

RESOLUTION NO. _____

A RESOLUTION ACCEPTING THE BID OF MAC SOURCE COMMUNICATIONS TO COMPLETE THE PHONE SYSTEM FOR THE CITY OF CHATTANOOGA FOR AN AMOUNT NOT TO EXCEED ONE MILLION THREE HUNDRED SIXTY-SEVEN THOUSAND THREE HUNDRED SEVENTY-EIGHT AND 78/100 (\$1,367,378.78) AND FURTHER AUTHORIZING THE PURCHASE FOR TWO (2) ADDITIONAL YEARS OF MAINTENANCE AND SUPPORT UPGRADES FOR ONE HUNDRED SEVENTY-ONE THOUSAND NINE HUNDRED FORTY-EIGHT DOLLARS (\$171,948.00) PER YEAR.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CHATTANOOGA, TENNESSEE, That it is hereby accepting the bid of Mac Source Communications to complete the phone system for the City of Chattanooga for an amount not to exceed \$1,367,378.78 and further authorizing the purchase for two (2) additional years of maintenance and support upgrades for \$171,948.00 per year.

ADOPTED: _____, 2012

/mms

MASTER EQUIPMENT PURCHASE AND MAINTENANCE AGREEMENT

BETWEEN:

MAC Source Communications, Inc.
701 Erie Blvd. West
Syracuse, NY 13204
Telephone: 315-362-9200
Fax: 315-362-9292

City of Chattanooga
101 E. 11th Street
Chattanooga, TN 37402
(423) 425-7800

This Master Equipment Purchase and Maintenance Agreement (the "Agreement") is entered into as of the _____ day of _____, ~~2002~~2012, by and between MAC Source Communications, Inc. ("MAC Source") and City of Chattanooga ("Customer"). The hardware and software; pricing for maintenance; pricing for discovery; pricing for network assessment, and the time and materials for implementation is listed on the response to the Bid Solicitation dated 19-JUL-12 for a total cost of \$1,367,378.78 attached as Exhibit A attached hereto and incorporated herein by reference. Customer agrees to purchase and MAC Source agrees to sell the Equipment which is itemized on Exhibit A-1 hereto (the "Equipment"). A more detailed list of equipment and services is listed on Exhibit B that is attached hereto and incorporated herein by reference. The parties further agree that MAC Source will perform maintenance services described in this Agreement (the "Maintenance Services") under the following terms and conditions. The parties further agree that Customer will also purchase Software Support ("Software Support") as set forth in Section 14 hereof.

1. PURCHASE OF EQUIPMENT

The Equipment and the pricing therefor (the "Purchase Price") shall be set forth on Exhibit A. in the forms attached hereto as Exhibit A and A-1. Additional MAC Care Optional Services are available as described in Exhibit B.

2. PAYMENT TERMS FOR EQUIPMENT

MAC Source will invoice Customer monthly for the Purchase Price and for all other amounts due under this Agreement, for equipment upon delivery to the site for installation and for all other charges on a percentage of completion basis. Payment terms are net 30 days from the date of the invoice except as noted in Exhibit A-1.A. A late charge of .083 2% per month on the amount due shall be assessed on payments in arrears after the due date.

3. PURCHASE OF MAINTENANCE SERVICES

Customer shall purchase Maintenance Services with respect to the Equipment purchased hereunder, in accordance with the provisions of this Agreement. The terms and pricing for such Maintenance Services shall be set forth in Exhibit B and B-1, Exhibits A and B.

4. EXPENSES

Customers shall reimburse MAC Source for all reasonable out-of-pocket travel-related and other expenses and expense-related taxes associated with the provisions of the installation and Maintenance Services hereunder. The prices listed on Exhibit A and B shall include travel and

living expenses for employees of MAC Source. The only additional expenses that may be billed to Customer shall be for equipment, software, maintenance, or services not included in Exhibit A or B and then only upon prior written approval from Customer. All expenses shall be invoiced separately.

5. SCOPE OF MAINTENANCE SERVICES

Subject to full observance of the maintenance routine prescribed by the applicable manufacturers, MAC Source will provide service and repair of Customer's equipment to keep it in proper working order as determined by MAC Source, and as is requested by the Customer from time to time. The Maintenance Services, including the site locations, the Equipment and the terms of the services to be provided (the "Maintenance Services") and the pricing therefor shall be as agreed upon in written work statements executed from time to time by Customer and MAC Source (each, a "Statement of Work"), in the form attached hereto as Exhibit B. Maintenance Services will be provided on a 7/24/365 basis. However, MAC Source shall not be required to provide Maintenance Services to any system subject to this Agreement and a Statement of Work (each, a "System") should the applicable manufacturer no longer support certain software versions of its products included in the System. In such case, if MAC Source chooses to provide Maintenance Services for such System, MAC Source shall charge Customer on an hourly basis, or, Customer may choose to upgrade the System to a manufacturer supported version of the product, at which point all Maintenance Services will again apply. Prior to providing Maintenance Services, however, MAC Source may require that the Customer bring the System to a manufacturer-supported level. In the event of a conflict between the terms of this Agreement and any Statement of Work, the terms of the Statement of Work shall govern.

Maintenance Service under each Statement of Work shall be initiated upon notification to MAC Source by Customer of any Equipment malfunction. MAC Source will make every commercially reasonable attempt to respond to emergency and routine trouble within the respective response times for each level of Maintenance Service coverage as set forth in the applicable Statement of Work.

MAC Source will, at its discretion, replace defective parts with new or reconditioned parts. Any defective parts removed from the Equipment will become the property of MAC Source. Maintenance Service provided under this Agreement may require service interruption.

Equipment malfunctions caused by lightning, fire, water, or other acts of God, or vandalism, Customer abuse or misuse will not be covered under this Agreement. Equipment that is: (i) damaged by unsuitable environmental conditions or other failure to comply with the manufacturer's specifications in any other respect, including but not limited to inadequate air conditioning; or (ii) rendered inoperable due to Customer's moves or changes; or (iii) exhibiting technical issues prior to the commencement of maintenance service, will not be covered under this Agreement and the Customer will be billed for time and materials needed to restore service to the Equipment.

MAC Source agrees to maintain the Customer's existing Nortel Network equipment for the first year of this agreement at hourly rates listed in Exhibit B and cost of replacement or repair equipment.

6. TRAINING

MAC Source will provide or arrange training for operation of the Equipment. Training is provided at no additional charge during MAC Source's normal working hours (Monday through Friday, 8:00 a.m. – 5:00 p.m., MAC Source holidays excluded), unless otherwise noted. Training

outside of or beyond MAC Source's normal working hours is available on a time and materials basis at MAC Source's then-current rates.

7. **WARRANTY**

MAC Source warrants that the Maintenance Services will be performed in a professional and workmanlike manner. MAC Source warrants for one (1) year after cutover that the Equipment, under normal use and service, will be free from defects. If Customer has elected not to have any maintenance service coverage, any labor associated with warranty work will be billed on a T&M basis. Customer shall provide notice to MAC Source of any Equipment defect, specifying the nature thereof, within the warranty period. Equipment malfunctions caused by lightning, fire, water, or other acts of God, vandalism, or Customer abuse or misuse will not be covered under this warranty and in such events the Customer will be billed for time and materials needed to restore service to the Equipment. Customer will look exclusively to the manufacturer of the Equipment or software for any warranty claims beyond the warranty period.

Except as expressly provided herein, MAC Source disclaims all warranties with respect to the Equipment and Maintenance Services provided hereunder, including, without limitation, all warranties of merchantability and/or fitness for a particular purpose. The liability of MAC Source hereunder with respect to Equipment and Maintenance Services is limited as provided in Section 9 below.

8. **CUSTOMER RESPONSIBILITIES**

Customer will be responsible for providing space for MAC Source personnel to work, which includes but is not limited to required services such as telephones and voicemail, network connections and privileges, and appropriate facility security privileges, if applicable.

9. **INDEMNIFICATION AND LIMITATION OF LIABILITY**

MAC Source will indemnify and hold Customer harmless from any loss, liability or claim for damages on account of injury to persons or property occasioned by MAC Source's performance of Maintenance Services under this Agreement, provided that MAC Source shall not be responsible for any such loss, liability or claim to the extent that it was caused by the acts or omissions of Customer.

Except as provided above, MAC Source's total liability to Customer and/or any third party for damages of any nature arising out of MAC Source's performance under this Agreement shall not exceed the amount paid by Customer to MAC Source under this Agreement when the cause of action arose. UNDER NO CIRCUMSTANCES SHALL MAC SOURCE BE LIABLE FOR INCIDENTAL, INDIRECT, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES (INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST PROFITS, BUSINESS INTERRUPTION, LOST BUSINESS INFORMATION, LOST GOODWILL OR WORK STOPPAGE) REGARDLESS OF THE THEORY OF RECOVERY AND REGARDLESS OF WHETHER CUSTOMER HAS BEEN ADVISED OF THAT POSSIBILITY AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY OR WARRANTY.

The foregoing constitutes the entire liability of MAC Source and all of its affiliates with respect to the Maintenance Services provided by MAC Source.

10. **TITLE AND RISK OF LOSS**

Title to the Equipment and risk of loss passes to Customer upon delivery of the Equipment. Until the Purchase Price and all other amounts due have been paid in full, MAC

Source shall retain a purchase money security interest in the Equipment. The parties hereby agree that this Agreement shall constitute a security agreement and MAC Source may file any UCC financing statement to perfect its security interest. In the event of Customer's default, MAC Source may pursue any remedy available at law or in equity, including the enforcement of its rights as a secured party.

11. TERM AND TERMINATION

MAC Source may terminate this Agreement in the event that Customer breaches any material obligation hereunder, including Customer's failure to pay any amount when due, and such breach continues for thirty (30) days after MAC Source has sent written notice of such breach to Customer. Any such termination shall be without prejudice to MAC Source's right to collect the amounts past due and owing or to retain amounts previously paid to MAC Source by Customer. Customer may terminate this Agreement in the event that MAC Source breaches any material obligation hereunder, and such breach continues for thirty (30) days after Customer has sent written notice of such breach to MAC Source. If either party terminates this Agreement prior to the completion of the Services described in a Statement of Work, Customer will promptly pay MAC Source for the Services provided through the date of termination. This Agreement may be terminated by either party with thirty (30) days advance written notice to the other party provided that all Statements of Work have been completed, or terminated as set forth herein or in the applicable SOW.

12. CONFIDENTIALITY

Each party shall, and shall cause its personnel to, hold and deal with in strict confidence all information relating to the other party's business which is clearly designated as confidential or would reasonably be considered to be confidential ("Confidential Information"). The receiving party shall not disclose Confidential Information to any third party without the disclosing party's prior written consent. The following such not constitute confidential information: (a) information that is made publicly available by the disclosing party; (b) information that is lawfully obtained by the receiving party from any source other than the disclosing party free of any obligation to keep it confidential; (c) information that is previously known to the receiving party without an obligation to keep it confidential; or (d) information that is disclosed pursuant to applicable law, or by order of any court or governmental agency. The parties understand that certain information that might normally be considered confidential may be deemed a public record pursuant the the Tennessee Open Records Act, T.C.A. §10-7-503 et seq.

13. CHANGES

Any changes to the Maintenance Services which require additions, omissions, or modifications to the original SOW, including, without limitation, the increase in the amount of Equipment subject to Maintenance Services or a change in location, will need the review and approval of both Meridian and Customer in writing. Approved changes could result in modifications to the Statement of Work, resulting in additional overall project costs.

After cutover, in the event Customer requests changes in the Equipment or installation specifics, MAC Source will invoice Customer for any related changes at MAC Source's then current prices and rates.

14. SOFTWARE SUPPORT AND END USER LICENSE AND WARRANTY

The terms of Software Support are set forth on the Software Support Addendum which is attached hereto as Exhibit C. Customer agrees to comply with the terms of the Avaya End User License and Warranty, attached hereto as Exhibit D and incorporated herein by this reference.

15. GENERAL

This Agreement shall be governed under ~~Tennessee~~ New York law and any dispute arising hereunder shall be litigated exclusively in the state or federal courts located in ~~Chattanooga, TN.~~ New York. ~~Neither party~~ MAC Source shall be entitled to receive its reasonable attorneys' fees associated with any action to enforce its rights hereunder.

MAC Source will not be liable for delay in the performance of its obligations hereunder if such delay is caused by conditions beyond its reasonable control, including, but not limited to, fire, flood, accident, earthquakes, telecommunications line failures, storm, acts of war, riot, government interference, strikes and/or walk-outs.

Notice may be validly provided in writing by certified mail, overnight delivery or facsimile at the above address.

This Agreement shall not be assignable by Customer without the prior written consent of MAC Source. This Agreement shall not be assignable by MAC Source without the prior written consent of Customer.

The failure of either party to exercise in any respect any right provided for herein shall not be deemed a waiver of any right hereunder.

The provisions of Sections 7, 9 and 12 herein shall continue after termination of this Agreement and shall bind the parties and their legal representatives, successors, heirs, and assigns.,

This Agreement embodies the entire agreement of the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous oral or written agreements and understandings with respect to the subject matter hereof. This Agreement may be amended only in writing signed by the parties hereto.

IN WITNESS WHEREOF, the parties hereto acknowledge that they have read this Agreement and understand and agree to be bound by its terms and conditions set above and have caused this Agreement to be executed by their duly authorized representatives.

MAC SOURCE COMMUNICATIONS, INC.	City of Chattanooga
BY: _____	BY: _____
NAME: _____	NAME: _____
TITLE: _____	TITLE: _____
DATE: _____	DATE: _____

EXHIBIT A

Purchase Price and Terms

~~The total price of the Equipment, including installation and shipping to Customer's location, is \$ _____, plus all applicable taxes (the "Purchase Price").~~

~~Customer will pay MAC Source the Purchase Price per the following schedule:~~

~~50% upon execution of this Agreement: \$ _____
Balance due at cutover: \$ _____~~

~~The Purchase Price shall be subject to adjustment for any changes to the Equipment installed before cutover as agreed in writing by both Customer and MAC Source. An Installation Change Form must be signed by both parties to authorize implementation of the proposed changes~~

~~If the Equipment is to be leased by Customer, payment under these terms will be expected from Customer's lessor.~~

~~Unless otherwise specified, the Purchase Price shall not include union labor, wire molding, fire retardant cable or conduit, site preparation or removal of existing equipment. Installation requiring such items is subject to an increase of the Purchase Price set forth above.~~

~~CUSTOMER WILL PROVIDE A TAX-EXEMPT CERTIFICATE IF TAX-EXEMPT STATUS IS CLAIMED.~~

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EXHIBIT A-1
Equipment List

NEED ACTUAL LIST FOR INCLUSION

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EXHIBIT B

Maintenance Services

STATEMENT OF WORK

Customer Name: **City of Chattanooga**

Commencement Date: _____

Term: _____

EQUIPMENT DETAIL AND PRICING

Maintenance Option Selected: _____ Primary _____ Preferred _____ Premier

Address Where Equipment is Located: _____

Initials Maintenance Service Coverage Maintenance Service Charge
per: ___ month ___ quarter ___ year

_____ () Premier	_____	\$ _____
_____ () Preferred	_____	\$ _____
_____ () Primary	_____	\$ _____

Four (4) Year Maintenance Contracts will be discounted by 10% per year.

The initial term of the Maintenance Services as shown above shall commence one year after takeover (the Maintenance Commencement Date) and shall continue for the length of such term. At the end of the term stated above, the term shall automatically renew for consecutive one-year renewal terms at MAC Source's then-current rates unless a written notice of termination is received by either party at least thirty (30) days prior to the expiration of any term. Customer shall be responsible for making all payments due under this Statement of Work until the end of the applicable term.

Charges for Maintenance Service will be invoiced on the Maintenance Commencement Date. A late charge of 2% per month will be assessed on payments in arrears after the due date.

Exhibit B-1 describes the features of each of the Maintenance Options.

The parties hereto acknowledge that they have read and agree to the terms set forth in this Statement of Work and have caused this Statement of Work to be executed by their duly authorized representatives. Upon execution, this Statement of Work shall be made a part of and shall be subject to all terms and conditions of the Master Equipment Purchase and Maintenance Agreement dated _____ between MAC Source Communications, Inc. and Customer.

Agreed to:

Agreed to:

City of Chattanooga

MAC Source Communications, Inc.

By: _____
(Authorized Signature)

By: _____
(Authorized Signature)

Date: _____

Date: _____

Name: _____

Name: _____

Title: _____

Title: _____

Phone: _____

Phone: _____

Fax: _____

Fax: _____

EXHIBIT B-1

Maintenance Service Coverage Options

	<u>PRIMARY</u>	<u>PREFERRED</u>	<u>PREMIER</u>
<u>Response Time</u>	4 Hour Emergency 24 Hour Routine	2 Hour Emergency 24 Hour Routine	2 Hour Emergency 24 Hour Routine
<u>Preventive Maintenance</u>	Semi-Annual	Quarterly	Quarterly
<u>Remote Polling (CommMgr only)</u>	As a Result of Trouble Call	Daily	Daily
<u>Remote Alarm Maintenance (CommMgr only)</u>	NA	NA	Included 7/24/365
<u>Remote Software MAC Charges</u>	\$90/Hour 1/2Hour Increments	\$90/Hour 1/4Hour Increments	Included*
<u>Software Updates (IP Office only)</u>	As Required	Included as Required	Included as Released
<u>Training Refresh</u>	Chargeable	Chargeable	Included

* Remote Software MAC will be done during MAC Source business hours and does not include remote professional services.

MAC intervals are four days from receipt of request.

All ancillary equipment such as CSU/DSU, Router, Transtalk, Adtran, etc. will be charged as if adding 2 ports each to the total port count.

Paging and Headsets are covered only under time and materials.

The minimum monthly maintenance charge is \$60.00.

BID SOLICITATION



City of Chattanooga
101 East 11th Street, Suite G13
Chattanooga, TN 37402

BID OPENING DATE AND TIME: 19-JUL-12 at 2:00 PM BID NUMBER: 302104
BUYER: PHONE #: (423) 757-5184 DELIVERY REQUIRED:

SEALED BIDS

Mail or submit two (2) signed copies of bid form to this office in the enclosed envelope. Retain one copy for your file.

V MAC Source Communications
E Attn: Warren Ayers
N 701 Erie Blvd West
D Syracuse, NY 13204
O
R

M City of Chattanooga
A 101 East 11th Street, Suite G13
I Chattanooga, TN 37402
L
T
O

Item	Class-Item	Quantity	Unit	Unit Price	Total
1	Pricing for Hardware and Software(Please only give Total amounts on this page.) **1	1	Each	\$775,430.78	\$775,430.78
2	Pricing for Maintenance.(Please describe you maintenance plan) **2	1	Each	\$171,948.00	\$171,948.00
3	Pricing for Discovery(Please also list length of discovery time) **3	1	Each	\$11,000.00	\$11,000.00
4	Pricing for Network Assessment(Please describe how the Network Assessment would take) **4	1	Each	\$86,000.00	\$86,000.00
5	Billing of Time and Materials for a 6 month Implementation. **5	1	Hour	\$323,000.00	\$323,000.00
6	Pricing for Implementation **5		Each	\$323,000.00	\$323,000.00
7	Total Cost		Each	\$1,367,378.78	\$1,367,378.78

NOTE: ALL BIDS RECEIVED ARE SUBJECT TO THE TERMS AND CONDITIONS

ALL BIDS MUST BE SIGNED ? The undersigned offers the above quoted prices under the conditions contained herein.

The City is Exempt from all Federal and State Tax.
Bids will be received at the above mentioned address.

TERMS OF PAYMENT: Within 30 Days from Invoice

TELEPHONE NUMBER: 423-817-8927

COMPANY: MAC Source Communications

SIGNATURE:

NAME AND TITLE: Warren Ayers - National Account Manager

- **
- 1 - Utilizing 777 promotion from Avaya. Avaya pricing deadline for 777 promotional pricing Sept 31st, 2012.
 - 2 - Annually (Support Advantage Preferred, Parts NBD, Upgrade Advantage, Annual payments, based on a three year contract)
 - 3 - 12 days onsite including travel and living
 - 4 - price is for qty - 2 five phase assessments per request - \$57,500 for qty 1 five phase network assessment - includes travel and living
 - 5 - Includes travel and living



Maintenance

MAC Source Response:

On the **Voice System**, MAC Source quoted **Avaya Preferred Support with Parts Next Business Day (NBD) with Upgrade Advantage**. This means:

- 24x7 remote software and hardware support, access to service packs and access to web services.
- EXPERT Systems(SM) monitoring 24x7, Operations Intelligence Suite (OIS) web portal and unified dashboard, off board alarming and centralized management for remote access policies.
- **12 month Warranty** is provided covers all hardware, including sets, from the delivery date.
- **Parts Next Business Day (NBD)** replacement of parts on a next business day basis. This includes system only, no sets per the RFP requirement.
- **Upgrade Advantage** provides customers with a subscription for major software upgrades which results in substantial savings and investment protection.

Note: No Avaya or MAC Source labor was included in the quote provided. If MAC Source Labor is required over and above the City of Chattanooga IT group, we can maintain the existing rate of \$112.50 per hour, with night and week-end at time and half rate of \$168.75 per hour.

On the **Wireless Network** (controller and Access Points), Avaya provides a 12 month warranty on the Wireless Solution, with the option of additional annual maintenance, if desired by the City.

On the **Data Network** (edge switches), Avaya provides a limited lifetime warranty for the hardware. If the switch fails, Avaya will replace with its Advanced Replacement warranty, shipped out the next business day. Basic technical support during normal business hours for the lifetime of the product is provided as well. On the Software side, a 90 day warranty is provided and if additional maintenance is requested, this must be covered by a separate support agreement, if desired by the City. 'Lifetime' means the period of time during the product lifecycle when Products are generally available for sale plus five (5) years after the "End of New Sales" date has been declared by Avaya.

MAC Care Optional Services are also available:

MAC Source can offer to the City labor coverage for the Voice System, if so desired for break fix and a Network Software agreement as well for the Edge Switches on the Data Network.

These services complement the services offered by the Avaya services that were quoted into the RFP response and will give the City of Chattanooga a more stable annual cost to avoid unknown labor charges for the possible repairs that may occur throughout the life cycle of the system for the voice system and software protection (updates and new releases) for the edge network components.

The prices for the optional services are outlined in two different ways. Both options are offering the coverage of the software protection for the edge network switches that are part of the system



configuration already in the quote and any on-site labor for break fix for the Avaya voice system that may require a person from MAC Source to be on-site for repair.

The first option includes software protection for the edge switches. This coverage will allow the City to acquire the latest software from Avaya for the edge switches provisioned in the RFP quote, without additional cost. In addition, labor is provided for any break-fix situation on the Voice solution, system or sets.

The second option includes everything listed on the first option above but also includes off-site backup services plus offers our Info Plus reporting as outlined below and unlimited remote handling of Moves / Adds / Changes when needed.

Back-Up Service

- Off-site backup of your Communication Server's configuration

Remote MAC (Moves, Adds and Changes) - Excludes Professional Services (professional services are services that are outside of simple moves, adds and changes).

- Stations
- Mailboxes
- Trunking
- Password Changes

Secure Web Portal Access for Info Plus Reporting. Info Plus reporting includes:

Inventory- Site Survey

- Inventory of the major Communication Server hardware and software components
- "End of Life" analysis pinpoints unsupported manufacturer's equipment }

Configuration- SourceBook

- Details a Communication Server's programming
- Graphics of each set and each button's feature or line assignment
- Lists of each designed group (Intercom, Call Pick-Up, etc.)
- Clearly Defines Trunking, Call Routing, and even Calling Privileges
- Service-improving Action Items are uniquely determined for your system

Security Audit

- Detailed, computerized review of the system's programming
- Analyses of 83 separate features with security implications. Each analysis consists of a feature description, the security concerns and recommended changes in programming

MAC Care Optional Pricing

- 24 / 7 Break Fix On-site Support for Voice + Network Equipment Software Protection
Annual Price: \$30,896.17

- 24 / 7 Break Fix On-site Support for Voice +Back-Up Service of Configurations + Info Plus Reporting + Unlimited Remote Moves/Adds/Changes + Network Equipment Software Protection
Annual Price: \$49,287.52

Hardware and Software Breakdown

Hardware and Software - Total Bid price	\$775,430.78
Remote Gateways - Edge switches - Access Points	\$262,512.77
Core Hardware / Latest Software Release / Phones	\$512,918.01

Telephone Sets	Quantity
9608 Set	154
9611 Set	52
9621 Set	930
9641 Set	4
B179 Conference Phones	74
3641 Wireless	72

** As noted in the bid response - pricing for all Avaya hardware and software are exclusively priced using the ASIPP 777 promotion from Avaya. MAC Source must receive a PO for the total amount of bid in time to for shipment of product from Avaya no later than 9/31/12, to meet the requirements of Avaya promotional pricing. In order to ensure shipment of equipment by that date we would ask that a PO be submitted to MAC Source for the amount of \$1,367,378.78, no later than 9/21/12.

Discovery – What is included

Per the stated requirement:

This design is based on information provided by COC with limited first-hand knowledge and time. It is a sound design based on those parameters.

Our RFP Response Price for Discovery includes:

12 days of a tech on site to perform discovery at each of the 90 locations. We will need to survey each wiring closet (environmentals (HVAC and Fire Code, etc.), power, space, connection availability and existing hardware) phone setup requirements for each location, review available cabling (category cabling, phone jack space, and access for additional or replacement, if required) , Core System (space, environmentals (HVAC and Fire Code, etc.), rack space, cabling, integration needs, assessment of migration, trunking access needs, remote office access availability, etc.)

Network Assessment – Definition

Network Assessment is required by Avaya to ensure voice quality expectations are met. The Assessment is done in a series of phases as outlined below:

Phase I

Network Topology Discovery: Before a strategy can be developed a complete understanding of the existing state of a network must be documented. Typical information includes: complete network map, equipment list, hardware and software versions, and hardware configurations. This service is provided remotely through customer interviews and customer provided documentation.

Phase II

Written Convergence Strategy: Before implementation begins, a written strategy for your converged infrastructure must be documented. The real-time sensitivity of voice data requires an overall convergence strategy which will set capacity and performance expectations for your converged network. This service is provided remotely and results are delivered electronically. Your written plan will include the best practice recommendations for your network based on the information documented in Phase One and will include the following:

Overall IP Scheme and sub-netting design; NAT Strategy; DHCP / Static Addressing Scheme; IP end-points and physical cabling; Protocol review; Layer 2 segmentation – VLANs; Layer 2 traffic tagging; Layer 2 traffic prioritization; Layer 2 Duplex strategy; Layer 2 Application review; Layer 3 traffic tagging; Layer 3 traffic prioritization; Layer 3 routing protocols; Layer 3 Application review; Spanning-tree / Load balance review; Review of existing hardware to meet strategy guidelines; Review of existing software to meet strategy guidelines; Review of existing configurations to meet strategy guidelines

Phase III

Implementation of Written Strategy: TBD after the Network Readiness is completed.

Customers have several options for implementation including in-house engineers, existing vendors, new vendor, or any combination. This includes the staging, installing, configuring, integrating and testing new and existing hardware and software according to the guidelines established in your written convergence plan. This service is typically provided on-site but can be perform remotely in some situations.

Phase IV

Quality Control and Metrics Testing: This phase includes the post-implementation analysis to insure your network is performing as intended. This service is performed on-site and includes the following:

Review of hardware components; Review of software versions; Review of configurations; Gather network protocols from VoIP tool; Gather network packet delays from VoIP tool; Gather network jitter from VoIP tool; Gather network packet loss from VoIP tool; Examine VLAN header information utilizing VoIP tools; Examine COS values utilizing VoIP tool; Examine TOS / DiffServ values utilizing VoIP tools. The testing performed in this Phase includes a software licensing fee for a 72 hour period. If additional testing is required outside the initial 72 hour period an additional software license fee will apply.

Phase V

Documentation: We will deliver complete documentation on work performed. Additionally, we will complete Avaya required VoIP forms that are required for warranty and maintenance work. Most notably, this includes the Avaya “Minimum Networks Requirements”