

INVITATION FOR BID NO. 18-08
Telecommunications Systems Replacement
Las Positas College

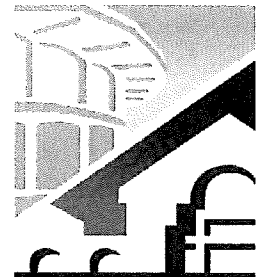


*We integrate the
technologies that
make today's
businesses run.*

Submitted To: Chabot Las Positas Community College District

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Submission Date: 03/27/2018



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INVITATION FOR BID NO. 18-08

To:

Victoria L. Lamica
Facilities/Bond Programs & Operations Las Positas College
7600 Dublin Boulevard, 3rd Floor
Dublin, CA 94568

Dear Victoria,

Thanks for inviting Advantel Networks to this exciting opportunity!

Advantel Networks is excited to propose a comprehensive Avaya Aura solution accompanied by Spok e911 & Metropolis Call Accounting to the Chabot-Las Positas Community College District to address the needs specified in the College District's Request for Proposal.

Advantel understands the District Mission Statement: "The Chabot-Las Positas Community College District (CLPCCD) prepares students to succeed in a global society by challenging them to think critically, to engage socially, and to acquire workplace knowledge and educational skills." We embrace this methodology by allowing our fully trained and certified Implementation and Support Specialists to "Think outside the box" to meet the critical needs of our clients, make recommendations to improve efficiencies, and lowering costs while simultaneously keeping the future technology trends in mind.

Advantel Networks is a premier technology solutions provider with expertise designing, implementing and maintaining powerful converged voice and data solutions for enterprise customers worldwide. With over 30 years of experience, we have a proven history of delivering outstanding value with cost-effective solutions that help our customers solve complex challenges. We have been combining best of breed technologies for both voice and data for many years and have had a great deal of success with organizations large and small, private and governmental. We have recently implemented Avaya solutions for many Bay Area Colleges, School Districts, municipal and commercial, as well as international organizations.

Advantel Networks is proposing an Avaya Aura R7 solution with Communication Manager, Communication Manager Messaging, Call Center Elite, Call Management System, Spok e911 & Metropolis Call Accounting as well as Training for the entire solution. Since Advantel Networks is an Avaya Diamond Partner, we have access to the entire Avaya portfolio. Not only are we knowledgeable on the full suite of solutions, we are well versed on the implementation and programming practices surrounding these solutions. In addition, Advantel Networks is a certified Spok and Metropolis partner.

The Avaya Aura R7 platform offers all of the technologies and applications in the available Avaya feature sets. Avaya, Spok & Metropolis does not shortchange any of their customers based on size or amount of applications. They both offer robust capabilities to Chabot-Las Positas Community College District. The District will experience a pleasant user experience in both the handset usage and voicemail operation.

The Avaya, Spok & Metropolis solution will provide Chabot-Las Positas Community College District with many advanced features that will offer users increased productivity and ease of use!

Through effective management and innovative solutions, we repeatedly exceed customer expectations by delivering projects on time and within budget. Our implementation tactics ensure every facet of Chabot-Las Positas Community College District's project is performed with seamless execution, and complies with the work specified by the Chabot-Las Positas Community College District. Our success is directly linked to maintaining exceptional relationships with all stakeholders, including our manufacturers, distribution partners, employees, subcontractors and customer employees. Advantel Networks is confident that we will provide value in partnering with Chabot-Las Positas Community College District and we sincerely believe that the following solution proposal represents the best possible service and value to Chabot-Las Positas Community College District.

Throughout our history, Advantel Networks has supported many Colleges, Universities, Federal, State, County, and Municipal agencies. They include the University of Washington, California State University @ Monterey Bay, Stanford University, Fremont Unified School District, City and County of San Francisco, San Francisco International Airport, County of Alameda, Valley Transit Authority, City of Livermore, City of Fremont, City of Berkeley, City of San Jose, City of Napa, and Alameda Health Systems. Additionally, we have active customer relationships with the Department of Homeland Security, Federal Aviation Administration, Environmental Protection Agency, Internal Revenue Service, and all arms of the DOD. Advantel Networks' clients also include Google, Silver Lake Partners (Avaya's Parent company before going public in 2018), VMware, Juniper, Pebble Beach, Oakland A's and many more!

After careful review, we developed a solution that meets and/or exceeds the requirements and thresholds established by the Request for Proposal, while delivering substantial value to Chabot-Las Positas Community College District and its constituents.

Below are a few highlights of the solution provided in our proposal:

- Advantel Networks' proposal provides Chabot-Las Positas Community College District with the best Avaya engineering talent and the greatest number of resources within and around the Chabot-Las Positas Community College District. With more than 16 certified and trained staff in the Bay Area, we are able to respond quickly with short notice to any need the Chabot-Las Positas Community College District may have 24 x 7, 365 days a year.
- Advantel Networks' proposal, with Avaya Preferred Support Advantage, provides Chabot-Las Positas Community College District with the best, most comprehensive monitoring platform on the market. From this platform, the Chabot-Las Positas Community College District can take comfort that Avaya will know what's happening at all times and will have a head start on resolving any issues that may arise.
- Avaya recognizes Advantel Networks as one their largest and strongest partners in the nation and particularly on the west coast, as we hold their Diamond Service Expert certification. The Chabot-Las Positas Community College District will benefit greatly due to our continued certification of Avaya latest technology as well as in-depth knowledge of data networks, storage, wireless solutions, and unified communications.
- Advantel Networks boasts six regional offices with contact support centers that give us the necessary footprint needed to support local, regional, and global projects. We have successfully designed and implemented hundreds of Avaya PBX systems, ranging from simple to some of the most complex deployments. Our corporate headquarters is located in San Jose, CA.

- The Advantel Networks engineering team has extensive experience with Avaya/Spok/Metropolis interoperability in the communications environment and will work closely with the Chabot-Las Positas Community College District's IT and Telecommunications team on projects that involve any convergence of voice and data as well as make best practice recommendations to ensure successful implementation while minimizing interruption of this critical communications environment.
- Advantel Networks customers benefit from a 92% > three-year employee retention rate that results from a highly developed recruitment and retention program. Our reputation as an Avaya Diamond Partner with a caring, employee-centric culture earns us many valued referrals. We attract top talent and keep them satisfied with our Total Compensation Plan (TCP), which includes highly competitive salaries, work/life balance programs, continuing education assistance, and merit awards. These components foster a healthy, satisfying, and engaging corporate culture for a team with the right skills to manage and implement complex projects.

Advantel Networks has a proven ability to execute on a large scale and we will connect you with our current customers who can testify to their positive experiences with us.

We are pleased to have the opportunity to partner with Chabot-Las Positas Community College District and establish a trusted advisor relationship for years to come.

As your Advantel Networks Account Manager, please contact me immediately with any questions or comments regarding this response.

Kind regards,

Joe Carmack
Advantel Networks
408-954-5105
jcarmack@Advantel.com

INVITATION FOR BID NO. 18-08

NOTICE TO QUALIFIED AVAYA DIAMOND PARTNERS:

NOTICE IS HEREBY GIVEN that the Board of Trustees of the Chabot-Las Positas Community College District, State of California, hereby calls for bids to be delivered to the Facilities/Bond Programs & Operations Department at 7600 Dublin Boulevard, 3rd Floor, Dublin, CA 94568 by **2:00 p.m. on Thursday, March 22, 2018** at which time and place the bids will be opened for Bid No. 18-08, Telecommunications Systems Replacement, Las Positas College. Faxed or emailed bids will not be accepted.

All Sealed Bid Proposals shall be submitted on forms furnished by the District. Bid Proposals must conform with, and be responsive to, the Bid and Contract Documents, copies of which will only be distributed to the pre-approved vendors.

The Board of Trustees reserves the right to reject any and all bids and any and all items of such bids. This bid shall also be subject to any and all applicable laws, regulations and standards. This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

Advantel Networks is a premier technology provider that designs, implements and maintains powerful converged communication and data network solutions to businesses worldwide. For over 30 years, Advantel Networks has focused on reducing infrastructure costs and simplifying IT administration for SMB to Fortune 100 enterprises. Our company delivers critical business solutions and services, such as Security, Data Centers, Storage and Virtualization, Unified Communications, Contact Centers, Cloud, and Integrated and Managed Services. Advantel was recently named to The Channel Company's CRN Solution Provider 500 list, underscoring its value in the IT landscape. For more information, visit Advantel.com.

Advantel Networks is the largest and most established Avaya Diamond Partner on the West Coast. We currently support some of Avaya's largest and most complex reference accounts globally including, but not limited to, Sierra College, Stanford University, Western University, Palo Alto University, Environmental Protection Agency (EPA), Vectren, Google, Scripps Health, and the City and County of San Francisco. Here are a few of our key differentiators:

- *Advantel is the ONLY Avaya Diamond partner designated as "Partner in Customer Excellence" in your area (<https://www.avaya.com/en/partner-locator/>) also refer to this link for the Press release from Avaya Advantel Networks Receives Avaya "Partner in Customer Excellence"*
- *Authorized Spok Partner/Reseller*
- *Three years in a row recommended by CRN as one of the best system integrators*
- *Advantel is the largest AVAYA Diamond Partner on the West Coast*
- *Scale - Advantel services Customers as large as 40,000 end points*
- *Global - Advantel maintains over 750,000 ports for our customers worldwide*
- *Technical - 24x7 NOC for Monitoring with Onsite or Remote Technician availability*
- *Service - Avaya Service Delivery Specialist, One of only a few on the West Coast*
- *Authorized Calero Partner/Reseller*
- *Depth - More than 60 manufacturer-certified engineer & technical staff in region; the largest staff of Avaya Certified Engineers of any Partner on the West Coast*

- *Customer Satisfaction - Advantel holds a Customer Satisfaction Rating of 95%*
- *Local - Advantel's Corporate Office with Executive Briefing and Training Center as well as Avaya Certified Engineers, Design Engineers and Sales Staff*
- *Advantel holds \$1 million of spare maintenance inventory in our logistics centers*

Advantel is comprised of nearly 150 employees with over 50% employed as engineers because we understand that service and support comes before sales and is the main differentiator between Advantel and the rest.

Advantel is a robust global service organization, with the ability to perform quality implementations and ensure the highest level of ongoing support. As you can see, our technical staff has a unique combination of knowledge and experience seldom found in our industry. This enables us to achieve superb customer satisfaction and create a trusted advisor relationship with our customers.

Advantel's corporate office is located in San Jose, CA, 27 miles South of Dublin CA. We have an Executive Briefing Center in our office that is used to demo the latest Avaya products and services. This resource is available to all Avaya associates as well as Advantel customers. We have recruited the best pre-sales engineers, project managers and Avaya certified technicians to help support our large Avaya customer base already in this region.

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SECTION A: BACKGROUND AND REQUIREMENTS

Las Positas College (LPC) uses a Siemens/Rolm Hicom 300H, model 80 EP telephone system for its on-campus voice communications. This system was procured over twenty years ago and is no longer expandable to meet the college's growing needs. The new system will consist of local voice and voicemail/ unified messaging equipment and telephone sets for the entire campus. The proposed system will also require automated attendant capabilities, automatic call distribution, enhanced 911, music on hold and messages on hold, and call accounting. The voice system architecture must include redundancy and disaster recovery in the event of a failure at the campus. Support of in/outbound PRI service with backup Central Office trunks is required. The selected Vendor will architect a robust, reliable solution with training that will provide high quality voice communications with as close to 99.999% uptime as possible.

In this document, Chabot-Las Positas Community College District (CLPCCD) is requesting the bidder to provide the new and unused (not refurbished) equipment configurations listed, and installation, training and support services.

Advantel understands

SECTION B: SCOPE

Las Positas College is looking to replace the campus telecommunications system with:

- The best value that addresses the needs of the campus
- Full 24x7x365 functionality for campus classes, student and employee activities and campus security
- Modernized comparable or improved functionality
- Inherent security to protect from unauthorized access, call-fraud, virus and hacker threats

At the other CLPCCD locations, Avaya telephone systems are installed. This is a request for equipment and services to provide and install a new Avaya system at the Las Positas College campus that will integrate seamlessly with the Avaya systems at the other sites. The new equipment will be placed in Building 1900A in the Las Positas campus. This building houses the site MPOE, MDF and backbone copper feeder cabling, with protectors to all the buildings on campus. This building is UPS and generator protected.

This will include sufficient Telephony equipment to support the PRI trunking service and telephone sets as documented below. This will be an on premise hybrid system consisting of connections for analog, digital and (future) IP devices vices. Proposed system must be able to expand by 50%. The Vendor will provide complete implementation and training for the system deployment and removal of existing system.

The following types of sets for various use cases will be provided for deployment:

- Classroom/ Courtesy/ Simple Set - single line, on-campus only dialing, programmable speed dialing buttons, may be wall-mounted, no voicemail required
- Basic Business Set - standard user, single line, display caller ID, 2-way speaker, mute, hold, transfer, conference, re-dial, programmable speed dialing, and message waiting buttons
- Advanced Business Set - active user and call center agent, extended capabilities, multiple lines, line appearance/ busy indicator for other office phone sets, wireless DECT headset ready, display caller ID, 2-way speaker, mute, hold, transfer, conference, re-dial, programmable speed dialing, pick-up, park, message waiting buttons, and ability to view incoming call on a secondary line without interrupting current call, etc.
- Conference room - supports existing analog speaker/conferencing phones

- Operator's Attendant Console - one (1) with programmable buttons for quick transfer, headset ready, after hours' message and after hours re-routing.

Additional analog connections for faxes, control lines for security and fire alarm, modems, etc. are required. Distances for copper cabled (analog or digital) connections may be as long as 6,000 feet, routing through multiple cross-connects. Feeder cabling from the Building 1900A MPOE is typically home run to the remote building IDF, with riser feeders to distributed IDFs and station connections. The new system must be able to support this topology without the need for a remote unit on campus.

Advantel understands and acknowledges the requirement. Please see PDF attachment "Avaya Aura MM Specs" for detailed specifications provided by Avaya.

Incoming calls to the campus can be handled in multiple ways: (1) all office phones are assigned a DID number for direct access from off-site without operator intervention. If the phone rings without answer or is in a busy state, the caller is forwarded to voicemail or another extension based on settings in the phone profile or manually programmed at the device; (2) callers dial the main number for the college and are greeted by the automated attendant providing basic information, ability to enter a 4-digit phone extension or dial by name, ability to enter a 4-digit phantom voice mailbox extension or dial by name, prompts to be transferred to popular departments, and if callers zero out from automated attendant or voicemail, the call may be routed to the operator's desk for call handling. During high volume call periods the automated attendant could receive 950 calls a week; the attendant console could receive 380 callers who zero-out and 275 calls from internal campus phones a week.

For dialing off-campus, different employees and phones in different environments have different dialing access rights (least cost routing), including on-campus only, local, SF Bay area, California and US. All phones are able to dial 4-digit on campus extensions, toll free numbers, and 911. Only the attendant console can dial outside the US. All 900 and 976 numbers are blocked. For employees needing to dial the occasional phone number that is outside of their dialing access, they need to dial the switchboard and have the call connected and logged. Phones that are located in open-area workstations that require dialing access that is beyond the standard, utilize multiple least cost routing tables that are configured to be enabled at different times of the day. The new system will be configured in a transparent manner to integrate to other CLPCCD site for four-digit-dialing. Calls being placed to other sites within the CLPCCD District are done so by dialing the associated 4-digit extension and routing across the PSTN. A common directory across all CLPCCD sites is required.

The current solution for Enhanced 911 is AmCom SiteAlert AliManager, Event Monitor and Cell Locator. The proposed solution must pass a 911 call through the PSALi, picking up caller and location information via the PSTN to PSAP (Public Safety Answering Point). The college maintains the carrier PSALi database via the Intrado Unified Portal (IUP) and 9-1-1NET.

A native Enhanced-911 notification will be fully compliant with federal and state regulations with the following functionality also required for on campus notification:

- Up to five devices will be notified that a 911 call has occurred. This notification must be configurable to alert as a telephone call, a text to a mobile telephone, as an email to specific email addresses and a real time pop-screen alert on a monitor.
- Las Positas will be able to configure which users, extensions, or off-site numbers will be notified using which method.
- When the E-911 call notification has occurred, as much information about the call will be passed on,

including: 1) extension number, 2) name and building and room location of the set used to make the call, 3) duration of call, etc.

- Specific users at Las Positas will be able to monitor a 911 call in progress.

The current solution for automatic call distribution is Siemens Business View with HiPath ProCenter Composer and Observer. The proposed system will support multiple small Call Centers for calls to the Admissions and Records, Counseling and other Student Services departments. Incoming calls to a call center may be greeted by a recording of information and/ or menu options, or the call may be directed to the longest idle available agent. Agents are able to log into (and out of) the ACD group, with their assigned user code, via the desktop multi-line phone; they are also able to select available and unavailable work status from the desktop phone, as well as view how many calls are in queue and how many other agents are in what work status. Calls in queue hear music-on- hold; calls that remain in queue for a specified amount of time may be directed to: 1) recorded greeting and the option to leave a callback message or be directed back into queue (in the same priority as they left); 2) a department voicemail box. The agents have multiple line phones to be able to place a caller on park while answering another incoming call during high volume periods, as well as a personal line (with DID number) for direct, non- ACD calls. The agents have multiple responsibilities that frequently take them away from their workstation, call handling is only one of their responsibilities.

The Call Center solution will need to be highly flexible, configurable and intuitive for skills routing and ring no answer routing, adjusting to: changing environments (morning, afternoon, evening, night, day and weekend); varying staffing levels and resources with a full catalog of on-demand and scheduled report running capabilities to include: real-time call center activity, login/ logout time, queue time, answer time, talk time, and idle time, as a call center group and by agent for specified days and hours. During high volume periods the call center could receive 1400 calls in a week. The Call Center solution will be priced as a separate line item. The Call Center will be provided with a primary and failover system to ensure uptime of the services. Provide licensing costs for 50 agents on the campus.

Currently, TeleMate.Net workgroup - server software is being used to compile call detail records into usable reports. Call accounting will be provided with the system for ad hoc inquiries and scheduled report generation. The most recent year recorded over 260,000 calls (179,358 incoming/ 84,230 outgoing) with a total duration of over 8040 hours. The Call accounting system will be able to perform the following functions:

- Identify toll fraud and abuse
- Manage organization structure changes for reporting/accounting chargeback to include information such as employee name, department, organization, extension, date and time, duration, cost, and full phone number of off-site party for each call.
- Track client and project billing
- Examine productivity and traffic patterns by user, department, organization and company, on a daily, weekly, monthly and annual basis
- Capture in and outbound call records as well as internal call records complete with 10-digit phone number or international number where appropriate
- Document emergency calls and suspicious calling activity
- Have real-time access to call detail records to assist emergency response of threatening calls
- Be able to export raw call records into excel and CSV formats
- Be able to track a call through transfers and peg for each extension that responds (i.e.: a caller dials the main number and travels through the automated attendant and zero-out to the switchboard who transfer the caller to Counseling ACD, the Counseling front desk picks up the call and transfers the caller to a counselor who stepped out of the office and the call forwards to voicemail.)
- Support and training for configuration and software administration.

The upcoming bid response will include complete documentation of the Call Accounting solution being proposed, including bill of materials, detailed functionality and options.

The current voice messaging system, Rolm PhoneMail supports: automated attendant and sub menus, departmental listen only and listen and respond boxes as well as a balance of user mailboxes that are associated with desktop devices OR phantom/ guest boxes that are stand-alone and accessed by the caller via the automated attendant (these phantom/ guest voicemail boxes are assigned an internal extension and not a DID number). A call is forwarded to one's voicemail box after a determined number of unanswered rings to one's phone (ring no answer) or if the employee is on a call on that line the caller is directly forwarded to one's voicemail box (busy). The employee has the ability to record various greetings that reflect: not available, on another call, or an alternate greeting for situations such as "on leave of absence." Many of the guest / phantom voicemail users, who do not have a desktop phone assigned to them, choose to record a greeting that provides alternate contact information to the caller and then hangs up not allowing the caller to leave a message; this set-up is configurable by the user without assistance from technology staff. The caller also has the ability to leave the voicemail box and be re-directed to the attendant console or another predetermined extension. Employees are able to access their voicemail box to retrieve messages quickly and easily from their desktop phone; while away from their office phone they use an access DID phone number to gain access to the voicemail system.

The proposed system will provide support for 1000 voicemail boxes. The Voicemail system will support:

- Voicemail boxes configurable by size, number of messages and message retention
- Voicemail boxes configurable for different feature sets and class of services
- Default unique system greeting for voicemail boxes with no user greeting and user configured multiple greetings for internal, external, alternate/ vacation or all calls.
- User configured message enable/ disable with disconnect announcement
- Normal, private and urgent flags for voicemail delivery
- Simple prompts for Message play back, reply, forward, save, delete, skip, change speed, change volume options
- System wide announcements by authorized users or system administrator
- User-configurable passcode, greetings, and distribution lists for group messaging
- Forward voicemail alert or recorded message (.wav file) to selected email server

Interoperability with Existing CLPCCD Avaya systems

CLPCCD is establishing the new standard for voice system functionality. At the Chabot and Dublin District Office sites, Avaya systems are used. Each location has a separate voice system with inbound PRI and DID service for that site. At the Chabot campus, a voicemail system provides voice mail for both the Chabot and Dublin District Office sites using a T-1 for interconnection and routing.

CLPCCD would like to have complete transparency for voice and voicemail services across all its sites. This includes, but is not limited to:

- Four or five digit dialing to extensions across all sites.
- Common directory of assigned extensions and user names
- Voicemail message forwarding between campuses without the need for special coding or AMIS networking.
- Voicemail distribution lists that route to extensions at all campuses
- Broadcast voicemails to all sites from a central point
- Failover from one site to another such that if PRI failures occur, calls into one site can be transferred to

another site via the CLPCCD internal data network.

For the solution proposed for the Las Positas Campus, provide a brief narrative of the transparency and interconnection that will be possible. Briefly document what upgrades/changes would be required at the Chabot and Dublin District Office sites to achieve the most comprehensive interoperability.

This can be accomplished with your current T-1 connection and routing that exists today, for the connection between the Digital PBX systems we recommend Q-Sig between the locations.

Q signaling (abbreviated QSIG), a protocol for Integrated Services Digital Network (ISDN) communications based on the Q.931 standard, is used for signaling between digital private branch exchanges (PBXs). QSIG is employed in voice over IP (VoIP) networks, virtual private networks (VPNs), and high-speed, multi-application networks for corporations, educational institutions, and government agencies.

Recommendations to upgrade the other locations would be to IP Enable the systems looking at Failover between locations with ESS (Enterprise Survivable Servers or Communication Manager, System Manager and Session Manager also looking at removing or reducing T-1s and looking at SIP Trunks and have Session Manager handle the call routing between locations.

SECTION C: SPECIFICATIONS AND SCOPE OF PRODUCTS TO BE PROVIDED

CURRENT SYSTEM CONFIGURATION AT THE LAS POSITAS CAMPUS

The current Telecommunications system is based on a Siemens HiCom 300H, model 80 EP. The HiCom Domain Management System Local Configuration (HDMS LC) is used for the system administration interface.

The following system hardware is in use:

Card	Card Description	Cards Currently	Ports Currently Utilized *
SLMR2	16 port Siemens Rolm phone	12	192
SLMS	Connection ports to other	1	
SLMA1	16 port Analog device	3	48 (16 for voicemail)
TMDID	8 port DID Trunk	1	0
HORG	Ring Generator module	1	
LTUCE	Line Trunk Unit Control	3	
SLMA2P	24 port Analog device	3	72
TMDN64P	24 port PRI Trunk	2	48
SLMR3	24 port Siemens Rolm phone	4	96
SLMO24	24 port Opti E/ OptiPoint phone	12	288
TMD24	24 port T1 trunk	1	0
SLMB4	4 port Attendant Console	1	1
TMEMUS	4 port tie Trunk	1	0

The following additional equipment is installed with the main system:

Item	Quantity
Siemens Custom Callout Adapter	1
Telecom Peripherals Music Source Adapter (MSA	2

Rolm Phone Mail	1
Interalia Digital Voice Announcer	1

The following telephone sets and accessories are in use or stocked as spares:

Set Type	Quantity
Rolm phone 312	191
Rolm phone 612	22
Rolm phone 612S	8
Rolm phone 612SL	32
Rolm phone 624	33
Rolm phone 624SL	24
Optiset E Entry	93
OptiPoint 500 Entry	124
OptiPoint 500 Basic	36
OptiPoint 500 Standard	52
OptiPoint 500 Advanced	34
Rolm Phone 300/600 wall mount	11
Optiset E entry wall mount	22
OptiPoint 500 wall mount	5
Rolm phone 600 Analog Adapter	9
Rolm phone 600 Headset Adapter	2
Optipoint 500 Phone Adapter	1
OptiPoint 500 Analog Adapter	4

The system is configured with two PRI circuits. 900 DID numbers are in use (925-424-1000 through 1899). The following dialing plan is used:

Beginning	Ending	Description
0		Switchboard
1000		Main number for automated attendant (i.e.: 424-
1001	1099	Direct Inward Dial Extensions for phones (i.e.: 424-
1200		Voice mail direct access for employees (i.e.: 424-
1201		Voice mail direct access for callers (i.e.: 424-1xxx)
1202	1899	Direct Inward Dial Extensions for phones (i.e.: 424-
1900		Transfer to voice mail
1901	1999	Miscellaneous system extensions
2000	2999	Guest/ adjunct faculty mailboxes
3000	3899	Secondary line extensions
4000	4199	Classroom/ On-campus extension
4900	4999	Emergency Talk-A-Phones
5200	5299	District Extensions
5436		Mobile Phone for Help Desk Support
5500	5599	District Extension

6600	7299	Chabot Extensions
7400	7699	Chabot Extensions
8		Access Code to dial Off-campus
911		Emergency Services
9366	9385	Administration purpose

The Siemens system is equipped with several supplemental systems and functions.

- Voice Messaging -The system uses the Siemens PhoneMail release 6.4.3.2 with 16 channels and 2 hard drives. This provides voicemail for 600 current users; additional voicemail boxes are required for employees that are seasonal. This services both users with phone sets and users with internal extensions that route directly to phantom/ guest voicemail boxes.
- Music on Hold is a function that is available to all callers that are placed in a “hold” state or are in queue via the ACD system
- An Interila Message Recorder provides four self-recorded messages for use with ACD queues, in coordination with the Music on Hold function
- Automatic Call Distribution - HiPath ProCenter Composer 4.0.17 and Observer 4.0.11 are used to program the Siemens Business View ACD routing with daily/weekly group and agent reports, scheduled and on-demand delivery.
- Enhanced 911 - currently the AmCom SiteAlert AliManager (version 8.1.0.1140), AmCom SiteAlert Event Monitor (versions 8.1.0.114), and AmCom Cell Locator. This seamlessly integrates with the HiCom system and e-911 services to PSAPs, Campus Safety and mobile phone alerts.
- Analog device integration - connection to analog devices such as Fax, Emergency Call Stations, modems, conference phones (Polycom), Music on Hold, TDD, emergency radio, ringers, Radio caller queueing, alarm panels.
- Call Detail Reporting - CDR call data records for both external (incoming and outgoing calls) and desirable for all internal calls.
- Call Accounting - Telemate version 615, Build 615.139 software

As part of this contract, any and all credits for the existing hardware will be applied to the submitted pricing. As a minimum, the selected Vendor will remove all legacy equipment for proper disposal when the new system is fully deployed, functional and accepted.

Advantel understands. No credits will be applied or offered. Advantel will work with the local city to determine any E-Waste programs available. If none exists, Advantel will work with an E-Waste partner to remove the equipment from the site for proper disposal.

NEW AVAYA SYSTEM CONFIGURATION FOR THE LAS POSITAS CAMPUS

The new system will be based on the Avaya Aura R7 Platform. The Aura solution will be completely turn-key such that all hardware, software and services required for a complete implementation will be provided by the Vendor. The system will be provided as a primary and failover servers to ensure uptime and resiliency. The system will be provided with:

- Aura Communications Manager software
- Three (3) E1/T1 modules, two live one spare
- Media Gateway and modules to support analog and digital devices
- SIP support for 40 endpoints
- 9404 and 9408 digital telephones
- 6219 and 6221 analog telephones
- Aura Messaging for up to 1000 voicemail boxes

- Avaya Aura Call Center Elite
- Avaya Call Management System (CMS) with 21 agent licenses, up to 5 supervisor licenses.
- One (1) Avaya One-X attendant for the operator console.

For the E911 system, Chabot College has successfully implemented and operated the Spok E-9-1-1 Enterprise Alert System. For compatibility, Las Positas College has selected a comparable Spok system for inclusion in this bid. The Vendor is responsible for the complete procurement, installation, configuration and testing of this solution with internal, Spok and AT&T resources as needed.

Advantel understands and complies. See attached Spok documents.

A third party Call Accounting system will be provided. Functionality has been documented in a previous section. The solution will be turn-key including hardware, software, implementation, training and five years of support/maintenance.

Advantel understands and complies. All of the aforementioned requirements are priced in the Bid Forms.

SECTION D: PROPOSED BID FORMS

CLPCCD has assembled a detailed bill of materials for the replacement telephone system using Avaya resources. This bill of materials is reflected in the bid forms. All items specified are expected to be new and unused (non-refurbished) items. If part numbers have changed, the bidder will provide corrected part numbers in their bid response, and a description of the required change.

The detailed hardware and software components, implementation, training and support are itemized by categories on the Bid Forms. Within each category, the bidder has the option to provide extended prices for each of the component lines if applicable.

The Bid Form categories will be as follows:

Bid Form #1 - Primary Voice Systems Equipment (Response Required):

This section specifies hardware, software, implementation and support that CLPCCD would like to purchase for Primary System Equipment. Complete the pricing for Bid Form #1A, providing a detailed Bill of Materials for the equipment components.

Bid Form #1 Total is entered on Line 1 of the BID FORMS SUMMARY

Bid Form #2 - Voicemail Messaging (Response Required):

This section specifies the hardware, software and licensing for the voicemail and voice messaging equipment for the system.

Bid Form #2 Total is entered on Line 2 of the BID FORMS SUMMARY Bid

Form #3 - Telephone Sets (Response Required):

This section specifies hardware, licensing, implementation and support for the telephone sets required at LPC.

Bid Form #3A Total is entered on Line 3 of the BID FORMS SUMMARY Bid

Form #4 - Call Center Solution (Response Required):

This section specifies hardware, software and licensing for the Call Center Solution required at LPC.

Bid Form #4 Total is entered on Line 4 of the BID FORMS SUMMARY Bid

Form #5 - Operator Console (Response Required):

This section specifies the hardware, software and licensing for the Operator Console required for the system.

Bid Form #5 Total is entered on Line 5 of the BID FORMS SUMMARY Bid

Form #6 - Call Accounting Solution (Response Required):

This section specifies the hardware, software, licensing, implementation training and support for the Call Accounting system. LPC has researched the VeraSmart Call Accounting system from Calero. However bidders may offer an alternate solution that meets the requirements.

Bid Form #6 Total is entered on Line 6 of the BID FORMS SUMMARY

Bid Form #7 - E911 Alerting System (Response Required):

This section specifies the hardware, software and licensing for the E911 Alerting system. LPC has researched the Spok E-9-1-1 system and prefers this solution to maintain solution compatibility with Chabot College. Bidders may offer an alternate solution that meets the requirements.

Bid Form #7 Total is entered on Line 7 of the BID FORMS SUMMARY

Bid Form #8 - Implementation Services for System (Response Required):

This section specifies the implementation services required as documented in Section F.

Bid Form #8 Total is entered on Line 8 of the BID FORMS SUMMARY

Bid Form #9 - Training (Response Required):

This section specifies the training required for both the End-User and System Administrators as documented in Section F.

Bid Form #9 Total is entered on Line 9 of the BID FORMS SUMMARY Bid

Form #10 - Support Services (Response Required):

Bidders will provide support pricing for five (5) years of maintenance. This will include Avaya hardware/software support and bidder custom support as needed for comprehensive 24x7 care for the new equipment. Software updates will be included. Refer to Section G for details.

BID FORM #1

Bidder Name: Advantel Networks

TABLE #1A - PRIMARY VOICE SYSTEMS EQUIPMENT

This Bid Form lists the components for the Primary Voice Systems Equipment. Bidders are to provide a detailed Bill of Materials for the components, specifying all options and part numbers included in the price. These components will be mounted in the in the CLPCCD 1900A building. Any servers that are specified must run on HPE Proliant DL Gen9 or newer hardware. Bidder shall size and supply server(s) as needed to host the applications.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
185446	AVAYA COMMUNICATIONS SOLUTION	1	\$0.00	\$0.00	YES	
340055	AVAYA DIAGONSTIC SRVR SAL GATEWAY SFTW ONLY LIC:DS	1	\$0.00	\$0.00	YES	
232256	SUPPORT ADVANTAGE REPORTING MODEL	1	\$0.00	\$0.00	YES	
183443	CM S87XX MODEL	1	\$0.00	\$0.00	YES	
259401	MEDIA ENCRYPTION R6+/MBT LIC:DS	1	\$0.00	\$0.00	YES	
270361	CC R7 NEW ELITE PER AGENT 1-250 LIC:CU	21	\$329.00	\$6,909.00	YES	
340057	SAL GATEWAY SMALL OVA FOR AVP LIC:DS	1	\$0.00	\$0.00	YES	
340153	AV EQNX MTGS ONLINE RIGHT TO DISCOUNT	24	\$0.00	\$0.00	YES	
380002	SESSION MANAGER R7 VE VAPPLIANCE SYSTEM LIC:DS,NU,SR	1	\$0.00	\$0.00	YES	
380004	SESSION MANAGER R7 SYSTEM LIC:DS,NU,SR	1	\$1,484.00	\$1,484.00	YES	
380041	AURA R7 LARGE ENTERPRISE DUPLEX SOLUTION NEW TRACKING	1	\$0.00	\$0.00	YES	
380294	AES R7 VE VIRTUAL APPLIANCE LIC:DS	1	\$0.00	\$0.00	YES	
380295	APPL ENBLMNT R7 NEW SYSTEM TRACKING	1	\$0.00	\$0.00	YES	
380298	APPL ENBLMNT R7 PLDS ENABLE FOR APPLICATION SPECIFIC LICENSING LIC:DS	1	\$0.00	\$0.00	YES	

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
380349	AURA R7 CM VE VAPPLIANCE SYS LIC:DS,SR	1	\$0.00	\$0.00	YES	
380360	AURA R7 CM DUPLICATE MAC VE VAPPLIANCE SYS LIC:DS,SR	1	\$0.00	\$0.00	YES	
380361	AURA R7 UTILITY SERVICES VE VAPPLICANCE SYS LIC:DS,SR	2	\$0.00	\$0.00	YES	
380364	AURA R7 ANALOG NEW LIC:NU	220	\$17.00	\$3,740.00	YES	
380398	AURA R7 CORE SUITE NEW SOFTWARE LIC:NU;CU;SR	619	\$116.00	\$71,804.00	YES	
380413	CORE SUITE R7 ASBCE R7 STD SVCS /E LIC:CU	178	\$0.00	\$0.00	YES	
380414	CORE SUITE R7 ASBCE R7 ADV SVCS /E LIC:CU	89	\$0.00	\$0.00	YES	
380415	CORE SUITE R7 ASBCE R7 STD HA LIC /E LIC:CU	178	\$0.00	\$0.00	YES	
380416	CORE SUITE R7 ASBCE R7 ADV HA LIC /E LIC:CU	89	\$0.00	\$0.00	YES	
380418	CORE SUITE R7 AVAYA MULTIMEDIA MSG BASIC USER R6 /E LIC:NU	619	\$0.00	\$0.00	YES	
380419	CORE SUITE R7 EQUINOX IPAD R3 /E LIC:NU	619	\$0.00	\$0.00	YES	
380420	CORE SUITE R7 EQUINOX WIN R3 /E LIC:CU	619	\$0.00	\$0.00	YES	
380421	CORE SUITE R7 EQUINOX MOBILE R3 /E LIC:NU	619	\$0.00	\$0.00	YES	
380422	CORE SUITE R7 AES UNIFIED DESKTOP R7 /E LIC:CU	619	\$0.00	\$0.00	YES	
380423	CORE SUITE R7 INTG MGMT SITE ADMINISTRATION R6 /E LIC:DS	1	\$0.00	\$0.00	YES	
380424	CORE SUITE R7 EC500 SINGLE MODE R9 /E LIC:NU	619	\$0.00	\$0.00	YES	
380426	CORE SUITE R7 VIDEO R7 /E LIC:NU	619	\$0.00	\$0.00	YES	
380429	CORE SUITE R7 PRESENCE SERVICES R7 /E LIC:NU	619	\$0.00	\$0.00	YES	

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
380430	CORE SUITE R7 AVAYA BREEZETM R3 USER /E LIC:CU	619	\$0.00	\$0.00	YES	
380434	CORE SUITE R7 EQUINOX MAC R3 /E LIC:NU	619	\$0.00	\$0.00	YES	
380436	CORE SUITE R7 COMMUNICATOR FOR MS LYNC R6 /E LIC:NU	619	\$0.00	\$0.00	YES	
381277	APPLIANCE VIRTUAL PLATFORM R7+ DUAL CPU COMMON SERVER LIC:SR	2	\$586.00	\$1,172.00	YES	
387760	AURA R7 DEVICE SERVICES VE VAPPLIANCE SYSTEM LIC:DS;NU;SR	1	\$0.00	\$0.00	YES	
389637	AURA R7 SYSTEM MANAGER R7 LIC:DS	1	\$0.00	\$0.00	YES	
391427	AVAYA AURA UTILITY SERVICES R7.1 AVP SYSTEM LIC:DS,SR	2	\$0.00	\$0.00	YES	
405362641	POWER CORD USA	4	\$10.00	\$40.00	YES	
700510424	AV APPLICATION VIRTUAL PLATFORM R7 MEDIA KIT	1	\$64.00	\$64.00	YES	
700513683	APPLICATION ENABLEMENT R7.1.2 AURA OVA MEDIA	1	\$162.00	\$162.00	YES	
405362641	POWER CORD USA	10	\$10.00	\$100.00	YES	
700406416	CABLE ASSEMBLY B25A 25 FEET RHS	32	\$19.00	\$608.00	YES	
700466626	MM711 ANALOG MEDIA MODULE - NON GSA	1	\$621.00	\$621.00	YES	
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	3	\$1,165.00	\$3,495.00	YES	
700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	9	\$1,165.00	\$10,485.00	YES	
700501048	MM717 24 PORT DCP MEDIA MODULE NON GSA	23	\$1,357.00	\$31,211.00	YES	
700506956	G450 MP160 MEDIA GATEWAY NON GSA	5	\$4,086.00	\$20,430.00	YES	
700507394	G450 R2 POWER SUPPLY	5	\$388.00	\$1,940.00	YES	
700395445	120A CSU CABLE 50 FEET RHS	2	\$41.00	\$82.00	YES	

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
700406127	ANALOG MUSIC ON HOLD INTERFACE RHS	1	\$70.00	\$70.00	YES	
700479637	909A UNIVERSAL COUPLER AC/DC	1	\$222.00	\$222.00	YES	
380932	AVAYA AURA MEDIA SERVER R7 DSP CHANNEL LIC:CU	5	\$28.00	\$140.00	YES	
383531	DL360G9 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM	2	\$7,640.00	\$15,280.00	YES	

TABLE #1A TOTAL PRICE: \$170,059.00

TABLE #1B - ADDITIONAL ITEMS REQUIRED (IF ANY)

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
			\$0.00	\$0.00		

TABLE #1B TOTAL PRICE: \$0.00

BID FORM #1 TOTAL PRICE (1A+1B): \$170,059.00

BID FORM #2

Bidder Name: Advantel Networks

TABLE #2A - VOICEMAIL MESSAGING

This Bid Form lists the components for the Voicemail Messaging System. Bidders are to provide a detailed Bill of Materials for the components, specifying all options and part numbers included in the price. These components will be mounted in the in the CLPCCD 1900A building. Any servers that are specified must run on HPE Proliant DL Gen9 or newer hardware. Bidder shall size and supply server(s) as needed to host the applications.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
380923	CM MESSAGING R7 VIRTUAL APPLIANCE SYSTEM LICENSE LIC:DS,SR	1	\$0.00	\$0.00	YES	
380924	CM MESSAGING R7 LICENSE NEW LIC:CU,NU	381	\$15.00	\$5,715.00	YES	
380928	CM MESSAGING R7 SOLUTION TRACKING LIC:CU	1	\$0.00	\$0.00	YES	
392475	CORE SUITE R7 MESSAGING SEAT BASIC R7 /E LIC:NU	619	\$0.00	\$0.00	YES	
380432	CORE SUITE R7 CMM R7 /E LIC:NU	619	\$0.00	\$0.00	YES	

TABLE #2A TOTAL PRICE: \$5,715.00

TABLE #2B - ADDITIONAL ITEMS REQUIRED (IF ANY)

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
			\$0.00	\$0.00		

TABLE #2B TOTAL PRICE: \$0.00

BID FORM #2 TOTAL PRICE (2A+2B): \$5,715.00

BID FORM #3

Bidder Name: Advantel Networks

TABLE #3A - TELEPHONE SETS

This Bid Form lists the components for the Analog and Digital Telephone Sets. Bidders are to provide a detailed Bill of Materials for the components, specifying all options and part numbers included in the price.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
700508195	9404 Telset for CM/IE UpN ICON	373	\$211.00	\$78,703.00	YES	
700508196	9408 Telset for CM/IE UpN ICON	125	\$324.00	\$40,500.00	YES	
700058662	Telset 6219 Gray Analog USA – FCC English	100	\$113.00	\$11,300.00	YES	
700287758	Telset Analog 6221 Global Gray	20	\$143.00	\$2,860.00	YES	

TABLE #3A TOTAL PRICE: \$133,363.00

TABLE #3B - ADDITIONAL ITEMS REQUIRED (IF ANY)

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
			\$0.00	\$0.00		

TABLE #3B TOTAL PRICE: \$0.00

BID FORM #3 TOTAL PRICE (3A+3B): \$133,363.00

BID FORM #4

Bidder Name: Advantel Networks

TABLE #4A - CALL CENTER SYSTEM

This Bid Form lists the components for the Call Center System. Bidders are to provide a detailed Bill of Materials for the components, specifying all options and part numbers included in the price. These components will be mounted in the in the CLPCCD 1900A building. Any servers that are specified must run on HPE Proliant DL Gen9 or newer hardware. Bidder shall size and supply server(s) as needed to host the applications.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
381692	CMS R18 PER NEW AGENT 1-250 LIC:CU	21	\$329.00	\$6,909.00	YES	
381829	CMS R18 SUPERVISOR NEW 5 FREE LIC:CU	5	\$0.00	\$0.00	YES	
381832	CMS R18 INITIAL AUTOMATIC CALL DISTRIBUTION LIC:CU	1	\$0.00	\$0.00	YES	
700513677	CMS R18.0.2 LINUX SOFTWARE PACKAGE CD/DVD	1	\$866.00	\$866.00	YES	
184846	CALL MANAGEMENT SYSTEM MODEL	1	\$0.00	\$0.00	YES	
265012	CALL MANAGEMENT SYSTEM ODBC JDBC SUBSCRIPTION	5	\$0.00	\$0.00	YES	
389690	DL20 SERVER CALL MANAGEMENT SYSTEM LOW END	1	\$1,995.00	\$1,995.00	YES	
405362641	POWER CORD USA	2	\$10.00	\$20.00	YES	

TABLE #4A TOTAL PRICE: \$9,790.00

TABLE #4B - ADDITIONAL ITEMS REQUIRED (IF ANY)

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
X-PSL	CMS Provisioning Offer Remote	1	\$5,794.00	\$5,794.00		
X-PSL	CMS Dictionary: 12-25 Agents (5) Supervisors Remote	1	\$1,206.00	\$1,206.00		
X-PSL	CMS Report Verification -10 reports Remote	1	\$882.00	\$882.00		
X-PSL	CMS Supervisor Training - 4 hrs Remote	1	\$1,000.00	\$1,000.00		
X-PSL	Pre-registration, load element IDS on existing SAL and Final GRT Registration	1	\$1,412.00	\$1,412.00		
X-PSL	Pre-registration, load element IDS on existing SAL and Final GRT Registration	1	\$1,412.00	\$1,412.00		

TABLE #4B TOTAL PRICE: \$11,706.00

BID FORM #4 TOTAL PRICE (4A+4B): \$21,496.00

BID FORM #5

Bidder Name: Advantel Networks

TABLE #5A - OPERATOR CONSOLE

This Bid Form lists the components for the Operator Console. Bidders are to provide a detailed Bill of Materials for the components, specifying all options and part numbers included in the price.

Note: CLPCCD will supply the PC workstation for this software. Bidders are to provide a description of the system requirements for the support of the One-X software.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
228490	ONE-X AGENT R2 FREE-MAX 3 PLD LIC: CU	3	\$0.00	\$0.00	YES	
266343	ONE-X ATTENDANT R4 PRESENCE OUTLOOK/NOTES CALENDAR WEB ACC LIC:CU	1	\$957.00	\$957.00	YES	
266344	ONE-X ATTENDANT R4 EXTENDED BUSY LAMP UP TO 20 LIC:CU	1	\$1,875.00	\$1,875.00	YES	
380425	CORE SUITE R7 ONE-X CES R6 /E LIC:CU	619	\$0.00	\$0.00	YES	
380435	CORE SUITE R7 ONE-X COMMUNICATOR R6 /E LIC:NU	619	\$0.00	\$0.00	YES	
266340	ONE-X ATTENDANT R4 CLIENT NEW USER LIC:CU	1	\$1,035.00	\$1,035.00	YES	
266521	ONE-X ATTENDANT R4 CLIENT LICENSE NEW USER FOR CM6+ LIC:CU	1	\$0.00	\$0.00	YES	
700509438	ONE-X ATTENDANT R4.X CLIENT USER SOFTWARE DVD	1	\$6.00	\$6.00	YES	

TABLE #5A TOTAL PRICE: \$3,873.00

TABLE #5B - ADDITIONAL ITEMS REQUIRED (IF ANY)

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
				\$0.00		

TABLE #5B TOTAL PRICE: \$0.00

BID FORM #5 TOTAL PRICE (5A+5B): \$3,873.00

BID FORM #6

Bidder Name: Advantel Networks

TABLE #6 - CALL ACCOUNTING SYSTEM

This Bid Form lists the components for the Call Accounting System. Bidders are to provide a detailed Bill of Materials for the components, specifying all hardware, software, licensing and support options and part numbers that are included in the price. These components will be mounted in the in the CLPCCD 1900A building. Any servers that are specified must run on HPE Proliant DL Gen9 or newer hardware. Bidder shall size and supply server(s) as needed to host the applications. Provide detailed brochures, specification and data sheets on the product with the bid response. Include support costs for five years of maintenance.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
OWXT1000	Up to 1000 Total Extensions	1	\$6,596.00	\$6,596.00		
OWXTS1000	OW XT 1000 Extension 12-Month Support Subscription	3	\$1,186.00	\$3,558.00	NO	5 yr Extension Promo w/3 yr purchase
867961-B21	DL360 GEN10 3106 1P 16G 8SFF SVR PL=SY	1	\$2,766.00	\$2,766.00		
726537-B21	9.5MM SATA DVD-RW JB GEN9 KIT PL=SY	1	\$109.00	\$109.00		
868000-B21	DL360 GEN10 8SFF DP/USB/ODD BLNK KIT PL=SY	1	\$58.00	\$58.00		
872479-B21	1.2TB SAS 10K SFF SC DS HDD PL=SI	2	\$657.00	\$1,314.00		
P73-07063	WIN SVR STD 2016 64BIT ENG DVD 10 CLT	1	\$1,364.00	\$1,364.00		
H8QK7E	5YR NBD FC DL360 GEN10 SVC PL=96	1	\$1,996.00	\$1,996.00		
X-Training	Training	1	\$0.00	\$0.00		Included for 12 mos
TSL-1	Installation	1	\$1,000.00	\$1,000.00		

TABLE #6 TOTAL PRICE: \$18,761.00

BID FORM #7

Bidder Name: Advantel Networks

TABLE #7A - E911 ALERTING SYSTEM

This Bid Form lists the components for the E911 Alerting System. CLPCDD prefers the Spok E-9-1-1 Enterprise Alert System and has worked with Spok for a draft configuration (quote# NV11092017LPC) as show below. Bidders are to provide a detailed final Bill of Materials for the components, specifying all options and part numbers included in the price. Any servers that are specified must run on HPE Proliant DL Gen9 or newer hardware. Bidder shall size and supply server(s) as needed to host the applications. This is to be a complete turn-key application. Include support costs for five years of maintenance.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
X130-2003	E911 Enterprise Alert Package	1	\$19,882.00	\$19,882.00		
X130-2013	PS/ALI Interface	1	\$7,647.00	\$7,647.00		
X130-2015	Enterprise Alert Notification Package – 6 instances/clients	1	\$8,029.00	\$8,029.00		
X130-2021	Sentry: I&T installation of clients	1	\$0.00	\$0.00		
X130-2023	Cell Phone/PDA Text Notification installation	1	\$0.00	\$0.00		
X130-2024	Email notification – installation	1	\$0.00	\$0.00		
WIN-SVR2012-CAL5	Windows Server 2012 – CAL 5 pack	1	\$239.00	\$239.00		
WIN-SVR2012R2-SL	Windows Server 2012 R2 Standard License	1	\$1,059.00	\$1,059.00		
WIN-SQL2012-SL	SQL Server 2012 with CAL 10 pack	1	\$4,104.00	\$4,104.00		
HPSCR-2U2CPU	HP Server – 2U rack mount	1	\$8,652.00	\$8,652.00		
LDA 809B	8 channel Analog Interface Board	1	\$1,456.00	\$1,456.00		
KIT-BYPASSBOX	EA By-pass box with cables	1	\$647.00	\$647.00		
KIT-AI-LOGIX-DUAL_PRI-PCIE	K-AI-Logix Dual Span T1/E1 PCIE card and cables	1	\$6,755.00	\$6,755.00		

CBL-CTBUS4-12in	CTBUS 4 drio 12 inch cable	1	\$62.00	\$62.00		
	5 years of software and hardware support and maintenance	1	\$57,569.00	\$57,569.00		

TABLE #7A TOTAL PRICE: \$116,101.00

TABLE #7B - ADDITIONAL ITEMS REQUIRED (IF ANY)

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
X-PSL	Training	1	\$3,176.00	\$3,176.00		
X-PSL	Installation	1	\$20,382.00	\$20,382.00		
X-PSL	Database Administration	1	\$10,588.00	\$10,588.00		
X-PSL	Project Management	1	\$10,588.00	\$10,588.00		

TABLE #7B TOTAL PRICE: \$44,734.00

BID FORM #7 TOTAL PRICE (7A+7B): \$160,835.00

BID FORM #8

Bidder Name: Advantel Networks

TABLE #8 - IMPLEMENTATION SERVICES

Provide pricing for a complete turn-key implementation for the Avaya solution. In addition, provide pricing for 100 hours of Time and Material work, by a telephone technician, to be used as needed if out-of-scope items are identified during the implementation.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
Labor	Voice System	1	\$32,527.00	\$32,527.00		
Labor	Messaging	1	\$7,574.00	\$7,574.00		
Labor	Telephone Sets	1	\$29,002.00	\$29,002.00		
Labor	Call Center	1	\$8,329.00	\$8,329.00		
Labor	One-X Attd	1	\$3,214.00	\$3,214.00		
T&M	T&M Hours – telephone technician	100	\$95.00	\$9,500.00		

TABLE #8 TOTAL PRICE: \$90,146.00

BID FORM #9

Bidder Name: Advantel Networks

TABLE #9A - ADMINISTRATOR TRAINING

This Bid Form lists the training classes as specified in Section G. CLPCCD may choose to purchase all or some of the training listed below. In addition to the training class costs, please indicate which classes are online, classroom training in the Northern California area or classroom training in other locations in the US. Provide a 2018 training schedule with detailed course descriptions.

Note: The training classes are supplemental to the one-on-one onsite training that will be provided during the system migration.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
GK# 6010	Avaya Aura System Manager Administration	2	\$2,902.00	\$5,804.00	NO	Replaces 2013V
GK# 4872	Avaya Aura Communication Manager Administration R7	2	\$2,979.00	\$5,958.00	NO	Replaces 2145A
GK# 0641	Avaya Aura Communication Manager Fundamentals	2	\$2,061.00	\$4,122.00	NO	Replaces 4U00030V and adds CMM
2525W	What is New in Avaya Call Management System 18.0	2	\$0.00	\$0.00	YES	
7360V	Avaya Aura Call Center Elite	2	\$3,335.00	\$6,670.00	YES	
X-Training	Onsite knowledge transfer – 16 hours	2	\$2,230.00	\$4,460.00	YES	

TABLE #9A TOTAL PRICE: \$27,014.00

TABLE #9B - END-USER TRAINING

This Bid Form lists the training classes for end-users as specified in Section G.

Note: These training classes are supplemental to the one-on-one onsite training that will be provided during the system migration.

PRODUCT NO.	DESCRIPTION	QTY.	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?	IF "NO" IN PRIOR COLUMN, PROVIDE SUBSTITUTION CONFIGURATION BELOW
X-Training	End-user training classes – 15 users max.	10	\$223.00	\$2,230.00		
X-Training	Call Center Agents – 10 users max	2	\$555.00	\$1,110.00		
X-Training	Call Center Supervisors	1	\$1,120.00	\$1,120.00		
X-Training	Video training (15 minute video for each type of phone and voicemail)	1	\$4,700.00	\$4,700.00		
X-Training	Online Training materials (quick reference guides in PDF)	1	\$0.00	\$0.00		
X-Training	Operator Training	1	\$1,120.00	\$1,120.00		

TABLE #9B TOTAL PRICE: \$10,280.00

BID FORM #9 TOTAL PRICE (9A+9B): \$37,294.00

BID FORM #10

Bidder Name: Advantel Networks

TABLE #10A - SUPPORT AND MAINTENANCE FOR COMMUNICATION MANAGER

This Bid Form lists the components for ongoing support for the complete Avaya system solution. Support for five years (60 months) is to be included.

Note: Ongoing support and maintenance for the Call Accounting software needs to be included in Bid Form z#6. Ongoing support and maintenance for the E-9-1-1 Solution needs to be included in Bid Form #7.

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
284955	SA PREFER DIAGNOSTIC SRVR R2 SAL 2.3 GTWY STANDALONE	1	60	\$0.00	\$0.00	YES
284959	SA PREFER DIAGNOSTIC SRVR R2 SAL 2.3 GTWY VIRTUAL	1	60	\$0.00	\$0.00	YES
291731	SA PREFER SUPT CC R7 ELITE AGENT 5YR PREPD	21	60	\$3.51	\$4,422.60	YES
292475	SA PREFER SUPT AURA R7 ANALOG 5YR PREPD	220	60	\$0.16	\$2,112.00	YES
292608	SA PREFER SUPT AURA R7 CORE SUITE 5YR PREPD	619	60	\$1.45	\$53,853.00	YES
293670	SA PREFER SUPT AAVP R7 DUAL CPU CMN SRV 5YR PREPD	2	60	\$16.48	\$1,977.60	YES
293688	SA PREFER SUPT MEDIA SERVER R7 DSP CHANNEL 5YR PREPD	5	60	\$0.32	\$96.00	YES
340529	SA PREFER SUPT SM R7 VE VAPPLIANCE SYSTEM 5YR PREPD	1	60	\$0.00	\$0.00	YES
340541	SA PREFER SUPT SM R7 SYSTEM 5YR PREPD	1	60	\$0.00	\$0.00	YES
343717	SA PREFER SUPT AES R7 PLDS ENABLE FOR APPL 5YR PREPD	1	60	\$0.00	\$0.00	YES
284956	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SAL 2.3 GTWY STANDALONE	1	60	\$0.00	\$0.00	YES
284958	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SLA MON STANDALONE	1	60	\$0.00	\$0.00	YES
284960	UPGRADE ADVANTAGE DIAGNOSTIC SRVR R2 SAL 2.3 GTWY VIRTUAL	1	60	\$0.00	\$0.00	YES

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
291738	UPGRADE ADVANTAGE CC R7 ELITE AGENT 5YR PREPD	21	60	\$1.59	\$2,003.40	YES
292482	UPGRADE ADVANTAGE AURA R7 ANALOG 5YR PREPD	220	60	\$0.08	\$1,056.00	YES
292615	UPGRADE ADVANTAGE AURA R7 CORE SUITE 5YR PREPD	619	60	\$0.58	\$21,541.20	YES
293676	UPGRADE ADVANTAGE AAVP R7 DUAL CPU CMN SRV 5YR PREPD	2	60	\$0.00	\$0.00	YES
293694	UPGRADE ADVANTAGE MEDIA SERVER R7 DSP CHANNEL 5YR PREPD	5	60	\$0.12	\$36.00	YES
343723	UPGRADE ADVANTAGE AES R7 PLDS ENABLE FOR APPL 5YR PREPD	1	60	\$0.00	\$0.00	YES
230196	SA ON-SITE 24X7 SUPT CM MEDIUM GATEWAY 5YR PREPD	5	60	\$58.96	\$17,688.00	YES
255579	SA ON-SITE 8X5 SUPT CM MEDIUM SRV R2-H 5YR PREPD	2	60	\$117.32	\$14,078.40	YES

TABLE #10A TOTAL PRICE: \$118,864.20

TABLE #10B - SUPPORT AND MAINTENANCE FOR VOICE MESSAGING

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
291553	SA PREFER SUPT CMM R7 5YR PREPD	381	60	\$0.34	\$7,772.40	YES
291560	UPGRADE ADVANTAGE CMM R7 5YR PREPD	381	60	\$0.07	\$1,600.20	YES
341740	SA PREFER SUPT CMM R7 VAPP SYS 5YR PREPD	1	60	\$0.00	\$0.00	YES

TABLE #10B TOTAL PRICE: \$9,372.60

TABLE #10C - SUPPORT AND MAINTENANCE FOR CMS

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
293112	SA PREFER SUPT CMS R18 AGT 1-250 5YR PREPD	21	60	\$1.27	\$1,600.20	YES
293118	UPGRADE ADVANTAGE CMS R18 AGT 1-250 5YR PREPD	21	60	\$1.59	\$2,003.40	YES
293202	SA PREFER SUPT CMS R18 SUPERVISOR 5YR PREPD	5	60	\$3.60	\$1,080.00	YES
293214	SA PREFER SUPT CMS R18 INITIAL AUTO CALL DIST 5YR PREPD	1	60	\$0.00	\$0.00	YES
234444	SA ON-SITE 24X7 SUPT CMS LOW END SERVER 5YR PREPD	1	60	\$123.82	\$7,429.20	YES

TABLE #10C TOTAL PRICE: \$12,112.80

TABLE #10D - SUPPORT AND MAINTENANCE FOR ONE-X

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
252219	UPGRADE ADVANTAGE ONE-X ATTD R4 CLIENT USER 5YR PREPD	1	60	\$5.08	\$304.80	YES
252231	UPGRADE ADVANTAGE ONE-X ATTD R4 PRESENCE OTLK WEB 5YR PREPD	1	60	\$4.71	\$282.60	YES
252237	UPGRADE ADVANTAGE ONE-X ATTD R4 EXTD BUSY LAMP TO 20 5YR PREPD	1	60	\$9.21	\$552.60	YES
257878	SA PREFER SUPT ONE-X ATTD R4 CLIENT USER 5YR PREPD	1	60	\$19.82	\$1,189.20	YES
257902	SA PREFER SUPT ONE-X ATTD R4 PRESENCE OTLK WEB 5YR PREPD	1	60	\$18.33	\$1,099.80	YES
257914	SA PREFER SUPT ONE-X ATTD R4 EXTD BUSY LAMP TO 20 5YR PREPD	1	60	\$35.91	\$2,154.60	YES

TABLE #10D TOTAL PRICE: \$5,583.60

TABLE #10E - ADDITIONAL SUPPORT AND MAINTENANCE PROVIDED BY BIDDER

If additional support services are required for comprehensive support to LPC, list those in the table below. Provide a description of the services with the bid response.

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
VC-SRM	Software and Materials Update Service	1	60	\$987.00	\$59,220.00	
VC-CA	Configuration Assistance	1	60	\$224.00	\$13,440.00	

TABLE #10E TOTAL PRICE: \$72,660.00

TABLE #10F - HOURLY TIME AND MATERIAL RATES

LPC may need assistance on a Time and Material basis after the implementation. Provide rates for technical personnel during regular daytime and off-hours.

PRODUCT NO.	DESCRIPTION	QTY.	MONTHS	UNIT PRICE	EXTENDED PRICE	SUPPLIED STANDARD YES OR NO?
TSL 1	Technician Level 1	1	N/A	\$98.00	\$98.00	
TPL 1	Technician Level 1 (after hours)	1	N/A	\$146.00	\$146.00	
TSL 3	Technician Level 3	1	N/A	\$135.00	\$135.00	
TPL 3	Technician Level 3 (after hours)	1	N/A	\$202.00	\$202.00	
PSL 1	Professional Services Level 1	1	N/A	\$163.00	\$163.00	
PPL 1	Professional Services Level 1 (after hours)	1	N/A	\$244.00	\$244.00	
CCESL 1	Call Center Services Level 1	1	N/A	\$163.00	\$163.00	
CCEPL 1	Call Center Services Level 1 (after hours)	1	N/A	\$244.00	\$244.00	
PM SL	Project Manager	1	N/A	\$140.00	\$140.00	
PM SL	Project Coordinator	1	N/A	\$96.00	\$96.00	

TABLE #10F TOTAL PRICE: \$1,631.00

BID FORM #10 TOTAL PRICE (10A-10F): \$220,224.20

BID FORMS SUMMARY

ITEM	DESCRIPTION	TOTAL PRICE
1	PRIMARY VOICE SYSTEMS EQUIPMENT	\$170,059.00
2	VOICEMAIL MESSAGING	\$5,715.00
3	TELEPHONE SETS	\$133,363.00
4	CALL CENTER SOLUTION	\$21,496.00
5	OPERATOR CONSOLE	\$3,873.00
6	CALL ACCOUNTING SOLUTION	\$18,761.00
7	E-911 ALERTING SYSTEM	\$160,835.00
8	IMPLEMENTATION SERVICES	\$90,146.00
9	TRAINING	\$37,294.00
10	SUPPORT SERVICES	\$220,224.20

BID TOTAL PRICE: \$861,766.20

SECTION E: STANDARD PURCHASE ORDER TERMS AND CONDITIONS

Advantel acknowledges

SECTION F: IMPLEMENTATION AND TRAINING

The new system will be installed into the LPC campus MPOE. The cutover will be scheduled over a multi-day period with complete conversion onto the new Avaya system and abandonment of the old Siemens system. The Vendor will provide all equipment, staff and expertise necessary to accomplish the build and rollout of the new system. The schedule will be established during the project kickoff and is anticipated to be a full campus conversion, performed during off-hours. The agreed-upon schedule will be approved by the Las Positas Executive Management, in conjunction with Campus Safety..

The following tasks will be executed during the system deployment:

Before new system arrival

- Full inventory of existing Siemens system. Coordination with current Siemens system support partner and LPC Telephone Administrator as needed.
- Review of installation location, specification of power and racking requirements.
- Site survey of cabling infrastructure. LPC provides multi-pair copper backbones between the MPOE and the buildings.
- Review of cut sheets for telephone transitions. Detailed discussion of set programming for multiple line appearances on advanced business telephones.
- Detailed design of the call centers. (see below).
- E911 analysis and solution definition with Public Safety and campus staff (see below).
- Project planning of rollout. Complete coordination of rollout team, in conjunction with CLPCCD project manager and rollout team.

After new system arrival

- Receive, unpack and inventory all new equipment and verify with order list.
- Install and burn-in all equipment. DOA and infant mortality equipment to be swapped immediately at no charge to CLPCCD.
- Configure complete system per CLPCCD cut sheets.
- Assemble, initialize and label all telephone sets. Program for extensions. Rebox by building/group for rollout.
- Rollout (see below).
- Call center configuration and implementation (see below).
- Training (see below).

Call Center Implementation - A limited Call Center solution is in place today. All services required to re-architect the existing system, and develop the new Call Center functionality will be provided by the Vendor, including but not limited to.

- Requirements gathering meetings with the Counseling, Financial Aid, Admissions & Records, and other user groups to define the architecture.
- Definition of call flows, scripts, skill sets, etc.
- Templating of the Call Center, demonstration to users. Refinement of the design as needed.
- Testing, implementation, and final user acceptance before rollout.
- Development of end-user documentation.
- Onsite training classes as documented below.

- Onsite "walk-around" assistance during cutover and first two days of operation.
- Return visit(s) as needed to confirm correct operation of call center and correct usage by staff.
- Adjustment of call center configuration as determined in the first month of operation.

Call Accounting Solution - The Call Accounting solution will be a third party product. All services required to implement the solution will be included in the bid response. This includes, but is not limited to:

- Receive, unpack and inventory all equipment and verify with order list.
- Install and burn-in all equipment. DOA and infant mortality equipment to be swapped immediately at no charge to CLPCCD.
- Define reporting requirements in discussions with CLPCCD staff.
- Install and configure complete system per CLPCCD requirements.
- Perform system backup.
- Provide training/knowledge transfer to CLPCCD staff.

If the Vendor will rely on a third party to implement the Call Accounting software, the Vendor will be responsible for the coordination between CLPCCD and the third party.

E911 Solution - The E911 solution will be a third party product, preferably Spok. All services required to implement the solution will be included in the forthcoming bid response. This includes, but is not limited to:

- Receive, unpack and inventory all equipment and verify with order list.
- Install and burn-in all equipment. DOA and infant mortality equipment to be swapped immediately at no charge to CLPCCD.
- Define E911 alerting requirements in discussions with CLPCCD staff.
- Install and configure complete system per CLPCCD requirements.
- Perform system backup.
- Provide training/knowledge transfer to CLPCCD staff.

If the Vendor will rely on a third party to implement the E911 software, the Vendor will be responsible for the coordination between CLPCCD and the third party.

Rollout

The Vendor will be responsible for the successful rollout of the telephone system. The whole campus will be converted to the new system in an organized and rapid fashion. To minimize the disruption to the campus, the rollout will be scheduled for a weekend starting at end of day on Friday and progressing through Saturday and Sunday for completion by start of business Monday morning. The precise schedule will be established during the project planning meetings. The Vendor will provide all resources to accomplish the following:

- Coordinate all carrier activities for migration to new system. Testing of in/outbound calls, 911, etc.

Advantel will contact the customer to obtain an authorized representative to collaborate with Advantel for all carrier activities that need to occur

- Per CLPCCD supplied cut sheets, perform all cross-connects and wiring conversions from the existing Porta System 110 block terminations in B1900A to the new Avaya Gateway connections. This includes designing the wiring methodology from the existing 110 blocks to the Avaya Gateways, reviewing the methodology with LPC for approval and proceeding with the transition. All necessary materials will be provided by the Vendor.
- Install new telephone sets in building location. Convert headsets as required. Confirm correct extension and functionality.

Advantel understands and complies and will use the rate and hours specified in Table 8 for "T&M Hours – telephone technician"

- Reclaim all old equipment for disposal.

After deployment

- First day/week onsite "walk-around" assistance (multiple buildings/locations).
- On-site technical modifications, as identified.

Advantel will provide a 30-day post installation warranty to cover technical modifications as identified and perform a post installation walk-around

- On-going support of system environment. (see below)
- Complete documentation including maps, configurations, diagrams and manuals, provided on electronic media in editable format.

Refer to Visio attachment

- Complete backup of all servers and components.
- Initiation of ongoing support contracts after systems acceptance.

This is not necessarily a comprehensive task list, and the Vendor is expected to perform all tasks required for a complete system installation. Additional tasks may be determined at the Kick-off meetings and during the course of the project execution.

CLPCCD ASSISTANCE

During the course of the implementation, CLPCCD will assume the following responsibilities:

- Access to facilities and users as determined by Project Schedule.
- Workspace and network connections necessary for equipment build and deployment.

- Security for all equipment.
- Training room with AV presentation capabilities, telephone training equipment to be used from the deployment equipment stock.

TRAINING

CLPCCD requires training that is customized to the user job function and telephone usage, as described below:

- 1) End-user training classes for administrative individuals, who work out of LPC offices. This shall consist of 45-60 minutes of hands-on training, covering all telephone and voicemail usage. CLPCCD will provide a training room at each site, with telephone connectivity. Telephones and voicemail to be configured by the contractor, such that each user is trained on their specific extension during the training. Classes will hold up to 15 attendees. CLPCCD will coordinate class enrollment. The contractor will be responsible for all training content and materials, including but not limited to on- demand video content. A LPC pilot group will take the first training class. The contractor will incorporate customizations and comments from the LPC group to more closely tailor the training the LPC's specific needs. Ten classes will be scheduled.
- 2) Call Center Agents. All users who will be call center agents will take the training described above, AND an additional 30 minutes of Call Center Agent training. Classes for call center agents will be scheduled separately from the regular administrative users. For purposes of class estimation, LPC will have 20 call center agents to train.
- 3) Call Center Supervisors. A class will be held to cover the Supervisor's tools for viewing call flow, agent assignment, skill sets, queues, reports and other relevant information. This class will be a minimum of one hour.
- 4) Faculty and transient employees who have minimal telephone usage requirements. There are many telephone users who rarely use the telephones since they maintain a minimal office presence. For these users, the contractor shall provide online training materials, including, but not limited to:
 - a. Video training: A 15-minute video that covers the usage of *each type* of telephone and voicemail will be provided for LPC to post on its website. Users will review this video to learn how to use the new system, or to refresh what they have learned in class. The contractor will customize this video as needed for the LPC deployment.
 - b. Online materials: LPC will be provided with quick reference guides on the telephone and voicemail usage. These will be provided electronically as PDF documents, which can be posted on the LPC web site for users to freely access.
- 5) Operator Training. The Solution Provider will conduct a two-hour training of the operator staff, covering technical aspects of console telephone operation over and above that provided in the standard End-User Training. There will be two sessions, each with three people. After the training, the trainer will work with the reception staff to handle live calls the day following cut-over so as to answer any additional operational questions that may come up after the training.
- 6) Administration. For support personnel who will be running the system, a minimum of two days of detailed technical knowledge transfer will be provided. LPC will provide as many as two (2) staff who will receive this training. The training will cover all aspects of system configuration, monitoring and trouble-shooting for the voice, voicemail and call center systems.

This contract will also provide training certificates for all equipment and software proposed via online or locally held vendor-conducted training, for two (2) system administration staff. Include information about certifications, schedule and class locations for the following training classes:

- 2013V Avaya Aura System Manager Administration

Advantel quoted a Global Knowledge Course (GK# 6010 - Avaya Aura System Manager Administration) that has a more expansive and flexible schedule. See attachment "AVAYA AURA SYSTEM MANAGER_GK6010.pdf"

- 2145V Avaya Aura Communication Manager Administration R7

Advantel quoted a Global Knowledge Course (GK# 4872 - Avaya Aura Communication Manager Administration) that has a more expansive and flexible schedule. See attachment "AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION R7_GK4872.pdf")

- 2155W Avaya Aura Messaging Administration
- 4U00030V Avaya Aura Communication Managed and CM Messaging

Per the RFP Bid Form 2, the requirement was for Avaya Communication Manager Messaging therefore Advantel did not quote Avaya Aura Messaging Administration. The training for "4U00030V Avaya Aura Communication Managed and CM Messaging" has been discontinued by Avaya and is no longer available. As a result Advantel quoted "AVAYA AURA COMMUNICATION MANAGER FUNDAMENTALS_GK0641.pdf" (see attachment) which cares for both Communication Manager and Messaging in one course

- 2525W What is New in Avaya Call Management System 18.0 –

See Attachment "2525W-What is New in Avaya Call Management System 18.pdf"

- 7360V Avaya Aura Call Center Elite and Avaya Aura Call Center Elite Multichannel Implementation –

See Attachments "7360V-Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel Implementation.pdf" & "7360V-Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel Implementation Schedule.pdf"

SECTION G: ONGOING SUPPORT SERVICES

It is extremely important that the contractor provide CLPCCD with a comprehensive set of post-sale and post implementation support services after the system deployment. While CLPCCD plans to be self-sufficient in handling routine maintenance items, CLPCCD does intend on contracting for a suite of onsite support services for the hardware and software support. This may be a combination of contracts from the contractor and direct from the manufacturer. As such, the remainder of this section refers to the entity providing post-sales and post implementation support as the "Maintenance Provider".

Software and Materials Update Service: The CLPCCD support contract will include a distribution system that will allow the Maintenance Provider to assist with software upgrades as needed to resolve bugs and limitations in the voice and voicemail systems. CLPCCD will jointly determine with the Maintenance Provider when an upgrade is required. In addition to software updates, this service will also provide access to bug notes, feature set releases and on-line or CD manual updates.

Advantel Networks VantageCare Solution will include Software Release Management (SRM) which reduces the total cost of support by eliminating the time and effort you would normally spend on managing complex update processes. Our team of highly skilled experts will proactively work with the CLPCCD to identify, assess and recommend updates that will maximize your environment's performance and availability. Updates are facilitated via a secure and structured process utilizing our VantagePoint (VP) or Secure Access Link (SAL) services platform. Execution of the update includes device specific back-ups, implementation of the update, plus testing and monitoring to confirm service has been successfully restored.

Software Release Management (SRM) Policy

Advantel Networks SRM policy is to review bi-annually. Minor Software and Firmware Updates and Service Packs. Advantel Networks has access to Product Correction Updates ("Updates") issued by Avaya. An Update can be a Product Correction Notice (PCN), minor software or firmware update or service pack. Avaya will notify Advantel Networks via <http://support.avaya.com> of any Avaya-recommended Updates. Advantel Networks best practices will be used by reviewing the updates, upgrades and patches (UUP's) to verify they are applicable to the current solution working jointly with the CLPCCD team.

Advantel Networks engineers will review the documentation supporting all UUP's and provide this documentation to CLPCCD that are deemed necessary for UUP deployment. Most scenarios are tested in our labs but we also rely on the manufacturer on best practices. Our recommended course of action is waiting 30 days before applying any new UUP's. Historically this is to minimize unknown interactions from a UUP being put into production prematurely, unless the UUP will address an immediate service affecting concern.

Advantel Networks will remotely perform the installation of any applicable Updates, Upgrades and Patches (UUP's), if a site visit is required Advantel Networks will notify the Customer to get approval as additional time and material charges may apply.

Advantel Networks will coordinate to remotely perform the installation of any applicable UUP's with the customer; if the work is service affecting the work will be coordinated after business hours. If the UUP's are not service affecting they will be schedule during normal business hours. As part of the SRM full system database backups will be performed on a bi-annually based to either the customer's network or store media, however customer is responsible to insure that regular backups are perform and completed successfully. Installation of an Update does not include any system backup. Customer will

be responsible to provide a current system back prior to any Updates, Upgrades and Patches (UUP's) In most circumstances, upgrades to the latest Minor Release or Update version of a product will be required before application of an applicable Update in order to address a problem.

Configuration Assistance: CLPCCD requires access to specialists who can assist with configuration questions. These questions may include programming new features on the telephone phone sets, adding voicemail features, etc. Contact with the specialists may be initiated by email or direct telephone call. CLPCCD also requires access to an on-line knowledge base that can be searched for white papers, configuration documents, known problems/fixes, etc. CLPCCD expects a two-hour callback for requests for configuration assistance.

Advantel Networks proposed VantageCare Configuration Management will include unlimited remote Configuration Assistance and Simplex MAC services for all supported products, at supported sites, upon receipt of a correctly completed authorized service order. Service Orders will be submitted by CLPCCD via Advantel Networks web based ticketing system. Advantel Networks will perform remote simplex MAC activities during normal business hours, which are from 8:00 a.m. to 5:00 p.m. local Site time, Monday through Friday, excluding Advantel Networks designated Holidays

Remote Monitoring: The Voice and Voicemail System will be configured to alert a 24x7 Remote Monitoring Center in the event of system failures or malfunctions. The Remote Monitoring Center will receive all alerting messages via dialup or an outbound Internet connection (provide port number and service used) and be able to investigate the failure through an inbound dialup connection.

If a critical failure has occurred, the Remote Monitoring Center will escalate the failure to include onsite dispatch within two hours, of technicians and required parts. During regular business hours, alerts and escalations will be coordinated CLPCCD contacts. After hours, the escalations and site access will be coordinated with CLPCCD.

The proposed Avaya Aura solution includes various automated tools (EXPERTS systems and others) that can respond to alarms sent in from the Avaya products at a customer's site. These automated tools can effect repairs and restore services without any intervention and in very brief times. Also, the customer has control over how this is allowed.

Avaya supplies a separate application (SAL), which will be installed by Advantel and included in the pricing, and acts as the gateway for access from outside and can be programmed to be highly secure.

Legacy modem (dial-up) access is no longer supported, but there is a NON-Avaya alternative which can be quoted upon request.

Response to Hardware/Software Failures: CLPCCD requires a 24x7x4 hour response time for critical hardware and software failures. Provide a description of the process for initiating a trouble ticket through call-in or Internet access. This includes reporting the trouble and working with the call center for an onsite dispatch to LPC. To ensure timely response, the Maintenance Provider must stock spares in a local service depot for immediate access as needed to service critical failures as needed by these sites.

The following failures are deemed critical:

- Loss of a PRI port, a trunk or line card, or any other equipment failure
- Loss of a disk, memory card, network card or CPU
- Loss of the switchboard or operator's console
- Loss of supplemental servers/systems including E911, call reporting, call center, etc.
- Total system failure

For non-critical hardware failures (loss of a port where the users can be reconfigured to a new port, etc.), CLPCCD expects a 24 hour response time for repair.

Advantel understands and complies. See responses under Move, Add, Changes bullet points for detailed response.

Moves, Adds, Changes (MAC orders): CLPCCD plans to be self-sufficient in the configuration of moves, adds and changes. In the case of large scale moves, or location changes, CLPCCD would like the option of being able to contract with the contractor to provide onsite services on a regularly scheduled or T&M basis.

The contractor will provide support documentation to meet the CLPCCD requirements documented above and that describes:

- Standard maintenance contract and details of optional extras.

Avaya has standard offers for Remote, Onsite, and Parts replacement coverage, with options for 8X5 and 24X7 coverage hours.

Remote support is a mandatory coverage option for some products. Onsite and Parts coverage and Terminal Replacement are optional.

Added value offers are also available and priced separately, and much more info is available on those offers:

Moves, Adds, and Changes

Product Correction Support

Release Management

Dedicated Technician

Client Service Manager

Service Assist (Single Point of Contact)

Local Advantage (higher security requirements)

Global Advantage (for global customers)

Risk Management (large multi-vendor estates requiring additional planning and management)

- Number of factory-trained service technicians available through the local service depot, and identify the centers from which technicians will be dispatched after hours, on holidays and during weekends.

Avaya currently employs (9) Factory-Trained Technicians, (1) Weekly on call technician, 7x24, supporting San Jose / East Bay area.

- Committed response times and mean time to repair (MTTR) by type of service disruption.

Remote Response times:

	Outage*	Severe Business Impact*	Business Impact & Non-Service Impact*
Requests submitted via website	Within fifteen (15) minutes	Within fifteen (15) minutes	Within Standard Business Hours
Requests submitted via telephone	Within one (1) hour	Within two (2) hours	Next Business Day

* Severity levels are defined in Appendix A

Onsite Response time is 4 hours from the time a dispatch is made.

Repair times – Avaya refers to as Restore time – 90% under 2 hours for Outage and Severe Business Impact events

- Normal maintenance escalation procedures, and include communications with affected parties — with names and contact details of all parties affected.

Customer have the ability to escalate any open case on the Avaya support website at any time. There is a prominent icon to click on to immediately escalate

Also, customers may call in and escalate a case with the agent that answers the phone.

In addition, the Avaya case management application has programmed trigger points based on product, time of day, and case severity to perform automatic escalation of cases that have not progressed or changed status in a timely fashion.

There are no specific names to provide as this all handled by duty managers which change throughout the day, and are also based on product types.

- Emergency contact number if normal channels of fault-reporting communications fail. Describe how that emergency contact number will be answered and by whom:

The Avaya 800 number for support has geo/physical redundancy, and it also routing anywhere throughout the Avaya Global support organization.

Avaya’s normal support structure has 4 time zones and is a “follow the sun” organization so there is live support available at all times.

In addition, the local team can provide any phone numbers that are normally made available to customers related to the local resources.

- Capabilities for automatically reporting fault conditions, both to organizational and supplier

personnel.

- Supporting tools, such as expert systems, used to assist in problem diagnosis and service restoration.

In response to the previous two bullet points, Avaya uses Supporting tools, such as expert systems, used to assist in problem diagnosis and service restoration.

Avaya has various automated tools (EXPERTS systems and others) that can respond to alarms sent in from the Avaya products at a customer's site. These automated tools can effect repairs and restore services without any intervention and in very brief times. Also, the customer has control over how this is allowed.

Avaya supplies a separate application (SAL) which can be loaded on a customer server, and acts as the gateway for access from outside and can be programmed to be highly secure.

- Locations of the local and regional parts depots.

Regional parts locations are Hayward, San Jose, and Sacramento

- Mail-in repair or replacement of a malfunctioning part/devices (post-warranty).

Avaya does offer Parts coverage which provides a spare part by "advanced replacement" meaning right away, without needing the customer's part back first.

Once the part is received, it will have a return label and instructions for returning the part that was replaced.

Also, customers may go the support web site, open a case requesting a repair part for something that isn't covered, and a repair price will be provided and all shipping info for the part to be replaced.

- Provide the bill of materials of all spare parts that will need to be maintained in an on-site inventory.

Below is a Bill of Materials for a "crash kit" should CLPCCD require it. This would be parts for Gateway, Modules and Server. All prices below are "APL" (list) prices (no discounts applied).

700466626		MM711 ANALOG MEDIA MODULE - NON GSA	1P	1,600.00	528.00
700466634		MM710B E1/T1 MEDIA MODULE - NON GSA	1P	3,000.00	990.00
700466642		MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	1P	3,000.00	990.00
700501048		MM717 24 PORT DCP MEDIA MODULE NON GSA	1P	3,495.00	1,153.35
700506956		G450 MP160 MEDIA GATEWAY NON GSA	1P	10,525.00	3,473.25
700507394		G450 R2 POWER SUPPLY	1P	1,000.00	330.00
383531		DL360G9 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM	1P	18,040.00	6,494.40

MAINTENANCE

Ongoing maintenance costs will be included on the attached bid sheets:

- a. First year warranty / maintenance coverage description (costs included in the proposal).
- b. All software upgrades (if not automatically included as part of the maintenance agreements).
- c. Define any discounts offered for multi-year support contracts, paid annually, and how they are calculated, including any extended offers to establish a fixed maintenance rate, or a fixed discount based on price lists, or other methods of pre-determining future support costs.
- d. Provide T&M rates for the different tiers of technicians.
- e. Provide a list of items normally considered as services not included in a regular maintenance contract.
- f. Provide 5- year ownership costs.

Warranty and ongoing maintenance contracts purchased by CLPCCD will commence with CLPCCD acceptance of the system that cut-over is complete and all equipment and systems are functioning based on project kick-off expectations.

Advantel understands and complies. Please see Bid Forms for details.

AVAYA Learning

2525W - What is New in Avaya Call Management System 18.0

Product Release Overview The Call Management System training focuses on the new features and capabilities introduced with Release 18. The training explains the supported hardware, operating systems and software for the new release and describes the upgrade paths from previous versions. Expanded capacities for measured resources through Integration with Communication Manager Release 7 are also discussed.

Offer Description / Target Audience: This 1.5 hour self-paced OnDemand offering is designed for experienced individuals responsible for implementing, administering and supporting Avaya Call Management System who want to update their skills. The course introduces the available features and capabilities of CMS and integration with Communication Manager Release 7. Operation and administration of the new CMS Tenancy features are explained.

This offer is available at no charge to students.

Key objectives:

- Identify the supported hardware for CMS Release 18
- Explain the supported operating systems
- Identify the upgrade paths to CMS R18
- Explain the enhancements to the Supervisor Web Client
- Describe the benefits of the new tenancy feature
- Discuss the administration requirements for tenancy
- Explain the new features of SPI L24

Recommended knowledge: Basic knowledge of or experience with Avaya Call Management System, Avaya Aura® Communication Manager and Call Center Elite.

For New Students

For individuals new to Avaya Call Management System, please refer to the following:

[AVA00398WEN ? Avaya Call Management System Administration](#)

[ATI00684VEN ? Call Management System Installation and Maintenance](#)

For more information on the following offers, go to: www.avaya-learning.com

Includes these products

- 2525A-What is New in Avaya Call Management System 18.0 Assessment
- 2525W-What is New in Avaya Call Management System 18.0

Scheduled Class Sessions

7360V Avaya Aura® Call Center Elite and Avaya ...	⌚ Starts: 2018/04/23 10:00 am EDT -04:00 Ends: 2018/04/27 06:00 pm EDT -04:00	🌐 OTHER, OTHER, UNITED STATES Timezone: America/New_York	🗣️ English	👤 Seats: 12 Avail: 1
7360V Avaya Aura® Call Center Elite and Avaya ...	⌚ Starts: 2018/05/14 08:00 am BST -01:00 Ends: 2018/05/18 04:00 pm BST -01:00	🌐 OTHER, OTHER, UNITED KINGDOM Timezone: Europe/London	🗣️ English	👤 Seats: 12 Avail: 7
7360V Avaya Aura® Call Center Elite and Avaya ...	⌚ Starts: 2018/07/09 10:00 am EDT -04:00 Ends: 2018/07/13 06:00 pm EDT -04:00	🌐 OTHER, OTHER, UNITED STATES Timezone: America/New_York	🗣️ English	👤 Seats: 12 Avail: 5
7360V Avaya Aura® Call Center Elite and Avaya ...	⌚ Starts: 2018/08/20 08:00 am BST -01:00 Ends: 2018/08/24 04:00 pm BST -01:00	🌐 OTHER, OTHER, UNITED KINGDOM Timezone: Europe/London	🗣️ English	👤 Seats: 12 Avail: 9
7360V Avaya Aura® Call Center Elite and Avaya ...	⌚ Starts: 2018/10/01 10:00 am EDT -04:00 Ends: 2018/10/05 08:00 pm EDT -04:00	🌐 OTHER, OTHER, UNITED STATES Timezone: America/New_York	🗣️ English	👤 Seats: 12 Avail: 12
7360V Avaya Aura® Call Center Elite and Avaya ...	⌚ Starts: 2018/10/15 08:00 am BST -01:00 Ends: 2018/10/19 04:00 pm BST -01:00	🌐 OTHER, OTHER, UNITED KINGDOM Timezone: Europe/London	🗣️ English	👤 Seats: 12 Avail: 12

AVAYA Learning

7360V - Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel Implementation

Audience:

This course is intended for individuals who will be installing and configuring Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel.

Offer Description

This 5-day Virtual Instructor Led class is designed for individuals responsible for the administration and implementation of Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel. This course provides opportunities for hands on administration and implementation tasks.

Key Objectives for this offer include the ability to:

- Describe the hardware components needed for a basic Avaya Aura® Call Center Elite system.
- Describe the hardware components needed for an Avaya Aura® Call Center Elite Multichannel system.
- Describe the features and capabilities of Avaya Aura® Communication Manager and how you use them in the Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel
- Identify how Avaya Aura® Communication Manager works with Avaya Aura® Call Center Elite Multichannel.
- Identify how features are activated for Avaya Aura® Call Center Elite.
- Describe dialing features including the dialing plan in Avaya Aura® Call Center Elite.
- Describe access codes, and abbreviations on the dialing list.
- Describe the properties of hunt groups, splits, and skills for agents.
- Create multiple hunt groups with the features required for them to function correctly.
- Explain the options for distributing calls to the right agents.
- Describe how to add agent login IDs and stations.
- Describe the purpose and configuration of Announcements.
- Describe call flows and call vectors and explain the purpose of basic vectoring commands.
- Describe the purpose of vector variables and how they are used and identify how the variables are used to create advanced vector test steps.
- Describe how network routing is used to expand call centers and the BSR features for single-site and multi-site applications.
- Describe how Business Advocate can improve call center performance by adjusting staffing.
- Describe, install, and configure the Avaya Aura® Call Center Elite Multichannel Application Management Services.
- Describe the functionality of Application Management Director.
- Describe the requirements to license features, and install and configure the License Director server application.
- Describe the XML client and XML Server, and install and configure for Avaya Aura Call Center Elite Multichannel.
- Demonstrate the functions of Avaya Aura® Call Center Elite, and how it will support Avaya Aura® Call Center Elite Multichannel.
- Describe the Configuration Server architecture and operations.
- Identify command line parameters and configuration data commands to configure Avaya Aura Call Center Elite Multichannel applications through Configuration Server.
- Describe the Avaya Aura® Call Center Elite Multichannel database content and how the databases are created.
- Use Control panel to add contact information to the Contact Database for use in the Avaya Aura® Call Center Elite Multichannel desktop application.

- Describe, install and configure the Avaya Aura® Call Center Elite Multichannel Desktop.
- Describe, install and configure the Avaya Aura® Contact Center Elite Multichannel multimedia services including workflow and queuing.
- Describe the Email Media Store features and functions.
- Describe the Preview Contact flow features and functions.
- Understand the Simple Message, gateway operation, and web chat.
- Identify the purpose and describe the operation of Voice Media Store.
- Describe the Call Routing Server.
- Describe Virtual Agent worker processes.
- Describe the Avaya Aura® Call Center Elite Multichannel Interaction Data Server.
- Configure and use the additional features of Avaya Aura® Call Center Elite Multichannel Desktop including the IDS View Client plug-in.
- Enable the history, presence, wallboard, or iClarity plugin.
- Describe Avaya Aura® Call Center Elite Multichannel reporting and explain the real-time and historical reporting capabilities available from Avaya Aura® Communication Manager.
- Use Real-time Reporting to generate reports.
- Install Avaya Aura® Call Center Elite Multichannel Reporting.

Includes these products

- 7360V-Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel Implementation



Global Knowledge

AVAYA AURA COMMUNICATION MANAGER FUNDAMENTALS

Course Code: 0641

Discover the core features and basic designs of the Avaya Aura Communication Manager solution.

In this course, you will learn the core features and basic designs of the Avaya Aura® Communication Manager (CM) solution. You will be able to recall the concepts needed in relation to Avaya Aura® Communication Manager for success in subsequent curriculums and credentials. This course will cover the following products and solutions:

- Avaya Aura CM Hardware (Servers, Media Gateways, and Branch Gateways)
- Avaya Aura CM Software, Architecture, Protocols, and Features
- Avaya Aura Administration and Tools
- Secure Access Link (SAL) - Avaya Remote Access
- Avaya Aura Communication Manager Messaging (CMM)

What You'll Learn

- Avaya Aura and Solution Templates
- Install and configure Avaya Aura Communication Manager and Communication Manager Messaging
- Install a Service Pack on Avaya Common Servers (ACS) and S8300D Server
- Administer Avaya Site Administration (ASA)
- New messaging subscriber
- Create a call coverage path that sends unanswered calls to the Voice Mailbox
- Configure an IP telephone and softphone
- IP network region
- Maintenance and alarms using Avaya documentation

Who Needs to Attend

Avaya associates, partners, customers, and end-users with a desire to learn the Avaya Aura technologies



Global Knowledge

AVAYA AURA COMMUNICATION MANAGER FUNDAMENTALS

Course Code: 0641

VIRTUAL CLASSROOM LIVE

\$2,695 USD

3 days

Virtual Classroom Live Outline

1. Describe the Avaya Aura solution.
2. Describe how to install and configure Avaya Aura System Platform and Communication Manager.
3. Describe the Patch Guardian policy for service packs and patches.
4. Use Avaya Site Administration (ASA) to configure:
 - Dial Plan and Feature Access Codes
 - Stations
 - Features
5. Describe how to configure an IP phone and soft client.
6. Describe how to configure Avaya Aura Communication Manager Messaging.
7. Add a new messaging subscriber.
8. Create a call coverage path that sends unanswered calls to a voice mailbox.
9. Describe the concept of network regions.
10. Identify maintenance and alarms using Avaya documentation.

Apr 9 - 11, 2018 | 8:30 AM - 4:30 PM EST

May 23 - 25, 2018 | 8:30 AM - 4:30 PM EST

Jun 11 - 13, 2018 | 8:30 AM - 4:30 PM EST

Jun 25 - 27, 2018 | 11:30 AM - 7:30 PM EST

Jul 16 - 18, 2018 | 8:30 AM - 4:30 PM EST

Aug 6 - 8, 2018 | 8:30 AM - 4:30 PM EST

Sep 10 - 12, 2018 | 11:30 AM - 7:30 PM EST

Sep 17 - 19, 2018 | 8:30 AM - 4:30 PM EST

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Date created: 3/26/2018 7:52:44 PM

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Global Knowledge

AVAYA AURA SYSTEM MANAGER ADMINISTRATION R7

Course Code: 6010

Learn the roles and user features of Avaya Aura System Manager Administration in the Avaya Aura core.

This course is designed for individuals who use Avaya Aura System Manager to administer the Communication Manager and Session Manager products.

What You'll Learn

Through a combination of lectures and hands-on labs, you will learn how to:

- Log into Avaya Aura® System Manager (SMGR)
- Change an administrator's password and program security policies
- Use SMGR as a License Server
- Add, edit, and delete System Manager users
- Program SMGR Groups and Roles
- Program the Session Manager Instance
- Program SIP Entities and Entity Links
- Program Routing Policies, Dial Patterns, Adaptations, and Regular Expressions
- Register a SIP Client
- Add, edit, and delete stations in Communication Manager (CM)
- Program the signaling link between CM and an Avaya Media Server
- Program SIP Trunks between CM and Session Manager
- Route SIP calls between Session Manager and CM
- Route SIP calls between two CM systems
- Add off PBX stations in CM
- Program CM as an Application
- Program an Application Sequence
- Display and view alarms in SMGR
- Create SMGR and CM Backups
- Program Call Admission Control parameters in Session Manager

Who Needs to Attend

- Pre-Sales and Sales Engineers
- Integration Specialists
- Tech Support Engineers
- Anyone who needs to understand how System Manager is used to administer

the Communication Manager and Session Manager products

Prerequisites

The following courses are designed to help you gain the pre-requisite knowledge needed prior to taking this course.



Global Knowledge

AVAYA AURA SYSTEM MANAGER ADMINISTRATION R7

Course Code: 6010

CLASSROOM LIVE

\$3,795 USD

5 days

Classroom Live Outline

- Avaya Aura® 7 Overview
- Basic System Manager Administration
- The Session Manager (SM) Instance
- Managing Communication Manager (CM) in System Manager
- Administering Features on CM
- Routing Policies and Dial Patterns in SM
- Adaptations and Regular Expressions in SM
- Routes and Dial Plans in CM
- Server Maintenance Alarms and Logs
- Call Admission Control

Classroom Live Labs

- Overview of Avaya Aura® 7
- Basic System Manager Administration
- The Session Manager (SM) Instance
- Managing Communication Manager (CM) in System Manager
- Administering Features on CM
- Routing Policies and Dial Patterns in SM
- Adaptations and Regular Expressions in SM
- Routes and Dial Plans in CM
- Server Maintenance Alarms and Logs
- Call Admission Control
- Challenge Labs

Apr 30 - May 4, 2018 | 8:30 AM - 4:30 PM | DALLAS, TX

Jul 30 - Aug 3, 2018 | 8:30 AM - 4:30 PM | DALLAS, TX



Global Knowledge.

AVAYA AURA SYSTEM MANAGER ADMINISTRATION R7

Course Code: 6010

VIRTUAL CLASSROOM LIVE

\$3,795 USD

5 days

Virtual Classroom Live Outline

- Avaya Aura® 7 Overview
- Basic System Manager Administration
- The Session Manager (SM) Instance
- Managing Communication Manager (CM) in System Manager
- Administering Features on CM
- Routing Policies and Dial Patterns in SM
- Adaptations and Regular Expressions in SM
- Routes and Dial Plans in CM
- Server Maintenance Alarms and Logs
- Call Admission Control

Virtual Classroom Live Labs

- Overview of Avaya Aura® 7
- Basic System Manager Administration
- The Session Manager (SM) Instance
- Managing Communication Manager (CM) in System Manager
- Administering Features on CM
- Routing Policies and Dial Patterns in SM
- Adaptations and Regular Expressions in SM
- Routes and Dial Plans in CM
- Server Maintenance Alarms and Logs
- Call Admission Control
- Challenge Labs

Apr 16 - 20, 2018 | 8:30 AM - 4:30 PM EST

Jun 4 - 8, 2018 | 8:30 AM - 4:30 PM EST

Jun 18 - 22, 2018 | 11:30 AM - 7:30 PM EST

Jul 23 - 27, 2018 | 8:30 AM - 4:30 PM EST

Sep 10 - 14, 2018 | 8:30 AM - 4:30 PM EST

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Global Knowledge

AVAYA AURA[®] COMMUNICATION MANAGER ADMINISTRATION R7

Course Code: 4872

Learn the roles and user features of Avaya Aura Communication Manager (CM) 7.0 in the Avaya Aura core.

This five-day course is designed for individuals responsible for the administration of the Avaya Aura Communication Manager (CM) on Release 7.0. This course consists of a combination of interactive instructor lectures followed by practical lab exercises on the Avaya Aura CM Release 7.0.

What You'll Learn

- Role of Communication Manager (CM) in the Avaya Aura Core
- Communication Manager Architecture
- Role of System Manager in administering Communication Manager
- Role of alternative administration interfaces such as Avaya Site Administration (ASA)
- Purpose of the Communication Manager Dial Plan
- Purpose of CM Feature Access Codes (FAC)
- CM Station and User Administration
- CM group features such as Hunt Groups and Pick up groups
- CM Call Treatment options such as Call Coverage and Call Forward

Who Needs to Attend

Individuals responsible for the administration of Communication Manager and programming CM through the System Manager interface on Release 7.0



Global Knowledge®

AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION R7

Course Code: 4872

CLASSROOM LIVE

\$3,895 USD

5 days

Classroom Live Outline

1. Various Communication Manager Access Interfaces
2. Create an Administrator Account with Specific Permissions
3. Program and Administer Communication Manager through System Manager
4. Program the Dial Plan Analysis and Feature Access Codes
5. Build Analog, Digital and H.323 IP Station Users in CM
6. Program and Verify Class of Restriction, Facility Restriction Level, and Class of Service
7. Administer and Register the One-x Communicator and Make Calls
8. Program a Variety of CM Features and Test
9. Write a Vector for Meet Me Conference
10. Build H.323 IP Trunks to a Pre-Configured CM
11. Program CM Call Routing Including Automatic Route Selection (ARS), Automatic Alternate Routing (AAR); Uniform Dial Plan (UDP) and Route Patterns
12. Backup of CM from SMI
13. Security and Real Time Reporting Commands in CM
14. CM Reports and Reset Commands

Classroom Live Labs

Lab 1: Identify CM Access Interfaces

Lab 2: Create an Administrator Account

Lab 3: Administer CM from SMGR

Lab 4: Administer Dial Plan and FAC

Lab 5: User Admin

- Lab 6: Verify COR, FRL and COS
- Lab 7: Administer One-x communicator and make calls
- Lab 8: Feature Programming and testing
- Lab 9: Meet me Conference Vector
- Lab 10: Build H.323 IP trunks to a pre-configured CM
- Lab 11: Administer AAR/ARS/UDP - program and test
- Lab 12: Backup of CM from SMI
- Lab 13: Security and Real Time Reporting
- Lab 14: CM Reports and Reset Commands

May 14 - 18, 2018 | 8:30 AM - 4:30 PM | LOS ANGELES, CA

May 21 - 25, 2018 | 8:30 AM - 4:30 PM | DALLAS, TX

Jul 16 - 20, 2018 | 8:30 AM - 4:30 PM | DALLAS, TX

Jul 23 - 27, 2018 | 8:30 AM - 4:30 PM | SAN JOSE, CA

Jul 30 - Aug 3, 2018 | 8:30 AM - 4:30 PM | WASHINGTON, DC

Aug 27 - 31, 2018 | 8:30 AM - 4:30 PM | MORRISTOWN, NJ

Sep 17 - 21, 2018 | 8:30 AM - 4:30 PM | DALLAS, TX



Global Knowledge®

AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION R7

Course Code: 4872

VIRTUAL CLASSROOM LIVE

\$3,895 USD

5 days

Virtual Classroom Live Outline

1. Various Communication Manager Access Interfaces
2. Create an Administrator Account with Specific Permissions
3. Program and Administer Communication Manager through System Manager
4. Program the Dial Plan Analysis and Feature Access Codes
5. Build Analog, Digital and H.323 IP Station Users in CM
6. Program and Verify Class of Restriction, Facility Restriction Level, and Class of Service
7. Administer and Register the One-x Communicator and Make Calls
8. Program a Variety of CM Features and Test
9. Write a Vector for Meet Me Conference
10. Build H.323 IP Trunks to a Pre-Configured CM
11. Program CM Call Routing Including Automatic Route Selection (ARS), Automatic Alternate Routing (AAR); Uniform Dial Plan (UDP) and Route Patterns
12. Backup of CM from SMI
13. Security and Real Time Reporting Commands in CM
14. CM Reports and Reset Commands

Virtual Classroom Live Labs

Lab 1: Identify CM Access Interfaces

Lab 2: Create an Administrator Account

Lab 3: Administer CM from SMGR

Lab 4: Administer Dial Plan and FAC

Lab 5: User Admin

- Lab 6: Verify COR, FRL and COS
- Lab 7: Administer One-x communicator and make calls
- Lab 8: Feature Programming and testing
- Lab 9: Meet me Conference Vector
- Lab 10: Build H.323 IP trunks to a pre-configured CM
- Lab 11: Administer AAR/ARS/UDP - program and test
- Lab 12: Backup of CM from SMI
- Lab 13: Security and Real Time Reporting
- Lab 14: CM Reports and Reset Commands

Apr 2 - 6, 2018 | 8:30 AM - 4:30 PM EST

Apr 30 - May 4, 2018 | 8:30 AM - 4:30 PM EST

May 7 - 11, 2018 | 8:30 AM - 4:30 PM EST

May 14 - 18, 2018 | 8:30 AM - 4:30 PM EST

May 21 - 25, 2018 | 8:30 AM - 4:30 PM EST

Jun 4 - 8, 2018 | 8:30 AM - 4:30 PM EST

Jun 11 - 15, 2018 | 8:30 AM - 4:30 PM EST

Jul 16 - 20, 2018 | 9:30 AM - 5:30 PM EST

Jul 23 - 27, 2018 | 11:30 AM - 7:30 PM EST

Jul 30 - Aug 3, 2018 | 8:30 AM - 4:30 PM EST

Aug 27 - 31, 2018 | 8:30 AM - 4:30 PM EST

Sep 10 - 14, 2018 | 8:30 AM - 4:30 PM EST

Sep 17 - 21, 2018 | 9:30 AM - 5:30 PM EST

Sep 24 - 28, 2018 | 9:30 AM - 5:30 PM EST



Global Knowledge.

AVAYA AURA[®] COMMUNICATION MANAGER ADMINISTRATION R7

Course Code: 4872

PRIVATE GROUP TRAINING

5 days

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NEW! OFFICEWATCH XT

Enterprise Telemangement

REPORTING | QOS | 911 SOLUTION | TRUNK ANALYSIS | CUSTOMIZATION

Metropolis Technologies is pleased to announce the release of OfficeWatch XT, a powerful telemangement application for the enterprise to simplify the management of the communication system and increase voice network visibility.

An Affordable 911 Solution: Reduce liability with automatic notifications via screen popup, email, and text to key personnel when an emergency call has been placed. Quickly determine misdials from a true crisis.

Enterprise Configuration: Improved dashboards and configuration settings provide users a truly customizable experience to optimize the system around their business needs with intuitive, easy point and click navigation.

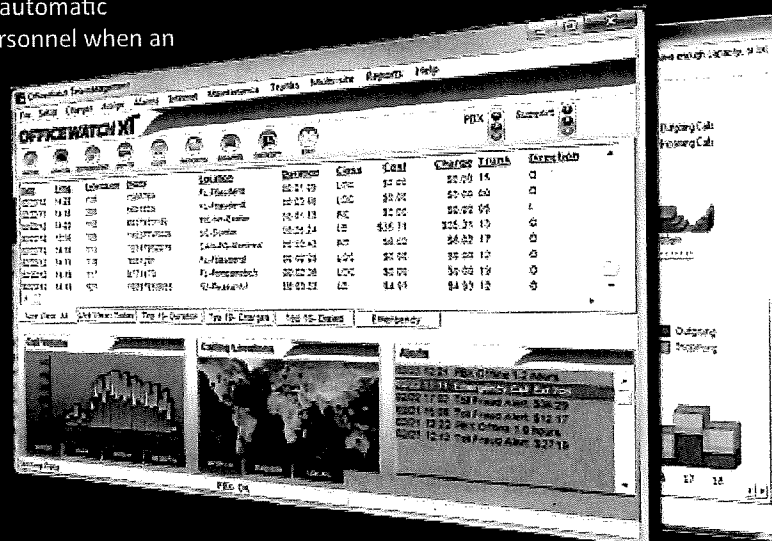
Timesaving Report Automation: OfficeWatch XT includes a flexible reporting engine that gives users the freedom to automatically schedule reports without interrupting telecom administrators.

Network Security: The solution includes advanced toll fraud tools to identify voice network attacks or suspicious call patterns to address unauthorized usage.

Trunk Analysis Interface: Users gain insight into voice network analytics to identify opportunities to dramatically reduce costs through capacity usage planning, resource optimization, and identifying orphaned extensions and stations.

OfficeWatch XT is compatible with most PBXs including 3Com, Alcatel, Avaya, Cisco, Ericson, Executone, Fijitsu, Fonality, Hitachi, Mitel, NEC, Panasonic, Samsung, ShoreTel, and Toshiba.

To see the new features and benefits of OfficeWatch XT, request a demonstration by visiting <http://www.metropolis.com/demoXT.html> or call 954.414.2900!



See it LIVE!

OFFICEWATCH XT SYSTEM REQUIREMENTS

Metropolis telemanagement applications do not require a dedicated PC/Server. Virtual environments that support a Windows guest operating system (such as Hyper-V, Microsoft Virtual PC, Parallels Desktop, QEMU, Virtual Box, Virtual Iron, VMWare, XenServer, etc.) may also be used.

System Requirements

- Windows 7, 8, 10; Server 2008, 2012, 2016
- Intel Xeon, i5, i7 processor (CPU Performance Benchmark of 4,000 or greater recommended)
- 8 GB RAM or higher (physical)
- 40 GB hard drive space (for raw data retention)
- Adobe Reader and/or Microsoft Excel (to output reports in those formats)
- Internet Connection*

NOTE: Windows User Account Control would need to be disabled. These are the minimum requirements necessary to run the telemanagement system. Your operating system/equipment may have additional or higher requirements.

*Internet connection required for subscription-based products and/or for Remote Support access.

METROPOLIS



OfficeWatch XT Telemanagement 2013 - METROPOLIS TECHNOLOGIES

File PBX PMS Setup Maintenance Assign Charges Alarms Trunks Web Tools Reports Help

OFFICEWATCH XT METROPOLIS TECHNOLOGIES

RATES SPECIAL EXTENSIONS DEPTS COST REPORTS DATASYS OUT PBX Support

#	Date	Time	Ext.	Digits	Location	Duration	Trunk	Dir.	X.From	X.To	Ring	Hold
1	08/26/13	14:07:00	814	2765559	FL-Hollywood	00:00:35		0			0	00:33
2	08/26/13	13:48:00	230	6965748	FL-FtLauderdl	00:19:33	-4213	0			0	
3	08/26/13	13:48:00	223	4173517726	INC-Unknown	00:19:55		I	0	101	00:39	
4	08/26/13	14:04:00	822	9277211	FL-Hollywood	00:03:23	-4115	0			0	
5	08/26/13	14:05:00	738	4221716	FL-Deerfdrch	00:02:39	-4216	0			0	
6	08/26/13	14:05:00	632	17145757857	CA-Anaheim	00:02:47		0			0	
7	08/26/13	13:52:00	638	8235773	FL-FtLauderdl	00:15:10	-4126	0			0	
8	08/26/13	14:02:00	215	17072351521	CA-Santa_Rosa	00:05:28	-4202	0			0	00:28
9	08/26/13	14:04:00	215	2966422	FL-FtLauderdl	00:03:10		0			0	
10	08/26/13	14:04:00	738	4148010371	INC-WI-Milwaukee	00:03:13	-4210	I	202	213	00:13	
11	08/26/13	14:05:00	118	8607177	FL-FtLauderdl	00:02:39	-4101	0			0	

Live View - Today | Top 10 - Duration | Top 10 - Charges | Top 10 - Dialed

Call Volume

Calling Locations

Alerts

- 07/29 12:12 Toll Fraud Alert \$27.15
- 08/09 15:34 Emergency Call Ext 107
- 07/22 17:02 Toll Fraud Alert \$36.29
- 07/21 16:08 Toll Fraud Alert \$12.17
- 07/21 12:22 PBX Downtime 1.0 hours
- 07/21 12:12 Toll Fraud Alert \$27.15

Processing Data | PBX OK

XT ENTERPRISE TELEMANAGEMENT

Rich Analytics for your Voice Network

OfficeWatch XT is a powerful telemanagement application designed specifically for the enterprise to simplify the management of the communication system and increase voice network visibility. The multi-site, multi-country, multi-pbx, multi-currency call tracking system centralizes reporting among the call network streams into a single database to provide enterprise-wide reporting capabilities.

The System

Enterprise Capacity

OfficeWatch XT is a highly flexible and powerful tool with a sophisticated platform that is capable of handling the high-capacity call volume produced by enterprise organizations.

Intuitive Interface

Designed for ease of use, XT includes a simple navigation menu and an intuitive dashboard to make configuration and even advanced functions accessible with the click of a button.

Multi-Site Configuration

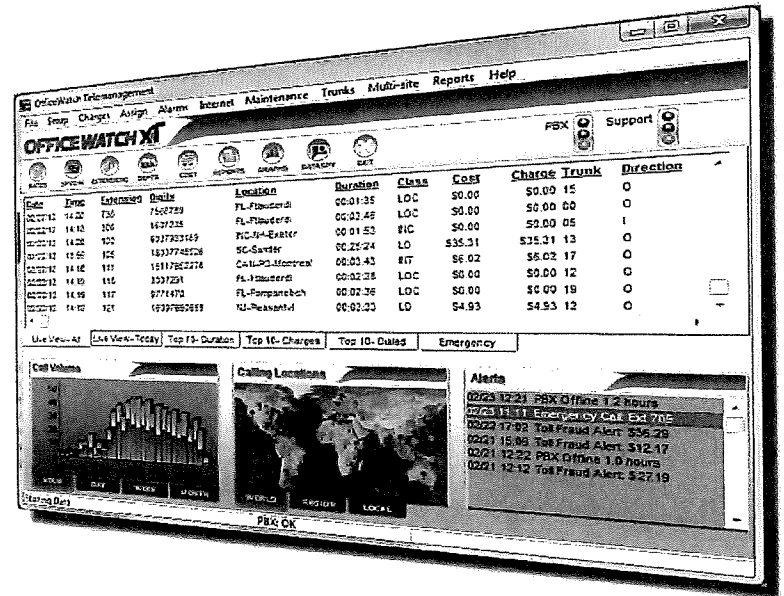
Beginning with 1000 extension configurations, XT includes up to three sites to centralize reporting from varied data streams, and is scalable to increase extensions or sites as needed.

Global Implementation

OfficeWatch XT can be configured to utilize multiple currencies for organizations that have transglobal operations and need to track costs among their international sites in varied legal tenders.

PBX Independent Solution

OfficeWatch XT is PBX Independent and integrates with multiple PBX models and manufacturers to provide detailed call analytics across the communication platform.



Centralized Reporting
Simplify the management of your telecom system



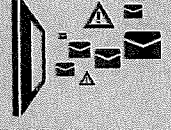
Any PBX, Anywhere
Integrate seamlessly with multiple PBX models and makes



Increase Visibility
Gain insight into the enterprise with over 250 report templates



Automation Options
Setup frequently used reports for automatic delivery



Alerts & Notification
Receive immediate alert for emergency calls and threshold alarms

Benefits

Simplified Telecom Management

Easily manage multiple sites and consolidate reports to gain insight into the overall functions of the enterprise as a whole, the usage of a single site, or even drill into the results of a single agent's performance.

Optimize your Voice Network

Utilizing trunk / SIP analysis tools, trunk threshold alarms, and QoS monitoring, telecom administrators can quickly troubleshoot and optimize voice network usage.

Improve Security

Features such as toll fraud monitoring, call plotting, and custom alarming notify users of suspicious and unauthorized usage to prevent future abuse.

Reduce Costs

Identify costly phone misuse and accumulated financial losses by monitoring the voice network and eliminating unnecessary expenses.

Improve Customer Service

Motivate your agents through performance monitoring with OfficeWatch XT. Track key success metrics such as abandoned call rates, call duration, and adherence to targeted goals.

Monitor Inbound Leads

Analyze the effectiveness of your marketing campaigns to generate inbound calls with DNIS call reporting.

Gain Valuable Insight

250+ Easy-to-Use Report Templates

Utilize one of over 250 report templates to provide insight into voice network performance, usage, security, trends, and identify phone abuse.

Report Automation

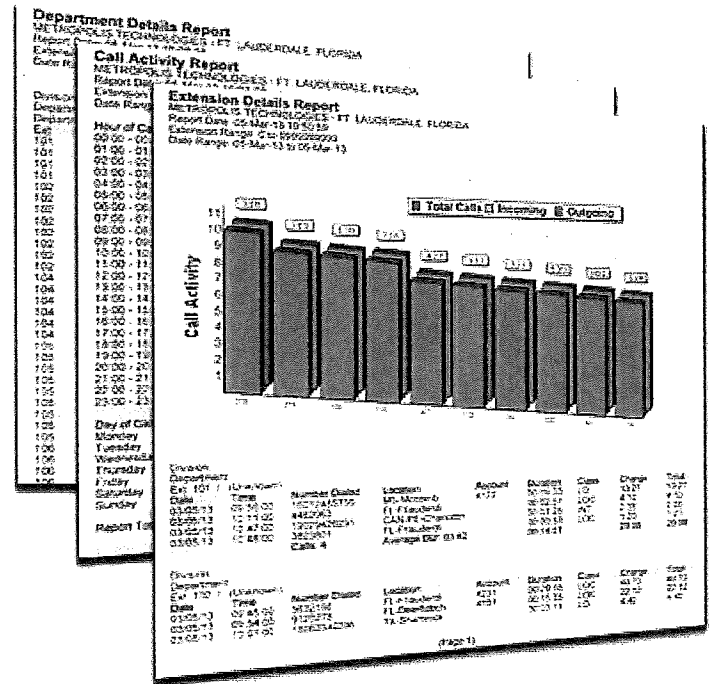
Set it and forget it! Reports can be easily automated with our report scheduler or memorized for quick on-demand reporting. Email, save to file, or print reports automatically on a weekly, monthly, daily, even hourly basis with the click of a button.

Ultimate Customization

Report on enterprise performance or drill down into granular user data. Pull a custom report or use one of our over two hundred templates with the click of a button.

Employee Performance

Improve the performance of your customer service agents with hunt group reporting, abandoned call reporting, call duration details



Voice Network Optimization

Trunk / SIP Analysis

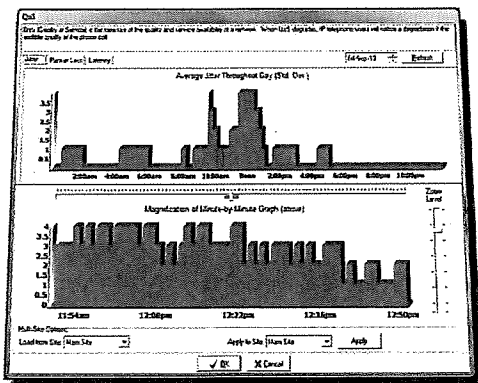
Utilize a simplified graphic to analyze the usage of your trunk lines and eliminate under-utilized trunks.

QoS

Measure your call quality of service with OfficeWatch XT and gain insight into the performance of your VoIP network. The easy to read interface provides a graphical representation to monitor jitter, latency, and packet loss on select PBX supported models.

Trunk Threshold Alarms

Receive notification when your trunk lines reach capacity to optimize the network and prevent callers from receiving busy signals.



Identify Threats & Reduce Liability

Toll Fraud Alerts

Advanced toll fraud notifications allow users to quickly identify voice network attacks or suspicious call patterns to address unauthorized usage.

Call Plotting

Identify expensive international and long-distance calls utilizing OfficeWatch XT's hotspot map, and custom map call plotting options to drill into abnormal call activities.

Emergency Call Alarming and Reports

Reduce liability with emergency call alerts that notify personnel via email, SMS text, and screen pop-up whenever a 911 call has been placed.

Identify Harassing Calls

Track calls to or from certain restricted numbers or identify threatening / harassing calls with customized alarms and historical call reports.

Data Collection Methods

OfficeWatch XT works with all PBX systems including IP-based telephony systems. Supported data collection methods include:

- File-based data
- I.P. (Internet Protocol)
- FTP
- Serial RS-232 ports
- Storage buffers
- Pollable buffers

System Requirements

Virtual environments, such as VMware may also be used.

- Windows 7, Server 2003, Server 2008, 32-bit or 64-bit
- Intel Xeon, 15, 17 processor (4 cores recommended)
- 8 GB RAM or higher (physical)
- 40 GB hard drive space Adobe Reader and/or Microsoft Excel/Word (to output reports)
- Internet Connection (for remote support)

“ I have been on the market, aggressively looking, for several years and I could not find anything easier to use than OfficeWatch XT... I setup automatic reporting daily, weekly, and can send reports as often as needed. ”

– Kelley Ashbrook, Telecom Administrator
El Centro Regional Medical Center

Why Choose A Metropolis Solution?

Exceptional Support 24/7

Metropolis includes one year of support with 24/7 emergency support with every OfficeWatch XT license.

Customer Training

Metropolis provides weekly end-user trainings to help customers utilize the full benefits of their solution.

Quarterly Updates

Quarterly tariff table, area code, and periodic product updates are available on-demand from the Metropolis website.

Satisfaction Guaranteed

Metropolis Technologies offers an unconditional money-back guarantee. If you are not completely satisfied, simply notify us within the evaluation period for a full refund.

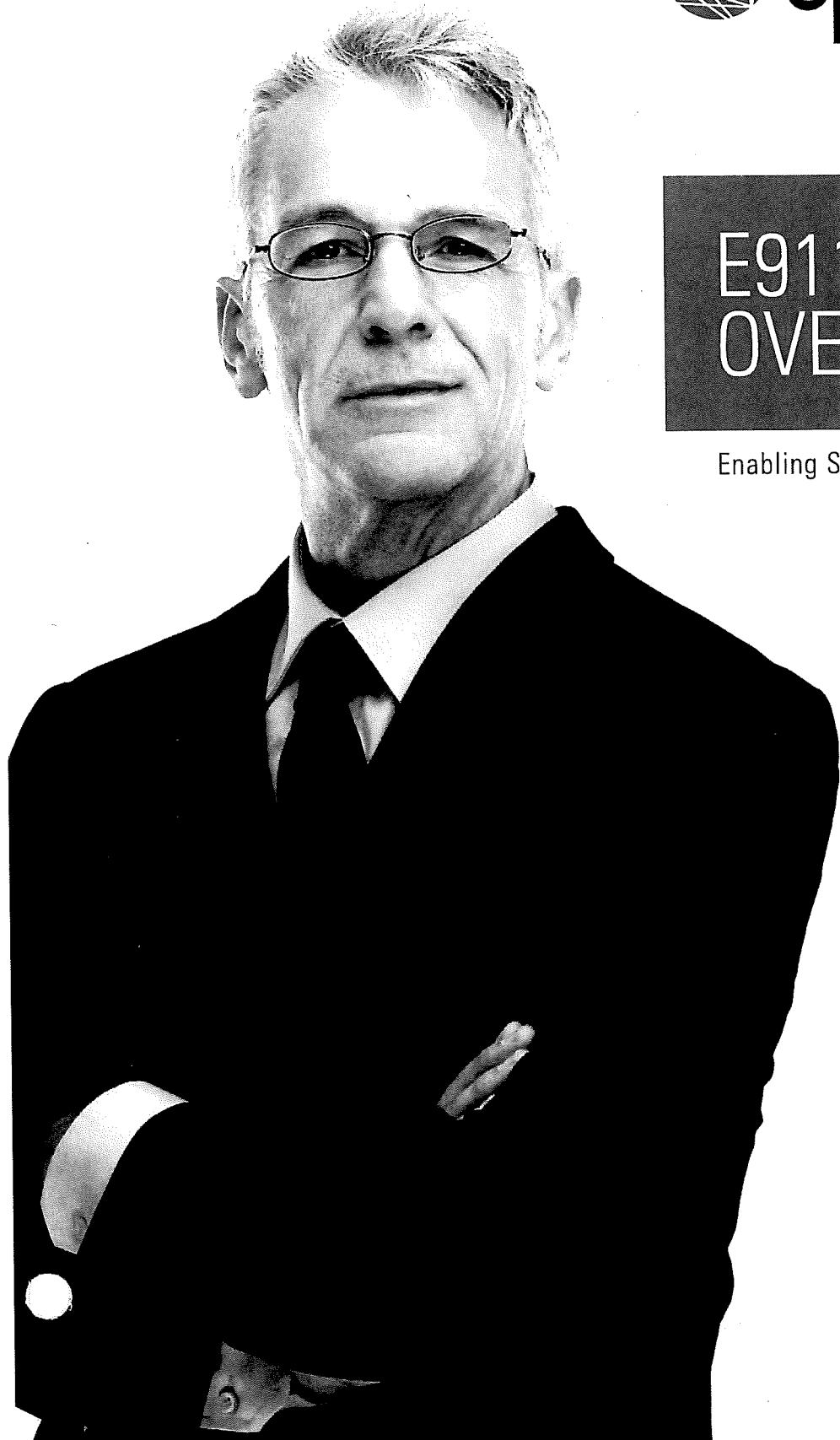
METROPOLIS





E911 SOLUTIONS OVERVIEW

Enabling Superior Management of 911 Calls



ENABLING SUPERIOR MANAGEMENT OF 911 CALLS

SAFETY IS YOUR RESPONSIBILITY. ENHANCED 911 IS OUR BUSINESS.

Providing a safe and secure environment at your facility is one of your most important responsibilities. A very high-profile aspect of that responsibility is the way your organization responds to and manages emergencies. When an emergency occurs, a complex process involving many internal and external resources is set in motion to identify the source and severity of the situation, protect people and property from danger, help 911 callers quickly—and finally, understand the cause and measures your organization could take to prevent future incidents and the liability they cause.

The first step in this process is usually the simple “911” call made directly to a local public safety answering point (PSAP) center, where agents can quickly assess the situation and send appropriate resources to the scene. That call may seem simple, but the information available to the agents is crucial. Home telephone systems automatically provide the exact location of the phone being used, but if you have a private branch exchange (PBX) system, your best efforts to prepare could be nullified by the system’s inability to provide the same information.

That’s because when an individual dials 911 through a PBX switch, the information passed along to a 911 answering point usually contains only the billing address of the facility and NOT the exact location (e.g., building 222, room 416) of where the call originated. Depending on how your system is configured, that could send emergency responders to the wrong address, or at least to a location with many offices, floors and unidentified telephone locations. The time wasted as responders locate the source of the emergency can increase danger to people and property, and cause irreparable harm to your organization’s reputation.

Fortunately, advances in software and telephone technology put solutions to this problem within reach of any organization.

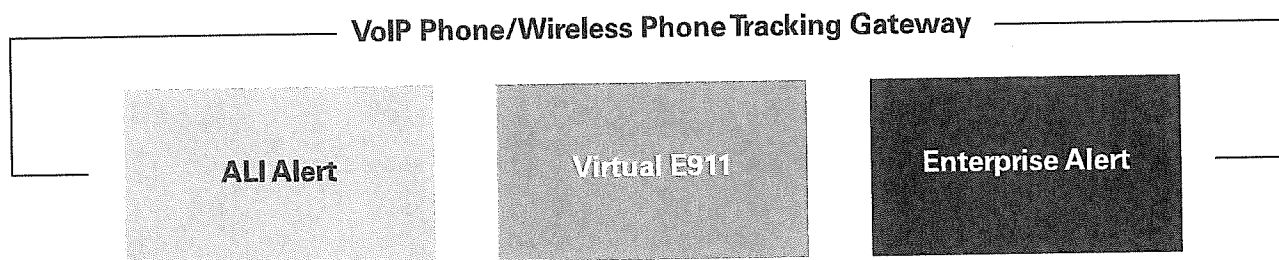


SPOK HAS MORE THAN 400 CUSTOMERS
IN THE U.S. PROTECTING THEIR EMPLOYEES,
STUDENTS, AND VISITORS WITH ENHANCED 911.

THE RIGHT SOLUTION

Spok® Enhanced 911 (E911) solutions give you the tools you need to protect your most valuable asset: your people. The solutions pinpoint a 911 caller's location and pass it along to the PSAP. This kind of reliable, automatic transfer of information will help you provide vital, lifesaving information to the 911 public safety network and notify the appropriate onsite personnel that an emergency call is in progress. Ultimately, this speeds response for the 911 caller.

SPOK'S ENHANCED 911 SOLUTIONS



FROM THE RIGHT COMPANY

Spok has been helping organizations like yours automate, centralize and standardize mission-critical communications for decades. With thousands of enterprise-level installations currently in place, Spok's proven technology platform, applications and expert services support many of the most vital communication systems and processes in the world.

➤ "Having a phone system that's reliable is a key way for us to make sure our students, staff, and visitors are as safe as possible."

Clay Cottles
Technical Services Manager
Mesquite Independent School District
Dallas

SPOK'S E911 SOLUTIONS: THE RIGHT WAY TO HANDLE 911 CALLS

PINPOINT A CALLER'S EXACT LOCATION

Spok's E911 solutions make sure the exact location of the 911 call—not just the billing address—is passed to a 911 answering point. In case the caller cannot provide this information, you know the software has taken care of it, allowing the first responders to quickly reach the emergency and avoid confusion about where to go.

NOTIFY ONSITE STAFF IN REAL TIME

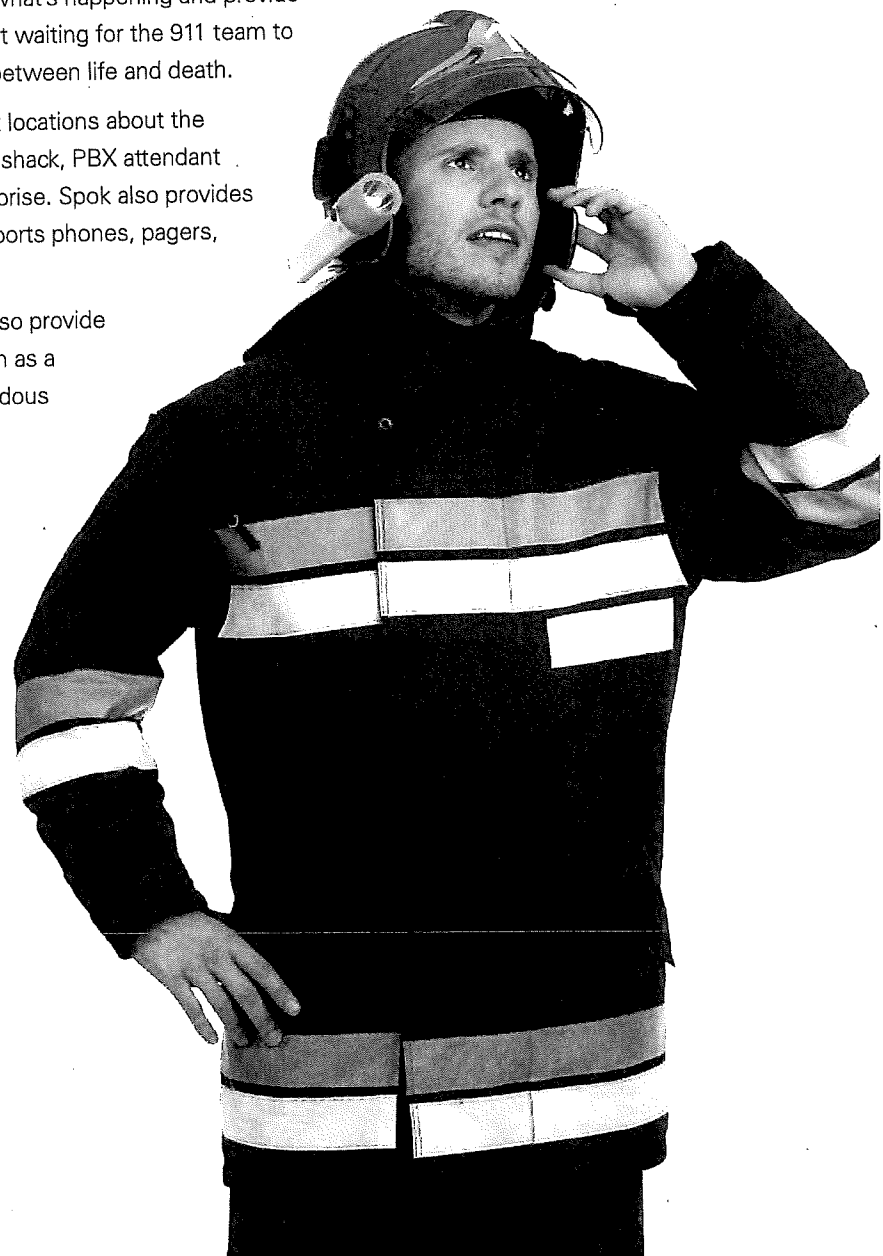
Spok's E911 software provides real time, onsite notification when 911 is dialed. With this feature, onsite personnel get a quick snapshot of what's happening and provide valuable first responder assistance—instead of just waiting for the 911 team to arrive. This kind of alert may mean the difference between life and death.

Spok's solutions allow you to notify many different locations about the 911 call. Easily alert staff at a security desk, guard shack, PBX attendant location, or any other desired location in the enterprise. Spok also provides flexibility in how you notify people because it supports phones, pagers, wireless devices or screen pops to computers.

Screen pops not only alert onsite staff, but they also provide specific information about a caller or location, such as a critical medical condition or the presence of hazardous materials. This extra information allows onsite personnel to better assist when emergency responders arrive.

UPDATE THE ALI DATABASE

Locating a 911 caller is based on having accurate information in the public location database, known as the automatic location identifier database (ALI). When you place a 911 call, your location is passed to the emergency call-takers. Many organizations don't realize that maintaining accurate information in this ALI database is their responsibility. Spok takes care of this by tracking and maintaining your organization's moves, adds, and changes and automatically updating the ALI database accordingly.



TRACK VOIP CALLS THROUGHOUT YOUR ORGANIZATION

Today, many organizations are using voice over Internet protocol (VoIP) telephony. This technology gives rise to the unique challenge of tracking wired and wireless IP phones, which are designed to be easily mobile throughout an organization. Spok's E911 solutions track these phones and where they are used, allowing individuals to change the location of their phone but still be identified. Within a VoIP environment the system is notified of any changes in caller location. It then ensures that the caller ID sent to the PSAP represents the most current caller location based on the ALI database record accessed.

VIRTUAL E911 INTEGRATION

Within large enterprise networks that use multiple PBXs and/or remote shelves, a main PBX is usually designated as the primary interface with the PSTN. The remaining PBXs and/or remote shelves route net calls to the designated primary PBX. These enterprise networks can become very large and result in the physical locations of PBXs/remote shelves residing in different PSAP jurisdictions, or even in different 911 networks, than that of the main PBX. The advent of Voice over Internet Protocol (VoIP) has further increased the geographical networking capabilities, and remote IP phones may be deployed great distances from the main PBX. An IP phone's access to the main PBX may be over the enterprise's intranet or over the public Internet via a VPN (or a combination of the two).

The result of this geographical spread is that 911 calls that are routed through the main PBX may not be routable or transferrable to the correct PSAP, making automatic identification of the 911 caller's location impossible.

➤ "We got everything that we asked for from [Spok]. We went with them because nobody else could meet our needs. They've done that and more."

Bill Shostak
Senior Engineer of
Telecom Engineering
Foxwoods Resort Casino

SPOK'S VIRTUAL E911 INTEGRATION FEATURE PROVIDES A SOLUTION FOR THESE REMOTE SITES. THIS SOLUTION ALSO EXTENDS THE AVAILABILITY OF THE FULL SET OF SPOK'S E911 FEATURES TO THE REMOTE SITES.

DATABASE INTEGRATION

Spok's E911 is programmed to access a database behind the private switch/switch network with every customer/station. Location information is critical to this application, specifically for when the PSAP dispatches emergency response units. The Database Integration Module is a passive link from the existing database system to Spok's E911 system that provides up-to-date number and location information for the 911 call-takers.

CALL RECORDING

With the Remember Disk Digital Voice Recording feature, Spok's E911 solution automatically activates the voice-recording module when a 911 call arrives at the alert engine. The alert system is default configured for a storage capacity of 10 hours of voice recordings in standard WAVE (.wav) file format at a rate of 11.025 Kb/s (although the system is not limited to this 10-hour storage constraint).

Each recorded session is marked with the time, date, and identification of the calling party. The recorded files are stored locally for easy access and playback needs. Spok's E911 programming allows this data to be played on any PC utilizing Microsoft® Windows® with media-playback capabilities. By using the standard WAVE (.wav) file format, blocks of recorded sessions can be downloaded to a CD or other types of media for storage or playback purposes.

PASSIVE MONITORING

Providing onsite notification of a 911 caller's number and location information helps ensure E911 system integrity for business telephone systems and provides the same E911 functionality available to residences. Spok's solution translates and transmits this critical information to the E911 network and to on-premise dispatch systems.

An additional level of 911 caller intervention can supply the nature of the call (e.g., medical, fire, HAZMAT, or prank) by monitoring the voice segment of the call. Spok's E911 solution includes the capability to supervise a 911 call in "monitor only mode." Security or other appropriate personnel can listen to the voice segment of the call without "blocking" or interfering with the flow of the 911 call.



SPEED ONSITE RESPONSE WITH PASSIVE MONITORING

Passive monitoring allows security officers to listen to a 911 call in progress, thereby enabling them to assess the situation and respond accordingly. By understanding the situation, they can provide immediate help like providing first aid, handling crowd control or directing emergency first responders. In the case of a sick or injured individual, both organization officials and emergency personnel need to rush toward the situation. In a situation that threatens employee safety, staff and visitors must be rushed away from the scene.

MEET AND EXCEED E911 COMPLIANCE LEGISLATION

It is important to understand how compliance legislation fits into the E911 picture. Within the U.S., there is increasing legislation in many states that requires E911 for organizations. Spok has extensive experience in helping customers comply with both state and federal regulations. Spok's E911 solutions meet and exceed E911 compliance legislation for TDM as well as VoIP static and dynamic end points, end point tracking and discovery, nomadic VoIP users, and ANI and ALI updates.

ADVANTAGES OF SPOK'S E911 SOLUTIONS

- Links to call recording module
- Supports mixed PBX environment
- Monitors dedicated 911 trunks for proper operation
- Generates emergency call activity and hardware alarm reports





ABOUT SPOK, INC.

Spok, Inc. (NASDAQ: SPOK) is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. More than 125,000 organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

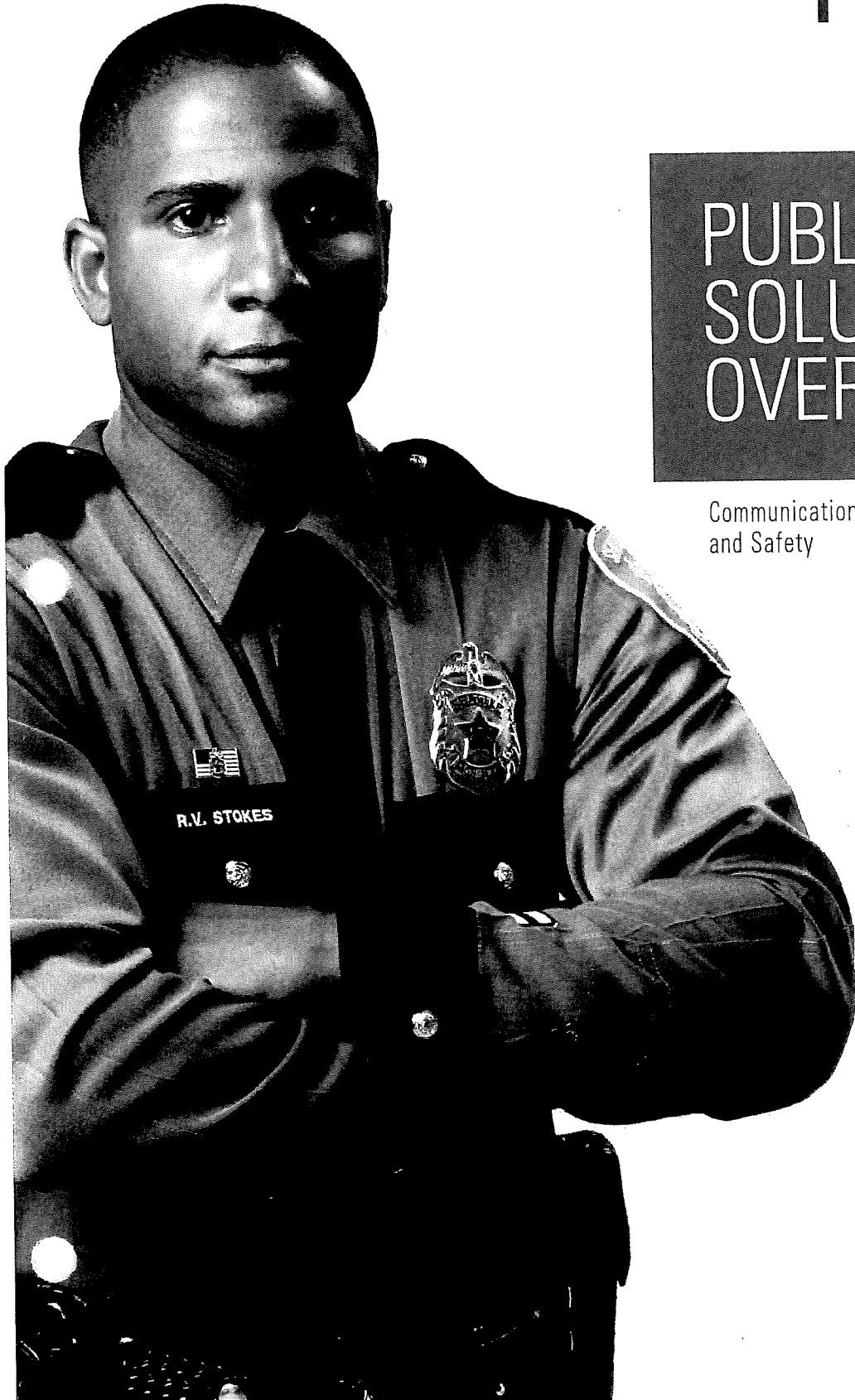
spok.com





PUBLIC SAFETY SOLUTIONS OVERVIEW

Communication Software for Mobility, Efficiency,
and Safety



DECADES OF EXPERIENCE IMPROVING PUBLIC SAFETY RESPONSE WITH ADVANCED COMMUNICATIONS

For decades, Spok has been providing critical communication solutions that help organizations integrate technology, automate processes, consolidate operations, and standardize communications. Spok delivers smart, reliable communication solutions to help protect the health, well-being, and safety of people around the globe.

We've honed our expertise in critical communications through years of working with federal agencies, military bases, colleges and universities, and local public safety answering points to develop and implement technology solutions that increase the safety of all visitors, staff, and guests of our customers.

SPOK'S NEXT-GENERATION 9-1-1 (NG9-1-1) INITIATIVES

Estimates are that as much as 70 percent of 9-1-1 calls are made from cell phones. Those seeking emergency assistance via cell phone want to text details about the situation—or submit photos. They also want to have text-based chat sessions with 9-1-1 dispatchers instead of making a voice call. NG9-1-1 enables 9-1-1 call centers (PSAPs) to receive not only voice calls from both landlines and cell phones, but also SMS-based text communications and photos that can help dispatchers provide as much detail as possible to those responding.

Spok is a member of the National Emergency Number Association (NENA) Long-Term Working Group on NG9-1-1 customer premises equipment (CPE). We will continue to lead in this venue by providing the proper NENA 08-003 compliant solutions for the future. Our goal is to help upgrade the 6,600+ PSAPs in the U.S. and the 1-1-2 EENA program in Europe to NG9-1-1 sites. Spok will also continue to pursue the JITC certification our public safety products have long held. Next-generation 9-1-1 (NG9-1-1) promises to bring significant benefits to the world of public safety, but at the same time, the uncertainty of change is unsettling for many organizations. Having the right technology partner will make the difference between a smooth transition and a costly, disruptive struggle to implement NG9-1-1.

Before you choose your way forward, you'll want to consider how Spok can help you avoid the pitfalls and arrive at NG9-1-1 in a well-planned manner.

THE FULL NG9-1-1 SUITE INCLUDES:

- SMS texting
- Video
- Emergency notification
- ESInet components
- GEO-spatial software
- ALI distribution
- Enterprise and hosted customer premises equipment (CPE)
- Mapped ALI PC and web
- Enterprise IP recording

MANAGING TODAY'S SOURCES OF INFORMATION

GIVEN THE SERIOUS NATURE OF YOUR ORGANIZATION'S ROLE, SPOK HELPS YOU CREATE A HIGHLY RELIABLE COMMUNICATIONS INFRASTRUCTURE THAT SUPPORTS YOUR ABILITY TO CREATE AND MAINTAIN A SAFE ENVIRONMENT.

A HIGHLY SECURE SYSTEM IS REQUIRED

Communications may include classified and time-critical information, meaning encrypted messages are often needed in addition to processes tested for rigid security.

TRACEABILITY/AUDIT TRAIL IS ESSENTIAL

It's paramount to have traceability of events, resources, and actions that occurred during a time-critical situation, so having a full audit trail of communications, people involved, and the information exchanged is of high importance.

EMPHASIS ON PAGING/MESSAGING TO A VARIETY OF ENDPOINTS

The number and type of communication devices that staff members use are ever increasing with today's technology, resulting in the potential for confusion over which device someone is using at a particular time or place. Therefore, many organizations are turning to solutions that allow them to find the right people immediately—regardless of which communication device they may be using.

HIGHLY MOBILE WORKFORCE

Most security personnel and first responders are constantly on the go and not always near a desk phone to receive messages or notifications. So there is a tremendous need for reliable, critical notifications—on the right device, with the right information, and to the right person.



SOLUTIONS OVERVIEW

Spok® solutions streamline operations and save money and resources while improving the speed and quality of your communications, yielding more out of your technology and staffing investment. The following applications provide solutions that function on a stand-alone basis or as an integrated component within your communications environment.

ENHANCED 9-1-1 (E9-1-1)

Direct emergency personnel to a 9-1-1 caller's exact location, helping to ensure speed, accuracy, and reliability. Reassure employees, staff, and visitors that your organization is taking the ethical and legal steps to help maintain a safe working environment. Spok's enhanced 9-1-1 solutions give you the tools you need to protect your most valuable asset: your people.

Currently, the phone systems of many large facilities transmit only the main billing phone number to the 9-1-1 answering point—not the 9-1-1 caller's exact phone number and matching location (building, floor, room). By providing only the main billing number, the 9-1-1 answering point can only derive the main billing address of where the trunk line is located, which in the VoIP world may be in another building, campus, or state—but not where the actual emergency caller is located.

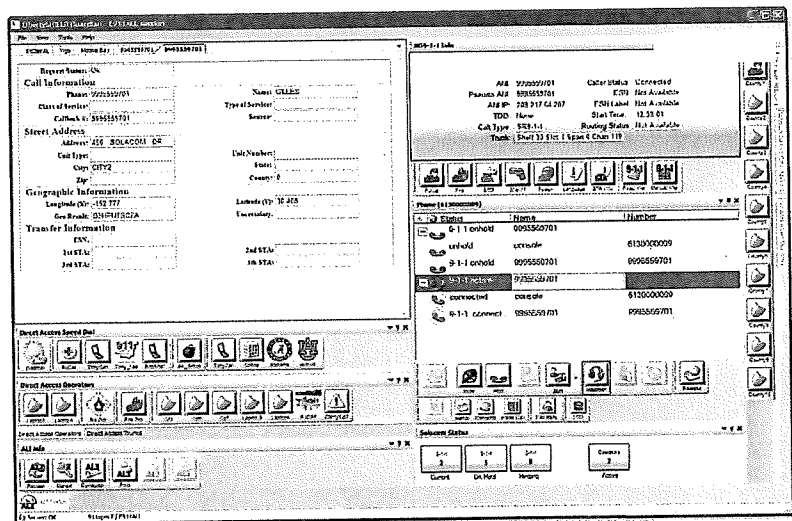
Spok's E9-1-1 solutions make sure the exact location of the 9-1-1 call—not just the billing address—is passed to the 9-1-1 answering point (PSAP). In the case that the caller cannot provide his or her location information, you'll know the software has it taken care of, allowing first responders to quickly reach the emergency and avoid confusion about where to direct the appropriate response resources.

9-1-1 CALL CENTER OPERATIONS/PUBLIC SAFETY

Enable more accurate and faster emergency dispatching by giving your public safety answering point (PSAP) call-takers the speed and flexibility to field emergency calls. Give PSAP call-takers an easy-to-use, standards-based graphical interface that integrates with the underlying phone system, database utilities, mapping systems, and other resources. This puts critical information and tasks at the call-takers' fingertips. Police, fire, EMT, and hazmat personnel can be instantly involved in the call with a single click of the mouse or touch of the screen.

A great call-taking workstation can make it easier for you to do your job with capabilities like one-button transfer, unlimited conferencing and monitoring, and the ability to manage every leg of your active calls.

Spok® Safety Connect Guardian, powered by Solacom, is an intelligent workstation (IWS) solution designed from the ground up to bring IP to your desktop—and provide you with a new level of performance for responding to all types of calls, whether they arrive on legacy trunks or on an NG9-1-1 IP network.



Guardian CPE call-taking screen



EMERGENCY NOTIFICATION

In an emergency, every second counts and lives are at stake. Liability could increase with every delay. Manage time-sensitive communications with Spok's emergency notification system, which initiates, monitors, and manages emergency notifications of all types. It automatically delivers messages, collects responses, escalates to other personnel if needed, and logs all activities for reporting and analysis. Notifications can be initiated via web or phone and can be sent to various devices, including phones, smartphones, pagers, email, and fax.

Those with specific roles within your emergency response plan need specific information—not just a common alert message. The Spok system allows you to turn your business continuity plans into message templates specifying the people to be notified and involved, which communication device(s) to be used, and the time period in which individuals or groups must take action before the message is escalated to the next person or group. Deliver the right information to the right people at the right time for any critical event to keep safety high.

CRITICAL ALERTING

Effective technology that integrates once-disparate systems in ways that improve response time and safety is vital for efficient public safety communications. Spok's critical alerting solution integrates alarm systems such as fire detection, door alarms, and security/duress systems to the mobile communication devices your staff carry, including Wi-Fi phones, pagers, smartphones, and other technology. Providing the correct personnel with immediate notifications, including a full audit trail of bi-directional communications flow, allows for fast action and minimizes potential damage, litigation, or losses.

Many Spok solutions have successfully been tested and approved by the Joint Interoperability Test Command (JITC)

SECURE SMARTPHONE MESSAGING

In today's digital world, data security and information integrity are priorities for local as well as national security. The same is true for the critical messages and notifications sent throughout your organization. You can leverage the latest devices with strong attention to security using encrypted messages sent to your staff on smartphones. These messages are encrypted on the 'send' side as well as the 'receive' side, helping to ensure private messages stay that way.

This functionality separates critical messages from less important emails or SMS messages using a password-protected inbox. It also provides a full audit trail of delivery receipts for accountability. Message recipients have the ability to actively acknowledge messages and also respond using free-form text, which is kept with the original message in the system log for continuity purposes.

Secure smartphone messaging alerts personnel of emergencies



CALL RECORDING

Easily record, monitor, and score your call center operators' conversations to better manage calls, provide focused training, and improve customer service. The call recording solution records all calls in and out of your contact center, simultaneously enabling supervisors to monitor agent conversations in real time. The solution suite provides tools to score agents' call handling performance in a number of categories. The result is a clear view of how to improve the quality of the customer experience through individualized training.

SPEECH RECOGNITION

Enable your organization to process routine phone requests including directory assistance, internal calls, messaging and paging—independent of live operators and with more ease-of-use than touchtone. Most organizations can effectively manage up to 95 percent of their day-to-day incoming call traffic without operator assistance, freeing specialized resources for callers who truly require human assistance.



WHAT SPOK CUSTOMERS SAY ABOUT THEIR SOLUTIONS

› “Our activation time—the time it takes from when we receive a call until we initiate an emergency response—has dropped from an average of five to 10 minutes before we had the system, to about 40 seconds.”

Kim Gutwin
Superintendent
Regional Communications Centre
Regina Qu'Appelle Health Region

› “From the location of a fire to the details of a hostage situation, responders need to know what they're preparing for, and they need that information right away. Spok... quickly delivers messages wherever they need to go—in all the formats and to all the devices we use.”

Ann McNulty
Applications Specialist
Douglas County Sheriff's Office

› “It was a simple decision to work with [Spok]. I spoke with several customers before purchasing and only heard positive things. The [Spok] solution provides the level of reliability needed for the township's emergency communications now and into the future.”

Christopher Smith
Network Administrator
Stafford Township Police Department

› “We were able to use the Spok solution to incorporate text messages, and everyone loves that. The dispatcher doesn't have to make a decision between sending a text or alphanumeric page because either works. We can also use email and send a single notification to many people all at once.”

Ryan Holzaepfel
Emergency Management Coordinator
Chambers County

› “The Police Department is the center of the university from a life safety standpoint. We have to be responsive, and [Spok®] pc/psap is key to our efforts. It adds more flexibility in how we communicate.”

Tom Ball
Manager of Voice Engineering
Cornell University

› “We're not a regular city with regular streets. In cases where we don't have a building address, we can include data such as the 'pathway between the bridge and the walkway' so responding officers know precisely where to go.”

Jeanine Edwards
Supervisor
UC Berkeley Communications Center

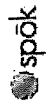


ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

spok.com



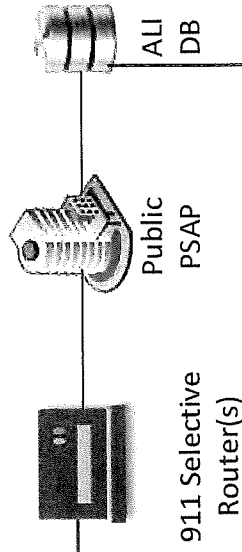


Las Positas College

Spok Configuration

Enterprise Alert - PRI

Public Switch Telephone Network



Bypass Box

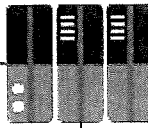
PRI

PRI

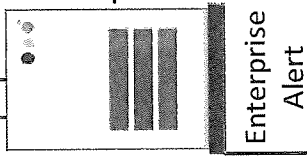
Dual PRI

Serial

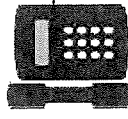
PS/ALI Update



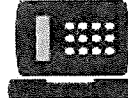
Avaya CM



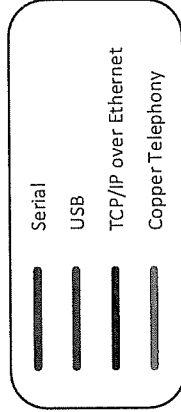
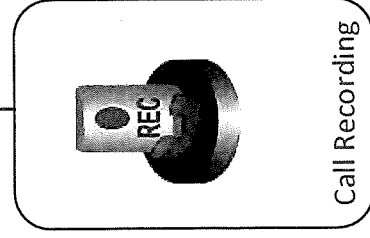
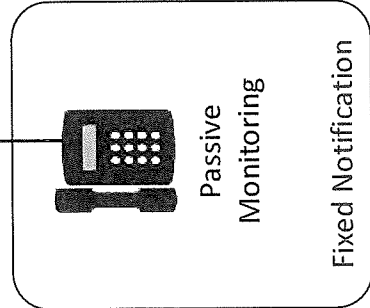
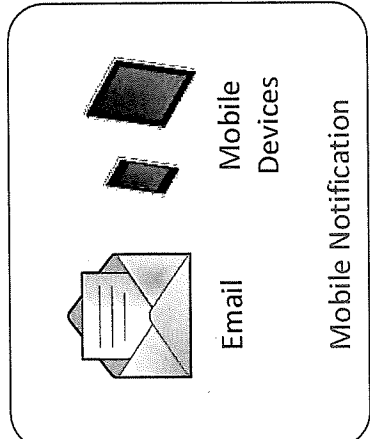
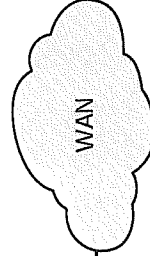
Enterprise Alert



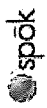
911 A/D Caller



911 VoIP Caller



Modification History
 SE: CJ Wittkop 2018-3-13



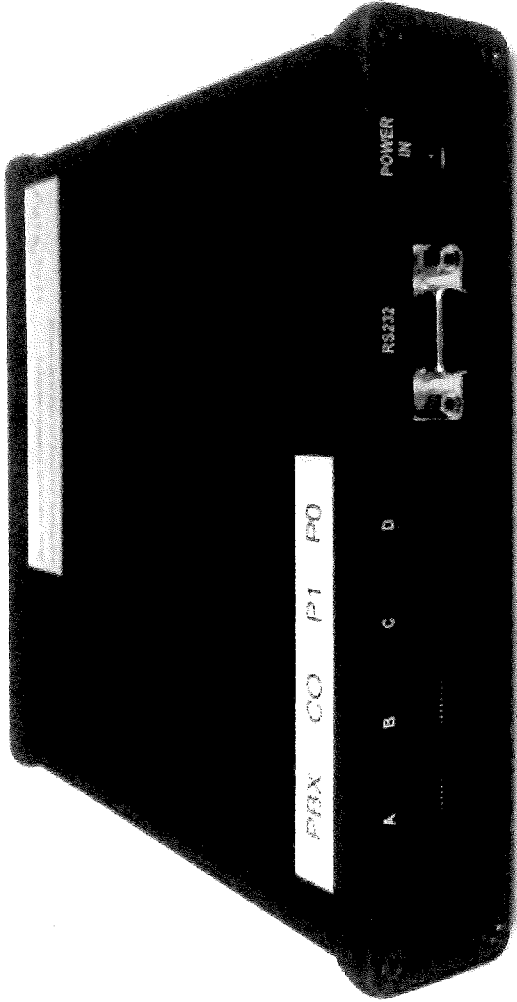
PRI Bypass Box

Enterprise Alert – PRI Bypass Box

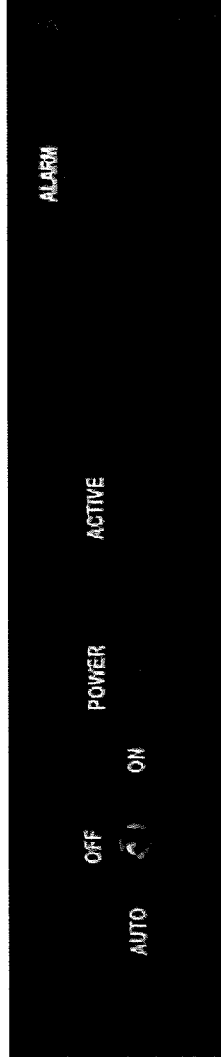
Spok Configuration

Spok Bypass Box
Rear View

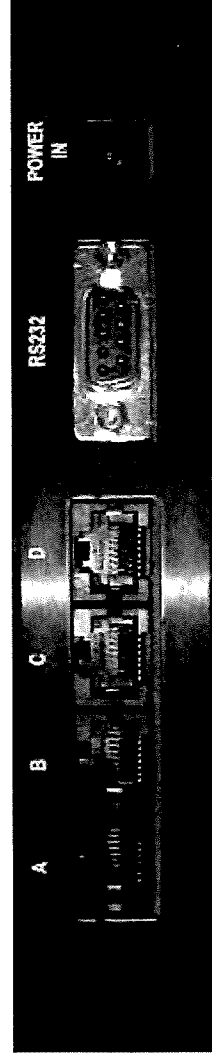
NOTE: Only used with 9-1-1 PRI
Trunks. NOT used with CAMA
Trunks



Spok Bypass Box
Front Panel



Spok Bypass Box
Rear Panel



Modification History
SE: CJ Wittkop 2017-2-27

Avaya Aura® Communication Manager Hardware Description and Reference

MM711 Analog Media Module:

The Avaya MM711 Analog Media Module provides features and functionality for analog trunks and telephones.

The MM711 is supported in the G700, G450, G430, and G350 Branch Gateways.

Detailed description of MM711 Analog Media Module

MM711 provides the capability to configure any of the eight ports of this analog circuit pack as:

- A loop start or a ground start central office trunk with a loop current of 18 to 120 mA.
- A wink-start or an immediate-start Analog Direct Inward Dialing (DID) trunk
- A two-wire analog Outgoing CAMA E911 trunk, for connectivity to the public switched telephone network (PSTN). MF signaling is supported for CAMA ports.
- Analog tip/ring devices such as single-line telephones with or without LED message waiting indication. The MM711 Analog Media Module also supports:
- Three ringer loads, which is the ringer equivalency number, for all eight ports, for the following loop lengths:
 - 20,000 feet (6096 meters) over 0.65 mm (.025 in.) wire (22 AWG)
 - 16,000 feet (4877 meters) over 0.5 mm (.02 in.) wire (24 AWG)
 - 10,000 feet (3048 meters) over 0.4 mm (.016 in.) wire (26 AWG)At .1 or less REN ringer loads, the supported loop length is 20,000 feet (6096 meters) at 22, 24, and 26 AWG.
- Up to eight ports ringing simultaneously

Note:

The gateway achieves this number of ports by staggering the ringing and pausing between two sets of up to four ports.

If it has more than four ports, the MM711 also supports:

- Type 1 caller ID and Type 2 caller ID
- Ring voltage generation for a variety of international frequencies and cadences

A hard-wired ground wire is added for each IROB-to-earth ground.

External interfaces on the CO trunk side for the MM711 Analog Media Module

The following requirements apply to the external interfaces on the CO trunk side:

- The tip and ring default input impedance is 600 Ohms. The default impedance can be configured to accommodate other tip and ring impedances. One such impedance is the 900
- Ohms that is used in Brazil. Another is the complex impedance that is used in the European
- Union.
- A hard-wired ground wire is added for each IROB-to-earth ground.

- The MM711 supports DTMF, MF, and pulsing.
- The MM711 supports R2MFC address signaling and provides -48 VDC for ports that are set up as direct inward dialing (DID).
- The acceptable loop range for the CO trunk is 18 to 60 mA.
- The MM711 supports direct inward and outward dialing (DIOD) for Japan.

MM711 supports the following trunk types:

- Loop-start and ground-start CO trunks
- DID
- CAMA

Caller ID for the MM711 Analog Media Module

The MM711 Analog Media Module supports incoming caller ID (ICLID) on analog CO loop-start trunks for all supported countries that require this feature. The MM711 supports Type 1 caller ID (CID) devices, and firmware signaling requirements are implemented on a per-port basis. The firmware supports these formats:

- Single Data Message Format (SDMF)
- Multiple Data Message Format (MDMF)
- Caller ID generation on line ports

The MM711 accommodates on-hook transmission, which is necessary to receive caller ID signals.

A call can still be terminated on a trunk that is administered for ICLID. The call is terminated even if there is no ICLID information or error in transmission of ICLID information. Japan is an exception.

Analog line interface requirements for the MM711 Analog Media Module

The MM711 provides pass through for fax signals.

The MM711 supports analog telephone sets with:

- An impedance range of Rs: 215 to 300 Ohms, Rp: 750 to 1000 Ohms, Cp: 115 to 220 pF
- A ringing frequency range of 20 Hz, 25 Hz, or 50 Hz
- A DC current range of 20 to 60 mA
- A hook flash range of 90 to 1000 ms

Companding for the MM711 Analog Media Module

MM711 allows for A-law or Mu-law selection at installation. This is a software-selectable capability that applies to all ports on the MM711.

MM716 Analog Media Module:

The MM716 provides 24 analog ports supporting telephones, modem, and fax. These ports can also be configured as DID trunks with either wink-start or immediate-start. The 24 ports are provided through a 25 pair RJ21X amphenol connector, which can be connected by an amphenol cable to a breakout box or punch down block.

The MM716 provides the capability to configure any of the 24 ports as:

- Analog tip/ring devices such as single-line telephones with or without LED message waiting indication
- A wink-start or an immediate-start DID trunk

The MM716 Analog Media Module also supports:

- Three ringer loads, which is the ringer equivalency number, for all ports, for the following loop lengths:
 - 20,000 feet (6096 meters) over 0.65 mm (.025 in.) wire (22 AWG)
 - 16,000 feet (4877 meters) over 0.5 mm (.02 in.) wire (24 AWG)
 - 10,000 feet (3048 meters) over 0.4 mm (.016 in.) wire (26 AWG)At .1 or less REN ringer loads, the supported loop length is 20,000 feet (6096 meters) at 22, 24, and 26 AWG.
- Up to 24 ringing simultaneously ports
- Type 1 caller ID
- Ring voltage generation for a variety of international frequencies and cadences

The MM716 is compatible with Avaya Communication Manager Release 3.1 and later and branch gateway firmware version 25.0.0 and later.

MM717 DCP Media Module:

The Avaya MM717 Media Module provides 24 Digital Communications Protocol (DCP) ports connected through an RJ21X Amphenol connector. The MM717 supports simultaneous operation of all 24 ports. Each port can be connected to a 2-wire DCP telephone. The MM717 does not support 4-wire DCP telephones.

The MM717 is supported in the G700, G450, G430, and G350 Branch Gateways. Signal timing specifications for the MM717 support TDM Bus Timing in receive and transmit modes. The G700, G450, G430, and G350 Branch Gateways supply only +5 VDC and -48 VDC to the MM717 Media Module.

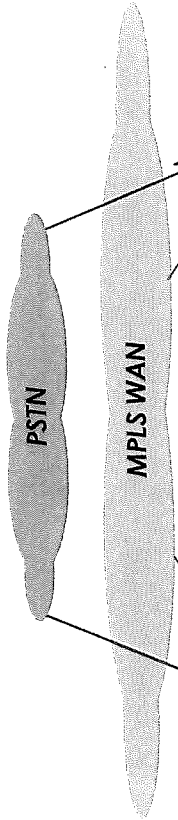
MM717 provides loop range secondary protection. The MM717 is also self-protecting from an over current condition on a tip and ring interface. The MM717 supports the following loop length:

- 5500 feet (1676 meters) over 0.65 mm (.025 in.) wire (22 AWG)
- 3500 feet (1067 meters) over 0.5 mm (.02 in.) wire (24 AWG)
- 2200 (671 meters) over 0.4 mm (.016 in.) wire (26 AWG)

The MM717 Media Module is connected to the wall field or breakout box with a B25A unshielded 25-pair cable.

Danger:

The ports on the MM717 are intended for in-building use only. Telephone lines connected to those ports are not to be routed out-of-building. Failure to comply with this restriction could cause harm to personnel or equipment.



**New Las Positas
"CORE"**

Session Manager 7.1
System Manager Server Version 7.1

Communication Manager Duplex Servers Version 7.1 with
Call Center Elite Primary Location and Messaging

G450 Gateway
Cluster

Call Management System R18

Third Party Equipment
Metropolis and SPOK

**Chabot-Las Positas
Existing Location(s)**

Generic example of existing Avaya location

G450 Gateways

Chabot – Las Positas Community College

Date: 03/19/2018

Mike O'Hara
Sales Engineer

advantelnetworks

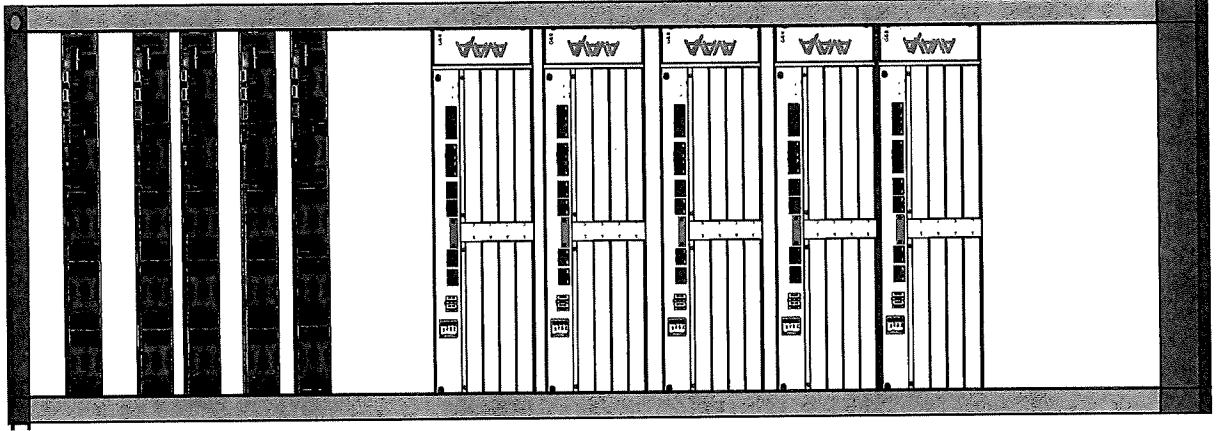
**CHABOT
LAS POSITAS**
COMMUNITY COLLEGE DISTRICT

Disclaimer: This topology is considered a best effort of the design of the time, and may not represent the purchased and finished product.

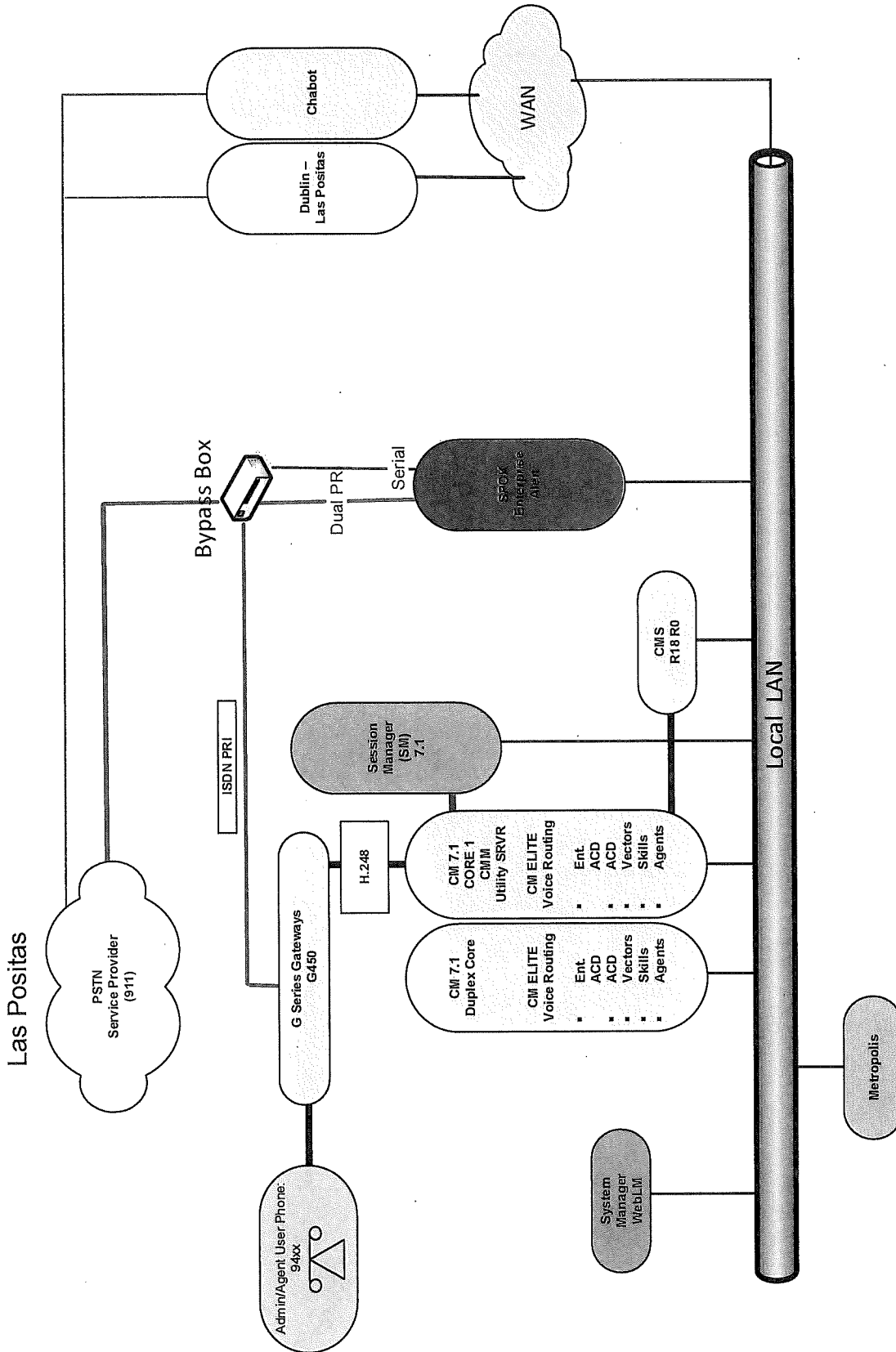
Chabot-Las Positas

Communication Manager (CM)
System Manager (SMGR)
WebLM
Utility Server
Messaging- (CMM)
Communication Manager (CM)
Session Manager (SM)
SAL Gateway

CMS
Verismart - Calero
SPOK -- Enterprise Alert



5 - G450 Gateway
3 - MM710 - T1/E1
9-MM716 Analog Station
23-MM717 Station Station
1- MM711 Analog FXO/
FXS



Chabot – Las Positas Community College

Disclaimer: This Logical Flow is considered a best effort of the design at the time, and may not represent the purchased and finished product.

Date: 25 March, 2018
Revision 1

NON-COLLUSION AFFIDAVIT

STATE OF CALIFORNIA)
COUNTY OF Santa Clara)

PROJECT:

I, Nelson Martinez, being first duly sworn, deposes and says that I am
(Typed or Printed Name)
the COO of AdvanTel Networks, the party submitting
(Title) (Proposed Bidder Name)
the upcoming Bid Proposal ("the Proposed Bidder"). In connection with the upcoming Bid Proposal, the undersigned declares, states and certifies that:

1. The Upcoming Bid Proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization or corporation.
2. The Upcoming Bid Proposal is genuine and not collusive or sham.
3. The Vendor has not directly or indirectly induced or solicited any other Vendor to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any other bidder or anyone else to put in sham bid, or to refrain from bidding.
4. The Vendor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price, or that of any other bidder, or to fix any overhead, profit or cost element of the bid price or that of any other bidder, or to secure any advantage against the public body awarding the contract or of anyone interested in the proposed contract.
5. All statements contained in the Upcoming Bid Proposal and related documents are true.
6. The Vendor has not, directly or indirectly, submitted the bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any person, corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

Executed this 5th day of March, 2018 at San Jose, Santa Clara, CA.
(City, County and State)

I declare, under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Subscribed by:
Nelson Martinez
Signature
DB2AB676F1FB411...

2222 Trade Zone Blvd
(Address)

Nelson Martinez
Name Printed or Typed

San Jose, Santa Clara, CA
(City, County and State)

(408) 954-5100
(Area Code and Telephone Number)

**CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT
LAS POSITAS COLLEGE
TELECOMMUNICATIONS SYSTEMS REPLACEMENT
BID NO. 18-08,**

ADDENDUM NO.	ONE	DATE:	March 20, 2018
CLIENT / PROJECT:	Chabot-Las Positas Community College District IFB 18-08, Telecommunications Systems Replacement, Las Positas College	BID DATE:	March 27, 2018 <i>(Revised)</i>
BID OPENING LOCATION:	Chabot-Las Positas CCD Purchasing & Contracts Department 7600 Dublin Blvd., 3 rd Floor Dublin, CA 94568	BID TIME:	2:00 p.m.

NOTICE TO ALL PRE-QUALIFIED AVAYA DIAMOND PARTNERS SUBMITTING BIDS FOR THIS WORK:

You are hereby notified that this Addendum No. One is issued to clarify, add, delete, correct and/or change the contract documents to the extent indicated and is hereby made a part of the above noted contract documents on which the contract will be based. Any modifications/changes made by this addendum affect only the portions or paragraphs specifically identified herein; all remaining portions of the proposal to remain in force. It is the responsibility of all bidders to conform to this addendum. Acknowledge receipt of this addendum in the space provided on the revised Bid Form Summary. Failure to do so may subject Bidder to disqualification.

A. CHANGES AND/OR CLARIFICATIONS TO THE CONTRACT DOCUMENTS AND SPECIFICATIONS:

- 1. EXTEND THE PROPOSAL DATE FROM THURSDAY MARCH 22, 2018 TO TUESDAY, MARCH 27, 2018 AT 2:00 PM.**
2. Remove and replace page 36 with revised Bid Form Summary (Attached)

B. Bid Questions:

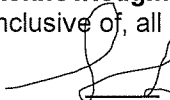
#	Question:	Response:
1	When will this RFP be on your portal (http://www.clpccd.org/bond/BiddingProjectBusinessOpportunitiesRev.php) so we can submit questions?	IFB 18-08 will not be posted on the Chabot-Las Positas website
2	Can you provide the RFP in Word format so we can fill in the document or can we convert to word format?	No, documents will not be provided in Word format.
3	Is the request for a 5 year maintenance annual or 5 year pre-paid? The Avaya part#'s for Avaya SA/UA support section is for 3 year annual in bid form 10 & 10A.	The 5-year maintenance will be pre-paid. Please provide corrected part numbers for the 5-year maintenance in Bid Form Table 10E
4	<p>Response to Hardware/Software Failures (Section G p.48): <i>CLPCCD requires a 24x7x4 hour response time for critical hardware and software failures. Provide a description of the process for initiating a trouble ticket through call-in or Internet access. This includes reporting the trouble and working with the call center for an onsite dispatch to LPC. To ensure timely response, the Maintenance Provider must stock spares in a local service depot for immediate access as needed to service critical failures as needed by these sites.</i></p> <p>Can you clarify as it conflicts with other sections: 2 hour onsite or 4 hour onsite?</p>	4 hour onsite.
5	I do not see a bidders meeting info so if we have any questions or clarification regarding the RFP, do we reach out to you directly since the info on the portal is not up yet? If so, is there a deadline for question submittal?	<p>Email with questions. Wendy Pinos: wendy@jasnetconsulting.com Cindy Fracisco: cfracisco@clpccd.org Victoria Lamica: vlamica@clpccd.org</p> <p>The deadline for question submittal is Tuesday March 20, by 4pm.</p>
6	On page 22 of 48, TABLE #5A – OPERATOR CONSOLE (RESPONSE REQUIRED); the Avaya One-X Attendant R4 application has been announced as End of Sale in the month of April. Attached is the Avaya notification letter. I ask your input as to whether we provide a quote as specified or if we should respond with the new Avaya Equinox Attendant application with the similar Presence and Outlook Notes capabilities.	Provide all part numbers for the replacement product in the Bid Form Table 5B.
7	The RFP requests onsite support for critical outages but does not have onsite part #'s listed only SA Software and Parts NBD. Does LPC want onsite quoted, and do they have a preference if it is Avaya or Contractor?	Yes, quote on-site. Use of on-site contractor is sufficient.

BID FORM SUMMARY

ITEM	DESCRIPTION	TOTAL PRICE
1	PRIMARY VOICE SYSTEMS EQUIPMENT	
2	VOICEMAIL MESSAGING	
3	TELEPHONE SETS	
4	CALL CENTER SOLUTION	
5	OPERATOR CONSOLE	
6	CALL ACCOUNTING SOLUTION	
7	E-911 ALERTING SYSTEM	
8	IMPLEMENTATION SERVICES	
9	TRAINING	
10	SUPPORT SERVICES	

BID TOTAL _____

1. **Acknowledgment of Bid Addenda.** The Bidder confirms that this Bid Proposal incorporates and is inclusive of, all items or other matters contained in Bid Addenda issued by or on behalf of the District.

 **Addenda Nos.** ONE received, acknowledged
(initial) and incorporated into this Bid Proposal.

2. **Acknowledgment and Confirmation.** The undersigned Bidder acknowledges its receipt, review and understanding of the Contract Documents pertaining to the proposed Work. The undersigned Bidder certifies that the Contract Documents are, in its opinion, adequate, feasible and complete for providing and performing the Work in a sound and suitable manner for the use specified and intended by the Contract Documents. The undersigned Bidder certifies that it has, or has available, all necessary equipment, personnel, materials, facilities and technical and financial ability to complete the Work for the amount bid herein within the Contract Time and in accordance with the Contract Documents.

By:  _____
(Signature)

Stefan Langford

(Corporate Seal)

(Typed or Printed Name)

Title: Proposal Center Director

**CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT
LAS POSITAS COLLEGE
TELECOMMUNICATIONS SYSTEMS REPLACEMENT
BID NO. 18-08,**

ADDENDUM NO.	TWO	DATE:	March 21, 2018
CLIENT / PROJECT:	Chabot-Las Positas Community College District IFB 18-08, Telecommunications Systems Replacement, Las Positas College	BID DATE:	March 27, 2018 <i>(Revised)</i>
BID OPENING LOCATION:	Chabot-Las Positas CCD Purchasing & Contracts Department 7600 Dublin Blvd., 3 rd Floor Dublin, CA 94568	BID TIME:	2:00 p.m.

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You are hereby notified that this Addendum No. One is issued to clarify, add, delete, correct and/or change the contract documents to the extent indicated and is hereby made a part of the above noted contract documents on which the contract will be based. Any modifications/changes made by this addendum affect only the portions or paragraphs specifically identified herein; all remaining portions of the proposal to remain in force. It is the responsibility of all bidders to conform to this addendum. Acknowledge receipt of this addendum in the space provided on the revised Bid Form Summary. Failure to do so may subject Bidder to disqualification.

A. CHANGES AND/OR CLARIFICATIONS TO THE CONTRACT DOCUMENTS AND SPECIFICATIONS:

1. See **B. Bid Questions**

B. Bid Questions:

#	Question:	Response:
1	<p>TABLE #1A – PRIMARY VOICE SYSTEMS EQUIPMENT (RESPONSE REQUIRED) Any servers that are specified must run on HPE Proliant DL Gen9 or newer hardware The RFP has Part #”383548 - R360 Server Medium Appliance Virtualization Platform qty (2)” Is it fair to assume we should quote the HP Server instead of the R360? If so, do we remove that line item and replace with the replacement part#?</p>	<p>Yes. Avaya has confirmed that the HP Server is a supported platform.</p>
2	<p>TABLE #10A – SUPPORT AND MAINTENANCE FOR COMMUNICATION MANAGER (RESPONSE REQUIRED) 234442 - SA On-Site 24x7 Supt CMS Low End Server 5Yr an Prepd (1) 60 Is it fair to assume we can move this to “TABLE #10C– SUPPORT AND MAINTENANCE FOR CMS (RESPONSE REQUIRED)”?</p>	<p>Yes, please move this line item to table 10C.</p>
3	<p>Will the questions due date and time be extended or is the current March 20th by 4:00pm accurate?</p>	<p>The deadline for questions will not be extended.</p>

advantelnetworks
Best is a practice

PRE-QUALIFICATIONS FOR
INVITATION FOR BID NO.: 18-08

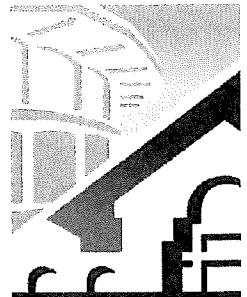


*We integrate the
technologies that
make today's
businesses run.*

Submitted To: Chabot Las Positas Community College District

Author: Joe Carmack
(408) 954-5105
JCarmack@Advantel.com

Submission Date: 03/07/2018



2222 Trade Zone Boulevard | San Jose, CA 95131
D 408.954.5100 | Fax 408.954.5185

advantelnetworks

www.advantel.com | CA Contractor's License 533064

PRE-QUALIFICATIONS FOR INVITATION FOR BID NO.: 18-08

To:
Victoria L. Lamica
Facilities/Bond Programs & Operations Las Positas College
7600 Dublin Boulevard, 3rd Floor
Dublin, CA 94568

Dear Victoria,

Thanks for inviting Advantel Networks to this exciting opportunity!

Advantel Networks is pleased to offer our services proposal to you with our 30+ years of experience in Avaya Aura Unified Communications and Contact Center.

If we have the honor to service Chabot-Las Positas Community College District, you will be assigned a local account team that will Design, Implement and provide ongoing Support of the “best of breed” solutions to meet your needs.

We at Advantel Networks are excited about working with the Chabot-Las Positas Community College District; we are looking forward to earning your business, trust, and working in a collaborative environment in the future.

Please feel free to reach out to me at any time, if you have any questions or concerns about our response.

Sincerely,

Joe Carmack
Advantel Networks
Address: 2222 Trade Zone Boulevard, San Jose, CA 95131
Phone: (408) 954-5105
Email: JCarmack@Advantel.com

PRE-QUALIFICATIONS FOR INVITATION FOR BID NO.: 18-08

Contents

COMPANY BACKGROUND 4

BIDDER QUALIFICATIONS 6

1. STATEMENT OF QUALIFICATIONS:..... 6

2. EXPERIENCE 6

3. STAFF AND TECHNICAL RESOURCES 10

COMPANY BACKGROUND

Advantel Networks is a premier technology provider that designs, implements and maintains powerful converged communication and data network solutions to businesses worldwide. For over 30 years, Advantel Networks has focused on reducing infrastructure costs and simplifying IT administration for SMB to Fortune 100 enterprises. Our company delivers critical business solutions and services, such as Security, Data Centers, Storage and Virtualization, Unified Communications, Contact Centers, Cloud, and Integrated and Managed Services. Advantel was recently named to The Channel Company's CRN Solution Provider 500 list, underscoring its value in the IT landscape. For more information, visit Advantel.com.

Advantel Networks is the largest and most established Avaya Diamond Partner on the West Coast. We currently support some of Avaya's largest and most complex reference accounts globally including, but not limited to, Sierra College, Stanford University, Western University, Palo Alto University, Environmental Protection Agency (EPA), Vectren, Google, Scripps Health, and the City and County of San Francisco. Here are a few of our key differentiators:

- Advantel is the ONLY Avaya Diamond partner designated as "Partner in Customer Excellence" in your area (<https://www.avaya.com/en/partner-locator/>) also refer to this link for the Press release from Avaya Advantel Networks Receives Avaya "Partner in Customer Excellence"
- Authorized Spok Partner/Reseller
- Three years in a row recommended by CRN as one of the best system integrators
- Advantel is the largest AVAYA Diamond Partner on the West Coast
- Scale - Advantel services Customers as large as 40,000 end points
- Global - Advantel maintains over 750,000 ports for our customers worldwide
- Technical - 24x7 NOC for Monitoring with Onsite or Remote Technician availability
- Service - Avaya Service Delivery Specialist, One of only a few on the West Coast
- Authorized Calero Partner/Reseller
- Depth - More than 60 manufacturer-certified engineer & technical staff in region; the largest staff of Avaya Certified Engineers of any Partner on the West Coast
- Customer Satisfaction - Advantel holds a Customer Satisfaction Rating of 95%
- Local - Advantel's Corporate Office with Executive Briefing and Training Center as well as Avaya Certified Engineers, Design Engineers and Sales Staff
- Advantel holds \$1 million of spare maintenance inventory in our logistics centers

Advantel is comprised of nearly 150 employees with over 50% employed as engineers because we understand that service and support comes before sales and is the main differentiator between Advantel and the rest.

Advantel is a robust global service organization, with the ability to perform quality implementations and ensure the highest level of ongoing support. As you can see, our technical staff has a unique combination of knowledge and experience seldom found in our industry. This enables us to achieve superb customer satisfaction and create a trusted advisor relationship with our customers. Advantel's corporate office is located in San Jose, CA, 27 miles South of Dublin CA. We have an Executive Briefing Center in our office that is used to demo the latest Avaya products and services.

This resource is available to all Avaya associates as well as Advantel customers. We have recruited the best pre-sales engineers, project managers and Avaya certified technicians to help support our large Avaya customer base already in this region.

Advantel Networks Locations:

CORPORATE HEADQUARTERS

2222 Trade Zone Blvd., San Jose, CA 95131

SACRAMENTO

1139 Sibley St. Folsom, CA 95630

SAN FRANCISCO

111 Pine Street, Suite 1715 San Francisco, CA 94111

IRVINE

20 Corporate Park, Suite 285 Irvine, CA 92606

SAN DIEGO

10346 Roselle Street San Diego, CA 92121

VANCOUVER

700 Washington Street, Suite 601 Vancouver, WA 98660

BELLEVUE

626 120th Ave NE, Suite B102 Bellevue, WA 98005

BIDDER QUALIFICATIONS

1. STATEMENT OF QUALIFICATIONS:

Advantel Networks is a Diamond level partner holding all accreditations and authorizations required for Contact Center and Unified Communications (Enterprise CC & UC) within the Avaya Portfolio (outlined below):

SOLUTION EXPERT: ADVANTEL - DIAMOND REQUIREMENTS EXCEEDED

Solution	Status
Enterprise Customer Engagement (CC)	Met
Enterprise Team Engagement (UC)	Met

Survey Type	Surveys Needed	Surveys Returned	Min. Score	Current Score
CSAT	20	47	3.5	4.51

2. EXPERIENCE

Team Advantel Knowledge, Understanding, Approach, and Ability to Execute on all Las Positas College Task Areas

Equipment Implementation

Knowledge and Understanding: Advantel has supported thousands of requests, providing us an invaluable experience and lessons learned for successful Unified Communications, Contact Centers, telephones and voicemail addition engagements. Advantel has developed a repeatable approach for requirements similar to the addition, installation, and programming of Avaya Aura equipment, and we will assign staff familiar with the Las Positas College installation plan to ensure a seamless transition. This approach ensures a successful outcome of multiple components and teams working together towards delivering repeatable Advantel "A" Team performance.

Approach and Ability to Execute: Advantel's "A" Team assigned to Las Positas College has 300+ years combined and consists of a dedicated Project Manager, Lead Engineer, Contact Center Engineers and Field Technicians, ensuring compliance with the change control process and adherence to our Project Management Plan and integrated Quality Control Plan (QCP). The PM will host a conference call with key personnel to review the SOW, timelines, areas of responsibility, and set expectations. Advantel will request a data collection sheet to be completed by Las Positas College. Data collection will include programming data specific to each server, gateway, endpoint, analog and IP. The Advantel "A" Team PM will schedule resources for the translations programming and techs to be on-site to install the servers, gateways, phones and test. When the SOW stipulates a period of weeks to perform the work, the PM will schedule weekly meetings and keep all channels of communication open. The techs will remain on-site until all equipment is fully operational,

tested, and acceptance is received from Las Positas College that the installation meets their expectations.

Remote Specialized Support Services

Knowledge and Understanding: Advantel has executed thousands Specialized Remote Service Requests over the years, allowing Advantel technical resources to gain and document extensive knowledge in support of VoIP networks. The knowledge gained on these prior service requests will be leveraged as lessons learned, and has already been incorporated into our training documentation to ready technicians for Advantel "A" Team services. The Advantel PMO will ensure compliance with the change control process and ensure QC oversight, also arranging and managing planning meetings with the local Las Positas College POC and Lead Engineer to define and manage timeline requirements, dashboards, coordination, and expectations for the Las Positas College project.

Approach and Ability to Execute: Advantel's approach is to first review the level of effort and expectations with Las Positas College. We will provide two instructional documents to Las Positas College, one being the sequential steps needed to program the software translation changes in the Avaya Communication Manager (CM) platform(s). Additionally, we will provide a comprehensive test plan instructing the Las Positas College how to verify and test that the dialing capabilities are programmed properly prior to cutover to the user community. Our ability to execute is supported by staff that has worked with other clients previously and will become very familiar with Las Positas College ARS and route plans and call-type tables. Advantel's lessons learned in support of other clients, combined with our Advantel "A" Team resource model and technical approach, ensures that every specialized remote support engagement is well within the SOW requirements. Technicians providing these remote support services are centrally managed by our capable PMO, and have full corporate reach-back resources from all Team Advantel members as needed.

On-site Specialized Support Services

Knowledge and Understanding: Advantel has provided on-site specialized support services across the several enterprise clients on projects ranging in size and scope. This experience along with the knowledge of similar College/University client's on-site environment will prove invaluable in supporting any and all on-site engagements over the Advantel "A" Team engagement. All knowledge gained on prior engagements has been included in our Advantel "A" Team program documentation and serves as a knowledge base for future engagements to support our technicians for on-site engagements. The Advantel PMO will ensure compliance with the change control process and QC oversight consistent with our QCP. We will arrange and manage planning meetings with the Las Positas College and the implementation team to define and manage timeline requirements, dashboards, coordination, and expectations for the Las Positas College project.

Approach and Ability to Execute: Advantel's approach is to first review the level of effort and expectations with Las Positas College District. Once the SOW is defined, we will request Las Positas

College District to provide the PM’s contact information, and in concert with Las Positas College, implementation schedule. Our Professional Services Engineers will review the existing configurations and determine a plan of execution. The Advantel “A” Team PM will schedule technical resources to be on-site to perform the physical layer work, in addition to remote engineering support. Our Advantel “A” Team PM will schedule a cutover conference bridge with key Las Positas College staff and the Advantel technical resources. The cutover will incorporate the porting of trunks, and performing the test procedures to ensure dialing capabilities are functional prior to releasing circuits to the user community. Our ability to execute is supported by staff that has worked with similar college/university clients previously and will become very familiar with Las Positas College ARS and route plans and call-type tables. Technicians providing these remote support services are centrally managed by our capable PMO, and have full corporate reach-back support from all Team Advantel members.

On-site Local Support Services

Knowledge and Understanding: In the last 30+ years Advantel has provided on-site staff augmentation resources at over 300 client locations, including education, federal and local government and Fortune 500 clients. Two examples similar in size, scope, and complexity to Advantel “A” Team are at Google offices worldwide, and on the Department of Veteran Affairs Regional Upgrades and Maintenance contract. In both instances, Advantel placed on-site technicians to provide ongoing Avaya hardware and software support. On-site Advantel personnel for Advantel “A” Team will have the full support of subject matter expert (SME) resources from all Team Advantel partners, proving greater value and depth of expertise to Las Positas College.

Approach and Ability to Execute: Advantel, communicating frequently with the designated Las Positas College contact, will schedule a certified Field Engineer to provide on-site support at the Las Positas Campus. In addition to our highly trained staff, the corporate reach-back support of 24/7 technical resources enhance our ability to support an on-site resource. Our ability to execute is supported by having locally certified Avaya field engineers in the Bay area. Additionally, our institutional knowledge in education has been documented and will be incorporated into pre-deployment training sessions to ensure a seamless transition between the Las Positas College local contact and Advantel on-site staff.

Avaya Hardware and Software

Knowledge: Over the last 30+ years, Advantel has replaced Time Division Multiplex (TDM) PBXs with VoIP telephony systems throughout the country. Additionally, we have migrated legacy VoIP systems, as well, migrating sites into a Disaster Recover (DR) and Survivable models. Our education experience has provided us with valuable lessons learned for a successful installation and migration of Avaya Aura CC/UC solutions.

Understanding and Approach: Advantel’s past experience and proven track record with replacing TDM PBXs with a VoIP telephony platform will be the driving force behind our approach for the successful installation of the Las Positas College solution. From initiation to completion, our

Advantel "A" Team PM will provide oversight of the project and maintain strong communications with key Las Positas College personnel. A project kickoff meeting will be scheduled reviewing the scope, timelines, resources, data collection, responsibilities, and Las Positas College expectations. Hardware and software licenses will be ordered and Advantel will coordinate equipment delivery with Las Positas College staff. Data collection will be reviewed and Advantel will request Las Positas College acceptance of the data collection to be programmed. Site readiness will be confirmed by Las Positas College and Advantel may run QoS VoIP Network Readiness Assessments to ensure both LAN and WAN configurations are in place to support a VoIP environment should it be necessary. Advantel's on-site techs will perform a site survey confirming site. We will provide FDoB support with the on-site techs, remote support of the Solution Architect, and post-cutover training.

Ability to Execute: Advantel has replaced hundreds of systems to accommodate new Avaya Communication Manager (ACM) deployments. As a recent example, our personnel replaced six NEC 2400 systems from the Scripps Medical Healthcare System, one of the top 15 health systems in the U.S., and implemented a fully converged, centrally managed ACM PBX across all of their hospitals and campuses.

Avaya Contact Center

Knowledge and Understanding: Advantel's contact center specialists have successfully implemented in excess of 1,700 contact centers over the last 30 years. Our contact center professional services team has over 100 years of combined experience in the contact center space and has implemented contact centers ranging in size and complexity from 10 to 10,000 agents with wallboards, "follow-the-sun" agent routing across different time zones, emergency activation, service level routing and management, reporting packages, call recording packages, Interactive Voice Response (IVR), call back queuing, and many other features. Recent contact centers similar to Advantel "A" Team include those Advantel has installed throughout Zappos, HD Supply (formerly Home Depot Supply), Google, County of Alameda, City of Berkeley, City and County of San Francisco, Holland America Cruise Lines, and Northwest Natural, cumulatively totaling over 300,000 agents across Advantel's professional history.

Approach: Advantel will introduce Las Positas College to the expert team that is assigned to the project and review the SOW with Las Positas College. Timelines, action items, and responsibilities will be assigned to Advantel and Las Positas College personnel. To ensure that the project is on track and action items are completed, project meetings will be scheduled on a regular basis. Advantel will work with Las Positas College to gather the necessary database information for the configuration of the call center and produce a sign off document detailing the design and User Acceptance Testing (UAT) plan for Las Positas College approval. Upon approval of the design, the system will be configured. Advantel will work with Las Positas College to provide documentation on recording announcements and any other call treatments. When the system is ready, Advantel will work with Las Positas College to complete UAT. User training for the agents, supervisors, and administrator (where applicable) will then be conducted for Las Positas College by Advantel trainers. The new configuration will be put into production with the appropriate testing and

Advantel will be available for cutover coverage. At the close of the project, Advantel and Las Positas College will meet to ensure that all items have been completed to the project's specifications. Advantel's PM, Lead Engineer, and Quality Assurance Manager will provide oversight to ensure compliance with the change control process and proper QC oversight.

Ability to Execute: Advantel has installed hundreds of Call Centers using the basic Automatic Call Distribution (ACD) licenses across the agency nationwide on the Avaya platforms, including help-desk deployments that provide outage status announcements. Other recent Advantel deployments include multi-language call centers for City and County of San Francisco HQ (1,017 agents, Call Center Elite, CMS, Monet Database server connected to the CMC database via ODBC), Public Utilities Commission and Human Services Administration (Call Center Elite, CMS, call recording), County of Alameda (550 agents, Call Center Elite, CMS), Northwest Natural (120 agents with Call Center Elite, CMS, Experience Portal, Verint Call Recording) Google (2000-plus agents with Call Center Elite, CMS, Nice Call Recording, and multi-site call routing), and HD Supply (800 agents, AACC, IQ, Verint Speech, and WFO). Advantel's extensive experience implementing sophisticated contact center solutions, combined with our Advantel "A" Team resource model and technical approach, will ensure that this request is expertly executed within the Advantel "A" Team SOW requirements.

3. STAFF AND TECHNICAL RESOURCES

Advantel will assign the Advantel "A" Team for the Las Positas College Telecommunications Systems Replacement. **One of our engineers (Casey Howard) attended Las Positas College!** Our team is comprised of the talented and knowledgeable sales and technical teams to meet this requirement. Our team members are seasoned professionals who have performed similar work at Sierra College, Stanford University, Western University and Palo Alto University to name a few. The specific Key Personnel are identified as our Project Manager, Lead Engineer, Contact Center Specialist(s), Messaging Specialist(s), Sales Support Specialist(s), Field Implementation Engineer(s) and our Services & Support Staff.

First Name	Last Name	Credential Title/Yrs. Experience	Role
Linda	Rich	23 yrs. Experience	Project Manager
		PMP, AGILE	
Andrew	Paterson	25 yrs. Experience	Sales Support Specialist
		APDS - Avaya Enterprise Team Engagement Solutions	Design
		APDS - Avaya Customer Engagement Solutions	Design

Casey	Howard	33 yrs. Experience	Contact Center Specialist
		ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded	Implement
		ACIS - Avaya Aura® Contact Center	Implement
		ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded	Maintain
		ACSS - Avaya Aura® Contact Center	Maintain
		APDS - Avaya Enterprise Team Engagement Solutions	Design
		APDS - Avaya Enterprise Team Engagement Solutions	Design
Faye	Cates	11 yrs. Experience	Messaging Specialist
		ACSS - Avaya Aura® Messaging	Implement; Maintain
Judy	Lo	26 yrs. Experience	Contact Center Specialist
		ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded	Implement
		ACIS - Avaya Aura® Contact Center	Implement
		ACSS - Avaya Aura® Contact Center	Implement; Maintain
Keith	Nakasone	12 yrs. Experience	Field Engineer; Services & Support
		ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded	Implement
		ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded	Maintain
		ACSS - Avaya Aura® Session Manager and System Manager	Implement; Maintain
Kevin	Acevez	19 yrs. Experience	Field Engineer; Services & Support
		ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded	Implement
		ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded	Maintain
Lonnie	Combs	34 yrs. Experience	Sales Support Specialist

		APDS - Avaya Enterprise Team Engagement Solutions	Design
		APDS - Avaya Customer Engagement Solutions	Design
Mike	O'Hara	30 yrs. Experience	Sales Support Specialist
		APSS - Avaya Enterprise Team Engagement Solutions	Sell
Phil	Westover	26 yrs. Experience	Sales Support Specialist
		APDS - Avaya Customer Engagement Solutions	Design
		APSS - Avaya Enterprise Team Engagement Solutions	Sell
		APSS - Avaya Customer Engagement Solutions	Sell
		APDS - Avaya Customer Engagement Solutions	Design
Ruben	Farias	19 yrs. Experience	Services & Support
		ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded	Maintain
Phillip	Blair	22 yrs. Experience	Services & Support
		ACIS - Avaya Aura® Contact Center	Implement
		ACSS - Avaya Aura® Contact Center	Maintain
		AIPS - Avaya Aura® Call Center Elite Multichannel Implementation	Implement
		APDS - Avaya Customer Engagement Solutions	Design
		APSS - Avaya Customer Engagement Solutions	Sell
		APSS - Avaya Customer Engagement Solutions	Sell
		ASPS - Avaya Call Management System Implementation and Maintenance	Implement; Maintain
		APDS - Avaya Customer Engagement Solutions	Design
Richard	Vargas	21 yrs. Experience	Lead Engineer
		ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded	Implement
		ACSS - Avaya Aura® Session Manager and System Manager	Implement; Maintain