Rebid 2014
Avaya Phone System
Prepared for the Town of Pelham, NH

Arcomm Communications Corporation
462 West Main Street
Hillsboro, New Hampshire 03244

Phone: (603) 464-4600
Fax: (603) 478-5655
Web: www.arcomm1.com

Arcomm Communications Corporation
462 W. Main Street * Hillsboro, NH 03244
Phone: (603) 464-4600 * Fax: 603-478-5655
www.arcomm1.com

October 14, 2014

Marie Maruca
Town of Pelham
Office of the Selectmen
6 Village Green
Pelham, NH 03076

Dear Marie,

Please accept our response to your letter dated October 7, 2014, requesting a rebid for an *Avaya IP Office System using the specific specifications provided.* We have reviewed your specific specifications and feel reasonably confident we can fully comply with all criteria specified to date. Our proposal follows the suggested outline for responses contained in your letter, and provides detail concerning all items listed on your new bid guideline.

We are quoting both new and refurbished Avaya equipment. The refurbished equipment package contained in Quote 603454 offers Release 8.0 software, as specified. The new equipment package in Quote 603457 contains Release 8.1 software, because Rel. 8.0 is no longer available for purchase as new. In either case, Avaya recommends having the most current software level available which is Rel. 9.0, and we have provided this level software as an option.

Should you have questions, require clarification, or wish to have a live demonstration of the proposed telephone system at your office, please contact me directly Monday-Friday, 7:30am-4:00pm. Thank you for this opportunity to serve you.

Sincerely,

Glen A. Glanville
Product Specialist
603-464-4600 x206
603-478-5655 fax
glen.glanville@arcomm1.com

462 W. Main St.
Hillsboro, NH 03244
Phone: (603) 464-4600
Fax: (603) 478-5655
info@arcomm1.com
www.arcomm1.com

Arcomm COMMUNICATIONS

Quote No.: 603454

Date: 10/9/14

VOICE, DATA & VIDEO CABLING - TELEPHONE SYSTEMS - IT NETWORKING & COMPUTERS
FIBER OPTICS - SECURITY CAMERAS - ACCESS CONTROL - PAGING & PA SYSTEMS

Prepared for: Marie Maruca
Town of Pelham
6 Village Green
Pelham, NH 03076 U.S.A.
Phone: (603) 635-8233

Refurbished Avaya IP Office Rel 8.0 - Rebid

Includes labor and materials required to install two fully refurbished Avaya IP Office systems equipped with Release 8.0 Software, per the Rebid specifications provided. Work includes data base programming, installation, training and testing. Price includes Cisco switches and assumes use of existing fiber optic feeder cables, rack space and CAT6 jacks, patch panels, cabling and UPS battery back up. Avaya hardware products come with a standard 1-year parts and labor warranty. Materials included are listed below.

Note: We have attempted to bid the list of equipment exactly as specified. Not being involved with the engineering of the list, we cannot be held responsible for omissions or discrepancies in the quantities specified. We would like to mention that only two Combo cards can be installed in any one IP Office system, and our price includes three 4-port trunk daughter cards which are not typically included with combo cards. Our price includes fiber modules to allow connectivity of the switches contained in the list of materials specified, and we have included two power supplies for the BM32 modules, which are required. We have also provided a list of optional equipment that may also be needed to complete the project.

Qty.	UOM	Description	Sell	Total
1	EA	(Avaya) IPO IP500 V2 Control Unit (refurbished)	$270.00	$270.00
1	EA	(Avaya) IPO IP500 V2 System SD Card MU-LAW (new)	$48.00	$48.00
1	EA	Avaya IPO UC Module (UCM) + R8.0 Preferred Edition	$1,380.00	$1,380.00
1	EA	(Avaya) IP Office License Voicemail pro RFA 4 LIC (new)	$2,130.00	$2,130.00
1	EA	(Avaya) IPO R8+ Essential Edition+ LIC (new)	$372.00	$372.00
4	EA	IPO IP500 Voice Networking 4 Channels RFA (New)	$498.00	$1,992.00
3	EA	IP500 V2 Combo Card ATM V2 (new)	$300.00	$900.00
1	EA	IPO 500 Trunk PRI UNI Single (refurbished)	$300.00	$300.00
2	EA	IPO IP500 T1 Channels Add 8 RFA (new)	$546.00	$1,092.00
1	EA	IPO Voice Coding Module 32 V2 2 (new)	$137.50	$137.50
1	EA	(Avaya) IPO Power Lead (Earthed) US (new)	$7.20	$7.20
1	EA	(Avaya) IPO 500 Rack Mounting Kit (new)	$42.00	$42.00
4	EA	(Cisco) 24-Port PoE Switch 10/100 + 2T/SFP Lan (refurbished)	$540.00	$2,160.00
1	EA	(Cisco) 24-Port PoE Switch 10/100 + 2T/SFP Lan (refurbished)	$540.00	$540.00

Qty.	UOM	Description	Sell	Total
1	EA	Control Unit - IPO IP500 V2 (refurbished)	$270.00	$270.00
1	EA	SD Card - IPO IP500 V2 System MU-LAW (new)	$48.00	$48.00
1	EA	IPO R8+ Essential Edition+ LIC (new)	$372.00	$372.00
1	EA	IP500 V2 Combo Card ATM V2 (new)	$300.00	$300.00
1	EA	Power Lead - IPO (Earthed) US (new)	$7.20	$7.20
1	EA	Rack Mount Kit - IPO 500 (new)	$42.00	$42.00
1	EA	(Cisco) 24-Port PoE Switch 10/100 + 2T/SFP Lan (refurbished)	$540.00	$540.00
87	EA	1608-I IP Phone (refurbished)	$96.00	$8,352.00
3	EA	1616-I IP Phone (refurbished)	$108.00	$324.00
4	EA	BM32 Button Module for IP1616 (refurbished)	$78.00	$312.00
4	EA	IPO License - AV IP Endpoint 20 RFA (new)	$924.00	$3,696.00
3	EA	IPO License - AV IP Endpoint 5 RFA (new)	$252.00	$756.00
152.00	HR	Labor - Comm Hourly - Arcomm Installation Labor, Training and Cut Overs	$68.00	$10,336.00

OPTIONAL EQUIPMENT LISTED BELOW IS NOT INCLUDED IN THE PRICE QUOTED:

Optional R8.0 Feature Pack User/Admin DVD Documentation available for $15.00. Provides full set of system documentation.

Optional 2-Port Analog Station Card available for $624.00, plus installation. Provides connectivity and DID for analog devices like fax machines and conference telephones.

Optional Software Upgrade to Rel 9.0 (most current) available for $510.00, plus installation. Price includes upgrades for both IP Office Systems.

Optional Xima Chronicall Call Accounting Reporting Software and dedicated server available for $4,495.00, installed (includes first year annual software maintenance

Optional Wall Mount Bracket for 1608 phones available for $18.00 each, plus installation.

Optional CAT5e/CAT6 patch cables of various lengths are available upon request for patching IP phones and switches. Price is based on quantities ordered

Optional Avaya 1-year 8x5 Advanced Hardware Replacement available for $275.00, one-time cost.

Total: $39,456.20

462 W. Main St.
Hillsboro, NH 03244
Phone: (603) 464-4600
Fax: (603) 478-5655
info@arcomm1.com
www.arcomm1.com

Arcomm COMMUNICATIONS

Quote No.: 603457

Date: 10/9/14

VOICE, DATA & VIDEO CABLING - TELEPHONE SYSTEMS - IT NETWORKING & COMPUTERS
FIBER OPTICS - SECURITY CAMERAS - ACCESS CONTROL - PAGING & PA SYSTEMS

Prepared for: Marie Maruca
Town of Pelham
6 Village Green
Pelham, NH 03076 U.S.A.
Phone: (603) 635-8233

New Avaya IP Office Rel 8.1 - Rebid

Includes labor and materials required to install two new Avaya IP Office systems equipped with Release 8.1 Software, per the Rebid specifications provided. Work includes data base programming, installation, training and testing. Price includes Cisco switches and assumes use of existing fiber optic feeder cables, rack space and CAT6 jacks, patch panels, cabling and UPS battery back up. Avaya hardware products come with a standard 1-year parts and labor warranty. Materials included are listed below.

Note: We have attempted to bid the list of equipment exactly as specified. Not being involved with the engineering of the list, we cannot be held responsible for omissions or discrepancies in the quantities specified. We would like to mention that only two Combo cards can be installed in any one IP Office system, and our price includes three 4-port trunk daughter cards which are not typically included with combo cards. Our price includes fiber modules to allow connectivity of the switches contained in the list of materials specified, and we have included two power supplies for the BM32 modules, which are required. We have also provided a list of optional equipment that may also be needed to complete the project.

Qty.	UOM	Description	Sell	Total
1	EA	(Avaya) IPO IP500 V2 Control Unit (new)	$450.78	$450.78
1	EA	(Avaya) IPO IP500 V2 System SD Card MU-LAW (new)	$32.12	$32.12
1	EA	Avaya IPO UC Module (UCM) + R8.1 Preferred Edition (new)	$1,890.00	$1,890.00
1	EA	(Avaya) IP Office License Voicemail pro RFA 4 LIC (new)	$1,908.90	$1,908.90
1	EA	(Avaya) IPO R8+ Essential Edition+ LIC (new)	$345.18	$345.18
4	EA	IPO IP500 Voice Networking 4 Channels RFA (New)	$796.80	$3,187.20
3	EA	IP500 V2 Combo Card ATM V2 (new)	$382.39	$1,147.17
1	EA	IPO 500 Trunk PRI UNI Single (new)	$605.40	$605.40
2	EA	IPO IP500 T1 Channels Add 8 RFA (new)	$467.23	$934.46
1	EA	IPO Voice Coding Module 32 V2 2 (new)	$116.15	$116.15
1	EA	(Avaya) IPO Power Lead (Earthed) US (new)	$11.52	$11.52
1	EA	(Avaya) IPO 500 Rack Mounting Kit (new)	$38.18	$38.18
4	EA	(Cisco) 24-Port PoE Switch 10/100 + 2T/SFP Lan (new)	$1,106.98	$4,427.92
1	EA	(Cisco) 24-Port PoE Switch 10/100 + 2T/SFP Lan (new)	$1,106.98	$1,106.98

Qty.	UOM	Description	Sell	Total
1	EA	Control Unit - IPO IP500 V2 (new)	$450.78	$450.78
1	EA	SD Card - IPO IP500 V2 System MU-LAW (new)	$32.12	$32.12
1	EA	IPO R8.1+ Essential Edition+ LIC (new)	$345.18	$345.18
1	EA	IP500 V2 Combo Card ATM V2 (new)	$382.39	$382.39
1	EA	Power Lead - IPO (Earthed) US (new)	$11.52	$11.52
1	EA	Rack Mount Kit - IPO 500 (new)	$38.18	$38.18
1	EA	(Cisco) 24-Port PoE Switch 10/100 + 2T/SFP Lan (new)	$1,106.98	$1,106.98
87	EA	1608-I IP Phone (new)	$166.32	$14,469.84
3	EA	1616-I IP Phone (new)	$200.34	$601.02
4	EA	BM32 Button Module for IP1616 (new)	$111.13	$444.52
4	EA	IPO License - AV IP Endpoint 20 RFA (new)	$796.90	$3,187.60
3	EA	IPO License - AV IP Endpoint 5 RFA (new)	$224.22	$672.66
152.00	HR	Labor - Comm Hourly - Arcomm Installation Labor, Training and Cut Overs	$68.00	$10,336.00

OPTIONAL EQUIPMENT LISTED BELOW IS NOT INCLUDED IN THE PRICE QUOTED:

Optional R8.1 Feature Pack User/Admin DVD Documentation available for $15.00. Provides full set of system documentation.

Optional 2-Port Analog Station Card available for $624.00, plus installation. Provides connectivity and DID for analog devices like fax machines and conference telephones.

Optional Software Upgrade to Rel 9.0 (most current) available for $510.00, plus installation. Price includes upgrades for both IP Office Systems.

Optional Xima Chronicall Call Accounting Reporting Software and dedicated server available for $4,495.00, installed (includes first year annual software maintenance

Optional Wall Mount Bracket for 1608 phones available for $18.00 each, plus installation.

Optional CAT5e/CAT6 patch cables of various lengths are available upon request for patching IP phones and switches. Price is based on quantities ordered

Optional Avaya 1-year 8x5 Advanced Hardware Replacement available for $275.00, one-time cost.

Total: $51,180.50

Proposed Time Line

Arcomm Communications agrees to provide a new telephone system, as proposed in the following timeline:

10-7-2014 Request for Bid received by Arcomm Communications.

10-14-2014 Bid response submitted per the terms of the Rebid Letter.

11-14-2014 Pricing Valid for 30-days

TBD Town to advise Arcomm of award of contract. Contract executed, if needed.

TBD Billing for ½ the project total via invoice, net due. Invoice is typically issued within 2-days of award of contract.

TBD Arcomm to order equipment for the project, with a 2-week lead time. Typically within 2-days of receipt of partial payment for ½ up-front.

TBD Arcomm to begin gathering the data base and programming information for the new system. Typically takes 1-2 days working with department heads.

TBD Equipment delivery and work commences at the PD, Town Offices, Library and Fire Department, in that order. Typically within 3 weeks upon receipt of contract.

TBD Completion of telephone equipment installation and programming. Typically within 3-weeks of delivery of all equipment.

TBD Final testing with customer. Typically within 1-week from completion of installation.

TBD User level training for all departments. Typically done prior to cut-over in a class setting with "live" working phones, with user documentation provided. Up to four 1-hour classes per day can typically be scheduled, with as many students as your on-site training/conference room can accommodate.

TBD Administration level training for those responsible for maintaining the new system. Typically done after cut-over in a small class setting, with active Manager Software, help-desk documentation and Avaya Knowledge Base reference material reviewed.

TBD Final customer acceptance. Typically within 1-week from project completion.

TBD Final billing for the project as quoted, via invoice for ½ the remaining balance due, net due.

Note: The proposed timeline is flexible and should be used as a guide line. We recognize that other projects or events may be ongoing at the Town buildings, including meetings, annual cleaning or maintenance can be expected, and we will do our best to coordinate with your scheduling and maintenance staffs, to avoid conflicts, while maintaining the target completion date for this project.

Statement of Warranty

Arcomm Communications will honor the manufacturer's warranties on all hardware equipment provided as part of this project, for a period of **1-year** on new or refurbished equipment, including any labor associated with the repair or replacement of defective parts, and including shipping and delivery fees.