



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

[Lynchburg CHE Replacement](#)

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Lynchburg Department of Emergency Services

CONTACT TITLE: Director

CONTACT FIRST NAME: Melissa

CONTACT LAST NAME: Foster

ADDRESS 1: 3621 Candler Mountain Rd.

ADDRESS 2: 2T

CITY: Lynchburg

ZIP CODE: 24502

CONTACT EMAIL: melissa.foster@lynchburgva.gov

CONTACT PHONE NUMBER: (434) 455-4285

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: (434) 846-6727

REGIONAL COORDINATOR: Stefanie McGuffin

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Shared Services



TIER

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- Technically Outdated*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

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: Airbus DS VESTA Pallas /Nortel BCM 400
YEARS of HARDWARE/SOFTWARE: 5

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT
If "Other" selected, please specify: 2T

FINANCIAL DATA

Amount Requested: \$ 150,000.00
Total Project Cost: \$ 305,000.00

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 PSAP will need to upgrade our existing CHE system that will be technically outdated and reached end of service life in FY17. Our existing CHE system is the Airbus DS Communications VESTA PALLAS and has been in service since 2005 and hardware refreshed in FY12. The PALLAS existing XP Operating system is no longer supported by Microsoft and our existing Airbus DS support contract expires in December 2016. If awarded this grant through the FY17 grant process, the CHE system will have been in operation over five years, which is stretching the life of 911 workstation computers and servers in operation 24/7/365. Without immediate replacement of this mission critical CHE system, we are risking system failure which would leave us with the inability to accept emergency wireless and wire line 911 calls from the citizens and visitors of the City.

There are limited local funds available to fund the entire CHE project. If awarded this grant, the City will be responsible for funding the rest of the project.

The upgrade of our System Hardware and Software will prepare our agency for the implementation of NG911 services in the future.

As part of our agency Strategic Plan we want to continually upgrade the technology we are using so that our customers continue to receive the best service possible.



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

All necessary funds for equipment, support, maintenance, etc. beyond what is allowed through this grant will be supported and maintained by maintenance service contracts funded our operations budget.

COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

The City has fully utilized the existing system in place for almost 10 years and will continue to appreciate the investments moving forward. By upgrading our CHE Platform the City will be able to utilize additional technologies that are part of future mission critical planning. This new computer hardware and software should last for a minimum of five years. Our agency understands it is our responsibility to sustain the project following go-live of the proposed system, and all expenses not covered by grant funds.



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

This project will migrate the City off a legacy system that is technically outdated to a more robust platform that will allow for Text-to-911 and NG911 integration. This will allow for higher supportability and greater flexibility with additional projects in the future.

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.

The goal of this project is to replace equipment that will no longer be vendor supported and provide additional 911 services to those working, living, or visiting the City of Lynchburg. This project will be managed by our Deputy Director along with our Network Administration team; including GIS.

**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
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<input type="checkbox"/> INITIATION (Project approved by appropriate stakeholders) 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	9/30/2015
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed) Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	1/1/2016
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured) Sample activities: RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained	4/1/2016
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) Sample activities: purchased components are delivered and installed and training is performed	7/1/2016
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production) Sample activities: performance of system/solution is validated and system/solution goes "live"	11/1/2016



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.

See attached Vendor Quote:

EVALUATION

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

The system success will be evaluated by the vendor meeting our statement of work and the system handling and routing emergency calls correctly. This includes transferring/accepting calls outside our jurisdictional boundaries. This also includes proper handling of Text to 911 calls for service.



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: City of Lynchburg, VA

Solution Proposed VESTA 9-1-1

Date: August 19, 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
Eight (8) VESTA Positions with HP Z230, SAM, IRR, 4-Port KVM and Genovation Keypads
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
Four (4) 4-port FXS Modules for Analog CAMA Trunks/Dry Ringdowns
One 19" 2-Post Rack
One (1) Netclock 9483 with 4 NTP ports, 150' Cable and GPS Antenna
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: Activity View, Administrative Workstation, T1/PRI Module
OPTIONAL: CommandPOST Laptop with Docking Station, IP Phone

Pricing is valid for 90 days

City of Lynchburg \$276,911.78

Total Solution: \$276,911.78

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.

By signing below, Customer makes an offer to purchase the Products and/or Services above from Carousel. Carousel's acceptance of this offer to purchase shall be evidenced by the conversion of the Quote into a Carousel Service Order, and the return of the Service Order number to the Customer.

By: _____ **Title:** _____ **Date:** _____



Proposal For: City of Lynchburg, VA
Solution Proposed: VESTA 9-1-1
Site Name: City of Lynchburg
Date: August 19, 2015

VESTA® 9-1-1

Qty.	Part No.	Description	Unit Price	U/M	Total
		VESTA® 9-1-1			
2	870899-0104R3.2	VESTA 4 R3.2 LIC/MED	\$2,142.86	EA	\$4,285.71
2	873099-03002	R4 CAD INTF LIC	\$714.29	EA	\$1,428.57
1	04000-01583	BLKBX TL158A-R4 DATACAST	\$554.29	EA	\$554.29
1	04000-01010	CBL DB25M/DB25M 10FT	\$11.43	EA	\$11.43
		VM Medium Server Bundle			
		<i>Note: The Medium Server Bundle is for PSAP's up to 40 positions with an annual call volume of 500,000 or less.</i>			
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
		VESTA® 9-1-1 Basic Operations			
		<i>Note: Customer has current support for (8) VESTA Pallas Pos thru 12/31/2016</i>			
8	PS-0SQ-VSML-M	VS BSC MLTP SEAT LIC NFFEE	\$0.00	EA	\$0.00
8	PS-0AC-VSSL-M	VESTA COMP REG	\$98.57	EA	\$788.57
8	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$1,414.29	EA	\$11,314.29
8	809800-35130	R4 SW SPT TRNSFR	\$0.00	EA	\$0.00
		VESTA® Workstation Equipment			
8	61000-409605SFF	WKST HP Z230 SFF	\$1,755.71	EA	\$14,045.71
8	65000-47001	TWR STAND SFF Z220/Z230	\$60.00	EA	\$480.00
8	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$470.00	EA	\$3,760.00
8	64007-50022	KEYPD 24K 25F USBCBL CP24	\$177.14	EA	\$1,417.14
8	04000-01038	KVM SWITCH USB 4-PORT	\$214.29	EA	\$1,714.29
32	04000-60615	CBL KVM USB 15FT	\$42.86	EA	\$1,371.43
8	853004-00401	SAM EXT SPKR KIT	\$240.00	EA	\$1,920.00
8	853030-00302	R4 SAM HDWR KIT	\$2,360.00	EA	\$18,880.00
8	02800-20500	HDST 4W MOD BK ELEC MIC	\$45.71	EA	\$365.71
8	03044-20000	HDST CORD 4W 12FT MOD BK	\$4.29	EA	\$34.29
16	833401-00101G-15	CBL SAM JKBX 15FT	\$51.43	EA	\$822.86
8	809800-35109	R4 IWS CFG	\$285.71	EA	\$2,285.71
8	809800-35108	R4 IWS STG FEE	\$428.57	EA	\$3,428.57
1	870890-07501	CPR/SYSPREP DVD IMAGE	\$0.00	EA	\$0.00
		VESTA® 9-1-1 Modules			
8	870899-01601	R4 IRR UPGD W/HASP	\$700.00	EA	\$5,600.00
8	809800-35110	R4 IRR SW SPT 1YR	\$255.71	EA	\$2,045.71
8	809800-35130	R4 SW SPT TRNSFR	\$0.00	EA	\$0.00
		VESTA® 9-1-1 Admin Printer			
1	64040-60083	PRNTR P3015DN BLK/WHIT	\$1,597.14	EA	\$1,597.14
		<i>Note: Laserjet Black and White printer. Recommended monthly volume, 1,500 to 5,000 pages</i>			
		Network Equipment			
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
		Peripherals & Gateways			
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
4	04000-00119	MED 1000 FXS BNDL	\$474.29	EA	\$1,897.14
		Rack & Peripheral Equipment			
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/ARBTR	\$45.71	EA	\$45.71



Time Synchronization Equipment					
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	04000-08235	GPS PVC POST MNT	\$31.43	EA	\$31.43
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
VESTA® 9-1-1 Subtotal					\$137,438.57

VESTA™ Analytics

Qty.	Part No.	Description	Unit Price	U/M	Total
VESTA™ Analytics - Standard					
1	873399-00102.4	V-ANLYT 2.4 DOC/MED	\$0.00	EA	\$0.00
1	873391-00501	V-ANLYT STD LIC	\$2,857.14	EA	\$2,857.14
1	873391-00301	V-ANLYT USER LIC	\$1,071.43	EA	\$1,071.43
1	04000-00339	SQL 2008R2 CAL RUN ENT	\$251.43	EA	\$251.43
8	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$928.57	EA	\$7,428.57
8	809800-03301	SPT V-ANLYT STD 1YR	\$205.71	EA	\$1,645.71
VESTA™ Analytics Modules					
1	873391-00901	V-ANLYT ADV RPT PKG LIC	\$5,000.00	EA	\$5,000.00
VESTA™ Analytics Standard Server Equipment for Virtualized Server Bundle - ML350p/G8					
<i>Note: Additional Hardware to be installed in DDS-B Server.</i>					
1	BA-M00-ASA0-2	V-ANLYT STD ADD-ON	\$5,805.71	EA	\$5,805.71
VESTA™ Analytics Subtotal					\$24,060.00

Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total
Monitoring & Response License & Support Fees					
<i>Note: Customer to reuse (2) Server; (8) Wkstn; (3) IP Licenses</i>					
1	871499-01206	M&R 3.0 LIC SVR	\$555.71	EA	\$555.71
<i>Note: Includes (2) DDS Servers, (1) VESTA™ Analytics Server,</i>					
3	809800-14161	M&R 3.0 SVR SRVC 1YR	\$1,857.14	EA	\$5,571.43
1	871499-01211	M&R 3.0 WKST LIC	\$101.43	EA	\$101.43
<i>Note: Includes (8) Workstations, (1) Management Console</i>					
9	809800-16161	M&R 3.0 WKST SRVC 1YR	\$514.29	EA	\$4,628.57
6	871499-01210	M&R 3.0 IP DEVICES LIC	\$101.43	EA	\$608.57
<i>Note: Includes (2) MDS Servers, (2) Virtual Machines, 2) Gateways, (1) 2TB NAS Device, (2) Cisco Switches,</i>					
9	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$514.29	EA	\$4,628.57
Managed Services - Implementation Fee					
12	809800-14152	MGD SERV DEV & IMPL	\$107.14	EA	\$1,285.71
Anti-Virus Solution					
12	809800-14171	VIRUS PROTECT 3.0 SVC 1YR	\$134.29	EA	\$1,611.43
Patch Management Solution					
12	809800-16211	PATCH MGMT 3.2 SVC 1YR	\$317.14	EA	\$3,805.71
Managed Services Subtotal					\$22,797.14



Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total
2	04000-01530	Server Extended Warranty Note: Includes (2) VESTA® 9-1-1 Servers, WARR 24X7 ML350G5/6/P8 5Y Note: Upgrade & uplift from 3YRs warranty 9x5 NBD to 5YRs, 24x7, 4 hour response time.	\$1,917.14	EA	\$3,834.29
		Workstation Extended Warranty Note: Includes (8) Workstations, (1) Management Console WARR 24X7 Z220/230 5YR Note: Warranty upgrade from 3YRs warranty 9x5 NBD to 5YRs 24x7, 4 hour response.			
Extended Warranties Subtotal					\$9,645.71

Airbus DS Communications Services

Qty.	Part No.	Description	Unit Price	U/M	Total
4	000001-06701	Training VSENT 4.X AGENT TRNG 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.	\$1,714.29	EA	\$6,857.14
1	000001-06704	VSENT 4.X ADMIN TRNG 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.	\$5,714.29	EA	\$5,714.29
1	000002-24404	V-ANLYT ADMIN TRNG 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.	\$2,857.14	SU	\$2,857.14
Airbus DS Communications Services Subtotal					\$15,428.57

Summary

Qty	Product Code	Product Description	Ext. Price
1		VESTA 9-1-1 w/1YR Software Support	\$137,438.57
1		VESTA Analytics w/1YR Software Support	\$24,060.00
1		1YR Managed Services (M&R, Anti-Virus, Patch Management)	\$22,797.14
1		HP Extended Warranties	\$9,645.71
1		Airbus DS Communications Services	\$15,428.57
1		Carousel Industries Installation	\$29,044.64
1		Carousel Industries - Project Management	\$9,807.14
1		1YR Carousel Essential Onsite	\$24,640.00
1		Carousel Security Appliance, 1YR Installed	\$2,850.00
1		Minor Materials	\$1,200.00

Pricing is valid for 90 days

Total Equipment & Services Cost: \$276,911.78

Total This Site: \$276,911.78



Optional Items

VESTA SMS (Optional)

Qty.	Part No.	Description	Unit Price	U/M	Total
		SMS Equipment			
		<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges. S</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
2	871499-01210	M&R 3.0 IP DEVICES LIC	\$101.43	EA	\$202.86
2	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$514.29	EA	\$1,028.57
64	809800-17101	FIELD ENG-PRIMARY	\$142.86	UN	\$9,142.86
		<i>Note: Field Engineering to perform the configuration of SMS.</i>			
VESTA SMS Subtotal					\$12,422.86

Activity View w/Administrative Workstation (Optional)

Qty.	Part No.	Description	Unit Price	U/M	Total
8	873099-00802	VESTA® 9-1-1 Activity View R4 ACT VIEW LIC PER ST	\$1,071.43	EA	\$8,571.43
1	873099-00702	R4 ACTIV VIEW SYS LIC	\$5,000.00	EA	\$5,000.00
1	809800-35120	R4 ACT VIEW SW SPT 1YR	\$900.00	EA	\$900.00
1	000001-06074	VSENT 4.X ACT-VIEW TRNG	\$1,714.29	EA	\$1,714.29
		<i>Note: VESTA® 9-1-1 Activity View bundle includes (1) 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.</i>			
		Administrative Workstation			
1	61000-409605SFF	WKST HP Z230 SFF	\$1,755.71	EA	\$1,755.71
1	65000-47001	TWR STAND SFF Z220/Z230	\$60.00	EA	\$60.00
1	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$470.00	EA	\$470.00
1	809800-00102	GENERIC WKST CFG FEE	\$357.14	EA	\$357.14
1	871499-01211	M&R 3.0 WKST LIC	\$101.43	EA	\$101.43
1	809800-16161	M&R 3.0 WKST SRVC 1YR	\$514.29	EA	\$514.29
1	809800-14171	VIRUS PROTECT 3.0 SVC 1YR	\$134.29	EA	\$134.29
1	809800-16211	PATCH MGMT 3.2 SVC 1YR	\$317.14	EA	\$317.14
Activity View w/Administrative Workstation Subtotal					\$19,895.71

T1/PRI Module (Optional)

Qty.	Part No.	Description	Unit Price	U/M	Total
1	04000-00152	MED 1000 1-SPAN BNDL	\$3,295.71	EA	\$3,295.71
1	04000-00191	SW SPT M1000 T1 MOD 1YR	\$428.57	EA	\$428.57
T1/PRI Module Subtotal					\$3,724.29

VESTA 9-1-1 CommandPOST System (Optional)

Qty.	Part No.	Description	Unit Price	U/M	Total
		VESTA 9-1-1 CommandPOST System			
		VESTA - Basic Operations			
1	PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	\$2,857.14	EA	\$2,857.14
1	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$1,414.29	EA	\$1,414.29
		CommandPOST Hardware			
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	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>			



1	873099-00502	VESTA 9-1-1 IRR Module			
		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
VESTA Analytics Licensing & Support					
1	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$928.57	EA	\$928.57
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$167.14	EA	\$167.14
VESTA® 9-1-1 Activity View					
1	873099-00802	R4 ACT VIEW LIC PER ST	\$1,071.43	EA	\$1,071.43
1	000001-06795	COMMANDPOST TRNG	\$0.00	EA	\$0.00
VESTA 9-1-1 CommandPOST System Subtotal					\$16,657.14

IP Phone (Optional)

Qty.	Part No.	Description	Unit Price	U/M	Total
1	873010-00202	IP PHN LIC ENH	\$1,142.86	EA	\$1,142.86
1	04000-06757	AASTRA 6757I SIP PHN	\$501.43	EA	\$501.43
3	04000-01675	AASTRA 675I 20K EXP MOD	\$321.43	EA	\$964.29
1	809800-10201	IP PHN CFG FEE PER PHN	\$71.43	EA	\$71.43
1	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$928.57	EA	\$928.57
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$167.14	EA	\$167.14
1	000001-06799	VSENT 4.X SIP TRNG	\$1,714.29	EA	\$1,714.29
<i>Note: VESTA® 9-1-1 SIP bundle includes (1) class of SIP phone training for up to 8 students. Standard IP Phone training is typically 1 hour in length. Enhanced IP Phone training is typically 2 hours in length. Includes trainer's daily training expenses and travel.</i>					
IP Phone Subtotal					\$5,490.00

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	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
1	04000-01038	KVM SWITCH USB 4-PORT	\$214.29	EA	\$214.29
4	04000-60615	CBL KVM USB 15FT	\$42.86	EA	\$171.43
Onsite Critical Spares Subtotal					\$8,085.71

Windows XP **End of Windows XP support** Your options PCs & offers Top questions
Free data transfer

Windows XP support has ended

As of April 8 2014, your XP computer is no longer receiving security updates that help protect your personal information. Even if you have anti-virus software, your computer may not be fully secure.



What this means for you

If you continue to use Windows XP without XP support, your computer may still work but will become vulnerable to security risks and viruses. And as more software and hardware manufacturers continue to optimize for more recent versions of Windows, a greater number of programs and devices like cameras and printers won't work with Windows XP. Windows XP end of support help for [business](#).

Why Windows XP support ended

Windows XP is 12 years old. It's typical to end service for software as it gets older and technology evolves. Most of us have replaced cell phones and even our cars over the last 12 years – now it's time to replace your Windows XP computer with a new PC. Or you can check to see if your Windows XP computer can run the new Windows. We've outlined [your options](#) and are here to support you as you make your next step.

Help protect your personal files

We want to help your personal files, photos, etc. stay secure. To help ensure they stay secure, you'll need to either upgrade your Windows XP machine to the new Windows (which may not work, [learn more](#)) or get a new Windows PC. If you get a [new Windows PC](#) we'll help you [migrate your files, photos, and more for free](#).

We're here to help

If you still need answers, check out our [top questions](#) about the end of Windows XP support. And if you're concerned about moving your personal files, photos, music and more when you upgrade, we can help you [transfer it for free](#).

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Need help along the way? We are here for you.

Have questions about the end of Windows XP support?
Need help finding a new PC? Just give us a call.

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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
BCM50		
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.
BCM450		
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
BCM50		
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
BCM450		
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
Miscellaneous		
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
Bundle Software Licenses		
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
BCM50		
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
BCM450		
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 6th, 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



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

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