER. THE TOTAL AGGREGATE LIABILITY OF EITHER PARTY FOR EACH AND ALL CLAIMS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT WILL NOT EXCEED THE GREATER OF: (i) AN AMOUNT EQUAL TO THE AGGREGATE TOTAL AMOUNT OF ALL FEES PAID OR PAYABLE UNDER THE AGREEMENT IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE EVENT GIVING RISE TO THE CLAIM; OR (ii) \$100,000. THESE LIMITATIONS OF AGGREGATE LIABILITY WILL NOT APPLY TO CONTRACTUAL INDEMNIFICATION OBLIGATIONS PROVIDED IN THIS AGREEMENT.

9.4 Limitation of Liability for Representatives. The limitations of liability in this Section also will apply to any liability of directors, officers, employees, agents and suppliers. Directors, officers, employees, agents and suppliers will be third party beneficiaries of this contractual limitation of liability and will be entitled to enforce this limitation directly against the other party.

10. GOVERNING LAW AND DISPUTE RESOLUTION

10.1 Choice of Law.

This contract will be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving the Contract will be in the Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona.

or O.S.
IC on behalf of Robert Matsen

10.2 Non-Binding Mediation. Subject to Section 10.4, prior to initiation of any arbitration or court action by either party, any disputes under this Agreement must be submitted to mediation to the American Arbitration Association ("AAA"), and be conducted under the rules of AAA for non-binding mediation of commercial disputes. Mediation will take place in Morristown, New Jersey, unless both parties agree to an alternate location. All conduct and statements, whether oral or written, made in the course of the mediation by any of the parties, their agents, employees, experts and attorneys, and by the mediator and any of the AAA employees, are confidential, privileged and inadmissible for any purpose, including impeachment, in any litigation or other proceeding between the parties, unless such evidence is otherwise admissible or discoverable. Neither party may commence arbitration with respect to the matters submitted to mediation until after the completion of the initial mediation session, or forty-five (45) days after the date of filing the written request for mediation, whichever occurs first. The provisions of this Section may be enforced by any court of competent jurisdiction.

10.3 Binding Arbitration. This section removed in its entirety.

10.4 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.

10.5 No Withholding. Disputes will not be a basis for withholding payment of any undisputed amounts due under the Agreement 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.

10.6 This section removed in its entirety.

11. FORCE MAJEURE

Neither party will have liability for delays, failure in performance or damages due to: fire, explosion, power failures, pest damage, lightning or power surges, strikes or labor disputes, water, acts of God, war, civil disturbances, terrorism, acts of civil or military authorities, inability to secure raw materials, transportation facilities, fuel or energy shortages, performance or availability of communications services or network facilities, or other causes beyond the party's reasonable control. The foregoing will not apply to payments of Fees for Products delivered or installed, as applicable, or Services performed.

12. ASSIGNMENT AND SUBCONTRACTING

Neither party may assign the Agreement or any rights or obligations hereunder, and any assignment without the express written consent of the other party will be invalid. However, Avaya will have the right to assign the Agreement and its rights or obligations under it, in whole or in part, to any present or future affiliate or to any entity which acquires from Avaya the operating assets utilized by Avaya to fulfill its obligations under the Agreement. Avaya may subcontract work to be performed under the Agreement, but will retain responsibility for such work.

13. TERM AND TERMINATION

13.1 Term. The Agreement will continue in effect for the term indicated on the cover page unless terminated earlier in accordance with Section 13.2.

13.2 Termination. Each party may terminate the Agreement for convenience with ninety (90) days written notice to the other party. Termination for convenience may be subject to termination or cancellation Fees described in the applicable Attachment or statement of work. At any time, each party may terminate the Agreement or any applicable order by written notice to the other party, effective immediately upon receipt, if the other party fails to cure any material breach of the Agreement 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. Except as expressly provided otherwise in the Agreement and termination for uncured breach, any termination of the Agreement will not affect any rights or obligations of the parties under any order accepted before the termination of the Agreement became effective. Additional termination rights and consequences may be available under the applicable Attachment.

13.3 Survival. The provisions of these General Terms will survive any termination or expiration of the Agreement and any order, except that after the termination or expiration of the Agreement becomes effective, Customer may no longer order Products or Services under the Agreement.

14. MISCELLANEOUS

14.1 Compliance. Products and any technical information provided under the Agreement are subject to the export laws and regulations of the United States. By executing the Agreement, Customer represents that it is not a resident or citizen of any country currently embargoed by the United States (a list of embargoed countries, denied persons and other restrictions is available from the U.S. Department of Commerce). Customer will observe all applicable laws when using the Products and work product of any Services. Customer will indemnify and hold Avaya and its suppliers harmless from any and all costs, expenses, liabilities and claims based upon Customer's failure to comply with this Section.

14.2 Notices and Amendments in Writing. All notices under the Agreement and any modifications or amendments to the Agreement or any order must be in writing. Modifications or amendments to the Agreement or

any order also must be signed by both parties. Notices will be sent to the addresses of Avaya and Customer indicated on the signature page of the Agreement. Notices to Avaya will be to the attention of "Director - Contracts Management."

14.3 Independent Contractors. The Agreement does not create any agency, employment, partnership, joint venture, or other joint relationship. Customer and Avaya are independent contractors. Neither party has any authority to bind the other.

14.4 Severability. If and to the extent any provision of the Agreement is held illegal, invalid or unenforceable in whole or in part under applicable law, such provision or such portion thereof will be ineffective as to the jurisdiction in which it is illegal, invalid or unenforceable to the extent of its illegality, invalidity or unenforceability and will be deemed modified to the extent necessary to conform to applicable law so as to give the maximum effect to the intent of the parties. The illegality, invalidity or unenforceability of such provision in that jurisdiction will not in any way affect the legality, validity or enforceability of such provision or of any other provisions of the Agreement in any other jurisdiction.

14.5 No Waiver. The failure of either party to assert any of its rights under the Agreement, including, but not limited to, the right to terminate the Agreement in the event of breach or default by the other party, will not be deemed to constitute a waiver by that party of its right thereafter to enforce each and every provision of the Agreement in accordance with their terms.

14.6 Non-exclusivity. Nothing in the Agreement will prevent or restrict either party from entering into agreements for the provision of products and services of the same or similar nature as those provided under the Agreement with any third party.

14.7 Entire Agreement. The Agreement, including all Attachments constitutes the entire understanding of the parties with respect to the subject matter thereof and will supersede all previous and contemporaneous communications, representations or understandings, either oral or written, between the parties relating to that subject matter and will not be contradicted or supplemented by any prior course of dealing between the parties.

15. DEFINITIONS

"Attachments" means the applicable Attachments expressly designated in the Agreement.

"Confidential Information" is defined in Section 5.1 of these General Terms.

"Documentation" means Avaya's information manuals in printed or electronic form containing operating instructions and performance specifications that Avaya generally makes available to users of its products and Avaya delivers to Customer with the Products. Documentation includes statements of work delivered by Avaya to Customer with respect to Services. Documentation does not include marketing materials.

"Fees" means the purchase price, license and services fees and other charges owed by Customer to Avaya according to the applicable Order Specifications Form and the terms of the Agreement.

"Hardware" means the standard hardware products that Customer orders or Avaya delivers under the Agreement. Hardware does not include any customized deliverables that Avaya creates specifically for Customer on a Time & Materials Basis or on a Milestone Basis.

The terms **"Milestone Basis," "Milestone Services,"** and **"Milestone Installments"** all refer to situations in which Avaya creates certain deliverables for Customer against payment of certain Milestone Installments as further described in the Milestone Services Terms attached as Attachment E or, if no such exhibit is attached, Avaya's then current version of Milestone Services Terms, which Avaya will make available to Customer on request.

"Order Specifications Form" is defined in Section 1.1 of these General Terms.

"Personnel" means employees, independent contractors and/or subcontractors of Avaya.

"Products" means any combination of Hardware, Software and Documentation.

"Services" means any services ordered by Customer under the Agreement, including without limitation Installation Services, Maintenance Services, Management Services, Milestone Services, Time & Materials Services and

Training Services (as those terms may be defined elsewhere in these General Terms or an Attachment).

"Software" means the computer programs in object code form that Customer orders or Avaya delivers under the Agreement, whether as stand-alone products or pre-installed on Hardware.

"Third Party Products" means any products manufactured by a party other than Avaya, and may include, without limitation, products ordered by Customer from third parties pursuant to Avaya's recommendations. However, Third Party Products do not include components of Products that both: (i) are not recognizable as standalone items; and (ii) are not identified as separate items on Avaya's price list, quotes, Order Specifications Form or Documentation.

The terms **"Time & Materials Basis," "Time & Materials Services"** and **"Time & Materials Fees"** all refer to a situation in which Avaya performs services against payment of hourly or daily fees for the deployment of Personnel and reimbursement of out-of-pocket expenses as further described in the Time & Materials Services Terms attached as Attachment F to the Agreement or, if no such exhibit is attached, Avaya's then current version of Time & Materials Services Terms, which Avaya will make available to Customer upon request.

"Toll Fraud" means unauthorized use of telecommunications services or facilities accessed through or connected to Products.

"Training Services" is defined in Section 4.1 of these General Terms.



CUSTOMER AGREEMENT
(UNITED STATES)

ATTACHMENT B

PRODUCT SALES AND LICENSING TERMS

These Product Sales and Licensing Terms are part of the Customer Agreement for Products and Services between Avaya and Customer, which incorporates these Product Sales and Licensing Terms by reference (the "Agreement"). These Product Sales and Licensing Terms apply if and to the extent Customer purchases or licenses Products under the Agreement that are generally available on Avaya's price lists.

1. DEFINITIONS

For purposes of this Attachment, the following definitions will apply:

"**Delivery Date**" means the date on which Avaya delivers the Products: (i) to Customer's premises in the United States (Avaya-installed Products); or (ii) to a carrier for shipment (other Products). In the case of Software features that can be enabled by Avaya remotely or delivered via electronic means, "Delivery Date" means the date the features are enabled or the Software is downloaded to the target processor.

"**In Service Date**" means the date on which Avaya notifies Customer that the Avaya-installed Products are installed in good working order in accordance with applicable Documentation.

"**Installation Start Date**" means the date on which Avaya's Personnel arrive at Customer's premises to install Products.

2. DELIVERY AND INSTALLATION

2.1 **Products Generally.** Avaya will deliver the Products selected by Customer in the applicable order. If Customer orders the Products to be installed by Avaya, Avaya will install the Products at the Customer's premises specified in the order.

2.2 **Installation.** Where Avaya is performing installation of Products as part of an order, those Services will be performed in accordance with the Installation Services Terms of the Agreement (Attachment C). If no such attachment exists, then Avaya's then current Installation Services Terms will apply and Avaya will make such terms available to Customer on request.

2.3 **Site Survey.** Where Avaya is performing Hardware installation services, Avaya may perform a site survey to identify specific installation requirements for the site. Upon completion of the site survey, Avaya will identify and communicate to Customer any additional charges relating to the installation that may apply. If the additional charges identified during the site survey exceed five percent (5%) of the Fees identified on the applicable order, Customer may cancel the order without incurring cancellation charges if Customer notifies Avaya in writing and Avaya receives Customer's cancellation notice within five (5) business days of Customer's receipt of Avaya's notice of the additional charges.

2.4 **Product Changes.** Avaya may make changes to Products or modify the drawings and specifications relating to Products, or substitute Products or spare parts of later design, provided that the changes do not adversely and materially impact Product form, fit or function.

2.5 **Order Cancellation and Changes.** Customer may change or cancel orders for Products subject to the following order cancellation charges:

	Configured Products	Non-configured Products
Prior to Delivery Date	Changes: 5% of Product and applicable installation Services Fees if changed within 72 hrs after order acceptance. No other changes permitted. Cancellations: 15% of Product and applicable installation Services Fees	No charge

	Configured Products	Non-configured Products
After Delivery Date	No cancellation or change permitted	Avaya-installed Products: 15% of Product and applicable installation Services Fees prior to Installation Start Date. No cancellation or change permitted after Installation Start Date. Other Products: No cancellation or change permitted

In the event of a permitted cancellation, Customer must return promptly to Avaya all preliminary or advance Products that have been delivered to Customer in the original, unopened packaging and in the same condition as delivered.

3. SHIPPING; RISK OF LOSS, TITLE; SECURITY INTEREST

3.1 **Shipping.** Avaya will ship or engage a carrier to ship Products to the destination within the United States as specified within the accepted order. Customer will be responsible for payment of all shipping, freight, insurance, taxes, and other similar charges.

3.2 **Risk of Loss.** Risk of loss will pass to Customer on the Delivery Date.

3.3 **Title.** Title to Avaya-installed Hardware will pass to Customer on the In Service Date. Title to all other Hardware will pass to Customer on the Delivery Date. Title to Software will remain solely with Avaya and its licensors, and Avaya will grant one or more of the licenses described in the Software License Terms and specified in the accepted order.

3.4 **Security Interest.** Customer grants and Avaya retains a purchase money security interest in all Hardware delivered to Customer and, if Customer resells any Hardware, in any proceeds up to the amount of the purchase price owed to Avaya, until Avaya has received full payment of any outstanding Fees from Customer. Avaya or its assignee may file with the appropriate authorities at any time a financing statement, chattel mortgage documentation or other instrument to perfect Avaya's security interest (each, a "Financing Statement"). At Avaya's request, Customer will execute Financing Statements that Avaya may request to perfect its security interest and Customer hereby irrevocably appoints Avaya as its agent to sign and file Financing Statements on Customer's behalf to perfect Avaya's security interest.

4. INVOICING

4.1 Except as agreed otherwise in writing, Avaya will invoice Customer for Products as follows:

4.1.1 **Non-Avaya-installed Products:** one hundred percent (100%) one hundred percent (100 %) upon Customer's receipt of equipment on the Delivery Date.

4.1.2 **Avaya-installed Products:** One hundred percent (100%) on the In-Service Date unless the project is phased. If phased, one hundred percent (100%) will be due on the date of acceptance as set forth in Avaya's RFP response to Section 2.2.

4.2 Payment of invoices will be made in accordance with the Payment Terms in Attachment A (General Terms).

5. WARRANTY AND LIMITATION OF LIABILITY

5.1 **Warranty Period.** Unless a different period is specified in the applicable order, the warranty periods for Products are as follows:

5.1.1 **Hardware:** twelve (12) months, beginning on the In Service Date for Avaya-installed Hardware and on the Delivery Date for all other Hardware;

5.1.2 **Software and Software Media:** ninety (90) days, beginning on the In Service Date for Avaya-installed Software and on the Delivery Date for all other Software;

5.2 **Warranty.** Avaya warrants to Customer that during the applicable warranty period, the Product will conform to and operate in accordance with the applicable Documentation in all material respects.

5.3 **Remedies.** If the Product is not in conformance with the warranty above and Avaya receives from Customer during the applicable warranty period a written notice describing in reasonable detail how the Product failed to be in conformance, Avaya at its option will: (i) repair or replace the Product to achieve conformance and return the Product to Customer; or (ii) refund to Customer the applicable Fees upon return of the non-conforming Product to Avaya. For Software warranty claims, Customer must provide Avaya with information in sufficient detail to enable Avaya to reproduce and analyze the failure and must provide remote access to the affected Products. Replacement Hardware may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent and will be furnished only on an exchange basis. Returned Hardware that has been replaced by Avaya will become Avaya's property. Replacement Products are warranted as above for the remainder of the original applicable Product warranty period. THESE REMEDIES WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND WILL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES CUSTOMER MAY HAVE AGAINST AVAYA WITH RESPECT TO THE NONCONFORMANCE OF PRODUCTS.

5.4 **Warranty Procedures.** Products subject to a warranty claim must be returned to Avaya in accordance with Avaya's instructions accompanied by evidence satisfactory to Avaya that the Products remain entitled to warranty protection.

5.5 **Costs.** If a Product is returned within the applicable warranty period subject to a valid warranty claim, Avaya will not charge for any repair, replacement, error identification or correction, or return shipment of the non-conforming Product. If Avaya determines that the Product was operating in conformance with its applicable warranty, Avaya may charge Customer for error identification or correction efforts, repair, replacement and shipment costs at Avaya's then current rates.

5.6 **Disclaimer.** EXCEPT AS PROVIDED IN THIS SECTION, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ANY PRODUCTS. THE GENERAL TERMS (ATTACHMENT A) CONTAIN FURTHER LIMITATIONS AND EXCEPTIONS TO ALL OF AVAYA'S EXPRESS WARRANTIES AS WELL AS A DISCLAIMER OF ALL IMPLIED WARRANTIES AND A DESCRIPTION OF THE PARTIES' LIMITATIONS OF LIABILITY.

6. SOFTWARE LICENSE TERMS

The following license terms and restrictions will apply to Software licensed pursuant to this Attachment in addition to those in the General Terms (Attachment A).

6.1 **License Types.** Avaya grants Customer a license within the scope of one of the license types described below. The license type abbreviations below may be referenced in the order. Where the order does not expressly identify a license type, the applicable license will be a Designated System License. Where the order does not expressly indicate a specific number of licenses or units of capacity, the applicable number of licenses and units of capacity for which the license is granted will be one (1). For purposes of this list of license types: (i) "Designated Processor" means a single stand-alone computing device; and (ii) "Server" means a Designated Processor that hosts a software application to be accessed by multiple users.

6.1.1 **Designated System(s) License (DS).** Customer may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key,

location or other specific designation, or to be provided by Customer to Avaya through electronic means established by Avaya specifically for this purpose.

6.1.2 **Concurrent User License (CU).** Customer may install and use the Software on multiple Designated Processors or one Server, 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 Product that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

6.1.3 **Database License (DL).** Customer may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicate with no more than a single instance of the same database.

6.1.4 **CPU License (CP).** Customer may install and use each copy of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. Customer may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade Fee.

6.1.5 **Named User License (NU).** Customer may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User," means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Product.

6.1.6 **Third Party Shrinkwrap License (SR).** Customer may install and use the Software that is a Third Party Product in accordance with the terms and conditions of the "shrinkwrap" or "clickwrap" license provided by the third party supplier ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon Customer's request.

6.2 **Audit.** At Avaya's request and upon reasonable prior written notice, Avaya will have the right to inspect and audit Customer's compliance with these Software License Terms during normal business hours, but no more than once annually. Customer will cooperate with the audit, and will grant assistance and access to applicable records, materials and equipment. In addition, Customer will provide remote access to its systems to Avaya to enable Avaya to electronically audit Customer's compliance with the Software License Terms. If an audit reveals that Customer possesses or at any time possessed unlicensed copies of the Software or use of the Software beyond the licensed features or capacity restrictions, Customer will pay Avaya the applicable license fees immediately upon request. Confidential Information obtained in the audit will be treated in accordance with the confidentiality provisions of the Agreement except as related to any non-compliance with the Software License Terms or infringements of Avaya's rights.

7. SURVIVAL

Attachment A (General Terms), as applicable to Products, and Sections 2.2 through 6 of these Product Sales and Licensing Terms will survive any termination of the Agreement or any order.



**CUSTOMER AGREEMENT
(UNITED STATES)**

ATTACHMENT C

INSTALLATION SERVICES TERMS

These Installation Services Terms are part of the Customer Agreement – Products and Services between Avaya and Customer, which incorporates these Installation Services Terms by reference (the “Agreement”). These Installation Services Terms apply if and to the extent Customer orders any Installation Services under the Agreement.

1. INSTALLATION SERVICES

1.1 Provision of Installation Services. Avaya will provide Installation Services as specified in the order. Installation Services will be provided in accordance with Avaya’s then current services offer description as of the date of Avaya’s acceptance of the order and available to Customer upon request. The parties may agree that Installation Services will be provided in accordance with a statement of work, which will be mutually agreed.

1.2 Fees. Fees will be described in the order and any amendments to the statement of work made in accordance with this Section. Avaya may charge for reasonable travel and living expenses incurred by Avaya when Customer’s premises where Installation Services are to be performed are more than two hours travel time from an Avaya-defined major service area or when specific individuals are requested.

1.3 Customer Responsibilities. Customer will be responsible at its own expense for performance of the project responsibilities identified in the then current service offer description and responsibilities identified in the statement of work. Current customer responsibilities as of the Effective Date are attached as Attachment C1.

2. WARRANTY AND LIMITATION OF LIABILITY

2.1 Warranty. Avaya warrants to Customer that Installation Services will be carried out in a professional and workmanlike manner by qualified Personnel. The warranty period will be thirty (30) days from the performance of the applicable Installation Services.

2.2 Remedies. To the extent that Avaya has not performed Installation Services in conformance with the above warranty, and Avaya receives notice from Customer identifying the non-conformance within thirty (30) days of its occurrence, Avaya will re-perform the non-conforming Installation Services. If Avaya determines that re-performance is not commercially reasonable, Avaya will refund to Customer the Fees for the non-conforming Installation 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 AVAYA WITH RESPECT TO THE NONCONFORMANCE OF INSTALLATION SERVICES.

2.3 Disclaimer. EXCEPT AS PROVIDED IN THIS SECTION, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH RESPECT TO INSTALLATION SERVICES. THE GENERAL TERMS (ATTACHMENT A) CONTAIN FURTHER LIMITATIONS AND EXCEPTIONS TO ALL OF AVAYA’S EXPRESS WARRANTIES AS WELL AS A DISCLAIMER OF ALL IMPLIED WARRANTIES AND A DESCRIPTION OF THE PARTIES’ LIMITATIONS OF LIABILITY.

3. SURVIVAL

Section 2 of these Installation Services Terms and Attachment A (General Terms) as they pertain to Installation Services, will survive any termination of an order or the Agreement.



**CUSTOMER AGREEMENT
(UNITED STATES)**

ATTACHMENT C1

CUSTOMER RESPONSIBILITIES FOR INSTALLATION SERVICES

1. PROJECT MANAGEMENT

Customer will provide the following project management information to Avaya prior to the commencement of the Installation Services:

1.1 Customer Project Coordinator. Customer will identify a "Customer Project Coordinator" with a thorough understanding of Customer's overall business, the technology of communications systems and networks who will be a single point of contact for Avaya and will have power to make binding decisions on behalf of the Customer within the scope of the applicable Installation Services.

1.2 Departmental Coordinators. Customer will identify one or more "Departmental Coordinators" where either party believes the size or complexity of the project warrants such an individual. As part of the project plan, the customer Project Coordinator will communicate day-of-cut service expectations and identify priorities (e.g., individuals and/or departments that will be moved to the system first).

2. GENERAL RESPONSIBILITIES

Customer's Project Coordinator is responsible for all of Customer's responsibilities by the dates indicated in the Statement of Work or otherwise agreed as applicable to the project, such as:

2.1 General

- Provide all specifications to any Customer's vendors such as electrical, facilities, wiring and HVAC
- Provide site-specific variables for equipment installation, translations and configuration including floor plans for equipment room configuration and location of equipment
- Provide all network provisioning and circuit information (e.g., IP address, subnet mask, gateway, machine names, modem numbers, etc.) including network diagrams
- Confirm all demarcation (DMARC), wiring requirements and electrical work are completed at each site/location
- Confirm all networks and dial circuits are installed, identified, and operational
- Verify installation of network connection is complete and operational, when applicable.
- Coordinate all facility additions, changes and upgrades, providing telecommunications carrier/vendor contact information for network facilities and forwarding all network problems to the appropriate vendor
- Verify any non-Avaya equipment to be installed by Avaya is on-site
- Install and verify the operation of all external communications equipment not covered in the Statement of Work
- Ensure that DMARC points can be connected to the equipment with the cables provided
- Ensure the performance, availability and installation of equipment or services to be performed by other vendors, when applicable

- Assign Customer personnel for receipt of equipment
- Ensure the administrator and end-users complete training on schedule, when appropriate
- Provide a secured and protected area for storage of tools and equipment near the installation site on premises

2.2 Site Survey

- Inspect the installation site and confirming site information
- Complete the Avaya site/equipment room checklist outlining site environment, circuit termination, and system checkpoints/prerequisites
- Return the site/equipment room checklist documentation to the Avaya PPO, as agreed to in the project plan.

2.3 Negotiation with Telecommunications Service Providers and other Vendors

- Arrange with Customer's telecommunications service provider for all feeder cable, and ensuring all DMARC extension requirements are identified, furnished, and visibly marked for easy identification by Avaya within twenty-five (25) feet of the equipment being installed by Avaya
- Reserve facilities and bandwidth with all applicable telecommunications service providers
- Obtain rights-of-way across land not belonging to Customer in the event that outside cables are being added or rearranged

2.4 Equipment Delivery

- Accept shipment of equipment delivered to Customer's premises (but not opening cartons) and notifying the Avaya project manager of delivery (Avaya will be responsible for returns of equipment that is found to be non-conforming prior to completion of the Installation Services)
- Inventory shipment by box count
- Identify any obvious external damage to delivered equipment
- Check any shock or tilt indicators on equipment packaging to see if they have been tripped

(If there are problems with ANY of the previous three items, Customer is to note the discrepancy or damages on the carrier's manifest sheet, accept delivery and inform the Avaya project manager of the problem immediately)

- Remove all shipping documents attached to the outside of any cartons and keep them with the equipment (Avaya will need these documents during equipment installation)

2.5 Installation and De-installation Activities

- Provision and placement of any power source(s) (AC and/or DC)
- Route application cables from Avaya-installed equipment to non-Avaya-installed equipment

- Provide appropriate packing materials and labels for de-installed equipment to be packed by Avaya
- Arrange for transportation of de-installed equipment

3. RESPONSIBILITIES UNIQUE TO INSTALLATION SERVICES FOR AVAYA VOICE PRODUCTS

3.1 Project Management

- Provide site-specific information, such as templates for stations, software networking and trunking requirements, station data, equipment location (marked with extension, phone type, cable pair, jack number, name of user for items such as bells, fax machines, modems, paging speakers, voice terminals/phones, etc.) and a spreadsheet with corresponding information for cross-connect work to be performed in the equipment room
- Assist in help desk operations or cutover support for the first day of service
- Complete all station wire and station 110 terminations and cross-connects where applicable

3.2 Remote Access

- Install or arrange for the installation of a 7x24 dedicated remote access line not later than the date the customer equipment is delivered to the Customer premises and deliver the number to the Avaya project manager promptly after that number is available

3.3 Negotiation with Telecommunications Service Providers and other Vendors

- Provide and install the Main Distribution Frame (MDF) or wall field for station wire terminations (must consult with the Avaya project manager to determine wall field requirements prior to the placement of any cables)
- Provide all station, riser, feeder and inter-building cable and wire to meet specifications provided by Avaya
- Verify, tag, tone, test and document the distribution system according to the requirements provided by the Avaya project manager (certain requirements such as cable pair (including IDF closets), jack number, station number, station type, cube location are to be documented in a spreadsheet format with a wall/floor plan marked to match the spreadsheet document)
- Make any arrangements for telephone number changes Customer requires relating to the cutover (e.g., service provider interception and rerouting of calls to old telephone number)

3.4 Solution Design and Development

- Conduct station detail gathering (e.g., matching of existing voice terminals and data modules with users, defining station classes of service, determine button features, define call coverage and call pickup groups) in accordance with Avaya's instructions
- Perform data gathering for stations and subscriber mailboxes and inputting subscriber information into Avaya tools for Avaya to verify and upload to the switch and messaging system
- Provide a station layout floor plan, including names, room numbers, and voice terminal types, jack numbers, cable pair and extension numbers
- Determine with assistance from Avaya direct inward dialing numbers, listed directory numbers, feature dial access codes, and station numbering plans for each communication system
- Finalize with assistance from Avaya a numbering plan and determining connectivity of trunk facilities

- Refrain from making any of the following system changes without first obtaining authorization from the Avaya project manager: (1) accessing Avaya MultiVantage™ system logins or making changes to the permissions of logins intended for exclusive use by Avaya (INIT, INADS and Craft); (2) establishing Maintenance Software Permissions (MSP) for customer-level logins, without executing an Avaya software permissions addendum; and (3) activating any features for which a license has not been obtained from Avaya

3.5 Use of Existing Wire

- Procure a wiring vendor to identify (test, tone and tag) pre-existing wire and cable (e.g., station wire, riser cable, campus cable, cross-connect fields, terminal blocks, outlets, lightning protection, and any other miscellaneous wiring equipment), as well as determine if that wire and cable can be reused and meet the requirements provided by Avaya
- Correct or replace the existing wiring if, during the installation process, Avaya determines the existing wire and cable plant does not meet Avaya's requirements (if Avaya determines that the required wiring work would delay the system cutover, customer may: (1) proceed with the installation without the unusable sets and arrange for them to be installed after the wiring has been repaired/corrected (rescheduling the work will be subject to then current Avaya time and materials services rates); or (2) delaying the installation and paying applicable charges for rescheduling the work

3.6 Post-Installation

- Together with Avaya, outline trouble-reporting procedures and logistics for use during any limited cutover help desk support that Avaya has agreed to provide
- Provide a Customer representative to support the limited cutover help desk
- After completion of installation and a review with Avaya of the communication system software translations setup (as implemented at time of cutover) and other security recommendations, sign-off on the review document and email and/or fax to Avaya

4. RESPONSIBILITIES UNIQUE TO INSTALLATION SERVICES FOR AVAYA DATA NETWORKING PRODUCTS

4.1 Solution Design and Development

- If Avaya is to perform technical assurance, provide a complete network design (including site specific topologies), a detailed equipment parts list, a list of scheduled installation dates and timeframe (2-hour window), and all applicable configuration files
- Update network design and configuration files with recommendations from Avaya prior to the scheduled installation.
- Ensure all devices, servers, DHCP platforms are properly installed and have network connectivity to all DHCP clients
- Ensure the network is capable of supporting DHCP requests to the servers and then passing DHCP information back to the clients
- Provide DHCP IP address pools, subnets and masks as needed to support any VoIP application
- Provide a file naming convention to be utilized by the designated devices and servers for this application
- Provide a network topology sufficient to trace DHCP traffic from clients (end points) to the server
- Provide a shipping account number to cover shipping charges from the Avaya staging location to Customer's locations
- Provide an advance Shipping Notice (ASN) to the Avaya staging location and identify shipments with Purchase Order Number (PO#), equipment and quantities

- Make arrangements for the delivery of non-Avaya-sourced equipment to the Avaya staging location and ensure the outside of the equipment container is marked with Customer's name (failure to note the Customer Name may result in the shipment not being received at the Avaya staging location)
- Provide input to complete configuration and option parameters
- If customer does not purchase Solution Design and Development services, design information must be submitted to Avaya three (3) business days prior to the equipment arriving at the Avaya staging location for configuration documentation use during the staging process
- Provide all software upgrades required to bring the device to the most current upgrade level
- Confirm Customer can download software to TFTP server for remote technician to upgrade (if Customer cannot download to the TFTP Server, field technician dispatch may be available for an additional charge)

4.2 Deployment

- Where Customer is managing its own VPN network, provide a dedicated server for installation of VPNmanager® software and install and verify software is functional prior to technician arrival
- For VPN installations requiring installation of remote client software, provide a typical user workstation (only one on-site configuration of remote client software is included)

5. RESPONSIBILITIES UNIQUE TO INSTALLATION SERVICES FOR CONTACT CENTER PRODUCTS

5.1 General

- Provide conference room for solution overview and individual design sessions (projector for laptop or overhead projector; easel with pad; white erase board)
- Provide list of names and titles of key personnel attending solution overview
- Return tentative schedule of events with names of personnel attending each design
- Provide details of existing call flows, including call flows to VRU(s) and Auto Attendant(s)
- Provide list of all trunk groups (including 800, DID, CO, TIE, etc.) routing calls to the contact center
- Provide list of all 800 numbers associated with the contact center
- Provide list of all VDNs associated with the contact center
- Provide dial-up information and login ID/password to the MultiVantage™ system
- Provide dial-up information and login ID/password to the CMS server
- Provide training facility - classroom for training with one Avaya CMS Supervisor client PC for every two users
- The PCs utilizing Avaya CMS Supervisor software should be connected to the LAN

5.2 Small Contact Center

- Provide an analog station line from the DEFINITY® system if using DID extensions or a central office line for remote maintenance and training of BCMSR using pcANYWHERE™ software
- Provide PC(s), 14.4 Kbps or greater modem, and TCP/IP LAN Network according to the following BCMSR R2 System Requirements prior to BCMSR installation: BCMSR client

software may be loaded on the same PC that is used for the server if only a single user license was purchased. In this case LAN connectivity is not required; however, the TCP/IP protocol and Microsoft networking is required with the MS Loopback Adapter or a Network Interface Card (NIC).



CUSTOMER AGREEMENT
(UNITED STATES)

ATTACHMENT D

MAINTENANCE SERVICES TERMS

These Maintenance Services Terms are part of the Customer Agreement for Products and Services between Avaya and Customer, which incorporates these Maintenance Services Terms by reference (the "Agreement"). These Maintenance Services Terms apply if and to the extent Customer acquires Maintenance Services.

1. DEFINITIONS

For purposes of this Attachment, the following definitions will apply:

"Error" means any failure of Supported Products to conform in all material respects to the specifications delivered with the Supported Products.

"Maintenance Services" means the correction of Errors and other maintenance and support services options with respect to Supported Products identified in the order as described further in this Attachment and the SAS. In the event of a conflict between the SAS and this Attachment, the terms of this Attachment will control.

"Service Agreement Supplement" or "SAS" means the Avaya Service Agreement Supplement then current as of the date of Avaya's acceptance of an order for Maintenance Services and available to Customer upon request.

"Services Start Date" means the date specified in the SAS or indicated in the applicable order on which Avaya starts to perform Services.

"Supported Products" means: (i) Products as defined in Attachment A (General Terms) identified in the order for which Maintenance Services are to be provided; and (ii) Added Products (as defined in Section 3). Supported Products include Third Party Products to the extent specific Third Party Products are identified in the order.

"Update" means all new versions of the Software that Avaya makes generally available to subscribers to Avaya's Maintenance Services. Updates are changes in the Software that typically provide maintenance correction only, but do not introduce new optional features. An Update is typically designated with a non-zero decimal as its version number, such as "3.1."

"Upgrade," means a change to the Software that introduces new optional features and functionality. Upgrades are typically designated as a change in the digit(s) to the left of the decimal point (e.g. [x].[x]).

2. PROVISION AND SCOPE OF MAINTENANCE SERVICES

Avaya will provide Maintenance Services in support of Customer's use of Supported Products. The scope of the Maintenance Services described in the SAS is limited as described below.

2.1 **Software Help Line Support.** Avaya will provide help line support in accordance with the coverage option that Customer has selected in the order. These coverage options describe, among other things, service hours and target response intervals.

2.2 **Updates.** As part of Maintenance Services for Software, Avaya will make Updates available to Customer as Avaya or the third party manufacturer makes them generally available to its other customers. Avaya will provide Updates via a website, email or post mail, at Avaya's option. Updates may be remotely installed by Avaya or delivered to Customer for Customer installation. Nothing in the Agreement will be interpreted either to require Avaya to create any Updates in general or any specific Update or to prevent Avaya from offering any specific new version or all new versions of its Software as a separate, stand-alone product for additional charges.

2.3 **Support of Current and Prior Software Releases.** Avaya will provide Software Maintenance Services only for the unaltered current release of the Software and the prior release.

2.4 **End of Support.** Avaya may discontinue Maintenance Services for Supported Products that Avaya or the third party manufacturer has declared "end of sales," "end of life," "end of service," "end of support," "manufacture

discontinue" or similar designation ("End of Support") from time to time. Avaya will endeavor to provide notice upon the declaration of a Supported Product as End of Support. The discontinuance will be effective at the next anniversary date of the Services Start Date or such later date as specified in Avaya's notice and the applicable Supported Products will be removed from the list of Supported Products and rates will be adjusted accordingly.

2.5 **Replacement Hardware.** Replacement Hardware provided as part of Maintenance Services may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent and will be furnished only on an exchange basis. Returned Hardware that has been replaced by Avaya will become Avaya's property.

2.6 **Software License Terms.** Updates that may be provided as part of the Maintenance Services will be provided subject to the license grant and restrictions contained in the original agreement under which the applicable Software was licensed to Customer by Avaya. If no such license exists, then the Software License Terms included in this Agreement will apply. If no such terms exist, then Avaya's then current Software License Terms will apply and Avaya will make these terms available to Customer on request.

2.7 **Monitoring.** Avaya may electronically monitor Supported Products for the following purposes: (i) remote diagnostics and corrective actions; (ii) to determine applicable charges; (iii) to verify compliance with applicable software license terms and restrictions.

2.8 **Moves of Supported Products.** Customer will notify Avaya in advance of moves of Supported Products. Additional charges may apply if Avaya incurs additional costs in providing Maintenance Services as a result of Customer's move of Supported Products.

2.9 **General Limitations.** Except to the extent expressly stated to the contrary in the SAS, none of the following are included in Maintenance Services:

2.9.1 Diagnosis or support of equipment or software other than Supported Products, including without limitation systems interfacing with Supported Products;

2.9.2 Support of user-defined applications;

2.9.3 Making corrections to user-defined reports;

2.9.4 Data recovery services;

2.9.5 Services associated with relocation of Supported Products;

2.9.6 Support of Supported Products used in breach of applicable license restrictions or contrary to capacity and other use limitations under which the Product was licensed by the manufacturer;

2.9.7 Support of Supported Products that have had their serial numbers altered, defaced or deleted;

2.9.8 Maintenance or repair resulting from any of the following: (i) neglect, misuse, power failures or surges, fault or negligence of Customer or causes external to the Supported Products; (ii) Customer's failure to implement new releases of Software provided as part of the Maintenance Services; (iii) Supported Products that have been changed, modified or altered by Customer or a third party; (iv) changes to the environment in which the

Supported Products were installed; (v) Customer's failure to follow the manufacturer's installation, operation or maintenance instructions, including Customer's failure to permit Avaya timely remote access to the Supported Products; (vi) actions of non-Avaya personnel; or (vii) force majeure conditions as described in Attachment A (General Terms).

3. ADDED PRODUCTS

If Customer subsequently acquires Avaya products, or Third Party Products of the same type and manufacturer(s) covered in the original order, from Avaya or a third party ("Added Products") and co-locates Added Products with Supported Products, such Added Products will be covered under these Maintenance Services Terms automatically for the remainder of the term of these Maintenance Services Terms. Added Products purchased from a party other than Avaya or an authorized Avaya reseller and Added Products that have not been co-located with the current covered base continuously since acquisition are subject to certification by Avaya at Avaya's then current rates for such certification. Maintenance Services coverage will be effective after Avaya certifies the Added Products. Unless otherwise provided in the SAS, Fees for Maintenance Services provided for Added Products will be Avaya's then current fees for Maintenance Services and will commence accruing as of the date the Added Products are first co-located.

4. DEFECT REPORTS

Customer will document and report malfunctions of the Supported Products to Avaya in a reasonably detailed manner promptly after discovery ("Defect Reports"). The Defect Reports must provide the information specified in the SAS and all of the following information:

- caller's name, location, and company;
- call-back telephone number;
- the system type and configuration, including the Supported Products and interfacing products;
- a brief description and history of the malfunction and any efforts to solve it by Customer; and
- remote dial-in access to the Supported Products.

5. PAYMENT TERMS

Avaya will invoice the applicable Fees specified in the order for the Maintenance Services monthly in advance unless a prepayment option is specified in the order. Services Fees for renewal terms will be at Avaya's then current prices. Where Services Fees are indicated as a percentage of a Product price, the applicable price will be Avaya's then current list price unless specifically indicated otherwise in the Agreement or the accepted order.

6. WARRANTY AND LIMITATION OF LIABILITY

6.1 **Warranty.** Avaya warrants to Customer that Maintenance Services will be carried out in a professional and workmanlike manner by qualified Personnel.

6.2 **Remedies.** If Maintenance Services are not in conformance with the above warranty, Avaya receives Customer's detailed request to cure a non-conformance within thirty (30) days of its occurrence, and Avaya fails to achieve such conformance within thirty (30) days of receiving Customer's written notice, Customer may cancel the applicable order with respect to future Maintenance Services. Upon cancellation, Customer will be entitled to receive a proportionate refund of any prepaid Fees applicable to future Maintenance Services. Cancellation will not affect: (i) Customer's obligation to pay for Maintenance Services already performed prior to the date of cancellation; or (ii) other obligations of Customer under the Agreement. 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 AVAYA WITH RESPECT TO THE NONCONFORMANCE OF MAINTENANCE SERVICES.

6.3 **Disclaimer.** EXCEPT AS PROVIDED IN THIS SECTION, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH RESPECT TO MAINTENANCE SERVICES. THE GENERAL TERMS (ATTACHMENT A) CONTAIN FURTHER LIMITATIONS AND EXCEPTIONS TO ALL OF

AVAYA'S EXPRESS WARRANTIES AS WELL AS A DISCLAIMER OF ALL IMPLIED WARRANTIES AND A DESCRIPTION OF THE PARTIES' LIMITATIONS OF LIABILITY.

7. TERM AND TERMINATION

7.1 **Term.** Avaya will provide Maintenance Services for an initial term of one (1) year, unless a different term is expressly defined in the applicable order. Maintenance Services will be renewed automatically for successive one (1) year terms applying the then most similar current generally available support plan offering for the applicable Supported Products and then current rates, unless either party gives the other written notice of its intent not to renew at least thirty (30) days prior to the expiration of the applicable initial or renewal term. The initial or renewal term may be terminated earlier in accordance with this Section or Attachment A (General Terms).

7.2 **Termination for Convenience.** Prior to the Services Start Date, Customer may cancel any order for Maintenance Services in whole or in part and receive a refund of any applicable prepaid amount. Within thirty (30) days after the Services Start Date, Customer may terminate any order for Maintenance Services in whole or in part effective immediately subject to payment of a proportionate amount of Fees for thirty (30) days of coverage. Customer may terminate an order in whole or in part at any time during the current term upon thirty (30) days written notice to Avaya, subject to payment of a cancellation fee to Avaya equal to the lesser of: (i) the Maintenance Services charges for the next twelve (12) months; or (ii) the Maintenance Services charges for the remainder of the current term. Cancellation Fees with respect to partial cancellations will be calculated on a pro-rata basis against the entire applicable order. *See Exhibit B.I. # 9.00 on 1/14/04*

7.3 **Non-Appropriation of Funds** To the extent that this agreement purports to obligate the County for the payment of funds to be appropriated in any period following the current fiscal year, in the event that such funds are not appropriated, the County may terminate the agreement at the end of the last fiscal year for which funds were appropriated. The County will have no obligation under the agreement with respect to periods for which funds were not appropriated. *D.S. R.R. Matson*

7.4 **Survival.** Attachment A (General Terms), as applicable to Maintenance Services, and Sections 1, 6 and 7 of these Maintenance Services Terms will survive any termination of any order or the Agreement.



**CUSTOMER AGREEMENT
(UNITED STATES)**

ATTACHMENT E

MILESTONE SERVICES TERMS

These Milestone Services Terms are part of the Customer Agreement for Products and Services between Avaya and Customer, which incorporates these Milestone Services Terms by reference (the "Agreement"). These Milestone Services Terms apply if and to the extent the parties agree expressly on Services to be performed on a Milestone Basis under the Agreement. To the extent a technical analysis or site survey is included in the relevant Statement of Work, such services will not be subject to additional charges except as specified in the Statement of Work.

1. MILESTONE SERVICES

1.1 Deliverables. Customer and Avaya may agree in a statement of work referencing these Milestone Terms in substantially the format of Attachment E1 or any other mutually agreeable format ("Milestone Statement of Work") that Avaya will create and deliver certain customized software, hardware, documentation, or other work product ("Deliverables") or such other defined objectives ("Milestone Objectives") on a Milestone Basis ("Milestone Services") in exchange for installment payments (the "Installment Fees") as further specified in the Milestone Statement of Work. If there is a conflict between the provisions of the Milestone Statement of Work and the provisions of the Agreement, the provisions of the Agreement will govern.

1.2 Standard Products. To the extent that a Milestone Statement of Work provides that Avaya will deliver standard Products that Avaya makes generally available to its customers, then the Product Sales and Licensing Terms of the Agreement will apply to such Products. If no such terms exist, then Avaya's then current Product Sales and Licensing Terms will apply and Avaya will make these terms available to Customer on request. Deliverables do not include generally available Hardware and Software. Milestone Services provided by Avaya do not include Maintenance Services. Maintenance Services are provided pursuant to a separate order under Attachment D to the Agreement (Maintenance Services Terms).

1.3 Changes. The change control procedures indicated in the Milestone Statement of Work will apply to orders. If no such procedures are indicated, Avaya will respond promptly to Customer requests to change an order by identifying the impact of the proposed change on schedules and pricing. If the parties agree to the change, it will be authorized by a subsequent order.

2. ACCEPTANCE

2.1 Procedure.

2.1.1 When Avaya makes a Deliverable available to Customer or indicates the completion of a Milestone Objective, the Deliverable or Milestone Objective will be deemed accepted unless Avaya receives from Customer a rejection notice within five (5) business days indicating in reasonable detail the failure of the Deliverable or Milestone Objective to conform to the specifications contained in the Milestone Statement of Work ("Rejection Notice"). Customer will sign and return a certificate or other document evidencing acceptance ("Acceptance Certificate") upon Avaya's request.

2.1.2 If any Deliverable is subject to acceptance testing in the presence of the Customer according to the applicable Milestone Statement of Work, Avaya will inform Customer by written notice when the Deliverable is ready for performance of the applicable acceptance tests described in the Milestone Statement of Work or developed and agreed between the parties pursuant to the procedure outlined in the Milestone Statement of Work ("Acceptance Tests") and that the Acceptance Tests will be performed on the date and at the time specified in the notice. Customer may attend the Acceptance Tests. In the event Customer informs Avaya that the proposed date is not convenient, the Acceptance Tests will be performed on a mutually agreed-upon date, which date will not be later than five (5) business days after the date initially proposed by Avaya.

2.1.3 If any Deliverable or other Milestone Objective fails to conform to the specifications contained in the Milestone Statement of Work and Avaya has

received a timely Rejection Notice, then Avaya will re-perform the respective Milestone Services and re-submit the Deliverable or other Milestone Objective

for acceptance in accordance with Subsections 2.1.1 and 2.1.2 above. If after resubmission Customer provides another Rejection Notice, then Customer's remedies will be either: (i) terminate the applicable Milestone Statement of Work, return all Deliverables and receive a refund of Fees paid under the Milestone Statement of Work; or (ii) accept the Deliverable or Milestone Objective subject to a warranty claim.

2.2 Minor Shortcomings Do Not Affect Acceptance. Customer will accept all Deliverables unless the non-conformance materially affects the operational use of a Deliverable.

2.3 Customer Use. Notwithstanding anything in the Agreement to the contrary, Customer's use of any items provided for any purpose other than testing in accordance with this Section 2 (Acceptance), whether or not revenue is generated, will be deemed to constitute acceptance.

2.4 Transfer of Risk and Title. Subject to Section 4 (Intellectual Property Rights) of these Milestone Terms, Avaya transfers title to any hardware components of Deliverables upon Customer's acceptance or deemed acceptance. Risk of loss will pass to Customer when the carrier receives a Deliverable for shipment to Customer or when the Deliverable arrives on Customer's premises, whichever occurs earlier.

3. PAYMENT TERMS

Customer will pay to Avaya the Milestone Installments invoiced by Avaya in accordance with the schedule set forth in the Milestone Statement of Work.

4. INTELLECTUAL PROPERTY RIGHTS

4.1 Customer Owns Customer IP. Customer reserves all rights, including, but not limited to, ownership, title, intellectual property rights and all other rights and interest in and to any computer programs (in object or source code format or any other form), know-how, inventions, processes, data bases, documentation, training materials and any other intellectual property as well as any tangible embodiments thereof (collectively "Intellectual Property" or "IP") that Customer makes available to Avaya (collectively "Customer IP").

4.2 Avaya Owns Avaya IP. Avaya reserves all rights, including, but not limited to, ownership, title, and all other rights and interest in, and to, any Intellectual Property that Avaya owned prior to providing Milestone Services hereunder, any Intellectual Property that Avaya develops, creates, or otherwise acquires independently of these Milestone Services Terms, and any Intellectual Property that Avaya develops, creates, or otherwise acquires while performing Milestone Services under the Agreement.

4.3 Customer's License to Deliverables. Subject to Customer's payment of Milestone Installments, Avaya will grant Customer a non-exclusive, non-transferable, perpetual, limited, non-sublicenseable, license to use the Deliverables. Software contained in Deliverables will be licensed subject to the Software License Terms contained in Attachment A (General Terms).

5. WARRANTY AND LIMITATION OF LIABILITY

5.1 Warranty Period. Unless a different period is specified in the applicable Order Specifications Form, the warranty period for Milestone Services and Deliverables will be thirty (30) days beginning on the date of acceptance or

deemed acceptance of the applicable Deliverables by Customer or the performance of the applicable Service (the "Warranty Period").

5.2 Warranty. Avaya warrants during the Warranty Period: (a) Avaya will perform Milestone Services in a professional and workmanlike manner with qualified Personnel; and (b) Deliverables will conform in all material respects to the specifications contained in the applicable Milestone Statement of Work ("Conformance"). However, Avaya does not warrant that software contained in the Deliverables will perform uninterrupted or error-free.

5.3 Remedies. If the Deliverables are not in Conformance and Avaya receives from Customer during the Deliverable Warranty Period a written notice describing in reasonable detail how the Deliverables failed to be in Conformance, Avaya will, at its option, repair or replace the non-conforming Deliverables, or refund to Customer the applicable Fees upon return of the non-conforming Deliverables. 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 AVAYA WITH RESPECT TO THE NONCONFORMANCE OF THE ABOVE WARRANTY.

5.4 Disclaimer. EXCEPT AS PROVIDED IN THIS SECTION, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH RESPECT TO MILESTONE SERVICES. THE GENERAL TERMS (ATTACHMENT A) CONTAIN FURTHER LIMITATIONS AND EXCEPTIONS TO ALL OF AVAYA'S EXPRESS WARRANTIES AS WELL AS A DISCLAIMER OF ALL IMPLIED WARRANTIES AND A DESCRIPTION OF THE PARTIES' LIMITATIONS OF LIABILITY.

6. TERM AND TERMINATION

6.1 Term. The term of any Milestone Statement of Work will begin on the date specified therein and continue until termination in accordance with this Section, or as otherwise provided in Attachment A (General Terms).

6.2 Termination. Unless Customer terminates a Milestone Statement of Work because of Avaya's material breach of the Milestone Services Terms, Customer will pay to Avaya upon termination an amount equaling the aggregate Milestone Installments specified in the Milestone Statement of Work less out-of-pocket expenses saved by Avaya as a result of the early termination, or one hundred twenty percent (120%) of Avaya's fully loaded costs of performing Milestone Services before termination, whichever is greater.

6.3 Survival. Attachment A (General Terms), as applicable to Milestone Services, and Sections 2 through 7 of these Milestone Services Terms will survive any termination of a Milestone Statement of Work, an order or the Agreement provided that if Customer fails to make complete payments, Subsection 4.3 (Customer's License to Deliverables) of these Milestone Services Terms will not survive termination.

7. NO SOLICITATION

During the period Avaya provides Services and one (1) year after completion of all Services or payment by Customer of all Fees for Services, whichever occurs later, Customer agrees not to knowingly solicit for employment any Avaya employee performing the Services. In the event that Customer knowingly solicits any Avaya employee performing the Services prior to the end of this period. Nothing in this paragraph will restrict the right of Customer to recruit or solicit generally in the media or the right of Customer to hire, without prior written consent, an Avaya employee who answers any advertisement or who applies for hire without having been recruited or solicited personally by Customer.



CUSTOMER AGREEMENT
(UNITED STATES)

ATTACHMENT F

TIME & MATERIALS SERVICES TERMS

These Time & Materials Services Terms ("T&M Services Terms") are part of the Customer Agreement for Products and Services between Avaya and Customer, which incorporates these T&M Services Terms by reference (the "Agreement"). These T&M Services Terms apply if and to the extent Customer acquires Services on a Time & Materials Basis under the Agreement.

1. T&M SERVICES

1.1 Scope of T&M Services. Avaya will provide to Customer consulting and other services on a Time & Materials Basis ("T&M Services") as specified in a statement of work executed by authorized representatives of each party, which will be substantially in the format attached as Attachment F1 or in another mutually agreeable format ("T&M Statement of Work") in exchange for hourly or daily fees and expense reimbursements calculated on the basis of Services Records ("Time & Materials Fees"). T&M Services provided by Avaya under these T&M Services Terms are unrelated to any Maintenance Services and licenses to Software. By ordering T&M Services, Customer does not obtain any additional rights, and Avaya does not incur any additional obligations, with respect to any Products. If there is a conflict between the provisions of the T&M Statement of Work and the provisions of the Agreement, the provisions of the Agreement will govern.

1.2 Standard Products. To the extent that a T&M Statement of Work provides that Avaya will deliver standard Hardware and Software that Avaya makes generally available to its customers, then: (i) the Product Sales and Licensing Terms of the Agreement will apply to any such Hardware and Software. The Product Sales and Licensing Terms are attached as Attachment B to the Agreement. If there is no such Attachment to the Agreement, then Avaya's then current Product Sales and Licensing Terms will apply and Avaya will make these terms available to Customer on request. Generally available Hardware and Software are not work products of T&M Services for purposes of these T&M Services Terms. T&M Services provided by Avaya are unrelated to any Maintenance Services and Avaya does not provide Maintenance Services for work product of any T&M Services. Maintenance Services are provided pursuant to a separate order under Attachment D to the Agreement (Maintenance Services Terms).

1.3 Changes. The change control procedures indicated in the T&M Statement of Work will apply to orders. If no such procedures are indicated, Avaya will respond promptly to Customer requests to change an order by identifying the impact of the proposed change on schedules and pricing. If the parties agree to the change, it will be authorized by a subsequent order.

1.4 Services Records. Avaya's Personnel will keep service records of all T&M Services performed describing the type of T&M Services performed and time spent ("Services Records"). If requested by Avaya, Customer's authorized representative will review and countersign these Services Records

2. PAYMENT TERMS

Customer will pay to Avaya Time & Materials Fees calculated on the basis of the Services Records and hourly or daily rates specified in the T&M Statement of Work. Unless indicated otherwise in the order or T&M Statement of Work, Avaya will invoice for T&M Services monthly in arrears.

3. INTELLECTUAL PROPERTY RIGHTS

3.1 Customer Owns Customer IP. Customer reserves all rights, including, but not limited to, ownership, title, intellectual property rights and all other rights and interest in and to any computer programs (in object or source code format or any other form), know-how, inventions, processes, data bases, documentation, training materials and any other intellectual property as well as any tangible embodiments thereof (collectively "Intellectual Property" or "IP") that Customer makes available to Avaya (collectively "Customer IP").

3.2 Avaya Owns Avaya IP. Avaya reserves all rights, including, but not limited to, ownership, title, and all other rights and interest in, and to, any

Intellectual Property that Avaya owned prior to providing T&M Services hereunder, any Intellectual Property that Avaya develops, creates, or otherwise acquires independently of these T&M Services Terms, and any Intellectual Property that Avaya develops, creates, or otherwise acquires while performing T&M Services under the Agreement (collectively "Avaya IP").

3.3 Customer's License to Work Product. Subject to Customer payment of fees, Avaya will grant to Customer a non-exclusive, non-transferable, perpetual, limited, non-sublicensable license to use any work product of T&M Services.

4. WARRANTY AND LIMITATION OF LIABILITY

4.1 Warranty. Avaya warrants that during the term of these T&M Services Terms Avaya will perform T&M Services in a professional and workmanlike manner with qualified Personnel.

4.2 Remedies. If T&M Services are not in conformance with the above warranty, and Avaya receives Customer's detailed request to cure a non-conformance within thirty (30) days of its occurrence, and Avaya fails to cure such non-conformance within thirty (30) days of receiving Customer's notice, Customer may cancel the applicable T&M Statement of Work with respect to future T&M Services. Such cancellation will not affect Customer's obligation to pay for T&M Services already performed or any other obligations of Customer under the Agreement. 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 AVAYA WITH RESPECT TO THE NONCONFORMANCE OF T&M SERVICES.

4.3 Disclaimer. EXCEPT AS PROVIDED IN THIS SECTION, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH RESPECT TO T&M SERVICES. THE GENERAL TERMS (ATTACHMENT A) CONTAIN FURTHER LIMITATIONS AND EXCEPTIONS TO ALL OF AVAYA'S EXPRESS WARRANTIES AS WELL AS A DISCLAIMER OF ALL IMPLIED WARRANTIES AND A DESCRIPTION OF THE PARTIES' LIMITATIONS OF LIABILITY.

5. TERM AND TERMINATION

5.1 Term. The term of each T&M Statement of Work will begin on the date specified in the T&M Statement of Work and will continue until termination. Unless another time period is specified in the T&M Statement of Work, either party may terminate a T&M Statement of Work, with or without cause, at any time, by giving the other party sixty (60) days prior written notice, or as otherwise provided in Attachment A (General Terms).

5.2 Termination. Unless Customer terminates a T&M Statement of Work because of Avaya's material breach of such T&M Statement of Work, Customer will pay to Avaya an amount equaling either the ramp-down or cancellation fees identified in the T&M Statement of Work or, where no such fees are specified, the greater of: (i) the estimated total Fees and costs specified in the T&M Statement of Work less out-of-pocket expenses saved by Avaya as a result of the early termination; or (ii) one hundred twenty percent (120%) of Avaya's fully loaded costs of performing T&M Services before termination.

5.3 Survival. Attachment A (General Terms), as applicable to T&M Services, and Sections 2 through 6 of these T&M Services Terms will survive any termination of a T&M Statement of Work or the Agreement provided that if Customer fails to make complete payments, Subsection 3.3 (Customer's License to Work Product) of these T&M Services Terms will not survive termination.

6. NO SOLICITATION

During the period Avaya provides Services and one (1) year after completion of all Services or payment by Customer of all Fees for Services, whichever occurs later, Customer agrees not to knowingly solicit for employment any key Avaya employee performing the Services. Nothing in this paragraph will restrict the right of Customer to recruit or solicit generally in the media or the right of Customer to hire, without prior written consent, an Avaya employee who answers any advertisement or who applies for hire without having been recruited or solicited personally by Customer.

ATTACHMENT F1
TIME & MATERIALS STATEMENT OF WORK FORM

Consultant Address

Consultant City-State

Consultant Contact Number

**Statement of Work
for
(Solution)
for
(Customer)**

Presented
to: Contact Name1
Contact Name2
Contact Name3
Company Name
Date

eProject
Number

Sold to
Number

Page 1

Proprietary - Avaya Inc.

Use pursuant to Company instructions

Attachment F1 (SOW - T&M) - Page 1

CHANGE LOG			
DATE	VERSION	AUTHOR	CHANGE DESCRIPTION

The information in this Statement of Work shall not be disclosed outside Customer and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the work to be performed by Avaya.

Statement of Work

SECTION 1: OVERVIEW

This section states the general purpose of this SOW.

SECTION 2: PRICE

This section will list the price associated with the work provided or, in the case of a T/M engagement, the applicable hourly rates. This section will also identify certain assumptions that were made in determining the price as well as known exclusions.

SECTION 3: APPLICABLE DOCUMENTS

This section identifies applicable documents, including the Change Management Guidelines, and Completion Form.

SECTION 4: SERVICES AND DELIVERABLES

This section will describe what work will be performed and what deliverables will be provided. Anything not described in this section is not contemplated as work to be provided under this SOW.

SECTION 5: WORK SCHEDULES AND MILESTONES

This section provides either time frame estimates or an estimated time line for the project.

SECTION 6: ROLES AND RESPONSIBILITIES

This section lists and defines the roles of various members from both parties, including the representatives of the parties who are authorized to execute various documents.

SECTION 7: DEPENDENCIES

This section identifies the various tasks that the customer must complete or documentation that the customer must provide in order for Avaya to complete its work.

SECTION 8: COMPLETION / ACCEPTANCE

This section identifies the criteria that will indicate that Avaya has completed its work and the requirements for the customer to execute the completion document.

SECTION 9: CANCELLATION / TERMINATION

This section describes the conditions under which the customer may either cancel or terminate this SOW and the penalties that are applicable for such cancellation or termination. For large projects, this section also describes the conditions under which the customer may postpone the project and the applicable penalties.

SECTION 10: ADDITIONAL TERMS AND CONDITIONS

AVAYA

ADDENDUM TO AVAYA CUSTOMER AGREEMENT FOR

UPGRADE PROTECTION PLAN FOR AVAYA COMMUNICATION MANAGER

Avaya Inc. and Customer, agree that this Upgrade Protection Plan for Avaya Communication Manager Addendum ("Addendum") shall supplement and, to the extent it conflicts, override the terms and conditions contained in Attachment A and Attachment D to Avaya's Customer Agreement, or equivalent sales agreement executed between Avaya and Customer ("Agreement") indicated by contract number _____.

1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 201 South 4th Ave., Phoenix AZ 85003. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
3. Termination. Customer may also terminate the Addendum with thirty (30) days written notice upon the payment of a termination charge equal to the charges for a twelve (12) month period or 100% (one-hundred percent) of the remaining monthly charges, whichever is less, unless such termination is the result of a non-appropriation of funds as described in Attachment D, Section 7.3 of the Avaya Customer Agreement or Section 9.0 of Maricopa County Contract 03042.
4. This Addendum only applies to Avaya Communication Manager for which Customer has properly obtained a software license and paid the prerequisite software license fee.
5. Coverage. The Upgrade Protection Plan for Avaya Communication Manager provides Customer with the software license necessary for an upgrade or a migration of Communication Manager. An upgrade will include only the generally available release of Communication Manager required to complete the major release upgrade on the same server. A migration will include only the generally available release of Communication Manager required to change the call processing server within the same server category. (Examples of server category are: Small - Avaya™ S8300 Media Server, Medium -

Avaya DEFINITY® Server CSI, Large - Avaya™ S8700 Media Server)

6. Exclusions. (a) Upgrade Protection Plan for Avaya Communication Manager does not include the software for a migration to a higher server category (for example, from a Small to a Medium). If Customer chooses to change Customer's server to a lower server category, Upgrade Protection Plan for Avaya Communication Manager will include the software for that migration.

(b) Upgrade Protection Plan for Avaya Communication Manager does not include installation, hardware, project management or other charges associated with an upgrade or migration.

(c) This Addendum does not cover, nor does the Upgrade Protection Plan for Avaya Communication Manager include the following: i) upgrades to any applications, adjuncts, peripheral or terminal equipment associated with MultiVantage Software; ii) new optional feature functionality or additional capacity requirements associated with software; iv) upgrading the components that are located in a customer "crash kit" or maintenance spares; vi) replacement port circuit packs that provide new or enhanced functionality; or vii) applications or hardware changes required to comply with minimum vintage requirements of the upgraded system.
7. Upgrade Protection Plan for Avaya Communication Manager does not preclude any requirement that Customer maintain a current software release for support of Avaya Communication Manager.
8. Declined Protection. At Customer's option, Customer may choose not to implement an upgrade or migration. If Customer exercises this option and subsequently decides to upgrade or migrate, Customer must upgrade to the most current version of software that is generally available. Customer may not upgrade to a software release that is not generally available. If Customer elects not to implement an upgrade and either Customer's Agreement or this Addendum expires prior to the next release, Customer is not eligible for the upgrade that Customer rejected within the Upgrade Protection Plan for Avaya Communication Manager conditions.

[Customer Name]

AVAYA INC.

Authorized Signature

Typed Name

Title

Date

Approved by:

Authorized Signature

Typed Name

Title

Date

AVAYA

ADDENDUM TO AVAYA CUSTOMER AGREEMENT FOR UPGRADE PROTECTION PLAN FOR AVAYA COMMUNICATION MANAGER

Avaya Inc. and Customer, agree that this Upgrade Protection Plan for Avaya Communication Manager Addendum ("Addendum") shall supplement and, to the extent it conflicts, override the terms and conditions contained in Attachment A and Attachment D to Avaya's Customer Agreement, or equivalent sales agreement executed between Avaya and Customer ("Agreement") indicated by contract number _____.

1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 201 South 4th Ave., Phoenix AZ 85003. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
3. Termination. Customer may also terminate the Addendum with thirty (30) days written notice upon the payment of a termination charge equal to the charges for a twelve (12) month period or 100% (one-hundred percent) of the remaining monthly charges, whichever is less, unless such termination is the result of a non-appropriation of funds as described in Attachment D, Section 7.3 of the Avaya Customer Agreement or Section 9.0 of Maricopa County Contract 03042.
4. This Addendum only applies to Avaya Communication Manager for which Customer has properly obtained a software license and paid the prerequisite software license fee.
5. Coverage. The Upgrade Protection Plan for Avaya Communication Manager provides Customer with the software license necessary for an upgrade or a migration of Communication Manager. An upgrade will include only the generally available release of Communication Manager required to complete the major release upgrade on the same server. A migration will include only the generally available release of Communication Manager required to change the call processing server within the same server category. (Examples of server category are: Small - Avaya™ S8300 Media Server, Medium -

Avaya DEFINITY® Server CSI, Large - Avaya™ S8700 Media Server)

6. Exclusions. (a) Upgrade Protection Plan for Avaya Communication Manager does not include the software for a migration to a higher server category (for example, from a Small to a Medium). If Customer chooses to change Customer's server to a lower server category, Upgrade Protection Plan for Avaya Communication Manager will include the software for that migration.

(b) Upgrade Protection Plan for Avaya Communication Manager does not include installation, hardware, project management or other charges associated with an upgrade or migration.

(c) This Addendum does not cover, nor does the Upgrade Protection Plan for Avaya Communication Manager include the following: i) upgrades to any applications, adjuncts, peripheral or terminal equipment associated with MultiVantage Software; ii) new optional feature functionality or additional capacity requirements associated with software; iv) upgrading the components that are located in a customer "crash kit" or maintenance spares; vi) replacement port circuit packs that provide new or enhanced functionality; or vii) applications or hardware changes required to comply with minimum vintage requirements of the upgraded system.
7. Upgrade Protection Plan for Avaya Communication Manager does not preclude any requirement that Customer maintain a current software release for support of Avaya Communication Manager.
8. Declined Protection. At Customer's option, Customer may choose not to implement an upgrade or migration. If Customer exercises this option and subsequently decides to upgrade or migrate, Customer must upgrade to the most current version of software that is generally available. Customer may not upgrade to a software release that is not generally available. If Customer elects not to implement an upgrade and either Customer's Agreement or this Addendum expires prior to the next release, Customer is not eligible for the upgrade that Customer rejected within the Upgrade Protection Plan for Avaya Communication Manager conditions.

[Customer Name]

AVAYA INC.

Authorized Signature

Typed Name

Title

Date

Approved by:



Authorized Signature

Typed Name

Title

Date

AVAYA

ADDENDUM TO AVAYA CUSTOMER AGREEMENT FOR

UPGRADE PROTECTION PLAN FOR AVAYA COMMUNICATION MANAGER

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1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 201 South 4th Ave., Phoenix AZ 85003. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
3. Termination. Customer may also terminate the Addendum with thirty (30) days written notice upon the payment of a termination charge equal to the charges for a twelve (12) month period or 100% (one-hundred percent) of the remaining monthly charges, whichever is less, unless such termination is the result of a non-appropriation of funds as described in Attachment D, Section 7.3 of the Avaya Customer Agreement or Section 9.0 of Maricopa County Contract 03042.
4. This Addendum only applies to Avaya Communication Manager for which Customer has properly obtained a software license and paid the prerequisite software license fee.
5. Coverage. The Upgrade Protection Plan for Avaya Communication Manager provides Customer with the software license necessary for an upgrade or a migration of Communication Manager. An upgrade will include only the generally available release of Communication Manager required to complete the major release upgrade on the same server. A migration will include only the generally available release of Communication Manager required to change the call processing server within the same server category. (Examples of server category are: Small - Avaya™ S8300 Media Server, Medium -

Avaya DEFINITY® Server CSI, Large - Avaya™ S8700 Media Server)

6. Exclusions. (a) Upgrade Protection Plan for Avaya Communication Manager does not include the software for a migration to a higher server category (for example, from a Small to a Medium). If Customer chooses to change Customer's server to a lower server category, Upgrade Protection Plan for Avaya Communication Manager will include the software for that migration.

(b) Upgrade Protection Plan for Avaya Communication Manager does not include installation, hardware, project management or other charges associated with an upgrade or migration.

(c) This Addendum does not cover, nor does the Upgrade Protection Plan for Avaya Communication Manager include the following: i) upgrades to any applications, adjuncts, peripheral or terminal equipment associated with MultiVantage Software; ii) new optional feature functionality or additional capacity requirements associated with software; iv) upgrading the components that are located in a customer "crash kit" or maintenance spares; vi) replacement port circuit packs that provide new or enhanced functionality; or vii) applications or hardware changes required to comply with minimum vintage requirements of the upgraded system.
7. Upgrade Protection Plan for Avaya Communication Manager does not preclude any requirement that Customer maintain a current software release for support of Avaya Communication Manager.
8. Declined Protection. At Customer's option, Customer may choose not to implement an upgrade or migration. If Customer exercises this option and subsequently decides to upgrade or migrate, Customer must upgrade to the most current version of software that is generally available. Customer may not upgrade to a software release that is not generally available. If Customer elects not to implement an upgrade and either Customer's Agreement or this Addendum expires prior to the next release, Customer is not eligible for the upgrade that Customer rejected within the Upgrade Protection Plan for Avaya Communication Manager conditions.

[Customer Name]

AVAYA INC.

Authorized Signature

Typed Name

Title

Date

Approved by:

Authorized Signature

Typed Name

Title

Date

AVAYA

ADDENDUM TO AVAYA CUSTOMER AGREEMENT FOR

UPGRADE PROTECTION PLAN FOR AVAYA COMMUNICATION MANAGER

Avaya Inc. and Customer, agree that this Upgrade Protection Plan for Avaya Communication Manager Addendum ("Addendum") shall supplement and, to the extent it conflicts, override the terms and conditions contained in Attachment A and Attachment D to Avaya's Customer Agreement, or equivalent sales agreement executed between Avaya and Customer ("Agreement") indicated by contract number _____.

1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 3127 W Gibson Lane, Phoenix AZ 85009. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
3. Termination. Customer may also terminate the Addendum with thirty (30) days written notice upon the payment of a termination charge equal to the charges for a twelve (12) month period or 100% (one-hundred percent) of the remaining monthly charges, whichever is less, unless such termination is the result of a non-appropriation of funds as described in Attachment D, Section 7.3 of the Avaya Customer Agreement or Section 9.0 of Maricopa County Contract 03042.
4. This Addendum only applies to Avaya Communication Manager for which Customer has properly obtained a software license and paid the prerequisite software license fee.
5. Coverage. The Upgrade Protection Plan for Avaya Communication Manager provides Customer with the software license necessary for an upgrade or a migration of Communication Manager. An upgrade will include only the generally available release of Communication Manager required to complete the major release upgrade on the same server. A migration will include only the generally available release of Communication Manager required to change the call processing server within the same server category. (Examples of server category are: Small - Avaya™ S8300 Media Server, Medium -

Avaya DEFINITY® Server CSI, Large - Avaya™ S8700 Media Server)

6. Exclusions. (a) Upgrade Protection Plan for Avaya Communication Manager does not include the software for a migration to a higher server category (for example, from a Small to a Medium). If Customer chooses to change Customer's server to a lower server category, Upgrade Protection Plan for Avaya Communication Manager will include the software for that migration.
(b) Upgrade Protection Plan for Avaya Communication Manager does not include installation, hardware, project management or other charges associated with an upgrade or migration.
(c) This Addendum does not cover, nor does the Upgrade Protection Plan for Avaya Communication Manager include the following: i) upgrades to any applications, adjuncts, peripheral or terminal equipment associated with MultiVantage Software; ii) new optional feature functionality or additional capacity requirements associated with software; iv) upgrading the components that are located in a customer "crash kit" or maintenance spares; vi) replacement port circuit packs that provide new or enhanced functionality; or vii) applications or hardware changes required to comply with minimum vintage requirements of the upgraded system.
7. Upgrade Protection Plan for Avaya Communication Manager does not preclude any requirement that Customer maintain a current software release for support of Avaya Communication Manager.
8. Declined Protection. At Customer's option, Customer may choose not to implement an upgrade or migration. If Customer exercises this option and subsequently decides to upgrade or migrate, Customer must upgrade to the most current version of software that is generally available. Customer may not upgrade to a software release that is not generally available. If Customer elects not to implement an upgrade and either Customer's Agreement or this Addendum expires prior to the next release, Customer is not eligible for the upgrade that Customer rejected within the Upgrade Protection Plan for Avaya Communication Manager conditions.

[Customer Name]

AVAYA INC.

Authorized Signature

Typed Name

Title

Date

Approved by:



Authorized Signature

Typed Name

Title

Date

AVAYA

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1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 3250 W. Lower Buckeye Phoenix AZ 85009. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
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4. This Addendum only applies to Avaya Communication Manager for which Customer has properly obtained a software license and paid the prerequisite software license fee.
5. Coverage. The Upgrade Protection Plan for Avaya Communication Manager provides Customer with the software license necessary for an upgrade or a migration of Communication Manager. An upgrade will include only the generally available release of Communication Manager required to complete the major release upgrade on the same server. A migration will include only the generally available release of Communication Manager required to change the call processing server within the same server category. (Examples of server category are: Small - Avaya™ S8300 Media Server, Medium -

Avaya DEFINITY® Server CSI, Large - Avaya™ S8700 Media Server)

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(b) Upgrade Protection Plan for Avaya Communication Manager does not include installation, hardware, project management or other charges associated with an upgrade or migration.

(c) This Addendum does not cover, nor does the Upgrade Protection Plan for Avaya Communication Manager include the following: i) upgrades to any applications, adjuncts, peripheral or terminal equipment associated with MultiVantage Software; ii) new optional feature functionality or additional capacity requirements associated with software; iv) upgrading the components that are located in a customer "crash kit" or maintenance spares; vi) replacement port circuit packs that provide new or enhanced functionality; or vii) applications or hardware changes required to comply with minimum vintage requirements of the upgraded system.
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[Customer Name]

AVAYA INC.

Authorized Signature

Typed Name

Title

Date

Approved by:

Authorized Signature

Typed Name

Title

Date

AVAYA

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1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 225 West Madison, Phoenix AZ 85003. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
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Avaya DEFINITY® Server CSI, Large - Avaya™ S8700 Media Server)

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[Customer Name]

AVAYA INC.

Authorized Signature

Typed Name

Title

Date

Prepared by:



Authorized Signature

Typed Name

Title

Date

AVAYA

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1. Avaya and Customer agree that for the Upgrade Protection Plan for Avaya Communication Manager charges listed on the attached Agreement, Customer is entitled to receive all major upgrades as identified in Section 5 below for Communication Manager on the communications server located at 100 West Washington, 19th Floor Phoenix AZ 85003. Billing for charges associated with this Addendum will be effective immediately.
2. Term. The term for this Addendum is 3 [enter two (2) or three (3) only] years from the last date signed below. The Addendum shall be automatically extended for an additional one (1) year beyond the base term unless either party gives the other written notice of its intent not to extend at least thirty (30) days prior to the expiration of the initial term.
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[Customer Name]

AVAYA INC.

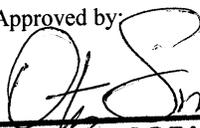
Authorized Signature

Typed Name

Title

Date

Approved by:



Authorized Signature

Typed Name

Title

Date

EXHIBIT C
ORDER OF PRECEDENCE OF CONTRACTUAL DOCUMENTS
Bid Serial 03042 -RFP
Avaya Enterprise Communications System (ECS)

1.0 Hierarchy of Documents:

All disputes between Avaya and the County regarding this project and interpretations of discussions shall flow in the following order (the first listed document shall take precedence over the second, the second will take precedence over the third, etc.):

- 1.1 Maricopa County's CONTRACT PURSUANT TO RFP (SERIAL 03042-RFP) (Exhibit B-1)**
 - 1.2 Maricopa County's Scope of Work (Exhibit B-2);**
 - 1.3 Avaya's Agreements:**
 - 1.3.1 "Customer Agreement/Attachment A"**
 - 1.3.2 "Product Sales and Licensing Terms/Attachment B"**
 - 1.3.3 "Installation and Service Terms/Attachment C"**
 - 1.3.4 "Maintenance and Service Terms/Attachment D"**
 - 1.3.5 "Milestone Services Terms/Attachment E"**
 - 1.3.6 "Time & Materials Services Terms/Attachment F"**
 - 1.4 Best and final offer from Avaya, Inc. -- Dated 09/16/03 (Exhibit B-3 & B-3.1);**
 - 1.5 Original response to County Questions by Avaya, Inc – (Exhibit B-4);**
 - 1.6 Questions from Maricopa County – (Exhibit B-5);**
 - 1.7 Original offer from Avaya, Inc – Dated 08/01/03 (Exhibit B-6);**
 - 1.8 Avaya's "Material Codes"/Detailed Equipment List (Exhibit B-7) -- See CD provided by Avaya on 10/24/03 listing materials for each site., i.e. Madison Upgrade, Towers, Wells Fargo, 4th Avenue, LBJ, Video, IVR Messaging, Paging Application**
 - 1.9 RFP Specifications and all amendments.**
- 2.0 Best and final offer from Avaya, Inc consists of:**
- 2.1 See attached CD with Adobe Format file- "03042Best and final Q_A Avaya"**
 - 2.2 See attached CD with Adobe Format file- "MCSO best and final Presentation"**
- 3.0 Response by Avaya, Inc. to questions from Maricopa County consists of:**
See attached CD with:
- 3.1.1 Consisting of the Avaya Inc. word documents:**
 - 3.1.1.1 "03042 Questions TL"**
 - 3.1.1.2 "03042qaAvaya"**
 - 3.1.2 Consisting of the Avaya Inc. PowerPoint documents:**
 - 3.1.2.1 "MCSO Madison"**
 - 3.1.2.2 "MCSO Poly"**
 - 3.1.3 Consisting of the Avaya Inc. excel documents:**
 - 3.1.3.1 "mcs0 port networks"**
 - 3.1.3.2 "MCSO drawings"**
 - 3.1.4 Consisting of the Avaya Inc. adobe document:**
 - 3.1.4.1 "Avaya MultiVantage Software Platforms"**

- 4.0 Original offer from Avaya, Inc. consists of:**
 - 4.1 See attached CD with Folder- "Final" in its entirety**
 - 4.1.1 Consisting of the Avaya Inc. word documents:**
 - 4.1.1.1 "Cover&ExecSum"**
 - 4.1.1.2 "EXHIBIT 1 DRAFT CONTRACT"**
 - 4.1.1.3 "Letter of Transmittal"**
 - 4.1.1.4 "MCSO Exec summary"**
 - 4.1.1.5 "Tab 6 Exceptions"**
 - 4.1.1.6 "TOC"**
 - 4.1.2 Consisting of the Avaya Inc. submitted sub folders:**
 - 4.1.2.1 "Tabs 1 through 12 inclusive"**
 - 4.1.2.2 "Apd A through Apd O inclusive"**

5.0 Material Codes

END OF EXHIBIT C



MARICOPA COUNTY MATERIALS MANAGEMENT

March 5, 2004

Gene Carl
Avaya, Inc.
4747 North 7th Street, Suite 314
Phoenix, AZ ~~85014-3653~~ **85023**

Via email: carl@avaya.com

RE: Avaya Enterprise Communications System (ECS)/ (Serial BS03042 – RFP)

Dear Mr. Carl:

In accordance with Article 3.8 (AMENDMENTS) of Serial BS03042 – RFP, Implementation Plan Adjustments (Change Order #1)

IN WITNESS WHEREOF, this Contract Amendment is executed on the date set forth below when executed by Maricopa County Materials Management.

CONTRACTOR

AUTHORIZED SIGNATURE

PRINTED NAME AND TITLE

ADDRESS

DATE

MARICOPA COUNTY

Recommend Approval:

Deborah Overton, DIRECTOR MARICOPA COUNTY SHERIFF'S OFFICE TELECOMMUNICATIONS

DATE

Recommend Approval:

Matthew J Whittington, For the Firm, Data Site Consortium, Inc., PRINCIPAL CONSULTANT to
MARICOPA COUNTY SHERIFF'S OFFICE

DATE

Approved:

[PROCUREMENT CONSULTANTS NAME], PROCUREMENT CONSULTANT
MATERIALS MANAGEMENT

DATE

Serial BS03042 -RFP
Avaya Enterprise Communications System (ECS)

1.0 Documents:

- 1.1 Best and final offer from Avaya, Inc. – Dated 09/16/03 (Exhibit B-3)**
 - 1.1.1 Price sheet (Exhibit B-3.1)**

- 1.2 Modified offer from Avaya Inc- Dated 02/21/2004 based on implementation plan adjustments:**
 - 1.1.2 Price sheet (Exhibit 2)**

- 1.3 Change Order #1 Listing:**
 - 1.3 a. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. The Madison Street Jail (MSJ) S8700 AVAYA ECS PBX is changed as an Add alternate option that added new cards, cabinets, added 6416 phones for the MCSO SIMs call center area and replaced 7400 series like for like with 6416 and 6424 sets. Original proposal included 6408 sets. The reliability requirements of the MCSO wide area network caused a price increase at MSJ to facilitate linking the three upgraded S8700 AVAYA ECS sites; Madison Street Jail, Towers Jail and the Wells Fargo site; required adding 3 each DS1's to cause a redundant DCS+ wide area network. Original cost was \$ 175,493.98. The new cost is \$ 557,845.46.**

 - 1.3 b. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Additional electrical work was needed in MSJ new equipment room to receive the S8700 AVAYA ECS. The original electrical wiring had to be configured. Original cost was \$ 2,500.00. The new cost is \$ 3,100.00.**

 - 1.3 c. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- A price reduction was received on the call recording device for MSJ. Original cost was \$ 51,000.00. The new cost is \$ 36,800.00.**

 - 1.3 d. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- The call recording device servers increased in cost for MSJ due to a more complex MCSO wide area network configuration became more expensive. Original cost was \$ 16,500.00. The new cost is \$ 18,235.00.**

 - 1.3 e. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Additional wiring and the modification of every existing phone jack to plug in new phones was required in addition to the test tone and tag of the MSJ environment in order to place selected Add alternate S8700 AVAYA ECS enabled phones. Original cost was \$ 44,000.00. The new cost is \$ 142,273.65.**

 - 1.3 f. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. For the S8700 Avya ECS at the 4th Avenue Jail site the reengineered wide area network reduced the number of DS1's and related auxiliary circuit packs required along with associated use rights. Original cost was \$ 1,183,796.09. The new cost is \$ 991,179.09.**

 - 1.3 g. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- The Redsky e911Server Server price increased based on final configurations and due to a more**

complex MCSO wide area network configuration. Original cost was \$ 5,000.00. The new cost is \$ 8,824.56.

- 1.3 h. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- A price reduction was received on the call recording device for the 4th Avenue Jail site. Original cost was \$ 51,000.00. The new cost is \$ 36,800.00.
- 1.3 i. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- The call recording device servers increased in cost for the 4th Avenue Jail site due to a more complex MCSO wide area network configuration became more expensive. Original cost was \$ 16,500.00. The new cost is \$ 18,235.00.
- 1.3 j. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. MCSO reduced the number of desktop PC's to manage the telephone systems from four to three. Original cost was \$ 10,000.00. The new cost is \$ 8,007.00.
- 1.3 k. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. MCSO increased the number of laptop PC's to remotely manage the five telephone systems by three. Original cost was \$ 0. The new cost is \$ 8,887.50.
- 1.3 l. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.14 To adequately manage the telephone systems a LaserJet 1500L was added. Original cost was \$ 0. The new cost is \$ 1,050.00.
- 1.3 m. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.14 To adequately manage the telephone systems a LaserJet 2300n was added. Original cost was \$ 0. The new cost is \$ 1,437.50.
- 1.3 n. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.14 To adequately manage the telephone systems a Photosmart 7960 was added. Original cost was \$ 0. The new cost is \$ 418.75.
- 1.3 o. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.14 To adequately manage the telephone systems a PhotoSmart 935xi was added. Original cost was \$ 0. The new cost is \$ 993.75.
- 1.3 p. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.14 Management System. To adequately manage the telephone systems a PhotoSmart 8886 was added. Original cost was \$ 0. The new cost is \$ 222.50.
- 1.3 q. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. The reliability requirements of the MCSO wide area network caused a price increase at Wells Fargo to facilitate linking the three upgraded S8700 AVAYA ECS sites; Madison Street Jail, Towers Jail and the Wells Fargo site; required adding 3 each DS1's to cause a redundant DCS+ wide area network. Original cost was \$ 64,953.00. The new cost is \$ 90,093.24.

- 1.3 r. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- A price reduction was received on the call recording device for the Wells Fargo site. Original cost was \$ 51,000.00. The new cost is \$ 36,800.00.
- 1.3 s. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- The call recording device servers increased in cost for the Wells Fargo site due to a more complex MCSO wide area network configuration became more expensive. Original cost was \$ 16,500.00. The new cost is \$ 18,235.00.
- 1.3 t. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. The reliability requirements of the MCSO wide area network caused a price increase at Towers Jail to facilitate linking the three upgraded S8700 AVAYA ECS sites; Madison Street Jail, Towers Jail and the Wells Fargo site; required adding 3 each DS1's to cause a redundant DCS+ wide area network. Original cost was \$ 83,886.03. The new cost is \$ 133,894.73.
- 1.3 u. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Additional electrical work was needed the Towers Jail equipment room to receive the S8700 AVAYA ECS. The electrical wiring had to be re-configured. Original cost was \$ 0. The new cost is \$ 1,000.00.
- 1.3 v. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- A price reduction was received on the call recording device for the Towers Jail site. Original cost was \$ 51,000.00. The new cost is \$ 36,800.00.
- 1.3 w. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- The call recording device servers increased in cost for the Towers Jail site due to a more complex MCSO wide area network configuration became more expensive. Original cost was \$ 16,500.00. The new cost is \$ 18,235.00.
- 1.3 x. (2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)- Item 2.2.22 Products. For the S8700 Avya ECS at the lower Buckeye Jail site the reengineered wide area network reduced the number of DS1's and related auxiliary circuit packs required along with associated use rights. Original cost was \$ 1,023,118.44. The new cost is \$ 998,018.44.
- 1.3 y. (2.3 VOICE PROCESSING SYSTEM (VPS), VOICE MAIL, UNIFIED MESSAGING, INTERACTIVE VOICE RESPONSE (IVR) HARDWARE, OPERATING SYSTEM, AND APPLICATION GENERATOR)- The Production IVR will be moved to the Data Center. The Production IVR costs include the speech software. Original cost was \$ 107,834.98. The new cost is \$ 126,885.98.
- 1.3 z. (2.3 VOICE PROCESSING SYSTEM (VPS), VOICE MAIL, UNIFIED MESSAGING, INTERACTIVE VOICE RESPONSE (IVR) HARDWARE, OPERATING SYSTEM, AND APPLICATION GENERATOR)- For the Interactive Voice Response (IVR), it was determined that the developmental IVR platform did not need the full 24 ports as did the production machine. The configuration was reduced to 6 ports. Original cost was \$ 109,834.98. The new cost is \$ 35,715.98.

- 1.3 aa. **(2.3 VOICE PROCESSING SYSTEM (VPS), VOICE MAIL, UNIFIED MESSAGING, INTERACTIVE VOICE RESPONSE (IVR) HARDWARE, OPERATING SYSTEM, AND APPLICATION GENERATOR)-** An upgrade was added for the Sheriff's Inmate Management System to provide improved inbound calling service using modern speech recognition over the Interactive Voice Response (IVR). Original cost was \$ 0. The new cost is \$ 505,000.
- 1.3 bb. **(2.8 AVAYA ECS PAGING INSTALLATION AND INTEGRATION)-** The Avaya ECS paging requirement was eliminated. Original cost was \$ 329,196.42. The new cost is \$ 0.
- 1.3 cc. **(2.7 AVAYA ECS INTERNET PROTOCOL (IP) WIDE AREA NETWORK (WAN)-** The WAN was added after the project was planned due to performance and security requirements of the voice network imposed by the MCSO. Original cost was \$ 0. The new cost is \$ 151,529.28.
- 1.3 dd. **(2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)-** A price reduction was received on the call recording device for the Lower Buckeye Jail site. Original cost was \$ 51,000.00. The new cost is \$ 36,800.00.
- 1.3 ee. **(2.2 DESIGN FOR THE AVAYA ENTERPRISE COMMUNICATION SYSTEM (ECS) TELEPHONY SOLUTION)-** The call recording device servers increased in cost for the Lower Buckeye Jail site due to a more complex MCSO wide area network configuration became more expensive. Original cost was \$ 16,500.00. The new cost is \$ 18,235.00.

END OF CHANGE ORDER #1

Madison Ave Upgrade - Existing circuit cards Phones

Madison Upgrade Equipment Check List				
MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
101203	2	PWR BATT MOD 48VDC 8AH GBL		
102935	20	CSU MODULE 120A4		
103786786	21	CORD MDLR D8W 87 IP 8 COND		
104164	1	BCS INSTL CUSTMR SOLUTION		
105455109	3	RTNR 4C		
105679542	1	APPARATUS BLANK Z100C		
106005242	2	ISOLATOR 116A		
106260060	21	APPARATUS BLANK Z100A1		
106260060	4	APPARATUS BLANK Z100A1		
106455348	3	CONN 9823A		
107575565	1	PWR UNIT 649A DC		
107988867	21	DEF DS1 LOOPBACK JACK 700A		
108005	2	DEF MCC PT CAR		
108469446X	3	CP TN570D EXPANSION INTFC		
108551755X	3	CP TN793B ANLG 24PT SX		
108628892	5	DEF WIRE 1 PR 24 GAUGE SPO		
108660390	21	DEF DATA UNIT 120A4 CSU MO		
108772583	1	CP TN2501AP VCE ANCMT		
108774696	1	CP TN2302AP IP MEDIA PROC		
108826884	21	CP TN464GP DS1 INTFC 24/32		
108865775	1	CP TN775D MAINTENANCE		
108873233	2	AVAYA CHAS P133G2 24 10/10		
109048	3	DEF SHORTRANGE TRANSCEIVER		
109436	6	CABLE FIBER OPTIC		
109437	1	DEF NTWK 2 CARR MULTI PT		
112035	1	DEF PORT CARR SML/MEDIUM		
113090	1	ENTERPRISE CONFIG TO QUOTE		
113669	1	NIC - CUSTMR SFTW ADMIN SV		
117920	1	NIC - DESIGN ENGINEERING S		
150940	2	CP TN2302 IP MEDIA PROC		
151420	23	CP INTF DS1 TN464GP		
151423	6	CP C-LAN INTF TN799		
165400	1	VAL MAX CAPACITY SFTW LIC		
170491	1	S85/G2/DEFsi TO MV S8700 U		
170656	1	S8700 MEDIA SERVERS		
170663	2	LINUX MEDIA SERVER MODEM		
170666	6	CABLES 5 METER CAT 5 RJ45		
170667	6	CABLES 25 METER CAT 5 RJ45		
171156	2	DEF MCC EPN R10		
171946	2	DEF FLOOR ANCHOR NON RAISE		
174007	1	CUST SOL 16PT ASG PKG		
174018	7000	CNS PS LAN/WAN NTWK OPTIMI		
174256	1	DCCS REL 11.0		
175147	55	CM IP STA SFTW LIC 1PT		
175152	2100	CM EXIST SSP SFTW LIC 1PT		
175229	1800	CM EXIST NTWG PKG TRACKING		
175409	1	MULTIVANTAGE DOC		
175688	1	MAINT SFTW PERMSINS-TRCKNG		

Madison Ave Upgrade - Existing circuit cards Phones

101203	2	PWR BATT MOD 48VDC 8AH GBL		
175706	21	POWER SUPPLY 1151B1 W/CAT		
176646	1	CABLES 5 METER		
179086	2	IPSI2 CP TN2312BP		
179098	7	IP AGT NEW 1USER LIC R4		
179316	1	VAL CP TN2501		
179547	2	MCC1 IPSI CABLES EXISTING		
179548	2	MCC1 IPSI CABLES NEW CAB		
180870	24	CM API CALL RECORDING SFTW		
181322	1	CC NEW AGT PKG ELITE 20AGT		
199995	1	INTRICACY LEVEL 5 IMPLEMEN		
406153122	1	DEF TDM LAN BUS CABLE LONG		
406153148	1	CABLE TDM/LAN BUS WP91716L		
407439975	6	DEF ST CABLE LG INTRCONN 8		
407616846	2	SNAP ON FERRITE CORE-28A20		
408122711	1	ASG GUARD RACK MT KIT PLUS		
408357044	2	PWR EXT D BATTERY MOD 700-1		
601337991	8	CABLE GRND JUMPER H606132G		
700018245	1	LABEL BB CARRIER B PANEL		
700018252	1	LABEL BB CARRIER D PANEL		
700018260	1	LABEL BB CARRIER E PANEL		
700020100	491	DEF TELSET 6408D+ USA GRY		
700055015	5	CP CNTL LAN BOARD TN799DP		
700059652X	26	CP TN2224CP DGTL LN 24 PT		
700168727	2	FLAT CABLE ASSY 8.5 IN LON		
700168735	2	FLAT CABLE ASSY 20.5 IN LO		
700169246	2	S8700 SERVERS SRTR1-STING		
700169998	2	S8700 ETHERNET CABLE BLUE		
700170004	3	CABLE RED 5 METER CAT 5 RJ		
700170012	3	CABLE GREEN 5 METER		
700170053	1	S8700 TECH LAPTOP CABLE		
700178056	3	CABLE GREEN 25 METER		
700178072	3	CABLE RED 25 METER		
700179898	2	FIBER CABLE 15 FT		
700180433	1	IP PHONES PWR 1152A1 MID-S		
700202294	1	CUST SOL PROCOM PLUS 4.8 M		
700202567	1	CUST SOL 16PT ASG		
700203599	41	TELSET DGTL VOICE TERM 242		
700203656	21	TELSET BUTTON EXP MOD 1XU-		
700212186	12	IP PHONE TERM 4620D01A-200		
700227242	21	PWR SUPPLY LOCAL 1151B1 48		
700230733	2	PWR UPS 4-POST RACK KIT		
700234032	6	DEF KIT TWISTED PAIR CBL F		
700235526	2	LINUX MS MOD USB V.92 58K		
700237357	2	MV 128MB XLN FLSH CARD ATA		
700250731	12	IP PHN 4630 SCRNPHN 4630D0		
700257793	4	ASG SFTW KEY VERSION 2 LIC		
700262595	1	DOC COMM MGR 555-233-909 I		
700262603	1	DOC GETTING STARTED 555-23		
700262611	1	DOC GETTING STARTED 555-23		
700263239	1	DOC LITTLE INSTR BOOK 555-		
700263502	2	EXTR IPSI-2 CBL ADPTR		

Madison Ave Upgrade - Existing circuit cards Phones

101203	2	PWR BATT MOD 48VDC 8AH GBL		
700275712	1	NET6 GTWY TRNSFRM 10 IP TE		
700275720	2	NET6 GTWY 10 4620/4630 IP		
700275803	2	NET6 GTWY SERV FOR ONE DAY		
700276389	2	IPSI-2 MAINT CBL		
700276421	2	CM1.3.1 SFTW S8700 MS CD W		
700290273	2	S9RM MODEL 1000VA 120V W/S		
846145449	1	DEF LABEL REAR PANEL (B)		
846145456	1	DEF LABEL REAR PANEL (C)		
846145464	1	DEF LABEL REAR PANEL (D)		
846145472	1	DEF LABEL REAR PANEL (E)		
846865285	1	DEF LABEL CUST DEF		
846929883	2	COVER FIBER PROTECT		
846943306	6	ADAPTER TERMINAL/PRINTER X		
847107935	1	CSU MOD 18A BOOK MEMO		
847107935	1	CSU MOD 18A BOOK MEMO		
847107935	18	CSU MOD 18A BOOK MEMO		
848108916	1	DEF LABEL MULTI PT NTWK		
848522983	16	CABLE ASSY GROUND CONN 7.5		
848525887	5	CABLE EXTENDER ADAPTER		
901016733	8	DEF SCREW HEXAGONAL SLOTTE		
ED1E49670G2	2	FLOOR ANCHOR NON-RAISED		
H600204G1	12	DEF CABLE ICC DUP MCC		
H600342G8	2	REMOTE EMERGENCY PWR OFF		
H600383G2	3	CABLE 120A1 CSU TO NTWK SM		
H600383G4	18	CABLE 120A1 CSU TO NTWK SM		
H606132G8	8	WIRE ASSY 3IN 14GA BLK		

Towers Upgrade Equipment Check List				
MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
102935	12	CSU MODULE 120A4		
105679542	1	APPARATUS BLANK Z100C		
105691158	1	CP CFY1B CURRENT LIMITER		
105731202	1	BLANK APPR 176A		
106085988	4	DOC UPG FORM MMS1569 LABEL		
106086036	1	SIGN CAB SHIPPING 451287		
106260060	1	APPARATUS BLANK Z100A1		
107988867	12	DEF DS1 LOOPBACK JACK 700A		
107998	1	PKG1 PPN TO EPN CONVERSION		
108628892	2	DEF WIRE 1 PR 24 GAUGE SPO		
108660390	12	DEF DATA UNIT 120A4 CSU MO		
108773912	1	CP TN771DP MAINT/TEST		
108774696	2	CP TN2302AP IP MEDIA PROC		
108826884	12	CP TN464GP DS1 INTFC 24/32		
108865775	1	CP TN775D MAINTENANCE		
108873233	2	AVAYA CHAS P133G2 24 10/10		
113090	1	ENTERPRISE CONFIG TO QUOTE		
113669	1	NIC - CUSTMR SFTW ADMIN SV		
150940	2	CP TN2302 IP MEDIA PROC		
151420	12	CP INTF DS1 TN464GP		
151423	4	CP C-LAN INTF TN799		
170491	1	S85/G2/DEFsi TO MV S8700 U		
170656	1	S8700 MEDIA SERVERS		
170663	2	LINUX MEDIA SERVER MODEM		
170666	6	CABLES 5 METER CAT 5 RJ45		
170667	2	CABLES 25 METER CAT 5 RJ45		
174006	1	CUST SOL 4PT ASG PKG		
174256	1	DCCS REL 11.0		
175147	24	CM IP STA SFTW LIC 1PT		
175152	2000	CM EXIST SSP SFTW LIC 1PT		
175229	1800	CM EXIST NTWG PKG TRACKING		
175409	1	MULTIVANTAGE DOC		
176641	1	ISO - AVAYA IMPLEMENTATION		
177227	1	MSPP LG SRVR SFTW 3 YRS		
177478	1	MONTHLY		
179086	2	IPSI2 CP TN2312BP		
179547	2	MCC1 IPSI CABLES EXISTING		
407616846	2	SNAP ON FERRITE CORE-28A20		
408122711	1	ASG GUARD RACK MT KIT PLUS		
408357044	2	PWR EXT D BATTERY MOD 700-1		
601337991	8	CABLE GRND JUMPER H606132G		
700020100	48	DEF TELSET 6408D+ USA GRY		
700055015	4	CP CNTL LAN BOARD TN799DP		
700059652	2	CP TN2224CP DGTL LN 24 PT		
700168727	2	FLAT CABLE ASSY 8.5 IN LON		
700168735	2	FLAT CABLE ASSY 20.5 IN LO		
700169246	2	S8700 SERVERS SRTR1-STING		
700169998	1	S8700 ETHERNET CABLE BLUE		

Towers Upgrade to S8700

105679542	1	APPARATUS BLANK Z100C		
700170004	3	CABLE RED 5 METER CAT 5 RJ		
700170012	3	CABLE GREEN 5 METER		
700170053	1	S8700 TECH LAPTOP CABLE		
700178056	1	CABLE GREEN 25 METER		
700178072	1	CABLE RED 25 METER		
700179898	1	FIBER CABLE 15 FT		
700202294	1	CUST SOL PROCOM PLUS 4.8 M		
700202559	1	CUST SOL 4PT ASG		
700219207	1	LABEL FRONT MCC1 MEDIA GAT		
700234032	6	DEF KIT TWISTED PAIR CBL F		
700235526	2	LINUX MS MOD USB V.92 58K		
700237357	2	MV 128MB XLN FLSH CARD ATA		
700260359	2	CP TN2312BP IP SRVR INTERF		
700262595	1	DOC COMM MGR 555-233-909 I		
700262603	1	DOC GETTING STARTED 555-23		
700262611	1	DOC GETTING STARTED 555-23		
700263239	1	DOC LITTLE INSTR BOOK 555-		
700263502	2	EXTR IPSI-2 CBL ADPTR		
700276389	2	IPSI-2 MAINT CBL		
700276421	2	CM1.3.1 SFTW S8700 MS CD W		
700290273	2	S9RM MODEL 1000VA 120V W/S		
844668483	1	LABEL HLDR		
845953306	1	LABEL REAR SYS 85		
846357580	1	DEF EPN CAB LABEL		
846357598	1	LABEL CAB DESIG		
846564805	1	DEF LABEL CUST DEF LEXAN		
846929883	1	COVER FIBER PROTECT		
846943306	4	ADAPTER TERMINAL/PRINTER X		
847107935	12	CSU MOD 18A BOOK MEMO		
848091286	1	DEF BCS LABEL SCRABBLE CHI		
848525887	4	CABLE EXTENDER ADAPTER		
H600204G1	6	DEF CABLE ICC DUP MCC		
H600328G1	4	DEF MCC CARR AC GRND STRAP		
H600383G2	1	CABLE 120A1 CSU TO NTKW SM		
H600383G4	11	CABLE 120A1 CSU TO NTKW SM		
H606132G8	2	WIRE ASSY 3IN 14GA BLK		

WAN components for Madison, Towers, Washington, LBJ & 4th Ave.

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
700310907	1	EXTREME ALPINE 3804 CHASSI		
700310857	5	EXTREME ALPINE 3800 WM-4T1		
700310808	6	EXTREME ALPINE 3800 FM-32T		
700310683	2	EXTREME ALPINE 3800 AC PSU		
700310717	1	EXTREME ALPINE 3800 SMMI B		
700310923	4	EXTREME ALPINE 3802 SGNL A		
700311624	1	EXTREME EPICENTER 4.1		

Additional components for Madison, LBJ and 4th Ave.

700310857	5	EXTREME ALPINE 3800 WM-4T1		
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Crash Kit

MATERIAL CODE	QTY	DESCRIPTION		
700310907	1	EXTREME ALPINE 3804 CHASSI		
700310857	1	EXTREME ALPINE 3800 WM-4T1		
700310808	1	EXTREME ALPINE 3800 FM-32T		
700310683	1	EXTREME ALPINE 3800 AC PSU		
700310717	1	EXTREME ALPINE 3800 SMMI B		
97004-3804	1	Maintenance		

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
101238	1	PWR UPS 14KVA 3PHASE SERIE		
407236389	1	PWR UPS 14KVA 3PHASE SERIE		
114972	8	PWR BATTERY CAB 42AH 240V		
408128098	8	PWR BATTERY CAB 42AH		

Avotus Call Accounting Equipment Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
169133	5	RESL2MDL100 DL100 IP 4 Por		
169130	1	ES100 Avotus Enterprise Ba		
169130	7	ES200Q5 Enhanced Call Acco		
169130	7	ES700Q5 ENTTraffic Module		
169130	70	NW100Q10 AVOTUS.NET ORDERS		
169599	1	EP300 ENH CALL ACT INSTALL		
169599	1	EP700 AVOTUSENT TRAFFIC IN		
169599	5	EP115 DIAL IN CONFIG UP TO		
169599	1	NP101 ORDERS&REPAIRS INSTA		
169599	1	NP141 Net Consulting Fee-		
169599	5	EP902 ANUAL RATE&TARIFFS S		
169599	1	ER100 2ND YEAR MNTC		
169599	7	ER300Q5 2ND YR ENH CALL AC		
169599	7	ER700Q5 2ND YR TRAFFIC MNT		
169599	1	NP500 2ND YR ORDER&REPAIR		
169599	1	EP902 ANUAL RATE&TARIFFS S		

RedSky Equipment Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
700275316	6000	REDSKY CIELO E911 MGR STA		
700275332	1	REDSKY CIELO E911 MGR O/S		
700275365	4	REDSKY CIELO E911 MGR ADDL		
700275340	6000	REDSKY CIELO E911 MGR AUDI		
700275357	587	REDSKY CIELO E911 MGR IMPL		

CMS Equipment Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
108046103	1	SFTW CENTREVU CMS SOFTWARE		
108740168	1	CENTREVU DOC MEDIA BOX 1		
108849613	1	CRM ASSY MODEM		
113090	1	ENTERPRISE CONFIG TO QUOTE		
151423	1	CP C-LAN INTF TN799		
178796	1	CMS ADDL HDWR FOR SUN BLAD		
178797	1	CMS MDM FOR TRBLESHTG AND		
181256	1	CMS SFTW NEW PLTFRM LITE R		
181506	1	CMS 20 AGT LIC		
407122043	1	CRM ADAPTER KIT NULL MDM		
407361823	1	ADAPTER MOD EL-AX123014 RJ		
408358851	2	TAPE SG XMEDMMDDS4		
700055015	1	CP CNTL LAN BOARD TN799DP		
700212798	1	CMS SFTW VISUAL VECTORS CL		
700234032	1	DEF KIT TWISTED PAIR CBL F		
700242993	1	CMS SB 100/150 WORKSTATION		
700286842	1	CMS R12 HDWR PLTFRM SB150		
700288442	1	CMS VIS VECTORS SRVR SFTW		
700288483	1	CMS SUPERVISOR SFTW CD ROM		
700288483	1	CMS SUPERVISOR SFTW CD ROM		
700289853	1	CMS INFORMIX SFTW IDS 9.4		
700289887	1	CMS CENTREVU INFORMIX SFTW		
700289895	1	CMS SFTW CD-ROM R3V12		
700289903	1	CMS SUPPLY SVCS SFTW W/ORB		
846362770	1	CMS ADAPTER FOR REMOTE CON		
846373413	1	ADAPTER DTE RJ45 10 PIN TO		
846943306	1	ADAPTER TERMINAL/PRINTER X		
846983039	1	CABLE 10FT SHIELDED		
848525887	1	CABLE EXTENDER ADAPTER		

Washington Upgrade Equipment Check List			
MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date
102935	6	CSU MODULE 120A4	
106085988	4	DOC UPG FORM MMS1569 LABEL	
107988867	6	DEF DS1 LOOPBACK JACK 700A	
108000	1	PKG2 PPN TO EPN CONVERSION	
108628892	1	DEF WIRE 1 PR 24 GAUGE SPO	
108660390	6	DEF DATA UNIT 120A4 CSU MO	
108773912	1	CP TN771DP MAINT/TEST	
108774696	1	CP TN2302AP IP MEDIA PROC	
108826884	6	CP TN464GP DS1 INTFC 24/32	
108873233	2	AVAYA CHAS P133G2 24 10/10	
113090	1	ENTERPRISE CONFIG TO QUOTE	
113669	1	NIC - CUSTMR SFTW ADMIN SV	
150940	2	CP TN2302 IP MEDIA PROC	
151420	6	CP INTF DS1 TN464GP	
151423	4	CP C-LAN INTF TN799	
170491	1	S85/G2/DEFsi TO MV S8700 U	
170656	1	S8700 MEDIA SERVERS	
170663	2	LINUX MEDIA SERVER MODEM	
170666	6	CABLES 5 METER CAT 5 RJ45	
170667	2	CABLES 25 METER CAT 5 RJ45	
174006	1	CUST SOL 4PT ASG PKG	
174256	1	DCCS REL 11.0	
175147	24	CM IP STA SFTW LIC 1PT	
175152	500	CM EXIST SSP SFTW LIC 1PT	
175229	500	CM EXIST NTWG PKG TRACKING	
175409	1	MULTIVANTAGE DOC	
175688	1	MAINT SFTW PERMSINS-TRCKNG	
176641	1	ISO - AVAYA IMPLEMENTATION	
177227	1	MSPP LG SRVR SFTW 3 YRS	
177478	1	MONTHLY	
179086	2	IPSI2 CP TN2312BP	
179546	2	SCC1 IPSI CABLES	
407616846	4	SNAP ON FERRITE CORE-28A20	
408122711	1	ASG GUARD RACK MT KIT PLUS	
408357044	2	PWR EXTD BATTERY MOD 700-1	
700055015	3	CP CNTL LAN BOARD TN799DP	
700168727	1	FLAT CABLE ASSY 8.5 IN LON	
700168834	1	FLAT CABLE ASSY	
700169246	2	S8700 SERVERS SRTR1-STING	
700169998	1	S8700 ETHERNET CABLE BLUE	
700170004	3	CABLE RED 5 METER CAT 5 RJ	
700170012	3	CABLE GREEN 5 METER	
700170053	1	S8700 TECH LAPTOP CABLE	
700178056	1	CABLE GREEN 25 METER	
700178072	1	CABLE RED 25 METER	
700179898	1	FIBER CABLE 15 FT	
700202294	1	CUST SOL PROCOM PLUS 4.8 M	
700202559	1	CUST SOL 4PT ASG	
700219215	1	LABEL FRONT SCC1 MEDIA GAT	
700219413	2	DEF TOOL PASS THRU CAD5	
700234032	4	DEF KIT TWISTED PAIR CBL F	

Wells Fargo Upgrade to S8700

102935	6	CSU MODULE 120A4	
700235526	2	LINUX MS MOD USB V.92 58K	
700237357	2	MV 128MB XLN FLSH CARD ATA	
700260359	1	CP TN2312BP IP SRVR INTERF	
700262595	1	DOC COMM MGR 555-233-909 I	
700262603	1	DOC GETTING STARTED 555-23	
700262611	1	DOC GETTING STARTED 555-23	
700263239	1	DOC LITTLE INSTR BOOK 555-	
700263502	2	EXTR IPSI-2 CBL ADPTR	
700276389	2	IPSI-2 MAINT CBL	
700276421	2	CM1.3.1 SFTW S8700 MS CD W	
700290273	2	S9RM MODEL 1000VA 120V W/S	
844668483	1	LABEL HLDR	
846943306	4	ADAPTER TERMINAL/PRINTER X	
847107935	6	CSU MOD 18A BOOK MEMO	
848091286	1	DEF BCS LABEL SCRABBLE CHI	
848525887	3	CABLE EXTENDER ADAPTER	
H600248G1	4	SYS75XE CABLE ASSY ICCA/IC	
H600383G4	6	CABLE 120A1 CSU TO NTWK SM	

4th Ave Jail Material Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
101203	1	PWR BATT MOD 48VDC 8AH GBL		
101203	1	PWR BATT MOD 48VDC 8AH GBL		
101686	1	MAGIC OH DGTL CUST STUDIO		
101686	1	MAGIC OH DGTL CUST STUDIO		
102909	1	DIGITAL LINE CIRCUIT CARD		
102924	2	UNIVERSAL COUPLER		
102935	1	CSU MODULE 120A4		
102935	11	CSU MODULE 120A4		
102939	2	SWRM SNEAK FUSE		
103281804X	1	CP SW NODE CLOCK TN572 SX		
103786786	60	CORD MDLR D8W 87 IP 8 COND		
104164	1	BCS INSTL CUSTMR SOLUTION		
105167266X	1	CP CNTRL OFC TRUNK INTF TN		
105455109	2	RTNR 4C		
106005242	1	ISOLATOR 116A		
106005242	1	ISOLATOR 116A		
106405616X	1	CP AUX TRUNK INTF TN763D S		
106455348	2	CONN 9823A		
106713258	2	ADAPTER EL 909A 3UN 3X3X10		
107435091	2	PROTECTOR SNEAK CURRENT 50		
107849259	1	CP TN754C DGTL LN 8PT DCP		
107988867	1	DEF DS1 LOOPBACK JACK 700A		
107988867	11	DEF DS1 LOOPBACK JACK 700A		
108005	2	DEF MCC PT CAR		
108005	2	DEF MCC PT CAR		
108209016	61	TELSET 2500 MMGN-003 SGL L		
108209016	61	TELSET 2500 MMGN-003 SGL L		
108209032	102	TELSET 2554MMGN-003 SGL LN		
108209032	102	TELSET 2554MMGN-003 SGL LN		
108209057	61	TELSET 2500 YMGP-003 SGL L		
108209057	61	TELSET 2500 YMGP-003 SGL L		
108209073	36	TELSET 2554YMGP-003 SGL LN		
108209073	36	TELSET 2554YMGP-003 SGL LN		
108259664X	1	CP TIE TRNK INTF TN760E SX		
108469446X	1	CP TN570D EXPANSION INTFC		
108469446X	1	CP TN570D EXPANSION INTFC		
108551755X	10	CP TN793B ANLG 24PT SX		
108551755X	10	CP TN793B ANLG 24PT SX		
108628892	13	DEF WIRE 1 PR 24 GAUGE SPO		
108660390	1	DEF DATA UNIT 120A4 CSU MO		
108660390	11	DEF DATA UNIT 120A4 CSU MO		
108773912X	1	CP TN771DP MAINT/TEST SX		
108873233	2	AVAYA CHAS P133G2 24 10/10		
109048	2	DEF SHORTRANGE TRANSCEIVER		
109435	1	DEF SW NODE CARR		
109436	1	CABLE FIBER OPTIC		
109700	2	CP SW NODE INTF		
150940	1	CP TN2302 IP MEDIA PROC		
151420	6	CP INTF DS1 TN464GP		

151420	6	CP INTF DS1 TN464GP		
151423	2	CP C-LAN INTF TN799		
151423	2	CP C-LAN INTF TN799		
159097	61	TEL SET BASIC 2500 DESK SE		
159097	61	TEL SET BASIC 2500 DESK SE		
159099	102	TEL SET BASIC 2554 WALL SE		
159099	102	TEL SET BASIC 2554 WALL SE		
159101	61	TEL SET FEATURE 2500 DESK		
159101	61	TEL SET FEATURE 2500 DESK		
159103	36	TEL SET FEATURE 2554 WALL		
159103	36	TEL SET FEATURE 2554 WALL		
165400	1	VAL MAX CAPACITY SFTW LIC		
170467	1	CM S8700 ADV SFTW LIC		
170656	1	S8700 MEDIA SERVERS		
170663	2	LINUX MEDIA SERVER MODEM		
170666	3	CABLES 5 METER CAT 5 RJ45		
170666	3	CABLES 5 METER CAT 5 RJ45		
170667	1	CABLES 25 METER CAT 5 RJ45		
170667	1	CABLES 25 METER CAT 5 RJ45		
171156	1	DEF MCC EPN R10		
171156	1	DEF MCC EPN R10		
174006	1	CUST SOL 4PT ASG PKG		
174256	1	DCCS REL 11.0		
175146	2363	CM ADV SSP SFTW LIC 1 PT		
175147	24	CM IP STA SFTW LIC 1PT		
175150	1800	CM NTWG PKG SFTW LIC 1PT		
175409	1	MULTIVANTAGE DOC		
175706	60	POWER SUPPLY 1151B1 W/CAT		
176646	1	CABLES 5 METER		
179086	2	IPSI2 CP TN2312BP		
179316	1	VAL CP TN2501		
179548	2	MCC1 IPSI CABLES NEW CAB		
180870	24	CM API CALL RECORDING SFTW		
182106	1	INTGR MGMT 2.0 ENH 1 CM SY		
406876649	2	MAGIC OH STUDIO AUTH 3 CUS		
406876649	2	MAGIC OH STUDIO AUTH 3 CUS		
406876680	1	MAGIC OH DGTL CUST TAPE PR		
406876680	1	MAGIC OH DGTL CUST TAPE PR		
407439975	1	DEF ST CABLE LG INTRCONN 8		
408122711	1	ASG GUARD RACK MT KIT PLUS		
408122711	1	ASG GUARD RACK MT KIT PLUS		
408346476	1	MOH DIG PLAYER WITH TAPE		
408346476	1	MOH DIG PLAYER WITH TAPE		
700020100	648	DEF TELSET 6408D+ USA GRY		
700052871	30	SPKRPH DEF SOUNDSTA PREM 5		
700059652X	26	CP TN2224CP DGTL LN 24 PT		
700059652X	26	CP TN2224CP DGTL LN 24 PT		
700169246	2	S8700 SERVERS SRTR1-STING		
700169998	1	S8700 ETHERNET CABLE BLUE		
700169998	1	S8700 ETHERNET CABLE BLUE		
700170004	3	CABLE RED 5 METER CAT 5 RJ		
700170012	3	CABLE GREEN 5 METER		

700170053	1	S8700 TECH LAPTOP CABLE		
700178056	1	CABLE GREEN 25 METER		
700178072	1	CABLE RED 25 METER		
700179898	1	FIBER CABLE 15 FT		
700179898	1	FIBER CABLE 15 FT		
700202294	1	CUST SOL PROCOM PLUS 4.8 M		
700202559	1	CUST SOL 4PT ASG		
700203599	534	TELSET DGTL VOICE TERM 242		
700203656	30	TELSET BUTTON EXP MOD 1XU-		
700227242	60	PWR SUPPLY LOCAL 1151B1 48		
700230733	2	PWR UPS 4-POST RACK KIT		
700235526	2	LINUX MS MOD USB V.92 58K		
700237357	2	MV 128MB XLN FLSH CARD ATA		
700262595	1	DOC COMM MGR 555-233-909 I		
700262603	1	DOC GETTING STARTED 555-23		
700262611	1	DOC GETTING STARTED 555-23		
700263239	1	DOC LITTLE INSTR BOOK 555-		
700263502	2	EXTR IPSI-2 CBL ADPTR		
700276389	2	IPSI-2 MAINT CBL		
700276421	2	CM1.3.1 SFTW S8700 MS CD W		
700290273	2	S9RM MODEL 1000VA 120V W/S		
700293566	1	INTGR MGNT 2.0 ENTERPRISE		
846300994	4	CABLE B25A 10FT		
846929883	1	COVER FIBER PROTECT		
846929883	1	COVER FIBER PROTECT		
846943306	2	ADAPTER TERMINAL/PRINTER X		
846943306	2	ADAPTER TERMINAL/PRINTER X		
847107935	1	CSU MOD 18A BOOK MEMO		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600383G2	1	CABLE 120A1 CSU TO NTKW SM		
H600383G2	11	CABLE 120A1 CSU TO NTKW SM		
408181741	180	CUST SOL UNIV HDWR - SEE B		

Lower Buckey Jail Complex Equipment Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
101203	1	PWR BATT MOD 48VDC 8AH GBL		
101203	1	PWR BATT MOD 48VDC 8AH GBL		
101686	1	MAGIC OH DGTL CUST STUDIO		
102909	1	DIGITAL LINE CIRCUIT CARD		
102924	2	UNIVERSAL COUPLER		
102935	1	CSU MODULE 120A4		
102935	10	CSU MODULE 120A4		
102939	3	SWRM SNEAK FUSE		
103281804X	1	CP SW NODE CLOCK TN572 SX		
103786786	25	CORD MDLR D8W 87 IP 8 COND		
104164	1	BCS INSTL CUSTMR SOLUTION		
105167266X	1	CP CNTRL OFC TRUNK INTF TN		
105455109	2	RTNR 4C		
106005242	1	ISOLATOR 116A		
106005242	1	ISOLATOR 116A		
106405616X	1	CP AUX TRUNK INTF TN763D S		
106405616X	2	CP AUX TRUNK INTF TN763D S		
106455348	2	CONN 9823A		
106713258	2	ADAPTER EL 909A 3UN 3X3X10		
107435091	3	PROTECTOR SNEAK CURRENT 50		
107849259	1	CP TN754C DGTL LN 8PT DCP		
107988867	1	DEF DS1 LOOPBACK JACK 700A		
107988867	10	DEF DS1 LOOPBACK JACK 700A		
108005	2	DEF MCC PT CAR		
108005	2	DEF MCC PT CAR		
108209016	61	TELSET 2500 MMGN-003 SGL L		
108209032	67	TELSET 2554MMGN-003 SGL LN		
108209057	61	TELSET 2500 YMGP-003 SGL L		
108209073	25	TELSET 2554YMGP-003 SGL LN		
108259664X	1	CP TIE TRNK INTF TN760E SX		
108469446X	1	CP TN570D EXPANSION INTFC		
108469446X	1	CP TN570D EXPANSION INTFC		
108551755X	9	CP TN793B ANLG 24PT SX		
108551755X	9	CP TN793B ANLG 24PT SX		
108628892	14	DEF WIRE 1 PR 24 GAUGE SPO		
108660390	1	DEF DATA UNIT 120A4 CSU MO		
108660390	10	DEF DATA UNIT 120A4 CSU MO		
108716150	2	DEF ATTN CNSL 2-WIRE BLK 3		
108773912X	1	CP TN771DP MAINT/TEST SX		
108829599	6	DEF DSS BLK 26C1-B-003		
108873233	2	AVAYA CHAS P133G2 24 10/10		
109048	2	DEF SHORTRANGE TRANSCEIVER		
109435	1	DEF SW NODE CARR		
109436	1	CABLE FIBER OPTIC		
109700	2	CP SW NODE INTF		
150940	1	CP TN2302 IP MEDIA PROC		
151420	6	CP INTF DS1 TN464GP		
151420	5	CP INTF DS1 TN464GP		
151423	2	CP C-LAN INTF TN799		
151423	2	CP C-LAN INTF TN799		

159097	61	TEL SET BASIC 2500 DESK SE		
159099	67	TEL SET BASIC 2554 WALL SE		
159101	61	TEL SET FEATURE 2500 DESK		
159103	25	TEL SET FEATURE 2554 WALL		
170467	1	CM S8700 ADV SFTW LIC		
170656	1	S8700 MEDIA SERVERS		
170663	2	LINUX MEDIA SERVER MODEM		
170666	3	CABLES 5 METER CAT 5 RJ45		
170666	3	CABLES 5 METER CAT 5 RJ45		
170667	1	CABLES 25 METER CAT 5 RJ45		
170667	1	CABLES 25 METER CAT 5 RJ45		
171156	1	DEF MCC EPN R10		
171156	1	DEF MCC EPN R10		
174006	1	CUST SOL 4PT ASG PKG		
174256	1	DCCS REL 11.0		
175146	2332	CM ADV SSP SFTW LIC 1 PT		
175147	24	CM IP STA SFTW LIC 1PT		
175150	1800	CM NTWG PKG SFTW LIC 1PT		
175409	1	MULTIVANTAGE DOC		
175706	25	POWER SUPPLY 1151B1 W/CAT		
176641	1	ISO - AVAYA IMPLEMENTATION		
176646	1	CABLES 5 METER		
177227	1	MSPP LG SRVR SFTW 3 YRS		
177478	1	MONTHLY		
179086	2	IPSI2 CP TN2312BP		
179548	2	MCC1 IPSI CABLES NEW CAB		
180870	24	CM API CALL RECORDING SFTW		
182106	1	INTGR MGMT 2.0 ENH 1 CM SY		
406741900	420	HEADSET MDLR BASE UNIT W/O		
406876649	2	MAGIC OH STUDIO AUTH 3 CUS		
406876680	1	MAGIC OH DGTL CUST TAPE PR		
407439975	1	DEF ST CABLE LG INTRCONN 8		
408020758	140	TRI STAR HEADPIECE NOISE C		
408020980	140	ENCORE ULTRA HEADPIECE NOI		
408020998	140	MIRAGE ULTRA HEADPIECE NOI		
408122711	1	ASG GUARD RACK MT KIT PLUS		
408346476	1	MOH DIG PLAYER WITH TAPE		
700020050	662	DEF TELSET 6402 USA GRY AC		
700020100	648	DEF TELSET 6408D+ USA GRY		
700052871	20	SPKRPH DEF SOUNDSTA PREM 5		
700059645X	1	CP TN744E CALL CLASS DET S		
700059652X	33	CP TN2224CP DGTL LN 24 PT		
700059652X	32	CP TN2224CP DGTL LN 24 PT		
700169246	2	S8700 SERVERS SRTR1-STING		
700169998	1	S8700 ETHERNET CABLE BLUE		
700169998	1	S8700 ETHERNET CABLE BLUE		
700170004	3	CABLE RED 5 METER CAT 5 RJ		
700170012	3	CABLE GREEN 5 METER		
700170053	1	S8700 TECH LAPTOP CABLE		
700178056	1	CABLE GREEN 25 METER		
700178072	1	CABLE RED 25 METER		
700179898	1	FIBER CABLE 15 FT		
700179898	1	FIBER CABLE 15 FT		

700202294	1	CUST SOL PROCOM PLUS 4.8 M		
700202559	1	CUST SOL 4PT ASG		
700203599	213	TELSET DGTL VOICE TERM 242		
700203656	25	TELSET BUTTON EXP MOD 1XU-		
700227242	25	PWR SUPPLY LOCAL 1151B1 48		
700230733	2	PWR UPS 4-POST RACK KIT		
700235526	2	LINUX MS MOD USB V.92 58K		
700237357	2	MV 128MB XLN FLSH CARD ATA		
700262595	1	DOC COMM MGR 555-233-909 I		
700262603	1	DOC GETTING STARTED 555-23		
700262611	1	DOC GETTING STARTED 555-23		
700263239	1	DOC LITTLE INSTR BOOK 555-		
700263502	2	EXTR IPSI-2 CBL ADPTR		
700276389	2	IPSI-2 MAINT CBL		
700276421	2	CM1.3.1 SFTW S8700 MS CD W		
700290273	2	S9RM MODEL 1000VA 120V W/S		
700293566	1	INTGR MGNT 2.0 ENTERPRISE		
846300994	6	CABLE B25A 10FT		
846929883	1	COVER FIBER PROTECT		
846929883	1	COVER FIBER PROTECT		
846929883	1	COVER FIBER PROTECT		
846943306	2	ADAPTER TERMINAL/PRINTER X		
846943306	2	ADAPTER TERMINAL/PRINTER X		
846943306	2	ADAPTER TERMINAL/PRINTER X		
847107935	1	CSU MOD 18A BOOK MEMO		
847107935	1	CSU MOD 18A BOOK MEMO		
848108916	1	DEF LABEL MULTI PT NTWK		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600342G8	1	REMOTE EMERGENCY PWR OFF		
H600383G2	1	CABLE 120A1 CSU TO NTWK SM		
H600383G2	10	CABLE 120A1 CSU TO NTWK SM		
H600383G2	1	CABLE 120A1 CSU TO NTWK SM		
H600383G2	33	CABLE 120A1 CSU TO NTWK SM		
408181741	180	CUST SOL UNIV HDWR - Single Line non-dial sets		

Video Applications for all sites

		Video Units for each Site	Tech Initial/Date
MATERIAL CODE	QTY	DESCRIPTION	
159178	4	GRP VIDEO VWSTN 512 IP SYS	
159180	4	GRP VIDEO DCP IMUX SYS	
300167285	4	ADS MM INSTL ONSITE CL1	
300167368	4	ADS MM INTEG CL1	
300167475	4	ADS DEF PBX ENG SGL NTWK	
300167533	4	ADS PROJ MGT VIDEO BDHND DEF/MCU	
300167566	4	ADS TRNG BASIC KEYPAD	
407937739	4	GRP VIDEO VWSTN CART FOR 32IN MNTR	
408468007	4	GRP VIDEO VWSTN 512 h.323 IP	
408468015	4	GRP VIDEO MOD 512 DCP	
700242936	4	GRP VIDEO 32 IN MTR S-VIDEO	
407942036	2	Sony P150 Document Camera	
		MCU Bridge	
MATERIAL CODE	QTY	DESCRIPTION	
104164	1	BCS INSTL CUSTOMER SOLUTION	
70027800	1	MGC 25 UNIFIED 24	
107369324	2	PDYN CABLE RJ48M TW PR 20 FT	
300167434	900	ADS MM INTEG CUSTOM BID	
300167558	600	ADS PROJ MGT MM CUSTOM BID	
300167665	1	US ROBOTICS MODEM	
408406767	2	PDYN BNDL CSU T1 3150 A4	
700273089	1	MGC COUNTRY KIT North America	
700273782	1	MGC WEBCOMMANDER MTG SCHEDUER	
700274400	1	MGC WEBCOMMANDER ON SITE SUPPORT	
700278302	1	MGC 25 RESELLER INSTL	

IVR Development Machine Equipment Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
175763	1	SPWK OSDM MEDIA CD		
700225675	1	SPWK OSDM MEDIA		
176416	1	SPWK OSDM NAMES MEDIA CD		
700242860	1	SPWK OSDM NAMES MEDIA		
176803	1	AVAYA IR DUAL T1 BD		
700248354	1	AVAYA IR T1 BOARD DUAL		
104158829	2	ADAPTER 356A		
407613983	2	CABLE ASSY 904200 MDLR 25F		
178936	1	AVAYA IR US/CANADA ACC KIT		
846983039	1	CABLE 10FT SHIELDED		
846373413	1	ADAPTER DTE RJ45 10 PIN TO		
846362770	1	CMS ADAPTER FOR REMOTE CON		
407633999	1	SPORTSTER MDM 33.6 KBPS EX		
846362754	1	ADAPTER ACU MDM 10P RJ45 M		
178984	1	SPWK OSR T-3 2ND LANG LIC		
180529	6	AVAYA IR PER PORT LAB DIS		
181088	1	STDALN SVCS - IR SNMP AGEN		
700040878	6	SPWKS OSDM NAMES LIC		
700227085	1	SPWK SPCHFY 2ND LANG LIC		
700227432	6	SPWK SPCHFY 1ST LANG LIC		
700234099	6	SPWK OSR T-3 1ST LANG LIC		
700234149	6	SPWK OSDM T-3 LIC		
700263270	1	SPWK SPCHFY LA SP FEMALE W		
700263437	1	SPWK OSR LA SP 1.1.0 MEDIA		
700272107	1	SPWK SPCHFY AM ENG FEMALE		
700272123	1	SPWK SPCHFY AM ENG MALE WI		
700281256	1	AVAYA IR INSTL/TS GUIDE R1		
700281264	1	AVAYA IR SYS DOCS R1.2		
700281967	1	AVAYA IR SUN BLADE 150 R1.		
700281983	1	AVAYA IR SFTW FOR HDWR BND		
700289184	1	SPWK SPCHFY LA SP MALE LX		
700289192	1	SPWK SPCHFY 2.1.5 WIN MEDI		
700289218	1	SPWK OSR 1.1.4 NT MEDIA		

4th Ave. Messaging Server Check List

MATERIAL	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
174696	1	AM MTR & PWR CORD US/CANAD		
700211477	1	MONITOR 15IN WITH DETACHAB		
176620	1	MSG NTWKG SMTP NTWKG LIC W		
177969	1	S3400 SRVRS 69PT T1 HIGH A		
177096	1	MM APPL LIC		
177097	100	MM CAL LIC 1 PROGRAM SEAT		
178017	4900	MM CAL LIC 1 SEAT 1K-9999		

Lower Buckeye Messaging Check List

MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date	MCSO Intial/Date
174696	1	AM MTR & PWR CORD US/CANAD		
700211477	1	MONITOR 15IN WITH DETACHAB		
176620	1	MSG NTWKG SMTP NTWKG LIC W		
177968	1	S3400 SRVRS 46PT T1 HIGH A		
177096	1	MM APPL LIC		
177097	100	MM CAL LIC 1 PROGRAM SEAT		
178017	2900	MM CAL LIC 1 SEAT 1K-9999		

IVR Production Machine Check List			
MATERIAL CODE	QTY	DESCRIPTION	Tech Initial/Date
175763	1	SPWK OSDM MEDIA CD	
700225675	1	SPWK OSDM MEDIA	
176416	1	SPWK OSDM NAMES MEDIA CD	
700242860	1	SPWK OSDM NAMES MEDIA	
176803	1	AVAYA IR DUAL T1 BD	
700248354	1	AVAYA IR T1 BOARD DUAL	
104158829	2	ADAPTER 356A	
407613983	2	CABLE ASSY 904200 MDLR 25F	
178936	1	AVAYA IR US/CANADA ACC KIT	
846983039	1	CABLE 10FT SHIELDED	
846373413	1	ADAPTER DTE RJ45 10 PIN TO	
846362770	1	CMS ADAPTER FOR REMOTE CON	
407633999	1	SPORTSTER MDM 33.6 KBPS EX	
846362754	1	ADAPTER ACU MDM 10P RJ45 M	
178984	24	SPWK OSR T-3 2ND LANG LIC	
180526	24	AVAYA IR PER PORT LIC NEW	
181088	1	STDALN SVCS - IR SNMP AGEN	
700040878	24	SPWKS OSDM NAMES LIC	
700227085	24	SPWK SPCHFY 2ND LANG LIC	
700227432	24	SPWK SPCHFY 1ST LANG LIC	
700234099	24	SPWK OSR T-3 1ST LANG LIC	
700234149	24	SPWK OSDM T-3 LIC	
700263270	1	SPWK SPCHFY LA SP FEMALE W	
700263437	1	SPWK OSR LA SP 1.1.0 MEDIA	
700272107	1	SPWK SPCHFY AM ENG FEMALE	
700272123	1	SPWK SPCHFY AM ENG MALE WI	
700281256	1	AVAYA IR INSTL/TS GUIDE R1	
700281264	1	AVAYA IR SYS DOCS R1.2	
700281967	1	AVAYA IR SUN BLADE 150 R1.	
700281983	1	AVAYA IR SFTW FOR HDWR BND	
700289184	1	SPWK SPCHFY LA SP MALE LX	
700289192	1	SPWK SPCHFY 2.1.5 WIN MEDI	
700289218	1	SPWK OSR 1.1.4 NT MEDIA	

	A	B	C	D	E	F	G	H	I	J
1	Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
2	Madison UPG w/new cabinets reuse phones	S8700 UPG	\$ 410,861.00	\$ 145,699.00	\$ 1,285.46		\$ 65,136.96	\$ 65,136.96	\$ 65,136.96	Add alternate option. Added New cards, cabinets, added 6416 phones for SIMs area and replaced 7400 series like for like with 6416 and 6424 sets. Original bid 6408 sets.. Added DS1's to for DC+ network
3	Network Assessment		\$ -	\$ 7,000.00						
4		UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00		\$ 11,160.00	\$ 11,160.00	\$ 11,160.00	
5		UPS Electrician		\$ 3,100.00						Additional electrical work needed in new equipment room. Original electrical wired wrong
6		Call Recording	\$ 21,800.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	Price reduced
7		CR Servers	\$ 18,235.00							Price increased based on configuration
8		Travel for 3 Employees	\$ -	\$ 12,363.00						
9	2.2.8.2	training Programs for 2 employees off site	\$ -	\$ 19,766.00						
10	2.2.8.1	Certification Training Programs for 3 employees	\$ -	\$ 37,089.00						
11	Question 9	Tone and Tag 2200 locations		\$ 142,273.65						Additional Wiring needed. See Attached Sheet for additional requirements
12		7X24 Warranty Uplift	\$ 9,445.94							
13		2nd Year Warranty	\$ 84,936.96							
14		Avaya CCMPPlan	\$ 13,000.00				\$ 6,600.00			
15	Total for Madison		\$ 670,003.90	\$ 385,007.93	\$ 4,002.46	\$ -	\$ 91,536.96	\$ 84,936.96	\$ 84,936.96	
16	TAX TOTAL @ 8.1%		\$ 45,572.30							
17										
18										
19	4th Ave. Jail	S8700 New	\$ 850,000.00	\$ 137,995.00	\$ 3,184.09		\$ 98,072.90	\$ 98,072.90	\$ 98,072.90	Reduced number of DS1's & Aux Packs required along with associated RTU
20	4th Ave. Jail	UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00		\$ 11,160.00	\$ 11,160.00	\$ 11,160.00	
21		UPS Electrician		\$ 2,500.00						
22		Redsky e911	\$ 155,060.00	\$ 64,033.00			\$ 19,860.00	\$ 22,080.00	\$ 22,080.00	
23		Redsky e911Server	\$ 8,824.56							Server price increased based on final configuration
24		Call Recording	\$ 21,800.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	Price reduced
25		CR Servers	\$ 18,235.00							Price increased based on configuration
26		Wall Board	\$ 5,237.00							
27		BCMS Server	\$ -							
28	4th Ave. Jail	Help Desk/ Management System	\$ 64,787.00	\$ 14,992.00			\$ 11,357.00	\$ 11,357.00	\$ 11,357.00	
29		Audio Bridge	\$ 79,960.00	\$ 11,900.00						
30		Panasonic Phones	\$ 7,208.00	\$ 4,284.00						
31	2.1.7 (3)	PC's for Admin	\$ 8,007.00	\$ -						reduced number of desk top PC's
32	Inspiron 8600 (3)	Laptops	\$ 8,887.50							Increased number of laptops
33	2.1.7 (4)	Printers for Admin	\$ -	\$ -						
34		LaserJet 1500L	\$ 1,050.00							RFP request was for (4) printers. Final request for only (3)

	A	B	C	D	E	F	G	H	I	J
1	Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
35		LaserJet 2300n	\$ 1,437.50							
36		Photosmart 7960	\$ 418.75							
37	(2) Digital Cameras	PhotoSmart 935xi	\$ 993.75							Additional requirement
38	(2) Camera Docking	PhotoSmart 8886	\$ 222.50							Additional requirement
39	Smart Board Interactive	White Board								Additional requirement
40	2.1.7 (4)	MS Professional Office	\$ 4,000.00	\$ -						
41	2.2.5.6 (3)	Dell Axim PDA	\$ 2,431.25	\$ -						
42		Crash Kit	\$ 18,726.00				\$ 3,990.95	\$ 3,995.95	\$ 3,990.95	
43	2.2.40	4176 hours of CSR @ \$120	\$ -	\$ 240,000.00						
44	7X24 Warranty Uplift		\$ 22,227.82							
45	2nd Year Warranty		\$ 158,840.85							
46	Avaya Communications Manager Protection Plan 2 Years		\$ 13,000.00				\$ 6,600.00			
47	Total for 4th Ave.		\$ 1,563,079.48	\$ 493,421.28	\$ 5,901.09		\$ 159,680.85	\$ 155,305.85	\$ 155,300.85	
48										
49	TAX TOTAL @ 8.1%		\$ 110,889.88							
50										
51										
52	Wells Fargo Jail Avaya ECS	S8700 Upg	\$ 74,000.00	\$ 15,921.00	\$ 172.24		\$ 19,050.72	\$ 19,050.72	\$ 19,050.72	Additional DS1's added along with RTU. Additional charge for Network integration set up
53		Call Recording	\$ 21,800.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	Price reduced
54		CR Servers	\$ 18,235.00							Price increased based on configuration
55	2nd Year Warranty		\$ 12,741.95							
56	1st Year Enhanced		\$ 324.62							
57	Avaya Communications Manager Protection Plan 2 Years		\$ 13,000.00				\$ 6,600.00			
58	Total Wells Fargo		\$ 140,101.57	\$ 30,921.00	\$ 172.24		\$ 34,290.72	\$ 27,690.72	\$ 27,690.72	
59	TAX TOTAL @ 8.1%		\$ 9,236.84							
60										
61										
62	Towers Jail	S8700 Upg	\$ 115,000.00	\$ 18,661.00	\$ 233.73		\$ 26,343.00	\$ 26,343.00	\$ 26,343.00	Additional DS1's added along with RTU. Additional charge for Network integration set up.
63		UPS Electrician		\$ 1,000.00						
64		Call Recording	\$ 21,800.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	Price reduced
65		CR Servers	\$ 18,235.00							Price increased based on configuration
66	7X24 Warranty Uplift		\$ 2,499.84							
67	2nd Year Warranty		\$ 41,583.00							
68	Avaya Communications Manager Protection Plan 2 Years		\$ 13,000.00				\$ 6,600.00			
69	Total Towers Jail		\$ 212,117.84	\$ 34,661.00	\$ 233.73	\$ -	\$ 41,583.00	\$ 34,983.00	\$ 34,983.00	
70	TAX TOTAL @ 8.1%		\$ 12,557.84							

	A	B	C	D	E	F	G	H	I	J
1	Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
71										
72										
73	Lower Buckeye Jail	S8700 New	\$ 875,000.00	\$ 120,000.00	\$ 3,018.44		\$ 95,585.17	\$ 95,585.17	\$ 95,585.17	Reduced number of DS1's needed for network and Aux packs for paging. Also reduced final RTU count
74	Lower Buckeye Jail	UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00					
75		UPS Electrician		\$ 2,500.00						
76	2.3.9.2	Voice Mail Training		\$ 11,199.00						
77		Call Recording	\$ 21,800.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	Price reduced
78		CR Servers	\$ 18,235.00							Price increased based on configuration
79		Panasonic Phones	\$ 7,208.00	\$ 4,284.00						
80		12 External Ringing Devices for Kitchen	\$ 768.00	\$ -						
81		Crash Kit	\$ 18,726.00				\$ 3,990.95	\$ 3,995.95	\$ 3,990.95	
82	7X24 Warranty Uplift		\$ 21,712.72							
83	2nd Year Warranty		\$ 113,976.12							
84	Avaya Communications Manager Protection Plan	2 Years	\$ 13,000.00				\$ 6,600.00			
85	Total LBJ		\$ 1,202,150.84	\$ 155,700.28	\$ 5,735.44	\$ -	\$ 114,816.12	\$ 108,221.12	\$ 108,216.12	
86	TAX TOTAL @ 8.1%		\$ 85,330.42							
87										
88										
89	4th Ave. Jail	IVR/Production	\$ 125,891.00	\$ 950.00	\$ 44.98		\$ 11,081.36	\$ 11,081.36	\$ 11,081.36	The Production IVR will be moved to the Data Center. The Production IVR costs include the speech software
90		Speech Servers (3)	\$ 24,000.00							Servers were added as a result of the final scope requirements for speech applications
91	Avaya Recognizer		\$ -							
92	Natural Language Speech Recognition		\$ -							
93	Speaker Verification		\$ -							
94	4th Ave. Jail	Messaging	\$ 265,000.00	\$ 4,342.00	\$ 9.77		\$ 66,224.65	\$ 66,224.65	\$ 66,224.65	
95	4th Ave. Jail	MM/IVR Impl		\$ 43,975.00						
96		S3210 Message Server	\$ -	\$ 5,350.00						
97		Move Octel for Transitional Use		\$ 3,340.00						
98	2nd Year Warranty		\$ 77,306.01							
99	7X24 Warranty Uplift		\$ 16,544.15							
100										
101	Lower Buckeye Jail	IVR/Development	\$ 34,721.00	\$ 950.00	\$ 44.98		\$ 11,081.36	\$ 11,081.36	\$ 11,081.36	This is the development machine. Based on conversations with 3rd Wave and the County it was determined that this machine did not need the full 24 ports as did the production machine. The configuration was reduced to 6 ports.
102	Avaya Recognizer		\$ -							

	A	B	C	D	E	F	G	H	I	J
1	Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
103	Natural Language Speech Recognition		\$ -							
104	Speaker Verification		\$ -							
105	Lower Buckeye Jail	Messaging	\$ 168,000.00	\$ 1,873.00	\$ 9.77		\$ 41,475.81	\$ 41,475.81	\$ 41,475.81	
106	3rd Wave	MM/IVR Impl		\$ 43,975.00						
107	2nd Year Warranty		\$ 52,557.17							
108	7X24 Warranty Uplift		\$ 11,353.69							
109	IVR Applications Development	IVR App Develop		\$ 132,494.00			\$ 6,396.00	\$ 6,396.00	\$ 6,396.00	
110	Natural Language Speech Recognition		\$ -	\$ 500,000.00						
111	2 Year Warranty NLSR	Speech App		\$ 45,000.00						
112	VPS & IVR All		\$ 775,373.02	\$ 782,249.00	\$ 109.50		\$ 136,259.18	\$ 136,259.18	\$ 136,259.18	
113	TAX TOTAL @ 8.1%	4th Ave.	\$ 33,606.17							
114		LBJ	\$ 16,420.40							
115										
116										
117	4th Ave. Jail	Paging Cable		\$ -						Paging was removed from final implementation per MCSO.
118	4th Ave. Jail	Paging System	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
119	Lower Buckeye Jail	Paging Cable		\$ -						
120	Lower Buckeye Jail	Paging System	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
121	PA for Avaya ECS		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
122	TAX TOTAL@8.1%		\$ -							
123										
124										
125	Video Application									
126	All Sites	Video	\$ 52,352.10	\$ 1,400.00			\$ 5,243.04	\$ 5,243.04	\$ 5,243.04	
127		(2) Video Document camera	\$ 7,156.80				\$ 766.80	\$ 766.80	\$ 766.80	
128	4th Ave. Jail	MCU	\$ 65,739.84	\$ 500.00			\$ 8,394.00	\$ 8,394.00	\$ 8,394.00	
129		CLRS Server	\$ 7,500.00							The server was added to provide for the scheduling software for the MCU bridge.
130	2nd Year Warranty		\$ 14,403.84							
131	Video Application		\$ 147,152.58	\$ 1,900.00	\$ -	\$ -	\$ 14,403.84	\$ 14,403.84	\$ 14,403.84	
132	TAX TOTAL@8.1%		\$ 10,145.15							
133										
134										
135		CTI Integration		\$ 77,700.00						
136										
137										
138	WAN		\$ 131,440.00	\$ 20,000.00	\$ 89.28		\$ 9,510.00	\$ 9,510.00	\$ 9,510.00	The WAN was not included in the original or Best and Final pricing model. This pricing is based on further conversations with MCSO and final design requirements. Additional components have been included for the Crash kit.
139										
140		2nd Year Warranty	\$ 19,020.00							
141			\$ 150,460.00	\$ 20,000.00	\$ 89.28		\$ 9,510.00	\$ 9,510.00	\$ 9,510.00	

	A	B	C	D	E	F	G	H	I	J
1	Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
142	TAX TOTAL @ 8.1%		\$ 10,646.64							
143										
144										
145	Call Center Recording Tool	CMS	\$ 27,298.00	\$ 10,979.50			\$ 4,004.76	\$ 4,004.76	\$ 4,004.76	
146	7X24 Warranty Uplift		\$ 169.39							
147	2nd Year Warranty		4004.76							
148			\$ 31,472.15	\$ 10,979.50	\$ -		\$ 4,004.76	\$ 4,004.76	\$ 4,004.76	
149	TAX TOTAL@8.1%		\$ 2,549.24							
150										
151	Total		\$ 4,891,911.38	\$ 1,914,839.99	\$ 16,243.74		\$ 606,085.43	\$ 575,315.43	\$ 575,305.43	
152	Tax All Systems		\$ 336,954.87					\$ -		
153										
154	Optional									
155	Add Alternate Madison Jail/4th Avenue Option 2	S8700	\$ -	\$ -			\$ -	\$ -	\$ -	
156	Network Assessment		\$ -	\$ -			\$ -	\$ -	\$ -	
157		UPS	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
158		UPS Electrician	\$ -	\$ -			\$ -	\$ -	\$ -	
159		Call Recording	\$ -	\$ -			\$ -	\$ -	\$ -	
160		CR Servers	\$ -	\$ -			\$ -	\$ -	\$ -	
161	Convert ea. Station Jack			\$ -						
162	Place Sets			\$ -						
163	Avaya CCMP		\$ -				\$ -			
164	2nd Year Warranty		\$0.00							
165	7X24 Year Warranty		\$0.00							
166	New Cards/Phones in Madison Jail/4th Madison St.		\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
167	TAX TOTAL@8.1%		\$ -							
168										
169										
170	Total	System	\$ 4,891,911.38	\$ 1,914,839.99	\$ 16,243.74		\$ 606,085.43	\$ 575,315.43	\$ 575,305.43	
171		Tax	\$ 336,954.87							
172		PO Total	\$ 7,159,949.98							

Madison Ave Upgrade - Existing circuit cards Phones

Madison Upgrade		
S8700		
MATERIAL CODE	QTY	DESCRIPTION
101203	2	PWR BATT MOD 48VDC 8AH GBL
102935	3	CSU MODULE 120A4
103281804	2	CP SW NODE CLOCK TN572
105455109	6	RTNR 4C
105679542	3	APPARATUS BLANK Z100C
105691158	1	CP CFY1B CURRENT LIMITER
105731202	1	BLANK APPR 176A
106005242	2	ISOLATOR 116A
106085988	4	DOC UPG FORM MMS1569 LABEL
106086036	1	SIGN CAB SHIPPING 451287
106260060	46	APPARATUS BLANK Z100A1
106455348	2	CONN 9823A
106455363	6	CONN 9823B
107575565	3	PWR UNIT 649A DC
107737934	5	CP SW NODE INTF TN573B
107988867	3	DEF DS1 LOOPBACK JACK 700A
107998	1	PKG1 PPN TO EPN CONVERSION
108005	2	DEF MCC PT CAR
108008	14	DEF XCONN 110 W/110 CABLE
108469446X	3	CP TN570D EXPANSION INTFC
108551755X	3	CP TN793B ANLG 24PT SX
108628892	3	DEF WIRE 1 PR 24 GAUGE SPO
108660390	3	DEF DATA UNIT 120A4 CSU MO
108826884	1	CP TN464GP DS1 INTFC 24/32
108865775	2	CP TN775D MAINTENANCE
108873233	2	AVAYA CHAS P133G2 24 10/10
109042	6	DEF LONG RANGE TRANSCEIVER
109435	1	DEF SW NODE CARR
109436	6	SYS75 CABLE FIBER OPTIC
109437	1	DEF NTWK 2 CARR MULTI PT
109700	5	CP SW NODE INTF
112035	1	DEF PORT CARR SML/MEDIUM
117920	1	NIC - DESIGN ENGINEERING S
150940	1	CP TN2302 IP MEDIA PROC
151420	3	CP INTF DS1 TN464GP
151423	2	CP C-LAN INTF TN799
155150	1	NIC - SFTW APPL SPECIALIST
170491	1	S85/G2/DEFsi TO MV S8700 U
170656	1	S8700 MEDIA SERVERS
170657	4	CP TN2312AP IPSI
170663	2	LINUX MEDIA SERVER MODEM
170666	6	CABLES 5 METER CAT 5 RJ45
170667	6	CABLES 25 METER CAT 5 RJ45
171007	4	MM MEDIA CONVRTR
171156	2	DEF MCC EPN R10
171946	2	DEF FLOOR ANCHOR NON RAISE
174006	1	CUST SOL 4PT ASG PKG

Madison Ave Upgrade - Existing circuit cards Phones

MATERIAL CODE	QTY	DESCRIPTION
174256	1	DCCS REL 11.0
175147	7	CM IP STA SFTW LIC 1PT
175152	2100	CM EXIST SSP SFTW LIC 1PT
175229	1800	CM EXIST NTWG PKG TRACKING
175409	1	MULTIVANTAGE DOC
175688	1	MAINT SFTW PERMSINS-TRCKNG
176646	1	CABLES 5 METER
177227	1	MSPP LG SRVR SFTW 3 YRS
179098	7	IP AGT NEW 1USER LIC R4
199614	1	CAJUN DATA SWITCH MAINT
199615	1	ENH WARRTY CAJUN DATA SWIT
199648	1	DEF SFTW MAINT
199649	1	ENHANCED WARR DEF SFTW
199700	1	ENTERPRISE VOICE SYSTEMS M
199701	1	ENH WARRTY ENT_VOICE_SYS
199750	1	UPS PWR SYS MAINTENANCE
199751	1	ENH WARRTY UPS
199755	1	TERMINALS DIGITAL MAINT
199757	1	TERMINALS IP MAINT
199901	1	CONVERGED VOICE PRODUCTS M
199902	1	ENH WARRTY CONVERGED VOICE
199913	1	CONVERGED SFTW MAINT
199914	1	ENH WARR CONVERGED SFTW
199999	1	SERVICES MAINTENANCE BOM
406153122	1	DEF TDM LAN BUS CABLE LONG
406153148	1	CABLE TDM/LAN BUS WP91716L
407439975	6	DEF ST CABLE LG INTRCONN 8
407441401	1	CABLE LG INTC 86299-9165 1
407616846	1	SNAP ON FERRITE CORE-28A20
407803568	14	DEF TERM BLOCK 110AC 21FT
408122711	1	ASG GUARD RACK MT KIT PLUS
408357002	2	PWR UPS 700VA 120V SERIES
408427656	2	PWR UPS X-SLOT CARD (SNMP)
601337991	24	CABLE GRND JUMPER H606132G
700018245	1	LABEL BB CARRIER B PANEL
700018252	1	LABEL BB CARRIER D PANEL
700018260	1	LABEL BB CARRIER E PANEL
700055015	1	CP CNTL LAN BOARD TN799DP
700059652X	3	CP TN2224CP DGTL LN 24 PT
700060643	2	CP TN2312AP SIM CON
700071251	2	EXTENDER IPSI CABLE ADAPTE
700168727	1	FLAT CABLE ASSY 8.5 IN LON
700168735	1	FLAT CABLE ASSY 20.5 IN LO
700169188	4	ALLIED TELESYN AT-MC102XL
700169246	2	S8700 SERVERS SRTR1-STING
700169998	2	S8700 ETHERNET CABLE BLUE
700170004	3	CABLE RED 5 METER CAT 5 RJ
700170012	3	CABLE GREEN 5 METER
700170053	1	S8700 TECH LAPTOP CABLE
700178056	3	CABLE GREEN 25 METER
700178072	3	CABLE RED 25 METER

Madison Ave Upgrade - Existing circuit cards Phones

MATERIAL CODE	QTY	DESCRIPTION
700179898	2	FIBER CABLE 15 FT
700202294	1	CUST SOL PROCOM PLUS 4.8 M
700202559	1	CUST SOL 4PT ASG
700203599	12	TELSET DGTL VOICE TERM 4620 (IP Sets)
700219207	1	LABEL FRONT MCC1 MEDIA GAT
700230741	2	PWR UPS 2-POST RACK KIT
700234032	1	DEF KIT TWISTED PAIR CBL F
700235526	2	LINUX MS MOD USB V.92 58K
700237357	2	MV 128MB XLN FLSH CARD ATA
700257793	4	ASG SFTW KEY VERSION 2 LIC (software keys for Security Gateway
700259278	2	CM1.3 SFTW S8700 MS CD W/R
700262595	1	DOC COMM MGR 555-233-909 I
700262603	1	DOC GETTING STARTED 555-23
700262611	1	DOC GETTING STARTED 555-23
700263239	1	DOC LITTLE INSTR BOOK 555-
844668483	1	LABEL HLDR
845953306	1	LABEL REAR SYS 85
846145449	1	DEF LABEL REAR PANEL (B)
846145456	1	DEF LABEL REAR PANEL (C)
846145464	1	DEF LABEL REAR PANEL (D)
846145472	1	DEF LABEL REAR PANEL (E)
846343770	1	LABEL J58890SA1 D LEVEL
846343788	1	LABEL J58890SA1 E LEVEL
846357580	1	DEF EPN CAB LABEL
846357598	1	LABEL CAB DESIG
846409001	1	ASSY NO CARR ADAPTER
846527273	1	DEF LABEL CAB PLASTIC BLK
846564805	1	DEF LABEL CUST DEF LEXAN
846662104	1	DEF PNL BLNK
846865285	1	DEF LABEL CUST DEF
846929883	3	COVER FIBER PROTECT
846943306	2	ADAPTER TERMINAL/PRINTER X
847107935	2	CSU MOD 18A BOOK MEMO
848091286	1	DEF BCS LABEL SCRABBLE CHI
848108916	1	DEF LABEL MULTI PT NTWK
848522983	16	CABLE ASSY GROUND CONN 7.5
848525887	1	CABLE EXTENDER ADAPTER
900464009	4	SCR HEX SLT 12-24X3/8
900658840	4	DEF STND OFF 66666-164-8
901016733	8	DEF SCREW HEXAGONAL SLOTTE
ED1E49670G2	2	FLOOR ANCHOR NON-RAISED
H600140G286	8	SYS85 CABLE ASSY 20IN 10GA
H600204G1	2	DEF CABLE ICC DUP MCC
H600328G1	4	DEF MCC CARR AC GRND STRAP
H600342G8	2	REMOTE EMERGENCY PWR OFF
H600383G2	1	CABLE 120A1 CSU TO NTWK SM
H600383G2	2	CABLE 120A1 CSU TO NTWK SM
H606132G8	18	WIRE ASSY 3IN 14GA BLK
		Madison 8 hour UPS
MATERIAL CODE	QTY	DESCRIPTION

Madison Ave Upgrade - Existing circuit cards Phones

MATERIAL CODE	QTY	DESCRIPTION
101238	1	PWR UPS 14KVA 3PHASE SERIE
407236389	1	PWR UPS 14KVA 3PHASE SERIE
114972	8	PWR BATTERY CAB 42AH 240V
408128098	8	PWR BATTERY CAB 42AH
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
199750	1	UPS PWR SYS MAINTENANCE

MARICOPA COUNTY SHERIFF'S OFFICE		
09/23/2003		
MATERIAL CODE	QTY	DESCRIPTION
102935	1	CSU MODULE 120A4
105679542	1	APPARATUS BLANK Z100C
105691158	1	CP CFY1B CURRENT LIMITER
105731202	1	BLANK APPR 176A
106085988	4	DOC UPG FORM MMS1569 LABEL
106086036	1	SIGN CAB SHIPPING 451287
106260060	1	APPARATUS BLANK Z100A1
107988867	1	DEF DS1 LOOPBACK JACK 700A
107998	1	PKG1 PPN TO EPN CONVERSION
108008	2	DEF XCONN 110 W/110 CABLE
108628892	1	DEF WIRE 1 PR 24 GAUGE SPO
108628892	1	DEF WIRE 1 PR 24 GAUGE SPO
108660390	1	DEF DATA UNIT 120A4 CSU MO
108773912	1	CP TN771DP MAINT/TEST
108774696	1	CP TN2302AP IP MEDIA PROC
108826884	1	CP TN464GP DS1 INTFC 24/32
108865775	1	CP TN775D MAINTENANCE
108873233	2	AVAYA CHAS P133G2 24 10/10
117920	1	NIC - DESIGN ENGINEERING S
150940	1	CP TN2302 IP MEDIA PROC
151420	1	CP INTF DS1 TN464GP
151423	2	CP C-LAN INTF TN799
155150	1	NIC - SFTW APPL SPECIALIST
170491	1	S85/G2/DEFsi TO MV S8700 U
170656	1	S8700 MEDIA SERVERS
170657	2	CP TN2312AP IPSI
170663	2	LINUX MEDIA SERVER MODEM
170666	6	CABLES 5 METER CAT 5 RJ45
170667	2	CABLES 25 METER CAT 5 RJ45
174006	1	CUST SOL 4PT ASG PKG
174256	1	DCCS REL 11.0
175152	2000	CM EXIST SSP SFTW LIC 1PT
175229	1800	CM EXIST NTWG PKG TRACKING
175409	1	MULTIVANTAGE DOC
177227	1	MSPP LG SRVR SFTW 3 YRS
177478	1	MONTHLY
199614	1	CAJUN DATA SWITCH MAINT
199615	1	ENH WARRTY CAJUN DATA SWIT
199648	1	DEF SFTW MAINT
199649	1	ENHANCED WARR DEF SFTW
199700	1	ENTERPRISE VOICE SYSTEMS M
199701	1	ENH WARRTY ENT_VOICE_SYS
199750	1	UPS PWR SYS MAINTENANCE
199751	1	ENH WARRTY UPS
199755	1	TERMINALS DIGITAL MAINT
199901	1	CONVERGED VOICE PRODUCTS M

Towers Upgrade to S8700

MATERIAL CODE	QTY	DESCRIPTION
199902	1	ENH WARRTY CONVERGED VOICE
199913	1	CONVERGED SFTW MAINT
199914	1	ENH WARR CONVERGED SFTW
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
407616846	1	SNAP ON FERRITE CORE-28A20
407803568	2	DEF TERM BLOCK 110AC 21FT
408122711	1	ASG GUARD RACK MT KIT PLUS
408357002	2	PWR UPS 700VA 120V SERIES
408427656	2	PWR UPS X-SLOT CARD (SNMP)
601337991	8	CABLE GRND JUMPER H606132G
700020100	48	DEF TELSET 6408D+ USA GRY
700055015	2	CP CNTL LAN BOARD TN799DP
700059652	2	CP TN2224CP DGTL LN 24 PT
700060643	2	CP TN2312AP SIM CON
700168727	1	FLAT CABLE ASSY 8.5 IN LON
700168735	1	FLAT CABLE ASSY 20.5 IN LO
700169246	2	S8700 SERVERS SRTR1-STING
700169998	1	S8700 ETHERNET CABLE BLUE
700170004	3	CABLE RED 5 METER CAT 5 RJ
700170012	3	CABLE GREEN 5 METER
700170053	1	S8700 TECH LAPTOP CABLE
700178056	1	CABLE GREEN 25 METER
700178072	1	CABLE RED 25 METER
700179898	1	FIBER CABLE 15 FT
700202294	1	CUST SOL PROCOM PLUS 4.8 M
700202559	1	CUST SOL 4PT ASG
700219207	1	LABEL FRONT MCC1 MEDIA GAT
700234032	3	DEF KIT TWISTED PAIR CBL F
700235526	2	LINUX MS MOD USB V.92 58K
700237357	2	MV 128MB XLN FLSH CARD ATA
700259278	2	CM1.3 SFTW S8700 MS CD W/R
700262595	1	DOC COMM MGR 555-233-909 I
700262603	1	DOC GETTING STARTED 555-23
700262611	1	DOC GETTING STARTED 555-23
700263239	1	DOC LITTLE INSTR BOOK 555-
844668483	1	LABEL HLDR
845953306	1	LABEL REAR SYS 85
846357580	1	DEF EPN CAB LABEL
846357598	1	LABEL CAB DESIG
846564805	1	DEF LABEL CUST DEF LEXAN
846929883	1	COVER FIBER PROTECT
846943306	2	ADAPTER TERMINAL/PRINTER X
847107935	1	CSU MOD 18A BOOK MEMO
848091286	1	DEF BCS LABEL SCRABBLE CHI
848525887	2	CABLE EXTENDER ADAPTER
H600204G1	2	DEF CABLE ICC DUP MCC
H600328G1	4	DEF MCC CARR AC GRND STRAP
H600383G2	1	CABLE 120A1 CSU TO NTWK SM
H606132G8	2	SYS75 WIRE ASSY 14GA BLK

Wells Fargo Upgrade to S8700

Wells Fargo Upgrade		
S8700		
MATERIAL CODE	QTY	DESCRIPTION
106085988	4	DOC UPG FORM MMS1569 LABEL
108000	1	PKG2 PPN TO EPN CONVERSION
108008	2	DEF XCONN 110 W/110 CABLE
108628892	1	DEF WIRE 1 PR 24 GAUGE SPO
108773912	1	CP TN771DP MAINT/TEST
108826884	1	CP TN464GP DS1 INTFC 24/32
108873233	2	AVAYA CHAS P133G2 24 10/10
113090	1	ENTERPRISE CONFIG TO QUOTE
117920	1	NIC - DESIGN ENGINEERING S
150940	1	CP TN2302 IP MEDIA PROC
151420	1	CP INTF DS1 TN464GP
151423	2	CP C-LAN INTF TN799
155150	1	NIC - SFTW APPL SPECIALIST
170491	1	S85/G2/DEFsi TO MV S8700 U
170656	1	S8700 MEDIA SERVERS
170657	2	CP TN2312AP IPSI
170663	2	LINUX MEDIA SERVER MODEM
170666	6	CABLES 5 METER CAT 5 RJ45
170667	2	CABLES 25 METER CAT 5 RJ45
174006	1	CUST SOL 4PT ASG PKG
174256	1	DCCS REL 11.0
175152	500	CM EXIST SSP SFTW LIC 1PT
175229	500	CM EXIST NTWG PKG TRACKING
175409	1	MULTIVANTAGE DOC
175688	1	MAINT SFTW PERMSINS-TRCKNG
177227	1	MSPP LG SRVR SFTW 3 YRS
177478	1	MONTHLY
199614	1	CAJUN DATA SWITCH MAINT
199615	1	ENH WARRTY CAJUN DATA SWIT
199648	1	DEF SFTW MAINT
199649	1	ENHANCED WARR DEF SFTW
199700	1	ENTERPRISE VOICE SYSTEMS M
199701	1	ENH WARRTY ENT_VOICE_SYS
199750	1	UPS PWR SYS MAINTENANCE
199751	1	ENH WARRTY UPS
199901	1	CONVERGED VOICE PRODUCTS M
199902	1	ENH WARRTY CONVERGED VOICE
199913	1	CONVERGED SFTW MAINT
199914	1	ENH WARR CONVERGED SFTW
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
407616846	1	SNAP ON FERRITE CORE-28A20
407803568	2	DEF TERM BLOCK 110AC 21FT
408122711	1	ASG GUARD RACK MT KIT PLUS
408357002	2	PWR UPS 700VA 120V SERIES
408427656	2	PWR UPS X-SLOT CARD (SNMP)
700055015	1	CP CNTL LAN BOARD TN799DP

Wells Fargo Upgrade to S8700

MATERIAL CODE	QTY	DESCRIPTION
700060643	1	CP TN2312AP SIM CON
700168834	1	FLAT CABLE ASSY
700169246	2	S8700 SERVERS SRTR1-STING
700169998	1	S8700 ETHERNET CABLE BLUE
700170004	3	CABLE RED 5 METER CAT 5 RJ
700170012	3	CABLE GREEN 5 METER
700170053	1	S8700 TECH LAPTOP CABLE
700178056	1	CABLE GREEN 25 METER
700178072	1	CABLE RED 25 METER
700179898	1	FIBER CABLE 15 FT
700202294	1	CUST SOL PROCOM PLUS 4.8 M
700202559	1	CUST SOL 4PT ASG
700219215	1	LABEL FRONT SCC1 MEDIA GAT
700219413	1	DEF TOOL PASS THRU CAD5
700234032	1	DEF KIT TWISTED PAIR CBL F
700235526	2	LINUX MS MOD USB V.92 58K
700237357	2	MV 128MB XLN FLSH CARD ATA
700259278	2	CM1.3 SFTW S8700 MS CD W/R
700262595	1	DOC COMM MGR 555-233-909 I
700262603	1	DOC GETTING STARTED 555-23
700262611	1	DOC GETTING STARTED 555-23
700263239	1	DOC LITTLE INSTR BOOK 555-
844668483	1	LABEL HLDR
846943306	2	ADAPTER TERMINAL/PRINTER X
848091286	1	DEF BCS LABEL SCRABBLE CHI
848525887	1	CABLE EXTENDER ADAPTER
H600248G1	2	SYS75XE CABLE ASSY ICCA/IC

4TH AVENUE JAIL		
New S8700		
MATERIAL CODE	QTY	DESCRIPTION
101203	5	PWR BATT MOD 48VDC 8AH GBL (For MCC Cabinets)
102909	9	DIGITAL LINE CIRCUIT CARD TN 754C
102924	2	UNIVERSAL COUPLER
102935	45	CSU MODULE 120A4 (T1 Testing Point)
102939	9	SWITCH ROOM SNEAK FUSE
103281804X	1	CP SW NODE CLOCK TN572 SX
103786786	30	CORD MDLR D8W 87 IP 8 COND
105167266X	1	CP CNTRL OFC TRUNK INTF TN (8 Port for CO Trunks)
105455109	16	RTNR 4C (part of switch cabinet)
106005242	5	ISOLATOR 116A (part of switch cabinet)
106405616X	15	CP AUX TRUNK INTF TN763D S (Used for Music on Hold)
106455348	16	CONN 9823A (part of switch cabinet)
106713258	2	ADAPTER EL 909A 3UN 3X3X10 (part of switch cabinet)
107435091	9	PROTECTOR SNEAK CURRENT 50 (part of switch cabinet)
107849259	9	CP TN754C DGTL LN 8PT DCP
107985616X	1	CP DID INTF TRNK TN753B 8P
107988867	45	DEF DS1 LOOPBACK JACK 700A (Jacks for T1)
107990	4	DEFINITY NETWORK 1 CARRIER MULTIPLE PORT
108005	2	DEFINITY MCC PORT CARRIER
108008	18	DEF XCONN 110 W/110 CABLE
108209016	61	TELSET 2500 MMGN-003 SGL L
108209032	102	TELSET 2554MMGN-003 SGL LN
108209057	61	TELSET 2500 YMGP-003 SGL L
108209073	36	TELSET 2554YMGP-003 SGL LN
108259664X	1	CP TIE TRNK INTF TN760E SX
108273004	1	KIT BCMS VU R2 SINGLE USER
108469446X	9	CP TN570D EXPANSION INTFC
108544511	30	EXPANSION MOD 6416/24D+M G
108551755X	19	CP TN793B ANLG 24PT SX (24 Port line side Analog card)
108628892	31	DEF WIRE 1 PR 24 GAUGE SPO ('Cross Connect Wire)
108660390	45	DEF DATA UNIT 120A4 CSU MO (DSU/CSU Units)
108773912X	1	CP TN771DP MAINT/TEST SX (maint/test board for technicians)
108807595	252	TELSET 6424D02B USA GRY AC
108807611	282	TELSET 6416D02B USA GRY AC
108873233	2	AVAYA CHAS P133G2 24 10/10 (?Ethernet switch for S8700)
108948	1	BCMR DESKTOP SINGLE USER R2 (BCMS VU - Call Center Software)
109048	16	DEF SHORTRANGE TRANSCEIVER (Multi-mode fiber adapter for switch for short distances)
109435	1	DEF SW NODE CARR (carrier which houses clocks for EPN connectivity)
109436	8	SYS75 CABLE FIBER OPTIC (Fiber Cables)
109700	9	CP SW NODE INTF
113090	1	ENTERPRISE CONFIG TO QUOTE
117920	1	NIC - DESIGN ENGINEERING S (DCS Integration)
117920	1	NIC - DESIGN ENGINEERING S (MM Integration)
150940	1	CP TN2302 IP MEDIA PROCESSOR BOARD (provides DSP resources)
151420	45	CP INTF DS1 TN464GP (T1 Interface)
151423	4	CP C-LAN INTF TN799 (LAN Interface)
159097	61	TEL SET BASIC 2500 DESK SE
159099	102	TEL SET BASIC 2554 WALL SE
159101	61	TEL SET FEATURE 2500 DESK
159103	36	TEL SET FEATURE 2554 WALL
165400	1	VAL MAX CAPACITY SFTW LIC (Announcement Software)
170467	1	CM S8700 ADV SFTW LIC (System Software)
170656	1	S8700 MEDIA SERVERS
170657	4	CP TN2312AP IPSI
170663	2	LINUX MEDIA SERVER MODEM
170666	6	CABLES 5 METER CAT 5 RJ45
170667	4	CABLES 25 METER CAT 5 RJ45
171156	5	DEF MCC EPN R10 (MCC Cabinets for EPN)
174007	1	CUST SOL 16PT ASG PKG (Access Security Guard)

MATERIAL CODE	QTY	DESCRIPTION
174256	1	DCCS REL 11.0
175146	2890	CM ADV SSP SFTW LIC 1 PT (Size Sensitive port (RTU) licensing)
175150	1800	CM NTWG PKG SFTW LIC 1PT (Networking s/w pkg.- allows for connecting multiple switches together)
175409	1	MULTIVANTAGE DOC (software documentation)
175706	30	POWER SUPPLY 1151B1 W/CAT
175826	10	AVAYA CC ELITE 1-20 AGT (Call Center Software)
175874	10	AVAYA BCMS 1-20 AGT (Call Center Software)
176646	1	CABLES 5 METER
177227	1	MSPP LG SRVR SFTW 3 YRS (Mntc. Software upgrade for 3 year)
178875	9	INTEGRATED MANAGEMENT SUITE STANDARD (Switch Management software)
179316	1	VAL CP TN2501(Announcement Board)
180531	1	IP AGT R4 3 FREE (IP Software)
199614	1	CAJUN DATA SWITCH MAINT
199615	1	ENH WARRTY CAJUN DATA SWIT
199666	1	GUARD MAINTENANCE
199667	1	ENH WARRTY GUARD
199700	1	ENTERPRISE VOICE SYSTEMS M
199701	1	ENH WARRTY ENT_VOICE_SYS
199709	1	PAGING MAINTENANCE
199712	1	ENH WARRTY PAGING
199727	1	QUORUM SOUNDSTATION MAINT
199728	1	ENH WARRTY QUORUM SOUNDSTA
199750	1	UPS PWR SYS MAINTENANCE
199751	1	ENH WARRTY UPS
199753	1	TERMINALS ANALOG MAINT
199754	1	ENH WARRTY TERMINALS ANALO
199755	1	TERMINALS DIGITAL MAINT
199756	1	ENH WARRTY TERMINALS DIGIT
199757	1	TERMINALS IP MAINT
199790	1	SYSTEM MANAGEMENT MAINTENA
199791	1	ENH WARRTY SYSTEM MANAGEME
199901	1	CONVERGED VOICE PRODUCTS M
199902	1	ENH WARRTY CONVERGED VOICE
199913	1	CONVERGED SFTW MAINT
199914	1	ENH WARR CONVERGED SFTW
199924	1	DEFINITY CALL CENTER MAINT
199925	1	ENH WARRTY DEFINITY CALL C
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
406741900	555	HEADSET MDLR BASE UNIT W/O
406876649	2	MAGIC OH STUDIO AUTH 3 CUS (2 Years of Magic On Hold announcements)
406876680	1	MAGIC OH DGTL CUST TAPE PR (Magic on Hold tape player)
407439975	8	DEF ST CABLE LG INTRCONN 8
407803568	18	DEF TERM BLOCK 110AC 21FT
407949619	1	DOC PRTD BK BCMS VU ADMIN
408020758	185	TRI STAR HEADPIECE NOISE C
408020980	185	ENCORE ULTRA HEADPIECE NOI
408020998	185	MIRAGE ULTRA HEADPIECE NOI
408122711	1	ASG GUARD RACK MT KIT PLUS (security kit)
408181741	180	CUST SOL UNIV HDWR - Non Dial Wall Sets)
408346476	1	MOH DIG PLAYER WITH TAPE (Tape Player of MOH)
408357002	2	PWR UPS 700VA 120V SERIES
408394997	1	TRNG DEF BCMS VU R2 CD ROM
408427656	2	PWR UPS X-SLOT CARD (SNMP)
700020050	921	DEF TELSET 6402 USA GRY AC
700020100	648	DEF TELSET 6408D+ USA GRY
700052871	30	SPKRPH DEF SOUNDSTA PREM 5
700059652X	91	CP TN2224CP DGTL LN 24 PT (circuit cards for Digital sets)
700071251	4	EXTENDER IPSI CABLE ADAPTE
700162878	1	PC ANYWHERE SFTW 07-00-031
700169246	2	S8700 SERVERS SRTR1-STING
700169998	2	S8700 ETHERNET CABLE BLUE
700170004	3	CABLE RED 5 METER CAT 5 RJ

MATERIAL CODE	QTY	DESCRIPTION
700170012	3	CABLE GREEN 5 METER
700170053	1	S8700 TECH LAPTOP CABLE
700178056	2	CABLE GREEN 25 METER
700178072	2	CABLE RED 25 METER
700179898	2	FIBER CABLE 15 FT
700202294	1	CUST SOL PROCOM PLUS 4.8 M
700202567	1	CUST SOL 16PT ASG
700227242	30	PWR SUPPLY LOCAL 1151B1 48
700230741	2	PWR UPS 2-POST RACK KIT
700235526	2	LINUX MS MOD USB V.92 58K
700237357	2	MV 128MB XLN FLSH CARD ATA
700259278	2	CM1.3 SFTW S8700 MS CD W/R
700261704	9	INTGR MGMT SUITE SFTW STAN (part of the switch management software)
700262595	1	DOC COMM MGR 555-233-909 I
700262603	1	DOC GETTING STARTED 555-23
700262611	1	DOC GETTING STARTED 555-23
700263239	1	DOC LITTLE INSTR BOOK 555-
846300994	18	CABLE B25A 10FT
846929883	5	COVER FIBER PROTECT
846943306	1	ADAPTER TERMINAL/PRINTER X
846943306	1	ADAPTER TERMINAL/PRINTER X
846943306	1	ADAPTER TERMINAL/PRINTER X
846943306	1	ADAPTER TERMINAL/PRINTER X
847107935	1	CSU MOD 18A BOOK MEMO
H600342G8	5	REMOTE EMERGENCY PWR OFF
H600383G2	45	CABLE 120A1 CSU TO NTKW SM
KX-TG2238S	34	PANASONIC 2.4 GHZ Cordless Phones (replaces KX-TG2237S)
4th Ave UPS (8) Hour		
MATERIAL CODE	QTY	DESCRIPTION
101238	1	PWR UPS 14KVA 3PHASE SERIE
407236389	1	PWR UPS 14KVA 3PHASE SERIE
114972	8	PWR BATTERY CAB 42AH 240V
408128098	8	PWR BATTERY CAB 42AH
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
199750	1	UPS PWR SYS MAINTENANCE
RedSky E911 System		
Material Code	QTY	Description
700275316	6,000	Cielo E-911 Manager software license includes core functionality of E-911 Manager and 1 year of maintenance and techncial support.
700275332	1	On-site installation of Cielo E-911 Manager on a dedicated, customer provided server. RedSky technicians establish connectivity, define administrative options, provide administrative training, set-up reports, print station reports, and review user guide and manual
700275365	4	Interface to one PBX is included with a base software license. Additional licenses are \$2,300 each
700275340	6,000	RedSky Technologies provides on-site Location Audit Services to identify and establish accurate location information for all telephones in the enterprise. RedSky personnel establish a location description methodology that is consistent with local Public Safety agencies and then input the location data for every telephone into the PBX and the Cielo database.
700275357	587	RedSky Technologies Professional Services include: Project Management; PBX Programming; E-911 Consulting; E-911 Process Definition; E-911 Audit Verification; E-911 Manager Maintenance Services beyond year 1.
Audio Bridge		
MATERIAL CODE	QTY	DESCRIPTION
408323814	1	ACS ES 48PT SYS

MATERIAL CODE	QTY	DESCRIPTION
		Avotus Help Desk Software
MATERIAL CODE	QTY	DESCRIPTION
		Enterprise Base System for 7000 lines
		Enterprise Enhanced Call Accounting Module
		Enterprise Traffic Module
		Avotus.net Order and Repairs
		Avotus Enterprise & .Net Services
		Enterprise Enhanced Call Accounting Installation & Training (Main Site)
		Enterprise Traffic Installation & Training (Main Site)
		Enterprise remote dial-in configuration 3 sites
		Avotus.net Orders and Repairs installation and Training
		Avotus.net Consulting Fee – remote service (1 Day)
		Annual Rates & Tariffs (4 sites)
		4 Data Link IP 4 port (2MB) Buffer Boxes
		Avotus Enterprise 2 nd Year Maintenance & Support*
		Enterprise Base System Maintenance & Support
		Enterprise Enhanced Call Accounting Maintenance & Support
		Enterprise Traffic Maintenance & Support
		Avotus.net Orders & Repairs
		Annual Rates and Tariffs
		4th Ave Crash Kit
MATERIAL CODE	QTY	DESCRIPTION
113090	1	ENTERPRISE CONFIG TO QUOTE
199990	1	PROJECT SYSTEM CONFIGURATI
108551755	1	CP TN793B ANLG 24PT
108865775	1	CP TN775D MAINTENANCE
151420	1	CP INTF DS1 TN464GP
108826884	1	CP TN464GP DS1 INTFC 24/32
151423	1	CP C-LAN INTF TN799
848525887	1	CABLE EXTENDER ADAPTER
700055015	1	CP CNTL LAN BOARD TN799DP
846943306	1	ADAPTER TERMINAL/PRINTER X
700234032	1	DEF KIT TWISTED PAIR CBL F
700059637	1	CP TN2182C TONE CLOCK
700059652	1	CP TN2224CP DGTL LN 24 PT
102935	1	CSU MODULE 120A4
108660390	1	DEF DATA UNIT 120A4 CSU MO
H600383G2	1	CABLE 120A1 CSU TO NTKW SM
847107935	1	CSU MOD 18A BOOK MEMO
107988867	1	DEF DS1 LOOPBACK JACK 700A
170657	1	CP TN2312AP IPSI
700060643	1	CP TN2312AP SIM CON
700168735	1	FLAT CABLE ASSY 20.5 IN LO
170667	1	CABLES 25 METER CAT 5 RJ45
700178056	1	CABLE GREEN 25 METER
112035	1	DEF PORT CARR SML/MEDIUM
105679542	1	APPARATUS BLANK Z100C
106260060	21	APPARATUS BLANK Z100A1
406153122	1	DEF TDM LAN BUS CABLE LONG
406153148	1	CABLE TDM/LAN BUS WP91716L
601337991	8	CABLE GRND JUMPER H606132G
846145449	1	DEF LABEL REAR PANEL (B)
846145456	1	DEF LABEL REAR PANEL (C)
846145464	1	DEF LABEL REAR PANEL (D)
846145472	1	DEF LABEL REAR PANEL (E)
700018252	1	LABEL BB CARRIER D PANEL
700018260	1	LABEL BB CARRIER E PANEL
700018245	1	LABEL BB CARRIER B PANEL
846865285	1	DEF LABEL CUST DEF
901016733	8	DEF SCREW HEXAGONAL SLOTTE
H606132G8	8	WIRE ASSY 3IN 14GA BLK

MATERIAL CODE	QTY	DESCRIPTION
107575565	1	PWR UNIT 649A DC
106260060	4	APPARATUS BLANK Z100A1
848522983	16	CABLE ASSY GROUND CONN 7.5
199999	1	SERVICES MAINTENANCE BOM
199700	1	ENTERPRISE VOICE SYSTEMS M
199901	1	CONVERGED VOICE PRODUCTS M

Lower Buckeye Jail Complex		
S8700		
MATERIAL CODE	QTY	DESCRIPTION
101203	3	PWR BATT MOD 48VDC 8AH GBL (For MC Cabinet)
101686	1	MAGIC OH DGTL CUST STUDIO PROD DEF PKG
102909	6	DIGITAL LINE CIRCUIT CARD TN754C
102924	2	UNIVERSAL COUPLER
102935	44	CSU MODULE 120A4 (T1 Testing Point)
102939	11	SWRM SNEAK FUSE
103281804X	1	CP SW NODE CLOCK TN572 SX
103786786	25	CORD MDLR D8W 87 IP 8 COND
105167266X	1	CP CNTRL OFC TRUNK INTF TN (8 port for CO Trunks)
105455109	6	RTNR 4C (part of the switch cabinet)
106005242	3	ISOLATOR 116A (part of the switch cabinet)
106405616X	9	CP AUX TRUNK INTF TN763D S (used for music on hold)
106455348	6	CONN 9823A (part of the switch cabinet)
106713258	2	ADAPTER EL 909A 3UN 3X3X10 (part of the switch cabinet)
107435091	11	PROTECTOR SNEAK CURRENT 50 (part of the switch cabinet)
107849259	6	CP TN754C DGTL LN 8PT DCP
107985616X	1	CP DID INTF TRNK TN753B 8P
107988867	34	DEF DS1 LOOPBACK JACK 700A (jacks for T1's)
108005	5	DEF MCC PT CAR (MCC carrier - shelf in switch)
108008	17	DEF XCONN 110 W/110 CABLE (wall field h/w and cables)
108209016	61	TELSET 2500 MMGN-003 SGL L
108209032	67	TELSET 2554MMGN-003 SGL LN
108209057	61	TELSET 2500 YMGP-003 SGL L
108209073	25	TELSET 2554YMGP-003 SGL LN
108259664X	1	CP TIE TRNK INTF TN760E SX
108469446X	4	CP TN570D EXPANSION INTFC (EI board for EPN connectivity)
108544511	25	EXPANSION MOD 6416/24D+M G
108551755X	18	CP TN793B ANLG 24PT SX (24 port line side analog card)
108628892	27	DEF WIRE 1 PR 24 GAUGE SPO (cross connect wire)
108660390	34	DEF DATA UNIT 120A4 CSU MO (DSU/CSU units)
108716150	2	DEF ATTN CNSL 2-WIRE BLK 3
108773912X	1	CP TN771DP MAINT/TEST SX (maint/test board for technicians)
108807595	95	TELSET 6424D02B USA GRY AC
108807611	118	TELSET 6416D02B USA GRY AC
108829599	6	DEF DSS BLK 26C1-B-003
108873233	2	AVAYA CHAS P133G2 24 10/10 (ethernet switch for S8700)
109048	6	DEF SHORTRANGE TRANSCEIVER (multi-mode fiber adapter for switch for short distances)
109435	1	DEF SW NODE CARR (carrier which houses clocks for EPN connectivity)
109436	3	SYS75 CABLE FIBER OPTIC (fiber cables)
109437	1	DEF NTWK 2 CARRIER MULTI PT
109700	4	CP SW NODE INTF
117920	1	NIC - DESIGN ENGINEERING S (DCS integration)
117920	1	NIC - DESIGN ENGINEERING S (Modular Messaging integration)
150940	1	CP TN2302 IP MEDIA PROCCESOR (Porvides DSP Resources)
151420	34	CP INTF DS1 TN464GP (T1 Interface)
151423	2	CP C-LAN INTF TN799 (LAN Interface)
159097	61	TEL SET BASIC 2500 DESK SE
159099	67	TEL SET BASIC 2554 WALL SE
159101	61	TEL SET FEATURE 2500 DESK
159103	25	TEL SET FEATURE 2554 WALL
170467	1	CM S8700 ADV SFTW LIC (System Software)
170656	1	S8700 MEDIA SERVERS
170657	2	CP TN2312AP IPSI (Interface boards from S8700 Server to MCC Cabinets)
170663	2	LINUX MEDIA SERVER MODEM (modem for Linux servers for remote access)
170666	6	CABLES 5 METER CAT 5 RJ45 (Cat 5 cables)
170667	2	CABLES 25 METER CAT 5 RJ45 (Cat 5 cables)
171156	3	DEF MCC EPN R10 (MCC Cabinet for EPN)
174007	1	CUST SOL 16PT ASG PKG (Access Security Guard)
174256	1	DCCS REL 11.0
175146	2137	CM ADV SSP SFTW LIC 1 PT (Size Sensitive port (RTU) licensing)

Lower Buckeye Jail Complex

MATERIAL CODE	QTY	DESCRIPTION
175150	1800	CM NTWG PKG SFTW LIC 1PT (Networking s/w pkg. - allows for connecting multiple switches together)
175409	1	MULTIVANTAGE DOC
175706	25	POWER SUPPLY 1151B1 W/CAT
176646	1	CABLES 5 METER
177227	1	MSPP LG SRVR SFTW 3 YRS (Maint. Software upgrade package for 3 years)
178875	1	INTGR MGMT SUITE STANDARD
199614	1	CAJUN DATA SWITCH MAINT
199615	1	ENH WARRTY CAJUN DATA SWIT
199666	1	GUARD MAINTENANCE
199667	1	ENH WARRTY GUARD
199700	1	ENTERPRISE VOICE SYSTEMS M
199701	1	ENH WARRTY ENT_VOICE_SYS
199709	1	PAGING MAINTENANCE
199712	1	ENH WARRTY PAGING
199727	1	QUORUM SOUNDSTATION MAINT
199728	1	ENH WARRTY QUORUM SOUNDSTA
199750	1	UPS PWR SYS MAINTENANCE
199751	1	ENH WARRTY UPS
199753	1	TERMINALS ANALOG MAINT
199754	1	ENH WARRTY TERMINALS ANALO
199755	1	TERMINALS DIGITAL MAINT
199756	1	ENH WARRTY TERMINALS DIGIT
199790	1	SYSTEM MANAGEMENT MAINTENA
199791	1	ENH WARRTY SYSTEM MANAGEME
199901	1	CONVERGED VOICE PRODUCTS M
199902	1	ENH WARRTY CONVERGED VOICE
199913	1	CONVERGED SFTW MAINT
199914	1	ENH WARR CONVERGED SFTW
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
406741900	420	HEADSET MDLR BASE UNIT W/O
406876649	2	MAGIC OH STUDIO AUTH 3 CUS (2 Years Music on Hold Licenses)
406876680	1	MAGIC OH DGTL CUST TAPE PR (Music on Hold)
407439975	3	DEF ST CABLE LG INTRCONN 8 (part of switch)
407803568	17	DEF TERM BLOCK 110AC 21FT (part of switch)
408020758	140	TRI STAR HEADPIECE NOISE C
408020980	140	ENCORE ULTRA HEADPIECE NOI
408020998	140	MIRAGE ULTRA HEADPIECE NOI
408122711	1	ASG GUARD RACK MT KIT PLUS (part of Security Guard kit)
408181741	180	CUST SOL UNIV HDWR - Non Dial Wall Sets
408346476	1	MOH DIG PLAYER WITH TAPE (Music on Hold Tape Player)
408357002	2	PWR UPS 700VA 120V SERIES (UPS for S8700 servers)
408427656	2	PWR UPS X-SLOT CARD (SNMP)
700020050	662	DEF TELSET 6402 USA GRY AC
700020100	648	DEF TELSET 6408D+ USA GRY
700052871	20	SPKRPH DEF SOUNDSTA PREM 5
700059645X	1	CP TN744E CALL CLASS DET S (call classifier board, detects DTMF and ISDN tones)
700059652X	65	CP TN2224CP DGTL LN 24 PT (24 ports per digital line card)
700071251	2	EXTENDER IPSI CABLE ADAPTER (cable for IPSI cards)
700169246	2	S8700 SERVERS SRTR1-STING (part of S8700 cabinetry)
700169998	2	S8700 ETHERNET CABLE BLUE (Ethernet Cable)
700170004	3	CABLE RED 5 METER CAT 5 RJ (Cat 5 Cable)
700170012	3	CABLE GREEN 5 METER (Cable)
700170053	1	S8700 TECH LAPTOP CABLE
700178056	1	CABLE GREEN 25 METER (Cable)
700178072	1	CABLE RED 25 METER (Cable)
700179898	2	FIBER CABLE 15 FT (Cable)
700202294	1	CUST SOL PROCOM PLUS 4.8 M
700202567	1	CUST SOL 16PT ASG (16 Port Security Guard)
700227242	25	PWR SUPPLY LOCAL 1151B1 48
700230741	2	PWR UPS 2-POST RACK KIT (Rack kit for S8700 UPS)
700235526	2	LINUX MS MOD USB V.92 58K (Modems for Remote Dialin)
700237357	2	MV 128MB XLN FLSH CARD ATA

MATERIAL CODE	QTY	DESCRIPTION
700259278	2	CM1.3 SFTW S8700 MS CD W/R
700261704	1	INTGR MGMT SUITE SFTW STAN
700262595	1	DOC COMM MGR 555-233-909 I
700262603	1	DOC GETTING STARTED 555-23
700262611	1	DOC GETTING STARTED 555-23
700263239	1	DOC LITTLE INSTR BOOK 555-
846300994	22	CABLE B25A 10FT (Cable)
846929883	3	COVER FIBER PROTECT (cover to protect fiber cables)
846943306	2	ADAPTER TERMINAL/PRINTER X (Printer Adapter)
847107935	1	CSU MOD 18A BOOK MEMO (documentation for CSU)
848108916	1	DEF LABEL MULTI PT NTWK
H600342G8	3	REMOTE EMERGENCY PWR OFF
H600383G2	34	CABLE 120A1 CSU TO NTWK SM (CSU cables)
KX-TG2238S	34	PANASONIC 2.4 GHZ Cordless Phones (replaces KX-TG2237S)
		LBJ UPS (8) Hour
MATERIAL CODE	QTY	DESCRIPTION
101238	1	PWR UPS 14KVA 3PHASE SERIE
407236389	1	PWR UPS 14KVA 3PHASE SERIE
114972	8	PWR BATTERY CAB 42AH 240V
408128098	8	PWR BATTERY CAB 42AH
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
199750	1	UPS PWR SYS MAINTENANCE
		LBJ Crash Kit
MATERIAL CODE	QTY	DESCRIPTION
113090	1	ENTERPRISE CONFIG TO QUOTE
199990	1	PROJECT SYSTEM CONFIGURATI
108551755	1	CP TN793B ANLG 24PT
108865775	1	CP TN775D MAINTENANCE
151420	1	CP INTF DS1 TN464GP
108826884	1	CP TN464GP DS1 INTFC 24/32
151423	1	CP C-LAN INTF TN799
848525887	1	CABLE EXTENDER ADAPTER
700055015	1	CP CNTL LAN BOARD TN799DP
846943306	1	ADAPTER TERMINAL/PRINTER X
700234032	1	DEF KIT TWISTED PAIR CBL F
700059637	1	CP TN2182C TONE CLOCK
700059652	1	CP TN2224CP DGLT LN 24 PT
102935	1	CSU MODULE 120A4
108660390	1	DEF DATA UNIT 120A4 CSU MO
H600383G2	1	CABLE 120A1 CSU TO NTWK SM
847107935	1	CSU MOD 18A BOOK MEMO
107988867	1	DEF DS1 LOOPBACK JACK 700A
170657	1	CP TN2312AP IPSI
700060643	1	CP TN2312AP SIM CON
700168735	1	FLAT CABLE ASSY 20.5 IN LO
170667	1	CABLES 25 METER CAT 5 RJ45
700178056	1	CABLE GREEN 25 METER
112035	1	DEF PORT CARR SML/MEDIUM
105679542	1	APPARATUS BLANK Z100C
106260060	21	APPARATUS BLANK Z100A1
406153122	1	DEF TDM LAN BUS CABLE LONG
406153148	1	CABLE TDM/LAN BUS WP91716L
601337991	8	CABLE GRND JUMPER H606132G
846145449	1	DEF LABEL REAR PANEL (B)
846145456	1	DEF LABEL REAR PANEL (C)
846145464	1	DEF LABEL REAR PANEL (D)

MATERIAL CODE	QTY	DESCRIPTION
846145472	1	DEF LABEL REAR PANEL (E)
700018252	1	LABEL BB CARRIER D PANEL
700018260	1	LABEL BB CARRIER E PANEL
700018245	1	LABEL BB CARRIER B PANEL
846865285	1	DEF LABEL CUST DEF
901016733	8	DEF SCREW HEXAGONAL SLOTTE
H606132G8	8	WIRE ASSY 3IN 14GA BLK
107575565	1	PWR UNIT 649A DC
106260060	4	APPARATUS BLANK Z100A1
848522983	16	CABLE ASSY GROUND CONN 7.5
199999	1	SERVICES MAINTENANCE BOM
199700	1	ENTERPRISE VOICE SYSTEMS M
199901	1	CONVERGED VOICE PRODUCTS M

Video Applications for all sites

		Video Units for each Site
MATERIAL CODE	QTY	DESCRIPTION
159178	4	GRP VIDEO VWSTN 512 IP SYS
159180	4	GRP VIDEO DCP IMUX SYS
300167285	4	ADS MM INSTL ONSITE CL1
300167368	4	ADS MM INTEG CL1
300167475	4	ADS DEF PBX ENG SGL NTWK
300167533	4	ADS PROJ MGT VIDEO BDHND DEF/MCU
300167566	4	ADS TRNG BASIC KEYPAD
407937739	4	GRP VIDEO VWSTN CART FOR 32IN MNTR
408468007	4	GRP VIDEO VWSTN 512 h.323 IP
408468015	4	GRP VIDEO MOD 512 DCP
700242936	4	GRP VIDEO 32 IN MTR S-VIDEO
407942036	2	Sony P150 Document Camera
		MCU Bridge
MATERIAL CODE	QTY	DESCRIPTION
104164	1	BCS INSTL CUSTOMER SOLUTION
70027800	1	MGC 25 UNIFIED 24
107369324	2	PDYN CABLE RJ48M TW PR 20 FT
300167434	900	ADS MM INTEG CUSTOM BID
300167558	600	ADS PROJ MGT MM CUSTOM BID
300167665	1	US ROBOTICS MODEM
408406767	2	PDYN BNDL CSU T1 3150 A4
700273089	1	MGC COUNTRY KIT North America
700273782	1	MGC WEBCOMMANDER MTG SCHEDUER
700274400	1	MGC WEBCOMMANDER ON SITE SUPPORT
700278302	1	MGC 25 RESELLER INSTL

IVR/MESSAGING PLATFORMS		
		4th Ave. IVR
MATERIAL CODE	QTY	DESCRIPTION
104158829	2	ADAPTER 356A
104164	1	BCS INSTL CUSTMR SOLUTION
113090	1	ENTERPRISE CONFIG TO QUOTE
159280	1	APPL SVCS - ENHANCED IVR 2
176803	1	AVAYA IR DUAL T1 BD
176895	1	AVAYA IR INST/TRBL SHOOTIN
176906	1	AVAYA SYSTEM DOC MEDIA R1.
176909	48	AVAYA IR VCE CH LIC R1.0
178298	1	APPSVC-ADD-IVR PERF TESTW/
178313	1	APPSVC-IVRHEARTMONITOR7X24
178936	1	AVAYA IR US/CANADA ACC KIT
180076	1	AVAYA IR SFTW FOR HDWR BND
199720	1	CONVERSANT MAINTENANCE
199721	1	ENH WARRTY CONVERSANT
199787	1	CONVERSANT SOFTWARE MAINT
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
407613983	2	CABLE ASSY 904200 MDLR 25F
407633999	1	SPORTSTER MDM 33.6 KBPS EX
700248313	1	AVAYA IR R1.0 SYS DOC
700248354	1	AVAYA IR T1 BOARD DUAL
700248438	1	AVAYA IR CTI INTF LIC R1.0
700248453	8	AVAYA IR FAX LIC
700250608	1	AIR R1.0 INSTL/TROUBLE SHO
700250616	1	AVAYA IR VCE CH LIC DOC R1
700276363	1	AVAYA IR SUN BLADE 150 BND
700281207	1	AVAYA IR SYSTEM MEDIA PKG
846362770	1	CMS ADAPTER FOR REMOTE CON
846373413	1	ADAPTER DTE RJ45 10 PIN TO
846983039	1	CABLE 10FT SHIELDED
		4th Ave. Messaging
MATERIAL CODE	QTY	DESCRIPTION
104164	1	BCS INSTL CUSTMR SOLUTION
113090	1	ENTERPRISE CONFIG TO QUOTE
174696	1	AM MTR & PWR CORD US/CANAD
176620	1	MSG NTWKG SMTP NTWKG LIC W
177096	1	MM APPL LIC
177097	100	MM CAL LIC 1 PROGRAM SEAT
177969	1	S3400 SRVRS 69PT T1 HIGH A
178017	4900	MM CAL LIC 1 SEAT 1K-9999
199710	1	INT AUD MAINT
199711	1	ENH WARRTY INT AUDIX
199915	1	UNIFIED MESSENGER SFTW PRO
199936	1	MODULAR MSG ARCHITECTURE M
199990	1	PROJECT SYSTEM CONFIGURATI

IVR and Messaging for LBJ and 4th Ave.

MATERIAL CODE	QTY	DESCRIPTION
199999	1	SERVICES MAINTENANCE BOM
700211477	1	MONITOR 15IN WITH DETACHAB
	1	S3210 Message Server
		LBJ IVR
MATERIAL CODE	QTY	DESCRIPTION
104158829	2	ADAPTER 356A
104164	1	BCS INSTL CUSTMR SOLUTION
113090	1	ENTERPRISE CONFIG TO QUOTE
115659	1	MONTHLY
159280	1	APPL SVCS - ENHANCED IVR 2
176803	1	AVAYA IR DUAL T1 BD
176895	1	AVAYA IR INST/TRBL SHOOTIN
176906	1	AVAYA SYSTEM DOC MEDIA R1.
176909	48	AVAYA IR VCE CH LIC R1.0
178298	1	APPSVC-ADD-IVR PERF TESTW/
178313	1	APPSVC-IVRHEARTMONITOR7X24
178936	1	AVAYA IR US/CANADA ACC KIT
180076	1	AVAYA IR SFTW FOR HDWR BND
199720	1	CONVERSANT MAINTENANCE
199721	1	ENH WARRTY CONVERSANT
199787	1	CONVERSANT SOFTWARE MAINT
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
407613983	2	CABLE ASSY 904200 MDLR 25F
407633999	1	SPORTSTER MDM 33.6 KBPS EX
700248313	1	AVAYA IR R1.0 SYS DOC
700248354	1	AVAYA IR T1 BOARD DUAL
700248420	1	AVAYA IR ASAI LIC R1.0
700248453	8	AVAYA IR FAX LIC
700250608	1	AIR R1.0 INSTL/TROUBLE SHO
700250616	1	AVAYA IR VCE CH LIC DOC R1
700276363	1	AVAYA IR SUN BLADE 150 BND
700281207	1	AVAYA IR SYSTEM MEDIA PKG
846362770	1	CMS ADAPTER FOR REMOTE CON
846373413	1	ADAPTER DTE RJ45 10 PIN TO
846983039	1	CABLE 10FT SHIELDED
		LBJ Messaging
MATERIAL CODE	QTY	DESCRIPTION
104164	1	BCS INSTL CUSTMR SOLUTION
113090	1	ENTERPRISE CONFIG TO QUOTE
174696	1	AM MTR & PWR CORD US/CANAD
176620	1	MSG NTWKG SMTP NTWKG LIC W
177096	1	MM APPL LIC
177097	100	MM CAL LIC 1 PROGRAM SEAT
177968	1	S3400 SRVRS 46PT T1 HIGH A

IVR and Messaging for LBJ and 4th Ave.

MATERIAL CODE	QTY	DESCRIPTION
178017	2900	MM CAL LIC 1 SEAT 1K-9999
199710	1	INT AUD MAINT
199711	1	ENH WARRTY INT AUDIX
199915	1	UNIFIED MESSENGER SFTW PRO
199936	1	MODULAR MSG ARCHITECTURE M
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
700211477	1	MONITOR 15IN WITH DETACHAB

4th Ave. Paging		
MATERIAL CODE	QTY	DESCRIPTION
104158	1	MONTHLY
199709	1	PAGING MAINTENANCE
199990	1	PROJECT SYSTEM CONFIGURATI
199995	1	INTRICACY LEVEL 5 IMPLEMEN
199999	1	SERVICES MAINTENANCE BOM
408129054	1	APS CUST ADM SFTW ISSUE 1
408129161	1	APS 120 CUST WRLS PAGING
408184059	394	PAGING ROUND CEILING 70V S
408184232	1	PAGING MULTIZONE MICPHN
408184257	1	PAGING AM/FM TUNER
408184562	394	PAGING ROUND CEILING SPEAK
408186013	1	PAGING ZONE CNTLR MOD
408186021	6	PAGING CNTLR MOD SATELLITE
408186039	12	PAGING CNTLR MOD 3 ZONE EX
408186070	39	PAGING 70V 35W AMP
408186096	1	PAGING 70V 250W AMP
700215924	1	PAGING RELAY VOICE-ACTIVAT
LBJ Paging System		
MATERIAL CODE	QTY	DESCRIPTION
104158	1	MONTHLY
199709	1	PAGING MAINTENANCE
199990	1	PROJECT SYSTEM CONFIGURATI
199995	1	INTRICACY LEVEL 5 IMPLEMEN
199999	1	SERVICES MAINTENANCE BOM
408129054	1	APS CUST ADM SFTW ISSUE 1
408129161	1	APS 120 CUST WRLS PAGING
408184059	1002	PAGING ROUND CEILING 70V S
408184232	1	PAGING MULTIZONE MICPHN
408184257	1	PAGING AM/FM TUNER
408184562	1002	PAGING ROUND CEILING SPEAK
408186013	1	PAGING ZONE CNTLR MOD
408186021	7	PAGING CNTLR MOD SATELLITE
408186039	14	PAGING CNTLR MOD 3 ZONE EX
408186070	50	PAGING 70V 35W AMP
408186096	1	PAGING 70V 250W AMP
700215924	1	PAGING RELAY VOICE-ACTIVAT

Madison Alt Bid. S8700 upgrade including all new packs and phones

Madison Upgrade Add Alternate		
MATERIAL CODE	QTY	DESCRIPTION
101203	2	PWR BATT MOD 48VDC 8AH GBL
102935	3	CSU MODULE 120A4
103281804	1	CP SW NODE CLOCK TN572
103281804	1	CP SW NODE CLOCK TN572
104164	1	BCS INSTL CUSTMR SOLUTION
105455109	6	RTNR 4C
105679542	3	APPARATUS BLANK Z100C
105691158	1	CP CFY1B CURRENT LIMITER
105731202	1	BLANK APPR 176A
106005242	2	ISOLATOR 116A
106085988	4	DOC UPG FORM MMS1569 LABEL
106086036	1	SIGN CAB SHIPPING 451287
106260060	46	APPARATUS BLANK Z100A1
106455348	2	CONN 9823A
106455363	6	CONN 9823B
107575565	3	PWR UNIT 649A DC
107737934	5	CP SW NODE INTF TN573B
107988867	3	DEF DS1 LOOPBACK JACK 700A
107998	1	PKG1 PPN TO EPN CONVERSION
108005	2	DEF MCC PT CAR
108008	14	DEF XCONN 110 W/110 CABLE
108469446X	2	CP TN570D EXPANSION INTFC
108469446X	1	CP TN570D EXPANSION INTFC
108551755X	3	CP TN793B ANLG 24PT SX
108628892	5	DEF WIRE 1 PR 24 GAUGE SPO
108660390	3	DEF DATA UNIT 120A4 CSU MO
108826884	1	CP TN464GP DS1 INTFC 24/32
108865775	2	CP TN775D MAINTENANCE
108873233	2	AVAYA CHAS P133G2 24 10/10
109042	6	DEF LONG RANGE TRANSCEIVER
109435	1	DEF SW NODE CARR
109436	6	SYS75 CABLE FIBER OPTIC
109437	1	DEF NTWK 2 CARR MULTI PT
109700	5	CP SW NODE INTF
112035	1	DEF PORT CARR SML/MEDIUM
113090	1	ENTERPRISE CONFIG TO QUOTE
117920	1	NIC - DESIGN ENGINEERING S
150940	1	CP TN2302 IP MEDIA PROC
151420	3	CP INTF DS1 TN464GP
151423	2	CP C-LAN INTF TN799
155150	1	NIC - SFTW APPL SPECIALIST
170491	1	S85/G2/DEFsi TO MV S8700 U
170656	1	S8700 MEDIA SERVERS
170657	4	CP TN2312AP IPSI
170663	2	LINUX MEDIA SERVER MODEM
170666	3	CABLES 5 METER CAT 5 RJ45
170666	3	CABLES 5 METER CAT 5 RJ45
170667	6	CABLES 25 METER CAT 5 RJ45

Madison Alt Bid. S8700 upgrade including all new packs and phones

MATERIAL CODE	QTY	DESCRIPTION
171007	2	MM MEDIA CONVRTR
171007	2	MM MEDIA CONVRTR
171156	1	DEF MCC EPN R10
171156	1	DEF MCC EPN R10
171946	2	DEF FLOOR ANCHOR NON RAISE
174006	1	CUST SOL 4PT ASG PKG
174256	1	DCCS REL 11.0
175147	7	CM IP STA SFTW LIC 1PT
175152	2100	CM EXIST SSP SFTW LIC 1PT
175229	1800	CM EXIST NTWG PKG TRACKING
175409	1	MULTIVANTAGE DOC
175688	1	MAINT SFTW PERMSINS-TRCKNG
176646	1	CABLES 5 METER
177227	1	MSPP LG SRVR SFTW 3 YRS
177478	1	MONTHLY
179098	7	IP AGT NEW 1USER LIC R4
199614	1	CAJUN DATA SWITCH MAINT
199615	1	ENH WARRTY CAJUN DATA SWIT
199648	1	DEF SFTW MAINT
199649	1	ENHANCED WARR DEF SFTW
199700	1	ENTERPRISE VOICE SYSTEMS M
199701	1	ENH WARRTY ENT_VOICE_SYS
199750	1	UPS PWR SYS MAINTENANCE
199751	1	ENH WARRTY UPS
199755	1	TERMINALS DIGITAL MAINT
199757	1	TERMINALS IP MAINT
199901	1	CONVERGED VOICE PRODUCTS M
199913	1	CONVERGED SFTW MAINT
199914	1	ENH WARR CONVERGED SFTW
199990	1	PROJECT SYSTEM CONFIGURATI
199999	1	SERVICES MAINTENANCE BOM
406153122	1	DEF TDM LAN BUS CABLE LONG
406153148	1	CABLE TDM/LAN BUS WP91716L
407439975	3	DEF ST CABLE LG INTRCONN 8
407439975	3	DEF ST CABLE LG INTRCONN 8
407441401	1	CABLE LG INTC 86299-9165 1
407616846	1	SNAP ON FERRITE CORE-28A20
407803568	4	DEF TERM BLOCK 110AC 21FT
407803568	10	DEF TERM BLOCK 110AC 21FT
408122711	1	ASG GUARD RACK MT KIT PLUS
408357002	2	PWR UPS 700VA 120V SERIES
408427656	2	PWR UPS X-SLOT CARD (SNMP)
601337991	8	CABLE GRND JUMPER H606132G
601337991	8	CABLE GRND JUMPER H606132G
601337991	8	CABLE GRND JUMPER H606132G
700018245	1	LABEL BB CARRIER B PANEL
700018252	1	LABEL BB CARRIER D PANEL
700018260	1	LABEL BB CARRIER E PANEL
700020100	520	DEF TELSET 6408D+ USA GRY
700055015	1	CP CNTL LAN BOARD TN799DP
700059652X	17	CP TN2224CP DGTL LN 24 PT

Madison Alt Bid. S8700 upgrade including all new packs and phones

MATERIAL CODE	QTY	DESCRIPTION
700059652X	9	CP TN2224CP DGTL LN 24 PT
700060643	1	CP TN2312AP SIM CON
700060643	1	CP TN2312AP SIM CON
700071251	2	EXTENDER IPSI CABLE ADAPTE
700168727	1	FLAT CABLE ASSY 8.5 IN LON
700168735	1	FLAT CABLE ASSY 20.5 IN LO
700169188	2	ALLIED TELESYN AT-MC102XL
700169188	2	ALLIED TELESYN AT-MC102XL
700169246	2	S8700 SERVERS SRTR1-STING
700169998	1	S8700 ETHERNET CABLE BLUE
700169998	1	S8700 ETHERNET CABLE BLUE
700170004	3	CABLE RED 5 METER CAT 5 RJ
700170012	3	CABLE GREEN 5 METER
700170053	1	S8700 TECH LAPTOP CABLE
700178056	2	CABLE GREEN 25 METER
700178056	1	CABLE GREEN 25 METER
700178072	2	CABLE RED 25 METER
700178072	1	CABLE RED 25 METER
700179898	1	FIBER CABLE 15 FT
700179898	1	FIBER CABLE 15 FT
700202294	1	CUST SOL PROCOM PLUS 4.8 M
700202559	1	CUST SOL 4PT ASG
700203599	12	TELSET DGTL VOICE TERM 242
700219207	1	LABEL FRONT MCC1 MEDIA GAT
700230741	2	PWR UPS 2-POST RACK KIT
700234032	1	DEF KIT TWISTED PAIR CBL F
700235526	2	LINUX MS MOD USB V.92 58K
700237357	2	MV 128MB XLN FLSH CARD ATA
700257793	4	ASG SFTW KEY VERSION 2 LIC
700259278	2	CM1.3 SFTW S8700 MS CD W/R
700262595	1	DOC COMM MGR 555-233-909 I
700262603	1	DOC GETTING STARTED 555-23
700262611	1	DOC GETTING STARTED 555-23
700263239	1	DOC LITTLE INSTR BOOK 555-
844668483	1	LABEL HLDR
845953306	1	LABEL REAR SYS 85
846145449	1	DEF LABEL REAR PANEL (B)
846145456	1	DEF LABEL REAR PANEL (C)
846145464	1	DEF LABEL REAR PANEL (D)
846145472	1	DEF LABEL REAR PANEL (E)
846343770	1	LABEL J58890SA1 D LEVEL
846343788	1	LABEL J58890SA1 E LEVEL
846357580	1	DEF EPN CAB LABEL
846357598	1	LABEL CAB DESIG
846409001	1	ASSY NO CARR ADAPTER
846527273	1	DEF LABEL CAB PLASTIC BLK
846564805	1	DEF LABEL CUST DEF LEXAN
846662104	1	DEF PNL BLNK
846865285	1	DEF LABEL CUST DEF
846929883	1	COVER FIBER PROTECT
846929883	1	COVER FIBER PROTECT

Madison Alt Bid. S8700 upgrade including all new packs and phones

MATERIAL CODE	QTY	DESCRIPTION
846929883	1	COVER FIBER PROTECT
846943306	1	ADAPTER TERMINAL/PRINTER X
846943306	1	ADAPTER TERMINAL/PRINTER X
847107935	1	CSU MOD 18A BOOK MEMO
847107935	1	CSU MOD 18A BOOK MEMO
848091286	1	DEF BCS LABEL SCRABBLE CHI
848108916	1	DEF LABEL MULTI PT NTWK
848522983	16	CABLE ASSY GROUND CONN 7.5
848525887	1	CABLE EXTENDER ADAPTER
900464009	4	SCR HEX SLT 12-24X3/8
900658840	4	DEF STND OFF 66666-164-8
901016733	8	DEF SCREW HEXAGONAL SLOTTED
ED1E49670G2	2	FLOOR ANCHOR NON-RAISED
H600140G286	8	SYS85 CABLE ASSY 20IN 10GA
H600204G1	2	DEF CABLE ICC DUP MCC
H600328G1	4	DEF MCC CARR AC GRND STRAP
H600342G8	1	REMOTE EMERGENCY PWR OFF
H600342G8	1	REMOTE EMERGENCY PWR OFF
H600383G2	1	CABLE 120A1 CSU TO NTWK SM
H600383G2	1	CABLE 120A1 CSU TO NTWK SM
H600383G2	1	CABLE 120A1 CSU TO NTWK SM
H606132G8	2	WIRE ASSY 3IN 14GA BLK
H606132G8	8	WIRE ASSY 3IN 14GA BLK
H606132G8	8	WIRE ASSY 3IN 14GA BLK
155150	1	BLOW BACK TAPE

Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
Madison UPG w/new cabinets reuse phones									
	S8700 UPG	\$ 140,000.00	\$ 34,706.00	\$ 787.98		\$ 9,324.90	\$ 9,324.90	\$ 9,324.90	
Network Assessment		\$ -	\$ 7,000.00						
	UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00		\$ 11,160.00	\$ 11,160.00	\$ 11,160.00	
	UPS Electrician		\$ 2,500.00						
	Call Recording	\$ 36,000.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	
	CR Servers	\$ 16,500.00							
	Travel for 3 Employees	\$ -	\$ 12,363.00						
2.2.8.2	training Programs for 2 employees off site	\$ -	\$ 19,766.00						
2.2.8.1	Certification Training Programs for 3 employees	\$ -	\$ 37,089.00						
Question 9	Tone and Tag 2200 locations		\$ 44,000.00						
7X24 Warranty Uplift		\$ 2,080.07							
2nd Year Warranty		\$ 36,406.13							
Avaya CCMPan		\$ 13,000.00				\$ 6,600.00			
Total for Madison		\$ 355,711.20	\$ 175,141.28	\$ 3,504.98	\$ -	\$ 35,724.90	\$ 29,124.90	\$ 29,124.90	
TAX TOTAL @ 8.1%		\$ 24,642.23							
4th Ave. Jail	S8700 New	\$ 1,055,000.00	\$ 125,612.00	\$ 3,184.09		\$ 98,072.90	\$ 98,072.90	\$ 98,072.90	
4th Ave. Jail	UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00		\$ 11,160.00	\$ 11,160.00	\$ 11,160.00	
	UPS Electrician		\$ 2,500.00						
	Redsky e911	\$ 155,060.00	\$ 64,033.00			\$ 19,860.00	\$ 22,080.00	\$ 22,080.00	
	Redsky e911Server	\$ 5,000.00							
	Call Recording	\$ 36,000.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	
	CR Servers	\$ 16,500.00							
	Wall Board	\$ 5,237.00							
	BCMS Server	\$ 5,000.00							
4th Ave. Jail	Help Desk/ Management System	\$ 64,787.00	\$ 14,992.00			\$ 11,357.00	\$ 11,357.00	\$ 11,357.00	
	Audio Bridge	\$ 79,960.00	\$ 11,900.00						
	Panasonic Phones	\$ 7,208.00	\$ 4,284.00						
2.1.7 (4)	PC's for Admin	\$ 10,000.00	\$ -						
2.1.7 (4)	Printers for Admin	\$ 4,000.00	\$ -						
2.1.7 (4)	MS Professional Office	\$ 4,000.00	\$ -						

Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
2.2.5.6 (4)	Palm Pilots	\$ 2,400.00	\$ -						
	Crash Kit	\$ 18,726.00				\$ 3,990.95	\$ 3,995.95	\$ 3,990.95	
2.2.40	4176 hours of CSR @ \$120	\$ -	\$ 240,000.00						
	7X24 Warranty Uplift	\$ 22,227.82							
	2nd Year Warranty	\$ 158,840.85							
Avaya Communications Manager Protection Plan	2 Years	\$ 13,000.00				\$ 6,600.00			
Total for 4th Ave.		\$ 1,774,671.67	\$ 481,038.28	\$ 12,911.05		\$ 159,680.85	\$ 155,305.85	\$ 155,300.85	
TAX TOTAL @ 8.1%		\$ 128,028.84							
Wells Fargo Jail									
Avaya ECS	S8700 Upg	\$ 56,000.00	\$ 8,835.00	\$ 118.00		\$ 1,553.56	\$ 1,553.56	\$ 1,553.56	
	Call Recording	\$ 36,000.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	
	CR Servers	\$ 16,500.00							
	2nd Year Warranty	\$ 12,741.95							
	1st Year Enhanced	\$ 324.62							
Avaya Communications Manager Protection Plan	2 Years	\$ 13,000.00				\$ 6,600.00			
Total Wells Fargo		\$ 134,566.57	\$ 23,835.00	\$ 118.00		\$ 16,793.56	\$ 10,193.56	\$ 10,193.56	
TAX TOTAL @ 8.1%		\$ 8,788.50							
Towers Jail									
	S8700 Upg	\$ 70,000.00	\$ 13,725.66	\$ 160.37		\$ 3,076.32	\$ 3,076.32	\$ 3,076.32	
	Call Recording	\$ 36,000.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	
	CR Servers	\$ 16,500.00							
	7X24 Warranty Uplift	\$ 14,645.40							
	2nd Year Warranty	\$ 669.60							
Avaya Communications Manager Protection Plan	2 Years	\$ 13,000.00				\$ 6,600.00			
Total Towers Jail		\$ 150,815.00	\$ 28,725.66	\$ 160.37	\$ -	\$ 18,316.32	\$ 11,716.32	\$ 11,716.32	
TAX TOTAL @ 8.1%		\$ 9,922.50							
Lower Buckeye Jail									
	S8700 New	\$ 915,000.00	\$ 105,100.00	\$ 3,018.44		\$ 95,585.17	\$ 95,585.17	\$ 95,585.17	
Lower Buckeye Jail	UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00					
	UPS Electrician		\$ 2,500.00						
2.3.9.2	Voice Mail Training		\$ 11,199.00						
	Call Recording	\$ 36,000.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	

Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
	CR Servers	\$ 16,500.00							
	Panasonic Phones	\$ 7,208.00	\$ 4,284.00						
	12 External Ringing Devices for Kitchen	\$ 768.00	\$ -						
	Crash Kit	\$ 18,726.00				\$ 3,990.95	\$ 3,995.95	\$ 3,990.95	
	7X24 Warranty Uplift	\$ 21,712.72							
	2nd Year Warranty	\$ 113,976.12							
	Avaya Communications Manager Protection Plan								
	2 Years	\$ 13,000.00				\$ 6,600.00			
Total LBJ		\$ 1,254,615.84	\$ 140,800.28	\$ 5,735.44	\$ -	\$ 114,816.12	\$ 108,221.12	\$ 108,216.12	
TAX TOTAL @ 8.1%		\$ 89,580.09							
4th Ave. Jail	IVR	\$ 48,000.00	\$ 950.00	\$ 44.98		\$ 11,081.36	\$ 11,081.36	\$ 11,081.36	
	Avaya Recognizer	\$ 6,000.00							
	Natural Language Speech Recognition	\$ 8,640.00							
	Speaker Verification	\$ 44,200.00							
	4th Ave. Jail Messaging	\$ 265,000.00	\$ 4,342.00	\$ 9.77		\$ 66,224.65	\$ 66,224.65	\$ 66,224.65	
	4th Ave. Jail MM/IVR Impl		\$ 43,975.00						
	S3210 Message Server	\$ 26,564.00	\$ 5,350.00						
	Move Octel for Transitional Use		\$ 3,340.00						
	2nd Year Warranty	\$ 77,306.01							
	7X24 Warranty Uplift	\$ 16,544.15							
Lower Buckeye Jail	IVR	\$ 50,000.00	\$ 950.00	\$ 44.98		\$ 11,081.36	\$ 11,081.36	\$ 11,081.36	
	Avaya Recognizer	\$ 6,000.00							
	Natural Language Speech Recognition	\$ 8,640.00							
	Speaker Verification	\$ 44,200.00							
	Lower Buckeye Jail Messaging	\$ 168,000.00	\$ 1,873.00	\$ 9.77		\$ 41,475.81	\$ 41,475.81	\$ 41,475.81	
	3rd Wave MM/IVR Impl		\$ 43,975.00						
	2nd Year Warranty	\$ 52,557.17							
	7X24 Warranty Uplift	\$ 11,353.69							
VPS & IVR All		\$ 833,005.02	\$ 104,755.00	\$ 109.50	\$ -	\$ 129,863.18	\$ 129,863.18	\$ 129,863.18	
	IVR Applications Development								
	IVR App Develop		\$ 132,494.00			\$ 6,396.00	\$ 6,396.00	\$ 6,396.00	
TAX TOTAL @ 8.1%		\$ 30,119.04							
TAX TOTAL @ 8.1%		\$ 22,424.04							

Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
4th Ave. Jail	Paging Cable		\$35,802.38						
4th Ave. Jail	Paging System	\$ 63,908.00	\$ 1,656.43	\$ 1,656.43		\$ 6,333.12	\$ 6,333.12	\$ 6,333.12	
Lower Buckeye Jail	Paging Cable		\$ 83,440.20						
Lower Buckeye Jail	Paging System	\$ 123,878.00		\$ 3,644.31		\$ 12,327.96	\$ 12,327.96	\$ 12,327.96	
PA for Avaya ECS		\$ 187,786.00	\$ 120,899.01	\$ 5,300.74	\$ -	\$ 18,661.08	\$ 18,661.08	\$ 18,661.08	
TAX TOTAL@8.1%		\$ 15,210.67							
Video Application									
All Sites	Video	\$ 52,352.10	\$ 1,400.00			\$ 5,243.04	\$ 5,243.04	\$ 5,243.04	
	(2) Video Document camera	\$ 7,156.80				\$ 766.80	\$ 766.80	\$ 766.80	
4th Ave. Jail	MCU	\$ 65,739.84	\$ 500.00			\$ 8,394.00	\$ 8,394.00	\$ 8,394.00	
2nd Year Warranty		\$ 14,403.84							
Video Application		\$ 139,652.58	\$ 1,900.00	\$ -	\$ -	\$ 14,403.84	\$ 14,403.84	\$ 14,403.84	
TAX TOTAL@8.1%		\$ 10,145.15							
	CTI Integration		\$ 77,700.00						
Call Center Recording									
Tool	CMS	\$ 41,000.00	\$ 21,749.00			\$ 9,787.00	\$ 9,787.00	\$ 9,787.00	
7X24 Warranty Uplift		1631							
2nd Year Warranty		9787							
TAX TOTAL@8.1%		\$ 4,245.86							
		\$ 56,663.86	\$ 21,749.00						
Total		\$ 4,830,823.88	\$ 1,309,037.51	\$ 27,840.08		\$ 514,655.85	\$ 483,885.85	\$ 483,875.85	\$ 7,650,119.02
Tax All Systems		\$ 330,072.55					\$ -		
Optional									
Add Alternate Madison Jail/4th Avenue Option 2		\$8700	\$ 285,000.00	\$ 194,153.00		\$ 26,737.14	\$ 26,737.14	\$ 26,737.14	
Network Assessment		\$ -	\$ 7,000.00						
	UPS	\$ 111,725.00	\$ 2,717.28	\$ 2,717.00		\$ 11,160.00	\$ 11,160.00	\$ 11,160.00	
	UPS Electrician		\$ 2,500.00						
	Call Recording	\$ 36,000.00	\$ 15,000.00			\$ 8,640.00	\$ 8,640.00	\$ 8,640.00	
	CR Servers	\$ 16,500.00							
Convert ea. Station Jack			\$ 8,500.00						
Place Sets			\$ 4,250.00						
Avaya CCMP		\$ 13,000.00				\$ 6,600.00			
2nd Year Warranty		\$58,171.43							

Site	Description	Price	Install	Shipping		Year 3 Mntc 7X24	Year 4 Mntc 7X24	Year 5 Mntc 7X24	
7X24 Year Warranty		\$6,047.31							
New Cards/Phones in									
Madison Jail/4th	Madison St.	\$ 526,443.74	\$ 234,120.28	\$ 2,717.00		\$ 53,137.14	\$ 46,537.14	\$ 46,537.14	
TAX TOTAL@8.1%		\$ 35,938.00							
Natural Language									
Speech Recognition		\$ 500,000.00							
TAX TOTAL@8.1%		\$ 40,500.00							

MCSO Price Sheet

		<u>Base Labor</u>	<u>Base Material</u>	<u>Base Tax</u>	<u>Base SubTotal</u>	<u>Add alternate 3rd Year maintenance</u>	<u>Add alternate 4th year maintenance</u>	<u>Add alternate 5th year maintenance</u>	<u>Add alternate Software Upgrade for 60 months</u>	<u>Add alternate SubTotal</u>	<u>Total Life Cycle</u>
24	Avaya ECS Advanced Call Center Application Scripting	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
25	Avaya ECS Call Center Reporting Tool	\$21,749	\$41,000	\$4,246	\$66,995	\$9,787	\$9,787	\$9,787	\$0	\$19,574	\$86,569
26	Avaya ECS Training Program For Certified Associate	\$0			\$0						
27	Avaya ECS Training Program For Certified Specialist	\$0			\$0						
28	Avaya ECS Training Program For Certified Expert	\$37,089			\$37,089						
					\$272,336					\$19,574	\$291,910

AVAYA 1501 WEST FOUNTAINHEAD PARKWAY SUITE 150, TEMPE, AZ 85282
INC., 4747 N 7TH STREET SUITE 314, PHOENIX, AZ 85023

C580501 / B0700044 / NIGP CODE: 7255702

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ____ YES ____ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ____ YES ____ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS
BID/RFP WHEN PAYING WITH A PROCUREMENT CARD? ____ YES ____ NO

INTERNET ORDERING CAPABILITY: ____ YES ____ NO ____ % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ____ YES ____ NO

Terms:	NET 30
Vendor Number:	W000000827 X
Telephone Number:	480/446-5812
Fax Number:	480/446-5730
Contact Person:	Gene Carl
E-mail Address:	carl@avaya.com
Company Web Site:	www.avaya.com
Certificates of Insurance	Required
Performance Bond Required	\$7,600,000.00
Contract Period:	To cover the period ending October 31, 2008.