



VCU Procurement Services

Date: September 8, 2021

Mr. Anthony Seal
ConvergeOne, Inc.
12624 Dannyhill Road
Midlothian, VA 23114

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 6946149-01-JC
Extension of Contract

Dear Mr. Seal

The Virginia Commonwealth University (VCU) contract for Avaya Voice over IP Equipment, Maintenance, and Services will expire on September 30, 2021. It is VCU's intent that this contract remain in an extended period until March 31, 2022 while the current solicitation is in progress.

Your signature constitutes your firm's acceptance of this contract extension. Please return this document to me no later than September 24, 2021. Please e-mail the completed form to aranthes@vcu.edu. If you have any questions, please contact me at 804-828-1070.

Products and services shall be provided in accordance with the contract during the contract extension period.

Sincerely,


Amy Anthes, CUPO
Category Manager

Contract #: : 6506583-KM

RESPONSE:

ConvergeOne, Inc.

Name of Firm



Signature

Seth Frank

Name Printed

Regional Vice President

Title

09/21/2021

Date



VCU Procurement Services

Date: September 21, 2020

Mr. Anthony Seal
ConvergeOne, Inc.
12624 Dannyhill Road
Midlothian, VA 23114

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

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RE: Contract #: 6946149-01JC
Renewal No.: Four (4) of Four (4)

Dear Mr. Seal,

Your firm's contract with Virginia Commonwealth University (VCU) for Avaya Voice over IP equipment, maintenance, and services expires on September 30, 2020. VCU intends to exercise the renewal of this contract in accordance with the contract terms and conditions. There are no additional remaining renewals.

Please facilitate obtaining the authorized ConvergeOne, Inc. signature below to indicate acceptance of this renewal, and return the document to me within 5 business days. Your response may be emailed to aranthes@vcu.edu. If you have any questions, please contact me at (804) 828-1070.

- Pricing remains the same as the previous contract period.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Sincerely,

Amy Anthes
Category Manager

Contract #: 6946149-01JC

RESPONSE:

ConvergeOne, Inc.

Name of Firm



Signature

David Garlich

Name Printed

Regional Vice President

Title

9/21/2020

Date



VCU Procurement Services

Date: July 26, 2019

Mr. Anthony Seal
ConvergeOne, Inc.
10900 Nesbitt Avenue South
Bloomington, MN 55437

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 6946149-01JC
Contract assigned from ConvergeOne Systems Integration, Inc.
Renewal No.: Three (3) of Four (4)

Dear Mr. Seal,

Your firm's contract with Virginia Commonwealth University (VCU) for Avaya Voice over IP equipment, maintenance, and services expires on September 30, 2019. VCU intends to exercise the renewal of this contract in accordance with the contract terms and conditions.

Please facilitate obtaining the authorized ConvergeOne, Inc. signature below to indicate acceptance of this renewal, and return the document to me within 10 business days. Your response may be emailed to aranthes@vcu.edu. If you have any questions, please contact me at (804) 828-1070.

- Pricing remains the same as the previous contract period.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Sincerely,

Amy Anthes
Category Manager

Contract #: : 6946149-01JC

RESPONSE:

ConvergeOne, Inc.

Name of Firm



Signature

David Garlich

Name Printed

Regional Vice President

Title

8/14/2019

Date



VCU Procurement Services

Date: September 6, 2018

Ms. Jody Garza
ConvergeOne Systems Integration, Inc.
2425 Gateway Drive
Irving, TX 75063

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 6946149-01JC
Renewal No.: Two (2) of Four (4)

Dear Ms. Garza,

Your firm's contract with Virginia Commonwealth University (VCU) for Avaya Voice over IP equipment, maintenance, and services expires on September 30, 2018. VCU intends to exercise the renewal of this contract in accordance with the contract terms and conditions.

Please facilitate obtaining the authorized ConvergeOne Systems Integration, Inc. signature below to indicate acceptance of this renewal, and return the document to me no later than September 17, 2018 at 2:00 PM. Your response may be emailed to aranthes@vcu.edu. If you have any questions, please contact me at (804) 828-1070.

- Discount percentages off list price remain the same as the previous contract period; except for the discounts on the products identified in Attachment 1, which is attached hereto and incorporated herein by reference.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Sincerely,

Amy Anthes
Category Manager

Contract #: : 6946149-01JC

RESPONSE:

ConvergeOne Systems Integration, Inc.

Name of Firm



Signature

Eric Walter

Name Printed

VP Cloud Operations

Title

10/3/2018

Date

ATTACHMENT 1



Procurement Services University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

VCU Sets Pricing

Mat'l Code	Item	List Price	VCU Price	VCU Discount
		\$	\$	
700504841	Avaya 1408 Digital Telephone	231.00	83.52	63.84%
		\$	\$	
700508195	Avaya 9404 Digital Telephone	412.00	148.95	63.85%
		\$	\$	
700508196	Avaya 9408 Digital Telephone	641.00	228.86	64.30%
		\$	\$	
700508260	Avaya 1608 IP Telephone	242.00	87.50	63.84%
		\$	\$	
700504845	Avaya 9611G IP Telephone	508.00	166.65	67.19%
		\$	\$	
700505992	Avaya 9641GS IP Telephone	695.00	228.77	67.08%
		\$	\$	
700503700	Avaya B189 Conference Phone	1,650.00	541.15	67.20%
		\$	\$	
700501539	Avaya B189 Expansion Mics	291.00	95.79	67.08%
		\$	\$	
700480643	Avaya BM12 Expansion Module	182.00	59.91	67.08%
		\$	\$	
405362641	Avaya Power Cord	23.00	7.58	67.04%
		\$	\$	
700383375	Avaya 9xxx Wall Mount	21.00	11.45	45.48%
		\$	\$	
700415623	Avaya 14xx/16xx Wall Mount	16.00	8.72	45.50%
		\$	\$	
700466642	Avaya MM716 Media Module	3,000.00	987.57	67.08%
		\$	\$	
700501048	Avaya MM717 Media Module	3,495.00	1,150.41	67.08%
		\$	\$	
700463516	Avaya TN2224 Digital Circuit Pack	5,410.00	1,780.70	67.09%
		\$	\$	
700463524	Avaya TN793 Analog Circuit Pack	4,220.00	1,389.04	67.08%
		\$	\$	
700513916	Avaya J139 IP Phone	220.00	72.42	67.08%
		\$	\$	
700513634	Avaya J169 IP Phone	370.00	121.79	67.08%
		\$	\$	
700513569	Avaya J179 IP Phone	455.00	149.78	67.08%
		\$	\$	
700513638	Avaya J129 IP Phone	125.00	41.15	67.08%
		\$	\$	
700513632	Avaya J169/J179 Phone Stand	8.00	2.64	67.00%
		\$	\$	
700500725	Avaya SPPoE Power Injector (Refurb)	40.00	33.00	17.50%



FIRST AMENDMENT TO CONTRACT NO. 6946149-01JC
BY AND BETWEEN
VIRGINIA COMMONWEALTH UNIVERSITY
AND
ARROW SYSTEMS INTEGRATION, INC.

This First Amendment to Contract No. 6946149-01JC by and between Virginia Commonwealth University, hereafter referred to as "VCU", and Arrow Systems Integration, Inc., hereinafter referred to as "Contractor", is entered into as of the 27th day of July, 2018.

WHEREAS, VCU and Contractor entered into Contract No. 6946149-01JC, dated September 19, 2016 ("the Contract");

WHEREAS, VCU desires to continue to obtain the services that Contractor offers as revised herein;

WHEREAS, Contractor agrees to continue to provide the services to VCU as revised herein;

WHEREAS, the Contract provides for changes to the terms of the Contract through a changes provision set forth in the General Terms and Conditions, clause O (Changes to the Contract); and

WHEREAS, VCU and Contractor desire to revise the Contract in accordance with the clauses described above,

NOW THEREFORE, VCU and Contractor agree to enter into this Amendment to allow the following changes and additions to the Contract:

1. It is acknowledged that Contractor has exercised a rebranding, and, as of May 21, 2018, is now known as ConvergeOne Systems Integration, Inc.
2. All Contractor obligations under this Contract are now being performed by ConvergeOne Systems Integration, Inc. and otherwise remain unchanged from those designated in the Contract.

This Amendment shall become effective upon execution of this Amendment by VCU and Contractor. All other terms and conditions of the Contract shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment to be duly executed, intending thereby to be legally bound.

VIRGINIA COMMONWEALTH UNIVERSITY

CONVERGEO SYSTEMS INTEGRATION, INC.

Name: Brenda Mowen
By: _____

Name: Jody Garza
By: Jody Garza

Title: Brenda Mowen
~~Project Director of Procurement Services~~

Title: Supervisor, Contracts Administration

Date: 7/30/18

Date: 7/27/2018



Procurement Services

August 21, 2017

Mr. Anthony Seal
Arrow Systems Integration, Inc.
12624 Dannyhill Road
Midlothian, VA 23114-3340

Dear Anthony:

The Arrow Systems Integration, Inc. contract #69461490-01JC with Virginia Commonwealth University (VCU) for Avaya Voice over IP equipment, maintenance and services expires on September 30, 2017. VCU intends to exercise the renewal of this contract in accordance with the contract terms and conditions.

Please facilitate obtaining the authorized Arrow Systems Integration, Inc. signature below to indicate acceptance of this renewal, and return this document to me no later than August 31, 2017 at 2:00 PM. Your response may be emailed to jcolbert@vcu.edu. If you have any questions, please contact me at (804) 828-0163.

Sincerely,

Jackie Colbert
Category Manager and Contracting Officer

RESPONSE:

Products shall be provided in accordance with contract #69461490-01JC for the renewal period October 1, 2017 through September 30, 2018 as follows:

Discount percentages of list price remain the same as the previous contract period.

Revised pricing in accordance with contract terms to include any new products is requested. Please submit an electronic revised Price List for the October 1, 2017 through September 30, 2018 renewal term for unit prices and hourly rates not to exceed the 1.7% cap specified in the renewal term and condition of the contract.

DocuSigned by:
Jody Garza
Signature

Jody Garza
Name Printed

Supervisor-Contracts
Title

9/1/2017
Date



VCU

Make it real.

COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract Number: 6946149-01JC

This contract entered into by Arrow Systems Integration, Inc., hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University (VCU), called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF THE PERFORMANCE: From the award of the contract through September 30, 2017 with four (4) successive one year renewal options.

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

The contract documents shall consist of:

- (1) This signed form;
- (2) The Request for Proposals #6946149JC dated April 15, 2016 including Addendum #01 dated April 28, 2016 and Addendum #02 dated May 5, 2016
- (3) The Contractor's Proposal dated May 19, 2016; and
- (4) The Negotiated Modifications dated August 15, 2016 and September 1, 2016.

All of which documents are incorporated herein by reference.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

Arrow Systems Integration, Inc.

DocuSigned by:
By: Jody Garza

Name Printed: Jody Garza

Title: Supervisor-Contracts

Date: 9/2/2016

PURCHASING AGENCY:

Virginia Commonwealth University

By: Karol Kain Gray

Name Printed: Karol Kain Gray

Title: VP Finance and Budget

Date: 9-19-16

Request For Proposals RFP # 6946149JC

Issue Date: 4/15/2016

Title: Avaya Voice over IP (VoIP) Equipment and Maintenance Term Contract

Issuing and Using Agency: Virginia Commonwealth University
Attention: Jackie Colbert
912 W Grace St., 5th floor
POB 980327
Richmond, Virginia 23284

Proposals For Furnishing The Services Described Herein Will Be Received Until: 11:00 AM (EDT) local time on 5/10/2016.

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above or to Phone: (804) 828-0163, Email: jcolbert@vcu.edu, VOICE TDD: (800) 828-1120.

This solicitation & any addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO VIRGINIA COMMONWEALTH UNIVERSITY, PROPOSAL PROCESS DEPARTMENT, POB 980327, RICHMOND, VA 23298-0327. **IF PROPOSALS ARE HAND DELIVERED OR SENT BY COURIER, DELIVER TO:** VIRGINIA COMMONWEALTH UNIVERSITY, DEPARTMENT OF PROCUREMENT SERVICES, 912 W GRACE ST., 5th FLOOR, RICHMOND, VA 23284. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University Purchasing. Any Work Relative To This Solicitation Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University.

Signature below constitutes acknowledgement of all information contained through links referenced herein.

NAME AND ADDRESS OF FIRM:

Arrow Systems Integration, Inc.

Date: 5/13/2016

2425 Gateway Drive

By (Signature In Ink): 

Irving, TX Zip Code 75063-2753

Name Typed: Jody Garza

E-Mail Address: jgarza@arrowsi.com

Title: Supervisor, Contracts Administration

Telephone: (888) 835-4444

Fax Number: (972) 462-5805

Toll free. if available

Toll free. if available

DUNS NO.: 15-213-0931

FEI/FIN NO.: 33-1009098

REGISTERED WITH eVA: () YES () NO

SMALL BUSINESS: () YES () NO

VIRGINIA DSBSD CERTIFIED: () YES () NO

MINORITY-OWNED: () YES () NO

DSBSD CERTIFICATION 050116 **App Accepted**

WOMEN-OWNED: () YES () NO

A Pre-Proposal conference will be held. See Section V. for additional information.

THIS SOLICITATION CONTAINS 19 PAGES.

Arrow SI RFP #6946149JC Best and Final Offer (BAFO)

September 1, 2016

VII. L. Price Schedule:

1. Firm shall provide pricing for: (1) all station equipment in Appendix 3, noting, that

9611G (VoIP) and the 9404 (Digital) models, with the breakdown being 52.4% and 40.4% respectively. VCU is seeking a (greater) volume discount on these

(2)

hardware and software maintenance support, refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems; (3) effort and resources in support of "Assess and Design New Sites", refer to Appendix 10; (4) effort and resources in support of "Implement Core Sites", refer to Appendix 11; (5) training; and (6) all other Avaya comcoded products.

Offerors may provide pricing below for all the required Avaya products and services or only some of the products and services. If your firm is not offering all of the required Avaya products and services, clearly indicate which products and services your company is offering to deliver by submitting either a price offer or filling in the space for price with "Not Offered".

Arrow SI Response: Comply. Arrow SI is able to provide pricing for all the required Avaya products and services requested by VCU. We certainly understand your desire to get the best possible pricing and as such gave our best pricing with our previous response. In this response, we have improved our telephone pricing slightly for the first year of the contract. Arrow SI is very interested in winning VCU's business and has priced our proposal aggressively from the beginning of the RFP process.

2. Offerors shall provide prices for the Avaya equipment in Section VII. L.2. including the discount off the Avaya List Price. The products and quantities listed are an indication of the products or quantities that will be ordered for initial contract term. The Contractor shall provide the products at the unit prices for each product regardless of the actual quantities purchased. Prices shall include all items and requirements of the RFP. The quantities in Section VII. L.2. are the estimated quantities for the first year of the contract only. Refer to Section VI., Background for the total estimated quantity for all the potential terms of the contract. If a model listed in Section VII.L.2. is no longer available new, state that the equipment is not available new and provide the discount for the new replacement model.

Arrow SI Response: Comply. Please note that our pricing is based upon standard pricing from Avaya. Occasionally, there are promotions that can provide a lower price point. Arrow SI will pass along these additional cost savings to VCU as they become available.

Confirm that the same minimum discount is offered for the potential purchase of the new models of the Avaya telephony equipment listed replace the models in the list below.

Yes **No**

Price for Year 1

VoIP Telephones

	QUANTITY	UNIT PRICE	TOTAL AMOUNT	%
4602 9608G	<u>0</u>	\$_191.29_	\$ _____	__53__%
4610SW 9608G	<u>0</u>	\$_191.29_	\$ _____	__53__%
4621 9611G	<u>0</u>	\$_238.76_	\$ _____	__53__%
4625 9611G	<u>0</u>	\$_238.76_	\$ _____	__53__%
9611G (52.4% of VCU spend is on this model)	<u>950</u>	\$_238.76_	\$ 226,822.00	__53__%
9620 9641GS	<u>0</u>	\$_326.65_	\$ _____	__53__%
9621G 9641GS	<u>10</u>	\$_326.65_	\$ 3,266.50	__53__%
9641G 9641GS	<u>0</u>	\$_326.65_	\$ _____	__53__%
1692 B189 Conf phone	<u>0</u>	\$_775.50_	\$ _____	__53__%
B189 - Conference Phone	<u>20</u>	\$_775.50_	\$ 15,510.00	__53__%

Digital Telephones

2402	<u>0</u>	\$_144.72_	\$ _____	__46__%
2410 9408	<u>0</u>	\$_341.82_	\$ _____	__46__%

2420	<u>0</u>	\$_531.90__	\$ _____	__46__%
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9404	<u>850</u>	\$_222.48__	\$189,108.00	__46__%
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(40.4% of VCU spend is on this model)

9408	<u>80</u>	\$_341.82__	\$_27,345.60	__46__%
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Ancillary Set Equipment

1XU Expansion Module	<u>0</u>	\$_102.46__	\$ _____	_____%
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BM12 Expansion Module	<u>3</u>	\$_85.54__	\$_256.62	__53__%
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Avaya DECT 3725	<u>0</u>	\$_166.85__	\$ _____	__53__%
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Total Amount Section VII.L.2. (Year 1)			\$_462,308.72__	
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Price for Years 2 - 5

VoIP Telephones

	QUANTITY	UNIT PRICE	TOTAL AMOUNT	%
4602 9608G	<u>0</u>	\$_195.36__	\$ _____	__52__%
4610SW 9608G	<u>0</u>	\$_195.36__	\$ _____	__52__%
4621 9611G	<u>0</u>	\$_243.84__	\$ _____	__52__%
4625 -9611G	<u>0</u>	\$_243.84__	\$ _____	__52__%
9611G	<u>950</u>	\$_243.84__	\$ 231,648.00	__52__%

(52.4% of VCU spend is on this model)

9620 -9641GS	<u>0</u>	\$_333.60_	\$ _____	__52__%
9621G -9641GS	<u>10</u>	\$_333.60_	\$_3,336.00_	__52__%
9641G -9641GS	<u>0</u>	\$_333.60_	\$ _____	__52__%
1692 - B189 Conf phone	<u>0</u>	\$_792.00_	\$ _____	__52__%
B189 - Conference Phone	<u>20</u>	\$_792.00_	\$_15,840.00_	__52__%

Digital Telephones

2402	<u>0</u>	\$_147.40_	\$ _____	__45__%
2410 9408	<u>0</u>	\$_348.15_	\$ _____	__45__%
2420	<u>0</u>	\$_541.75_	\$ _____	__45__%
9404	<u>850</u>	\$_226.60_	\$_192,610.00_	__45__%

(40.4% of VCU spend is on this model)

9408	<u>80</u>	\$_348.15_	\$_27,852.00_	__45__%
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Ancillary Set Equipment

1XU Expansion Module	<u>0</u>	\$_104.64_	\$ _____	__52__%
BM12 Expansion Module	<u>3</u>	\$_87.36_	\$_262.08_	__52__%
Avaya DECT 3725	<u>0</u>	\$_170.00_	\$ _____	__52__%

Total Amount Section VII.L.2. (Years 2-5)

\$_471,548.08__

3. Submit pricing below for the first year of hardware and software maintenance support. Refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems.

First year Avaya Support Advantage Preferred wholesale hardware maintenance and support - 8X5 \$_113,825.46_____

First year Avaya Support Advantage Preferred wholesale software maintenance and support - 8X5 \$_300,424.94_____

First year Arrow SI White Glove Service (Option A) \$_94,712.38_____

First year Arrow SI SPOC Service (Option B) \$_32,920.41_____

First year Avaya Support Advantage Preferred wholesale hardware maintenance and support - 7X24 \$_134,998.96_____

First year Avaya Support Advantage Preferred wholesale software maintenance and support - 7X24 \$_302,985.31_____

First year Arrow SI White Glove Service (Option A) \$_94,712.38_____

First year Arrow SI SPOC Service (Option B) \$_32,920.41_____

Total first year maintenance and support - Option A (8x5) \$_508,962.78_____

Total first year maintenance and support - Option B (8x5) \$_447,170.81_____

Total first year maintenance and support - Option A (7x24) \$_532,696.66_____

Total first year maintenance and support - Option B (7x24) \$_470,904.69_____

Minimum discount for hardware maintenance and support _21____%

Minimum discount for software maintenance and support _21____%

Minimum discount for voicemail maintenance and support _35____%

(Do not include voicemail maintenance and support in the Total first year maintenance and support above.)

Describe the methodology to determine the price to add new equipment and software to maintenance support. What is the discount offered from the Avaya List price for hardware and software maintenance support? Confirm that the price to add new

equipment and software to maintenance support shall be prorated so the additional equipment and software is coterminous with the current maintenance support term.

Arrow SI Response: Comply. Arrow SI will honor the pricing methodology used for the original agreement. We will use Avaya's design tool to provide the maintenance support pricing for any new equipment and/or software. However, please note that the final amount for new and add on orders is subject to then current pricing tool rates. As stated in our response, we will continue to honor a minimum 21% discount on Avaya maintenance.

- New Order: Services will commence: (a) for newly configured Equipment and licenses, on the first day of the second month following order placement with the manufacturer; and (b) for additional Supported Products or licenses, on the first day of the month following order placement with the manufacturer, and remains in full force for the term period
- Add On Order: Services will commence on the first day of the month following order placement with the manufacturer, and remains in full force for the term period.

All Avaya hardware and software that are part of the same system will be co-terminus with existing coverage. For example, if a new gateway is added, it would have a prorated maintenance price to get it to co-term with the overall agreement. This prorated amount will be provided with our proposals to VCU.

Avaya actually requires that any new products that are added in a product category that is under your existing agreement be made to co-term. In the event a new product category at a location is introduced, Arrow SI will request a special bid so it will co-term with the larger, overall agreement.

4. Submit pricing for effort and resources in support of Assess and Design New Sites, refer to Appendix 10. Submit pricing for the Access and Design task in Section VII.B above a small, medium, large, and extra-large project. The definitions of the small, medium, large, and extra-large projects are:

Small Office (2 Scenarios)

25 Users
5 POTS lines
2 analog ports for fax and credit cards

25 Users
1 PRI
2 analog ports for fax and credit cards

Medium Office

100 Users
2 PRIs
8 analog ports for fax and credit cards

Large Office

250 Users
3 PRIs
10 analog ports for fax and credit cards

Extra Large Office

500 Users

4 PRIs

16 analog ports for fax and credit cards

Total Amount Assess and Design New Sites - #1 small \$ _0.00_____

Total Amount Assess and Design New Sites - #2 small \$ _0.00_____

Total Amount Assess and Design New Sites - medium \$ _0.00_____

Total Amount Assess and Design New Sites - large \$ _0.00_____

Total Amount Assess and Design New Sites - extra-large \$ _0.00_____

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Amount Access and Design task. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

Arrow SI Response: Comply. Arrow SI will provide the technical resources to assess and design new sites for VCU at no charge. This is part of the presales support that is included when doing business with us. The team that will work with VCU on this will include, but not be limited to, the following:

- Arrow SI Account Manager – Anthony Seal
- Arrow SI Sales Engineer – David Powell
- Arrow SI Sales Engineer – Rene Droschler
- Arrow SI Solutions Architect – Charlie Trautwein
- Arrow SI Sales Engineer Team Lead – Chris Kellner

David Powell, the lead Arrow SI Sales Engineer that will support VCU, is very familiar with your existing environment. He was with Avaya when the existing solution was first implemented. He brings a wealth of knowledge in support of VCU while having additional resources available as needed.

Define the methodology to determine the price to add or subtract Users and the other variables for example a Medium Office with 135 Users.

Arrow SI Response: Comply. Arrow SI works closely with our clients to design solutions to meet their business needs. For the Avaya solutions as detailed above, we take the

information we have and input it into the Avaya One Source (A1S) tool. A1S uses this information, along with traffic-based algorithms, to complete the initial design.

This design can vary greatly depending upon the number and type of both trunks and sets. For example, a location with several CO trunks and a large number of digital and analog sets with will come up with a larger “footprint” than a comparable site with a PRI and all IP sets. This is due to the need for additional Media Modules needed to support the CO trunks, analog and digital sets. This may result in additional gateways needed for the site.

Using the example you provided, changing a Medium site from 100 to 135 users, assuming these would be IP endpoints, would not change the gateway design. The only items that would increase would be any software licensing and number of endpoints needed for the additional users. The only additional maintenance charges would be associated with any additional software licenses that may need to be added.

5. *Submit pricing for effort and resources in support of Implement Core Sites, refer to Appendix 11. Submit pricing for the Implement Core Equipment At New Sites task in Section VII.C above for a small, medium, large, and extra-large project. The definitions of the small, medium, large, and extra-large projects are:*

Small Office (2 Scenarios)

25 Users
5 POTS lines
2 analog ports for fax and credit cards

25 Users
1 PRI
2 analog ports for fax and credit cards

Medium Office

100 Users
2 PRIs
8 analog ports for fax and credit cards

Large Office

250 Users
3 PRIs
10 analog ports for fax and credit cards

Extra Large Office

500 Users
4 PRIs
16 analog ports for fax and credit cards

Total Amount Implement Core Equipment At New Sites - #1 small \$_7,630.25_____

Total Amount Implement Core Equipment At New Sites - #2 small \$_7,774.00_____

Total Amount Implement Core Equipment At New Sites - medium \$ _12,040.50_____

Total Amount Implement Core Equipment At New Sites - large \$ _20,493.00_____

Total Amount Implement Core Equipment At New Sites – extra-large \$ _34,833.50_____

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Implement Core Equipment At New Sites task for each size project. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

Arrow SI Response: Comply. In our initial RFP response, we included Statements of Work (SOW) for each of the project templates. These provided details of the services listed above. In addition, we have prepared detailed pricing for each of the above items, along with the hourly rates and resources used to determine the pricing. It is as follows:

VCU Implementation Services - VCU Small (POTS)					
Job Services Summary			Qty	Labor Costs	Price
Install Server - LSP with CM 6.x			1	\$ 3,450.00	\$ 3,450.00
G430 - Rack & Stack			1	\$ 230.00	\$ 230.00
Station Programming – Using Defined Templates			3	\$ 138.00	\$ 414.00
Set Placement – During Business Hours			3	\$ 230.00	\$ 690.00
CO Trunk Programming			5	\$ 51.75	\$ 258.75
End User Phone Training			1	\$ 920.00	\$ 920.00
1st Day of Business Support			1	\$ 920.00	\$ 920.00
Site Survey			1	\$ 460.00	\$ 460.00
NetEye Scan Network QoS Assessment			1	\$ 287.50	\$ 287.50
Total:				\$ 6,687.25	\$ 7,630.25
Hours					
Worker Type Summary	RT	OT	Hourly Rate	Labor Cost	T&E Cost
Implementation Tech	18.00	2.00	\$ 115.00	\$ 2,415.00	\$ -
Operations Coordinator	10.67	0.00	\$ 86.25	\$ 920.00	\$ -
Project Manager	13.70	0.00	\$ 115.00	\$ 1,575.50	\$ -
Software Specialist	11.65	0.00	\$ 115.00	\$ 1,339.75	\$ -
Staging	5.00	0.00	\$ 138.00	\$ 690.00	\$ -
System Engineer	4.00	0.00	\$ 172.50	\$ 690.00	\$ -
Total:	63.02	2.00		\$ 7,630.25	\$ -

VCU Implementation Services - VCU Small (PRI)					
Job Services Summary			Qty	Labor Costs	Price
Install Server - LSP with CM 6.x			1	\$ 3,450.00	\$ 3,450.00
G430 - Rack & Stack			1	\$ 230.00	\$ 230.00
Station Programming – Using Defined Templates			3	\$ 138.00	\$ 414.00
Set Placement – During Business Hours			3	\$ 230.00	\$ 690.00
PRI / T1 Programming			1	\$ 402.50	\$ 402.50
End User Phone Training			1	\$ 920.00	\$ 920.00
1st Day of Business Support			1	\$ 920.00	\$ 920.00
Site Survey			1	\$ 460.00	\$ 460.00
NetEye Scan Network QoS Assessment			1	\$ 287.50	\$ 287.50
Total:				\$ 7,038.00	\$ 7,774.00

Hours					
Worker Type Summary	RT	OT	Hourly Rate	Labor Cost	T&E Cost
Implementation Tech	19.00	2.00	\$ 115.00	\$ 2,530.00	\$ -
Operations Coordinator	10.67	0.00	\$ 86.25	\$ 920.00	\$ -
Project Manager	13.70	0.00	\$ 115.00	\$ 1,575.50	\$ -
Software Specialist	11.90	0.00	\$ 115.00	\$ 1,368.50	\$ -
Staging	5.00	0.00	\$ 138.00	\$ 690.00	\$ -
System Engineer	4.00	0.00	\$ 172.50	\$ 690.00	\$ -
Total:	64.27	2.00		\$ 7,774.00	\$

VCU Implementation Services - VCU Small (Medium)					
Job Services Summary			Qty	Labor Costs	Price
Install Server - LSP with CM 6.x			1	\$ 3,450.00	\$ 3,450.00
G430 - Rack & Stack			1	\$ 460.00	\$ 460.00
Station Programming – Using Defined Templates			11	\$ 138.00	\$ 1,518.00
Set Placement – During Business Hours			10	\$ 230.00	\$ 2,300.00
PRI / T1 Programming			2	\$ 402.50	\$ 805.00
End User Phone Training			2	\$ 920.00	\$ 1,840.00
1st Day of Business Support			1	\$ 920.00	\$ 920.00
Site Survey			1	\$ 460.00	\$ 460.00
NetEye Scan Network QoS Assessment			1	\$ 287.50	\$ 287.50
Total:				\$ 7,268.00	\$ 12,040.50

Hours					
Worker Type Summary	RT	OT	Hourly Rate	Labor Cost	T&E Cost
Implementation Tech	37.00	2.00	\$ 115.00	\$ 4,600.00	\$ -
Operations Coordinator	21.33	0.00	\$ 86.25	\$ 1,840.00	\$ -
Project Manager	16.90	0.00	\$ 115.00	\$ 1,943.50	\$ -
Software Specialist	19.80	0.00	\$ 115.00	\$ 2,277.00	\$ -
Staging	5.00	0.00	\$ 138.00	\$ 690.00	\$ -
System Engineer	4.00	0.00	\$ 172.50	\$ 690.00	\$ -
Total:	104.03	2.00		\$ 12,040.50	\$

VCU Implementation Services - VCU Small (Large)					
Job Services Summary					
			Qty	Labor Costs	Price
Install Server - LSP with CM 6.x			1	\$ 3,450.00	\$ 3,450.00
G450 - Rack & Stack			1	\$ 230.00	\$ 230.00
Station Programming – Using Defined Templates			26	\$ 138.00	\$ 3,588.00
Set Placement – During Business Hours			25	\$ 230.00	\$ 5,750.00
PRI / T1 Programming			3	\$ 402.50	\$ 1,207.50
End User Phone Training			5	\$ 920.00	\$ 4,600.00
1st Day of Business Support			1	\$ 920.00	\$ 920.00
Site Survey			1	\$ 460.00	\$ 460.00
NetEye Scan Network QoS Assessment			1	\$ 287.50	\$ 287.50
Total:				\$ 7,038.00	\$ 20,493.00
Hours					
Worker Type Summary	RT	OT	Hourly Rate	Labor Cost	T&E Cost
Implementation Tech	67.00	2.00	\$ 115.00	\$ 8,050.00	\$ -
Operations Coordinator	53.33	0.00	\$ 86.25	\$ 4,600.00	\$ -
Project Manager	22.90	0.00	\$ 115.00	\$ 2,633.50	\$ -
Software Specialist	33.30	0.00	\$ 115.00	\$ 3,829.50	\$ -
Staging	5.00	0.00	\$ 138.00	\$ 690.00	\$ -
System Engineer	4.00	0.00	\$ 172.50	\$ 690.00	\$ -
Total:	185.53	2.00		\$ 20,493.00	\$

VCU Implementation Services - VCU Small (Extra Large)					
Job Services Summary					
			Qty	Labor Costs	Price
Install Server - LSP with CM 6.x			1	\$ 3,450.00	\$ 3,450.00
G450 - Rack & Stack			1	\$ 230.00	\$ 230.00
Station Programming – Using Defined Templates			52	\$ 138.00	\$ 7,176.00
Set Placement – During Business Hours			50	\$ 230.00	\$ 11,500.00
PRI / T1 Programming			4	\$ 402.50	\$ 1,610.00
End User Phone Training			10	\$ 920.00	\$ 9,200.00
1st Day of Business Support			1	\$ 920.00	\$ 920.00
Site Survey			1	\$ 460.00	\$ 460.00
NetEye Scan Network QoS Assessment			1	\$ 287.50	\$ 287.50
Total:				\$ 7,038.00	\$ 34,833.50
Hours					
Worker Type Summary	RT	OT	Hourly Rate	Labor Cost	T&E Cost
Implementation Tech	119.00	2.00	\$ 115.00	\$ 14,030.00	\$ -
Operations Coordinator	106.67	0.00	\$ 86.25	\$ 9,200.00	\$ -
Project Manager	33.30	0.00	\$ 115.00	\$ 3,829.50	\$ -
Software Specialist	55.60	0.00	\$ 115.00	\$ 6,394.00	\$ -
Staging	5.00	0.00	\$ 138.00	\$ 690.00	\$ -
System Engineer	4.00	0.00	\$ 172.50	\$ 690.00	\$ -
Total:	323.57	2.00		\$ 34,833.50	\$

In addition to implementations, we also provide a wide range of services to our clients. This consultation can be as simple as programming support on a telephony system or as complex as a full integration with Microsoft. Below is a “rate card” for our various services job titles. We can provide VCU with a custom SOW that is tailored to your specific requirements for any consulting engagement.

Job Title	Hourly Rate
Project Manager	\$ 115.00
Project Coordinator (Operations Coordinator)	\$ 86.25
Project Architect	\$ 160.00
System Engineer	\$ 172.50
Staging	\$ 138.00
Software Specialist	\$ 115.00
Implementation Tech	\$ 115.00
Contact Center	\$ 160.00
Application Development	\$ 184.00
Prism Advisory Services	\$ 172.50
Microsoft Exchange Team	\$ 167.00
Microsoft Lync Team	\$ 167.00
Microsoft Server Team	\$ 167.00
Microsoft Sharepoint Team	\$ 167.00
Microsoft Solutions Team	\$ 167.00
Converged Network Engineer 1	\$ 110.00
Converged Network Engineer 2	\$ 130.00
Data Center Delivery Engineer	\$ 144.00
Data Center Architect	\$ 180.00
OneCall Engineer	\$ 112.00
NOC Tech 1	\$ 68.00
NOC Tech 2	\$ 74.00
Project Coordinator - SBS	\$ 76.00
Project Manager - SBS	\$ 134.00
SPS OneView Implementation Team III	\$ 134.00

Define the methodology to determine the price to add or subtract Users and the other variables for example a Medium Office with 135 Users.

Arrow SI Response: Comply. Once the design is reviewed, we base the implementation services upon the specific configuration. The implementation service will vary depending upon the number and type of trunks and sets, along with the level of support needed from the client.

We work with some clients that simply want us to stage the equipment and register it with Avaya and they do all the implementation. Other clients want us to do the staging, registration and programming, while they prefer to do the physical installation. Still others want us to include a turnkey solution, where we do everything from soup to nuts.

The pricing we provided above assumes a turnkey implementation. We have included the services for the following:

- Project Management
- Site survey
- Network assessment
- Staging

- Server installation and programming
- Gateway installation
- Station and trunk programming
- Set placement
- End-user phone training
- 1st day of business support

If additional users need to be added after an initial contract is signed, this can be accomplished via a Change Order. We will work with VCU to put provide the additional hardware, software and/or implementation charges to address this.

6. *If there is a cost associated with the services, submit pricing for the professional services and consultation proposed in Section VII.D above.*

Total Amount professional services and consultation \$_0.00_____

Submit pricing details for each type of professional services and consultation proposed in response to Section VII.D that equals the Total amount professional services and consultation.

Arrow SI Response: Comply. Arrow SI has provided pricing for the provided templates above. No additional professional services or consultation is needed for these scenarios.

7. *Submit pricing for end user training in Section VII.E above.*

Total Amount technical training \$_included above___

Total Amount end user training \$_included above___

Provide unit pricing for all of the proposed technical training for support/system administration/engineer level training and end user training in Section VII.E. that totals to the total amount technical training for support/system administration/engineer level training and end user training.

Arrow SI Response: Comply. Please note that the end-user training for each of the requested scenarios is included in the detailed pricing for each scenario. This varies depending upon the number of end users to be trained.

As part of an ongoing effort to continually educate and train our customers on the latest in cutting-edge communication solutions, Arrow SI has developed Prism Learning Services. The training and education needed to stay on top of ever changing technology within our industry is essential to your ongoing operational success. The technology curriculum that you experience through Prism Learning Services Courses are developed and taught by our highly skilled and experienced technical team at Arrow SI.

Prism Learning Services offers a blended approach to training. We believe this will maximize the effectiveness of your learning experience and decrease the time needed to update your skills. Our unique hands-on experience allows customers to trouble shoot in a

safe and monitored environment as well as provide focused, uninterrupted training away from a normal office setting.

- Live Classroom Environment
- Hands-On Demo Equipment
- All Hardware and Software Options
- World Class Training Facility:
- Hands-On Training Center and State-of-the-Art Demo Center
- Prism Learning Services Online -Self-paced, Online Access
- Subscription Based On Demand Video Modules
- Supplement Classroom Training: Modules covering Avaya Administration, End User Training, and Convergence Technology
- Presented by Arrow SI Instructors and Resident Experts

We offer administrator training in Prism Learning Services classrooms and onsite at customer location for Session/System Manager, Avaya SIP, Avaya Aura Messaging, Avaya Aura Basic Administration, Advanced Converged Administration, Session Border Controller Enterprise 7.0, Call Center, and IP Office.

Short overviews of available courses are included in the attached *Arrow SI Prism Learning Services Booklet*. Course outlines are also available at www.learn.arrowsi.com. A sample of the pricing for VCU, with a 20% discount, is as follows:

Course	Cost/Seat
Introduction to SIP	\$1,500.00
Avaya Session Manager & System Manager Administration	\$3,600.00
Avaya Aura Basic Administration	\$2,560.00
Avaya Aura Basic Administration (Web Orientation)	\$400.00
Advanced Converged Administration	\$4,000.00
Avaya Session Border Controller Enterprise Workshop	\$2,560.00
Call Center Workshop	\$2,800.00

If VCU has multiple people needing the same training, we recommend one of our Training Bundles. These are pre-paid training contracts that allow VCU to take any course or courses during a 12-month period. The bundles offer 2, 4, 8 or 16 seats (Bronze, Silver, Gold and Platinum) to be used in the 12-month term.

For a fixed fee, students can attend any scheduled course until the number of seats in the bundle is used. If the seats are not used in 12 months, they are lost. Seats can be used by one or multiple students up to the contracted amount of seats.

Classroom courses are held at Prism Learning Services Training Centers located in Bloomington, MN and Tempe, AZ

8. Grand Total Avaya Price Schedule, VII.L., Items 2-7

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Year 1 – 8x5 – Option A)
\$1,054,042.75_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Year 1 – 8x5 – Option B)
\$992,250.78_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Year 1 – 7x24 – Option A)
\$1,077,776.63_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Year 1 – 7x24 – Option B)
\$1,015,984.66_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Years 2-5 – 8x5 – Option A)
\$1,063,282.11_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Years 2-5 – 8x5 – Option B)
\$1,001,490.14_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Years 2-5 – 7x24 – Option A)
\$1,087,015.99_____

Grand Total Avaya Price Schedule, VII.L., Items 2-7 (Years 2-5 – 7x24 – Option B)
\$1,025,224.02_____

Price evaluation will be based on the Grand Total Avaya Price Schedule, VII.L., Items 2-7.

9. Specify the minimum discount percentage(s) offered for all comcoded products on the Avaya Price List. As products become obsolete, the equipment and services shall be deleted and any new or replacement products shall be incorporated into the contract at the minimum discount offered below. The maximum price for all additional Avaya comcoded products shall be the net price off the current published list prices after the discount is applied.

40% used to determine the unit prices for all other Avaya comcoded products

Arrow SI Response: Comply. Please note that the discount percentage listed above is the minimum amount for the items proposed in our response. Our discount levels vary from manufacturer-to-manufacturer. In addition, the discount levels vary depending upon the solution from the manufacturer. For example, we may receive one discount level for hardware, another for software, another for services and yet another for maintenance agreements.

This can also vary from product-to-product. As listed above, we are able to provide a 52% discount on Avaya IP sets, but a 46% discount on Avaya digital sets. We commit to providing VCU with the highest possible discount for each product and solution we quote. The 40% number listed above should be a good average. As we discussed on our call today, there are some Avaya comcoded products that are not manufactured by Avaya. For example, Nuance speech licenses have an Avaya comcode. However, since this is an OEM product it does not allow for the same discount levels as do Avaya-manufactured products.

From time-to-time, our manufacturers, including Avaya, will offer incentive programs that would be passed along to VCU. These can come in the form of added discounts, free hardware or software, reduced implementation charges, etc. Arrow SI will inform VCU of any promotions that would apply.

For example, Arrow SI recently made a very large purchase of large quantity of Avaya 9600-series phones from our distributor. These are brand new, still in the box, directly from Avaya. However, the quantities are limited. The models we currently have are:

Model	Price
Avaya 9608G IP Set	\$128.00

Avaya 9611G IP Set	\$150.00
Avaya 9641GS IP Set	\$204.00

In addition, we may also be able to offer custom incentives to meet VCU's needs. For orders that require the shipment of hardware, we will provide free expedited shipping when needed to meet VCU's required dates.

We would be happy to discuss the specific discount levels for any products or services that VCU purchases through Arrow SI.

- Specify the minimum discount percentage(s) offered for all Prognosis products and maintenance on the Prognosis Price List. As products become obsolete, the equipment and services shall be deleted and any new or replacement products shall be incorporated into the contract at the minimum discount offered below. The maximum price for all additional Prognosis products and maintenance shall be the net price off the current published list prices after the discount is applied.

10% used to determine the unit prices for all Prognosis products

10% used to determine the unit prices for all Prognosis maintenance.

Do the same labor rates submitted for Avaya services in Question 4 and Question 5 above apply to Prognosis products and maintenance? If not, submit the comparable rates.

Arrow SI Response: Comply. Regarding Question 4, there would be no charges associated with designing a Prognosis solution. This is considered a part of the presales process and is provided at no charge. For Question 5, the labor pricing from Prognosis is priced per project and is not based upon an hourly rate. However, should anything need to be done on an hourly basis, Prognosis states that \$225.00 per hour would be a good number to use.

- Specify the minimum discount percentage(s) offered for all AVST products and maintenance on the AVST Price List. As products become obsolete, the equipment and services shall be deleted and any new or replacement products shall be incorporated into the contract at the minimum discount offered below. The maximum price for all additional AVST products and maintenance shall be the net price off the current published list prices after the discount is applied.

35% used to determine the unit prices for all AVST products

35% used to determine the unit prices for all AVST maintenance.

Do the same labor rates submitted for Avaya services in Question 4 and Question 5 above apply to AVST products and maintenance? If not, submit the comparable rates.

Arrow SI Response: Comply. Regarding Question 4, there would be no charges associated with designing an AVST solution. This is considered a part of the presales process and is provided at no charge. For Question 5, AVST does not have an hourly rate. AVST scopes each deal independently and provides a turnkey price.

12. Additional information needed for the ArrowSI block of hours:

- a. ***Define use of hours, ex. Travel time, where does it begin? VCU would not expect a tech to be dispatched from DC area for a site in South Hill.***

Arrow SI Response: The Arrow SI block-of-hours support can be used for a number of things, such as MAC work, maintenance support and programming assistance. They can also be used to purchase training. The only items excluded from the block-of-hours support would be project-related items.

If a technician is needed onsite, we would dispatch the nearest, available technician to the required site. Each on-site visit would incur a minimum one half (½) hour travel charge added to the total hour usage.

- For sites in the Richmond area, we would estimate the travel time to be from 30 minutes to one (1) hour.
- For South Hill, we would estimate the travel time to be from 30 minutes to two (2) hours.

- b. ***Resource availability for MACs at locations like CMH, South Hill (e.g. order for few phones on Tuesday and then again on a Friday of same week)***

Arrow SI Response: In order to best meet the needs of VCU, Arrow SI will use both our technicians as well as subcontractors. For some of your remote sites, we have subcontractor resources that are within close proximity. These would be used in those instances where they can support you in a timelier manner. Where subcontractors are used, they would be paired up with Arrow SI Remote Support Engineers. Arrow SI is committed to performing the work to meet VCU's needs with the best available resource. Though we will always attempt to meet your required timeframe for the work, there may be occasions where we experience resources availability constraints. We will always work with VCU to get the work completed as soon as we are able.

- c. ***Is there a premium for locations outside of a specific footprint?***

Arrow SI Response: In union areas, such as New York City and its five Boroughs, as well as New Jersey and Long Island, NY, there is a required deduction from the block-of-hours allotment on a basis of two (2) hours each hour. This would not apply to any areas addressed in the RFP.

- d. ***Does this apply MACs as well as break fix?***

Arrow SI Response: The only location-based premium cost uplift would apply for New York and New Jersey and would not apply to VCU.

- e. ***Can Arrow SI agree to the MAC intervals for remote locations in the link and list below? VCU Telecommunications publishes and services the Richmond campuses based on these services and lead times. And can ArrowSI agree to break/fix response times that are the same as for the Richmond area in the remote locations?***

Arrow SI Response: Yes, Arrow SI can agree to the following published intervals VCU has provided:

<http://www.ts.vcu.edu/askit/knowledge-base/telecommunications/products-and-services/telephone-services/avaya/services-and-lead-times/>

Services and Lead Times

Request	Lead Time	What Information Do I Need to Provide?
Install New Set (working computer or telephone jack present)	1 - 6 Sets.....6 Business Days	<ul style="list-style-type: none"> • Building/Floor/Room • Is there a working computer or a working data jack (VoIP set request)? • Was there a working telephone at this location previously? • Which VoIP or Digital model do you want? • Do you want voice mail? • What name do you want on the display? • budget code to which the work order will be billed. • Requested due date (expedites available for a fee).
	7-12 Sets.....8 Business Days	
	13 - 18 Sets.....10 Business Days	
	19 - 24 Sets.....12 Business Days	
	25 or more.....Negotiable	

Install New Set (no working computer or telephone jack present)	1 - 6 Sets.....6 Business Days	<ul style="list-style-type: none"> • Building/Floor/Room • Which VoIP or Digital Set model do you want? • Will you also be installing a computer? Have you placed that order? • Do you want voice mail? • What name do you want on the display? • budget code to which the work order will be billed. • Requested due date (expedites available for a fee).
	7-12 Sets.....8 Business Days	
	13 - 18 Sets.....10 Business Days	
	19 - 24 Sets.....12 Business Days	
	25 or more.....Negotiable	

When ordering for a location without a working computer choose

New Network and Phone Installation" from the Selection List Dialog Box when submitting your request

For Digital choose "**Voice Service Request"**

Move a VoIP (4600) set	<p>1 - 6 Sets.....6 Business Days</p> <p>7-12 Sets.....8 Business Days</p> <p>13 - 18 Sets.....10 Business Days</p> <p>19 - 24 Sets.....12 Business Days</p> <p>25 or more.....Negotiable</p>	<p>While VoIP sets can be moved by the user (directions), a \$150.00 fee will apply if we need to dispatch a technician to correct errors. If you choose to submit a work order(\$25.00/set) please provide the following information:</p> <ul style="list-style-type: none"> • Current Building/Floor/Room • New Building/Floor/Room • Is the display name changing? If yes, new name. • Is voice mail being added or deleted? • Budget code to which the work order will be billed • Requested due date. <p>When submitting your order choose "Voice Service Request" from the Selection List Dialog box</p>
Move an Existing Digital (2400) Set	<p>1 - 6 Sets.....6 Business Days</p> <p>7-12 Sets.....8 Business Days</p> <p>13 - 18 Sets.....10 Business Days</p> <p>19 - 24 Sets.....12 Business Days</p> <p>25 or more.....Negotiable</p>	<ul style="list-style-type: none"> • Current Building/Floor/Room • New Building/Floor/Room • Is the display name changing? If yes, new name. • Is voice mail being added or deleted? • Budget code to which the work order will be billed • Requested due date. <p>When submitting your order choose "Voice Service Request" from the Selection List Dialog box</p>
Add Voice Mail to an Existing Set	<p>6 Business Days (if multiple boxes are requested please use the new set intervals)</p>	<ul style="list-style-type: none"> • What size voice mailbox do you want? • How many times do you want your set to ring before it forwards to voice mail? • Name and correct spelling of the mailbox owner • Budget code to which the work order will be billed • Requested due date. <p>When submitting your order choose "Voice Service Request"</p>

		from the Selection List Dialog box
Change the Caller ID Name	1 Business Day (No Charge)	<ul style="list-style-type: none"> • Name as you would like it to appear in the display • Does the set have voice mail? Should the name for the mailbox be the same as the display? <p>When submitting your order choose "Voice Service Request" from the Selection List Dialog box</p>
Add/Change Features and/or Line Appearances.	Negotiable by feature	When submitting your order choose "Voice Service Request" from the Selection List Dialog box

This will apply to both the MAC and break/fix response times. We simply request that VCU let us know for any set install requests where there is no phone or data jack when opening the MAC Ticket.

Arrow SI Negotiation Questions for RFP #6946149JC
Avaya Voice Over IP Equipment and Maintenance Term Contract
August 15, 2016

1. Does your firm agree to the following response times to inquiries/emails?
a. Email/Phone request, reply in 1 business day –

Arrow SI Response: Read, understood, and comply. We have setup an email address specifically for VCU that will copy every member of the team when VCU sends a request. This includes two (2) Account Managers, two (2) Sales engineers and an Inside Sales Support person. This insures coverage, even when team members are out of the office. That email address is VCU@arrowsi.com. We will provide VCU with a reply within one (1) business day.

- b. Quote requests:
i. Small equipment orders pricing in 2 business days –

Arrow SI Response: Read, understood, and comply. As mentioned above, VCU can send this type of request to VCU@arrowsi.com. We will have a quote for small equipment orders sent to VCU within two (2) business days or less. In many cases, these orders can be provided the same day as the request.

- ii. Large orders/Implementation orders respond in 1 business day. Pricing within 1 week unless engineering service needs to be involved.

Arrow SI Response: Read, understood, and comply. Once VCU sends this type of request to us at VCU@arrowsi.com, we will provide a confirmation of the request within one (1) business day. The pricing, and SOW (if required), will be provided to VCU within one (1) week of receipt of the request.

- iii. For i. and ii. requests, send a confirmation email acknowledging receipt and expected time frame to provide the requested information.

Arrow SI Response: Read, understood, and comply. When VCU sends this type of request to us at VCU@arrowsi.com, we will provide a confirmation of the request within one (1) business day. At that time, we will also provide an expected timeframe for the quote and/or SOW to be provided to VCU. In most cases, the pricing, and SOW (if required), will be provided to VCU within one (1) week of receipt of the request.

For larger, more complex designs, the response may take a little longer. We will always strive to get the requested information back to VCU as quickly as possible.

2. Professional Services and Consultation
 - a. What is the per hour cost of consultation.

Arrow SI Response: We provide a wide range of services to our clients. This consultation can be as simple as programming support on a telephony system or as complex as a full integration with Microsoft. Below is a “rate card” for our various services job titles. We can provide VCU with a custom SOW that is tailored to your specific requirements for any consulting engagement.

Job Title	Hourly Rate
Project Manager	\$ 115.00
Project Coordinator (Operations Coordinator)	\$ 86.25
Project Architect	\$ 160.00
System Engineer	\$ 172.50
Staging	\$ 138.00
Software Specialist	\$ 115.00
Implementation Specialist (Tech)	\$ 115.00
Contact Center	\$ 160.00
Application Development	\$ 184.00
Prism Advisory Services	\$ 172.50
Microsoft Exchange Team	\$ 167.00
Microsoft Lync Team	\$ 167.00
Microsoft Server Team	\$ 167.00
Microsoft Sharepoint Team	\$ 167.00
Microsoft Solutions Team	\$ 167.00
Converged Network Engineer 1	\$ 110.00
Converged Network Engineer 2	\$ 130.00
Data Center Delivery Engineer	\$ 144.00
Data Center Architect	\$ 180.00
OneCall Engineer	\$ 112.00
NOC Tech 1	\$ 68.00
NOC Tech 2	\$ 74.00
Project Coordinator - SBS	\$ 76.00
Project Manager - SBS	\$ 134.00
SPS OneView Implementation Team III	\$ 134.00

- b. What is the standard interval between the return of a signed Purchase Request requiring professional services, the assignment of project resources, and project start? –

Arrow SI Response: The Arrow SI Project Manager will be assigned to any VCU Project within forty-eight hours of receipt of signed Purchase request and booking into our system(s). All Project Resources required will be assigned by Arrow SI Project Manager within five business days or less. The project will commence within five business days or less after resource assignment. While these are our standard intervals, we understand that some projects may require an expedite. In those cases, we will gladly work with VCU to meet their requested timelines.

- c. What is the resource level, experience and availability for dial plan evaluation and transition to either a 7 or 10 digit dial plan?

Arrow SI Response: Our team has significant in-depth experience with dial plan design and implementation. The team is very seasoned, with their experience measured in decades rather than years. They regularly evaluate the client's business and technical requirements to determine the most suitable design – often resulting in recommendations that include structured designs consisting of 7, 10, and other digit plan sizes.

- i. What is the standard interval for evaluation and recommendations in order to provide a quote for transition?

Arrow SI Response: There is no “standard”. All projects are customized to meet the client's business and environmental requirements. Dial plan implementation quotes typically require 2 – 3 weeks to solidify once the customer agrees upon final deliverables from the initial engagement.

- ii. What is the standard interval from the order to project completion?

Arrows SI Response: A dial plan conversion is dependent upon the size and complexity and can vary widely. In many cases, it can also depend upon changes that involve other parties, including carriers such as Verizon. A dial plan conversion the size of VCU could be typically completed within 8 to 12 weeks.

3. The words shall or must indicate mandatory requirements and the words should or may indicate non-mandatory requirements. Please clearly indicate that your

firm is agreeing to comply with all of the mandatory requirements and clearly state which of the non-mandatory requirements are offered.

Arrow SI Response - Comply with clarification. We comply fully with all “shall or must” items with the exception of two instances. These are XI. HH (new items for maintenance support) and XI. JJ (software licensing). These are listed on pages 79 and 80 of our RFP response. This was discussed during our onsite meeting on Wednesday, August 3rd.

For XI. HH, Avaya cannot guarantee that new items will be used for maintenance support. In some cases, new items are not available. In our meeting, it was mentioned that Avaya had provided VCU with noticeably-used phones as replacements for sets that were DOA. In cases such as these, we will work with VCU to ensure that this is addressed.

For XI. JJ, we understand that VCU has a current license agreement in place with Avaya.

4. Please confirm how long after a contract award can your firm commit to dedicating resources for the VCU project and begin to provide the contract products and services?

Arrow SI Response: We can begin to work with VCU immediately following the contract award. For the maintenance agreement, it will take approximately 30 days from receipt of contract award to have the new maintenance agreement in place with Avaya to start maintenance coverage.

5. Does your firm agree that VCU has approval on personnel assigned to the project? If the performance by any your firm personnel is not acceptable to VCU, does your firm agree to replace them?

Arrow SI Response: Yes, we agree to this. Our goal is to have the Arrow SI personnel become members of the VCU team.

6. Does your firm agree to comply without exceptions to the Procurement Requirements in Section VII.F, of the RFP? –

Arrow SI Response: Yes, we comply without exceptions.

7. Are there any more favorable contract terms including price for an initial contract term of longer than one year with fewer renewal terms that do not exceed a total of five (5) years? –

Arrows SI Response: Avaya does offer more favorable pricing for longer-term, prepaid contracts. For example, a prepaid 36-month agreement has a

lower price point than a 36-month, annual prepaid agreement. Prepaid agreements can be either 36 or 60 months in length.

8. As specified in the RFP, one of the evaluation criteria to determine the contract award is the commitment for utilization of small, women-owned and minority-owned businesses. Can your company propose any additional subcontracting opportunities to utilize any of these categories of business for the provision of the contract requirements?

Arrow SI Response: Read, understood, and comply. It is our plan to utilize SWAM-owned businesses to perform implementation services for work associated with projects such as gateway installations. For similar customers, we have been able to employ as much as 36% to 40% of SWAM resources on a project. We believe we can offer similar percentages to VCU.

9. Is the pricing offered the most favorable pricing offered to any customer for the same volume at this particular time? What additional discounts or price breaks can be offered for this contract without changing any of the project approach and deliverables proposed? Provide a revised Pricing Schedule for any lower unit prices and deeper discounts.

Arrow SI Response: Yes, the pricing extended to VCU is significantly better than pricing schedules for our customers with similar purchasing volumes. During our most recent onsite meeting, the VCU team mentioned that they would like to see additional discounts provided as part of this response. In addition to the updated maintenance quote that was requested, we are also providing updated pricing for the Avaya sets and gateways. Please note that the attached pricing is considered proprietary.

10. Additional price detail questions:

a. Type of maintenance coverage

- For remote locations like CMH describe process to replace phone under break/fix, replace line card under break fix. What is the cost structure for this type of maintenance and support?

Arrow SI Response: Arrow SI can dispatch a Technician to replace a phone or replace a line card using the Essential Plus OneCall Block-of-Hours service. The Essential Plus Block of Hours costs \$6,500 for a block of 50 hours. That hourly cost is \$130.00 per business hour. The billing begins upon dispatch. Arrow SI provides a web portal where VCU can monitor the usage of the block of hours and plan accordingly. If and when needed,

additional hours can be added. These are sold in blocks of 10, 25, 50 and 100 hours.

- b. Regarding cost/block or cost/hour of the prepaid support hours, what services/support are excluded from this block of time? –

Arrow SI Response: The only items excluded from the block-of-hours support would be project-related items.

- c. Discount rates
i. What is the Avaya training discount?

Arrow SI Response: Generally, the Avaya Training is not discountable. However, Arrow SI will provide a 20% discount to VCU for the Arrow SI-provided training for Avaya Products.

- d. Can your company offer maintenance support on the installed VoIP monitoring application/system, Prognosis? What is the cost or discount for the Prognosis maintenance support? –

Arrow SI Response: Yes, we can certainly support this. We provide this type of support today for customers, such as Carillion Clinic and George Washington University, for their Prognosis solutions. We would simply need to work with VCU to determine your existing Prognosis solution configuration and provide a quote.

11. Include as part of the written response the clarification questions and answers from the Oral Presentation.

Follow-up email on August 4th – “VCU is interested in changing our Avaya Support Advantage Preferred wholesale maintenance model coverage from 24/7 to Mon.-Fri., 8:00 to 5:00 and changing pricing to parts drop ship next day versus technician deliver to our site. VCU is also interested in a detailed description about the service Arrow SI can provide on top to the Avaya maintenance. Include the cost for these maintenance changes in the Revised Pricing Schedule.”

Arrow SI Response: Understood and comply. We have revised the pricing to provide Parts Next Business Day for hardware support. There is no change to the Support Advantage Preferred wholesale coverage for software. There is no 7x24 versus Business Day Coverage. Support Advantage Preferred standard coverage provides 7x24 monitoring by Avaya EXPERT SystemsSM, where applicable, to detect system generated Alarms. EXPERT Systems will diagnose and attempt to resolve system-generated alarms. All unresolved alarms will be routed to an Avaya

Engineer. All unresolved minor alarms will be worked during standard business hours. For all unresolved major alarms, Avaya's objective is to commence support within two hours.

We have provided two (2) options for VCU's consideration that Arrow SI can provide on top of the proposed Avaya maintenance. The first option is *Arrow SI White Glove Service for Avaya Maintenance* and the second option is *Arrow Prism Single-Point-of-Contact (SPOC) Services for Avaya Maintenance*. With either option, VCU will reach out to Arrow SI to open any required maintenance support tickets. The Arrow SI NOC is located in Tempe, AZ, and is staffed 24x7, 365 days a year, by our US-based engineers. There will be no language barrier when working with our engineers. Following is a description of each offer:

MAINTENANCE AND SUPPORT SERVICES- AVAYA

24X7X365 NETWORK OPERATIONS CENTER

At the core of our fault management solutions is Arrow SI's Network Operations Center. The Arrow SI NOC is a carrier grade, geo-redundant 24x7x365 Facility. Our NOC infrastructure includes redundant production servers, backup power provided by UPS and 300KW Generators, as well as a remote disaster recovery site in Tempe, Arizona.

VCU may reach Arrow SI Command Center via an 800 number or the Prism OneView Portal.

QUOTE A: ARROW SI WHITE GLOVE SERVICES FOR AVAYA MAINTENANCE

Arrow's Quote A solution consists of the following support features:

- 1) Arrow White Glove includes Arrow Basic Fault Monitoring and Arrow Tier 0, Tier 1 and Tier 2. Arrow troubleshoots the issue towards resolution and escalates to Avaya when appropriate for manufacture support.
- 2) Avaya Support Advantage with Parts
- 3) OneCall Complete Block of Hours for general and advanced support services and maintenance onsite dispatch.

Prism Assist Maintenance Avaya White Glove Service

PRISM Maintenance consists of the following support features: Arrow SI White Glove and Avaya Support Advantage with Parts. OneCall Complete Block of Hours may be used for technician maintenance dispatch and other support services

Arrow PRISM White Glove

Prism White Glove for supported products description is as follows:

- Tier 0 – White Glove: The ASI Support Representative receives customer notification (i.e. call, web ticket, alarm) and using a jointly-developed script (answering with a customer script, name or other announcement) captures user contact and issue information, creates an incident in a ticket system and escalates the issue to the client. As the ticket flows through the additional steps the assigned "white glove" agents update the end user customer and make sure that all SLO's are being met.
- Tier 1 – Technical Support: Technical Support Representative (TSR) response to the incident through a series of scripted, interactive questions and/or decision tree steps, captures user contact and issue information per client instructions, drives a series of end-user actions and/or responses,

and either resolves the issue or prepares the issue for escalation to a Tier 2 organization. The ASI Tier 1 TSR documents his or her actions in a ticket or other information management system per Client's instructions.

- Tier 2 – Technical Support: TSR reviews a support request received by phone or email from a Client's end-user or a Tier 1 organization and assesses the nature of the issue, reproducibility of the issue, and the remediation steps taken so far. The Tier 2 TSR continues troubleshooting that may include inspection of device OS or configurations, application code, identification and initiation of run book procedures, interviews with end-users or other Client stakeholders including third-party vendors, identification of root cause, and remediation of problem or installation of a workaround. The ASI Tier 2 TSR either resolves the issue or prepares the issue for escalation to the manufacturer under the Avaya Support Advantage Program.

Remote response is when assigned Arrow SI technical support resources have begun remote efforts to resolve the reported issue. Remote response service level objectives are as follows:

- Critical Failures: within one hour following customer contact notification.
- Major Failures: within two hours following customer contact notification.
- Minor Failures: during Business Hours within twenty-four hours (excluding weekends and holidays) following customer contact notification.

Failures are defined as follows:

- Critical Failure: Equipment and/or CPE is out of service with no feature functionality.
- Major Failure: (i) the Equipment and/or CPE cannot make or receive any voice or data call; (ii) any of the attendant consoles cannot make or receive any voice or data calls; (iii) twenty percent (20%) or more of either the trunks or stations are inoperable; (iv) any of the T1 circuits are inoperable; or (v) any Additional Conditions specified in the Order Form.
- Minor Failure: all Equipment and/or CPE failures not defined as a Critical Failure or a Major Failure.

Avaya Support Advantage

The Avaya Support Advantage (SA) program provides Avaya maintenance support elements such as

- Avaya Maintenance Support
- Access to Avaya's web-based services available at support.avaya.com
- Minor software and firmware updates and service packs

Upgrade Advantage (UA) is a software upgrade subscription for Avaya-provided software, where available.

- UA does not include hardware or professional services.

Note: Avaya Support Advantage Preferred includes Avaya Expert Systems monitoring (where product eligible).

Upgrade Advantage is proposed as defined in the pricing section.

Please refer to the attached Avaya Support Advantage Service Description Document for additional information.

ARROW BLOCK OF HOURS SUPPORT

OneCall Block of Hours Complete may be used for supplemental staff augmentation activities (i.e. day to day management and MAC activities) as well as advanced support services:

- Contact Center
- Cisco Data
- Avaya ACM and CS100 Advanced Application
- Microsoft
- Data Center and Wireless
- Desktop and Mobile Device

OneCall Complete hours may even be exchanged for Arrow SI Learning courses. For course descriptions visit <http://www.arrowsi.com/arrow-si-learning/>

Refer to the OneCall Block of Hours services description document for additional details.

Onsite Dispatch

Proposed maintenance dispatch if/when needed would be billed against the OneCall Block of Hours program. In the event the remote Arrow SI engineer troubleshoots and determines a local resource is needed to resolve a maintenance issue (including swapping out equipment), VCU would be the first point of contact for onsite support. VCU then would make a decision if (1) they use their own resources to act as the maintenance "smart hands", or (2) if they leverage the pre-purchased block of hours. On-site maintenance response times under the OneCall program for the Richmond, VA Metropolitan area is 2 hours for Critical and Major and 24 hours for Minor.

Please refer to the Arrow SI OneCall Block of Hours services description document for additional details.

QUOTE B: ARROW PRISM SPOC SERVICES FOR AVAYA MAINTENANCE

Arrow solution consists of the following support features:

- 1) Arrow SI Single Point of Contact (SPOC) includes Arrow Tier 0 support and ticket escalation management into Avaya SA.
- 2) Avaya Support Advantage with Parts
- 3) OneCall Complete Block of Hours for general and advanced support services and maintenance onsite dispatch.

Arrow Prism SPOC

Arrow SPOC Service for supported products description is as follows:

- Tier 0: The ASI Support Representative receives customer notification (i.e. call, web ticket), captures user contact and issue information, creates an incident in a ticket system and escalates the issue to Avaya on VCU's behalf.

Following customer notification, remote response occurs when assigned Arrow SPOC resources have begun remote efforts to manage the reported software or hardware issue.

- Critical Failures: within one hour following customer contact notification
- Major Failures: within two hours following customer contact notification.
- Minor Failures: during Business Hours within twenty-four hours (excluding weekends and holidays) following customer contact notification.

Failures are defined as follows:

- Critical Failure: Equipment and/or CPE is out of service with no feature functionality.
- Major Failure: (i) the Equipment and/or CPE cannot make or receive any voice or data call; (ii) any of the attendant consoles cannot make or receive any voice or data calls; (iii) twenty percent (20%) or more of either the trunks or stations are inoperable; (iv) any of the T1 circuits are inoperable; or (v) any Additional Conditions specified in the Order Form.
- Minor Failure: all Equipment and/or CPE failures not defined as a Critical Failure or a Major Failure.

AVAYA SUPPORT ADVANTAGE

Same as Quote A

ARROW ONECALL BLOCK OF HOURS

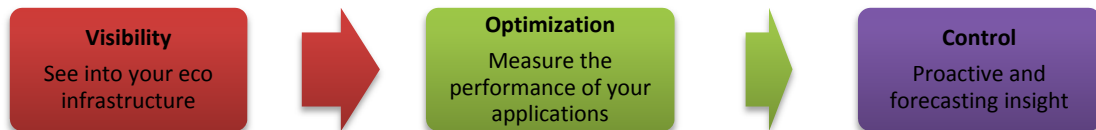
Same as Quote A

Arrow Onsite Dispatch

Same as Quote A

ONEVIEW - AVAYA APPLICATION

Another valuable service that Arrow SI offers to support Avaya customers is Prism OneView. **Prism OneView** is an IT Service Management solution that allows you to gain visibility and control of your **Avaya and UC environments** by enabling you to pinpoint issues to quickly resolve problems and reduce costs.



Via URL access users may leverage the **Prism OneView customer portal** to:

- **Create Request** - To request Arrow SI support.
- **Contracts** - View active contracts and block of hours usage details.
- **Statements** - Look up an Arrow SI invoice by invoice number, date range, or open status.
- **Alarms** - Aggregates all alarms from all subscribed OneView applications into a single alarm view, by severity, making it easy for you to understand and manage. (ServiceNow)
- **Applications** - Access and view subscribed Prism OneView Applications.

The modular design allows Prism OneView users to purchase the applications in need today - plus the flexibility add additional applications as needed. The **Prism OneView application modules** are:

- Avaya*
- Cisco
- Desktop/Mobility/Data Center
- Microsoft UC
- Spectrum

**See the OneView Avaya application quote for pricing. Other OneView applications quoted on request and after further consultation.*

ONEVIEW AVAYA APPLICATION

OneView Avaya is a Prism OneView Application and provides UC Management and Enhanced Monitoring features for your **Aura UC solution**. The solution includes the following OneView Avaya Complete Package features:

- Configuration Management Database (CMDB) automatically discovers the status and location of hardware assets, volumes, firmware, and software versions and provides a historic record of changes. As-Built Schematics create a visual presentation of the network infrastructure to aid in understanding both physical and logical connectivity.
- Capacity Management provides real-time and historical capacity data.
- Availability monitors alarms and events. OneView Avaya automatically performs corrective actions. Availability reports include Voice Quality, IPSI Bandwidth, IPSI Peg Count, IPSI Round Trip Delay, and DS1 Performance.
- Service Desk allows users to set thresholds and schedule reports. Service Desk also provides the Real Time Dashboard of information.

- Change Management establishes a common view of system changes through a single interface tool.
- Release Management is able to show the difference in software/firmware versioning between your Avaya Communication Manager current running software/firmware and the recommended field (the highest version currently deployed across the OneView Avaya base with similar environments).
- Continuity Manager automatically collects and stores vital back up data (both the actual software as well as a full itemization of the hardware in place at the time of the backup) on a regular basis. Back up data can be used to restore/recover systems in the event of failure.

OneView Avaya is a cloud service that leverages the robust security of Microsoft's Azure platform and allows you to enjoy the flexibility and innovation that comes from cloud services and insights from "big data" analytics. All data storage, reporting and analytics exist in the cloud. There is no data archiving or summarization so all detail is retained.

Rather than just being an infrastructure management platform, OneView for Avaya has been built to reach far higher into the ISO stack. This provides deeper and broader visibility of your supported applications and the quality of the end user experience

Within OneView Avaya, there are over 25 different historical reports and numerous real-time dashboards that VCU can leverage.

- Historical reports may be emailed on a customer-defined schedule or viewed anytime via the customer portal.
- Alarm monitoring, alerts and notifications may be sent via SMS text, email or viewed via the customer portal.

OneView Avaya Supported Products include:

- Communication Manager
- Application Enablement Server
- Aura Messaging
- Modular Messaging
- Session Manager
- Call Management Server
- Session Border Controller
- System Manager
- Elite
- Experience Portal
- Proactive Contact

See attached OneView Avaya PDF for additional information including demonstration screenshots. Live demo provided on request.

ONEVIEW AVAYA QUOTE - PROPRIETARY

OneView - Avaya Application

Complete Service – 17,950 Administered Stations and 256 Elite Agents Prepay	\$92,158.31 Annual
Joint Deployment - Optional Arrow provided Appliance included	\$5,400.00 One-Time
Adoption Service - Advisory (optional)	\$9,800.00 One-Time

Quote Notes:

- Does not include taxes, if applicable.
- Annual prepay rate based on a quantity of 17,950 Administered Stations and 256 Elite Agents. Final annual prepay price subject to true up quantities.
- Joint Deployment SOW and Adoption Services SOW details provided on request.

An Avaya Equipment and Maintenance Solution for



VCU

VIRGINIA COMMONWEALTH UNIVERSITY

Virginia Commonwealth University

RFP Number 6946149JC

This response contains the following Proprietary Information:

Attachment 9: Arrow SI References and Higher Education Contracts

Attachment 10: ASI Maintenance and Implementation Pricing Spreadsheets



Systems Integration

Anthony Seal
Strategic Account Manager
awseal@arrowsi.com
952-456-3638

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 Avaya Warranty Policy (VII.A) tab 2
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 Arrow SI Software Specialist and Engineering Cutover Document (VII.C) tab 4
 Arrow SI Prism Learning Course Descriptions (VII.E) tab 5
 Signed VCU Appendix I SWaM (VII.J) tab 6
 Signed VCU Appendix II Invoicing and Pricing (VII.K) tab 7
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 Arrow SI References and Higher Education Contracts (Proprietary) tab 9
 ASI Maintenance and Implementation Pricing Spreadsheets (Proprietary) tab 10

Request For Proposals RFP # 6946149JC

Issue Date: 4/15/2016

Title: Avaya Voice over IP (VoIP) Equipment and Maintenance Term Contract

Issuing and Using Agency: Virginia Commonwealth University
 Attention: Jackie Colbert
 912 W Grace St., 5th floor
 POB 980327
 Richmond, Virginia 23284

Proposals For Furnishing The Services Described Herein Will Be Received Until: 11:00 AM (EDT) local time on 5/10/2016.

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above or to Phone: (804) 828-0163, Email: jcolbert@vcu.edu, VOICE TDD: (800) 828-1120.

This solicitation & any addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO VIRGINIA COMMONWEALTH UNIVERSITY, PROPOSAL PROCESS DEPARTMENT, POB 980327, RICHMOND, VA 23298-0327. **IF PROPOSALS ARE HAND DELIVERED OR SENT BY COURIER, DELIVER TO:** VIRGINIA COMMONWEALTH UNIVERSITY, DEPARTMENT OF PROCUREMENT SERVICES, 912 W GRACE ST., 5th FLOOR, RICHMOND, VA 23284. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University Purchasing. Any Work Relative To This Solicitation Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University.

Signature below constitutes acknowledgement of all information contained through links referenced herein. NAME AND ADDRESS OF FIRM:

Arrow Systems Integration, Inc.

Date: _____

2425 Gateway Drive

By (Signature In Ink): _____

Irving, TX Zip Code 75063-2753

Name Typed: Jody Garza

E-Mail Address: jgarza@arrowsi.com

Title: Supervisor, Contracts Administration

Telephone: (888) 835-4444

Fax Number: (972) 462-5805

Toll free, if available

Toll free, if available

DUNS NO.: 15-213-0931

FEI/FIN NO.: 33-1009098

REGISTERED WITH eVA: () YES () NO

SMALL BUSINESS: () YES () NO

VIRGINIA DSBSD CERTIFIED: () YES () NO

MINORITY-OWNED: () YES () NO

DSBSD CERTIFICATION #: _____

WOMEN-OWNED: () YES () NO

**A Pre-Proposal conference will be held. See Section V. for additional information.
 THIS SOLICITATION CONTAINS 19 PAGES.**

Disclaimer

Arrow SI accepts the terms of this RFP subject to Arrow SI's responses stated herein; provided that Arrow SI may require additional terms for individual statements of works, the terms of which may be negotiated for such statements of work.

Attached for your review find sample copies of Arrow SI's Master Order Agreement, Order Form, and Service Descriptions (pertinent to the products and services proposed).

EXECUTIVE SUMMARY

Arrow Systems Integration, Inc., known as Arrow SI, would like to thank Virginia Commonwealth University for the opportunity to respond your current Avaya Voice over IP (VoIP) Equipment and Maintenance Term Contract RFP.

Although this response is tailored to your specific request, it is our preference to engage our team of professionals to assist and partner with you by understanding your organization, its goals, and your equipment, maintenance, and services requirements. This is typically accomplished with direct dialog with your business unit leaders, network administrators, telecom analysts and reporting specialists to insure that we provide a total solution that satisfies both your company's immediate and future needs.

Arrow SI offers the resources and tools to both manage and grow your Avaya Communications system. Our internal team of technical and service experts is ready to support you in every way possible. We enjoy a long established reputation of exceptional customer service and responsiveness.

Our long-term partnerships with the leading manufacturers of voice and data technology in North America enable us to recommend proven, business transforming solutions including unified communications, voice and data technologies, contact center and network security.

WHO IS ARROW?

Headquartered in Englewood, Colorado, Arrow Electronics is a global provider of products, services, and solutions to industrial and commercial users of electronic components and enterprise computing solutions, with 2015 sales of \$23.3 billion. Arrow Electronics serves as a supply channel partner for over 100,000 original equipment manufacturers, contract manufacturers, and commercial customers through a global network of more than 470 locations in 55 countries.

A FORTUNE 130 company with more than 16,500 employees worldwide, Arrow brings the technology of its suppliers to a breadth of markets, including industrial equipment, information systems, automotive and transportation, aerospace and defense, medical and life sciences, telecommunications and consumer electronics, and helps customers introduce innovative products, reduce their time to market, and enhance their overall competitiveness.

WHO IS ARROW SI?

Founded in 1974, Arrow SI is headquartered in Irving, Texas and is a subsidiary of Arrow Electronics, described above. Combining strengths of the former Shared Technologies with Cross, Arrow SI leverages the strengths of two powerful companies with complementary skills sets on behalf of our client base.

Our long-term partnerships with the leading manufacturers of voice and data technology in North America enable us to recommend proven, business transforming solutions including unified communications, voice and data technologies, contact center, network security, maintenance and managed services.

We believe that a company's growth and profitability should be built upon a foundation of employee empowerment and a commitment to the customer and we continue in our legacy of making communications technology the best it can be through unmatched

technical expertise and depth. Whether educating clients on the latest technology, implementing a solution or providing consultative services, Arrow SI offers the products, solutions and industry experts to help you achieve your business goals through the effective utilization of the world's best communications technologies.

AVAYA EQUIPMENT, MAINTENANCE, AND SERVICES SOLUTION FOR VCU

Strategic partnerships must first be based on confidence. In these challenging economic times, it is more important than ever to work with *stable technology partners* to ensure that your enterprise communications strategy add value to your business today and in the long-term.

In our RFP response, Arrow SI is providing the pricing for the specific solutions you have requested. This includes Avaya endpoints and maintenance support, coupled with Arrow SI implementation, training and maintenance services.

CONCLUSION

We believe that Arrow SI's *Preferred Partner* status with Avaya, coupled with our comprehensive products and professional services portfolio, provides you with a leveraged partner capable and prepared to help you accomplish your business objectives.

Our company and its entire employee community recognize that the key to the success and the growth of our business resides in the value that our customers recognize in the work we do for them every day. Consistency and reliability along with integrity and respect for the customer are the cornerstones on which our business is built. Our fundamental business philosophy is: "Your problem is our problem." Arrow SI is focused on customer satisfaction; partnership with our customers is not a marketing phrase, it is the business imperative by which the company operates.

With a 41-year track record of success, consistently high levels of customer satisfaction and proprietary tools for customer database management, Arrow SI offers "best in class" solutions with full accountability for its performance to those businesses using state-of-the-art communications technology.

Sales Engineer David Powell, Sales Vice President Mark Hagan, and I are extremely fortunate to call the Richmond area home. We understand the significant role VCU has in the community. David's son graduated from VCU and my son will be attending VCU as a freshman this fall. We are proud to be given the opportunity to work with you.

We want to personally thank you for the opportunity to present the University with what we feel is the best response to your Avaya VoIP Equipment and Maintenance RFP. Our proposed solution gives you best-in-breed flexibility, scalability and the comfort level of partnering with a trusted advisor. Arrow SI understands the importance of delivering communications and information to the right people at the right time in a timely and efficient manner.

We look forward to further discussions in the near future.

RESPONSE TO RFP

I. PURPOSE:

The intent and purpose of this Request for Proposals (RFP) is to establish a contract or contracts with a qualified firm(s) for support, equipment, and maintenance of installed Avaya IP-PBX systems for Virginia Commonwealth University (the lead issuing institution and hereafter referred to as “the University” or “VCU”), an agency of the Commonwealth of Virginia. Also, VCU seeks a technology partner to provision new site implementations, served by the main campus platform, to include engineering, hardware, software, installation and implementation, as well as project management, network integration and training resources. New site locations may be within or outside of the Commonwealth of Virginia.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor.

Additional information is available at: RFP Website Link Cooperative Procurement
<http://go.vcu.edu/procurement-purchasing>

Arrow SI Response: Read and understood.

II. OPTIONAL USE CONTRACT:

The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU.

Arrow SI Response: Read and understood.

III. THE UNIVERSITY:

Information is available at: RFP The Website Link The University
<http://go.vcu.edu/procurement-purchasing>

Arrow SI Response: Read and understood.

IV. REPORTING AND DELIVERY REQUIREMENTS:

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities to encourage their participation in State procurement activities. The Commonwealth encourages Contractors to provide for the participation of small businesses and businesses owned by women and minorities (SWaM) through partnerships, joint ventures, subcontracts or other contractual opportunities. By submitting a proposal, Offerors certify that all information provided in response to the

Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.

REPORT ON THE PARTICIPATION OF SMALL BUSINESSES AND BUSINESSES
OWNED BY WOMEN AND MINORITIES

Unless the contractor is a Commonwealth of Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small business, the Contractor shall submit quarterly reports on the involvement of certified DSBSD SWaM Businesses. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Department of Procurement Services
Attn: SWaM Coordinator
912 West Grace Street, 5th floor
POB 980327
Richmond, VA 23298-0327
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

Arrow SI Response: Read, understood, and will comply.

V. PRE-PROPOSAL CONFERENCE:

OPTIONAL PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held at 10:00 AM (EDT) on 4/26/2016 at the VCU Technology Administration Building (TAB), 701 W. Broad St., Conference Room 202, Richmond, VA 23284. The purpose of the conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Note – Offerors should submit questions in advance (via email) to jcolbert@vcu.edu by April 22, 2016 at 12:00 PM EDT.

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

Arrow SI Response: Read and understood.

VI. BACKGROUND:

Voice communications is a critical component of VCU's Information Technology strategy. The long-term strategy is to implement Voice over IP (VoIP) services campus

wide and in remote sites. However, VCU Health is not ready at this time for an enterprise wide implementation of VoIP technology. As a result, VCU requires the continued operation and support of a hybrid solution for voice services.

The following four strategic goals are the building blocks of VCU's voice technology strategy.

Goal 1: Optimize the total life cycle cost for voice services.

Goal 2: Provide common voice architecture, campus wide and to remote sites.

Goal 3: Provide secure remote access for voice and data to expand Telework.

Goal 4: Develop a survivable architecture that is scalable and flexible.

VCU has approximately 15,000 active ports (stations) on the main campus Avaya CM 6.3 system, serving VoIP, digital, and analog stations. These ports are spread across the Monroe Park and Medical College of Virginia campuses in the city of Richmond. There are an additional 250 stations serving off campus sites outside of the City of Richmond on remote Avaya Communication Manager 6.3 standalone systems.

The location, Sold To, and system specifics are listed in Appendices 9 and 12.

Currently, the voice mail platform is Modular Messaging (MM) with 10,000 mailboxes. However, VCU is in the process of a replacement effort of this platform; we anticipate implementation to be summer 2016. MM is connected to the PBX via the Session Border Controller (SBC) over SIP trunks.

There are six (6) standalone Avaya systems with voice mail. The location, Sold To, and system specifics are listed in Appendices 9 and 12. VCU intends to transition these sites to be served from the main campus system; however, a project plan is currently not developed for this effort.

To support new sites and on-going needs, VCU estimates purchasing 11,260 stations for years 2016 – 2020. This estimated volume is provided only as a guideline for preparing the pricing and discounts offered. It is not a guarantee of the contract volume. The Contractor shall supply the quantities actually ordered at contract the prices and discounts.

Arrow SI Response: Read and understood.

VII. DESCRIPTION OF REQUESTED GOODS/SERVICES AND PROPOSAL RESPONSE REQUIREMENTS AND SUBMISSION INSTRUCTIONS:

This section describes VCU's requested goods and/or services and the areas to be addressed in Offeror's proposal. The areas to be addressed are italicized and in bold. Proposal response must be written in the same order as outlined below. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities. Emphasis should be placed on completeness and clarity of content. Failure to submit all information requested may result in the elimination of the proposal from consideration. Proposals which are substantially incomplete or lack key information may be rejected by VCU.

A. Maintenance and Support:

1. The Contractor shall provide hardware and software maintenance and technical support. Maintenance and support includes but is not limited to:
 - a) For a major outage event the Contractor must have a technician on site within two (2) hours. A major outage event includes:
 1. Impacting an entire building or site
 2. Enterprise system/application/server
 3. Life safety impacting
 4. Twenty-five percent (25%) or more of the trunks and/or stations supported by the Avaya voice system's common control are out of service at any time due to the failure of products provided by Avaya;
 5. The common control processor is out of service;
 6. Twenty-five percent (25%) or more of the data peripherals supported by the Avaya voice system's common control are out of service at any time due to the failure of products provided by Avaya;
 7. Twenty-five percent (25%) or more of the special network capabilities supported by the Avaya voice system's common control are out of service due to the failure of products provided by Avaya.
 - b) Alarm monitoring and notification 24 x 7
 - c) Access to technical support 24 x 7
 - d) System information and/or equipment requiring maintenance support are listed in Appendices 4, 5, 6, 7, 8, 9, and 12
 - e) Must maintain Sold To data

Offeror shall describe all maintenance support options and detail what is included, as well as what is not covered for each.

Arrow SI Response: The following maintenance solution is proposed for VCU.

PRISM MAINTENANCE AND ONECALL SOLUTION SUMMARY

24X7X365 NETWORK OPERATIONS CENTER

At the core of our fault management solutions is Arrow SI's Network Operations Center. The Arrow SI NOC is a carrier grade, geo-redundant 24x7x365 Facility. Our NOC infrastructure includes redundant production

servers, backup power provided by UPS and 300KW Generators, as well as a remote disaster recovery site in Tempe, Arizona.

VCU may reach Arrow SI Command Center via an 800 number or the Prism OneView Portal.

PRISM ONEVIEW PORTAL

Via URL access users may leverage the Prism OneView customer portal to:

- **Report an Issue - Select the location, describe and select the level of Impact and Urgency – which will drive the ticket Priority. Once your Incident has been submitted, you can view and add an attachment, add a user to the Customer Watch List (which will add them to ticket notifications), add comments, and view the activity**
- **Create Request - To request MAC work, order a Replacement Part or request Preventative Maintenance, click the Create Request button. Select the location, describe, and select the level of Impact and Urgency – which will drive the ticket Priority. Once submitted, you can view and add an attachment, add a user to the Customer Watch List, add comments, and view the activity.**
- **Alarms - Access and view open or closed alarms.**
- **Reports - Access to SLA metrics and other information.**
- **Contracts - View active contracts by site with begin and end dates. And for the block of hours program, view by contract number to see the usage details.**
- **Statements - Look up an invoice by invoice number, date range, or open status.**
- **Applications - Access and view subscribed Prism OneView Applications (quoted on request and after further consultation)**

QUOTE A: ARROW SI WHITE GLOVE SERVICES FOR AVAYA MAINTENANCE

Arrow's Quote A solution consists of the following support features:

- **Arrow White Glove includes Arrow Basic Fault Monitoring and Arrow Tier 0, Tier 1 and Tier 2. Arrow troubleshoots the issue towards resolution and escalates to Avaya when appropriate for manufacture support.**
- **Avaya Support Advantage with Parts**
- **OneCall Complete Block of Hours for general and advanced support services and maintenance onsite dispatch.**

Prism Assist Maintenance Avaya White Glove Service

PRISM Maintenance consists of the following support features: Arrow SI White Glove and Avaya Support Advantage with Parts. OneCall Complete

Block of Hours may be used for technician maintenance dispatch and other support services

Arrow PRISM White Glove

Prism White Glove for supported products description is as follows:

- **Tier 0 – White Glove:** The ASI Support Representative receives customer notification (i.e. call, web ticket, alarm) and using a jointly-developed script (answering with a customer script, name or other announcement) captures user contact and issue information, creates an incident in a ticket system and escalates the issue to the client. As the ticket flows through the additional steps the assigned “white glove” agents update the end user customer and make sure that all SLO’s are being met.
- **Tier 1 – Technical Support:** Technical Support Representative (TSR) response to the incident through a series of scripted, interactive questions and/or decision tree steps, captures user contact and issue information per client instructions, drives a series of end-user actions and/or responses, and either resolves the issue or prepares the issue for escalation to a Tier 2 organization. The ASI Tier 1 TSR documents his or her actions in a ticket or other information management system per Client's instructions.
- **Tier 2 – Technical Support:** TSR reviews a support request received by phone or email from a Client's end-user or a Tier 1 organization and assesses the nature of the issue, reproducibility of the issue, and the remediation steps taken so far. The Tier 2 TSR continues troubleshooting that may include inspection of device OS or configurations, application code, identification and initiation of run book procedures, interviews with end-users or other Client stakeholders including third-party vendors, identification of root cause, and remediation of problem or installation of a workaround. The ASI Tier 2 TSR either resolves the issue or prepares the issue for escalation to the manufacturer under the Avaya Support Advantage Program.

Remote response is when assigned Arrow SI technical support recourses have begun remote efforts to resolve the reported issue. Remote response service level objectives are as follows:

- **Critical Failures:** within one hour following customer contact notification.
- **Major Failures:** within two hours following customer contact notification.
- **Minor Failures:** during Business Hours within twenty-four hours (excluding weekends and holidays) following customer contact notification.

Failures are defined as follows:

- **Critical Failure:** Equipment and/or CPE is out of service with no feature functionality.

- **Major Failure:** (i) the Equipment and/or CPE cannot make or receive any voice or data call; (ii) any of the attendant consoles cannot make or receive any voice or data calls; (iii) twenty percent (20%) or more of either the trunks or stations a reinoperable; (iv) any of the T1 circuits are inoperable; or (v) any Additional Conditions specified in the Order Form.
- **Minor Failure:** all Equipment and/or CPE failures not defined as a Critical Failure or a Major Failure.

Avaya Support Advantage

- The Avaya Support Advantage (SA) program provides Avaya maintenance support elements such as
- Avaya Maintenance Support
- Access to Avaya's web-based services available at support.avaya.com
- Minor software and firmware updates and service packs

Upgrade Advantage (UA) is a software upgrade subscription for Avaya-provided software, where available.

- UA does not include hardware or professional services.

Note: Avaya Support Advantage Preferred includes Avaya Expert Systems monitoring (where product eligible).

Upgrade Advantage is proposed as defined in the pricing section.

Please refer to the attached Avaya Support Advantage Service Description Document for additional information.

ARROW BLOCK OF HOURS SUPPORT

OneCall Block of Hours Complete may be used for supplemental staff augmentation activities (i.e. day to day management and MAC activities) as well as advanced support services:

- Contact Center
- Cisco Data
- Avaya ACM and CS100 Advanced Application
- Microsoft
- Data Center and Wireless
- Desktop and Mobile Device

OneCall Complete hours may even be exchanged for Arrow SI Learning courses.

Onsite Dispatch

Proposed maintenance dispatch if/when needed would be billed against the OneCall Block of Hours program. In the event the remote Arrow SI engineer troubleshoots and determines a local resource is needed to resolve a maintenance issue (including swapping out equipment), VCU would be the first point of contact for onsite support. VCU then would make a decision if (1) they use their own resources to act as the maintenance "smart hands", or (2) if they leverage the pre-purchased block of hours. On-site maintenance response times under the OneCall program for the Richmond, VA Metropolitan area is 2 hours for Critical and Major and 24 hours for Minor.

Please refer to the Arrow SI OneCall Block of Hours services description document for additional details.

QUOTE B: ARROW PRISM SPOC SERVICES FOR AVAYA MAINTENANCE

Arrow solution consists of the following support features:

- Arrow SI Single Point of Contact (SPOC) includes Arrow Tier 0 support and ticket escalation management into Avaya SA.
- Avaya Support Advantage with Parts
- OneCall Complete Block of Hours for general and advanced support services and maintenance onsite dispatch.

Arrow Prism SPOC

Arrow SPOC Service for supported products description is as follows:

- Tier 0: The ASI Support Representative receives customer notification (i.e. call, web ticket), captures user contact and issue information, creates an incident in a ticket system and escalates the issue to Avaya on VCU's behalf.

Following customer notification, remote response occurs when assigned Arrow SPOC resources have begun remote efforts to manage the reported software or hardware issue.

- Critical Failures: within one hour following customer contact notification
- Major Failures: within two hours following customer contact notification.
- Minor Failures: during Business Hours within twenty-four hours (excluding weekends and holidays) following customer contact notification.

Failures are defined as follows:

- Critical Failure: Equipment and/or CPE is out of service with no feature functionality.

- **Major Failure:** (i) the Equipment and/or CPE cannot make or receive any voice or data call; (ii) any of the attendant consoles cannot make or receive any voice or data calls; (iii) twenty percent (20%) or more of either the trunks or stations a reinoperable; (iv) any of the T1 circuits are inoperable; or (v) any Additional Conditions specified in the Order Form.
- **Minor Failure:** all Equipment and/or CPE failures not defined as a Critical Failure or a Major Failure.

AVAYA SUPPORT ADVANTAGE

Same as Quote A

ARROW ONECALL BLOCK OF HOURS

Same as Quote A

Arrow Onsite Dispatch

Same as Quote A

Is maintenance and support included during the warranty period?

Arrow SI Response: An overview of the Avaya Warranty is provided below. For full maintenance support to be provided during the warranty period, VCU must purchase the following:

AVAYA SUPPORT ADVANTAGE

This is a mandatory component of the purchase of software licenses and provides software support provided by Avaya. Please see the Avaya Support Advantage Service Agreement Supplement for details. Support Advantage is available in Essential and Preferred versions.

MAINTENANCE CONTRACT

A variety of maintenance contracts are available from Avaya or Arrow SI that provide maintenance support for purchased hardware. Without the purchase of a maintenance contract Avaya, at its option, will replace defective parts or refund the purchase price. Other restrictions apply and labor is not included. Please see the attached Avaya Warranty Policy for complete details.

SCOPE OF AVAYA WARRANTY

Avaya warrants to End User that during the applicable warranty period the Avaya Products will conform to and operate in accordance with the applicable Documentation in all material respects.

This policy applies globally to all Avaya Products purchased by End Users directly from Avaya. In the United States it also applies to Products purchased by End Users from Avaya Channel Partners.

**STANDARD LIMITED WARRANTY
PERIOD FOR HARDWARE**

Unless otherwise stated specifically by Avaya, the following periods apply:

- a) Twelve (12) months, beginning on the In-Service date, for Hardware purchased directly from and installed by Avaya.
- b) Twelve (12) months, beginning on the Delivery Date, for all other Hardware purchased directly from Avaya or a Channel Partner where Avaya does not install the Hardware. This includes Hardware purchased by Channel Partners for internal use.

**STANDARD LIMITED WARRANTY
PERIOD FOR SOFTWARE AND
SOFTWARE MEDIA**

Unless otherwise stated specifically by Avaya, the following periods apply:

- a) Ninety (90) days, beginning on the In-Service Date, for Software purchased directly from and installed by Avaya.
- b) Ninety (90) days, beginning on the Delivery Date, for all other Software purchased directly from Avaya or a Channel Partner where Avaya does not install the Software. This includes Software purchased by Channel Partners for internal use.

Although voice mail messaging platforms are not a part of the RFP system purchase requirements, voice mail messaging platform maintenance is an optional purchase item that could be provided at a later time. Provide a list of all supported voice mail messaging platforms.

***Text above added per Addendum #1 dated -04/29/2016**

Arrow SI Response:

Arrow SI can provide support for the following voicemail messaging platforms:

- Avaya
- AVST
- Esna
- Microsoft Skype for Business
- Mitel
- Mutare
- Unify

B. Assess and Design New Sites:

VCU intends to partner with the Contractor chosen through this RFP process to assist with the design and implementation of new sites, direct installation and maintenance support of extended remote sites, and expansion of our VoIP services.

See Appendix 10 for a sample, detailed list of tasks associated with site assessment and design at VCU.

Currently when VCU installs new locations either on campus or at remote sites, we use survivable Avaya gateways or standalone CMs depending upon available network/WAN connectivity. Voice mail for users at these locations is provided either from the central Modular Messaging system or the CM Messaging for standalone PBXs. When a new messaging platform is identified, it is VCU's intention to continue to extend our enterprise system to the gateway locations.

***Second paragraph above added per Addendum #1 dated 04/29/2016**

Description: The objective of this task is for Offerors to submit the proposed methodology to assess a site and to develop the design required for implementation.

Firm shall provide detailed information regarding the proposed approach, resources and delivery of the assessment and design services offered. Are there variables in the task based on the size of the project? Define any variables.

The major sub tasks include, but are not limited to:

- 1. Perform telephony infrastructure assessment***
- 2. Develop telephony solution design***
- 3. Document site preparation prerequisites including:***
 - a) Develop test plan***
 - b) Create the Design Document***
 - c) Conduct a customer review of the Design Document***
 - d) Document revised services charges for the implementation tasks, if applicable.***

Arrow SI Response: Arrow agrees to assist with the design and implementation of new sites, direct installation and maintenance support of extended remote sites, and expansion of our VoIP services. We have reviewed Appendix 10 (sample, detailed list of tasks associated with site assessment and design at VCU) and agree work with VCU to complete all of the listed tasks. Note: VCU's assistance may be required for some of the listed activities.

Arrow SI will provide detailed solution review and design consideration. The Arrow SI Sales Engineer routinely provides the following during the course of system design.

ARROW SI SALES ENGINEER

The Sales Engineer is responsible for designing VoIP solutions and high-end complex equipment designs. This includes applications and data platforms for VCU based on your expectations and requests (as outlined in Appendix 10 of this RFP). In addition, the Sales Engineer will be a technical consultant to both the Arrow SI Account Manager and VCU. The Sales Engineer acts as part of the sales planning team and works closely

with the product manufacturers to ensure their knowledge of the growing telecommunications technology is up-to-date.

The Sales Engineer also:

Provides pre-sales support

The Sales Engineer will work directly with VCU on all presales activities.

Provides design support

- **Responsible for providing and directing support of technically-assured solution configurations, including pricing, through configuration and design tools for communications solutions**
- **Partner with sales and operations to ensure proper hand-off and successful transition of designed solutions**

Promotes internal product awareness

- **Working with Arrow SI Advanced Applications Sales Specialists, responsible for keeping VCU and your Arrow SI Account Manager updated on recent product upgrades, features, and overall changes**

ARROW SI SOLUTION ARCHITECT

For complex customer solution requirements, Arrow Systems Integration also offers skilled Solution Architects to provide consultation and review to ensure appropriate solutions are optioned for the customer's needs. The Arrow SI Solution Architect is a part of the sales team that will support VCU. This support is provided at no charge to VCU.

C. Implement Core Equipment At New Sites:

VCU intends to use the equipment Contractor chosen through this RFP process for future equipment purchases supporting daily operations. Appendix 3 provides a list of VCU's station equipment. See Appendix 11 for a sample, detailed list of tasks associated with site implementation.

Description: The objective of this task is for Offerors to describe the proposed methodology to deliver Avaya equipment and/or implementation services for existing or new sites.

Firm shall provide detailed information regarding the approach, resources and delivery of the equipment and implementation services for a small, medium and large project.

The major sub tasks for each size project include, but are not limited to:

- 1. Deliver equipment***
- 2. Install equipment***
- 3. Must Register equipment***
 - a) Create Sold To***

- b) Pre-registration*
- c) Final registration*
- 4. Perform acceptance testing**
- 5. Document test results and prepare the Site Acceptance Report**

Arrow SI Response: The Arrow SI account team will work closely with the implementation services team. The Arrow SI Account Manager will have a “Sold To” created, if required, and provide this to both VCU and the implementation team. Once an order has been placed, a Project Manager will be assigned to work with VCU.

Please see the following description of our project management process. In addition, please see the following attachments.

- **Arrow SI Sample Project Plan and Implementation Timeline**
- **Arrow SI Software Specialist and Engineering Cutover Document**

The following describes our project management process, the best-practice methodology that supports it, and how the process as a whole has been tailored to meet your needs. Included is a summary of the project management process, an overview of project scope, roles and responsibilities for both Arrow SI, and your firm, and a process walkthrough, explaining how Arrow SI projects are organized and what will be happening during each phase. An Arrow SI Project Manager (PM), in conjunction with Arrow SI Staging Engineer, Systems Engineer, Software Specialist, Technical Instructor End User, and Arrow SI Implementation Technicians (the “Project Team”), will work with your team throughout this project process to ensure a smooth implementation.

Your assigned PM will customize the implementation plan to meet the specific scope of work requirements while leveraging best practices and our proven methodology. Your project is a joint effort between the Arrow SI Project Team and you, where we will work together to ensure that the process is quick, efficient, and minimizes disruption to your daily business.

The Project Manager (PM) acts as a single point of contact (SPOC), and manages and coordinates Arrow SI resources and project activities while keeping you informed of progress. The PM will guide you through the project process, reviewing the order with you, helping you understand your responsibilities, and addressing any questions or concerns you may have as they arise.

Arrow SI will provision, deliver, and implement services in accordance with the contract agreement and scope of work. Arrow SI will arrange to have the system processor equipment delivered to the Arrow SI staging location. Arrow SI will unpack and inventory the processor equipment received from our Distributor. Arrow SI will power up and test the processing hardware in our lab and verify successful power-up diagnostics. An Arrow SI engineer will verify and apply any applicable firmware and software upgrades available and the system will be “burned in” at our lab. Arrow SI will repack the equipment for shipment to the customer’s location where a technician will physically install the equipment in the customer’s equipment room. After install, the technician will observe upon power-up to determine successful completion of self-test diagnostics. The Arrow SI

technician will also connect all adjuncts to the system as stated in the Scope of Work, per the contract.

PROJECT SCOPE

Work Considered as in Scope:

- Project management and/or coordination of the implementation of Arrow SI products and services consistent with the Arrow SI Scope of Work, and contract.
- In conjunction with your site contact(s), a review of software, stations, and trunking requirements
- The ordering of hardware and system software based on the Arrow SI Contract Agreement and any associated Change Control Contracts that you have agreed to
- Shipping and delivery of the system hardware and materials to the installation site
- Implementation of products and services based on the Arrow SI Contract Agreements, SOW, and any associated Change Control Contracts that you have agreed to
- Functional testing, based upon mutually agreed upon criteria

ARROW SI PERSONNEL - ROLES AND RESPONSIBILITIES

An Arrow SI project is cooperative, requiring a team on both sides working together to ensure client satisfaction and realization of project objectives. To this end, it is important that from the beginning the roles of all participating individuals be clearly defined – for both Arrow SI and your firm. Below is a description of the responsibilities for project implementation.

The Arrow SI Project Manager (PM)

Working closely with your team, the Arrow SI Client Executive and Project Team, the PM is responsible for completing the project on schedule and to your satisfaction. The PM is your tactical interface, and has responsibility for: providing overall project leadership, development and execution of the project plan, implementation of project management tools and methods, management and coordination of project activities and management of all reporting aspects of the project. Responsibilities include:

- Serves as the focal point for communications
- Assembles and chairs the project team
- Manages the Scope of Work
- Develops, manages, and tracks the project plan for a successful implementation
- Manages, coordinates, and monitors the project activities
- Manages the change control process
- Identifies and escalates project jeopardies
- Identifies and resolves issues that may arise, escalating as needed

- Facilitates status reports to ensure the Project Team and customer are up to date
- Ensures customer training is scheduled and conducted
- Participates in the cutover readiness review
- Monitors cutover of the system
- Participates in the post implementation review process
- Closes the project upon successful installation after customer sign-off.

Arrow SI Staging Engineer

The Arrow SI Staging engineer installs the processor equipment at the Arrow SI lab for updates and burn in. Responsibilities include:

- Set up and diagnostic testing of the processor equipment at the Arrow SI lab, replace any DOA equipment
- Loading the software license file
- Applies software and firmware updates
- Determine if there is a need for patches, load if required
- IP addresses loaded, as provided by the customer
- Verify that remote connectivity is enabled, and that it works
- Lock down certain ports that are connected to the LAN
- Establish the Arrow SI login, in case the customer accidentally changes the root login and no one can access the system on site

Arrow SI Systems Engineer

The Arrow SI Systems Engineer provides support to the project team for implementation of the system configuration and the IP address requirements. The Systems Engineer supports the Staging Engineer with testing of the processor equipment at the Arrow SI lab, the administration of the license file, and the software configuration. The Systems Engineer ensures that the required software and firmware updates were completed and applicable patches loaded. As a Tier IV level resource, the Systems Engineer provides direct support to the onsite technician during implementation. Responsibilities include:

- Development of the system configuration
- Determines IP address requirements
- Oversees the testing of the system and software at the Arrow SI lab
- Supports the onsite technician at system set up
- Provides high level technical support during cutover

Arrow SI Software Specialist

The Arrow SI Project Manager will have a Software Specialist assigned to work with the customer's project manager or site contact to understand software station and trunking requirements. This process is known as the software station and trunking review. This is a collaborative effort between Arrow SI and the customer to assure that Arrow SI has all of the required configuration and environmental information necessary to implement the required solution. The information gathered in this process will include, although is not limited to,

prepared station and trunking detail, group requirements, existing and new carrier services information, and IP addressing (if a converged solution). The system, network and trunking design and software translations for voice systems are implemented by the Arrow SI Software Specialist.

The Arrow SI Software Specialist conducts station reviews with the designated customer contact to design the end user software requirements. The Software Resource will then build and download a database that includes information obtained during the station review.

The Software Resource will:

- Develop software translations for customer applications
- Prepare system/network/trunking (SNT) information
- Develop simple synchronization and transmission plans
- Develop the number and dialing plan
- Coordinate trunking reviews
- Coordinate station reviews and programming of all station software
- Load switch configuration upon implementation
- Testing of network translations
- Provide remote support during implementation and cutover
- Troubleshooting and problem solving of software issues which arise

Arrow SI Installation Technician

Responsibilities include:

- Cross-connect of stations at the MDF and cabling of the Switch to the MDF
- Un-boxing of system, phones and equipment
- Inventorying all equipment and associated materials
- Place and connect new stations
- Connectivity to adjuncts
- Connects individual phone extensions based on floor plans provided by the customer
- Participate in turn-up and testing of network facilities
- Provides help desk support for trouble resolution
 - Clean-up and removal of all excess materials

ARROW SI TECHNICAL INSTRUCTOR END USER (TIEU) (WHEN TRAINING IS PURCHASED)

End User Training

End User training is an on-site session that will enable users to operate the phones and provided features. Arrow SI will provide station user training at your site during normal business hours, Monday through Friday, 8:00 AM to 5:00 PM, excluding Arrow SI holidays. Classes are typically one hour in duration for telephone set end user training. Training can be customized according to

customer needs. Arrow SI recommends class sizes of no more than 15 to 20 users.

- This training is designed to enable Customer employees to use the equipment and features of the acquired system.
- Training is conducted on the actual terminals purchased by the customer.
- This training is delivered by instructors, which specialize in voice terminal, console, voice mail, and system features/functions.
- End User Training will occur at prior to cutover
- End Users will receive training tailored to the specified features of the system.

Application Specialist (when an application is a part of the implementation)

Based upon the agreed to Scope of Work (SOW), responsibilities include:

- Staging and testing hardware (such as CM servers and gateways, AES servers, etc.)
- Loading software
- Developing customized application functionality (as defined in SOW)
- Providing on site installation and testing support (as defined in SOW)
- First Day of Business support, post cut (on site, or remote, as defined in SOW)

ARROW SI PROJECT MANAGEMENT TEAM

Arrow SI understands the importance of experience and planning in achieving a successful installation, which will provide maintenance efficiencies over the long operating lifetime of the proposed systems for VCU. To do this successfully, Arrow SI has a dedicated Project Management team ready to manage installations nationwide for all of our customers.

The Arrow SI Project Management team averages 20 years of experience in the telecommunications industry, with a primary focus on Avaya platforms and technology. The majority of the team gained their knowledge and experience as Avaya Project Managers, and collectively hold certifications in Avaya ACA, ACS, CTP (Certified Telephony Professional), and PMP (Project Management Professional). Many are also members of the Project Management Institute (PMI).

Our ongoing education process at Arrow SI ensures that the Project Management team stays abreast of the latest Avaya products and technology, implementation methodologies, and best practices. This is accomplished through Arrow SI University, as well as course offerings via Avaya University, seminars and webinars.

Working closely with your team, the Arrow SI client executive, and the project team, the PM is responsible for completing the project on schedule and to your satisfaction. The PM is your tactical interface, and has responsibility for: providing overall project leadership, development and execution of the project plan, implementation of project management tools and methods, management and coordination of project activities and management of all reporting aspects of the project. Responsibilities include:

- Serves as the focal point for communications
- Assembles and chairs the project team
- Manages the scope of work (SOW)
- Develops, manages, and tracks the project plan for a successful implementation
- Manages, coordinates, and monitors the project activities
- Manages the change control process
- Identifies and escalates project jeopardies
- Identifies and resolves issues that may arise, escalating as needed
- Facilitates status reports to ensure the Project Team and customer are up to date
- Ensures customer training is scheduled and conducted
- Participates in the cutover readiness review
- Monitors cutover of the system
- Participates in the post implementation review process
- Closes the project upon successful installation after customer sign-off

PROJECT MANAGEMENT METHODOLOGIES

The Arrow SI Experience: Advanced Integration Methodology

AIM (Advanced Integration Methodology) is a proven and audited implementation methodology that ensures customer success. Having been the ***worlds only Avaya certified Integration Expert***, Arrow SI combines the industry's most impressive display of talent with a highly customized project lifecycle tool.

AIM provides a critical framework supporting Arrow SI's implementation process and maintenance support. Arrow SI firmly believes that high quality project lifecycle management results in project success and ultimately better solution support post-project. Our customers benefit considerably from our methodology, as it alleviates unknown variables, while leveraging best practices expertise.

Project Planning

The Arrow SI Project Manager will create a comprehensive project plan, noting all of the required tasks to be completed in order to achieve a successful implementation of the system. Each task will be assigned an owner who is responsible for completing each task on time, and in accordance with the project timeline, which has been mutually agreed to by Arrow SI and the customer.

During the internal project kickoff meeting, Arrow SI's Project Manager will review every Arrow SI task in the project plan with its owner to ensure that each member of the Arrow SI team understands their responsibilities and the project expectations of the customer. This will result in a joint customer/Arrow SI project team that clearly understands the activities required to complete the individual responsibilities for deliverables, in the timeframe provided in the SOW for completion.

Prodo - Project Lifecycle Tool

Our project lifecycle tool, Prodo, enables Arrow SI to deliver a seamless, predictable and consistent customer experience every time for every pillar of Avaya technology. To ensure continuity of each project, Arrow SI maintains all project related documents, correspondence and communication in a central database. Should any member of the project team be unable to continue with the project due to an unforeseen emergency, Arrow is able to draw from our extensive implementation team and ensure continued progress within a matter of hours. The success of a project is not dependent on one individual. Arrow SI ensures project continuity with our investment in a highly skilled implementation team that is supported by our project lifecycle tool.

Testing / Delivery / Quality

To ensure successful results in testing, delivery and quality, Arrow SI utilizes Project Management Institute methodologies, coupled with Arrow SI and Avaya best practices based on years of implementation experience.

Testing and quality assurance starts when the system hardware components are staged at the Arrow SI lab, and continues on-site during the implementation of the system. During staging, the following tasks are performed, and corrective action is taken as necessary before the system is shipped to the customer:

- Equipment inventory, checked against the order
- Diagnostic testing, any discovered defective equipment is replaced and re-tested
- Firmware is updated
- The need for any patches is determined, and loaded if needed
- IP addresses loaded
- SNT (System, Network, Trunking) translations loaded (including ARS)
- Station translations loaded, as project plan requires
- RFA license file is loaded for each processor
- Verification that remote connectivity is enabled, and functioning
- Lock down certain ports that will be connected to the customer LAN
- Establish the Arrow SI Login, in case the root login is not functioning

System Implementation

The overall sequence of the project will be developed via the project plan, and mutually agreed to by the Arrow SI PM and the customer. For each location, after staging has been completed, the system components will be shipped to the

appropriate customer site, and an Arrow SI technician will arrive on-site to un-pack the equipment, conduct a second inventory, and begin the installation. The technician will then install (rack and stack) the servers and/or gateways in the appropriate locations as designated by the customer. During the installation and turn up, diagnostic tests are run to ensure error-free functioning. The on-site test plan developed for the customer's specific implementation will be carried out immediately after the upgrade/installation takes place, to ensure that the system is performing properly. During this testing, the PM will confirm that all connectivity tests are successfully completed, that all nodes "see" each other, as well as ensure that the proper system security is enabled. The Arrow SI team will also ensure that the system backup media functions properly. Any issues encountered are noted, and the appropriate resource is immediately engaged for resolution.

Post Implementation

Following the cutover/implementation, and as defined in the Scope of Work, First Day of Business (FDOB) support is conducted. This involves monitoring the system in production. FDOB support will be provided on-site by an Arrow SI technician. The Arrow SI Project Manager will oversee FDOB operations remotely. Also providing remote support for FDOB will be the Arrow SI system engineer and software specialist. If a problem arises, this team, in conjunction with the customer team, will identify the issue, prioritize it, and assign it to the appropriate resource for resolution.

Project Completion - Repeatable Excellence

At Arrow SI, we continue to refine our best practices to provide excellence in customer satisfaction. A post-implementation review is standard practice. This review may be internal and/or external and include the entire project team or a subset. The goal of each review is to discuss any challenges encountered, identify root cause(s), and ensure appropriate corrective action is taken. Excellent results are also analyzed and the findings are incorporated into our best practices to ensure an improved experience for future projects. Arrow SI's goal is to provide the best communications solution with unsurpassed customer satisfaction.

SAMPLE CUSTOMER ESCALATION NOTICE

Attention Customer:

The associates at Arrow SI are committed to your complete and total satisfaction. However, as with all things, problems may arise; if at any time and for any reason, you feel it is necessary to escalate a problem with your Arrow SI product implementation, or a post-implementation issue to Arrow SI management, please follow the procedure as outlined below.

Using this process will empower you to focus the attention and resources necessary for an expeditious resolution of your issue.

Escalation Path

For new, existing, upgrade system installations or application implementations & post-implementation issues:

Arrow SI employs only the finest, most well trained and experienced Project Management professionals in the industry. Your Project Manager should always be the first point of contact for **ANY** issue, technical or otherwise, 99% of all issues will be resolved at this level.

1ST LEVEL OF ESCALATION – YOUR ASSIGNED PROJECT MANAGER

2ND LEVEL OF ESCALATION –

This would be the Arrow SI team leader your Project Manager reports to:

Jerry Holt – Regional PM Manager, PM West Team

952-456-3735 / cell - 469-628-0962 jholt@arrowsi.com

Joe Murphy – Regional PM Manager, PM East Team

952-456-3450 / cell - 781-603-3741 jomurphy@arrowsi.com

3RD LEVEL OF ESCALATION – If further escalation is required:

Mike Hammer – Sr. Director of Project Management

952-456-3949 / cell -309-360-4922 mhammer@arrowsi.com

FOR ARROW SI EXECUTIVE LEVEL ESCALATIONS:

Dena Balabas – VP Arrow SI Professional Services

407-835-1117 / cell - 407-342-0290 dbalabas@arrowsi.com

D. Professional Services and Consultation:

1. Provide new products, system enhancements, and future road map direction on a quarterly basis.
2. Provide system enhancement and/or new product training to VCU support team.
3. Provide pre-sale and post-sale support.

Describe the professional services and consultation offered. Clearly state whether the professional services and consultation are offered with or without charges.

Arrow SI Response:

Based upon the requirements of the pricing for the sample scenarios provided, no additional professional services or consultation charges are needed or quoted.

Arrow SI can provide both professional services and advisory services. Depending on the engagement, some professional services, such as pre-

sale support, are provided at no cost. Other professional services, such as those listed below, may incur charges. Our Advisory Services Group offers a variety of services, all of which incur charges.

PRISM PROFESSIONAL SERVICES

Arrow SI Professional Services is comprised of the engineers, specialists, project managers, developers and technicians that provide the installation, integration, and development services for your business-transforming communication solutions. From consultative installation and integration support, to unique software development, Arrow SI Professional Services delivers unmatched expertise and depth, addressing all pillars of your manufacturer's technology.

We use Advanced Integration Methodology (AIM) to consistently deliver the highest level of service for each and every project. AIM encompasses the entire lifecycle of a project and combines expert talent, a world class project lifecycle tool, and proven repeatable processes to eliminate gaps and deliver success.

Arrow SI provides expert solution design and custom application development to meet your exacting UC and contact center needs including:

- Implementation
- Program & Project Management
- Centralized Staging and roll out services
- Custom Application Development

To ensure the success of your project, Arrow SI will provide you with a detailed Scope of Work outlining every detail that will go into executing your project with perfection.

PRISM ADVISORY SERVICES

Prism Advisory Services can help you set a clear direction for your Unified Communications solution before you embark on your UC Journey.

Prism Advisory Services are designed to bridge the gap between IT/Telecom organizations and the business organizations they serve. We utilize a consultative methodology, applying Arrow SI intellectual property and knowledge to directly link enterprise business with communication systems. This helps organizations enhance their real-time collaboration and information access needs for suppliers / employees / customers, transforming the business's communication infrastructure from a cost-based utility to a value-based asset. It results in the precise mapping of business imperatives with key communication services for the purpose of maximizing revenue opportunities, operational efficiency and reducing cost.

Sample Advisory Services Engagement

Arrow SI recognizes your need to be confident this system can provide a solution that supports substantial growth over the coming years and leverages advances in telecommunication technology to improve customer service and change the perceptions of employees and the public.

Our approach includes Arrow SI Prism Advisory Services (in addition to responding to this RFP's stated requirements) for the purpose of assuring close alignment with your business needs, processes, and operations. Our intent is to enable VCU to maximize the benefit which the telecommunication system has to offer in terms of business impact (e.g., productivity, efficiency, and productivity) and strategic value to the enterprise in measurable terms such as scalability and competitiveness.

Arrow SI Prism Advisory Strategic Communication Alignment Services (SCAS) are designed to bridge the gap between your IT/Telecom organization and the business organizations they serve. SCAS utilizes a consultative methodology applying Arrow SI intellectual property to directly link VCU's business requirements with your communication systems. This results in positioning your communication solution as an enterprise asset rather than as a utility. It offers tangible benefits to VCU that can be easily recognized in areas such as patient satisfaction, revenue generation, and clinical staff efficiency.

Our Prism Advisory resources will work with you to consider opportunities across the enterprise in which advanced communication functions can substantively impact operational efficiency, growth, and revenue. Working with you, our healthcare industry team will assist in a variety of areas to address VCU's collaboration, mobile, and call center services such as:

- **Creation of closed loop communication techniques with staff as well as patients for improving productivity and efficiency**
- **Recommending process and workflow adjustments to take advantage of untapped capabilities within the communication infrastructure for the purpose of enhancing quality**
- **Establishing actionable roadmaps and prioritization for the ongoing evolution and development of communication services supporting VCU's growth and expansion.**

We understand that mobile workforce enablement and contact center services are important aspects of the VCU telecommunication solution. Through our Prism Advisory Services we will help you focus on these important services for the purpose of maximizing resources and capabilities by taking advantage of industry best practices, workflow enhancements, and state-of-art collaboration capabilities to improve information flow between staff, enhance customer service, and increase market opportunity along with revenue growth.

Example: Contact Center Solution Strategy: Business Process Workflow and Service Definition

The following is offered as an example of the approach we will take in working with VCU to evaluate, recommend, and initiate solution adoption in support of specific business needs with the output of the work effort described below flowing directly into deployment and the implementation of specific VCU services. While the following specifically addresses your contact center, a similar approach will be taken to address VCU mobile and collaboration requirements resulting in fully deployed solutions that meet your short and long term needs.

Our initial step in designing VCU's state-of-art contact center is to establish a firm understanding of the business drivers and economic motivators you desire to optimize. Business functions that may be considered include existing patient scheduling capabilities, peri-op/post-op notifications, advice nurse, medication requests/refills, physician referrals, billing, payment, and patient on-boarding.

The work associated with these topics is intended to formalize linkage between the business processes and contact center operation, design, and function. It provides a holistic approach for developing integration solutions and the roadmap for their implementation and will:

- Validate the Advanced Application Services being considered in support of the business units for the purpose of facilitating interaction between the Contact Center patients/consumers/user and those intended to enhance user engagement, customer experience, and agent productivity.
- Establish requirements that will guide confirmation and adjustment of estimating assumptions used in development of Advanced Application Services beyond those originally prescribed (e.g., Appointment Reminders, Billing/Payment) by VCU.

Understanding VCU's business drivers and business requirements are a critical link to the contact center operations and successful adoption of recommended changes. Consideration, in most cases, is given to business and operational objectives, services to be handled by the contact center, contact center performance metrics, and the business units supported by the contact center. The analysis is unique to VCU and the individuals we will engage, who generally include:

- Business owners
- Contact center managers
- Users
- Supervisors
- Technical teams
- Executives (CXO Level)

We expect the outcome of this effort to establish the foundation of knowledge and recommendations to identify and facilitate one or more of the following:

- Business and Operational Requirements
- Contact Center Operations Workflow adjustments and/or new

- Foundational requirements facilitating future:
- Patient/customer service improvements and efficiencies
- Deployment of new applications / services and processes
- Operational capabilities

E. Technical Training for Support/System Administration/Engineer Level and End User Training – VCU shall order training on an “as needed basis”. Training is a requirements contract item.

Describe in detail the training offered.

Arrow SI Response:

As part of an ongoing effort to continually educate and train our customers on the latest in cutting-edge communication solutions, Arrow SI has developed Prism Learning Services. The training and education needed to stay on top of ever changing technology within our industry is essential to your ongoing operational success. The technology curriculum that you experience through Prism Learning Services Courses are developed and taught by our highly skilled and experienced technical team at Arrow SI.

Prism Learning Services offers a blended approach to training. We believe this will maximize the effectiveness of your learning experience and decrease the time needed to update your skills. Our unique hands-on experience allows customers to trouble shoot in a safe and monitored environment as well as provide focused, uninterrupted training away from a normal office setting.

- Live Classroom Environment
- Hands-On Demo Equipment
- All Hardware and Software Options
- World Class Training Facility:
 - Hands-On Training Center and State-of-the-Art Demo Center
 - Prism Learning Services Online -Self-paced, Online Access
 - Subscription Based On Demand Video Modules
 - Supplement Classroom Training: Modules covering Avaya Administration, End User Training, and Convergence Technology
- Presented by Arrow SI Instructors and Resident Experts

We offer administrator training in Prism Learning Services classrooms and onsite at customer location for Session/System Manager, Avaya SIP, Avaya Aura Messaging, Avaya Aura Basic Administration, Advanced Converged Administration, Session Border Controller Enterprise 7.0, Call Center, and IP Office.

Short overviews of available courses are included as attachments to this response. Course outlines are also available at learn.arrowsi.com.

NEW OFFER - TRAINING BUNDLES

If VCU has multiple people needing the same training, we recommend one of our Training Bundles. These are pre-paid training contracts that allow VCU to take any course or courses during a 12-month period. The bundles offer 2, 4, 8 or 16 seats (Bronze, Silver, Gold and Platinum) to be used in the 12 month term.

For a fixed fee, students can attend any scheduled course until the number of seats in the bundle is used, or if the 12-month seats are not used in 12 months, they are lost. Seats can be used by one or multiple students up to the contracted amount of seats.

Classroom courses are held at Prism Learning Services Training Centers located in Bloomington, MN and Tempe, AZ

Is customized training available?

Arrow SI Response: Prism Learning Services courses are pre-developed. Any customization of current courseware would have to be discussed with Prism Learning Services. Additional cost may be incurred by the customer for any course customization.

Is classroom training on-site at VCU or at a remote location?

Arrow SI Response: Both options are available. Onsite engagements are scheduled based on predetermined Prism Learning Services classroom schedules and any other customer onsite engagements already scheduled. **NOTE:** Customer onsite engagements require a minimum of four students to hold a class (and can have up to eight total students in the class).

Is an e-Learning option offered?

Arrow SI Response: Prism Learning Services offers on-demand training through our company Learning Management System (LMS) Prism Learning Services Online <http://learn.arrowsi.com>. Access to the LMS is sold on a per-user subscription basis for 1 year. **NOTE:** Online training is not considered a substitute for classroom training, rather a compliment to classroom training.

Is training offered hourly and/or daily?

Arrow SI Response: Length of Classroom and Onsite trainings are predetermined on a daily schedule. Number of days varies depending on the course.

Firm should provide detailed information regarding proposed products and services for Section VII.A. – E.

Arrow SI Response: Arrow SI has proposed the products and services requested by VCU in this RFP. While it was not specifically requested, in order to provide the implementation services for the supplied templates we did designs for the Avaya solutions. We have included a copy of this for VCU's review. These are found in Attachment Tab 10 of the response. Estimated shipping charges, based upon these designs, have been included as well.

Arrow SI considers the information regarding these templates proprietary.

Arrow SI has also provided a detailed response for Sections VII.A through E in the pages above.

Firm must describe approach, to include planning, methodology, and resource utilization, to a project that encompasses multiple Avaya applications.

Arrow SI Response: Comply. Please see VII.B and VII.C above.

What is the warranty on both Avaya hardware and software?

Arrow SI Response: Comply. A copy of the Avaya Warranty is provided as an attachment to this response. In addition, see VII.A above for additional information.

F. Procurement Requirements:

1. Freight terms shall be F.O.B. Destination/Prepaid with inside delivery; additional charges shall not be allowed. All pallet deliveries to the TAB Facility require a lift gate truck since the facility does not have a loading dock.

Arrow SI Response: Read and understood.

2. The terms and conditions of the RFP govern the resulting contract and not any Contractor terms and conditions or software license agreement.

Arrow SI Response: Read and understood.

3. The proposal prices shall include all costs for the equipment and services including all applicable freight and travel and living expenses; extra charges will not be allowed.

Arrow SI Response: Read and understood.

4. The contract is intended to provide access to all current Avaya products and is not intended to limit the ability to purchase Avaya equipment and maintenance to the current equipment and maintenance deployed at VCU. The Contractor should supply all other available products on the most current version of the Avaya Published Price List at a similar discounted unit price to the negotiated contract prices for the products and maintenance that VCU currently uses.

Arrow SI Response: Read and understood.

5. The period of the contract should be one year with four (4) one year renewal options. VCU will consider a longer initial contract term with fewer renewal terms that do not exceed a total of five (5) years for more favorable contract terms and conditions including price. Maintenance payments shall be annual beginning on the commencement date of the initial maintenance term and each year on the anniversary date of the commencement of the initial maintenance term.

***Text in #5 above changed per Addendum #1 issued 04/29/2016**

Arrow SI Response: Read and understood.

6. For the purpose of this solicitation and the resulting contract, offers shall only be accepted for Avaya products. Offers for maintenance and services shall only be accepted from Avaya direct or a certified Avaya Business Partner. Offers for equipment shall only be accepted from Avaya direct or companies authorized by Avaya to distribute the equipment. No substitute in the requested products is

acceptable. If requested by VCU, the Offeror must provide proof that your firm is an Avaya Partner or distributor prior to award.

Does your company agree with the Procurement requirements in Section VII.F.?

Arrow SI Response: Yes, Arrow SI agrees with the Procurement Requirements in Section VII.F.

Mandatory requirements are designated by the words shall or must and non-mandatory requirements are designated by the words should or may.

Arrow SI Response: Read and understood.

Confirm your firm understands that the Contractor shall supply the products and services actually ordered at contract the prices and discounts whether the products and services actually ordered or more or less than the estimate provided in the RFP.

Arrow SI Response: Read and understood.

What is the delivery lead time after the contract award for your firm to begin providing the Avaya products and services? If the number of days varies by product or service, provide a list.

Arrow SI Response: Once the contract is awarded to Arrow SI, we will begin to provide Avaya products and services right away. We can begin providing quotes prior to the contract award. While we understand that this RFP is specific to Avaya products and services, we will also be able to provide additional products and services to VCU as needed. This can be very useful, for example, if the voice mail solution VCU selects is not an Avaya solution.

Provide an implementation schedule indicating how long after the award of the contract it shall take your company to begin accepting orders and delivering Avaya products and services.

Arrow SI Response: Once the award of the contract is completed, we will be able to begin accepting orders and delivering Avaya products and services right away. The delivery lead time will depend upon the type of order being placed. For example, dropship items such as telephone sets can be delivered within a couple of days of order placement. For projects that include implementation services, the delivery will vary depending upon the solution. Most Avaya gateway solutions can be delivered and implemented within four-to-six weeks. More advanced solutions, such as call recording and workforce management can take longer. Once the order is placed, a Project Manager (PM) will be assigned to work with VCU on scheduling the project. The PM will provide VCU with a detailed project plan including timeframes and requirements.

Please see the Arrow SI Sample Project Implementation Plan and Timeline Document, included as an attachment to this response, for an overview of the implementation process.

G. Experience and Qualifications of Firm:

1. **Firm must provide:**

a) **The number of technicians that you company has:**

1) **How many technicians in Virginia?**

Arrow SI Response: 8

2) **How many technicians within a within a 100 mile radius of Richmond, VA**

Arrow SI Response: 4

3) **How many technicians within a 100 mile radius of Virginia.**

Arrow SI Response: 12 (including the 8 in Virginia)

b) **What certifications are the technicians proposed to work at VCU required to hold? Confirm that all technicians that work on VCU project shall have the required certifications listed.**

Arrow SI Response: While the manufacturer requires the technician calling in for help to hold certification on the product being supported it is not always required of the field technician supporting the site. Arrow SI would require certifications on Avaya Communication Manager 6.3 and AACM. Additionally, Arrow Systems Integration has a course of continuous training for our support teams that insure they are up to date on the latest and greatest products and or services. See Arrow SI Avaya Certifications below.

c) **List the number of higher tier support services personnel; include position title/role and list their certifications.**

Arrow SI Response: Arrow Systems Integration has over 40 Level 3 & 4 Technical Engineers with over 400 Avaya certifications. See current list of Avaya Certifications below.

All Active Avaya Certification Breakdown as of 3/31/2016	
ACIS - Avaya Communication Manager (5.2.1)	2
ACIS - Avaya Communication Server 1000 for Avaya Aura®	11
ACSS - Avaya Aura® Conferencing	2
ACSS - Avaya Aura® Call Center Elite	7
ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded	14
ACSS - Avaya Aura® Contact Center	2
ACSS - Avaya Aura® Experience Portal with Proactive Outreach Manager	1
ACSS - Avaya Aura® Messaging	5
ACSS - Avaya Aura® Session Manager and System Manager	22
ACSS - Avaya CallPilot™	3
ACSS - Avaya Communication Server 1000 for Avaya Aura®	10
ACSS - Avaya Contact Recording and Avaya Quality Monitoring R12	2
ACSS - Avaya Ethernet Routing Switch	3
ACSS - Avaya Interaction Center and Avaya Operational Analyst	1
ACSS - Avaya IP Office™ Platform	23
ACSS - Avaya Modular Messaging with Avaya Message Store	4
ACSS - Avaya one-X® UC Soft Clients	1
ACSS - Avaya Scopia® Solution	3

ACSS - Avaya Session Border Controller Enterprise	8
AIPS - Application Enablement Services (AES)	4
AIPS - Avaya Aura® Call Center Elite Multichannel Implementation	1
AIPS - Avaya IP Office™ Platform	19
AIPS - Avaya Modular Messaging with IBM Lotus Domino Message Store	3
APDS - Avaya Contact Center Select	4
APDS - Avaya Midmarket Solutions	2
APDS - Avaya Networking	17
APDS - Avaya Scopia® Solution	24
APDS - CC	20
APDS - Unified Communications	26
APSS - Avaya Aura® Application Server 5300	5
APSS – Avaya Contact Center Solutions for IP Office	34
APSS - Avaya Customer Engagement Solutions (formerly called Contact Centers/CC)	42
APSS - Avaya Enterprise Team Engagement Solutions (formerly called Unified Communications/UC)	64
APSS - Avaya Midmarket Solutions (formerly called SME Communications)	49
APSS - Avaya Networking Solutions	18
APSS - Avaya Scopia® Solution	25
ASPS - Avaya Aura® Collaboration Environment	2
ASPS - Avaya Aura® Presence Services	2
ASPS - Avaya Call Management System Implementation and Maintenance	4
ASPS - Avaya Control Manager	5
ASPS - Avaya Hospitality Messaging Server 400	1
ASPS – Avaya IP Office Contact Center	2
ASPS - Avaya Message Networking	1
ASPS - Avaya Modular Messaging with Microsoft Exchange	1
ASPS - Avaya one-X® Speech	1
ASPS - Avaya UC Soft Clients	6
PA - Implement: Meeting Exchange Express	1
PAFC - Avaya Fabric Connect Early Adopter	1
Grand Total	554

d) How many project managers do you employ? How many projects do they handle simultaneously?

Arrow SI Response: We currently employ 19 Project Managers and three (3) Project Management supervisory personnel. The number of projects each Project Managers handles simultaneously varies. The work group is monitored closely by senior management, to insure that each PM is able to successfully manage and complete all of their assigned projects.

e) List of three references for whom similar services were provided, preferably of public institutions of higher education or a similar sized organization.

Arrow SI Response: References are provided in Attachment Tab 9 for your review. Arrow SI considers the contact information in each reference proprietary.

Note: Arrow SI considers the contact information provided in these references proprietary.

Please arrange contact with the reference customers through Arrow SI Strategic Account Manager Anthony Seal.

f) Provide a list of institutions of higher education with which the firm has a signed term contract.

Arrow SI Response:

Please see the Arrow SI Higher Education Contract List, provided in Attachment Tab 9, for a list of the institutions of higher education institutions Arrow SI has a signed term contract.

Note: Arrow SI considers this Higher Education Contract List proprietary.

g) Provide the amount of annual sales the firm has with each VASCUPP Member Institution. A list of VASCUPP Members can be found at

<http://procurement.vcu.edu/our-services/university-purchasing/vascupp/>

Arrow SI Response:

Arrow SI does not currently have a contract in place with any of the VASCUPP members. However, we do have a contract in place with UVA Physicians Group (UPG). Strategic Account Manager, Anthony Seal, has supported UVA Physicians Group with their Avaya needs for over 15 years. While they are much smaller than VCU, they do have a vast array of Avaya solutions. UVA Physicians Group is included as a reference in Attachment 9.

H. Other related goods/services:

Describe other products and/or services provided by your firm that may be utilized by VCU. Explain how the fee schedule would be established for these products / services during the contract term (or submit the fee schedule) and your firm's ability to provide most favored nations pricing. Also, explain how VCU would be notified of newly introduced products / services.

Arrow SI Response: As a total solutions provider, Arrow SI offers the solutions, services, and partnerships needed to provide our customers with the technology, integration, and competitive edge needed to perform at the top of their respective industries. Arrow SI offers solutions for the Data Center, Unified Communications and Collaboration, and the Contact Center.

DATA CENTER

Your data center is the life force behind your data storage and management. Having the proper support to connect and protect your data is an essential part of securing your business' future successes. Our building block infrastructure strategy includes servers, virtualization, and hyperconverged products.

Unified Communications and Collaboration

Create an environment designed for collaboration and communication with robust and flexible UC solutions and tools. Arrow SI can help power an efficient and effective UC and collaboration environment through voice, video, conferencing, mobility and messaging capabilities.

UNIFIED COMMUNICATIONS AND COLLABORATION

Unified Communications (UC) is no longer the future of technology, but rather the current life force behind it. With the help of systems integration and supporting solutions, UC is an essential part of everyday business. Communication and collaboration tools bring people and technologies together and connect them all around the world. With Arrow Systems Integration's experience in UC integration, you can start aligning your business goals and needs with your technologies and create a seamless, fully integrated communications solution.

Empower your people with the UC and collaboration tools they need to succeed. Make your communications more effective, and efficient, and utilize Arrow SI's technologies and solutions to integrate and better utilize your Voice, Video, Conferencing, Mobility and Messaging capabilities. Create an environment designed for collaboration, communication and business success with Unified Communications and Collaboration solutions from Arrow SI.

CONTACT CENTER

Contact center technologies and solutions are essential to building customer relationships and maintaining efficiency. Intelligent resource management helps increase productivity and ensure a cost-effective connection with your customers. Our contact center solutions—outbound, call routing, multi-media, self-service, reporting and analytics, and workforce optimization— can help you transform your resource management instantly.

CUSTOM APPLICATION DEVELOPMENT

Oftentimes, the solution that best supports your company's needs isn't cookie cutter. Our custom application development team can help analyze your current situation and develop a customized solution based on your company's unique goals and challenges. Custom development has led to the creation of our own unique brand of products and services that we call Prism. Seeing the problems many of our customers have faced over the years, we've been able to pin-point the gaps in their technologies and solutions, and create a proprietary mix of applications that have been custom developed to address those problems—with built in flexibility to adjust to their ever-changing needs. Work with us to develop your own unique solution or utilize our Prism Products and Services to start building from there, including ExpertConnect, IoTConnect, OneView, and PasswordPro.

IOT SOLUTIONS

For today's global enterprises, the "Internet of Things" (IoT) represents both an opportunity and a challenge. Access to real-time data from critical operational systems can be invaluable from asset and operations management, preventative maintenance and customer service perspectives. But connecting and communicating with remote assets, products and resources can be challenging with many choices to make.

Not every enterprise starts with a clean piece of paper or an empty factory or warehouse. Legacy systems are a reality for most companies who have already invested in hardware, networking and applications. Arrow SI recognizes this and

helps organizations bridge the old with the new—to connect, understand and act upon data in powerful ways.

PRISM SERVICES

Prism Services is more than just fixing something when it's broken. Prism Services offers an entire spectrum of business transformation enabling services aimed at augmenting our customers' own technical capabilities. We fill in the gaps to form a custom-fit implementation and support model for each customer requirement. Whether the need is for one-time professional services, ongoing support, consulting, or education, Prism Services are here to help you succeed.

Arrow is open to negotiate a master discount agreement that would identify a % off of the manufacturer Global Price List, if applicable. The discounts would be based on a contract term, and not subject to any volume requirements. Arrow SI does not typically agree to most favored nation pricing but is willing to discuss during the contract negotiation phase of this project. The Arrow and Avaya account teams would be responsible for delivering information regarding new products and services communicated by a combination of on-site presentations, monthly status meetings, webinars, email distributions, and user group meetings.

SYSTEM INTEGRATION

With innovative thinking and collaborative solution development, Arrow Systems Integration can help connect your technologies, and your people.

Gone are the days of stand-alone technologies and solutions. Modern businesses need communications platforms that are flexible and adaptable in how they integrate. They need platforms that integrate a variety of modalities—including voice, video, email, social, messaging, and document collaboration—in a way that not only increases customer satisfaction, but also drives sales and increases efficiencies. They need Systems Integration to connect and integrate their solutions for maximum return and for the best system support.

At Arrow Systems Integration, we're facing this industry challenge head-on, as our entire business focuses and revolves around this notion of connected, integrated technologies, solutions, and support. Our systems integration and software capabilities help customers achieve their business goals.

As Systems Integrators, we help our customers unveil previously untapped business value from their complex communications systems—both in the contact center and throughout today's modern, mobile workforce. We accomplish this by designing, installing, and supporting all of the top unified communications platforms in the industry, including legacy telephony systems and modern IP-based, private and public cloud solutions. Customers have the choice to rely on their own engineers, utilize ours, or create a mixture of both to help integrate and manage their systems, leveraging our Prism OneView SaaS service desk software. Wherever your business needs take you, Arrow Systems Integration has a team of experts and a myriad of solutions and services available at your disposal to help transform your business.

PRISM ONEVIEW

Network, data center or unified communications applications downtime can cost you time and your organization money. Prism OneView from Arrow Systems

Integration brings you a “single pane of glass” to monitor and manage the performance of all of your organization’s technologies—from Avaya, Microsoft, Cisco, Unify or a combination of providers. This Software as a Service (SaaS) has built-in discovery that makes asset management more efficient. OneView automates, updates, and reports to proactively and reactively identify incident and event correlation and measurably increase uptime. As a modular, customizable solution, OneView seamlessly enables add-ons—purchase what you need, when you need it.

At Arrow Systems Integration, we know that your unified communications system needs to be up and running 24/7—but you can’t be. OneView for Avaya is designed to optimize UC systems, proactively reduce outages and accelerate restoration. Built on an ITIL foundation, OneView for Avaya has eight different modules that support your system—from the data center to the headset. At Arrow Systems Integration, we know that your unified communications system needs to be up and running 24/7—but you can’t be. OneView for Avaya is designed to optimize UC systems, proactively reduce outages and accelerate restoration. Built on an ITIL foundation, OneView for Avaya has eight different modules that support your system—from the data center to the headset. At Arrow Systems Integration, we know that your unified communications system needs to be up and running 24/7—but you can’t be. OneView for Avaya is designed to optimize UC systems, proactively reduce outages and accelerate restoration. Built on an ITIL foundation, OneView for Avaya has eight different modules that support your system—from the data center to the headset. At Arrow Systems Integration, we know that your unified communications system needs to be up and running 24/7—but you can’t be. OneView for Avaya is designed to optimize UC systems, proactively reduce outages and accelerate restoration. Built on an ITIL foundation, OneView for Avaya has eight different modules that support your system—from the data center to the headset.

- Availability Manager
- Voice Quality Monitoring
- Configurations Manager
- Continuity Manager
- Change Manager

Efficiently diagnose system performance problems and keep communications on your Skype for Business system clear with a Voice Quality Module and Dependency Trees from OneView Microsoft.

- Voice Quality Module
- Dependency Trees
- At-a-glance Dashboard

OneView for Cisco proactively identifies over 94% of incidents, giving your data center service assurance and actionable intelligence.

- Multi-level automation
- Proven monitoring and support process
- Advanced Logic Profiles
- Operational Service Automation

Through Arrow SI, a Certified Microsoft Gold Partner, OneView Desktop and Data Center provides you data center and desktop support services to manage, coordinate and mitigate incidents as quickly as possible.

- Support for Windows and Mac operating systems
- Core application support for Microsoft, Exchange, Sharepoint and Desktop
- Configuration of internet and network connections
- Mobile application support
- Server monitoring

OUR PARTNERS

Arrow SI understands the importance of being able to provide to our customers the very best in cutting-edge communications technology and have a strong commitment to providing world-class communications solutions. Our strategic partnerships give us just that — the ability to provide our customers with a broad portfolio of leading-edge technologies from industry leaders.

AVAYA



Arrow SI leads the way as an **Avaya** Connect Platinum Partner and Avaya Platinum DevConnect Partner. We have also achieved the elite status of Services and Data Expert. Arrow Systems Integration offers a complete portfolio of Unified Communications and Collaboration, Mobility, SIP and IP Communications, Contact Center, and Networking solutions.

At Avaya, we're focused on this vision like no other company. It's why our core technologies and key services are built around pulling teams together. It's why we provide more context and more tools for sharing more ideas regardless of your device, location or form of communication. Whether you're connecting by text, voice or video, Avaya provides collaboration solutions that bring talented individuals together to form exceptional teams that collaborate faster, make smarter decisions and drive better business results. It's all about uniting your collective strengths and delivering your collaborative best. At Avaya, we call it The Power of We.

MICROSOFT



Arrow SI has Gold Certification in the Microsoft Partner Program which is only awarded to those companies who have attained the highest level of competency and skill with Microsoft technologies. Arrow SI has been certified with Microsoft since 2007.

Achieving this level of certification acknowledges our competencies and specializations in Microsoft solutions. But we don't stop there. The certified professionals at Arrow SI possess the more advanced skill sets required to develop custom Microsoft applications tailored to meet more complex or unique

business needs. As an Avaya Platinum Partner and a Microsoft Gold Partner means we have the talent and knowledge required to assist you in implementing a stand-alone Microsoft UC platform or to help you deploy an integrated Microsoft/Avaya UC solution.

As a Microsoft Gold Partner, Arrow SI's consultants and engineers have access to proprietary product and service documentation as well as top Microsoft technical resources to support planning, development and deployment of the Microsoft products and services we provide.

As your trusted Microsoft Partner, we will provide remote technical support, consulting and staff augmentation services for the following Microsoft solutions:

- Microsoft Skype for Business
- Microsoft Exchange
- Microsoft SharePoint
- Microsoft SQL Server
- Microsoft Office365.com
- Microsoft Active Directory
- Microsoft Custom Application Development

GENBAND



GENBAND is a global leader of IP infrastructure solutions, enabling service providers, cable operators and enterprises around the world to evolve communications networks through IP innovation. This position of IP leadership was earned through aggressive organic growth, unique partnering strategies, bold acquisitions, and the creation of a comprehensive portfolio of IP switching, networking and application products and solutions. GENBAND offers market-leading Switching, Applications,

Networking and Service solutions, with products deployed in over 600 customer networks spanning more than 80 countries. GENBAND is headquartered in Frisco, Texas, and has vast resources in R&D, sales and support in more than 50 countries.

UNIFY



Unify formerly known as Siemens Enterprise Communications is one of the world's largest communications software and services firms. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations.

The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and dramatically improves business performance. Born out of the engineering DNA of Siemens, Unify builds on this heritage of product reliability, innovation, open standards and security to provide

integrated communications solutions for 75% of the Global 500. Unify is a joint venture of the Gores Group and Siemens AG.

MITEL



Mitel is a global provider of business communications and collaboration software, solutions and services that enable our customers to communicate and collaborate, and to conduct business anywhere, over any medium with the device of their choice. Mitel provides virtualized unified communications and collaboration (UCC) solutions for the data center and the desktop that drive cost savings, simplify IT management, and enhance security and business continuity. Founded on a tightly integrated partnership with virtualization leader VMware®, Mitel

Virtual Solutions deliver best-in-class, mission-critical virtualized voice applications. Based on Mitel’s Freedom Architecture, Mitel Virtual Solutions provide businesses with the freedom to communicate on their terms, tailoring business communications to their unique needs — not the other way around.

NEC



NEC Corporation of America is headquartered in Irving, Texas. NEC Corporation of America is a leading provider of innovative IT, network, communications and biometrics products and solutions for service carriers, Fortune 1000 and SMB businesses across multiple vertical industries, including Healthcare, Government, Education and Hospitality. NEC Corporation of America delivers one of the industry’s broadest portfolios of technology solutions and professional services, including unified communications, wireless, voice and data, managed

services, server and storage infrastructure, optical and virtualized network systems, microwave radio communications and biometric security. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in over 44 countries.

911 ETC



911 ETC is a national leading provider of fully managed E911 services for organizations across nearly all 50 states and Canada.

APPCOM



AppCom Solutions is an AVAYA Services Only Integration Partner (SOIP). We specialize in the design, delivery and implementation of advanced UC and Contact Center Applications with the AVAYA Product Suites.

ARROW CAPITAL SOLUTIONS



Arrow Capital Solutions is your one stop shop for all your financial solutions requirements. Owned by Arrow and focused on your business, we have dedicated experts that are available to support you in closing sales with financing options. Real Solutions, Right Now!

ARUBA NETWORKS



Some of the biggest names in business, education and government trust Aruba. For well over a decade, we've provided access management, network infrastructure and mobility application solutions that enable them to create next-generation mobility networks. Our solutions are unified into one cohesive and manageable enterprise mobility infrastructure that strengthens security, simplifies how users and devices connect, and eases the burden on IT. People move. Networks must follow.

ASCOM



Ascom is a leading provider of on-site wireless communications for key segments: healthcare, manufacturing and hospitality. Ascom offers mobile voice and professional messaging solutions, creating value for customers by optimizing Mission-Critical processes. The solutions are based on VoWiFi and IP-DECT technologies that integrate seamlessly with existing PBXs and information systems.

Both VoWiFi and IP-DECT platforms are certified in Avaya's DevConnect program for SIP integration to Aura Communication Manager/Session Manager, IP Office and CS1000. Ascom's expertise in healthcare is

extended by its Telligence Nurse Call system and Unite Messaging Suite. Unite is middleware that integrates Ascom's wireless handsets to clinical information systems, delivering key patient data directly to assigned caregivers via text alerts.

AUDIOCODES



AudioCodes designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Cable, and Enterprise networks.

AVST



CX-E is the industry's most interoperable, private cloud UC platform on the market. The extensive interoperability of the CX-E platform was developed specifically to support enterprises seeking to deploy UC in a rapidly evolving IT landscape - telephony, email and/or corporate databases – on-premise, in a private or the public cloud and/or a hybrid configuration. By deploying AVST's CX-E UC platform as part of an overall UC solution portfolio, an enterprise can avoid single vendor lock-in, achieve their high availability objectives and centralize their UC

infrastructure into a data center/private cloud configuration. CX-E delivers best of breed UC mobile, voice and business process applications including: AVST's mobile client for iPhone® and Android™; speech-enabled automated attendant and personal assistant; unified messaging; single number reach with intelligent call routing; mobile number protection; voicemail; fax; notification; and other business process integration capabilities.

CALABRIO



Calabrio develops Calabrio ONE®, a comprehensive and powerful suite of contact center workforce optimization and analytics software including call recording, quality management, workforce management, and analytics. Calabrio ONE is intuitive and flexible – providing innovative products with an easily personalized architecture that allows contact centers the freedom to tightly integrate applications and scale these solutions to fit their needs. Calabrio strives to put the power of harnessed data to work, kicking complexity to the curb while bringing the most important data quickly to the helm where it

becomes simply actionable.

CALERO

Calero Software LLC (formerly Veramark Technologies) offers software and services for wireless and wireline call accounting for Avaya, Cisco, Microsoft Lync and other unified communications platforms.



In addition to call accounting, Calero offers a suite of global solutions for fixed and mobile Communications Expense Management, Managed Mobility Services, Enterprise Mobility Management, and IT Services Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies.

CAPSTONE



Capstone is an international systems integrator, and has been working with the Arrow Systems Integration team since 2011. To date, Capstone has helped Arrow Systems Integration deliver projects and support on Avaya technology in almost 20 countries across Europe, Middle East and Asia. We now count Sidley Austin Brown & Wood, Dentsply, Disney, Janus & Ancestry.com as our joint clients.

CI



CI is a leading software manufacturer of IVR, CTI, Call Back, Outbound, Messaging, IP Phone applications and mobility solutions for the contact center. Founded in 1979, CI is focused on delivering solutions for mid to large enterprise clients that reduce costs, increase profitability and enhance overall customer satisfaction. With thousands of delighted clients, CI offers complete end to end solutions that can be purchased through the distributor or reseller network.

COMNET



ComNet Communications operates as a large national structured cabling installation company. We have supported Arrow Systems Integration nationally with voice and data cabling, paging systems, wireless LAN implementations, Distributed Antenna Systems (DAS), Real-Time Location Services (Asset Tracking), site assessments, telephone placement and mainframe work, equipment rack and stack, resident technician staffing and other various smart hands applications.

CONVEYANT



Conveyant Systems, Inc .develops and markets the TeleDirectory family of PC Consoles and Sentry E911 Emergency Location Management Solutions. Our modular approach to application design provides cost-effective call processing and emergency notification solutions for all vertical markets.

COORDINATED SYSTEMS, INC. (CSI)



Coordinated Systems, Inc. (CSI) delivers enterprise-ready Call Recording and Workforce Optimization solutions. CSI's flagship solution, Virtual Observer, offers multiple unique Avaya DMCC recording methods, a lower cost of ownership, bulletproof implementations, and an extremely high value to price for Arrow Systems Integration customers. CSI is focused on doing whatever it takes to ensure Arrow Systems Integration customer success.

DIGITAL DATAVOICE (DDV)



Digital DataVoice (DDV) has been delivering automated self-service solutions to the contact center for over 30 years. Our entire delivery staff is based in the US, with virtually all of our resources working out of our Minneapolis headquarters location. Not only do we provide the professional services associated with turning up an IVR/CTI solution, but we provide post-deployment managed services to insure that our mutual clients get maximum value out of their IVR/CTI technology.

DVS ANALYTICS



dvsAnalytics is a leading provider of enterprise workforce optimization software that enables organizations to improve their contact center performance while enhancing the customer experience. The company's Encore Suite includes comprehensive applications for call and screen recording, 360° quality management, desktop & speech analytics and workforce management.

Encore's deep, certified integrations with the industry-leading communication platforms, such as Avaya, Cisco, Mitel, NEC, Shoretel and Unify, deliver added features and functionality to guarantee recordings and improve reporting. Innovative and intuitive, Encore features automated coaching, web-based customer surveys, dynamic playlists, compliance tools, mobile access and on-the-fly optimization of contact center agent schedules.

For over 30 years, dvsAnalytics has been successfully delivering these solutions to clients in healthcare, government, hospitality, financial services and contact centers across all industries. From its innovative solutions to exceptional support, customers and resellers find that doing business with dvsAnalytics is a pleasant and profitable experience.

ESNA



Esna is a global leader in cloud-enabled communication and collaboration solutions. Esna's solutions allow people to communicate anytime, anywhere by integrating real-time communications inside the cloud, SaaS and social applications they use daily like email and CRM.

For over 23 years, Esna has pioneered innovative solutions that connect people, process and information and enable organizations to get more work done faster.

FORTINET



Fortinet (NASDAQ: FTNT) protects the most valuable assets of some of the largest enterprise, service provider and government organizations across the globe. The company's fast, secure and global cyber security solutions provide broad, high-performance protection against dynamic security threats while simplifying the IT infrastructure. They are strengthened by the industry's highest level of threat research, intelligence and analytics. Unlike pure-play network security providers, Fortinet can solve organizations' most important security challenges,

whether in networked, application or mobile environments - be it virtualized/cloud or physical. More than 210,000 customers worldwide, including some of the largest and most complex organizations, trust Fortinet to protect their brands.

INCONTACT



inContact is an industry leader in contact center solutions, utilized by over 90,000 agents in 1,800+ installations - from traditional voice/screen recording to workforce optimization solutions featuring speech analytics, robust workforce management and more. inContact is helping organizations around the globe create customer and contact center employee experiences that are more personalized, more empowering and more engaging today, tomorrow and in the future.

INTERACTIVE NORTHWEST, INC. (INI)



Interactive Northwest, Inc. (INI) develops innovative interactive voice response (IVR), computer telephony integration (CTI), and self-service applications for high-volume contact centers in markets such as government, healthcare, finance, utilities and service industries. As a long-standing Avaya DevConnect partner and developer of call center speech applications, INI has a deep history in deploying applications on Avaya platforms; making it a reliable partner capable of delivering results that promote the success and profitability of its customers.

JABRA



Jabra is a world leader in the development, manufacturing, and marketing of a broad range of hands-free communications solutions. Jabra consumer and business divisions produce corded and wireless headsets, plus mobile and in-office speakerphones that empower individuals and businesses through increased freedom of movement, comfort, and functionality.

M&C ASSOCIATES



M&C Associates is a premier provider of IVR, Speech and CTI solutions to enterprises and government agencies across the United States and Canada. M&C is a certified Avaya Business Partner and provides a full suite of services for the Avaya Aura Contact Center, Avaya Experience Portal and Nortel MPS & legacy VPS IVR platforms. Our services include consultation and needs assessment, system design and installation, upgrades, custom application development, integration services, audio services, system and application support, and

knowledge transfer- training for Agents/Supervisors, system admin and programmers.

MUTARE



Mutare is an independent software developer driven by a passion to make information access easier. Mutare develops unified messaging, smart notification and speech technology solutions. Mutare's applications work with existing systems helping to increase revenues and lower costs. Mutare is what unified communications should be guaranteed.

NUANCE



Speech self-service drives revenue! **Nuance** solutions are fully integrated on Avaya contact center platforms and we are anxious to support Arrow Systems Integration. Let's talk about vertical solutions for banking, health insurance and utilities, about voice biometrics for authentication, and more!

OTISCO VALLEY TEL-COM



Founded in 1994, Otisco Valley Tel-Com specializes in refurbished equipment. With great pricing, quick shipping and excellent customer service, Otisco can support your telecommunications needs for both new and old equipment. Quality people, Quality products, wholesale, only YOU are #1.

PHYBRIDGE



Phybridge created an Ethernet Switch that delivers both POE and Ethernet over a single twisted pair of CAT3 cabling. This unique capability offers customers the ability to migrate to IP Telephony easily and cost effectively. No longer are your customers kept from getting the UC applications they want just because the infrastructure costs or disruptions are too much to absorb. Now migrating to IPT just got easier with Phybridge and Arrow SI!

POWERVAR



POWERVAR is a global provider of power management systems, headquartered in Waukegan, Illinois, with international sales and service offices in Swindon, United Kingdom, Toronto, Canada, and Paderborn, Germany. The company's primary products include transformer-based power conditioners and uninterruptible power supplies (UPS) which support a plethora of diverse vertical markets.

RESOURCE SOFTWARE INTERNATIONAL (RSI)



Founded in 1990, **Resource Software International Ltd. (RSI)** is a leading developer, manufacturer and distributor of a broad range of total unified communication management solutions for every enterprise. RSI specializes in harnessing telecom metrics to track, monitor and manage the performance of network facilities resulting in a more dynamic, responsive and productive communication ecosystem. We offer a wide range of products including call accounting, call center reporting, hospitality management, real-time dashboard, CRM integration, and mobile tracking. RSI will be showcasing their latest releases of Call Accounting for SME, Hospitality, Health Care, Enterprise and the Cloud, tools On-site Notification, MerAssistant Switch Administration and Programming, Visual Rapport CRM integration and our exciting new Shadow RTD Real-Time Dashboard for monitoring call center metrics.

SCANSOURCE CATALYST



ScanSource Catalyst is a two-tier, value-added technology distributor that sells and supports voice, video and data solutions, including wireless networking and storage. Do you want to partner with a distributor who can help you take your business to the next level? Well, you're in the right place! We are dedicated to filling a need in the channel by providing best-of-breed products. Selling data? ScanSource Catalyst has you covered with VoIP gateways and managed wireless LAN services. And, video resellers won't want to miss our lineup of power protectors,

speakers, and video conferencing solutions.

We focus our linecard to bring you the best products in the industry, so whether you're looking for enterprise session border controllers, gateways and switches, or call accounting software, make Catalyst your one-stop shop for your unified communications business. Our partnership with industry-leading manufacturers like Avaya, Cisco, Motorola Solutions, and Polycom, combined with our innovative programs, can help you strengthen your position in the market and give you an extra edge on your competition.

ScanSource Catalyst provides a broad range of money-saving services to help business partners achieve growth in a variety of vertical markets including healthcare and the public sector. Our mission is to help resellers like you excel at what you do best by providing the best products, proprietary tools and support in the industry.

SERVION GLOBAL SOLUTIONS



Servion Global Solutions is the World's Largest Contact Center Specific Systems integrator, providing end to end business solutions and Contact Center Applications and Consulting, including IVR and CTI. Servion has expertise across multiple platforms and solutions including all Avaya Contact Center Solutions. Servion is the only Avaya software developers to be accredited with CMMi level 3 for their rigorous quality control procedures. Servion enhances the effectiveness and efficiency of customer interactions for over 400 enterprises across 41 countries.

On an average, Servion's solutions handle over 7 billion interactions every year across multiple channels and industry verticals, positively impacting customer satisfaction and contact profitability.

SHOREGROUP



ShoreGroup is the globally recognized managed services company helping partners and customers achieve strategic goals by empowering IT operations. Our service approach enables customers to leverage ShoreGroup's expert knowledge and comprehensive patented management technology ensuring the success of their vital unified communications, collaboration, contact center, virtualized data center and network assets. Through our service solutions, customers realize business objectives for reduced operational costs, service assurance,

improved availability and performance, and increased customer satisfaction. Our services are delivered directly or through leading channel partners who recognize that ShoreGroup has the best in class service and management technology in the industry.

SONEXIS



Sonexis is a global organization and a leading provider of in-house audio and web conferencing platforms for the Enterprise, SMB, & Government. A subsidiary of Compunetix with headquarters in Monroeville, PA and Technology Center in Tewksbury, MA, Sonexis has set new standards for ease-of-use and security for on-premise conferencing platforms.

The Sonexis ConferenceManager™ is an Avaya Dev-Connect and tested solution that provides a cost effective alternative to the spiraling costs associated with service provider conferencing offers. Designed to work within any existing voice and data networks and PBX agnostic. The ConferenceManager™ installs in less than 60-minutes and scales easily from (12-1000) audio ports and/or web seats allowing customers to add capacity, protocols, or features simply by applying a new software license key. ConferenceManager™ provides unparalleled flexibility, allowing customers to buy what they need when they need it.

SONUS



Sonus is a leader in IP communications with proven expertise in delivering secure, reliable and scalable solutions for some of the world's most complex networks. Sonus provides session border controllers, session management, policy/routing servers, subscriber feature servers and media and signaling gateways to enterprises and services providers in 50 countries.

SOTEL SYSTEMS



SoTel Systems has served Arrow Systems Integration as a vendor for over 20 of our 32 years in business. We offer secondary market telecom and data hardware in addition to our authorized distribution of Siemens, Sangoma, Jabra, Polycom, Snom, Aastra, and more. Our services division provides our own SIP trunking service for both legacy and IP based telephony systems as well as maintenance and installation of equipment nationwide.

SPECTRALINK



Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers.

STARFISH ASSOCIATES



Starfish Associates is leading provider of telecom management automation and self service solutions. Our technology enables organizations to automate and streamline business processes by leveraging existing business applications, databases and enterprise directories.

Using our innovative solutions, our customers reduce administration costs, improve operational efficiencies and enhance employee productivity. Our technology supports multi-vendor platforms including Avaya, Cisco and Microsoft, and is deployed globally at midsize to large enterprises including many Fortune 1000 companies.

TASKE



TASKE call center reporting software provides up-to-the-second real-time views of all callers waiting for or speaking with agents, historical reporting on all inbound, outbound and extension-to-extension call activity as well as a call search tool with cradle-to-grave views of every call in your system.

For over 20 years call centers have used to TASKE to optimize customer interactions, drive operational efficiency, facilitate innovation and curb customer frustration. Isn't it time to take your call center to TASKE?

TELESOURCE SERVICES

Telesource Services has been providing voice and data network products and services since 1979.



We repair, remanufacture and sell more than 50 brands of voice and data networking equipment.

We provide asset management of voice and data network hardware.

We provide 24 Hour/7 Days a week emergency services to our customers.

TELSTRAT



TelStrat® develops comprehensive call recording and workforce optimization (WFO) solutions. The Engage Contact Center Suite features award-winning technology for capturing customer interaction, knowledge-mining call content, maximizing agent performance, and streamlining workforce management. Founded in 1993, TelStrat has consistently maintained an unsurpassed commitment to customers and their business needs.

T-METRICS



T-Metrics is known for delivering the finest innovative PC-based Operator Consoles and Call Center ACD products and for providing the best customer service in the industry. Its digital, IP, and SIP interfaces are designed for single and multiple site applications. T-Metrics offers a unique Investment Protection program. Today you can install a T-Metrics ACD on your current Nortel system with remote agents off a Cisco, NEC or Avaya switch and in the future, should you migrate to another switch, your ACD will move

with you for a minimal charge. The Investment Protection is only a small part of the benefits organizations receive; we delight supervisors, streamline agent call processing and please your financial people. The unique part of the T-Metrics TM-2000 ACD is that we use the existing switch's current software release, phones (analog, digital or IP) and wiring.

UPTIVITY



What boosts the bottom line for any contact center? You want the best every agent can deliver while optimizing contact center management for a better understanding of the customer. Only **Uptivity** gives you the tools you need to continuously improve your contact center.

VERIGENT



Verigent is a premier provider of Telecom and IT Staffing Services across the nation. We have been in business since 2003, and have been honored by Inc. Magazine as One of the Fastest Growing Privately Held Companies in America. In addition, we have been consistently recognized as one of Charlotte's Best Places to work. Currently, we support client projects in over 35 different states nationwide. We manage the technical staffing needs for many of America's leading companies and offer them, and our employees, an unmatched level of service

and experience in the staffing industry. We pride ourselves in finding the right matches, making sure the employee is happy in their new position with our client.

VIRSAE



VirsaE delivers pro-active, efficient and transparent management and monitoring of multi-vendor communications environments. VirsaE is the perfect tool for enterprises challenged with managing complex Unified Communications and Contact Centers.

VOICE CONCEPTS



Voice Concepts has been working as a partner with Arrow Systems Integration for many years, providing installation and ongoing support services to a number of international Arrow Systems Integration clients. Our ability to cover almost any location in the world enables Arrow Systems Integration to offer a truly global service to their customers. Our engineers are reliable, diligent, enthusiastic and even able to wear your livery if required to reinforce the professional image. Our state of art multilingual 24 X 7 service center provides swift and

efficient resolution to support issues, keeping your client's service operating at the optimum level. Our partner sales and service teams pride themselves on their fast, friendly and professional service. Our dedicated Arrow Systems Integration Partner Manager helps makes communication with us easy and consistent, providing regular updates on current projects and advances in our service offerings so all parties are fully informed.

Arrow SI represents a long list of manufacturers and service providers. In addition to our strategic partners, Arrow SI has over 40 technology partners that round out our world-class communication solutions product portfolio. You can learn more about our partners at www.arrowsi.com.

Our discount levels vary from manufacturer-to-manufacturer. In addition, the discount levels vary depending upon the solution from the manufacturer. For example, we may receive one discount level for hardware, another for software, another for services and yet another for maintenance agreements. We would be happy to discuss the specific discount levels for any products or services that VCU purchases through Arrow SI.

I. Sustainability:

Provide information to demonstrate the overall environmental impact of your proposed approach. Include information on your recommendations to reduce the environmental impact and create efficiencies.

Arrow SI Response:

ARROW VALUE RECOVERY

Arrow's Value Recovery group is a worldwide provider of IT asset disposition (ITAD) and aftermarket solutions designed to deliver data security, efficiency and value. With specialized expertise in reverse logistics, IT asset management, and asset recovery, Arrow enables organizations to uncover hidden value and increase sustainability at the end of the IT product life cycle.

Arrow has been named a leader in the Gartner Magic Quadrant for IT Asset Disposition, Worldwide. We appreciate this objective validation of our global ITAD and asset recovery solutions and will continue our commitment to deliver exceptional IT asset disposition solutions worldwide.

For more information please visit <http://www.arrowvaluerecovery.com/>

SUSTAINABILITY @ AVAYA

As a large global employer and a provider of enterprise-class collaboration solutions, Avaya is well positioned to have a positive impact on both sustainability and energy reduction.

Avaya's sustainability program has been evolving and growing over the last five years or so. It started with a number of colleagues who were passionate about the environment, which precipitated the creation of a green core team dedicated to driving efficiency through our operations, reducing waste and ensuring that Avaya was a responsible participant in the environments and communities where we operate. This team was volunteer-based, with members taking on this role in addition to their normal job responsibilities. Also, Avaya has had a global Environment, Health and Safety (EHS) management system for a number of years, which helps drive sustainability and environmental awareness throughout global operations.

Over this initial period, customer interest in this space increased significantly, with growth in the quality, depth, and detail of inquiries from customers. Recognizing this interest on the part of these essential stakeholders, the green core team expanded its reach, bringing in more members from other parts of the company and expanding its work and ambition. Examples of this expansion include the creation of a robust system for responding to queries embedded in Request for Proposals.

Sustainability through Avaya Products

For years, has designed our products to use less and less energy as a very tangible, easy-to-understand, total cost of ownership (TCO) play in the market. This strategy reduces energy costs to run the product and the subsequent cooling costs to remove the heat the products generate. This trend will continue. Recently, Avaya launched a new suite of Class 1 POE IP telephones – Class 1 is the highest energy usage designation. With the high multiplier of phones in an installation, this product enhancement is a very significant sustainability story.

Breadth of Green in our Products

	Less Travel	Less Power	Less equipment	Less Footprint	Less cooling	Reuse Legacy Products	Regulatory Compliance
Avaya Aura®							
Avaya Flare® Experience							
Avaya Video Conferencing							
Avaya one-X® Communicator							
AvayaLive™ Connect							
Data							
IP Office							

Products That Reduce Travel

In addition to ever increasing pressure to become more sustainable, global businesses are under increasing pressure to become more economically efficient. A key expense driver is the cost of business travel. Products and solutions that eliminate the need for travel while enhancing collaboration within businesses without sacrifice are highly sought after. Solutions from Avaya have significantly bridged the gaps of yesterday's solutions, and, with these advances, it becomes more difficult to justify the cost and inconvenience of travel.

Products That Reduce Resource Use

The direction of our portfolio minimizes the use of our precious resources through both reuse and efficiency. The Avaya Aura® architecture seamlessly integrates with our heritage equipment, eliminating the requirement to conduct a rip-and-replace upgrade in many instances. Avaya Aura is also fit-for-purpose, being very mindful of the deployment and operational cost of server deployment. In fact, in certain instances, an Avaya installation requires 60 percent to 80 percent less hardware than comparable solutions from our competitors. This is achieved through a centralized deployment that is not only more energy efficient through less cooling and power, but also simplifies administration and ongoing maintenance.

Key Avaya Sustainability Statistics

- Avaya Aura: 80% of your servers can be virtualized via Avaya Aura Virtualization technology
- Tolly validated that Avaya VoIP solutions (gateways, servers, IP Phones) use 45% less energy, produce 45% less carbon dioxide, and lower electrical expense by 45% compared to Cisco
- Avaya won awards for its sustainability work at the 2010 Vancouver Olympics, expanded its carbon and energy program to be recognized by the EPA Climate Leaders program, and gained Energy Star recognition for its Basking Ridge headquarters.

J. Small, Women-Owned and Minority-Owned Business Commitment:

Firm must submit complete Appendix I which is available at RFP Website Link Appendix 1 <http://go.vcu.edu/procurement-purchasing> unless the firm is a DSBSD certified small business. DSBSD certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.

Arrow SI Response: Comply. A completed Appendix I is included as an attachment to this response.

K. Invoicing and Payment:

Firm must submit complete Appendix II which is available at: RFP Website Link Appendix 2 <http://go.vcu.edu/procurement-purchasing>

Arrow SI Response: Comply. A completed Appendix II is included as an attachment to this response.

L. Price Schedule:

Note: Original Price Schedule replaced the following per Addendum #1 dated 04/29/2015.

1. Firm shall provide pricing for: (1) all station equipment in Appendix 3, noting, that historically, approximately 93% of our Avaya telephone set purchases have consisted of the 9611G (VoIP) and the 9404 (Digital) models, with the breakdown being 52.4% and 40.4% respectively. VCU is seeking a (greater) volume discount on these two models due to the large percentage of the total anticipated spend they represent; (2) hardware and software maintenance support, refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems; (3) effort and resources in support of "Assess and Design New Sites", refer to Appendix 10; (4) effort and resources in support of "Implement Core Sites", refer to Appendix 11; (5) training; and (6) all other Avaya comcoded products.

Offerors may provide pricing below for all the required Avaya products and services or only some of the products and services. If your firm is not offering all of the required Avaya products and services, clearly indicate which products and services your company is offering to deliver by submitting either a price offer or filling in the space for price with "Not Offered".

Arrow SI Response: Comply

2. Offerors shall provide prices for the Avaya equipment in Section VII. L.2. including the discount off the Avaya List Price. The products and quantities listed are an indication of the products or quantities that will be ordered for initial contract term. The Contractor shall provide the products at the unit prices for each product regardless of the actual quantities purchased. Prices shall include all items and requirements of the RFP. The quantities in Section VII. L.2. are the estimated quantities for the first year of the contract only. Refer to Section VI., Background for the total estimated quantity for all the potential terms of the contract. If a model listed in Section VII.L.2. is no longer available new, state that the equipment is not available new and provide the discount for the new replacement model.

Arrow SI Response: Comply

Confirm that the same minimum discount is offered for the potential purchase of the new models of the Avaya telephony equipment listed replace the models in the list below.

Yes **No**

VoIP Telephones	Quantity	Unit Price	Total Amount	%
4602SW – Available as refurb only		\$51.53		N/A
4610SW – Available as refurb only		\$93.60		N/A
4621SW – Available as refurb only		\$114.64		N/A
4622SW – Available as refurb only		\$141.98		N/A
4625SW – Available as refurb only		\$188.25		N/A
9611G (52.4% of VCU spend is on this model)	950	\$256.54	\$243,713.00	49.50
9620 – Available as refurb only		\$109.38		N/A
9620L – Available as refurb only		\$146.19		N/A
9620C – Available as refurb only		\$766.69		N/A
9621G – Available as refurb only	10	\$327.75	\$3,277.45	49.50
9641G		\$345.42		49.50
9641GS		\$350.98		49.50
1692 – Conference Phone – Refurb		\$766.69		N/A
B189 – Conference Phone	20	\$833.25	\$16,665.00	49.50
Digital Telephones	Quantity	Unit Price	Total Amount	%
2402 – Available as refurb only		\$163.48		39.00
2410 – Available as refurb only		\$430.05		39.00
2420 – Available as refurb only		\$600.85		39.00

9404 (40.4% of VCU spend is on this model)	850	\$251.32	\$213,622.00	39.00
9408	80	\$386.13	\$30,890.40	39.00
Ancillary Set Equipment	Quantity	Unit Price	Total Amount	%
1XU Expansion Module		\$169.58		39.00
BM12 Expansion Module	3	\$91.91	\$275.73	49.50
Avaya DECT 3725		\$179.28		49.50

Total Amount Section VII.K.2. **\$508,443.58**

Where new product is no longer available for the items listed above, we have provided pricing for refurbished models. These items come with a 30-month warranty. Each item will have a sticker showing the warranty expiration date. If a replacement is needed during that term, VCU would simply need to let us know and we would send a replacement along with a return label for the defective item.

Please note that there is no “list price” for the refurbished items. The pricing for these items is “market driven” depending upon supply and demand. Arrow SI will commit to always providing these items, if needed, to VCU at the same margin levels as included in the pricing above.

- Submit pricing below for the first year of hardware and software maintenance support. Refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU’s implemented systems.*

First year hardware maintenance and support	<u>\$137,998.96</u>
First year software maintenance and support	<u>\$336,313.72</u>
Total first year maintenance and support	<u>\$474,312.69</u>
Minimum discount for hardware maintenance and support	<u>21%</u>
Minimum discount for software maintenance and support	<u>21%</u>

Please note that Arrow SI is providing two different options for maintenance services to support VCU. Details of the pricing for each offering are included in the Attachment Tab 10 “VCU RFP Maintenance Summary” spreadsheet.

Note: Arrow SI considers the Maintenance Summary Pricing Spreadsheet proprietary.

(Do not include voicemail maintenance and support in the Total first year maintenance and support above.)

Describe the methodology to determine the price to add new equipment and software to maintenance support. What is the discount offered from the Avaya List price for hardware and software maintenance support? Confirm that the price to add new equipment and software to maintenance support shall be prorated so the additional equipment and software is coterminous with the current maintenance support term.

Arrow SI Response: Arrow SI will honor the pricing methodology used for the original agreement. We will use Avaya’s design tool to provide the maintenance support pricing for any new equipment and/or software. However, please note that the final amount for new and add on orders is subject to then current pricing tool rates. As stated in our response, we will continue to honor a 21% discount on Avaya maintenance.

- **New Order: Services will commence:** (a) for newly configured Equipment and licenses, on the first day of the second month following order placement with the manufacturer; and (b) for additional Supported Products or licenses, on the first day of the month following order placement with the manufacturer, and remains in full force for the term period
- **Add On Order: Services will commence** on the first day of the month following order placement with the manufacturer, and remains in full force for the term period.

All Avaya hardware and software that are part of the same system will be co-terminus with existing coverage. For example, if a new gateway is added, it would have a prorated maintenance price to get it to co-term with the overall agreement. This prorated amount will be provided with our proposals to VCU.

Avaya actually requires that any new products that are added in a product category that is under your existing agreement be made to co-term. In the event a new product category at a location is introduced, Arrow SI will request a special bid so it will co-term with the larger, overall agreement.

4. *Submit pricing for effort and resources in support of Assess and Design New Sites, refer to Appendix 10. Submit pricing for the Access and Design task in Section VII.B above a small, medium, large, and extra-large project. The definitions of the small, medium, large, and extra-large projects are:*

Small Office (2 Scenarios)

25 Users
 5 POTS lines
 2 analog ports for fax and credit cards

25 Users
 1 PRI
 2 analog ports for fax and credit cards

Medium Office

100 Users
 2 PRIs
 8 analog ports for fax and credit cards

Large Office

250 Users
 3 PRIs
 10 analog ports for fax and credit cards

Extra Large Office

500 Users
 4 PRIs
 16 analog ports for fax and credit cards

Total Amount Assess and Design New Sites - #1 small	<u>\$0.00</u>
Total Amount Assess and Design New Sites - #2 small	<u>\$0.00</u>
Total Amount Assess and Design New Sites – medium	<u>\$0.00</u>
Total Amount Assess and Design New Sites - large	<u>\$0.00</u>
Total Amount Assess and Design New Sites – extra-large	<u>\$0.00</u>

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Amount Access and Design task. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

Arrow SI Response:

Arrow SI will provide the technical resources to assess and design new sites for VCU at no charge. This is part of the presales support that is included when doing business with us. The team that will work with VCU on this will include, but not be limited to, the following:

- **Arrow SI Account Manager – Anthony Seal**
- **Arrow SI Sales Engineer – David Powell**
- **Arrow SI Solutions Architect – Charlie Trautwein**
- **Arrow SI Sales Engineer Team Lead – Chris Kellner**

David Powell, the Arrow SI Sales Engineer that will support VCU, is very familiar with your existing environment. He was with Avaya when the existing solution was first implemented. He brings a wealth of knowledge in support of VCU while having additional resources available as needed.

Define the methodology to determine the price to add or subtract Users and the other variables for example a Medium Office with 135 Users.

Arrow SI Response:

Arrow SI works closely with our clients to design solutions to meet their business needs. For the Avaya solutions as detailed above, we take the information we have

input it into the Avaya Solution Designer (ASD) tool. ASD uses this information, along with traffic-based algorithms, to complete the initial design.

This design can vary greatly depending upon the number and type of both trunks and sets. For example, a location with several CO trunks and a large number of digital and analog sets with will come up with a larger “footprint” than a comparable site with a PRI and all IP sets. This is due to the need for additional Media Modules needed to support the CO trunks, analog and digital sets. This may result in additional gateways needed for the site.

Using the example you provided, changing a Medium site from 100 to 135 users, assuming these would be IP endpoints, would not change the gateway design. The only items that would increase would be any software licensing and number of endpoints needed for the additional users.

5. *Submit pricing for effort and resources in support of Implement Core Sites, refer to Appendix 11. Submit pricing for the Implement Core Equipment At New Sites task in Section VII.C above for a small, medium, large, and extra-large project. The definitions of the small, medium, large, and extra-large projects are:*

Small Office (2 Scenarios)

25 Users
 5 POTS lines
 2 analog ports for fax and credit cards

25 Users
 1 PRI
 2 analog ports for fax and credit cards

Medium Office

100 Users
 2 PRIs
 8 analog ports for fax and credit cards

Large Office

250 Users
 3 PRIs
 10 analog ports for fax and credit cards

Extra Large Office

500 Users
 4 PRIs
 16 analog ports for fax and credit cards

Total Amount Implement Core Equipment At New Sites - #1 small **\$7,630.25**

Total Amount Implement Core Equipment At New Sites - #2 small **\$7,774.00**

Total Amount Implement Core Equipment At New Sites - medium **\$12,040.50**

Total Amount Implement Core Equipment At New Sites - large **\$20,493.00**

Total Amount Implement Core Equipment At New Sites – extra-large **\$34,833.50**

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Implement Core Equipment At New Sites task for each size project. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

Arrow SI Response:

Once the design is reviewed, we base the implementation services upon the configuration we have. The implementation service will vary depending upon the number and type of trunks and sets, along with the level of support needed from the client.

We work with some clients that simply want us to stage the equipment and register it with Avaya and they do all the implementation. Other clients want us to do the staging, registration and programming, while they prefer to do the physical installation. Still others want us to include a turnkey solution, where we do everything from soup to nuts.

The pricing we provided above assumes a turnkey implementation. We have included the services for the following:

- Project Management
- Site survey
- Network assessment
- Staging
- Server installation and programming
- Gateway installation
- Station and trunk programming
- Set placement
- End-user phone training
- 1st day of business support

We are including Statements of Work (SOW) for each of the project templates. These provide details of the services listed above. In addition, we have prepared a spreadsheet with the detailed pricing for each of the above items, along with the hourly rates and resources used to determine the pricing. **This information is considered proprietary. Please see Attachment Tab 10 for ASI implementation Pricing.**

Define the methodology to determine the price to add or subtract Users and the other variables for example a Medium Office with 135 Users.

Arrow SI Response:

As mentioned above, our implementation services are priced according to the solution and needs of our clients. The turnkey solution we priced for the Medium site was based upon 100 users. If this were to be increased to 135 users,

assuming all other requirements are the same, the only implementation items that would increase are:

- Station and trunk programming
- Set placement
- End-user phone training

These items are based upon the number of endpoints. So, as that number increases or decreases, these items would change.

If this type of change is made prior to going to order, we would simply update our quote and SOW to reflect this. If the change is made once we have gone to order, we would supply VCU with a Change Order to reflect the requested changes.

6. *If there is a cost associated with the services, submit pricing for the professional services and consultation proposed in Section VII.D above.*

Total Amount professional services and consultation **\$0.00**

Arrow SI has provided pricing for the provided templates above. No additional professional services or consultation is needed for these scenarios.

Submit pricing details for each type of professional services and consultation proposed in response to Section VII.D that equals the Total amount professional services and consultation.

7. **Submit pricing for end user training in Section VII.E above.**

Total Amount technical training **\$ TBD**

Total Amount end user training **\$ TBD**

Arrow SI offers a wide array of training options for VCU. The pricing we provided for the implementation services associated with the supplied templates, included training. This is detailed in the attached “VCU Implementation Pricing” spreadsheet. This pricing varies depending upon the number of users to be trained. Technical training varies depending upon the product and application for which training is needed. We have attached a document that provides an overview of our available training classes along with the associated pricing for each.

Provide unit pricing for all of the proposed technical training for support/system administration/engineer level training and end user training in Section VII.E. that totals to the total amount technical training for support/system administration/engineer level training and end user training.

This is detailed in the attached “VCU Implementation Pricing” spreadsheet. This pricing varies depending upon the number of users to be trained. Please see Attachment Tab 10 for ASI implementation Pricing.

Note: Arrow SI considers the Implementation Pricing spreadsheet proprietary.

8. Grand Total Section K, Price Schedule, Items 2-7. **\$1,065,527.52**

Price evaluation will be based on the Grand Total Section K, Price Schedule, Items 2-7.

9. Specify the minimum discount percentage(s) offered for all comcoded products on the Avaya Price List. As products become obsolete, the equipment and services shall be deleted and any new or replacement products shall be incorporated into the contract at the minimum discount offered below. The maximum price for all additional Avaya comcoded products shall be the net price off the current published list prices after the discount is applied.

39% used to determine the unit prices for all other Avaya comcoded products

Please note that the discount percentage listed above is the minimum amount for the items proposed in our response. Our discount levels vary from manufacturer-to-manufacturer. In addition, the discount levels vary depending upon the solution from the manufacturer. For example, we may receive one discount level for hardware, another for software, another for services and yet another for maintenance agreements. Further, this can vary from product-to-product. As listed above, we are able to provide a 49.5% discount on Avaya IP sets, but a 39% discount on Avaya digital sets. We commit to providing VCU with the highest possible discount for each product and solution we quote.

From time-to-time, our manufacturers, including Avaya, will offer incentive programs that would be passed along to VCU. These can come in the form of added discounts, free hardware or software, reduced implementation charges, etc. Arrow SI will inform VCU of any promotions that would apply. In addition, we may also be able to offer custom incentives to meet VCU's needs. For orders that require the shipment of hardware, we will provide free expedited shipping when needed to meet VCU's required dates.

We would be happy to discuss the specific discount levels for any products or services that VCU purchases through Arrow SI.

M. Proposal Submission Instructions:

1. Complete and return page1 of the RFP. Proposals shall be signed by an authorized representative of the Offeror.

Arrow SI Response: Comply

2. Complete and return signed addenda acknowledgments (if applicable).

Arrow SI Response: Comply

3. Submit one (1) original hard copy (paper) of the entire proposal, including all attachments and proprietary information. The original proposal must be clearly marked on the outside of the proposal. Submit one (1) unsecured, original electronic copy (on a disc or flash drive) of the entire proposal including all attachments and INCLUDING ANY PROPRIETARY INFORMATION and one (1) unsecured, original electronic copy (on a disc or flash drive) of the entire proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. These discs or flash drives must be clearly marked on the outside whether it includes or excludes proprietary information.

Arrow SI Response: Comply

4. Submit four (4) hard copies (paper) of the entire proposal, including all attachments and proprietary information and one (1) unsecured electronic copy (on a disc or flash drive) of the entire proposal, including all attachments and proprietary information.

Arrow SI Response: Comply

5. If applicable, the outside of the proposal must be marked to denote proprietary information is contained in the documents. **Written notice of proprietary information must be submitted as the first page of the Offeror's proposal.** Notice must specifically identify the applicable portions of the Offeror's proposal that contains data or materials to be protected and state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted, must be identified on the applicable page(s) within the Offeror's proposal, by some distinct method, such as highlighting, underlining, etc. **The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.**

Arrow SI Response: Comply

6. Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.

Arrow SI Response: Comply

7. Additional information is available at: RFP Website Link Additional Information <http://go.vcu.edu/procurement-purchasing>

Arrow SI Response: Read, understood, and comply.

VIII. ORAL PRESENTATION:

Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available.

Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU, on the Offerors presentation team.

Arrow SI Response: Read and understood.

IX. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's proposal using the following criteria: Offeror's qualifications and experience; methodology/approach to providing the requirements stated herein; price; and the Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD certified SWaM Businesses in the Offeror's performance of the contract. Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall be conducted with Offerors so selected. After negotiations have been conducted with each Offeror so selected, the University shall select the Offeror which, in its opinion, has made the best offer, and shall award the contract to that Offeror. The right is reserved to make multiple awards. The Institution may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (Governing Rules Section 49.D) Should the Institution determine in writing and in its sole discretion that only one Offeror has made the best proposal, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>

Arrow SI Response: Read and understood.

X. GENERAL TERMS AND CONDITIONS:

General Terms and Conditions can be viewed at:

<http://go.vcu.edu/procurement-purchasing>

Arrow SI Response: Regarding the General Terms and Conditions: Arrow SI accepts the terms of this RFP subject to Arrow SI's responses stated herein; provided that Arrow SI may require additional terms for individual statements of works, the terms of which may be negotiated for such statements of work.

XI. SPECIAL TERMS AND CONDITIONS:

A. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.

Arrow SI Response: Read, understood, and comply.

B. **AUDIT:** The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.

Arrow SI Response: Read, understood, and comply.

- C. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

Arrow SI Response: Read, understood, and comply.

- D. BEST AND FINAL OFFER (BAFO): At the conclusion of negotiations, the Offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Offeror(s). The Offeror(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.

Arrow SI Response: Read, understood, and comply.

- E. PROPOSAL ACCEPTANCE PERIOD: Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.

Arrow SI Response: Read, understood, and comply.

- F. PROPOSAL PRICES: Proposal prices shall be in the form of a firm unit price for each item during the contract period.

Arrow SI Response: Read, understood, and comply.

- G. CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

Arrow SI Response: Read, understood, and comply.

- H. CONTRACTOR'S TITLE TO MATERIALS: No materials or supplies for the work shall be purchased by the Contractor or by any Subcontractor subject to any chattel mortgage or under a conditional sales or other agreement by which an interest is retained by the seller. The Contractor warrants that he has clear title to all materials and supplies for which he invoices for payment.

Arrow SI Response: Read, understood, and comply.

- I. DELIVERY AND STORAGE: It shall be the responsibility of the Contractor to make all arrangements for delivery, unloading, receiving and storing materials in the building

during installation. The Owner will not assume any responsibility for receiving these shipments. Contractor shall check with the Owner and make necessary arrangements for security and storage space in the building during installation.

Arrow SI Response: Read, understood, and comply.

- J. DELIVERY NOTIFICATION: The Agency shall be notified twenty four (24) hours prior to delivery of any items so that personnel may be available to allow access to the building and verify items received. Notification contact information will be provided to the Contractor after the award of the contract.

Arrow SI Response: Read, understood, and comply.

- K. DRUG FREE WORKPLACE: The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:

1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and

Arrow SI Response: Read, understood, and comply.

2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).

Arrow SI Response: Read, understood, and comply.

3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.

Arrow SI Response: Read, understood, and comply.

- L. EXTRA CHARGES NOT ALLOWED: The proposal price shall be for complete installation ready for Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.

Arrow SI Response: Read, understood, and comply. Please note that the proposed price is for the system as quoted in this response. If VCU modifies the scope, the price may change accordingly.

- M. FINAL INSPECTION: At the conclusion of the work, the Contractor shall demonstrate to the authorized owners representative that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the Contractor at the Contractor's sole expense prior to final acceptance of the work.

Arrow SI Response: Read, understood, and comply.

- N. IDENTIFICATION OF PROPOSAL: The proposal package should be identified as follows:

From: _____

Name of Offeror	Due Date	Time
Street or Box Number	RFP No.	
City, State, Zip Code +4	RFP Title	

Name of Contract / Purchase Officer or Buyer: Jackie Colbert

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

Arrow SI Response: Read, understood, and comply. The proposal package was labeled as described above.

- O. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.

Arrow SI Response: Read, understood, and comply.

- P. INSTALLATION: All items must be assembled and set in place, ready for use. All crating and other debris must be removed from the premises.

Arrow SI Response: Read, understood, and comply. This would not apply to drop-shipped orders.

- Q. LIMITATION OF LIABILITY: To the maximum extent permitted by applicable law, the Contractor will not be liable under this contract for any indirect, incidental, special or consequential damages, or damages from loss profits, revenue, data or use of the supplies, equipment and/or services delivered under this contract. This limitation of liability will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the Contractor; or (c) circumstances where the contract expressly provides a right to damages, indemnification or reimbursement.

Arrow SI Response: Read, understood, and comply.

- R. MAINTENANCE MANUALS: The Contractor shall provide with each piece of equipment, an operations and maintenance manual, parts list, and a copy of all warranties.

Arrow SI Response: Read, understood, and comply. All manuals are available free of charge on the web at www.support.avaya.com.

- S. PREVENTIVE MAINTENANCE: The Contractor shall provide necessary preventive maintenance, required testing and inspection, calibration and/or other work necessary to maintain the equipment in complete operational condition during the warranty period.

Arrow SI Response: Read, understood, and comply.

- T. PRIME CONTRACTOR RESPONSIBILITIES: The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

Arrow SI Response: Read, understood, and comply.

- U. QUANTITIES: Quantities set forth in this solicitation are estimates only, and the Contractor shall supply at proposal prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.

Arrow SI Response: Read, understood, and comply.

- V. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth upon written agreement of both parties for four (4) successive one year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. The contract discounts shall remain the same as in the initial term of the contract during all optional renewal terms unless market conditions dictate increasing the contract discount(s). Unit price changes may be negotiated at time of renewal; however, in no case shall the unit prices for a succeeding one-year period exceed the

prior year's contract price(s), increased or decreased by no more than the percentage increase or decrease in the commodities category of the CPI-W section of the US Bureau of Labor Statistic's Consumer Price Index, for the latest twelve months for which statistics are available.

Arrow SI Response: Read, understood, and comply.

- W. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.

Arrow SI Response: Read, understood, and comply.

- X. WORK SITE DAMAGES: Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the Contractor's expense.

Arrow SI Response: Read, understood, and comply.

- Y. COMMUNICATIONS: Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department.

Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.

Arrow SI Response: Read, understood, and comply.

- Z. eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS: The solicitation/contract will result in multiple purchase order(s) with the eVA transaction fee specified below assessed for each order.

a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:

(i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.

(ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at www.eVA.virginia.gov.

The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

Arrow SI Response: Read, understood, and comply.

- AA. CRIMINAL BACKGROUND CHECK: The Contractor is required to comply with Virginia Commonwealth University's ("VCU") employment policies on criminal conviction investigations.
<http://www.assurance.vcu.edu/Policy%20Library/Criminal%20Conviction%20Investigations.pdf> The Contractor shall perform criminal conviction investigations on all prospective candidates for full time or part time placement at VCU, including newly hired, re-hired, seasonal, and or temporary employees.

Arrow SI Response: Read, understood, and comply.

- BB. SECTION 508 COMPLIANCE: All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the Code of Virginia.

Arrow SI Response: Read, understood, and comply. Avaya is an invited, voting member of the US Access Board Telecommunications and Electronic and Information Technology Advisory Committee (author of the updated Section 255 and Section 508 recommendations), the Federal Communications Commission Emergency Access Advisory Committee, and the Federal Communications Commission Disability Advisory Committee.

The "VPAT" Voluntary Product Accessibility Templates for Avaya products are available at <http://www.avaya.com/avayagov/capabilities/accessibility/>

- CC. NON-VISUAL ACCESS: All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Contract:
1. Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
 2. The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;

3. Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
4. The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software, or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

Arrow SI Response: Read and understood The Avaya digital and H.323 IP telephones that have been requested in the RFP can utilize Avaya's Universal Access Phone Status (UAPS) software to support visually-impaired users. The UAPS software is provided at no additional charge.

- DD. EQUIPMENT SUBSTITUTION: During the term of any contract resulting from this solicitation, the vendor is not authorized to substitute any item for that equipment and/or software identified in the solicitation without the prior written consent of the Contracting Officer whose name appears on the front of this solicitation, or their designee.

Arrow SI Response: Read, understood, and comply.

- EE. EXCESSIVE DOWNTIME: Equipment or software furnished under the contract shall be capable of continuous operation. Should the equipment or software become inoperable for a period of more than 24 hours, the Contractor agrees to pro-rate maintenance charges to account for each full day of inoperability. The period of inoperability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than consecutive calendar days, the Contractor shall promptly replace the equipment at no charge upon request of the procuring agency. Such replacement shall be with new, unused equipment of comparable quality, and must be installed and operational within two (2) days following the request for replacement.

Arrow SI Response: Read, understood, and comply.

- FF. NEW PRODUCTS: Unless otherwise expressly stated in this solicitation, all equipment furnished under the contract shall be new, unused equipment. All software provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.

Arrow SI Response: Read, understood, and comply with clarification. All purchased product will be new, unless requested as refurbished. Product provided under the Avaya maintenance agreement may be new or Avaya-certified refurbished.

OPERATIONAL COMPONENTS: Unless otherwise requested in the solicitation, stated equipment prices shall include all cables, connectors, interfaces, documentation for all components, and any other items necessary for full systems operation at the user site. This does not include consumable supplies such as paper, tapes, disks, etc., unless such supplies are expressly identified in the Pricing Schedule.

Arrow SI Response: Read, understood, and comply.

- GG. QUALIFIED REPAIR PERSONNEL: All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The Commonwealth reserves the right to require proof of certification prior to award and at any time during the term of the contract.

Arrow SI Response: Read, understood, and comply.

- HH. REPAIR PARTS: In the event that the performance of maintenance services under the contract results in a need to replace defective parts, such items may only be replaced by new parts. In no instance shall the Contractor be permitted to replace defective items with refurbished, remanufactured, or surplus items without prior written authorization of the Commonwealth.

Arrow SI Response: Read, understood, and comply with clarification. Product provided under the Avaya maintenance agreement may be new or Avaya-certified refurbished.

- II. SOFTWARE UPGRADES: The Commonwealth shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the Contractor. The maximum charge for upgrade shall not exceed the total difference between the cost of the Commonwealth's current version and the price the Contractor sells or licenses the upgraded software under similar circumstances.

Arrow SI Response: Read, understood, and comply.

- JJ. TERM OF SOFTWARE LICENSE: Unless otherwise stated in the solicitation, the software license(s) identified in the pricing schedule shall be purchased on a perpetual basis and shall continue in perpetuity. However the Commonwealth reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as intent to terminate the license. All acquired license(s) shall be for use at any computing facilities, on any equipment, by any number of users, and for any purposes for which it is procured. The Commonwealth further reserves the right to transfer all rights under the license to another state agency to which some or all of its functions are transferred.

Arrow SI Response: Exception. The terms of the attached Avaya End User License Agreement shall govern.

- KK. THIRD PARTY ACQUISITION OF SOFTWARE: The Contractor shall notify the procuring agency in writing should the intellectual property, associated business, or all of its assets be acquired by a third party. The Contractor further agrees that the contract's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, the Contractor shall obtain, for the Commonwealth's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the contract.

Arrow SI Response: Read, understood, and comply.

- LL. WARRANTY AGAINST SHUTDOWN DEVICES: The Contractor warrants that the equipment and software provided under the contract shall not contain any lock, counter, CPU references, virus, worm, or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.

Arrow SI Response: Comply with clarification. In the event a term-based license is purchased, the software may have the ability to shut off at the end of the term.

Regarding the Special Terms and Conditions: Arrow SI accepts the terms of this RFP subject to Arrow SI's responses stated herein; provided that Arrow SI may require additional terms for individual statements of works, the terms of which may be negotiated for such statements of work

ARROW SI CORPORATE OVERVIEW

Offering an entire spectrum of IT enabling services and systems integration solutions, Arrow Systems Integration (Arrow SI) provides businesses with the transforming solutions and services for unified communications needed in the competitive and ever-changing world of technology. Arrow SI works to provide the communication, collaboration, consulting, educational and overall professional services to help assist, advise and augment your team and bridge any gaps to innovation and support your company might need.

Founded in 1974 as a regional communications hardware provider and service organization and now a wholly-owned Arrow Electronics, Inc. (NYSE: ARW) company, Arrow SI has consistently adapted its business model to address the explosive growth of technology and the increasing complexity of the needs of its end user community. Arrow SI believes that its growth and profitability are built on a foundation of employee focus and empowerment, unwavering commitment to the customer, excellent partnerships with technology innovators, and the development of organic solutions and services to address unique customer needs.



On September 9, 2010, Arrow Electronics announced the successful completion of its acquisition of Shared Technologies. This acquisition along with a subsequent integration with Cross Telecom in early 2011 allowed for the continued expansion of our solution offerings to our customers by aligning with a FORTUNE 130 company that brings global reach, financial strength and a commitment to value-added distribution. Headquartered in Irving, Texas, Arrow SI has seen its workforce evolve to approximately 750 employees in 2016, 90% of which are customer-facing.

This synergy allows Arrow SI to capitalize upon its parent company’s success, which has been recognized as one of FORTUNE Magazine’s “World’s Most Admired Companies” for 16 consecutive years, reflecting the importance placed on creating opportunities for our business partners and employees.

MANY PRODUCTS, MANY SOLUTIONS

The extraordinary growth of Arrow SI’s customer community is founded in simple, “old school,” commercial values. Honoring commitments, meeting dates, delivering solutions as proposed are the basic values brought to the customer relationship. These values are endorsed company-wide, including the executive management level.

Arrow SI enjoys long-term partnerships with the leading manufacturers of voice and data technology in North America. These established, consistent relationships enable the company to recommend solid and proven solutions for most requirements of the enterprise, regardless of size or operational scope.

Arrow SI lives by our Mission Statement: Arrow SI will provide business transforming communication, collaboration and ongoing services solutions that will create a sustainable competitive advantage for our customers.

To address “one-off” customer requirements, Arrow SI has developed innovative organic capabilities in design, network and system security, and engineering that put us firmly ahead of the pack in our ability to meet unusual or distinctive commercial needs.

As a converged solutions partner, Arrow SI provides our customers with platforms, solutions and services to integrate multiple network technologies and products into a centralized managed business operation. These offerings are key to Arrow SI having achieved operational excellence in unified communications service deployment.

Our company and its entire employee community recognize that the key to the success and the growth of our business resides in the value that our customers recognize in the work we do for them every day. Consistency and reliability along with integrity and respect for the customer are the cornerstones on which our business is built.

Our fundamental business philosophy is, "Your problem is our problem." Arrow SI is focused on customer satisfaction; partnership with our customers is not a marketing phrase, it is the business imperative by which the company operates.

With a 41-year track record of success, consistently high levels of customer satisfaction and proprietary tools for customer database management, Arrow SI offers "best in class" solutions with full accountability for its performance to those businesses using state-of-the-art communications technology.

SERVICE PRESENCE AND PHILOSOPHY

Arrow SI has an extensive network of Business Partners throughout the United States, Canada, EMEA, MCLA/CALA and APAC. Where direct support is not available, our partner network will be utilized for support and parts provision in coordination with Arrow SI's Technical Assistance Center engineers as necessary.

Every day, our highly seasoned business transforming Account Executives orchestrate the activities of their Arrow SI customer support teams, including Design Engineers, Application Specialists, Technical Engineers, Systems Integration Experts and SIP Application Architects to custom build innovative solutions for our customers that are technically competent, designed for reliability and uptime. Our solutions are aimed at a single over-arching objective – to help you transform your business and achieve competitive advantage. Find out how Arrow SI can help you transform your business today!

INNOVATE

Leverage innovative communications, collaboration and SIP technologies. Cutting-edge solutions can give you competitive advantages while making your communications platform more powerful than ever.

COMMUNICATE

When your communication tools work together, you get more done. When or where no longer matter. Communicate real-time across all your tools, including desktop video, conferencing, social media and more.

COLLABORATE

Arrow SI offers powerful integrated collaboration solutions. Allow your employees, partners, and customers to take advantage of their preferred devices — smart phones, desktops, tablets, and more.

We See It the Way UC It

Arrow SI empowers our customers with endless possibilities. Custom build your Unified Communications solutions with a myriad of technology, solution and delivery options to meet your business needs. That ability ensures that the UC solution you end up with is, you know – YOU.

Quality = Service, All Day and Night

The Arrow SI Service Center provides 24 / 7 / 365 quality customer service and support, staffed to provide trouble reporting, testing, service order processing and dispatching. The Service Center staff and our field technicians work together to accurately report and repair problems, utilizing field service escalation procedures that enable our customers to request higher levels of support for problem determination and repair. All technicians are equipped with cell phones and have iPads for expedient communications.

We also have a quality assurance program in place. We survey our customers on a regular basis in order to get an accurate assessment of their perceptions of the service we provide. Our philosophy is that the level of service we offer is only as good as our customers' perceptions of the service. We strive to determine the effectiveness of our performance, to implement immediate corrective action where necessary and to continue to monitor areas that need improvement.

ARE YOU FIVE YEARS OUT?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out. At Arrow SI, we know Five Years Out is an exciting place to be. Partner with us, and you'll become part of a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Every day.

Bring your innovations
to life with market
solutions from Arrow SI.

WHY ARROW SI?

Arrow SI continuously focuses on bridging the gap between our clients' strategic objectives and tactical technology implementation. Our solutions and services function as the catalyst to drive customer value across the entire lifecycle from initial strategy to Day 2 support. With an intense awareness of our clients' critical success factors, Arrow SI's solutions provide short-term economic value for our clients while helping them meet their long-term strategic business objectives.

APPENDIX I

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority-owned business** is a business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority Individual:** "Minority" means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 - "Asian Americans" means all persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Marinas, the Philippines, U. S. territory of the Pacific, India, Pakistan, Bangladesh and Sri Lanka and who are regarded as such by the community of which these persons claim to be a part.
 - "African Americans" means all persons having origins in any of the original peoples of Africa and who are regarded as such by the community of which these persons claim to be a part.
 - "Hispanic Americans" means all persons having origins in any of the Spanish speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who are regarded as such by the community of which these persons claim to be a part.
 - "Native Americans" means all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.
 - "Eskimos and Aleuts" means all persons having origins in any of the peoples of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN
BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors.

List the names of the SWaM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

<u>Name of Businesses:</u>	<u>SB, WO, MO:</u>	<u>Role in contract:</u>
iSoft Solutions, LLC	WO	On-Site Support Services
Whitlow Communications	SB	On-Site Support Services

Commitment for utilization of DSBSD SWaM Businesses:

25 % of total contract amount that will be performed by DSBSD certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU:

Name Printed: — Andrew Lupovitz
Email: — alupovitz@arrowsi.com
Phone: — 469-528-4675

Offeror understands and acknowledge that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged: DocuSigned by:
By (Signature): Mark Hagan
Name Printed: Mark Hagan
Title: VP of Sales
Email: mhagan@arrowsi.com

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Small Business and Supplier Diversity (DSBSD; <http://www.sbsd.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.

APPENDIX II INVOICING AND PAYMENT

Invoicing:

The Contractor shall submit a fully itemized invoice to Virginia Commonwealth University, Accounts Payable and Support Services, P. O. Box 980327, Richmond, VA 23298-0327, that, at minimum, includes the following information: the Virginia Commonwealth University purchase order number; a description of the goods or services provided; quantities; unit prices; extended prices; and total prices. Payment will be issued in accordance with the payment method selected below and with the Commonwealth of Virginia Prompt Payment Legislation.

Upon request by VCU, the Contractor shall submit invoices electronically using the Ariba Network or other e-commerce channel utilized by VCU; and agrees to comply, within reason, with any future e-commerce initiatives including, but not limited to: procurement, procurement content, sourcing or any other electronic procurement and sourcing solutions.

Questions regarding this method of invoicing should be sent to: ecommerce@vcu.edu.

Payment:

VCU Procurement Services is automating the payment process to the greatest extent possible. Contractors are encouraged to accept payment electronically through the commercial card program. Please review the payment methods described below and select one for your firm. By selecting the payment method below, Contractor acknowledges that the selected payment method is **not specific to the contract resulting from this solicitation and will apply to all payments made to the Contractor** by Virginia Commonwealth University. For example, if the Contractor has an existing contract(s) and is currently receiving payment by paper check, and the Contractor is now electing to receive payment by the commercial card, **all payments** will be made using the commercial card once the commercial card payment process is implemented for the firm.

Payment Methods

1. **Electronically through a Wells Fargo Visa commercial card:** Payment will be made ten days (10) after receipt of a proper invoice for the amount of payment due, or ten (10) days after receipt of the goods or services, whichever is later.

It is the Contractor's responsibility to contact its banking institutions to determine any credit limit that may restrict the payment of invoices. It is the Contractor's responsibility to have its credit limit raised as necessary to facilitate the timely payment of all invoices. Invoices exceeding the Contractor's credit limit will be returned unpaid.

Failure to accept the commercial card after award of contract will be considered a contract compliance issue and will be addressed accordingly. In addition, invoices will be returned without payment until the Contractor can accept the payment through the commercial card.

Questions regarding this method of payment should be sent to commcard@vcu.edu.

2. **ACH:** Electronic payment via automated clearing house (ACH) to the vendor provided bank account of record. Payment is processed thirty (30) days after receipt of a proper invoice for the amount of payment due, or thirty (30) days after receipt of the goods or services, whichever is later. Additional information about ACH payments is available at: <http://www.vcu.edu/treasury/VendorACH.htm>.

Contractor must indicate the method of payment selected:

Commercial Card Payment (Wells Fargo VISA)
 Automated Clearing House (ACH)

Invoicing and Payment Method Acknowledgement:

Signature:
Name Printed:
Title:
Name of Firm:
Date:

J. R. Monroe
JOE R. MONROE
Controller
Arrow Systems Integration, Inc
4/28/2016

Please identify the following contact information for the individual who will serve as the appropriate point of contact within your company to be contacted by VCU Accounts Payable to implement the electronic invoicing and payment processes:

* Invoicing

Name of the individual:
Title:
Mailing address:
Email address:
Phone number:
Fax number:

Laura Scott
Billing Analyst
2425 Gateway Dr.
Irving TX 75063
lscott@arrowisi.com
469-528-4608
N/A

* Payment

Annette Marler
Mgr. Credit Collections
2425 Gateway Dr.
Irving, TX 75063
amarler@arrowisi.com
972-462-3807



RFP - Addendum

DATE: April 28, 2016

ADDENDUM NO. 01 TO ALL OFFERORS:

Reference - Request for Proposals: RFP# 6946149JC

Commodity/Title: Avaya Voice over IP (VoIP) Equipment and Maintenance
Term Contract

Issue Date: April 15, 2016

Proposal Due: May 10, 2016 at 11:00 AM

Pre-Proposal Conference: April 26, 2016 at 10:00 AM

The above is hereby changed to read: **See Attached.**

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,

Jackie Colbert

Arrow Systems Integration, Inc.

Name of Firm

DocuSigned by:
Jody Garza
6815CBA5F51B46F...

Signature/Title

5/13/2016

Date



RFP - Addendum

DATE: May 5, 2016

ADDENDUM NO. 02 TO ALL OFFERORS:

Reference - Request for Proposals: RFP# 6946149JC

Commodity/Title: Avaya Voice over IP (VoIP) Equipment and Maintenance Term Contract

Issue Date: April 15, 2016

Proposal Due: May 10, 2016 at 11:00 AM

Revised Proposal

Due Date: May 19, 2016 at 11:00 AM

Pre-Proposal Conference: April 26, 2016 at 10:00 AM

The above is hereby changed to read: **See Attached.**

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,

Jackie Colbert

Arrow Systems Integration, Inc.

Name of Firm

DocuSigned by:
Jody Garza
6816CBA6F51B46F...

Signature/Title

5/13/2016

Date

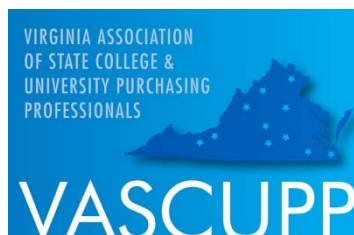


Request for Proposals

RFP #: 6946149JC

RFP Title: Avaya Voice over IP (VoIP) Equipment
and Maintenance Term Contract

Date: 4/15/2016



A VASCUPP Member Institution

Request For Proposals RFP # 6946149JC

Issue Date: 4/15/2016

Title: Avaya Voice over IP (VoIP) Equipment and Maintenance Term Contract

Issuing and Using Agency: Virginia Commonwealth University
Attention: Jackie Colbert
912 W Grace St., 5th floor
POB 980327
Richmond, Virginia 23284

Proposals For Furnishing The Services Described Herein Will Be Received Until: 11:00 AM (EDT) local time on 5/10/2016.

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above or to Phone: (804) 828-0163, Email: jcolbert@vcu.edu, VOICE TDD: (800) 828-1120.

This solicitation & any addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO VIRGINIA COMMONWEALTH UNIVERSITY, PROPOSAL PROCESS DEPARTMENT, POB 980327, RICHMOND, VA 23298-0327. **IF PROPOSALS ARE HAND DELIVERED OR SENT BY COURIER, DELIVER TO:** VIRGINIA COMMONWEALTH UNIVERSITY, DEPARTMENT OF PROCUREMENT SERVICES, 912 W GRACE ST., 5th FLOOR, RICHMOND, VA 23284. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University Purchasing. Any Work Relative To This Solicitation Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

NAME AND ADDRESS OF FIRM:

_____	Date: _____
_____	By (<i>Signature In Ink</i>): _____
_____ Zip Code _____	Name Typed: _____
E-Mail Address: _____	Title: _____
Telephone: (____) _____	Fax Number: (____) _____
Toll free. if available	Toll free. if available
DUNS NO.: _____	FEI/FIN NO.: _____

REGISTERED WITH eVA: () YES () NO	SMALL BUSINESS: () YES () NO
VIRGINIA DSBSD CERTIFIED: () YES () NO	MINORITY-OWNED: () YES () NO
DSBSD CERTIFICATION #: _____	WOMEN-OWNED: () YES () NO

A Pre-Proposal conference will be held. See Section V. for additional information.

THIS SOLICITATION CONTAINS 19 PAGES.

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APPENDIX I AND II

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I. PURPOSE:

The intent and purpose of this Request for Proposals (RFP) is to establish a contract or contracts with a qualified firm(s) for support, equipment, and maintenance of installed Avaya IP-PBX systems for Virginia Commonwealth University (the lead issuing institution and hereafter referred to as “the University” or “VCU”), an agency of the Commonwealth of Virginia. Also, VCU seeks a technology partner to provision new site implementations, served by the main campus platform, to include engineering, hardware, software, installation and implementation, as well as project management, network integration and training resources. New site locations may be within or outside of the Commonwealth of Virginia.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor.

Additional information is available at: *RFP Website Link Cooperative Procurement*
<http://go.vcu.edu/procurement-purchasing>

II. OPTIONAL USE CONTRACT:

The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU.

III. THE UNIVERSITY:

Information is available at: *RFP The Website Link The University*
<http://go.vcu.edu/procurement-purchasing>

IV. REPORTING AND DELIVERY REQUIREMENTS:

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities to encourage their participation in State procurement activities. The Commonwealth encourages Contractors to provide for the participation of small businesses and businesses owned by women and minorities (SWaM) through partnerships, joint ventures, subcontracts or other contractual opportunities. By submitting a proposal, Offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.

REPORT ON THE PARTICIPATION OF SMALL BUSINESSES AND BUSINESSES
OWNED BY WOMEN AND MINORITIES

Unless the contractor is a Commonwealth of Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small business, the Contractor shall submit quarterly reports on the involvement of certified DSBSD SWaM Businesses. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Department of Procurement Services

Attn: SWaM Coordinator
912 West Grace Street, 5th floor
POB 980327
Richmond, VA 23298-0327
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

V. PRE-PROPOSAL CONFERENCE:

OPTIONAL PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held at 10:00 AM (EDT) on 4/26/2016 at the VCU Technology Administration Building (TAB), 701 W. Broad St., Conference Room 202, Richmond, VA 23284. The purpose of the conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Note – Offerors should submit questions in advance (via email) to jcolbert@vcu.edu by April 22, 2016 at 12:00 PM EDT.

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

VI. BACKGROUND:

Voice communications is a critical component of VCU's Information Technology strategy. The long-term strategy is to implement Voice over IP (VoIP) services campus wide and in remote sites. However, VCU Health is not ready at this time for an enterprise wide implementation of VoIP technology. As a result, VCU requires the continued operation and support of a hybrid solution for voice services.

The following four strategic goals are the building blocks of VCU's voice technology strategy.

- Goal 1: Optimize the total life cycle cost for voice services.
- Goal 2: Provide common voice architecture, campus wide and to remote sites.
- Goal 3: Provide secure remote access for voice and data to expand Telework.
- Goal 4: Develop a survivable architecture that is scalable and flexible.

VCU has approximately 15,000 active ports (stations) on the main campus Avaya CM 6.3 system, serving VoIP, digital, and analog stations. These ports are spread across the Monroe Park and Medical College of Virginia campuses in the city of Richmond. There are an additional 250 stations serving off campus sites outside of the City of Richmond on remote Avaya Communication Manager 6.3 standalone systems.

The location, Sold To, and system specifics are listed in Appendices 9 and 12.

Currently, the voice mail platform is Modular Messaging (MM) with 10,000 mailboxes. However, VCU is in the process of a replacement effort of this platform; we anticipate implementation to be summer 2016. MM is connected to the PBX via the Session Border Controller (SBC) over SIP trunks.

There are six (6) standalone Avaya systems with voice mail. The location, Sold To, and system specifics are listed in Appendices 9 and 12. VCU intends to transition these sites to be served from the main campus system; however, a project plan is currently not developed for this effort.

To support new sites and on-going needs, VCU estimates purchasing 11,260 stations for years 2016 – 2020. This estimated volume is provided only as a guideline for preparing the pricing and discounts offered. It is not a guarantee of the contract volume. The Contractor shall supply the quantities actually ordered at contract the prices and discounts.

VII. DESCRIPTION OF REQUESTED GOODS/SERVICES AND PROPOSAL RESPONSE REQUIREMENTS AND SUBMISSION INSTRUCTIONS:

This section describes VCU's requested goods and/or services and the areas to be addressed in Offeror's proposal. **The areas to be addressed are italicized and in bold.** Proposal response must be written in the same order as outlined below. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities. Emphasis should be placed on completeness and clarity of content. Failure to submit all information requested may result in the elimination of the proposal from consideration. Proposals which are substantially incomplete or lack key information may be rejected by VCU.

A. Maintenance and Support:

1. The Contractor shall provide hardware and software maintenance and technical support. Maintenance and support includes but is not limited to:

- a) For a major outage event the Contractor must have a technician on site within two (2) hours. A major outage event includes:
 1. Impacting an entire building or site
 2. Enterprise system/application/server
 3. Life safety impacting
 4. Twenty-five percent (25%) or more of the trunks and/or stations supported by the Avaya voice system's common control are out of service at any time due to the failure of products provided by Avaya;
 5. The common control processor is out of service;
 6. Twenty-five percent (25%) or more of the data peripherals supported by the Avaya voice system's common control are out of service at any time due to the failure of products provided by Avaya;
 7. Twenty-five percent (25%) or more of the special network capabilities supported by the Avaya voice system's common control are out of service due to the failure of products provided by Avaya.
- b) Alarm monitoring and notification 24 x 7
- c) Access to technical support 24 x 7
- d) System information and/or equipment requiring maintenance support are listed in Appendices 4, 5, 6, 7, 8, 9, and 12
- e) Must maintain Sold To data

Offeror shall describe all maintenance support options and detail what is included, as well as what is not covered for each.

Is maintenance and support included during the warranty period?

B. Assess and Design New Sites:

VCU intends to partner with the Contractor chosen through this RFP process to assist with the design and implementation of new sites, direct installation and maintenance support of extended remote sites, and expansion of our VoIP services. See Appendix 10 for a sample, detailed list of tasks associated with site assessment and design at VCU.

Description: *The objective of this task is for Offerors to submit the proposed methodology to assess a site and to develop the design required for implementation.*

Firm shall provide detailed information regarding the proposed approach, resources and delivery of the assessment and design services offered. Are there variables in the task based on the size of the project? Define any variables.

The major sub tasks include, but are not limited to:

- 1. Perform telephony infrastructure assessment***
- 2. Develop telephony solution design***
- 3. Document site preparation prerequisites including:***
 - a) Develop test plan***
 - b) Create the Design Document***
 - c) Conduct a customer review of the Design Document***
 - d) Document revised services charges for the implementation tasks, if applicable.***

C. Implement Core Equipment At New Sites:

VCU intends to use the equipment Contractor chosen through this RFP process for future equipment purchases supporting daily operations. Appendix 3 provides a list of VCU's station equipment. See Appendix 11 for a sample, detailed list of tasks associated with site implementation.

Description: *The objective of this task is for Offerors to describe the proposed methodology to deliver Avaya equipment and/or implementation services for existing or new sites.*

Firm shall provide detailed information regarding the approach, resources and delivery of the equipment and implementation services for a small, medium and large project.

The major sub tasks for each size project include, but are not limited to:

- 1. Deliver equipment***
- 2. Install equipment***
- 3. Must Register equipment***
 - a) Create Sold To***
 - b) Pre-registration***
 - c) Final registration***
- 4. Perform acceptance testing***
- 5. Document test results and prepare the Site Acceptance Report***

D. Professional Services and Consultation:

1. Provide new products, system enhancements, and future road map direction on a quarterly basis.
2. Provide system enhancement and/or new product training to VCU support team.
3. Provide pre-sale and post-sale support.

Describe the professional services and consultation offered. Clearly state whether the professional services and consultation are offered with or without charges.

- E. Technical Training for Support/System Administration/Engineer Level and End User Training – VCU shall order training on an “as needed basis”. Training is a requirements contract item.

Describe in detail the training offered.

Is customized training available?

Is classroom training on-site at VCU or at a remote location?

Is an e-Learning option offered?

Is training offered hourly and/or daily?

Firm should provide detailed information regarding proposed products and services for Section VII. A. – E.

Firm must describe approach, to include planning, methodology, and resource utilization, to a project that encompasses multiple Avaya applications.

What is the warranty on both Avaya hardware and software?

- F. Procurement Requirements:

1. Freight terms shall be F.O.B. Destination/Prepaid with inside delivery; additional charges shall not be allowed. All pallet deliveries to the TAB Facility require a lift gate truck since the facility
2. The terms and conditions of the RFP govern the resulting contract and not any Contractor terms and conditions or software license agreement.
3. The proposal prices shall include all costs for the equipment and services including all applicable freight and travel and living expenses; extra charges will not be allowed.
4. The contract is intended to provide access to all current Avaya products and is not intended to limit the ability to purchase Avaya equipment and maintenance to the current equipment and maintenance deployed at VCU. The Contractor should supply all other available products on the most current version of the Avaya Published Price List at a similar discounted unit price to the negotiated contract prices for the products and maintenance that VCU currently uses.
5. The initial contract term is one (1) year with four (4) annual, optional renewal terms.
6. For the purpose of this solicitation and the resulting contract, offers shall only be accepted for Avaya products. Offers for maintenance and services shall only be accepted from Avaya direct or a certified Avaya Business Partner. Offers for equipment shall only be accepted from Avaya direct or companies authorized by Avaya to distribute the equipment. No substitute in the requested products is acceptable. If requested by VCU, the Offeror must provide proof that your firm is an Avaya Partner or distributor prior to award.

Does your company agree with the Procurement requirements in Section VII.F.?

Mandatory requirements are designated by the words shall or must and non-mandatory requirements are designated by the words should or may.

Confirm your firm understands that the Contractor shall supply the products and services actually ordered at contract the prices and discounts whether the products and services actually ordered or more or less than the estimate provided in the RFP.

What is the delivery lead time after the contract award for your firm to begin providing the Avaya products and services? If the number of days varies by product or service, provide a list.

Provide an implementation schedule indicating how long after the award of the contract it shall take your company to begin accepting orders and delivering Avaya products and services.

G. Experience and Qualifications of Firm:

1. ***Firm must provide:***

a) ***The number of technicians that you company has:***

1) ***How many technicians in Virginia?***

2) ***How many technicians within a within a 100 mile radius of Richmond, VA***

3) ***How many technicians within a 100 mile radius of Virginia.***

b) ***What certifications are the technicians proposed to work at VCU required to hold? Confirm that all technicians that work on VCU project shall have the required certifications listed.***

c) ***List the number of higher tier support services personnel; include position title/role and list their certifications.***

d) ***How many project managers do you employ? How many projects do they handle simultaneously?***

e) ***List of three references for whom similar services were provided, preferably of public institutions of higher education or a similar sized organization.***

f) ***Provide a list of institutions of higher education with which the firm has a signed term contract.***

g) ***Provide the amount of annual sales the firm has with each VASCUPP Member Institution. A list of VASCUPP Members can be found at***

<http://procurement.vcu.edu/our-services/university-purchasing/vascupp/>

H. Other related goods/services:

Describe other products and/or services provided by your firm that may be utilized by VCU. Explain how the fee schedule would be established for these products / services during the contract term (or submit the fee schedule) and your firm's ability to provide most favored nations pricing. Also, explain how VCU would be notified of newly introduced products / services.

I. Sustainability:

Provide information to demonstrate the overall environmental impact of your proposed approach. Include information on your recommendations to reduce the environmental impact and create efficiencies.

J. Small, Women-Owned and Minority-Owned Business Commitment:

Firm must submit complete Appendix I which is available at RFP Website Link Appendix 1

<http://go.vcu.edu/procurement-purchasing> unless the firm is a DSBSD certified small business.

DSBSD certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.

K. Invoicing and Payment:

Firm must submit complete Appendix II which is available at: RFP Website Link Appendix 2 <http://go.vcu.edu/procurement-purchasing>

L. Price Schedule:

1. Firm shall provide pricing for: (1) all station equipment in Appendix 3, noting, that historically, approximately 93% of our Avaya telephone set purchases have consisted of the 9611G (VoIP) and the 9404 (Digital) models, with the breakdown being 52.4% and 40.4% respectively. VCU is seeking a (greater) volume discount on these two hardware and software maintenance support, refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems; (2) effort and resources in support of "Assess and Design New Sites", refer to Appendix 10; (3) effort and resources in support of "Implement Core Sites", refer to Appendix 11; (4) training; and (5) all other Avaya comcoded products.

Offerors may provide pricing below for all the required Avaya products and services or only some of the products and services. If your firm is not offering all of the required Avaya products and services, clearly indicate which products and services your company is offering to deliver by submitting either a price offer or filling in the space for price with "Not Offered".

2. Offerors shall provide prices for the Avaya equipment in Section VII. K.2. including the discount off the Avaya List Price. The products and quantities listed are an indication of the products or quantities that will be ordered for initial contract term. The Contractor shall provide the products at the unit prices for each product regardless of the actual quantities purchased. Prices shall include all items and requirements of the RFP. The quantities in Section VII. K.2. are the estimated quantities for the first year of the contract only. Refer to Section VI, Background for the total estimated quantity for all the potential terms of the contract.

Confirm that the same minimum discount is offered for the potential purchase of the new models of the Avaya telephony equipment listed replace the models in the list below.

_____ Yes _____ No

VoIP Telephones

	QUANTITY	UNIT PRICE	TOTAL AMOUNT	%
4602	<u>0</u>	\$ _____	\$ _____	_____%
4610SW	<u>0</u>	\$ _____	\$ _____	_____%
4621	<u>0</u>	\$ _____	\$ _____	_____%
4625	<u>0</u>	\$ _____	\$ _____	_____%
9611G (52.4% of VCU spend is on this model)	<u>950</u>	\$ _____	\$ _____	_____%
9620	<u>0</u>	\$ _____	\$ _____	_____%

9621G	<u>10</u>	\$ _____	\$ _____	_____ %
9641G	<u>0</u>	\$ _____	\$ _____	_____ %
1692 – Conference Phone	<u>0</u>	\$ _____	\$ _____	_____ %
B189 – Conference Phone	<u>20</u>	\$ _____	\$ _____	_____ %

Digital Telephones

2402	<u>0</u>	\$ _____	\$ _____	_____ %
2410	<u>0</u>	\$ _____	\$ _____	_____ %
2420	<u>0</u>	\$ _____	\$ _____	_____ %
9404 (40.4% of VCU spend is on this model)	<u>850</u>	\$ _____	\$ _____	_____ %
9408	<u>80</u>	\$ _____	\$ _____	_____ %

Ancillary Set Equipment

1XU Expansion Module	<u>0</u>	\$ _____	\$ _____	_____ %
BM12 Expansion Module	<u>3</u>	\$ _____	\$ _____	_____ %
Avaya DECT 3725	<u>0</u>	\$ _____	\$ _____	_____ %

Total Amount Section VII.K.2. \$ _____

3. **Submit pricing below for the first year of hardware and software maintenance support. Refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems.**

First year hardware maintenance and support \$ _____

First year software maintenance and support \$ _____

Total first year maintenance and support \$ _____

Minimum discount for hardware maintenance and support _____%

Minimum discount for software maintenance and support _____%

Describe the methodology to determine the price to add new equipment and software to maintenance support. What is the discount offered from the Avaya List price for hardware and software maintenance support? Confirm that the price to add new equipment and software to maintenance support shall be prorated so the additional equipment and software is coterminous with the current maintenance support term.

4. ***Submit pricing for effort and resources in support of Assess and Design New Sites, refer to Appendix 10. Submit pricing for the Access and Design task in Section VII.B above.***

Total Amount Access and Design task \$ _____

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Amount Access and Design task. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

If the price for an Access and Design project varies by the size of the project, define the variables and the break points for each size project defined in Section VII.B above and submit pricing for each size project.

5. ***Submit pricing for effort and resources in support of Implement Core Sites, refer to Appendix 11. Submit pricing for the Implement Core Equipment At New Sites task in Section VII.C above for a small, medium and large project.***

Total Amount Implement Core Equipment At New Sites - small \$ _____

Total Amount Implement Core Equipment At New Sites - medium \$ _____

Total Amount Implement Core Equipment At New Sites - large \$ _____

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Implement Core Equipment At New Sites task for each size project. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

6. ***If there is a cost associated with the services, submit pricing for the professional services and consultation proposed in Section VII.D above.***

Total Amount professional services and consultation \$ _____

Submit pricing details for each type of professional services and consultation proposed in response to Section VII.D that equals the Total amount professional services and consultation.

7. Submit pricing for end user training in Section VII.E above.

Total Amount technical training \$ _____

Total Amount end user training \$ _____

Provide unit pricing for all of the proposed technical training for support/system administration/engineer level training and end user training in Section VII.E. that totals to the total amount technical training for support/system administration/engineer level training and end user training.

8. Grand Total Section K, Price Schedule, Items 2-7. \$ _____

Price evaluation will be based on the Grand Total Section K, Price Schedule, Items 2-7.

9. Specify the minimum discount percentage(s) offered for all comcoded products on the Avaya Price List. As products become obsolete, the equipment and services shall be deleted and any new or replacement products shall be incorporated into the contract at the minimum discount offered below. The maximum price for all additional Avaya comcoded products shall be the net price off the current published list prices after the discount is applied.

____% used to determine the unit prices for all other Avaya comcoded products

M. Proposal Submission Instructions:

1. Complete and return page 1 of the RFP. Proposals shall be signed by an authorized representative of the Offeror.
2. Complete and return signed addenda acknowledgments (if applicable).
3. Submit one (1) original hard copy (paper) of the entire proposal, including all attachments and proprietary information. The original proposal must be clearly marked on the outside of the proposal. Submit one (1) unsecured, original electronic copy (on a disc or flash drive) of the entire proposal including all attachments and INCLUDING ANY PROPRIETARY INFORMATION and one (1) unsecured, original electronic copy (on a disc or flash drive) of the entire proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. These discs or flash drives must be clearly marked on the outside whether it includes or excludes proprietary information.
4. Submit four (4) hard copies (paper) of the entire proposal, including all attachments and proprietary information and one (1) unsecured electronic copy (on a disc or flash drive) of the entire proposal, including all attachments and proprietary information.
5. If applicable, the outside of the proposal must be marked to denote proprietary information is contained in the documents. **Written notice of proprietary information must be submitted as the first page of the Offeror's proposal.** Notice must specifically identify the applicable portions of the Offeror's proposal that contains data or materials to be protected and state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted, must be identified on the

applicable page(s) within the Offeror's proposal, by some distinct method, such as highlighting, underlining, etc. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.

6. Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.
7. Additional information is available at: *RFP Website Link Additional Information*
<http://go.vcu.edu/procurement-purchasing>

VIII. ORAL PRESENTATION:

Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available.

Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU, on the Offerors presentation team.

IX. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's proposal using the following criteria: Offeror's qualifications and experience; methodology/approach to providing the requirements stated herein; price; and the Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD certified SWaM Businesses in the Offeror's performance of the contract. Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall be conducted with Offerors so selected. After negotiations have been conducted with each Offeror so selected, the University shall select the Offeror which, in its opinion, has made the best offer, and shall award the contract to that Offeror. The right is reserved to make multiple awards. The Institution may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (Governing Rules Section 49.D) Should the Institution determine in writing and in its sole discretion that only one Offeror has made the best proposal, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

X. GENERAL TERMS AND CONDITIONS:

General Terms and Conditions can be viewed at:

<http://go.vcu.edu/procurement-purchasing>

XI. SPECIAL TERMS AND CONDITIONS:

- A. ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising

or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.

- B. AUDIT: The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- C. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- D. BEST AND FINAL OFFER (BAFO): At the conclusion of negotiations, the Offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Offeror(s). The Offeror(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
- E. PROPOSAL ACCEPTANCE PERIOD: Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
- F. PROPOSAL PRICES: Proposal prices shall be in the form of a firm unit price for each item during the contract period.
- G. CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- H. CONTRACTOR'S TITLE TO MATERIALS: No materials or supplies for the work shall be purchased by the Contractor or by any Subcontractor subject to any chattel mortgage or under a conditional sales or other agreement by which an interest is retained by the seller. The Contractor warrants that he has clear title to all materials and supplies for which he invoices for payment.
- I. DELIVERY AND STORAGE: It shall be the responsibility of the Contractor to make all arrangements for delivery, unloading, receiving and storing materials in the building during installation. The Owner will not assume any responsibility for receiving these shipments. Contractor shall check with the Owner and make necessary arrangements for security and storage space in the building during installation.
- J. DELIVERY NOTIFICATION: The Agency shall be notified twenty four (24) hours prior to delivery of any items so that personnel may be available to allow access to the building and verify items received. Notification contact information will be provided to the Contractor after the award of the contract.
- K. DRUG FREE WORKPLACE: The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:
 - 1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and
 - 2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).
 - 3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.

- L. EXTRA CHARGES NOT ALLOWED: The proposal price shall be for complete installation ready for Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- M. FINAL INSPECTION: At the conclusion of the work, the Contractor shall demonstrate to the authorized owners representative that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the Contractor at the Contractor's sole expense prior to final acceptance of the work.
- N. IDENTIFICATION OF PROPOSAL: The proposal package should be identified as follows:

From: _____

Name of Offeror	Due Date	Time
Street or Box Number	RFP No.	
City, State, Zip Code +4	RFP Title	

Name of Contract / Purchase Officer or Buyer: Jackie Colbert

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

- O. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.
- P. INSTALLATION: All items must be assembled and set in place, ready for use. All crating and other debris must be removed from the premises.
- Q. LIMITATION OF LIABILITY: To the maximum extent permitted by applicable law, the Contractor will not be liable under this contract for any indirect, incidental, special or consequential damages, or damages from loss profits, revenue, data or use of the supplies, equipment and/or services delivered under this contract. This limitation of liability will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the Contractor; or (c) circumstances where the contract expressly provides a right to damages, indemnification or reimbursement.
- R. MAINTENANCE MANUALS: The Contractor shall provide with each piece of equipment, an operations and maintenance manual, parts list, and a copy of all warranties.

- S. PREVENTIVE MAINTENANCE: The Contractor shall provide necessary preventive maintenance, required testing and inspection, calibration and/or other work necessary to maintain the equipment in complete operational condition during the warranty period.
- T. PRIME CONTRACTOR RESPONSIBILITIES: The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- U. QUANTITIES: Quantities set forth in this solicitation are estimates only, and the Contractor shall supply at proposal prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.
- V. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth upon written agreement of both parties for four (4) successive one year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration. The contract discounts shall remain the same as in the initial term of the contract during all optional renewal terms unless market conditions dictate increasing the contract discount(s). Unit price changes may be negotiated at time of renewal; however, in no case shall the unit prices for a succeeding one-year period exceed the prior year's contract price(s), increased or decreased by no more than the percentage increase or decrease in the commodities category of the CPI-W section of the US Bureau of Labor Statistic's Consumer Price Index, for the latest twelve months for which statistics are available.
- W. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- X. WORK SITE DAMAGES: Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the Contractor's expense.
- Y. COMMUNICATIONS: Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department.
- Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.
- Z. eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS: The solicitation/contract will result in multiple purchase order(s) with the eVA transaction fee specified below assessed for each order.

a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:

- (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
- (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at www.eVA.virginia.gov.

The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- AA. CRIMINAL BACKGROUND CHECK: The Contractor is required to comply with Virginia Commonwealth University's ("VCU") employment policies on criminal conviction investigations. <http://www.assurance.vcu.edu/Policy%20Library/Criminal%20Conviction%20Investigations.pdf> The Contractor shall perform criminal conviction investigations on all prospective candidates for full time or part time placement at VCU, including newly hired, re-hired, seasonal, and or temporary employees.
- BB. SECTION 508 COMPLIANCE: All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the *Code of Virginia*.
- CC. NON-VISUAL ACCESS: All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Contract:

1. Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
2. The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
3. Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
4. The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software, or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

- DD. EQUIPMENT SUBSTITUTION: During the term of any contract resulting from this solicitation, the vendor is not authorized to substitute any item for that equipment and/or software identified in the solicitation without the prior written consent of the Contracting Officer whose name appears on the front of this solicitation, or their designee.

- EE. EXCESSIVE DOWNTIME: Equipment or software furnished under the contract shall be capable of continuous operation. Should the equipment or software become inoperable for a period of more

than 24 hours, the Contractor agrees to pro-rate maintenance charges to account for each full day of inoperability. The period of inoperability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than consecutive calendar days, the Contractor shall promptly replace the equipment at no charge upon request of the procuring agency. Such replacement shall be with new, unused equipment of comparable quality, and must be installed and operational within two (2) days following the request for replacement.

FF. NEW PRODUCTS: Unless otherwise expressly stated in this solicitation, all equipment furnished under the contract shall be new, unused equipment. All software provided under the contract shall be the latest version available to the general public as of the due date of this solicitation.

OPERATIONAL COMPONENTS: Unless otherwise requested in the solicitation, stated equipment prices shall include all cables, connectors, interfaces, documentation for all components, and any other items necessary for full systems operation at the user site. This does not include consumable supplies such as paper, tapes, disks, etc., unless such supplies are expressly identified in the Pricing Schedule.

GG. QUALIFIED REPAIR PERSONNEL: All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The Commonwealth reserves the right to require proof of certification prior to award and at any time during the term of the contract.

HH. REPAIR PARTS: In the event that the performance of maintenance services under the contract results in a need to replace defective parts, such items may only be replaced by new parts. In no instance shall the Contractor be permitted to replace defective items with refurbished, remanufactured, or surplus items without prior written authorization of the Commonwealth.

II. SOFTWARE UPGRADES: The Commonwealth shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the Contractor. The maximum charge for upgrade shall not exceed the total difference between the cost of the Commonwealth's current version and the price the Contractor sells or licenses the upgraded software under similar circumstances.

JJ. TERM OF SOFTWARE LICENSE: Unless otherwise stated in the solicitation, the software license(s) identified in the pricing schedule shall be purchased on a perpetual basis and shall continue in perpetuity. However the Commonwealth reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as intent to terminate the license. All acquired license(s) shall be for use at any computing facilities, on any equipment, by any number of users, and for any purposes for which it is procured. The Commonwealth further reserves the right to transfer all rights under the license to another state agency to which some or all of its functions are transferred.

KK. THIRD PARTY ACQUISITION OF SOFTWARE: The Contractor shall notify the procuring agency in writing should the intellectual property, associated business, or all of its assets be acquired by a third party. The Contractor further agrees that the contract's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, the Contractor shall obtain, for the Commonwealth's benefit and deliver thereto, the assignee's agreement to fully honor the terms of the contract.

LL. WARRANTY AGAINST SHUTDOWN DEVICES: The Contractor warrants that the equipment and software provided under the contract shall not contain any lock, counter, CPU references, virus, worm, or other device capable of halting operations or erasing or altering data or programs. Contractor further warrants that neither it, nor its agents, employees, or subcontractors shall insert any shutdown device following delivery of the equipment and software.



RFP - Addendum

DATE: April 28, 2016

ADDENDUM NO. 01 TO ALL OFFERORS:

Reference - Request for Proposals: RFP# 6946149JC

Commodity/Title: Avaya Voice over IP (VoIP) Equipment and Maintenance
Term Contract

Issue Date: April 15, 2016

Proposal Due: May 10, 2016 at 11:00 AM

Pre-Proposal Conference: April 26, 2016 at 10:00 AM

The above is hereby changed to read: **See Attached.**

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,

Jackie Colbert

Name of Firm

Signature/Title

Date

Questions for Clarification Submitted By Potential Offerors for RFP# 6946149JC

The questions submitted by potential proposers and the answers from VCU are below. The clarifications are in bold and italics.

1. Will VCU provide Avaya with the permission for our company to access your maintenance records necessary to provide an accurate maintenance quote?

Yes, please submit a LOA request through Avaya to Jackie Colbert, jcolbert@vcu.edu, VCU Procurement Services, with your contact information for approval. A LOA will grant permission to receive a maintenance history report for the hardware/software included RFP #6946149JC. All communication about the RFP until the contract is awarded must be directed to Jackie Colbert.

2. Within Section VII. L Description of Requested Goods/Services and Proposal Response Requirements and Submission Instructions, Para. L Price Schedule has a various listing of telephony equipment which is either at their Manufacture End-of-Sale (EoS) or Manufacture Discontinued (MD), would VCU consider using an alternative placement than what has been listed under Item 2?

Yes, this is our intent with the bold statement in this section, " Confirm that the same minimum discount is offered for the potential purchase of the new models of the Avaya telephony equipment listed replace the models in the list below." Also, see the revised Pricing Schedule.

3. No mention of power equipment being supported within the RFP (UPS, Batteries or Rectifiers...etc.) then it would be assumed that VCU will be responsible for the care and maintenance of these items?

Yes, VCU monitors and manages these items.

4. Appendix 12 shows all Avaya Sold To Numbers with their corresponding location addresses, city, state and zip codes, however the last five (5) locations are coming up as being invalid "The ZIP/Postal Code entered is not correct for the Functional Location." Will this be corrected?

VCU verified the zip code for each location, and we are not sure what the issue is. Please submit a request to Avaya for VCU to approve a LOA that will grant permission to receive a maintenance history report for the hardware/software included in the RFP #6946149JC. Avaya needs to send to the LOA request to Jackie Colbert, jcolbert@vcu.edu.

5. Also the Sold To Number (5052742) appears for two different locations VCU – Internal Medicine Geriatrics & VCU - MCV Physicians, each site location should be assigned their own unique Sold To Number. Will this be corrected?

Yes, the Sold To Numbers should be 50527420 and 50527427.

6. Will a composite list of all hardware (HW)/software (SW) with exact quantities which shows the current Avaya Maintenance levels for all sites be made available? This is to ensure that the HW/SW and quantities levels have been verified by VCU.

Yes, please submit a LOA request through Avaya to Jackie Colbert, jcolbert@vcu.edu, VCU Procurement Services, with your contact information for approval. A LOA will grant permission to receive a maintenance history report for the hardware/software included RFP #6946149JC. All communication about the RFP until the contract is awarded must be directed to Jackie Colbert.

7. Page 5 of 19 – Replacing MM. What Voice Mail Platform will VCU be migrating to?

The new Voice Mail Platform is currently in the procurement process; platform not decided yet.

8. How many Voice Messaging Ports?

VCU has 288 ports, 10k subscribers, and 130 caller menus.

9. Page 10 of 19 – Many of the voice clients listed are not new (4600's). Are you asking for refurbished pricing if new is not available?

No, if new is not available, state that and do not provide a unit price, but provide the discount for a current model.

10. Page 12 of 19 – How many users make up a small, medium and Large site?

See the revised Pricing Schedule below.

- a. Assess and Design task new site – can this be an hourly rate? If not how large is the site?

Yes, include the hourly rate(s). Use site size ranges in the revised Pricing Schedule.

- b. Implement Core Equipment at New sites (Small, Medium, Large) – Please define.

Use site size ranges in the revised Pricing Schedule.

- c. Professional Services – Can we provide hourly rates?

Yes.

- d. End user training – again depends on number of users and training room size.

Presume training groups of no more than 15 per session.

11. When does the current VCU contract for Avaya products and maintenance expire?

The contract expires on June 30, 2016; however, the Avaya maintenance on the hardware and software expires in September 2016.

12. Is the Contractor responsible for installing equipment for one user or two users?

In Richmond VCU technicians are responsible for these installations, and at remote sites the Contractor is responsible for these installations.

Reference Page 6, Section VII.A.: Add the following to the area in bold and italics at the end of the Section.

Although voice mail messaging platforms are not a part of the RFP system purchase requirements, voice mail messaging platform maintenance is an optional purchase item that could be provided at a later time. Provide a list of all supported voice mail messaging platforms.

Reference Page 6, Section VII.B.: Add the following as paragraph 2 in the Section.

Currently when VCU installs new locations either on campus or at remote sites, we use survivable Avaya gateways or standalone CMs depending upon available network/WAN connectivity. Voice mail for users at these locations is provided either from the central Modular Messaging system or the CM Messaging for standalone PBXs. When a new messaging platform is identified, it is VCU's intention to continue to extend our enterprise system to the gateway locations.

Reference Page 8, Section VII.F.5., Procurement Requirements: Change the Section to the following:

The period of the contract should be one year with four (4) one year renewal options. VCU will consider a longer initial contract term with fewer renewal terms that do not exceed a total of five (5) years for more favorable contract terms and conditions including price. Maintenance payments shall be annual beginning on the commencement date of the initial maintenance term and each year on the anniversary date of the commencement of the initial maintenance term.

Reference Page 10, Section VII.L., Price Schedule: Delete Section VII.L and replace it with the revised Price Schedule below.

L. Price Schedule:

1. Firm shall provide pricing for: (1) all station equipment in Appendix 3, noting, that

9611G (VoIP) and the 9404 (Digital) models, with the breakdown being 52.4% and 40.4% respectively. VCU is seeking a (greater) volume discount on these

(2) hardware and software maintenance support, refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems; (3) effort and resources in support of "Assess and Design New Sites", refer to Appendix 10; (4) effort and resources in support of "Implement Core Sites", refer to Appendix 11; (5) training; and (6) all other Avaya comcoded products.

Offerors may provide pricing below for all the required Avaya products and services or only some of the products and services. If your firm is not offering all of the required Avaya products and services, clearly indicate which products and services your company is offering to deliver by submitting either a price offer or filling in the space for price with "Not Offered".

2. Offerors shall provide prices for the Avaya equipment in Section VII. L.2. including the discount off the Avaya List Price. The products and quantities listed are an indication of the products or quantities that will be ordered for initial contract term. The Contractor shall provide the products at the unit prices for each product regardless of the actual quantities purchased. Prices shall include all items and requirements of the RFP. The quantities in Section VII. L.2. are the estimated quantities for the first year of the contract only. Refer to Section VI., Background for the total estimated quantity for all the potential terms of the contract. If a model listed in Section VII.L2. is no longer available new, state that the equipment is not available new and provide the discount for the new replacement model.

Confirm that the same minimum discount is offered for the potential purchase of the new models of the Avaya telephony equipment listed replace the models in the list below.

_____ ***Yes*** _____ ***No***

VoIP Telephones

	QUANTITY	UNIT PRICE	TOTAL AMOUNT	%
4602	<u> 0 </u>	\$ _____	\$ _____	_____ %
4610SW	<u> 0 </u>	\$ _____	\$ _____	_____ %
4621	<u> 0 </u>	\$ _____	\$ _____	_____ %
4625	<u> 0 </u>	\$ _____	\$ _____	_____ %
9611G	<u> 950 </u>	\$ _____	\$ _____	_____ %

3. Submit pricing below for the first year of hardware and software maintenance support. Refer to Appendices 4, 5, 6, 7, 8, 9, 12 for details on VCU's implemented systems.

First year hardware maintenance and support \$ _____

First year software maintenance and support \$ _____

Total first year maintenance and support \$ _____

Minimum discount for hardware maintenance and support _____%

Minimum discount for software maintenance and support _____%

Minimum discount for voicemail maintenance and support _____%

(Do not include voicemail maintenance and support in the Total first year maintenance and support above.)

Describe the methodology to determine the price to add new equipment and software to maintenance support. What is the discount offered from the Avaya List price for hardware and software maintenance support? Confirm that the price to add new equipment and software to maintenance support shall be prorated so the additional equipment and software is coterminous with the current maintenance support term.

4. Submit pricing for effort and resources in support of Assess and Design New Sites, refer to Appendix 10. Submit pricing for the Access and Design task in Section VII.B above a small, medium, large, and extra-large project. The definitions of the small, medium, large, and extra-large projects are:

Small Office (2 Scenarios)

25 Users

5 POTS lines

2 analog ports for fax and credit cards

25 Users

1 PRI

2 analog ports for fax and credit cards

Medium Office

100 Users

2 PRIs

8 analog ports for fax and credit cards

Large Office

250 Users

3 PRIs

10 analog ports for fax and credit cards

Extra Large Office

500 Users

4 PRIs

16 analog ports for fax and credit cards

Total Amount Assess and Design New Sites - #1 small \$ _____

Total Amount Assess and Design New Sites - #2 small \$ _____

Total Amount Assess and Design New Sites – medium \$ _____

Total Amount Assess and Design New Sites - large \$ _____

Total Amount Assess and Design New Sites – extra-large \$ _____

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Amount Access and Design task. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

Define the methodology to determine the price to add or subtract Users and the other variables for example a Medium Office with 135 Users.

- 5. *Submit pricing for effort and resources in support of Implement Core Sites, refer to Appendix 11. Submit pricing for the Implement Core Equipment At New Sites task in Section VII.C above for a small, medium, large, and extra-large project. The definitions of the small, medium, large, and extra-large projects are:***

Small Office (2 Scenarios)

25 Users

5 POTS lines

2 analog ports for fax and credit cards

25 Users

1 PRI

2 analog ports for fax and credit cards

Medium Office

100 Users

2 PRIs

8 analog ports for fax and credit cards

Large Office

250 Users

3 PRIs

10 analog ports for fax and credit cards

Extra Large Office

500 Users

4 PRIs

16 analog ports for fax and credit cards

Total Amount Implement Core Equipment At New Sites - #1 small \$ _____

Total Amount Implement Core Equipment At New Sites - #2 small \$ _____

Total Amount Implement Core Equipment At New Sites - medium \$ _____

Total Amount Implement Core Equipment At New Sites - large \$ _____

Total Amount Implement Core Equipment At New Sites – extra-large \$ _____

Submit a list of the technical services personnel with the position title/role and hourly rate and the total number of hours for each position title/role with the extended amount that equals the Total Implement Core Equipment At New Sites task for each size project. Separately list any position titles/roles with the associated hourly rate for any proposed services personnel that are not included in the task.

Define the methodology to determine the price to add or subtract Users and the other variables for example a Medium Office with 135 Users.

- 6. *If there is a cost associated with the services, submit pricing for the professional services and consultation proposed in Section VII.D above.***

Total Amount professional services and consultation \$ _____

Submit pricing details for each type of professional services and consultation proposed in response to Section VII.D that equals the Total amount professional services and consultation.

7. Submit pricing for end user training in Section VII.E above.

Total Amount technical training \$ _____

Total Amount end user training \$ _____

Provide unit pricing for all of the proposed technical training for support/system administration/engineer level training and end user training in Section VII.E. that totals to the total amount technical training for support/system administration/engineer level training and end user training.

8. Grand Total Section L, Price Schedule, Items 2-7. \$ _____

Price evaluation will be based on the Grand Total Section L, Price Schedule, Items 2-7.

9. Specify the minimum discount percentage(s) offered for all comcoded products on the Avaya Price List. As products become obsolete, the equipment and services shall be deleted and any new or replacement products shall be incorporated into the contract at the minimum discount offered below. The maximum price for all additional Avaya comcoded products shall be the net price off the current published list prices after the discount is applied.

____% used to determine the unit prices for all other Avaya comcoded products



RFP - Addendum

DATE: May 5, 2016

ADDENDUM NO. 02 TO ALL OFFERORS:

Reference - Request for Proposals: RFP# 6946149JC

Commodity/Title: Avaya Voice over IP (VoIP) Equipment and Maintenance Term Contract

Issue Date: April 15, 2016

Proposal Due: May 10, 2016 at 11:00 AM

Revised Proposal

Due Date: May 19, 2016 at 11:00 AM

Pre-Proposal Conference: April 26, 2016 at 10:00 AM

The above is hereby changed to read: **See Attached.**

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,

Jackie Colbert

Name of Firm

Signature/Title

Date

Reference Page 2, Due Date and Time for Receipt of Proposals: The revised due date and time for the receipt of proposals for RFP #6946149JC is:

Proposals For Furnishing The Goods And Services Described Herein Will Be Received Until: 11:00 AM (EDT) local time on 05/19/2016.

Reference Appendix 12: The last digit was cut off on Appendix 12 for the last six (6) VCU locations. The corrected Sold To location numbers are listed below.

50527420	VCU MCV PHYSICIANS	2200 PUMP RD STE 240	RICHMOND	VA	VIRGINIA	23233- 3571
50527427	VCU INTERNAL MEDICINE GERIATRICS	2116 W LABURNUM AVE	RICHMOND	VA	VIRGINIA	23227- 4359
50529889	VCU POLICE	224 E BROAD ST	RICHMOND	VA	VIRGINIA	23219
51450414	VCU HEALTH SYSTEM	11958 W BROAD ST	HENRICO	VA	VIRGINIA	23233
51453435	VCU MCVP INTERNAL MEDICINE GERIATRI	2104 W LABURNUM AVE	RICHMOND	VA	VIRGINIA	23227
51482341	VCU COMMUNICATIONS DEPARTMENT	9 W CARY ST	RICHMOND	VA	VIRGINIA	23220

Reference Appendix 12: Clarification for the Sold To locations below on Appendix 12 that do not have any equipment showing on the LOA:

5012618: The Sold To for Main Hospital that VCU uses is 0005065407. This Sold To is not used.

5130371: This sold to is not used.

5135996: Biotech 3 was torn down several years ago. All equipment was removed.

5285826: This sold to is not used.

5385741: This sold to was created for a site where VCU has not installed Avaya equipment in yet.

50527427: The actual Sold To is 0050527427. The attached spreadsheet shows a list of the equipment for Sold To 0050527427.

50529889: This Sold To is reserved for the new VCU Police building. VCU has not ordered equipment for this site yet.

51482341: This Sold To is for the new location at 9 West Cary Street. VCU has not assigned any equipment to this site yet.

Attachment: ADDRFP Letterhead2AvayaAttachment .xls