



FY17

# PSAP GRANT PROGRAM APPLICATION





## FY17 PSAP GRANT PROGRAM APPLICATION

### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP's website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to your Regional Coordinator. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 at 5:00 pm.

**ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.**



## FY17 PSAP GRANT APPLICATION

### PROJECT TITLE

CPE Replacement

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Charlotte County

CONTACT TITLE: E-911 Coordinator

CONTACT FIRST NAME: Lisa

CONTACT LAST NAME: Myers

ADDRESS 1: 222 Law Ln

ADDRESS 2: 2T

CITY: Charlotte Court House

ZIP CODE: 23923

CONTACT EMAIL: ccs0911@cchsheriff.com

CONTACT PHONE NUMBER: 434-542-5141

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: 434-542-5100

REGIONAL COORDINATOR: Stefanie McGuffin

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

|       |       |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

### GRANT TYPE

Individual PSAP

Shared Services



## TIER

- Out of Service
  Non-Vendor Supported\*
- Technically Outdated\*
  Strengthen
- Not Applicable

**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**

VERSION: Vesta 2.70

# YEARS of HARDWARE/SOFTWARE: 4

**PRIORITY/PROJECT FOCUS** CALL HANDLING EQUIPMENT

**If "Other" selected, please specify:** 2T

## FINANCIAL DATA

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 199,720.00

## STATEMENT OF NEED

This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

Our maintenance provider of the Vesta Pallas CPE equipment currently in use, has informed the County of Charlotte that they will no longer support our system after 2017. This would present major consequences should this unsupported equipment fail.



Describe how the grant will be maintained and supported in the future, if applicable.

2T

As part of the building process for the replacement CPE purchase, the proposed monitoring service and maintenance programs of each vendor will be evaluated. After selection of successful bidder, the monitoring service and maintenance agreements will then be established and maintained through the life of the equipment.

### **COMPREHENSIVE PROJECT DESCRIPTION**

Identify the longevity or sustainability of the project.

2T

To ensure the longevity of the system, the County of Charlotte will be purchasing a system that will be upgradable in the future and will be Next Generation capable.



Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

2T

The County of Charlotte will be purchasing a system that is Next Generation capable and upgradeable.

**SHARED SERVICES (if applicable)**

The relationship of the project to the participating PSAPs:

2T

Intended collaborative efforts:

2T



Resource sharing:

2T

How does the project impact the operational or strategic plans of the participating agencies:

2T

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

2T

The goal of this project is to replace the soon to be non-supported CPE equipment and programs with new equipment and software that will be operational and supported by manufacturer for years to come. Objectives include conducting this transaction with little or no impact on the service delivery of our PSAP. Another objective is to purchase a system that is Next Generation capable.

Implementation will take approximately 3 months. This plan will be included in the evaluation process used to select the successful bidder.

In conjunction with the equipment installation, training of all PSAP staff will be conducted as detailed in the bid documents.



**PROJECT TIMELINE FOR  
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the estimated completion date. Sample activities for each phase are included.

| PROJECT PHASE  | ESTIMATED COMPLETION DATE |
|--|---------------------------|
| <input type="checkbox"/> <b>INITIATION</b><br>(Project approved by appropriate stakeholders)<br><br>Sample activities: project concept is documented, local board or governing authority approval or endorsement is received, PSAP grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained | <b>07 / 01 / 2016</b>     |
| <input type="checkbox"/> <b>DESIGN/PLANNING</b><br>(Project, system, or solution requirements are developed)<br><br>Sample activities: requirements are documented, components to be purchased are identified, and general design is documented  | <b>08 / 01 / 2016</b>     |
| <input type="checkbox"/> <b>ACQUISITION</b><br>(Selected system or solution is procured)<br><br>Sample activities: RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained  | <b>09 / 01 / 2016</b>     |
| <input type="checkbox"/> <b>IMPLEMENTATION</b><br>(Selected system or solution is configured and installed)<br><br>Sample activities: purchased components are delivered and installed and training is performed   | <b>12 / 01 / 2016</b>     |
| <input type="checkbox"/> <b>TESTING/COMPLETION</b><br>(Selected system or solution is tested and put in production)<br><br>Sample activities: performance of system/solution is validated and system/solution goes "live"  | <b>01 / 01 / 2017</b>     |



## BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (**NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.**) Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

2T

## EVALUATION

How will the project be evaluated and measured for achievement and success:

2T

As part of the bidding process, each bidder will be required to submit an implementation and evaluation plan with their proposals. Once the successful bidder is selected and work begins, progress will be monitored.



**CONSOLIDATION (Primary or Secondary) - (complete only if applicable)**

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T

What services should it perform:

2T



How should policies be made and changed:

2T

How should it be funded:

2T

What communication changes or improvements should be made in order to better support operations:

2T



**Proposal For:** Charlotte County, VA

**Solution Proposed** VESTA 9-1-1

**Date:** September 15, 2015

**Contract** Hampton RFP 12-82E

**Site Summary**

*Design Assumptions- Provides VESTA 9-1-1 in a Standalone Configuration-  
Redundant MDS and DDS ML350 servers in a virtualized design  
Two (2) VESTA Positions with HP Z230, SAM, IRR, 4-Port KVM and Genovation Keypads  
22" Flat Panel LCD Monitors for each Workstation  
Two (2) 2960 Cisco LAN Switches  
Two (2) Mediant 1000 Gateway Chassis  
Three (3) 4-port FXO Modules for Analog Loop Start POTS/Wet Ringdowns  
Three (3) 4-port FXS Modules for Analog CAMA Trunks/Dry Ringdowns  
One (1) Netclock with 4NTP ports with 150' cable and GPS Antenna  
One 19" 2-Post Rack  
VESTA Analytics with one (1) User License  
HP Ext Warranty for 5 Years on Workstations and Servers  
Carousel Onsite Essential Service Coverage for 1 Year  
Carousel Security Appliance, 1YR Installed for Remote Access/Managed Services  
1 Year Airbus Software Support and Managed Services (M&R, Anti Virus and Patch)  
OPTIONAL: SMS Hardware/Configuration, Onsite Critical Spares  
OPTIONAL: CommandPOST Laptop with Docking Station*

**Pricing is valid for 90 days**

**Charlotte County** \$199,719.86

**Total Solution:** \$199,719.86

All new products are guaranteed to be as specified by the manufacturer's documentation, and are provided with the manufacturer's standard Product warranty. All refurbished components are covered by a Carousel direct warranty.

Customer is responsible for any electrical service, environmental conditions and cable work needed to support the quoted Products, unless otherwise specified on the Quote. Any changes to the above Products and /or Scope of Work will require the written authorization of both Carousel and the Customer. Pricing does not include taxes and freight charges, and as applicable, these costs will be added to the invoice.



**Proposal For:** Charlotte County, VA

**Solution Proposed:** VESTA 9-1-1

**Site Name:** Charlotte County

**Date:** September 15, 2015

**VESTA® 9-1-1**

| Qty. | Part No.         | Description   | Unit Price  | U/M | Total       |
|------|------------------|---|-------------|-----|-------------|
|      |                  | <b>VESTA® 9-1-1</b>   |             |     |             |
| 2    | 870899-0104R3.2  | VESTA 4 R3.2 LIC/MED  | \$2,142.86  | EA  | \$4,285.71  |
| 1    | 873099-03002     | R4 CAD INTF KIT   | \$714.29    | EA  | \$714.29    |
| 1    | 870891-66101     | R4 CAD INTFC LIC ONLY   | \$357.14    | EA  | \$357.14    |
|      |                  |   |             |     |             |
| 1    | 04000-01583      | BLKBX TL158A-R4 DATACAST  | \$554.29    | EA  | \$554.29    |
| 1    | 04000-01010      | CBL DB25M/DB25M 10FT  | \$11.43     | EA  | \$11.43     |
|      |                  |   |             |     |             |
|      |                  | <b>VM Medium Server Bundle</b>  |             |     |             |
| 1    | 853031-MLSVRSG-2 | V-ML MED SVR BNDL SNGL  | \$31,968.57 | EA  | \$31,968.57 |
| 2    | 06500-00501      | 2-POST 5U RACK MNT KIT  | \$372.86    | EA  | \$745.71    |
| 2    | 04000-68005      | V-SVR BASIC SPT 1YR   | \$135.71    | EA  | \$271.43    |
|      |                  |   |             |     |             |
|      |                  | <b>VESTA® 9-1-1 Basic Operations</b>  |             |     |             |
| 2    | PS-0SQ-VSML-M    | VS BSC MLTP SEAT LIC N FEE  | \$0.00      | EA  | \$0.00      |
| 2    | PS-0AC-VSSL-M    | VESTA COMP REG  | \$98.57     | EA  | \$197.14    |
| 3    | SS-0SQ-VSSL-1Y   | SPT VS BSC 1YR  | \$1,414.29  | EA  | \$4,242.86  |
|      |                  |   |             |     |             |
|      |                  | <b>VESTA® Workstation Equipment</b>   |             |     |             |
| 2    | 61000-409605SFF  | WKST HP Z230 SFF  | \$1,755.71  | EA  | \$3,511.43  |
| 2    | 65000-47001      | TWR STAND SFF Z220/Z230   | \$60.00     | EA  | \$120.00    |
| 2    | 63000-221691     | MNTR FP WIDE SCR LCD 22IN   | \$470.00    | EA  | \$940.00    |
| 2    | 64007-50022      | KEYPD 24K 25F USBCBL CP24   | \$177.14    | EA  | \$354.29    |
| 2    | 04000-01005      | KVM SWITCH DVI 4-PORT   | \$344.29    | EA  | \$688.57    |
| 12   | 04000-01018      | CBL DVI KVM EXT KIT   | \$47.14     | EA  | \$565.71    |
| 2    | 853004-00401     | SAM EXT SPKR KIT  | \$240.00    | EA  | \$480.00    |
| 2    | 65000-00124      | CBL PATCH 15FT  | \$20.00     | EA  | \$40.00     |
| 2    | 853030-00302     | R4 SAM HDWR KIT   | \$2,360.00  | EA  | \$4,720.00  |
| 2    | 02800-20500      | HDST 4W MOD BK ELEC MIC   | \$45.71     | EA  | \$91.43     |
| 2    | 03044-20000      | HDST CORD 4W 12FT MOD BK  | \$4.29      | EA  | \$8.57      |
| 4    | 833401-00101G-15 | CBL SAM JKBX 15FT   | \$51.43     | EA  | \$205.71    |
| 2    | 809800-35109     | R4 IWS CFG  | \$285.71    | EA  | \$571.43    |
| 2    | 809800-35108     | R4 IWS STG FEE  | \$428.57    | EA  | \$857.14    |
| 1    | 870890-07501     | CPR/SYSPREP DVD IMAGE   | \$0.00      | EA  | \$0.00      |
|      |                  |   |             |     |             |
|      |                  | <b>VESTA® 9-1-1 IRR Module</b>  |             |     |             |
| 2    | 870899-01601     | R4 IRR UPGD W/HASP  | \$700.00    | EA  | \$1,400.00  |
| 3    | 809800-35110     | R4 IRR SW SPT 1YR   | \$255.71    | EA  | \$767.14    |
|      |                  |   |             |     |             |
|      |                  | <b>VESTA® 9-1-1 Admin Printer</b>   |             |     |             |
| 1    | 64040-60019      | PRNTR USB/ETHERNET COLOR  | \$255.71    | EA  | \$255.71    |
|      |                  |   |             |     |             |
|      |                  | <i>Note: Inkjet Color printer. Recommended monthly volume, 7,500 pages.</i> |             |     |             |
| 1    | 65000-00124      | CBL PATCH 15FT  | \$20.00     | EA  | \$20.00     |
|      |                  |   |             |     |             |
|      |                  | <b>Network Equipment</b>  |             |     |             |
| 2    | 04000-29616      | SWITCH 2960 + CBL 24-PORT   | \$1,371.43  | EA  | \$2,742.86  |



|  |              |                           |            |    |                    |
|--|--------------|---------------------------|------------|----|--------------------|
| 2                                      | 04000-02991  | WARR 2960 24P 2T 1YR 24X7 | \$358.57   | EA | \$717.14           |
| <b>Peripherals &amp; Gateways</b>      |              |                           |            |    |                    |
| 2                                      | 04000-00129  | MED 1000B CHASSIS BNDL    | \$2,621.43 | EA | \$5,242.86         |
| 2                                      | 04000-00186  | SW SPT M1000 GATEWAY 1YR  | \$428.57   | EA | \$857.14           |
| 3                                      | 04000-00116  | MED 1000 FXO-LS BNDL      | \$494.29   | EA | \$1,482.86         |
| 3                                      | 04000-00119  | MED 1000 FXS BNDL         | \$474.29   | EA | \$1,422.86         |
| <b>Rack &amp; Peripheral Equipment</b> |              |                           |            |    |                    |
| 1                                      | 06500-55053  | 7FT EQUIPMENT RACK 19IN   | \$392.86   | EA | \$392.86           |
| 1                                      | 63002-172805 | MNTR NEC 17IN             | \$312.86   | EA | \$312.86           |
| 1                                      | 04000-004B4  | KVM 4-PORT SWITCH         | \$631.43   | EA | \$631.43           |
| 1                                      | 04000-00607  | CBL KVM USB CONSOLE       | \$197.14   | EA | \$197.14           |
| 4                                      | 04000-60611  | CBL KVM USB 10FT          | \$118.57   | EA | \$474.29           |
| 1                                      | 04000-RMM19  | BRKT 19IN RACK MTG/ARBITR | \$45.71    | EA | \$45.71            |
| <b>Time Synchronization Equipment</b>  |              |                           |            |    |                    |
| 1                                      | 04000-09486  | NETCLOCK 9483 + 3-PORT    | \$8,914.29 | EA | \$8,914.29         |
| 1                                      | 04000-08230  | GPS/GNSS OUTDOOR ANTENNA  | \$462.86   | EA | \$462.86           |
| 1                                      | 04000-08231  | GPS ANTENNA POST MT KIT   | \$132.86   | EA | \$132.86           |
| 1                                      | 04000-08228  | GPS ANTENNA SURG PROTECTR | \$401.43   | EA | \$401.43           |
| 1                                      | 04000-20601  | GND KIT FOR 8226          | \$561.43   | EA | \$561.43           |
| 1                                      | 04000-67022  | GPS CBL CONN              | \$64.29    | EA | \$64.29            |
| 1                                      | 04000-07051  | GPS ANTENNA CBL 50FT      | \$288.57   | EA | \$288.57           |
| 1                                      | 04000-07108  | CBL GPS ANTENNA 100FT     | \$450.00   | EA | \$450.00           |
| <b>VESTA® 9-1-1 Subtotal</b>           |              |                           |            |    | <b>\$84,741.43</b> |

### VESTA™ Analytics

| Qty.   | Part No.        | Description              | Unit Price | U/M | Total              |
|--|-----------------|--------------------------|------------|-----|--------------------|
| <b>VESTA™ Analytics - Standard Multi Product Purchase</b>                                  |                 |                          |            |     |                    |
| 1  | 873399-00102.4U | V-ANLYT 2.4 D/M UPGD     | \$0.00     | EA  | \$0.00             |
| 1  | 873391-00501U   | V-ANLYT STD LIC UPGD     | \$0.00     | EA  | \$0.00             |
| 1  | 873391-00301U   | V-ANLYT USER LIC UPGD    | \$0.00     | EA  | \$0.00             |
| 1  | 04000-00339     | SQL 2008R2 CAL RUN ENT   | \$251.43   | EA  | \$251.43           |
| 2  | PA-MSG-ASSL-M   | V-ANLYT STD SEAT LIC MIG | \$0.00     | EA  | \$0.00             |
| 3  | SA-MSG-ALSL-1Y  | SPT V-ANLYT STD 1YR      | \$167.14   | EA  | \$501.43           |
| <b>VESTA™ Analytics Modules</b>  |                 |                          |            |     |                    |
| 1  | 873391-00901    | V-ANLYT ADV RPT PKG LIC  | \$5,000.00 | EA  | \$5,000.00         |
| <b>VESTA™ Analytics Standard Server Equipment for Virtualized Server Bundle - ML350/G9</b> |                 |                          |            |     |                    |
| <i>Note: Additional Hardware to be installed in DDS-B Server.</i>                          |                 |                          |            |     |                    |
| 1  | BA-M00-ASA0-3   | V-ANLYT STD ADD-ON       | \$5,805.71 | EA  | \$5,805.71         |
| <b>Field Engineering</b>   |                 |                          |            |     |                    |
| <i>Note: For data migration</i>  |                 |                          |            |     |                    |
| 64   | 809800-17101    | FIELD ENG-PRIMARY        | \$142.86   | UN  | \$9,142.86         |
| <b>VESTA™ Analytics Subtotal</b>   |                 |                          |            |     | <b>\$20,701.43</b> |



### Managed Services

| Qty.                             | Part No.     | Description   | Unit Price | U/M | Total              |
|----------------------------------|--------------|---|------------|-----|--------------------|
| 1                                | 809800-00198 | <b>Monitoring &amp; Response Activation Fee</b><br>RECFG NTWK DEVICE  | \$0.00     | EA  | \$0.00             |
|                                  |              | <b>Monitoring &amp; Response License &amp; Support Fees</b><br><i>Note: (2) Existing Svr M&amp;R License will be used</i>                   |            |     |                    |
| 1                                | 871499-01206 | M&R 3.0 LIC SVR<br><i>Note: Includes (2) DDS Servers, (1) VESTA™ Analytics Server</i>   | \$555.71   | EA  | \$555.71           |
| 3                                | 809800-14161 | M&R 3.0 SVR SRVC 1YR<br><i>Note: (2) Existing Wrkstn M&amp;R License will be used</i>   | \$1,857.14 | EA  | \$5,571.43         |
| 1                                | 871499-01211 | M&R 3.0 WKST LIC<br><i>Note: Includes (2) Workstations, (1) Management Console</i>  | \$101.43   | EA  | \$101.43           |
| 4                                | 809800-16161 | M&R 3.0 WKST SRVC 1YR<br><i>Note: (3) Existing IP M&amp;R License will be used</i>  | \$514.29   | EA  | \$2,057.14         |
| 6                                | 871499-01210 | M&R 3.0 IP DEVICES LIC<br><i>Note: Includes (2) MDS Servers, (2) Virtual Machines, (2) Gateways, (1) 2TB NAS Device, (2) Cisco Switches</i> | \$101.43   | EA  | \$608.57           |
| 9                                | 809800-16166 | M&R 3.0 IP DEV SRVC 1YR   | \$514.29   | EA  | \$4,628.57         |
|                                  |              | <b>Managed Services - Implementation Fee</b>  |            |     |                    |
| 7                                | 809800-14152 | MGD SERV DEV & IMPL   | \$107.14   | EA  | \$750.00           |
|                                  |              | <b>Anti-Virus Solution</b>  |            |     |                    |
| 6                                | 809800-14171 | VIRUS PROTECT 3.0 SVC 1YR   | \$134.29   | EA  | \$805.71           |
|                                  |              | <b>Patch Management Solution</b>  |            |     |                    |
| 6                                | 809800-16211 | PATCH MGMT 3.2 SVC 1YR  | \$317.14   | EA  | \$1,902.86         |
| <b>Managed Services Subtotal</b> |              |   |            |     | <b>\$16,981.43</b> |

### Extended Warranties

| Qty.                                | Part No.    | Description   | Unit Price | U/M | Total             |
|-------------------------------------|-------------|---|------------|-----|-------------------|
|                                     |             | <b>Server Extended Warranty</b>   |            |     |                   |
| 2                                   | 04000-01570 | <i>Note: Includes (2) VESTA® 9-1-1 Servers</i><br>WARR 24X7 ML350G9 5YR<br><i>Note: Upgrade &amp; uplift from 3YR warranty 9x5 NBD to 5YRs, 24x7, 4 hour response time.</i>         | \$2,607.14 | EA  | \$5,214.29        |
|                                     |             | <b>Workstation Extended Warranty</b>  |            |     |                   |
| 3                                   | 04000-01586 | <i>Note: Includes (3) Workstations, (1) Management Console</i><br>WARR 24X7 Z220/230 5YR<br><i>Note: Warranty upgrade from 3YRs warranty 9x5 NBD to 5YRs 24x7, 4 hour response.</i> | \$645.71   | EA  | \$1,937.14        |
| <b>Extended Warranties Subtotal</b> |             |   |            |     | <b>\$7,151.43</b> |



### Airbus DS Communications Services

| Qty.  | Part No.     | Description   | Unit Price | U/M | Total              |
|---|--------------|---|------------|-----|--------------------|
| 120   | 809800-17101 | <b>Field Engineering Services</b><br>FIELD ENG-PRIMARY  | \$142.86   | UN  | \$17,142.86        |
| 3   | 000001-06701 | <b>Training</b><br>VSENT 4.X AGENT TRNG<br><br><i>Note: VESTA® /Sentinel 4/X Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel.</i>   | \$1,714.29 | EA  | \$5,142.86         |
| 1   | 000001-06704 | VSENT 4.X ADMIN TRNG<br><br><i>Note: VESTA® /Sentinel 4/X Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.</i>  | \$5,714.29 | EA  | \$5,714.29         |
| 1   | 000001-06795 | COMMANDPOST TRNG<br><br><i>Note: On-site training included as part of the VESTA® 9-1-1 Admin training using customer equipment. CommandPOST positions must be configured to the network/firewall prior to training. This is a 15 minute demonstration on how to use the CommandPOST position.</i> | \$0.00     | EA  | \$0.00             |
| 1   | 000002-24404 | V-ANLYT ADMIN TRNG<br><br><i>Note: VESTA™ Analytics Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.</i>  | \$2,857.14 | SU  | \$2,857.14         |
| <b>Airbus DS Communications Services Subtotal</b> |              |   |            |     | <b>\$30,857.14</b> |

#### Summary

| Qty | Product Code | Product Description  |  |  | Ext. Price  |
|-----|--------------|--|--|--|-------------|
| 1   |              | VESTA® 9-1-1 w/1Year Software Support                          |  |  | \$84,741.43 |
| 1   |              | VESTA™ Analytics w/1Year Software Support                      |  |  | \$20,701.43 |
| 1   |              | 1 Year Managed Services (M&R, Anti Virus and Patch Management) |  |  | \$16,981.43 |
| 1   |              | HP Extended Warranties   |  |  | \$7,151.43  |
| 1   |              | Airbus DS Communications Services                              |  |  | \$30,857.14 |
| 1   |              | Carousel Industries Installation                               |  |  | \$18,612.00 |
| 1   |              | Carousel Industries - Project Management                       |  |  | \$9,625.00  |
| 1   |              | 1 Year Carousel Essential Onsite Support                       |  |  | \$8,160.00  |
| 1   |              | Carousel Security Appliance                                    |  |  | \$2,440.00  |
| 1   |              | Minor Materials  |  |  | \$450.00    |

**Pricing is valid for 90 days**

**Total Equipment & Services Cost:**                     \$199,719.86

**Total This Site:**                     \$199,719.86



**Optional Items**

**VESTA SMS (Optional)**

| Qty.  | Part No.     | Description               | Unit Price | U/M | Total              |
|---|--------------|---------------------------|------------|-----|--------------------|
| <b>SMS Equipment</b>  |              |                           |            |     |                    |
| <i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>  |              |                           |            |     |                    |
| 2   | 03800-03040  | FIREWALL MODEM 60D        | \$621.43   | EA  | \$1,242.86         |
| 2   | 03800-03041  | WAR FIREWALL 60D 1YR      | \$212.86   | EA  | \$425.71           |
| 2   | 809800-00200 | CFG NTWK DEVICE           | \$190.00   | EA  | \$380.00           |
| 4   | 871499-01210 | M&R 3.0 IP DEVICES LIC    | \$101.43   | EA  | \$405.71           |
| 4   | 809800-16166 | M&R 3.0 IP DEV SRVC 1YR   | \$514.29   | EA  | \$2,057.14         |
| <b>Training</b>   |              |                           |            |     |                    |
| 1   | 000001-06800 | V9-1-1 SMS ADMIN DELTA TR | \$1,714.29 | EA  | \$1,714.29         |
| <i>Note: VESTA® 9-1-1 SMS Admin Delta training for system administrators. Includes (1) 1/2 day class for up to 8 students. Includes trainer's daily training expenses and travel.</i> |              |                           |            |     |                    |
| 2   | 000001-06801 | V9-1-1 SMS AGENT DELTA TR | \$857.14   | EA  | \$1,714.29         |
| <i>Note: VESTA® 9-1-1 SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students. Includes trainer's daily training expenses and travel.</i>                 |              |                           |            |     |                    |
| 64  | 809800-17101 | FIELD ENG-PRIMARY         | \$142.86   | UN  | \$9,142.86         |
| <i>Note: Field Engineering to perform the configuration of SMS.</i>   |              |                           |            |     |                    |
| <b>VESTA SMS Subtotal</b>   |              |                           |            |     | <b>\$17,082.86</b> |

**VESTA 9-1-1 CommandPOST System (Optional)**

| Qty.  | Part No.      | Description               | Unit Price | U/M | Total      |
|---|---------------|---------------------------|------------|-----|------------|
| <b>VESTA 9-1-1 CommandPOST System</b>                                     |               |                           |            |     |            |
| <b>VESTA - Basic Operations</b>   |               |                           |            |     |            |
| 1   | PS-0SQ-VSML   | VS BSC MLTP PER SEAT LIC  | \$2,857.14 | EA  | \$2,857.14 |
| 1   | SS-0SQ-VSSL-1 | SPT VS BSC 1YR            | \$1,414.29 | EA  | \$1,414.29 |
| <b>CommandPOST Hardware</b>   |               |                           |            |     |            |
| 1   | 61050-G409602 | LAPTOP ZBOOK15 G2 W7      | \$2,584.29 | EA  | \$2,584.29 |
| 1   | 04000-00490   | ADV DOCK STATION 230W     | \$574.29   | EA  | \$574.29   |
| 1   | 04401-00097   | BATTERY 9-CELL 100W       | \$404.29   | EA  | \$404.29   |
| 1   | 64021-10025   | KYBD/MOUSE BNDL           | \$62.86    | EA  | \$62.86    |
| 1   | 63000-221691  | MNTR FP WIDE SCR LCD 22IN | \$470.00   | EA  | \$470.00   |
| 1   | 853004-00401  | SAM EXT SPKR KIT          | \$240.00   | EA  | \$240.00   |
| 1   | 64007-50022   | KEYPD 24K 25F USBCBL CP24 | \$177.14   | EA  | \$177.14   |
| 1   | 853004-00301  | CPOST SAM HDWR KIT        | \$3,260.00 | EA  | \$3,260.00 |
| 1   | 02800-20500   | HDST 4W MOD BK ELEC MIC   | \$45.71    | EA  | \$45.71    |
| 1   | 03044-20000   | HDST CORD 4W 12FT MOD BK  | \$4.29     | EA  | \$4.29     |
| 1   | 809800-35109  | R4 IWS CFG                | \$285.71   | EA  | \$285.71   |
| 1   | 809800-35108  | R4 IWS STG FEE            | \$428.57   | EA  | \$428.57   |
| 1   | 04000-01589   | WARR CPOST ZBOOK 5YR NBD  | \$408.57   | EA  | \$408.57   |
| <i>Note: Warranty upgrade from 3YRs warranty 9x5 NBD to 5YRs 9x5 NBD.</i> |               |                           |            |     |            |



| <b>VESTA 9-1-1 IRR Module</b>                  |               |                          |            |    |                    |
|--|---------------|--------------------------|------------|----|--------------------|
| 1  | 873099-00502  | R4 IRR LIC/DOC/MED       | \$1,421.43 | EA | \$1,421.43         |
| 1  | 809800-35110  | R4 IRR SW SPT 1YR        | \$255.71   | EA | \$255.71           |
| <b>VESTA Analytics Licensing &amp; Support</b> |               |                          |            |    |                    |
| 1  | PA-MSG-ASSL   | V-ANLYT STD PER SEAT LIC | \$928.57   | EA | \$928.57           |
| 1  | SA-MSG-ALSL-1 | SPT V-ANLYT STD 1YR      | \$167.14   | EA | \$167.14           |
| 8  | 809800-17101  | FIELD ENG-PRIMARY        | \$142.86   | UN | \$1,142.86         |
| 1  | 000001-06795  | COMMANDPOST TRNG         | \$0.00     | EA | \$0.00             |
| <b>VESTA 9-1-1 CommandPOST System Subtotal</b> |               |                          |            |    | <b>\$17,132.86</b> |

**Onsite Critical Spares (Optional)**

| Qty.                                   | Part No.       | Description               | Unit Price | U/M | Total             |
|--|----------------|---------------------------|------------|-----|-------------------|
| 1                                      | 04000-00127-SP | MED 1000B CHASSIS SPARE   | \$2,621.43 | EA  | \$2,621.43        |
| 1                                      | 04000-00116    | MED 1000 FXO-LS BNDL      | \$494.29   | EA  | \$494.29          |
| 1                                      | 04000-00119    | MED 1000 FXS BNDL         | \$474.29   | EA  | \$474.29          |
| 1                                      | 04000-29616    | SWITCH 2960 + CBL 24-PORT | \$1,371.43 | EA  | \$1,371.43        |
| 1                                      | 04000-29611    | WAR 2960 24P 1YR NBD      | \$151.43   | EA  | \$151.43          |
| 1                                      | 64007-50022    | KEYPD 24K 25F USBCBL CP24 | \$177.14   | EA  | \$177.14          |
| 1                                      | 04000-01005    | KVM SWITCH DVI 4-PORT     | \$344.29   | EA  | \$344.29          |
| 4                                      | 04000-01018    | CBL DVI KVM EXT KIT       | \$47.14    | EA  | \$188.57          |
| 1                                      | 853030-00302   | R4 SAM HDWR KIT           | \$2,360.00 | EA  | \$2,360.00        |
| 1                                      | 02800-20500    | HDST 4W MOD BK ELEC MIC   | \$45.71    | EA  | \$45.71           |
| 1                                      | 03044-20000    | HDST CORD 4W 12FT MOD BK  | \$4.29     | EA  | \$4.29            |
| <b>Onsite Critical Spares Subtotal</b> |                |                           |            |     | <b>\$8,232.86</b> |



# End of Sale Notice

**Notification Date:** May 31, 2011

**Revision Date:** January 11, 2012

**Effective Date:** October 1, 2012

**Subject:** End of New System Sales – Avaya Business Communications Manager 50 and Business Communications Manager 450

**Region:** Global

## Revision History

| Revision Date   | Reason for change   |
|-----------------|---|
| 11-January-2012 | End of Sale Effective date for new systems is moved to 1 October 2012 (from previous date of 1 March 2012) to allow a smoother transition of Avaya Business Communications Manager (BCM) partners and customers to Avaya IP Office. |

## Summary

Avaya IP Office Release 7.0 completed the convergence of Avaya BCM and Norstar, providing significant investment protection to customers by offering the ability to migrate the majority of the BCM/Norstar phones to IP Office. With the launch of Avaya IP Office Release 8.0, Avaya is now offering a significant amount of new innovative features and capabilities to all BCM and Norstar customers that upgrade to IP Office, including market leading mobile call control for Android devices and enhanced integration with business applications like Microsoft® Outlook and Salesforce.com®.

While our IP Office roadmap ahead is exciting and compelling for existing legacy customers to adopt, we are hearing from customers and partners that more time to drive the transition will create more opportunity. To better support those needs, Avaya is announcing an additional seven month extension of the End-of-Sale (EoS) date for new systems of Avaya Business Communications Manager 50 (BCM 50) and Avaya Business Communications Manager 450 (BCM 450).

**The final EoS will be effective October 1, 2012**, or while supplies last. This is seven (7) months additional time from the previously communicated date.

Products required to upgrade, expand and maintain existing BCM systems will continue to be offered for another three (3) years to October 1, 2015. This includes software authorization codes, terminals, media bay modules, expansion units, replacement parts, and upgrades to the latest release (BCM R6.0).

Avaya will make every effort to have supply of these products available for all orders, but cannot guarantee product availability through their End of Sale dates. Avaya reserves the right to manage and/or limit order quantities, or to cancel orders if supply is no longer available. Customer orders will be fulfilled on a first-in, first-out basis. If supply is exhausted prior to the targeted End of Sale dates in this notice,



Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems.

### Transition Summary

- Effective October 1, 2012, the codes listed in the *Discontinued Order Codes* section of this document will be withdrawn from sale.
- Subject to availability, the last date for orders to be placed for these products is September 28, 2012. Thereafter, these codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- **Avaya will provide hardware and software Manufacturer's Support**, including technical support, repairs, software bug fixes, upgrades, and expansions, for three (3) years after the EoS date until October 1, 2015 for the BCM 50 and BCM 450 portfolio. The three (3) year Manufacturer's Support will be provided for the last shipping BCM release, which is release 6.0. Please refer to BCM Product Lifecycle Update bulletin for previous releases.
- **Avaya will further provide hardware and software Extended Services Support**, including technical support, availability of existing patches and documentation, repair services, for three (3) years (October 1, 2018) after the Manufacturer's Support period.
- BCM products which remain available for purchase for upgrades, expansions and maintenance until the End of Manufacturer Support on October 1, 2015 will directly transition into the Extended Manufacturer Support phase on October 1, 2015. Avaya will honor the regular warranty provided for these products.

### Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest and diverse BCM customer to grow their business.

Many customers are happy with their BCM systems and do not want to change. Avaya is committed to providing Manufacturer's Support on hardware and software for an additional three (3) years after the End of Sale Date (October 1, 2015) and an additional three (3) years of extended services support, for a total of six (6) years of support after the EoS of new systems on October 1, 2012. Further, BCM customers have the added benefit of leveraging the Manufacturer's Support period to expand or upgrade their systems, thereby enabling them to retain their solution for the foreseeable future.

1. **Upgrade to Avaya IP Office:** IP Office Release 7.0 introduced a number of features to enable an easy convergence from BCM to the IP Office platform. Avaya provides significant investment protection for current BCM customers by providing support for BCM digital (M7000 and T7000 series) and IP phones (1100 and 1200 series) on the IP Office. Using the new TCM8, DS16A, or DS30A Digital Station modules, the very popular T7000 Series Digital Deskphone (BST) can easily be moved to a new IP Office System and will provide the user a very similar feature set and usability. The DS16A and DS30A modules are equipped with the RJ21 connector to minimize the rewiring required when upgrading from BCM to IP Office. The new IP Office wall mount solution with cable management enables clean and easy wall mount installation similar to the BCM50.

The Avaya Data Migration Manager (DMM) simplifies upgrade from BCM to IP Office by providing the opportunity to migrate the core configuration data, voicemail files and auto attendant files



from the BCM to IP Office. IP Office Release 7.0 provides a strong multi-site network solution to create a seamless network of up to 32 IP Office systems from any location, and private SIP trunking can be used to connect IP Office systems to a network of existing BCM systems.

IP Office 7.0 also introduced two new lines of paperless phones, the digital 9504 and 9508 phones as well as the 9608, 9621G and 9641G IP phones. All of those phones have larger LCD screens with electronically labeled keys providing convenient reprogramming, low installation effort and low total cost of ownership. Additionally, a new line of superior audio quality conference phones have been added. The Avaya B100 line of Conference Phones is suitable for midsize and large conference room. The B100 Series offers flexible connectivity options with both SIP and Analog connections.

For smaller customers with less than 20 users, IP Office provides simplified installation that speeds customer installation times and reduces costs, driving a lower total cost of ownership (TCO). With streamlined management tools – built specifically for the sub-20 employee segment - and support for the new 9504 and 9508 sets, IP Office is the solution of choice for existing PARTNER® ACS or Norstar customers looking to upgrade.

- Upgrade to Avaya B5800 Branch Gateway:** Avaya recently launched the new Avaya Branch Gateway B5800, which provides feature rich integration with Avaya Aura® components including Avaya Aura System Manager and extends the Avaya Aura centralized applications out to users in a branch office. Examples of these applications include Avaya Aura Messaging, Avaya Aura Conferencing, etc. The B5800 supports SIP end-points while in centralized mode, and a mix of analog, digital and SIP in distributed mode. The Avaya B5800 Branch Gateway enables Large Enterprises the ability to deploy a branch solution today as a distributed solution, benefit from rich local applications and enhanced survivability, and able to migrate to be fully centralized with an Avaya Aura® core network when ready making it the ideal branch solution for Avaya Aura® authorized Partners.

With B5800 Release 6.2 (planned for February 2012), the B5800 will provide existing BCM customers support for their current BCM digital and IP phones. Additionally, this release will support the Avaya Data Migration Manager (DMM) tool to allow migration of the core configuration data, voicemail files and auto attendant files from the BCM to the B5800. The B5800 will provide interoperability with existing CS1000 and BCM networks, and is an ideal solution for large enterprises with BCM networks which require centralized management and integration into the feature-rich Avaya Aura environment.

## Discontinued Order Codes

Beginning October 1, 2012, the following codes will no longer be orderable from Avaya:

| Business Communications Manager 50 |          |  |
|------------------------------------|----------|--|
| PEC                                | CPC      | Description  |
| NT9T6506E5                         | N0223075 | BCM50 6.0 (no power cord included)                               |
| NT9T6506BBNA                       | N0223074 | BCM50 6.0 North American Base System Bundle -Power Cord included |
| NT9T6541E5                         | N0223076 | BCM50b 6.0 (no power cord included)                              |



| Business Communications Manager 450 |          |  |
|-------------------------------------|----------|--|
| PEC                                 | CPC      | Description  |
| NTC03100SWE6                        | N0223094 | Global BCM450 6.0 Standard Base System   |
| NTC03100TWE6                        | N0223095 | Global BCM450 6.0 Redundant Base System - includes a BCM450 6.0 system equipped with redundant disks (with RAID active) redundant power supply and redundant fans  |
| NTC06601BUE6                        | N0223107 | BCM450 6.0 Standard System and NA Power Cord Bundle  |
| NTC06611BUE6                        | N0223113 | Global BCM450 6.0 Redundant Base System and NA power cord bundle - includes a BCM450 6.0 system equipped with redundant disks (with RAID active) redundant power supply and redundant fans together with a North American power cord |

| Marketing Bundles – North America |          |   |
|-----------------------------------|----------|---|
| PEC                               | CPC      | Description   |
| <b>BCM50</b>                      |          |   |
| NTBU1228                          | N0169385 | BCM50 Digital Expansion Bundle containing Expansion Unit, Digital Trunk MBM, Expansion Port Auth Code and 20 Seats of Voice Mail. |
| NTBU4174                          | N0223085 | NA BCM50 6.0 (4x8x2x2 IP with VM8) Bundle. North American Power Cord included.  |
| NTBU4184                          | N0223087 | NA BCM50 6.0 IP Bundle (4x0x2x8 IP with VM8) Bundle. North American Power Cord included.  |
| <b>BCM450</b>                     |          |   |
| NTC06602BUE5                      | N0223108 | NA BCM450 6.0 Standard -32 Digital Station Bundle   |
| NTC06603BUE5                      | N0223109 | NA BCM450 6.0 Standard -32 IP Station Bundle  |
| NTC06604BUE5                      | N0223110 | NA BCM450 R6 Standard-Digital Trunk 4x48x0x8 IP with VM48 Bundle  |
| NTC06606BUE5                      | N0223111 | NA BCM450 6.0 Standard -96 IP Station Bundle  |
| NTC06612BUE5                      | N0223114 | NA BCM450 6.0 Redundant -32 Digital Station Bundle  |
| NTC06613BUE5                      | N0223115 | NA BCM450 6.0 Redundant -32 IP Station Bundle   |
| NTC06614BUE5                      | N0223116 | NA BCM450 R6 Redundant -Digital Trunk and 4x48x0x8 IP with VM48 Bundle  |
| NTC06616BUE5                      | N0223117 | NA BCM450 6.0 Redundant -96 IP Station Bundle   |

| Marketing Bundles – EMEA |          |   |
|--------------------------|----------|---|
| PEC                      | CPC      | Description   |
| <b>BCM50</b>             |          |   |
| NTE801SB05               | N0229729 | BCM50b TDM Starter - 4 Ext BRI Trunks + GASI          |
| NTE801SE05               | N0229730 | BCM50b Charcoal TDM Starter - 4 Ext BRI Trunks + GASI |
| NTE801SH04               | N0223708 | BCM50b IP Starter - 4 Ext BRI Trunks + GASI           |
| NTE801SM05               | N0229733 | BCM50 TDM Starter - 4 Ext BRI Trunks + GASI           |
| NTE801SQ05               | N0229734 | BCM50 Charcoal TDM Starter - 4 Ext BRI Trunks + GASI  |
| NTE801ST04               | N0223714 | BCM50 IP Starter - 4 Ext BRI Trunks + GASI            |
| NTE803JA05               | N0229721 | BCM50 TDM Starter - PRI Trunks + GASI                 |
| NTE803JD05               | N0229722 | BCM50 Charcoal TDM Starter - PRI Trunks + GASI        |
| NTE803JG04               | N0223696 | BCM50 IP Starter - PRI Trunks + GASI                  |



|                                 |          |  |
|---------------------------------|----------|--|
| NTE803JK05                      | N0229723 | BCM50 TDM Starter - PRI Trunks + ATA   |
| NTE803JN05                      | N0229724 | BCM50 Charcoal TDM Starter - PRI Trunks + ATA  |
| NTE803JR04                      | N0223699 | BCM50 IP Starter - PRI Trunks + ATA  |
| NTE803JU05                      | N0229725 | BCM50b TDM Starter - 2 Int BRI Trunks + GASI   |
| NTE803JX05                      | N0229726 | BCM50b Charcoal TDM Starter - 2 Int BRI Trunks + GASI  |
| NTE803KA04                      | N0223702 | BCM50b IP Starter - 2 Int BRI Trunks + GASI  |
| NTE803KD05                      | N0229727 | BCM50b TDM Starter - 2 Int BRI Trunks + ATA  |
| NTE803KG05                      | N0229728 | BCM50b Charcoal TDM Starter - 2 Int BRI Trunks + ATA   |
| NTE803KK04                      | N0223705 | BCM50b IP Starter - 2 Int BRI Trunks + ATA   |
| NTE803KN05                      | N0229731 | BCM50b TDM Starter - 4 Ext BRI Trunks + ATA  |
| NTE803KR05                      | N0229732 | BCM50b Charcoal TDM Starter - 4 Ext BRI Trunks + ATA   |
| NTE803KU04                      | N0223711 | BCM50b IP Starter - 4 Ext BRI Trunks + ATA   |
| NTE803LG05                      | N0229735 | BCM50 TDM Starter - 4 GATI + 2 GASI  |
| NTE803LK05                      | N0229736 | BCM50 Charcoal TDM Starter - 4 GATI + 2 GASI   |
| NTE803LN04                      | N0223720 | BCM50 IP Starter - 4 GATI + 2 GASI   |
| NTE803LR05                      | N0229737 | BCM50 TDM Starter - 4 GATI + ATA   |
| NTE803LU05                      | N0229738 | BCM50 Charcoal TDM Starter - 4 GATI + ATA  |
| NTE803LX04                      | N0223723 | BCM50 IP Starter - 4 GATI + ATA  |
| <b>BCM450</b>                   |          |  |
| NTE802BA02                      | N0223687 | BCM 450 32 IP User Standard Starter Package  |
| NTE802BB02                      | N0223688 | BCM 450 32 IP User Unified Communications Ready Starter Package  |
| NTE802BC02                      | N0223689 | BCM 450 32 IP User and 10 Agent Contact Centre Starter Package   |
| NTE802BF02                      | N0223690 | BCM 450 32 TDM User Standard Starter Package   |
| NTE802BG02                      | N0223691 | BCM 450 32 TDM User Unified Communications Ready Starter package   |
| NTE802BH02                      | N0223692 | BCM 450 32 TDM User & 10 Agent Contact Centre Starter Pk.  |
| NTE802BQ03                      | N0229741 | BCM450 EMEA Demo System Package  |
| <b>Miscellaneous</b>            |          |  |
| NTE802BO                        | N0172266 | BCM 450 Text vor Melden Standard Functionality   |
| NTE802BP                        | N0172267 | BCM 450 Text vor Melden Advanced Functionality   |
| NTE803MK02                      | N0205400 | BCM50 Text vor Melden - Advanced Functionality   |
| NTE803ML02                      | N0205401 | BCM50 EMEA Software Demo package   |
| <b>Bundle Software Licenses</b> |          |  |
| NTC01801KC                      | N0205860 | BCM450 IP Telephony Client 32 seat + Voice Messaging 32 Seat + Unified Messaging 8 Seat Paper Authorization License  |
| NTC01802KC                      | N0205861 | BCM450 IP Telephony Client 32 seat + Voice Messaging 32 Seat + Unified Messaging 32 Seat Auth Code + LAN CTE 32 Seat + Fax Messaging + Meet-Me Conferencing Base (10 Ports) Paper Authorization License          |
| NTC01803KC                      | N0205862 | BCM450 IP Telephony Client 32 seat + Voice Messaging 32 Seat + LAN CTE 32 Seat + Intelligent Contact Center with 2 SkillSet and 10 Agents + Reporting for Intelligent Contact Centre Paper Authorization License |
| NTC01804KC                      | N0205863 | BCM450 Voice Messaging 32 Seat + Unified Messaging 8 Seat Paper Authorization License  |



|            |          |   |
|------------|----------|---|
| NTC01805KC | N0205864 | BCM450 Voice Messaging 32 Seat + Unified Messaging 32 Seat Auth Code + LAN CTE 32 Seat + Fax Messaging + Meet-Me Conferencing Base (10 Ports) Paper Authorization License   |
| NTC01806KC | N0205865 | BCM450 Voice Messaging 32 Seat + LAN CTE 32 Seat + Intelligent Contact Center with 2 SkillSet and 10 Agents + Reporting for Intelligent Contact Centre Paper Authorization  |
| NTC01807KC | N0205866 | EMEA BCM 450 Demo Software Auth Code include 4 IP + 2 VoIP GW + MCDN and QSIG + 16 VMail + VPIM and AMIS + 16 UM + 16 LAN CTE + Fax Suite + ICC (1 SS + 2Agents) + RCC + MCC + MMC(10 ports) + 2 FMFM + 2 InTouch + 2 PCR Paper |
| NTC01808KC | N0205867 | BCM50 1 Exp Chassis Port + 12 Digital Station Ports + 8 Vmail seats + 2 GASI Ports Auth Code  |
| NTC01809KC | N0205868 | BCM50 1 Exp Chassis Port + 8 IP Client seats + 8 Vmail seats+ 2 GASI Ports Auth Code  |
| NTC01810KC | N0205869 | BCM50 1 Exp Chassis Port + 12 Digital Station Ports + 8 Vmail seats Auth Code   |
| NTC01811KC | N0205870 | BCM50 1 Exp Chassis Port + 8 IP Client seats + 8 Vmail seats + 4 Digital Station Ports Auth Code  |
| NTC01812KC | N0205871 | BCM50 2 BRI Ports+ 12 Digital Station seats + 8 VMail seats + 2 GASI Ports Auth Code  |
| NTC01813KC | N0205872 | BCM50 2 BRI Ports + 8 IP Client seats + 8 VMail seats + 2 GASI Ports Auth Code  |
| NTC01814KC | N0205873 | BCM50 2 BRI Ports+ 12 Digital Station seats + 8 VMail seats Auth Code   |
| NTC01815KC | N0205874 | BCM50 2 BRI Ports + 8 IP Client seats + 8 VMail seats + 4 Digital Station Ports Auth Code   |
| NTC01816KC | N0205875 | BCM50 4 GATI Ports+ 12 Digital Station seats + 8 VMail seats + 2 GASI Ports Auth Code   |
| NTC01817KC | N0205876 | BCM50 4 GATI Ports + 8 IP Client seats + 8 VMail seats + 2 GASI Ports Auth Code   |
| NTC01818KC | N0205877 | BCM50 4 GATI Ports+ 12 Digital Station seats + 8 VMail seats Auth Code  |
| NTC01819KC | N0205878 | BCM50 4 GATI Ports + 8 IP Client seats + 8 VMail seats + 4 Digital Station Ports Auth Code  |
| NTC01821KC | N0205880 | EMEA BCM 50 Demo Software Auth Code - 5 IP Clients + 4 Digital Stations+ 2 VoIP GW + MCDN and QSIG + 8 UM + 8 LAN CTE + Fax Suite + ICC (2 SS + 4 Agents) + 2 FMFM + MMC (base code) + 2 InTouch + 2 PCR Auth Code              |
| NTKC1205   | N0202744 | BCM50 TDM Bundle Authcode - 4x8x2x2IPxVM8 (4 GATI + 8 Digital Stations + 2 GASI + 2 IP seats + 8VoiceMail) Paper Authorization License  |
| NTKC1210   | N0202828 | BCM50 IP Bundle Authcode - 4x0x2x8 IPx8VM (4 GATI + 2 GASI + 8 IP seats + 8 VoiceMail) Paper Authorization License  |



| Government Solution Codes |          |   |
|---------------------------|----------|---|
| PEC                       | CPC      | Description   |
| <b>BCM50</b>              |          |   |
| NT9T6466E5                | N0224724 | BCM50 Expansion - GS  |
| NT9T6566BBGS              | N0224722 | BCM50 6.0 North American Base System Bundle -GS - Power Cord included |
| NT9T6566E5                | N0224723 | BCM50 6.0 - GS  |
| <b>BCM450</b>             |          |   |
| NTC03100SGE6              | N0224720 | BCM450 6.0 Standard Base System - GS                                  |
| NTC03100TGE6              | N0224721 | BCM450 6.0 Redundant Base System - GS                                 |
| NTC06601GSE6              | N0224726 | BCM450 6.0 Standard Base System and NA Power Cord Bundle - GS         |
| NTC06611GSE6              | N0224727 | BCM450 6.0 Redundant Base System and NA Power Cord Bundle - GS        |
| NTC03110SGE6              | N0224728 | BCM450 Capacity Expansion Card - GS                                   |
| NTC06520GSE5              | N0224946 | NA BCM Expansion with Redundant PS & NA Power Cords - GS              |
| NTC06525GSE5              | N0224945 | NA BCM Expansion with Standard PS & NA Power Cord - GS                |
| NT7B14AAGSE5              | N0224732 | BCM Expansion Unit with Standard PS - GS                              |
| NT7B14AAGTE5              | N0224734 | BCM Expansion Unit with Redundant PS v.2 - GS                         |
| NT5B04AAGSE5              | N0224729 | BCM Digital Trunk MBM (E1/T1) - GS                                    |
| NT7B08AAGSE5              | N0224731 | BCM DSM16 MBM - 16 Digital Station Module - GS                        |
| NT7B09AAGSE5              | N0224730 | BCM DSM32 MBM - 32 Digital Station Module - GS                        |

## Schedule

### BCM Software and Hardware Retirement Schedule

|   |                  |
|---|------------------|
| End-of-Sale announcement  | May 31, 2011     |
| Announcement of extended BCM EoS timeline   | January 11, 2012 |
| End-of-Sale (last orders subject to availability)   | October 1, 2012  |
| Availability of upgrades, expansions, terminals, line cards, modules, and authorization codes | October 1, 2015  |
| Minimum Period of hardware and software Manufacturer's Support Availability after End-of-Sale | October 1, 2015  |
| Minimum Period of Extended Services Support Availability after Manufacturer's Support period  | October 1, 2018  |

For all product codes listed above Avaya will maintain the currently published shipment lead times for the BCM portfolio until July 31, 2012. As of August 1, 2012, Avaya will no longer provide a shipment lead time guarantee for the codes above, but Avaya intends to ship product to all orders received prior to the EoS.

Customers and partners wishing to place larger BCM orders close to the announced BCM EoS dates should engage with their Avaya representatives ahead of time to inform them about quantities and timeline, so that Avaya can plan for sufficient supply.



## Minimum Period of Support Availability

The Minimum Period of Support availability represents the minimum period of time after the product End of Sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support Commitment. For *hardware* support, this period is three (3) years after the End of Sale date. **BCM50 and BCM450 customers on the last BCM software release 6.0 will have the added benefit of software support for a minimum of three (3) years after the End of Sale date.**

Additionally, Avaya is providing BCM customers with Extended Services Support for hardware and software for three (3) additional years after the Manufacturer's Support period.

Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long-term support please contact your service provider.

### BCM 5.0 Support

The BCM 6.0 EoS is also affecting the manufacturer support schedule for the BCM 5.0 release. The EoS of BCM 5.0 occurred on Dec 6<sup>th</sup>, 2010, but SW and HW Hardware Manufacturer Support are based on the BCM 6.0 retirement.

BCM 5.0 Hardware and Software Manufacturer Support will be provided until October 1, 2013, which is one (1) year after the BCM 6.0 EoS. Extended Services Support will be provided until October 1, 2018.

### **BCM 5.0 Software Retirement Schedule**

|  |                    |
|--|--------------------|
| End-of-Sale announcement   | September 15, 2010 |
| End-of-Sale (last orders subject to availability)                          | December 6, 2010   |
| Manufacturer's Support Availability after End-of-Sale                      | October 1, 2013    |
| Extended Services Support Availability after Manufacturer's Support period | October 1, 2018    |

Please refer to the BCM Produce Lifecycle Update bulletin for a comprehensive overview of the support timelines for all BCM releases.

### Services Support Options

Avaya will continue to offer the current BCM Technical Support offer including SMEC Block of Hours and BCM PASS contracts.

## Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements.

Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

Avaya Manufacturer Support Policy:

[http://support.avaya.com/Support\\_Policy](http://support.avaya.com/Support_Policy)



### **Additional Information**

Please refer to the BCM Product Lifecycle Update bulletin for more information about BCM Lifecycle support including previous releases.

<https://partner.avaya.com/ptlWeb/products/P0633/ProductSupportNotices>

#### **Avaya BCM Migration Toolkit Page**

<https://partner.avaya.com/ptlWeb/gs/so/CS2010618132625355032/C201151610228403031/SN20115161044998023/SN20115161044998023>

#### **IP Office 8.0 Sales Toolkit Page**

<https://enterpriseportal.avaya.com/ptlWeb/smb/spCP/CS201192610549222032>

#### **Avaya website**

[www.avaya.com/small](http://www.avaya.com/small)

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