

Date: July 13, 2009

AREA: General Administration
AGENDA ITEM(S): Telephone System Update
CONTACT PERSON(S): Robert L. Logan, Superintendent
<input type="checkbox"/> ACTION <span style="margin-left: 150px;"><input checked="" type="checkbox"/> FOR INFORMATION</span>

I. Synopsis of Agenda Item (Overview & Purpose)

The goal of this deployment is to implement an Avaya IP Office Small Community Network to support voice communications for Chatham County Schools Central Office facility and an initial (3) Chatham County School locations. Four Avaya IP Office 500's will replace an existing Nortel BCM System, a Nortel Meridian System, and two Comdial Systems respectively at Central Office, Northwood High School, Pittsboro Elementary and Siler City Elementary. An Avaya Voice Mail Pro server at the Central Office location will provide voice mail services for all four locations. There will be several sub-contractors assisting in the implementation of this project and performing different duties. This Scope of Work outlines the equipment associated with this project and the specific responsibilities of Empire Technologies Government Solutions (ETGS), ETGS sub-contractors, and Chatham County Schools.

II. Organizational Impact (Academic, Fiscal & Personnel)

Due to the status of existing telephone systems multiple year initiatives will be necessary to replace outdated telephone systems.

III. Superintendent's Recommendation (For Information Only)

IV.

Suggested Motion: For Information Only \_\_\_\_\_

**Equipment:**

**Central County**

**IP Office Applications:** Voicemail Pro, Voice Networking

**IP Office 500 with cards and modules for the following:**

**Telephone Sets:** 32 Digital Sets, up to 8 Analog Sets/Modems/Fax Machines, 48 IP Sets, 1 Expansion Unit (EU) 24

**Voice Compression Module:** Yes

**Number of Analog CO Trunks connected to IP Office:** Up to 4

**Number of T1's connected to IP Office:** 2

**Northwood High School**

**IP Office Applications:** Centralized Voicemail Pro, Voice Networking

**IP Office 500 with cards and modules for the following:**

**Telephone Sets:** Up to 8 Analog Sets/Modems/Fax Machines, 100 IP Sets, 1 Expansion Unit (EU) 24

**Voice Compression Module:** Yes

**Number of Analog CO Trunks connected to IP Office:** Up to 4

**Number of T1's connected to IP Office:** 1

**Pittsboro Elementary**

**IP Office Applications:** Centralized Voicemail Pro, Voice Networking

**IP Office 500 with cards and modules for the following:**

**Telephone Sets:** Up to 8 Analog Sets/Modems/Fax Machines, 59 IP Sets, 1 Expansion Unit (EU) 24

**Voice Compression Module:** Yes

**Number of Analog CO Trunks connected to IP Office:** Up to 4

**Number of T1's connected to IP Office:** 1

**Siler City Elementary**

**IP Office Applications:** Centralized Voicemail Pro, Voice Networking

**IP Office 500 with cards and modules for the following:**

**Telephone Sets:** Up to 8 Analog Sets/Modems/Fax Machines, 56 IP Sets, 1 Expansion Unit (EU) 24

**Voice Compression Module:** Yes

**Number of Analog CO Trunks connected to IP Office:** Up to 4

**Number of T1's connected to IP Office:** 1

**Empire Technologies:**

Empire Technologies, LLC; is the services provider to Empire Technologies Government Solutions.

**Empire Technologies Deliverables:**

- Empire Technologies will assign a Project Manager to oversee the project and serve as a single point of contact.

- Empire Technologies Project Manager will schedule and host a project kickoff call with all required parties.
- Empire Technologies will arrange the ordering and shipping of the equipment to the locations specified by the TBD responsible parties.
- Contract does not include overtime (evening or weekend labor) for system cutover.

### **Lucas Communications Deliverables:**

- Lucas Communications will rack and stack all equipment.
- Lucas Communications will perform all switch room work including: cross connects, additional wire runs, power connections (to customer provided power source), data rack and rails installation, and removal of displaced voice communications equipment to an on-site location specified by the customer. This equipment will remain the property of the customer and will not be removed by Empire Technologies or said sub-contractors.
- Lucas Communications will provide any necessary equipment room shelf units associated with project.
- Lucas Communications will connect a remote access line provided by the customer for system programming by TIPS.
- Lucas Communications will provide end user training at all locations.

### **TIPS Deliverables:**

- TIPS will remotely program the IP Office 500 systems and centralized Voice Mail Pro.
- Programming will include but not limited to: station and voice mail box creation, building hunt groups and auto attendants.
- TIPS will test and configure all trunk connections pursuant to the customer and carrier's requirements.
- TIPS will provide IP Office and Voicemail Pro system administrator training (4 hours) remotely via internet web conferencing.
- TIPS will provide Post Cutover Support. Remote support for software changes and training is included for 30 days after cutover. Additional support is available for a fee.

### **OUI Deliverables:**

- OUI will provide a separate Statement of Work outlining the deliverables and customer requirements for the VoIP Network Assessment.

**Customer Deliverables**

- Customer to provide required AC power to support servers and gateways.
- Customer to provide a suitable ground located near the telephone equipment.
- Customer will provide a POTS line for remote administration for all sites.
- Customer to provide tested, terminated, and labeled station wiring from equipment room to end user locations.
- Customer and their wire vendor is responsible for the equipment rack and patch panel installation, patch cables, and building wiring (outside of equipment room) for telephones and trunks.
- Customer provides floor plan layout with name, extension, and jack number for all telephones and telephone devices to interface through IP Office System (ie., fax machines, modems).
- Customer provides one employee who will assist with installation of client software and testing of software configurations.
- Some services are delivered remotely via internet web conferencing, which requires internet access for all PC's with IP Office software applications. The IP Office system must be connected to customer's LAN.
- Customer will complete a Network Questionnaire.
- A data network assessment is required by Avaya to assure quality of voice when IP Telephone Sets or IP Trunks are utilized. Customer or their data vendor is responsible for administration of LAN to per Avaya specifications for IP telephones and trunks.
- Customer is responsible for any additional expenses incurred as a result of a "customer not ready" situation at time of cut over.

**Accepted and Agreed to by:**

For Customer:

For Empire Technologies Government Solutions:

Name: Robert L. Logan

Name: \_\_\_\_\_

Signature: Robert L. Logan

Signature: \_\_\_\_\_

Title: Superintendent

Title: \_\_\_\_\_

Date: 7/8/09

Date: \_\_\_\_\_