

BOARD OF COMMISSIONERS
SARPY COUNTY, NEBRASKA
RESOLUTION AWARDING BID FOR VOIP PHONES
FOR THE SARPY COUNTY NEW LAW ENFORCEMENT CENTER

WHEREAS, pursuant to Neb. Rev. Stat. §23-104(6)(Reissue 1997), the County has the power to do all acts in relation to the concerns of the County necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 1997), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, bids for this matter have been solicited, made, opened and reviewed pursuant to applicable Nebraska State Statutes; and,

WHEREAS, based on those proceedings, and after a public hearing, this Board has duly deliberated and considered the bids received; and,

WHEREAS, this Board desires to proceed forthwith in order to expedite and facilitate service to the citizens of Sarpy County.

NOW, THEREFORE, BE IT RESOLVED BY THIS BOARD OF COUNTY COMMISSIONERS THAT: the low bid of NACR for the VOIP Phones for the New Law Enforcement Center in the amount of Twenty Five Thousand Three Hundred Forty Dollars and No Cents (\$25,340.00) - Alternate Bid is accepted, ratified, and confirmed.

1. This Board's Chairman, Clerk, and Attorney are hereby authorized and directed to execute such ancillary documents as may be required to evidence the contract and take any and all steps necessary or required in order to carry out the terms of such contract after said documents have been reviewed by the Attorney, Fiscal Administrator, and County Administrator.

Dated this 14th day of December, 2010.

Moved by Rusty Hike, and seconded by Rich Jansen, that the above Resolution be adopted. Carried.

YEAS:
Rusty Hike
Rich Jansen
Jon Albrecht
Tom Kichart
Jill Koch

NAYS:
none

ABSENT:
none

ABSTAIN:
none



Attest:

Debra Houghtaling
Sarpy County Clerk

SEAL

Approved as to form and content:

[Signature]
Sarpy County Deputy Attorney

AGREEMENT

This Agreement is entered into by and between the County of Sarpy, in the State of Nebraska, a body politic and corporate, and hereinafter "County", and NACR, hereinafter "Vendor".

WHEREAS, County is desirous of contracting for VOIP Phones for the Sarpy County Law Enforcement Center; and,

WHEREAS, the Vendor has been awarded this Agreement as a result of the bid made by Vendor in response to the Specifications and Request for Proposals prepared by County;

NOW, THEREFORE, for and in consideration of the declarations and mutual promises and covenants contained herein, the County and Vendor agree as follows:

I. DUTIES OF VENDOR:

- A. Services to be rendered by Vendor under this Agreement shall be all those services necessary and proper for the installation and materials for VOIP Phones in conformity with each and every term, condition, specification, and requirement of the Bid Specifications and the Bid submitted by the Vendor.
- B. All provisions of each document and item referred to in Paragraph A above shall be strictly complied with the same as if rewritten herein, and in the event of conflict among the provisions of said documents, the provisions most favorable to the County shall govern.
- C. Prior to the commencement of any work, Vendor will place on file with the Sarpy County Clerk, the required certificates of insurance, if applicable.
- D. The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

- 1. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at

www.das.state.ne.us.

2. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
 3. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.
- E. Vendor will submit an invoice to County for work completed based on the amounts specified in Vendor's bid. Such invoices shall be submitted to:

Beth Cunard
Sarpy County Purchasing
1210 Golden Gate Drive
Papillion, NE 68046

- F. The County and Vendor hereto specifically acknowledge, stipulate and agree that each and every term of the Bid Specifications and the Vendor's bid constitutes an essential term of this Agreement, and that, therefore, any violation of any term, condition, provision, or requirement constitutes a material breach hereunder, for which County shall have every right under the law to terminate this Agreement, and obtain any and all relief necessary.

II. DUTIES OF COUNTY:

In return for full, faithful and diligent rendering of services set forth above, County agrees to pay to Vendor the amount specified in Vendor's bid upon submission of the required invoice and satisfactory completion of all required work.

III. BREACH:

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice, the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

SAVINGS CLAUSE:

This Agreement shall be interpreted, construed and enforced under the laws of the State of Nebraska. It is understood and agreed by the County and Vendor hereto that if any part, term, condition, or provision of this Agreement is held to be illegal or in conflict with any law of the State of Nebraska or of the United States, the validity of the remaining parts, terms, conditions, or provisions shall not be affected, and the rights and obligations of the County and Vendor shall be construed and enforced as if the Agreement did not contain the particular part, term, condition, or provision held to be invalid.

SCOPE OF AGREEMENT

This Agreement, along with the Bid Specifications, and Bid by Vendor contains the entire Agreement between the County and Vendor, and there are no other written or oral promises, contracts or warrants which may affect it. This Agreement cannot be amended except by written agreement of both the County and Vendor. Notice to the County and Vendor shall be given in writing to the agents for each party named below:

County: Ms. Debra Houghtaling
Clerk of Sarpy County
1210 Golden Gate Drive
Papillion, NE 68046

Vendor: Ms. Lisa Porter
NACR
980 County Road W #S-32
Fremont, NE 68025

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this _____ day of _____, 2010.

(Seal)



ATTEST:

Debra J. Houghtaling
Sarpy County Clerk

COUNTY OF SARPY, NEBRASKA,
A body Politic and Corporate

Jon Albee
Chairperson 12/14/10
Sarpy County Board of Commissioners

Approved as to form and content:

Mark A. [Signature]
Deputy County Attorney

Vendor: North American Communications
Resource, Inc.

By: Richard J. Boudier

Title: Regional Vice President

Attest:

Marla J. Vays
Witness

VOIP Phones Bid Tab
for the
Law Enforcement Center

2:30 p.m., Thursday
December 9, 2010

	Quantity	NACR		NACR - Alternate*		TSG, Inc.	
		Unit Price	Extended Price	Unit Price	Extended Price	Unit Price	Extended Price
New Phones							
Hard Phones							
Model 9608	74	\$163.00	\$12,062.00	\$163.00	\$12,062.00	\$191.36	\$14,160.64
Model 9650c	31	\$351.00	\$10,881.00	\$246.00	\$7,626.00	\$416.00	\$12,896.00
Model 1603	1	\$144.00	\$144.00	\$144.00	\$144.00	\$96.00	\$96.00
Model 1692	2	\$890.00	\$1,780.00	\$890.00	\$1,780.00	\$963.20	\$1,926.40
Subtotal			\$24,867.00		\$21,612.00		\$29,079.04
Softconsole							
Softconsole	--	\$1,390.00	\$1,390.00	\$1,390.00	\$1,390.00	\$2,290.33	\$2,290.33
Installation	--	\$900.00	\$900.00	\$900.00	\$900.00	\$960.00	\$960.00
Training	--	\$800.00	\$800.00	\$800.00	\$800.00	\$960.00	\$960.00
Subtotal			\$3,090.00		\$3,090.00		\$4,210.33
Accessories							
Wireless Headset CS50	2	\$185.00	\$370.00	\$185.00	\$370.00	\$191.97	\$383.94
Set of 2 Microphones	1	\$243.00	\$243.00	\$243.00	\$243.00	\$261.76	\$261.76
Handsets	5	\$4.00	\$20.00	\$4.00	\$20.00	\$5.92	\$29.60
Cords	5	\$1.00	\$5.00	\$1.00	\$5.00	\$1.28	\$6.40
Subtotal			\$638.00		\$638.00		\$681.70
Grand Total			\$28,595.00		\$25,340.00		\$33,971.07
Option 1 - Refurbished Phones							
Hard Phones							
Model 9608	74		\$0.00		\$0.00		\$0.00
Model 9650c	31	\$255.00	\$7,905.00	\$255.00	\$7,905.00	\$294.40	\$9,126.40
Model 1603	1	\$125.00	\$125.00	\$125.00	\$125.00	\$96.00	\$96.00
Model 1692	2		\$0.00		\$0.00		\$0.00
Subtotal			\$8,030.00		\$8,030.00		\$9,222.40
Softconsole							
Softconsole	--		\$0.00		\$0.00		\$0.00
Installation	--		\$0.00		\$0.00		\$0.00
Training	--		\$0.00		\$0.00		\$0.00
Subtotal			\$0.00		\$0.00		\$0.00
Accessories							
Wireless Headset CS50	2		\$0.00		\$0.00		\$0.00
Set of 2 Microphones	1	\$283.00	\$283.00	\$283.00	\$283.00		\$0.00
Handsets	5	\$4.00	\$20.00	\$4.00	\$20.00		\$0.00
Cords	5	\$1.00	\$5.00	\$1.00	\$5.00		\$0.00
Subtotal			\$308.00		\$308.00		\$0.00
Grand Total			\$8,338.00		\$8,338.00		\$9,222.40
*Replaces 9650c with 9611G							

VOIP Phones Bid Tab
for the
Law Enforcement Center

2:30 p.m., Thursday
December 9, 2010

		Altura Communication Solutions LLC		Quagga Corporation		SKC		Carousel Industries	
	Quantity	Unit Price	Extended Price	Unit Price	Extended Price	Unit Price	Extended Price	Unit Price	Extended Price
New Phones									
Hard Phones									
Model 9608	74	\$174.00	\$12,876.00	\$153.00	\$11,322.00	\$172.54	\$12,767.96	\$179.34	\$13,271.16
Model 9650c	31	\$460.00	\$14,260.00	\$340.00	\$10,540.00	\$375.08	\$11,627.48	\$376.62	\$11,675.22
Model 1603	1	\$98.00	\$98.00	\$86.00	\$86.00	\$94.93	\$94.93	\$95.26	\$95.26
Model 1692	2	\$974.00	\$1,948.00	\$854.00	\$1,708.00	\$950.21	\$1,900.42	\$1,087.37	\$2,174.74
Subtotal			\$29,182.00		\$23,656.00		\$26,390.79		\$27,216.38
Softconsole									
Softconsole	--	\$3,473.00	\$3,473.00	\$1,343.01	\$1,343.01	\$2,847.00	\$2,847.00	\$4,308.08	\$4,308.08
Installation	--	\$564.00	\$564.00	\$5,500.00	\$5,500.00	\$900.00	\$900.00	\$1,500.00	\$1,500.00
Training	--	\$564.00	\$564.00	\$973.80	\$973.80	\$500.00	\$500.00	\$1,000.00	\$1,000.00
Subtotal			\$4,601.00		\$7,816.81		\$4,247.00		\$6,808.08
Accessories									
Wireless Headset CS50	2	\$184.00	\$368.00	\$167.00	\$334.00	\$230.00	\$460.00	\$238.80	\$477.60
Set of 2 Microphones	1	\$398.00	\$398.00	\$329.00	\$329.00	\$252.70	\$252.70	\$260.30	\$260.30
Handsets	5	\$9.41	\$47.05	\$10.00	\$50.00	\$8.45	\$42.25	\$4.35	\$21.75
Cords	5	\$2.00	\$10.00	\$3.75	\$18.75	\$4.21	\$21.05	\$8.69	\$43.45
Subtotal			\$823.05		\$731.75		\$776.00		\$803.10
Grand Total			\$34,606.05		\$32,204.56		\$31,413.79		\$34,827.56
Option 1 - Refurbished Phones									
Hard Phones									
Model 9608	74	\$169.00	\$12,506.00		\$0.00		\$0.00		\$0.00
Model 9650c	31	\$244.00	\$7,564.00	\$232.00	\$7,192.00	\$252.94	\$7,841.14	\$300.00	\$9,300.00
Model 1603	1	\$72.00	\$72.00	\$72.00	\$72.00	\$70.59	\$70.59	\$83.00	\$83.00
Model 1692	2	\$935.00	\$1,870.00		\$0.00		\$0.00		\$0.00
Subtotal			\$22,012.00		\$7,264.00		\$7,911.73		\$9,383.00
Softconsole									
Softconsole	--	\$3,473.00	\$3,473.00		\$0.00		\$0.00		\$0.00
Installation	--	\$564.00	\$564.00		\$0.00		\$0.00		\$0.00
Training	--	\$564.00	\$564.00		\$0.00		\$0.00		\$0.00
Subtotal			\$4,601.00		\$0.00		\$0.00		\$0.00
Accessories									
Wireless Headset CS50	2	\$178.00	\$356.00	\$125.00	\$250.00		\$0.00		\$0.00
Set of 2 Microphones	1	\$379.00	\$379.00		\$0.00		\$0.00		\$0.00
Handsets	5	\$9.00	\$45.00	\$5.75	\$28.75		\$0.00		\$0.00
Cords	5	\$1.00	\$5.00	\$1.75	\$8.75		\$0.00		\$0.00
Subtotal			\$785.00		\$287.50		\$0.00		\$0.00
Grand Total			\$27,398.00		\$7,551.50		\$7,911.73		\$9,383.00

*Replaces 9650c with 9611G

COMPANY NAME: NACR

**Sarpy County, Nebraska
VOIP Phones
Bid Form**

Vendors may bid either new or refurbished phones. In order to bid refurbished phones, vendors must submit a bid for new phones. Sarpy County reserves the right to purchase either new, refurbished or a combination of both.

New Phones			
Hard Phones	Quantity	Unit Price	Extended Price
Model 9608	74	\$ 163.00	\$ 12,062.00
Model 9650c NACR recommends considering newer model 9611G sets (similar feature set)	31	\$ 351.00 Pricing valid till 1-10-2011	\$10,881.00
	31	\$426.00 After 1-10-2011	\$13,206.00
	31	\$ 246.00	\$7,626.00
Model 1603 WITH POE Adaptor	1	\$ 144.00	\$ 144.00
Model 1692	2	\$ 890.00	\$ 1,780.00
Assumed 9611G's in Subtotal Subtotal for Hard Phones			\$ 21,612.00
Softconsole			
Softconsole, as specified (renamed OneX Attendant)			\$ 1,390.00
Installation Fee			\$ 900.00
Training			\$ 800.00
Subtotal for Softconsole			\$ 3,090.00
Accessories	Quantity	Unit Price	Extended Price
Wireless Headset CS50	2	\$ 185	\$ 370.00
Set of 2 Microphones with	1	\$ 243.00	\$ 243.00

Handsets	5	\$ 4.00	\$ 20.00
Cords	5	\$ 1.00	\$ 5.00
Subtotal for Accessories			\$ 638.00
Grand Total			\$ 25,340.00

Option 1- Refurbished Phones			
Hard Phones	Quantity	Unit Price	Extended Price
Model 9608 NEW	74	\$ 163.00	\$ 12,062.00
Model 9650c	31	\$ 255.00	\$ 7,905.00
Model 1603	1	\$ 125.00	\$ 125.00
Model 1692 NEW	2	\$ 890.00	\$ 1,780.00
Subtotal for Hard Phones			\$ 21,872.00
Softconsole			
Softconsole, as specified NEW			\$ 1,390.00
Installation Fee			\$ 900.00
Training			\$ 800.00
Subtotal for Softconsole			\$ 3,090.00
Accessories	Quantity	Unit Price	Extended Price
Wireless Headset CS50 new	2	\$ 185.00	\$370.00
Set of 2 Microphones with	1	\$ 283.00	\$283.00
Handsets (New)	5	\$ 4.00	\$ 20.00
Cords (New)	5	\$ 1.00	\$ 5.00
Subtotal for Accessories			\$638.00
Grand Total			\$ 25,600.00

***Prices are to be F.O.B. - 8335 Platteview Road, Papillion, NE 68046**

ESTIMATED DELIVERY DATE: TBD by 4-1-2011

Company Information:

Years in business: 16 years

of employees 760

Total sales last 3 years 198 million 2007
205 million 2008
217 million 2009

References:

Company Name: Columbus Community Hospital
Address: Columbus, NE
Contact Name: Cheryl Tira Phone Number: 402-562-3388
Fax Number: _____ Date of Purchase: annually

Company Name: Sarpy County
Address: _____
Contact Name: Beth Cunard Phone Number: 402-593-4476
Fax Number: _____ Date of Purchase: annually

Company Name: Catholic Charities
Address: N. 60th, Omaha
Contact Name: Scott Morris Phone Number: 402-829-9312
Fax Number: _____ Date of Purchase: annually

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 *Lisa Porter*
Addendum #2 _____

**Attachments: Literature/Cut-sheets
Warranty Information**

NACR

Lisa Porter

Company Name
Lisa Porter
Authorized Signature
980 County Rd W #S-32
Address

Company Representative (Please print)
651-796-6590
Telephone Number
651-796-6590
Fax Number

Fremont, NE 68025
City, State & Zip

lporter@nacrc.com
E-Mail Address

****NOTE: Sarpy County is tax exempt and will provide the proper form upon request.***

**Exhibit "A"
AGREEMENT**

This Agreement is entered into by and between the County of Sarpy, in the State of Nebraska, a body politic and corporate, and hereinafter "County", and NACR, hereinafter "Vendor".

WHEREAS, County is desirous of contracting for VOIP Phones for the Sarpy County Law Enforcement Center; and,

WHEREAS, the Vendor has been awarded this Agreement as a result of the bid made by Vendor in response to the Specifications and Request for Proposals prepared by County;

NOW, THEREFORE, for and in consideration of the declarations and mutual promises and covenants contained herein, the County and Vendor agree as follows:

I. DUTIES OF VENDOR:

EXCEPTIONS/CLARIFICATIONS/COMMENTS

1. Please note that OneX Attendant carries an annual Software Support Costs for Maintenance of \$215.00 per year. This support falls outside your existing Avaya Maintenance contract guidelines.

2. NACR is willing to order in at no costs one of the new 9611G sets to compare you're your 9650C phones. We believe the value of this set should be considered.

3.

4.

5.

6.

Sarpy County Purchasing Department

SARPY COUNTY COURTHOUSE
1210 GOLDEN GATE DRIVE
SUITE 1129
PAPILLION, NE 68046-2845
FAX (402) 593-4304



Brian E. Hanson, Purchasing Agent
(402) 593-2349
Debby Peoples, Assistant Purchasing Agent
(402) 593-4164
Beth Cunard, Purchaser/Contract Specialist
(402) 593-4476
Lois Spethman, Supply Clerk/Purchaser
(402) 593-2102

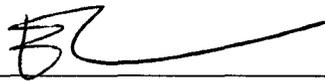
MEMO

To: Sarpy County Board of Commissioners
From: Beth Cunard
Re: Award of VOIP Phones

On December 9, 2010, the Purchasing Department received and opened six (6) bids for VOIP Phones for the new Law Enforcement Center. The bids have been reviewed by Dan Williamson and myself and it has been recommended that the bid be awarded to the low bidder, NACR for \$25,340.00. This is the Alternate Bid for NACR. One of the models of phones we specified is at end of life and therefore NACR proposed an alternate model. The alternate phone meets the specifications for the original specified phone. A bid tabulation is attached for your review. The amount budgeted for this project in the bond issue was \$55,660.39.

Should you have any questions, please feel free to contact me at bcunard@sarpy.com or the number listed above.

December 9, 2010



Beth Cunard

cc: Mark Wayne
Scott Bovick
Deb Houghtaling
Brian Hanson
Capt. Williamson

SEALED
BID

FOR VOIP Phones

TO BE RECEIVED UNTIL 2:30 P.M.

DATE 12-9-2010

FROM

NACR

8:49 AM
SM



DEBRA HOUGHTALING
SARPY COUNTY CLERK
1210 GOLDEN GATE DRIVE
PAPILLION, NEBRASKA 68046-2895

COMPANY NAME: NACR

**Sarpy County, Nebraska
VOIP Phones
Bid Form**

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Subtotal for Softconsole			\$ 3,090.00
Accessories	Quantity	Unit Price	Extended Price
Wireless Headset CS50	2	\$ 185	\$ 370.00
Set of 2 Microphones with	1	\$ 243.00	\$ 243.00

Handsets	5	\$ 4.00	\$ 20.00
Cords	5	\$ 1.00	\$ 5.00
Subtotal for Accessories			\$ 638.00
Grand Total			\$ 25,340.00

Option 1: Refurbished Phones			
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Contact Name: Cheryl Tira Phone Number: 402-562-3388
Fax Number: _____ Date of Purchase: annually

Company Name: Sarpy County
Address: _____
Contact Name: Beth Cunard Phone Number: 402-593-4476
Fax Number: _____ Date of Purchase: annually

Company Name: Catholic Charities
Address: N. 60th, Omaha
Contact Name: Scott Morris Phone Number: 402-829-9312
Fax Number: _____ Date of Purchase: annually

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 Lisa Porter
Addendum #2 _____

**Attachments: Literature/Cut-sheets
Warranty Information**

NACR

Lisa Porter

Company Name
Lisa Porter
Authorized Signature
980 County Rd W #S-32
Address

Company Representative (Please print)
651-796-6590
Telephone Number
651-796-6590
Fax Number

Fremont, NE 68025
City, State & Zip

lporter@nacrc.com
E-Mail Address

****NOTE: Sarpy County is tax exempt and will provide the proper form upon request.***

**Exhibit "A"
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- C. Prior to the commencement of any work, Vendor will place on file with the Sarpy County Clerk, the required certificates of insurance, if applicable.
- D. The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

- 1. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.
 - 2. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
 - 3. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.
- E. Vendor will submit an invoice to County for work completed based on the amounts specified in Vendor's bid. Such invoices shall be submitted to:

Beth Cunard

Sarpy County Purchasing
1210 Golden Gate Drive
Papillion, NE 68046

F. The County and Vendor hereto specifically acknowledge, stipulate and agree that each and every term of the Bid Specifications and the Vendor's bid constitutes an essential term of this Agreement, and that, therefore, any violation of any term, condition, provision, or requirement constitutes a material breach hereunder, for which County shall have every right under the law to terminate this Agreement, and obtain any and all relief necessary.

II. DUTIES OF COUNTY:

In return for full, faithful and diligent rendering of services set forth above, County agrees to pay to Vendor the amount specified in Vendor's bid upon submission of the required invoice and satisfactory completion of all required work.

III. BREACH:

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice, the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

SAVINGS CLAUSE:

This Agreement shall be interpreted, construed and enforced under the laws of the State of Nebraska. It is understood and agreed by the County and Vendor hereto that if any part, term, condition, or provision of this Agreement is held to be illegal or in conflict with any law of the State of Nebraska or of the United States, the validity of the remaining parts, terms, conditions, or provisions shall not be affected, and the rights and obligations of the County and Vendor shall be construed and enforced as if the Agreement did not contain the particular part, term, condition, or provision held to be invalid.

SCOPE OF AGREEMENT

This Agreement, along with the Bid Specifications, and Bid by Vendor contains the entire Agreement between the County and Vendor, and there are no other written or oral promises, contracts or warrants which may affect it. This Agreement cannot be amended except by written agreement of both the County and Vendor. Notice to the County and Vendor shall be given in writing to the agents for each party named below:

County: Ms. Debra Houghtaling
Clerk of Sarpy County

1210 Golden Gate Drive
Papillion, NE 68046

Vendor:

NACR
980 County Rd W #S-32
Fremont, NE 68025

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this _____ day of _____, 2010.

(Seal)

COUNTY OF SARPY, NEBRASKA,
A body Politic and Corporate

ATTEST:

Sarpy County Clerk

Chairperson

Sarpy County Board of Commissioners

Approved as to form and content:

Deputy County Attorney

Vendor: _____

By: _____

Title: _____

Attest:

Witness

EXCEPTIONS/CLARIFICATIONS/COMMENTS

1. Please note that OneX Attendant carries an annual Software Support Costs for Maintenance of \$215.00 per year. This support falls outside your existing Avaya Maintenance contract guidelines.

2. NACR is willing to order in at no costs one of the new 9611G sets to compare you're your 9650C phones. We believe the value of this set should be considered.

3.

4.

5.

6.



AVAYA LIMITED WARRANTY FOR PRODUCTS AND INSTALLATION SERVICES

(United States Only)
06/16/2005

Warranty. Avaya warrants to Customer that during the applicable warranty period, the Product will conform to and operate in accordance with the applicable Documentation in all material respects. To the extent that Avaya performs installation services with respect to the Products, Avaya warrants that those installation services will be carried out in a professional and workmanlike manner by qualified personnel.

Warranty Period. Unless a different period is specified in the applicable order, the warranty periods for Products and Installation Services are as follows: *Hardware*: twelve (12) months, beginning on the In-Service Date for Avaya-installed Hardware and on the Delivery Date for all other Hardware; *Software and software media*: ninety (90) days, beginning on the In-Service Date for Avaya-installed Software and on the Delivery Date for all other Software; *Installation Services*: thirty (30) days from the performance of the applicable installation services.

Remedies. Products. If the Product is not in conformance with the above warranty and Avaya receives from Customer during the applicable warranty period a written notice describing in reasonable detail how the Product failed to be in conformance, Avaya at its option will: (i) repair or replace the Product to achieve conformance and return the Product to Customer; or (ii) refund to Customer the applicable Fees upon return of the non-conforming Product to Avaya. For Software warranty claims, Customer must provide Avaya with information in sufficient detail to enable Avaya to reproduce and analyze the failure and must provide remote access to the affected Products. Replacement Hardware may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent and will be furnished only on an exchange basis. Returned Hardware that has been replaced by Avaya will become Avaya's property. Replacement Products are warranted as above for the remainder of the original applicable Product warranty period.

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

THESE REMEDIES WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND WILL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES CUSTOMER MAY HAVE AGAINST AVAYA WITH RESPECT TO THE NONCONFORMANCE OF PRODUCTS.

Warranty Exclusions. The warranties do not extend to any damages, malfunctions, or non-conformities caused by: (i) Customer's use of Products in

violation of the license granted by Avaya to the Customer or in a manner inconsistent with the Documentation; (ii) use of non-Avaya furnished equipment, software, or facilities with Products (except to the extent provided in the Documentation); (iii) Customer's failure to follow Avaya's installation, operation or maintenance instructions; (iv) Customer's failure to permit Avaya timely access, remote or otherwise, to Products; (v) failure to implement all new released to Software provided or made available under the sales agreement; (vi) Products that have had their original manufacturer's serial numbers altered, defaced or deleted; and (vii) Products that have been serviced or modified by a party other than Avaya or an authorized Avaya reseller.

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

Toll Fraud. Avaya does not warrant that Products or Services will prevent Toll Fraud. Prevention of Toll Fraud is the responsibility of Customer. The term Toll Fraud means unauthorized use of telecommunications services or facilities accessed through or connected to Products.

Warranty Procedures. Products subject to a warranty claim must be returned to Avaya in accordance with Avaya's instructions, accompanied by evidence satisfactory to Avaya that the Products remain entitled to warranty protection. If a Product is returned within the applicable warranty period subject to a valid warranty claim, Avaya will not charge for any repair, replacement, error identification or correction, or return shipment of the non-conforming Product. If Avaya determines that the Product was operating in conformance with its applicable warranty, Avaya may charge Customer for error identification or correction efforts, repair, replacement and shipment costs at Avaya's then current rates.

Disclaimers. EXCEPT AS REFERENCED AND HEREIN, NEITHER AVAYA NOR ITS LICENSORS OR SUPPLIERS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY PRODUCTS OR SERVICES OR OTHERWISE RELATED TO THE SALES AGREEMENT. AVAYA DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE OPERATION OF PRODUCTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AVAYA DISCLAIMS ALL WARRANTIES IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. THE ACTUAL SALES CONTRACT MAY CONTAIN FURTHER LIMITATIONS OR EXCEPTIONS, AS WELL AS A DESCRIPTION OF THE PARTIES' LIMITATIONS OF LIABILITY.

Definitions

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

"Documentation" means Avaya's information manuals in printed or electronic form containing operating instructions and performance specifications that Avaya

generally makes available to users of its Products and Avaya delivers to Customer with the Products. Documentation also includes statements of work delivered by Avaya to Customer with respect to installation services. Documentation does not include marketing materials.

"Fees" means the purchase price, license and services fees and other charges owed by Customer to Avaya or the authorized Avaya reseller according to the applicable order specifications form and the terms of the sales agreement.

"Hardware" means the standard hardware products that Customer orders or Avaya or an authorized Avaya reseller delivers under the applicable sales agreement. Hardware does not include any customized deliverables created specifically for Customer on a time and materials basis or on a milestone basis.

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

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

"Software" means the computer programs in object code form that Customer orders or Avaya or an authorized Avaya reseller delivers under the applicable sales agreement, whether as stand-alone products or pre-installed on Hardware. Software does not include any customized deliverables created specifically for Customer on a time and material basis or on a milestone basis.

Avaya 9608 IP Deskphone

Provide everyday users with enriched communication capabilities

The 9608 IP deskphone is an 8-line telephone ideally suited for Everyday users who consider the phone to be one of many useful communication tools and who rely on common functions like directory and speed dial to enhance productivity and communications. The competitively priced, high-performing 9608 features a monochrome display, 4 softkeys, common user interface with Avaya one-X® solutions, high definition audio quality, integrated Ethernet interface, support for Bluetooth® and DECT headsets and up to three 12 or 24 Button Expansion Modules. Part of the 9600 Series IP Deskphones, the 9608 leverages your enterprise IP Network to deliver sophisticated voice communications from headquarters, remote locations or home offices. Integrated with Avaya Aura™, the 9608's evolutionary approach optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.



Key Features and Benefits

- Delivers high definition audio that can increase productivity by reducing fatigue and provides easier-to-understand multi-party calls through the wideband audio codec in the handset and headset.
- Simplifies call control on the display using softkeys for everyday functions such as transfer, conference and forwarding and to access everyday processes including third-party applications such as company-wide corporate directories

- Provides visual queues that can speed task management through 8 Red/Green LEDs
- Improves flexibility through support of a secondary Ethernet port for a PC as well as Bluetooth and DECT Headsets (with adapter)
- Enables more efficient, high-speed call management through support of up to three 12 or 24 Button Expansion Modules
- Offers consistency through a common Avaya one-X® interface (including mobile endpoints)

- Accommodates changing business needs with Session Initiated Protocol (SIP) based infrastructure
- Supports reduced energy consumption and costs through Power-over-Ethernet Class 1 design with "sleep mode"

Specifications

Hardware

- Monochrome display – 3.2 inches x 2.2 inches (8.2 cm x 5.5 cm)
- 8 buttons with dual LEDs (red, green)
- 4 softkeys
- Hard buttons for phone, messages, contacts, history, home, navigation cluster, headset, speaker, volume, mute
- Red LEDs for speaker, mute, headset, message, history
- 24 administrative buttons
- Wideband audio in handset and headset

- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Bluetooth and DECT headset support (with adapter)
- 2 message waiting indicators
- IC call alerting with 360 visibility
- Rich, classic and alternate ringtones
- Wall-mount and dual-position stand
- Ethernet (10/100) line interface
- Second Ethernet interface 10/100 Mbps
- PoE Class (IEEE 802.3af) registers as class 1 device

Software

- SIP protocol support
- H.323 protocol support
- Standards-based codec support: G.711, G.726, G.729A/B, G.722 (G.726 is not available in SIP)
- Supports the following languages: Arabic, Brazilian Portuguese, Simplified Chinese, Dutch, English, Canadian French, Parisian French, German, Hebrew, Italian, Japanese (Kanji, Hiragana and Katakana), Korean, Latin American Spanish, Castilian Spanish, and Russian.

Requirements and Platform Support

- Avaya Aura™ Communication Manager 3.1.4+ and greater (H.323)
- Avaya Aura™ Communication Manager 6.0 with Avaya Aura™ Session Manager 6.0 or Avaya Midsize Business Template 5.2.1 (SIP)

- Local or centralized electrical power through a 802.3af switch, or local power supply.
- HTTP file server

Learn More

To learn more about the 9608 IP Deskphone and 9600 Series IP Deskphones contact your Avaya Client Executive, Avaya Authorized Business Partner or visit avaya.com for white papers, case studies and other information showcasing Avaya solutions in action.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

AVAYA

INTELLIGENT COMMUNICATIONS

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07/10 • UC4559

avaya.com

Avaya 9611G IP Deskphone

Provide everyday users with enriched communications capabilities

The 9611G IP deskphone is an 8-line intermediate telephone ideally suited for Everyday users who consider their phone to be one of many useful communication tools and who rely on common functions like directory and speed dial to enhance productivity and communications. Enabling digital customers to transition easily to the best of IP phone technology, the 9611G delivers intelligent communications with a traditional look and feel, graphical color display, high definition audio quality with full duplex speaker, and a wideband handset and headset. Competitively priced and high-performing, it supports Bluetooth®, a USB interface, integrated Gigabit Ethernet (1000MBps for both deskphone and attached PC), a secondary Ethernet port, and up to three 12 or 24 Button Expansion Modules. Part of the 9600 Series IP Deskphones, the 9611G leverages your enterprise IP Network to deliver sophisticated communications from headquarters or remote locations. Integrated with Avaya Aura™, the 9611G's evolutionary approach optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.

Key Features and Benefits

- Delivers high-definition audio that can increase productivity by reducing fatigue and provides easier-to-understand multi-party calls using the wideband audio codec in the handset and headset
- Facilitates access to information through an easy-to-read, high resolution color display and a permanently labeled Navigation Cluster (Up/Down, Left/Right, OK)
- Delivers visual queues that can speed task management through 8 Red/Green LEDs
- Helps increase productivity through context-sensitive graphical interfaces
- Simplifies call control on the display using softkeys to transfer, conference and forward calls and to access everyday processes including third-party applications such as company-wide corporate directories



- Provides consistency through a common Avaya one-X® interface (including mobile endpoints)
- Offers flexibility through support of DECT Headsets and Bluetooth (with adapter)
- Enables efficient, high-speed call management through support for up to three 12 or 24 Button Expansion Modules
- Supports reduced energy consumption and costs through Power-over-Ethernet Class 1 design with "sleep mode"
- Provides choice through integrated Gigabit Ethernet and USB interface support
- Accommodates changing business needs with Session Initiated Protocol (SIP) based infrastructure

Specifications

Hardware

- Color display 2.8 inches x 2.1 inches (7.0 cm x 5.3 cm)
- 8 button's with dual LED's (red, green)

- 4 Softkeys
- Permanently-labeled feature buttons: Speaker, Mute, Volume, Headset, Contacts, Home, History, Message, Phone
- Permanently-labeled Navigation Cluster (Up/Down, Left/Right, OK)
- 24 administrative buttons and up to 8 lines displayed simultaneously with green / red LEDs
- Wideband audio in handset and headset.
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Two message waiting indicators
- USB application support
- Gigabit support
- Bluetooth and DECT headset support with additional adapter
- Wall-mount option and dual-position stand
- Ethernet (10/100/1000) line interface

- Secondary Ethernet interface 10/100/1000 Mbps
- PoE Class (IEEE 802.3af) registers as class 1 device

Software

- SIP protocol support
- H.323 protocol support
- Standards-based codec support: G.711, G.726, G.729A/B, G.722 (G.726 is not available in SIP)
- Supports the following languages: Arabic, Brazilian Portuguese, Simplified Chinese, Dutch, English, Canadian French, Parisian French, German, Hebrew, Italian, Japanese (Kanji, Hiragana and Katakana), Korean, Latin American Spanish, Castilian Spanish, and Russian.

Requirements and Platform Support

- Avaya Aura™ Communication Manager 3.1.4 and greater (H.323)
- Avaya Aura™ Communication Manager 6.0 with Avaya Aura™ Session Manager 6.0 or Avaya Midsize Business Template 5.2.1 (SIP)

- Local or centralized electrical power; through a 802.3af switch, or local power supply
- HTTP file server

Learn More

To learn more about the 9611G IP Deskphone and 9600 Series IP Deskphones contact your Avaya Client Executive, Avaya Authorized Business Partner or visit avaya.com for white papers, case studies and other information showcasing Avaya solutions in action.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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avaya.com

Avaya 1692 IP Speakerphone

A high-quality, IP-enabled speakerphone for conference rooms

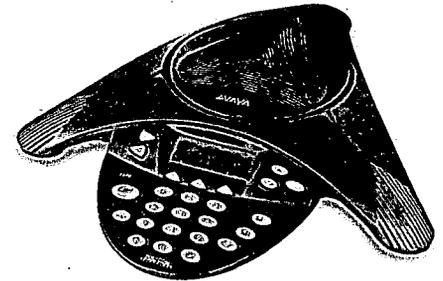
The Avaya 1692 IP Speakerphone provides the convenience and productivity benefits inherent in a powerful, hands-free conference phone. It delivers the extensive set of Avaya Aura™ features directly to small, midsize and large conference rooms.

Benefits

- Improved productivity during conference calls with hands-free full duplex operation delivering simultaneous two-way conversations. Reduced listener fatigue with high-fidelity audio from 220 Hz to 14,000 Hz, capturing both the deeper lows and higher frequencies of the human voice for conference calls that sound as natural as being there.
- Simplified wiring connects to your IP network with a 10/100 Base T Ethernet LAN connection. Simplified setup with integrated Power over Ethernet (PoE) with an AC power kit is available for non-PoE environments.
- Investment protection with easy upgrades via downloadable software and firmware.

Key Features

- Full Duplex Speakerphone with 360 degree, 12-foot microphone pickup. Automatic Gain Control intelligently adjusts microphone sensitivity based on where participants are seated in the conference room, making conversations clearer for all participants.
 - Microphone coverage expandable with two optional extension microphones
- RF Hardening technology resists interference from mobile phones and other wireless devices
- Room Coverage:
 - Up to 20 x 20 feet (without extension microphones)
 - Up to 20 x 30 feet (with extension microphones)
- High resolution backlit graphical display (255 x 128 pixels) enables robust call information and multi-language support
- 3 Context-Sensitive Soft Keys to give access to common telephony features
 - Automatically labeled from the system
- 5 Fixed Feature & Navigation Keys: On/Off Hook, Redial, Mute and Volume Up & Down
- 5 Menu and Navigation keys
- 12-key telephone keypad
- Single 10/100 Base T Ethernet connection
 - Full Duplex Ethernet connectivity with Auto-negotiation
 - 802.3 Flow Control
 - Supports VLAN
- G.711, G.729a, G722, Siren 14 Voice Codecs
- QoS Options of Diffserv and 802.1p/q
- Support for Simple Network Management Protocol (SNMP) version 2
- DHCP client and Statically (Manual) Configurable IP Addressing
- Downloadable Software for future upgrade capability with FTP/HTTPS server support in addition to HTTP and TFTP support
- Icon button labeling with English printing on the housing
- 5 Personalized Ring Patterns



Specifications

- 14.5" W x 12.25" L x 2.5" H
(36.8 cm x 31.1 cm x 6.4 cm)
- Weight: 1.75 lb. (0.8 kg)
- Operating Temperature: 32° - 104° F
(0° - 40° C)
- Universal power supply
(100/240 V, 50/60 cycles)
- Dark Gray Color

Requirements

- Avaya Aura Release 4.0 or higher
 - TN799C or higher circuit pack (C-LAN)
 - TN2302AP circuit pack (Prowler)
- Note: the Avaya S8300 Media Server does not require the two circuit packs listed above

Learn More

To learn more, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner. Also, visit us at www.avaya.com.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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Avaya one-X[®] Attendant, Operator and Information System

one-X[®] Attendant takes switchboard operations to a higher level, enabling intelligent call routing with a personal touch

Avaya Aura™ Communication Manager system works directly with the Avaya one-X Attendant solution to provide highly efficient telephony connections for attendants, receptionists and secretaries. It allows operators to quickly and easily provide communications and presence type information for any telephony connection request.

one-X Attendant is a PC based software application that integrates telephony with external caller data and workforce information. This application solution is easily expandable as business communication requirements for small, medium and large companies evolve over time.

Expanding the Switchboard into an Intelligent Multimedia Assistant

With Avaya one-X Attendant, an operator can support callers and the workforce with simplicity to do much more than merely "put people through". This solution enables simple switchboard operation with fast and direct call routing in ways that company employees may soon consider indispensable. For example, one-X Attendant converts switchboard functions into a multimedia and text information system that enables operator access to a large range of information about customers and staff availability.

The solution interlinks telephone data with staff information, including absence notifications and customer backgrounds, making it a highly productive system for reception, switchboard and secretary desks. With this application, an operator can immediately see whether a staff member is in the building or not, and who might be the right substitute for them if they are unavailable to take a call. This helps connect all callers to a competent person without delay.

First impressions count

Smooth customer relations are vital to business success. Often the first contact that customers have with your company is with your attendant or operator and they expect to be put through to the right person with minimum delay, preferably by a person with a smile in their voice. Thanks to the simple and convenient one-X Attendant user interface, any attendant or operator can concentrate intelligently on customer needs and efficiently help them make the right connections.

When a call is first connected, Avaya one-X Attendant immediately identifies the customer by name and links the call with related contact information. This allows an Attendant to welcome the caller personally by name or native language while connecting them to the right person; the responder who receives the customer call will know who is calling as well as have access to key information about the caller. The system can also display the current business availability status for the customer's responsible workforce contact or his substitute, to help promptly make the right connection.

one-X Attendant grows with your business

Scaled to the present size of your business, you can easily expand the application as your business needs grow. The multi-location capability means that you can make one-X Attendant available for simultaneous operation on a number of networked computers. Authorized and properly identified users can log onto the system from any computer equipped with one-X Attendant and be greeted by a familiar user interface so they can start working immediately from virtually any location.

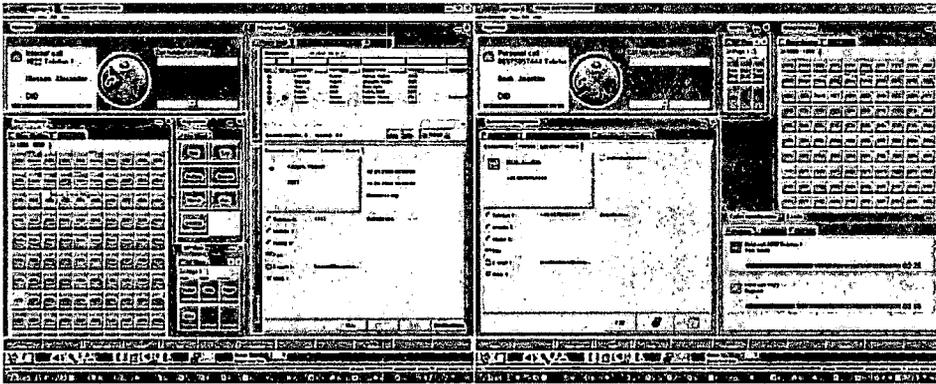
More than just call routing

Avaya one-X Attendant software works with most standard PCs, allowing employees to perform call routing functions alongside other computing activities such as word processing or spreadsheet calculations. In this way, one-X Attendant supports efficient utilization of a company's human and hardware resources helping management flexibly respond to any manpower situation they may encounter at the workplace. The application can be operated in a classic switchboard arrangement or by using a keyboard or mouse. It supports split screen mode for dual monitors, which splits the application on two different screens, as well as Touch Screens. A range of headsets is optionally available through our partners.

Individual workplace configuration

Each staff member can configure the one-X Attendant application to their specific requirements, displaying individual application components together or in separate windows. Users can arrange the windows on their monitor screen in any configuration that works best for them. Where mouse operation is not feasible or desirable, the entire one-X Attendant solution can be controlled with just the keyboard. Users can assign frequently required functions to keyboard hotkeys or to free configurable buttons on one-X Attendant. Call routing is performed via a dialogue box consisting of three elements: a scanning card, a multi-function key and an assignment card. For each interaction, the active position is marked in color on the monitor screen, with a bar to indicate

Different configurations of the Avaya one-X® Attendant user interface



The one-X Attendant Interface is customizable to meet the specific user and organizational needs of a business.

the caller's wait time. The bar changes from green to yellow after one minute has elapsed, and from yellow to red after another minute passes.

one-X Attendant Adds Value to Customer Relationship Management

Greet callers personally

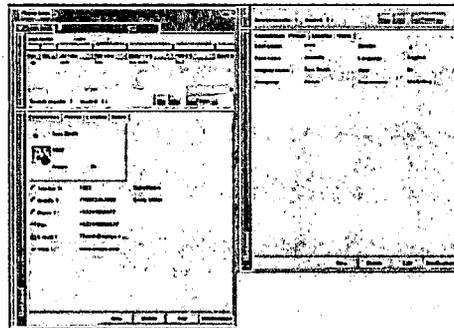
If your organization is large and people have similar names, chances are good that a caller may be transferred to the wrong person. With Avaya one-X Attendant, once a caller — whether customer, employee or supplier — has been identified by his or her telephone number, the system can display all relevant information that is available about the caller. Before accepting the call, it allows the one-X Attendant operator to know pertinent information such as who is calling, who the primary contacts are, when the last business contact took place and whether the caller only speaks a foreign language.

Identifying the ideal contact

The Integrated Telephone Directory holds up to 250,000 entries for internal and external persons. More than 40 field information categories are available, some of which are permanently allocated. These fields include telephone number, first name, last name, department, private number, e-mail address, room, project team, substitute, phone status free, busy, send all calls and status from Microsoft Outlook or Lotus Notes such as absent, free, or booked. Other fields are available, which are free for you to configure

for specific business or organizational initiatives. Operators can systematically search this data pool to identify the right contact for any given caller. All data center categories are available as search criteria.

one-X Attendant Phone book



The one-X Attendant Phone book includes the Integrated Telephone Directory for powerful data connections.

Locating substitute contacts

If a caller's usual contact is absent or busy, the switchboard system can help the operator identify an alternative contact to connect with the caller. The Avaya one-X Attendant offers many intelligent search and combined search functions, helping callers connect every time to the most appropriate person.

one-X Attendant adds color to daily business

The status of the individual pre-configured phone users, such as free or busy, in a meeting, or out of the office, are color-coded to permit rapid orientation in the user

interface. The data center is maintained in a central database, which can be accessed from any one-X Attendant-enabled workstation.

Intelligent connections support responsive interactions

Absences/presence information for all employees can be integrated with one-X Attendant operations from Microsoft Outlook (Calendar and/or out of office assistant), IBM Lotus Notes (Calendar) and a web-based application. Key information from these applications is displayed in color directly in the one-X Attendant user interface. With one click from the one-X Attendant user interface, you can easily send an e-mail to any Microsoft Outlook or Lotus Notes connected PC workstation, allowing you to contact users by e-mail about an interaction event when you can't reach them by phone.

Avaya one-X Attendant also integrates the "absence notifications from Microsoft Outlook Out of Office Assistant via the Exchange database connection so an "out of office" reply is automatically displayed before connecting the call to a person who is not there.

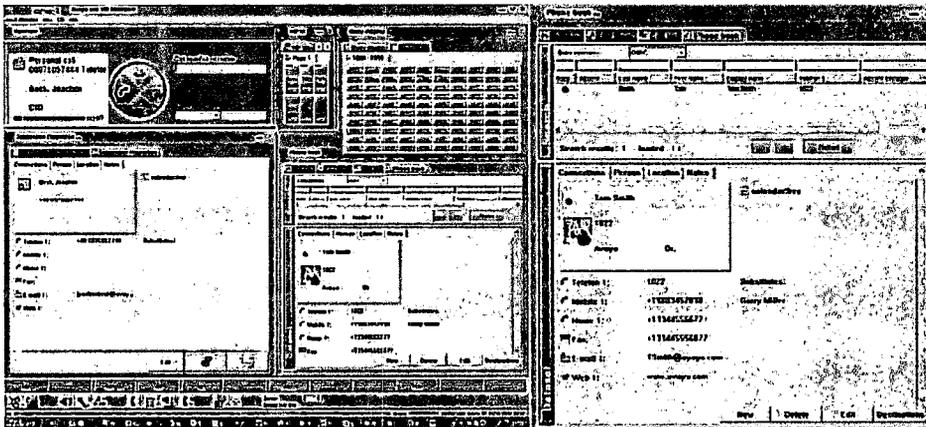
Never lose track of things

Calendar information from Microsoft Outlook or Lotus Notes calendar appears in the color-coded status display and other dialog boxes, providing a quick overview of employee status at any given time.

Web-based absence notification

Employees who do not use Outlook or Notes can use a simple web-based tool to announce their absence from the office (e.g. lunch break, or meeting) and to indicate when they will return. Employees can enter additional explanatory notes, which can be viewed via the phone book. Once the deadline expires, the display is reset to the default status indicating the employee is available again to receive calls.

Intelligent Integration of Microsoft Outlook and Lotus Notes Calendar



Calendar status, such as free, busy and absent, can be displayed on the one-X Attendant user interface. The calendar can be opened out of the one-X Attendant user interface when it is accessible.

Busy lamp display for up to 2000 stations

The one-X Attendant busy lamp fields (BLF) shows station status in blocks of 100 or 200 with a maximum of 10 tabs, and can display the callers' name and telephone number if both are available. By clicking the busy lamp field button, you can use the BLF for call transfers and outgoing calls (destination keys). The BLF can also show the status of stations at other locations if the gateways are connected. With one-X Attendant, you can monitor up to 2000 extensions from a central point, allowing head office operators to put callers through to any desk at any branch office using convenient Drag & Drop techniques on their computer screens.

VIP treatment

You can designate in the VIP View a subset list of the overall busy lamp display and include important and/or frequently dialed extensions. In addition, the availability status function is supported on a local level and can be extended to include remote locations. VIP view can show a selection of stations via the busy lamp display, and any tab section can be configured as required, such as by department, location, or workgroup. For example, all stations from sales, some stations of service, parts of marketing might be displayed in a tab area as available for VIP connections.

Safety for sensitive data

Protecting access to sensitive business and personal data is an important issue, particularly in companies where a number of different staff members or part-time employees perform switchboard functions. Avaya one-X Attendant enables you to create user profiles based on different levels of access authorization and assign individual employees' areas of responsibility.

Task splitting enhances efficiency

Task splitting allows organizations to establish separate user profiles with different access rights in the Avaya one-X Attendant application. This flexibility helps ensure optimum efficiency and effective data protection at the same time. For example, a company may need two switchboard stations to handle incoming phone traffic during busy hours; however, each operator should have different access rights to company information. With the Avaya one-X Attendant task splitting feature, you can create two separate user profiles that have individual rights to the user databases.

Central data maintenance

User data and profiles are stored in a central database. With user identification and access availability secured, the appropriate settings are enabled. You can also connect one-X Attendant to customer specific databases via ODBC / LDAP interfaces or to databases such as Active Directory

System or Domino Server (Lotus Notes). This is a central data management/data care capability which helps reduce costs for system administration. The integrated statistics such as number of incoming calls, connected calls and wait time provides valuable information on attendant utilization and helps improve resource planning. High availability for all locations can be maintained with local survivability system designs and the deployment of decentralized one-X Attendant servers.

Accessibility Support

The Avaya one-X Attendant system supports JAWS software, to connect Braille modules from third-party vendors which makes the system accessible to blind or visually impaired persons. This solution permits call routing without the need to see a display.

All information can be received via the Braille lines, while the simple structure and straightforward familiarization process helps visually impaired staff members increase their efficiency. The Braille module can also work with other programs such as MS Word, helping employees complete additional computer work while maintaining one-X Attendant accessibility.

Client server system

Through the client server system capability, Avaya one-X Attendant allows multiple clients to simultaneously access shared data in the network. Employees can log onto any one-X Attendant client PC in the company and receive their own individually styled user interface. A typical attendant can use all the other functionality of the office software suites and applications in parallel as they work with mouse, keyboard and headset on the one-X Attendant solution.

Value Driven Benefits

Responsive Connections and Quality Services Deliver Customer Satisfaction

- Caller ID connects with databases to provide intelligent customer information
- Targeted selection of alternative responders supports responsive call support
- Individual customers can be welcomed with personal greetings and in their own language
- More effective call handling enabled via customer and staff information linked directly from the switchboard
- Simplified data integration via central or external databases (Active Directory, Domino Server, LDAP or ODBC)
- Optimized personnel productivity via smart attendant activity operations
- Better workforce resource distribution can be gained via extensive call statistical reports
- Flexibility for deployment within a call center solution

Intelligent Communications Provide Flexibility and Ease of Use

- Configurable user interface supports specific user and organizational requirements
- Flexible multitasking support for attendant operations and / or PC workstation applications
- Integrated phone book (ITB) with more than 40 fields for internal and external entries
- E-mail messaging from one-X Attendant user interface to unavailable employees

- Memo field for specific information notations
- Absence information integrated from Outlook or Lotus Notes calendars or simple web-based application
- Connect callers and responders via "Drag & Drop" software actions
- Connect one-X Attendant clients from home offices or remote locations (IP Telecommuter or IP Road warrior mode)
- Configurable soft keys buttons and F1 to F12 button
- Highly expandable allowing one-X Attendant to grow with your organization
- Improved accessibility of staff to connect with constituents via connect anywhere capabilities
- Detailed status information (busy fields, absence, and more)

Security Protects Sensitive Data

- Control usage data via the user profile permissions
- User passwords to protect sensitive data

one-X Attendant Communication Manager Requirements

Avaya one-X Attendant supports Communication Manager release 3.1 and higher

PC requirements:

- Single system with server and client software on the same PC
 - PC with 2 GHz, 2 GB RAM, 700 MB disk space
 - 17" or larger TFT Monitor with 1280x1024 pixels

- Server system
 - PC with 2 GHz, 2 GB RAM, 400 MB disk space
- Server system with "out of office" integration or advanced busy display
 - PC with 2 GHz, 4 GB RAM, 400 MB disk space
- Client system
 - PC with 2 GHz, 1 GB RAM, 350 MB disk space
 - 17" or larger TFT Monitor with 1280x1024 pixels

Supported operating systems:

- Microsoft Windows XP; Windows Server 2003 Standard and Enterprise; Windows Vista; Windows Server 2008 and Windows 2008 R2 Server; Windows 7 (32/64 Bit)

Virtualization:

- VMWare; Hyper-V

Avaya one-X Attendant language support

English, German, French, Italian, Spanish, Dutch, Russian, Korean, Japanese, Simple Chinese and Portuguese

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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05/10 • LB4171-01

AVAYA

INTELLIGENT COMMUNICATIONS

avaya.com

CS50-USB

VoIP Headset

 **PLANTRONICS**

Freedom from the phone. Freedom from the wires.

You've eliminated the phone, now remove the wires. The CS50-USB from Plantronics extends wireless freedom to your softphone. It's the first wireless headset for VoIP applications with remote call detection and answer/end capability. Experience superior sound quality, stylish design, four comfortable wearing options, and hands-free convenience via your USB port.

o **VoIP Wireless Freedom**

A complete wireless VoIP softphone solution that quickly connects to your USB port, allowing you to take conversations up to 200 feet from your PC with no headset cables.

o **First with Remote Ring Detection**

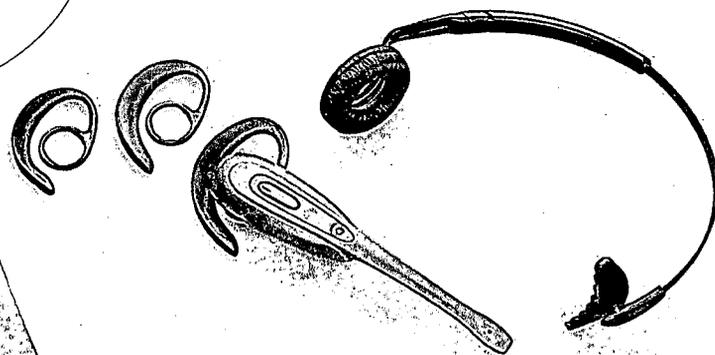
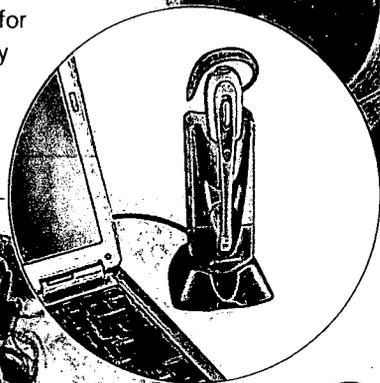
The CS50-USB is the first wireless headset with remote ring detection and call answer/end at the touch of a button, thanks to Plantronics' PerSonoCall™ software.

o **Customizable Comfort**

Quickly converts for your choice of four comfortable wearing styles, two that are included—over the head and over the ear; and two that are options—behind the neck and dual T-pad headband.

o **One-touch Controls**

Streamlined one-touch volume control, mute button, and call answer/end for complete control while you're away from your desk.



CS50-USB

VoIP Headset

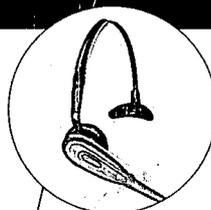
PLANTRONICS

The Plantronics CS50-USB VoIP Headset gives you:

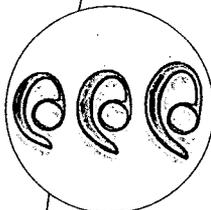
- Wireless freedom up to 200 feet in a typical environment
- Remote ring detection and one-touch call answer/end with PerSonoCall™ software
- Instant USB connectivity for easy compatibility and quick set-up
- All-day freedom—talk up to 8 hours without recharging
- Clear, private and completely secure conversations with digital 900 MHz technology
- Customizable comfort with four wearing styles
- IntelliStand™ base unit automatically answers or ends a call

CS50-USB Key Features

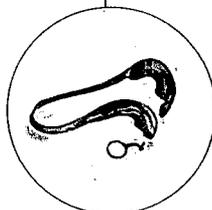
Headset Weight	26 grams
Headset Battery	Li Ion Polymer
Battery Recharge Time	1.5 hrs (80%); 3 hrs (100%)
Headset Microphone	Noise canceling
Headset Controls	Volume, mute, call answer/end
Talk Time	8 hours
Range	Up to 200 feet
Operating Frequency	902–908 MHz
Digital Security	Yes
Compatibility	Most softphone applications via USB
Wearing Styles	Convertible: Over the ear, over the head and optional behind the head or dual "T-pad" headband



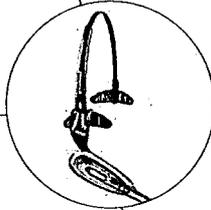
Includes over-the-head uniband for added stability



Includes interchangeable, reversible earloops for perfect fit on either ear



Optional neckband for behind-the-head wearing style



Optional dual "T-pad" headband

Charge and status indicators

Fast battery recharge

900 MHz IntelliStand™ base connects to the computer via USB

Remote call answer/end

Volume up/down and mute

Online indicator light

Noise-canceling microphone

Product Order Specifications

Model Number	CS50-USB
Unit	
UPC Code US	0 17229 11910 9
UPC Code Canada	0 17229 11911 6
Quantity	1
Package Dim.	5.75"W X 4.25"D X 9.0"L
Weight	2.05 lb.
Case	
UPC Code US	300 17229 11910 0
UPC Code Canada	300 17229 11911 7
Quantity	3
Package Dim.	13.88"W X 9.38"D X 6.5"L
Weight	6.15 lb.
Master Carton	
UPC Code US	500 17229 11910 4
UPC Code Canada	500 17229 11911 1
Quantity	12 (4 inner cartons)
Package Dim.	19.38"W X 13.38"D X 14.5"L
Weight	24.6 lb.
Country of Origin	China
MSRP	\$299.95



For more information about the CS50-USB or other Plantronics products, please call or visit our Web site at:

www.plantronics.com

Tel: 1-800-544-4660 (USA and Canada)
1-831-458-7700 (Outside USA)

PLANTRONICS
World Leader in Communications Headsets

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