

Carousel's Mission

To transform our clients' businesses
by delivering technology solutions
that become a critical component of
their organization's success.

RFP Response for:

Town of Pelham, NH



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Town of Pelham

Solution Proposed: Avaya IP Office

Date: 10/9/2014

Solution Configuration: **MUNICIPAL BLDG - CORE W/VM**

- 8 Central Office Trunks [6 used at installation]
- 1 T1 PRI - 24 Ports/Trunks
- 95 VoIP Extensions - PoE Included
- 4 Analog Extensions
- 52 VCM 'VoIP' Ports/Trunks
- 8 SCN Licenses for 4-digit dialing
- Twinning
- All End-User, Admin Training

Solution Configuration: **Fire Station**

- 8 Central Office Trunks [4 used at installation]
- 1 T1 PRI - 24 Ports/Trunks used from Municipal Building
- VoIP Extensions - PoE Included
- 4 Analog Extensions
- 20 VCM 'VoIP' Ports/Trunks via Combo Card
- 8 SCN Licenses for 4-digit dialing
- Twinning

Voice Mail Configuration:

- 8 Port Voice Mail Pro - Customer Provided Server [VM WARE]
- Voice Mail to E-mail Integration
- "Meet Me" Conferencing

The quote includes Project Management, Installation, Programming and Knowledge Transfer.

Itemized List

Product Code	Qty.	Product Description	Unit Price	Extended Price
Municipal				
700476005	1	IP500v2 Office Base Unit	\$ 409.80	\$ 409.80
700479710	1	IP500v2 System SD Card IP Office	\$ 31.80	\$ 31.80
275653	1	IPO R9 Preferred Edition VM PRO ADI LIC - 4 Ports [in place of C11	\$ 1,173.00	\$ 1,173.00
275672	1	IPO R9 VoiceMail-PRO 4 ADI LIC	\$ 2,226.00	\$ 2,226.00
275631	1	IPO R9 Essential Edition ADI LIC	\$ 306.60	\$ 306.60
275642	2	IPO R9 IP500 VCE NTWK 4 ADI LIC	\$ 430.80	\$ 861.60
700504556	2	IP500v2 Combo Card V2-DS 6 / Phone 2 / ATM 4v2 / VCM 10 MA	\$ 378.60	\$ 757.20
700417439	1	IP500 PRI T1 Expansion Kit / Single PRI (8 Active)	\$ 599.40	\$ 599.40
275641	2	IPO R9 IP500 T1 ADD 8CH ADI LIC	\$ 452.40	\$ 904.80
700504031	1	IP500 MC VCM 32 V2 - 32 Active VCM's	\$ 110.40	\$ 110.40
700289770	1	IP Office Base Power Lead	\$ 11.40	\$ 11.40
700429202	1	IP500 Rack Mount Kit	\$ 37.80	\$ 37.80
WS-C2960-24PC-S	4	CAT2960 24 10/100 POE + 2 T/SFP LAN LITE IMAGE	\$ 1,075.00	\$ 4,300.00
<i>The below items were not specified, but are part of Carousel's BoS</i>				
271608	1	IP500v2 Office - Co-Delivery - Upgrades 1 Year	\$ 247.80	\$ 247.80
700506051	1	IPO R9 USER/ADMIN SET DVD	\$ 12.00	\$ 12.00
700213440	2	IP400 ISDN RJ45/RJ45 3M Red	\$ 3.03	\$ 6.06



Library				
WS-C2960-24PCS	1	CAT2960 24 10/100 POE + 2 T/SFP LAN LITE IMAGE	\$ 1,075.00	\$ 1,075.00
Fire				
700476005	1	IP500v2 Office Base Unit	\$ 409.80	\$ 409.80
700479710	1	IP500v2 System SD Card IP Office	\$ 31.80	\$ 31.80
275631	1	IPO R9 Essential Edition ADI LIC	\$ 306.60	\$ 306.60
275642	2	IPO R9 IP500 VGE NFWK 4 ADI LIC	\$ 430.80	\$ 861.60
700504556	2	IP500v2 Combo Card V2-DS 6 / Phone 2 / ATM 4v2 / VCM 10 MA	\$ 378.60	\$ 757.20
700289770	1	IP Office Base Power Lead	\$ 11.40	\$ 11.40
700429202	1	IP500 Rack Mount Kit	\$ 37.80	\$ 37.80
WS-C2960-24PCS	1	CAT2960 24 10/100 POE + 2 T/SFP LAN LITE IMAGE	\$ 1,075.00	\$ 1,075.00
The below items were not specified, but are part of Carousel's Design				
271608	1	IP500v2 Office - Co-Delivery - Upgrades 1 Year	\$ 247.80	\$ 247.80
700213440	1	IP400 ISDN RJ45/RJ45 3M Red	\$ 3.03	\$ 3.03
Phones				
700458532	87	IP Phone 1608-I Black	\$ 132.00	\$ 11,484.00
700458540	3	IP Phone 1616-I Black	\$ 159.00	\$ 477.00
700415573	4	1600 Series 32 Button Module (BM32)	\$ 88.20	\$ 352.80
275620	4	IPO R9 AV IP Endpoint 20 ADI LIC	\$ 930.00	\$ 3,720.00
275619	3	IPO R9 AV IP Endpoint 5 ADI LIC	\$ 232.20	\$ 696.60
The below items were not specified, but are part of Carousel's Design				
700356447	4	1151C1 DCP PHONE PWR W/CAT5 CBL	\$ 19.20	\$ 76.80
700289770	4	IP Phone and EU24 PWR Cord	\$ 11.40	\$ 45.60
5 Year Warranty				
1		5 Year Warranty on all Avaya Parts	\$ 2,701.72	\$ 2,701.72
Pricing is valid for 30 days				
Total Equipment Cost:			\$	36,367.21
Implementation Total:			\$	12,700.00
Total Solution:			\$	49,067.21
Optional Monthly Maintenance (Would start in Month 13):			\$	256.00



IMPLEMENTATION OFFER DEFINITION

PROJECT MANAGEMENT

We have developed this offer definition to provide you with a quick glance into Carousel's Project Management Methodology. In addition, we have developed a few distinct PM offerings that have been outlined in this document.

What is a Project?

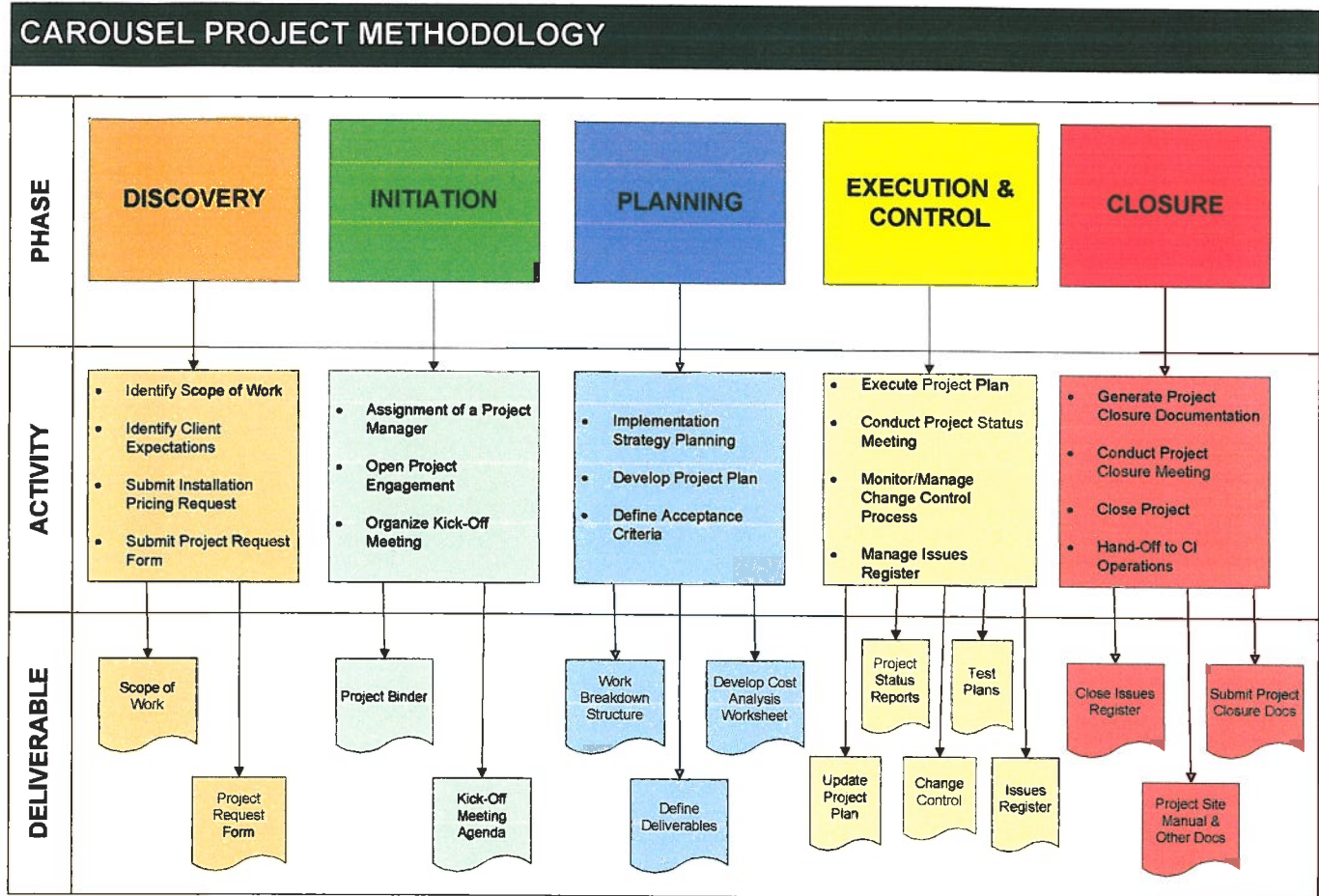
A project is a complex series of non-routine tasks directed to meet a specific one-time goal. The Project Manager works to balance project scope, the time available to implement, and the budget available for the project.

Project Management Process Overview

Carousel's PM Process is outlined by five distinct phases:

- **Discovery** – The project management process begins at the pre-sales stage. During the discovery phase the account team needs to identify the client's objectives (both strategic and functional), clearly understand client expectations (what level of PM services to be provided), and to also set realistic implementation timelines for the project.
- **Initiation** – The Initiation & Definition phase of a project begins with the understanding of the scope of the project. It is during this phase that the Account Team will provide a detailed knowledge transfer to the assigned Carousel Project Manager. This knowledge transfer must include a detailed description of the hardware, network services and applications sold, as well as, what our client is migrating from. This phase includes examining the implementation strategy for the proposed solution. The Carousel PM will work closely with the client's organization to make sure the project fits their strategic goals.
- **Planning** – The Planning phase devises a workable scheme to accomplish the project's intended goals and outcomes. The implementation strategy discussed in the Initiation phase is better defined and agreed upon by all key stakeholders. The project milestones, deliverables and tasks will be identified. The project plan or work breakdown structure (WBS) will be developed and refined, and the project resources will be identified and scheduled.
- **Execution & Control** – The Execution & Control phase coordinates the resources to carry out the tasks defined in the WBS/Project Plan. The deliverables in this phase focus on managing change, entering schedule updates, tracking progress, completing test plans and communicating project information. Each team member performs defined tasks within the project scope, ensuring their contribution to the project's success.
- **Closure** – The Closure Phase includes the final details for completing a project. Resolving any final project details, and obtaining customer acceptance on final deliverables are key components to this phase. The Project Manager will make any final updates to the project plan and present the client with a Project Binder that will provide pertinent project information.

The diagram below provides an overview of Carousel's project methodology. Carousel follows the PMI (Project Management Institute) methodology and compliments it with years of implementation experience. We have combined our process with Best Practices to help achieve a successful project and highest level of customer satisfaction.



Project Types

Carousel has identified (5) different types of projects. The complexity of the scope, PM offer sold (defined below) and project timeframe, will all define the type of documentation provided for the project.

- Complex MAC, Partner Systems & Add-Ons** – these orders are classified as a “mini” project as they **do** require some coordination and/or resource scheduling, but **do not** need to follow full PM process outlined above. A Project Coordinator would handle the request, but would have little or no interface with the client. Timeframe for this type of engagement is usually (1) to (3) weeks. Examples include: a *small Partner System install, decommissioning of a system, adding circuit packs, performing cross-connects. **Some larger Partner installs may require a PM to follow the process above. This should be determined pre-sales as adequate PM costs need to be factored into the sale.*
- Expedites & 3rd Party ONLY** – a project that is submitted under the standard interval (6–8 weeks for ECG, 4-6 for SMB), will be considered an expedite. Due to the condensed timeframe, the PM assigned will not have the ability to follow the standard process or provide the specified documentation. In addition, the PM will not be required to track the project budget and therefore have limited accountability for potential labor overages. **An expedited project request must be authorized by a Sales Director before submitting the request.**



Similar to the expedited projects, 3rd Party Only projects will not follow the standard PM process. For these projects, the AE will engage the vendor and be responsible for obtaining a detailed Statement of Work. The Vendor must agree to provide all PM services to the client as they will run the project. The Carousel PM will only provide the back-end support to issue a Purchase Order to the vendor, assist with change orders, and to track the progress so it can be properly closed in our systems. For these projects, the AE will act as the SPOC for the client.

3. **Standard (Small)** – this project is typically a single site project with a limited number of sets and/or applications. This is a common solution that we have implemented frequently. The standard timeframe for this project is 6-8 weeks for any ECG projects and 4-6 weeks for SMB. Examples include: S8300 with IA770, S8300LSP, IP Office Solution, System Upgrades (software only or with minor hardware replacements)
4. **Standard (Med/Large)** – this project type has some complexities to the SOW. The standard interval is between 6 - 12 weeks as it may involve multi-site or multi-application configurations. Examples include: Net New S8500/S8730, S8500/S8730 Upgrades, Multiple LSPs, UC Applications
5. **Complex** – for very large, complex SOWs, additional project management services may be needed. For these projects, the account team will need to clearly identify the client expectations and define the implementation strategy before the project is quoted. It is recommended that an Implementation Manager is engaged with the Account Team and the Client to help frame the project. With this discovery we can more accurately determine the proper resource needs to execute the project successfully. These engagements usually involve an extended timeline with multiple phases, new technologies, or specific client requirements.

5 YEAR WARRANTY COVERAGE ENTITLEMENTS

- The Warranty covers only Avaya Branded parts listed on the invoice of the original system purchase, with the exception of headsets, cables, and batteries, which are not eligible for extended warranty or maintenance coverage.
- The Warranty covers defective part replacement for a period of **5 years** from the invoice date of the original system purchase.
- The Warranty covers labor to replace the defective parts for a period of **1 year** from the invoice date of the original system purchase. The remaining 4 years of the 5 year warranty DOES NOT INCLUDE LABOR.

5 Year Warranty Claim Process:

1. Replacement request comes to the Carousel RMA Team.
Email request to: rma@carouselindustries.com or call: 800-401-0760 ext 1581
2. RMA Team opens a ticket and issues customer a RMA # and shipping address to return defective part. *(YEAR 1 – RMA Team engages Service Dept. to dispatch for install of defective part)*
3. RMA Team ships customer an advance replacement part.
4. Customer ships defective part to Carousel.
5. RMA Team awaits receipt of the defective part.