Communications Proposal for

Martin County, FL

Prepared for:	**Martin County, FL** 2401 SE Monterey Road Stuart, FL 34997
Prepared by:	**Steve Jarry** *Practice Manager* ACS – Advanced Communication Solutions
Proposal ID:	RFP: 2018-3019
Date:	01/17/2018

Signed by Steve Battista (President):

ACS
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Lake Mary, Florida 32746
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Proposal Pricing

Phase 1 pricing includes all manufacturer new system sales discounts and any additional discounts requested. Because of the SV9500 packages offered, phase 1 also includes additional licenses that can be used in phase 2 or phase 3

Total Investment Phase 1:	$301,205
Total Investment Phase 2:	$401,126
Total Investment Phase 3:	$349,194
Total Investment:	$1,051,525

ACS Profile

With over three decades of experience, Advanced Communication Solutions (ACS), is a proven leader in the communications industry and has assisted thousands of companies in the assessment and implementation of their voice and data platforms. Because ACS provides businesses of all sizes and vertical markets an outstanding and comprehensive array of communication products and services, we are uniquely qualified to be your company's end-to-end voice and data solution provider, or what we refer to as "The Total Solution". In today's business communications environment it is not enough to be an expert in voice and data. You must be an expert in both. Let us show you what experts in voice and data can do to transform your business.

WHY ACS?

➢ NEC's #1 Technical Sales Integrator in Florida (Only NEC Integrator with TIER 2 Level Support)
➢ 25+ Years servicing Florida, the Southeast and many National Accounts
➢ Unparalleled Training, Service and Support

HOW WE SERVE OUR CUSTOMERS?

Our philosophy is to provide the best value in the industry without ever compromising our service. Our goal is to be a strategic partner in solving our customer's communications obstacles rather than just be a vendor. From our experienced and consultative sales staff to our technical engineers, ACS is committed to providing solutions to your business problems rather than providing "a box" solution that is all too common. In keeping with our tradition of representing "Best of Breed" manufacturers, ACS is proud to represent NEC as a strategic partner.

WHAT WE PROVIDE?

➢ Voice Systems: With common hardware and applications, the N E C SV9000 series of communications servers makes platform decisions simple and cost effective. Voice platforms for small (SV9100), mid size (SV9300), and enterprise (SV9500) accounts.
➢ Voice Messaging: Voicemail and Unified Messaging systems for NEC or non NEC voice systems
➢ Voice Over IP/IP Telephony
➢ Contact Center Solutions
➢ Data Solutions: LAN Switches, Routers, Power Over Ethernet, Wireless Voice & Data Networks.

ACS PROFESSIONAL SERVICES

➢ Network Assessments
➢ NOC Services
➢ Remote Worker Solutions
➢ Fully Managed Voice/Data

ACS MISSION STATEMENT

"To be our client's strategic partner for all of their communication needs. Providing the best value in the industry without compromising services"

ACS Organizational Structure

Steve Battista – founded Advanced Communications Solutions, Inc. in 1998 and serves as President of this privately held company. Steve is directly involved with all day to day activities within the organization. Steve has over 27+ years of experience, and provides a hands-on approach and will provide a second level of escalation should the need ever arise.

Dave Nelson – Senior Sales Engineer and Operations Manager, has over 30 years of experience with the NEC products, from servicing and installation of NEC systems to engineering and design. Dave is well versed and experienced in designing and implementing enterprise size networks such as UF Health Shands Medical Center, Gainesville, Fla.; Church of Scientology (throughout the USA); and Pasco Schools among others. Dave has also designed hundreds of end users infrastructures and networks throughout the United States. Dave is trained and certified in the key NEC technologies proposed in this RFP for Martin County. Dave heads and oversees all Operations activities within ACS.

Kelly Heinz – Project / Installation Manager, has over 20 years of experience with NEC. As a military veteran, Kelly provides the skills to manage a project from start to finish. Kelly would be assigned the lead PM for this solicitation. Above her PM Management role Kelly is certified as an engineer on many of the key NEC technologies being proposed for Martin County. Kelly has PM experience with all the major ACS installations such as Mears Transportation voice and Call Center network, UF Health Shands Medical Center, Church of Scientology Projects, the Amway Center, Trump International, Hyatt Regency Grand Cypress, Cypress Point Resorts and The Villas of Grand Cypress.

Paul Buti – Senior Technician, has 36 years as a trained and certified NEC technician. Coming from NEC the developer/manufacturer, Paul has installed and maintained enterprise systems throughout Florida and the US including University of Florida Shands Medical Center, and Pasco Schools.

Derek Douglas – Senior Technician, has over 24 years as a trained and NEC certified technician. Derek has been the lead technician for the installation of many large end users in the area.

Cory Rowe – NEC Technician, has over 15 years in the industry. NEC trained and certified. Cory was involved on the Trump International installation project, and every large ACS project in S. Florida including Avante Corporate Headquarters, Hollywood, Florida, and Church of Scientology implementations.

Steve Jarry – Practice Manager, has over 35 years of experience in voice and data. Steve recently came to work for ACS after working as an Account Manager for NEC America, Inc., for over 17 years. His knowledge of NEC and the voice and data industry aids ACS is pre-sales, operations and post sales.

ACS Qualifications

- We develop partnerships with all of our customers
- One of NEC's largest solution integrators
- Largest NEC solution integrator in the state of Florida
- Selling/Implementing/Servicing NEC since 1998
- ACS sells exclusively NEC voice products (our sales and operations team are experts on NEC)
- ACS employs the most qualified NEC engineers nationally
- Nationwide sales and service to support your entire network
- Many satisfied enterprise customers in the state of Florida
- Experience in county government

Addendum #1 Revised Telephone System Configuration Table (Changes are highlighted in blue)

Location	Phase	Core/ Survivable	# e911 Zones	Basic User	Standard User	Admin User	Mobile User	Conference Phone	FXS Ports Phone	FXS Ports Modem	FXS Ports Fax	(1) Add-On Module	(2) Add-On Module	(3) Add-On Module	Voice Mail Only	FXO Ports	Alcatel Tie Line PRI	PSTN PRI
Utilities	1		2	11	32	1	0	0	0	9	3	1	0	0	0	0	0	0
Data Center 1 DRC	2	Core 1	2	4	0	0	0	0	8	1	1	0	0	0	200	0	1	1
Data Center 2 LEC	2	Core 2	15	168	274	11	0	6	9	8	38	6	3	1	0	2	1	3
Admin Building	2	Survivable	15	99	249	10	3	1	1	11	30	3	0	0	0	0	0	2
Building Department	3		2	8	29	0	0	0	0	3	2				0	0	0	0
Courthouse	3	Survivable	15	150	130	6	0	1	12	3	41	5	0	0	0	3	0	2
Fire Station 16	3	Survivable	1	13	1	0	0	0	2	0	0	0	0	0	0	6	0	0
Fire Station 21	3	Survivable	1	14	2	3	0	0	0	2	0	0	0	3	0	7	0	0
Fire Station 22	3	Survivable	1	8	2	0	0	0	2	0	1	0	0	0	0	2	0	0
Fire Station 23	3	Survivable	1	6	3	0	0	0	1	0	2	0	0	0	0	2	0	0
Fire Station 32	3	Survivable	1	6	5	0	0	0	2	0	1	0	0	0	0	2	0	0
General Services	3		2	9	30	0	0	0	0	5	8	0	0	0	0	0	0	0
Hobe Sound Annex	3	Survivable	1	17	7	1	0	0	0	0	0	0	0	0	0	1	0	0
Indian Town Annex	3	Survivable	1	18	14	0	0	0	1	3	6	0	0	0	0	5	0	0
Property Appraiser	3		2	9	43	2	0	0	1	2	3	0	2	0	0	0	0	0
Supervisor Elections	3		2	28	8	0	0	0	0	10	3	0	0	0	0	0	0	0
Tax Collector	3		2	24	42	0	0	0	0	0	7	0	0	0	0	0	0	0
Totals			66	592	871	34	3	8	39	57	146	15	8	1	200	30	2	8

ADDENDUM #1

REQUEST FOR PROPSAL (RFP) 2018-3019

TELEPHONE SYSTEM

PROPOSAL DUE DATE: JANUARY 17, 2018

The following information shall become part of this bid and shall be binding as if originally contained therein.

QUESTIONS

1. Do respondents need to have a certain tier of Cisco classification? (Cisco Select, Premier, or Gold)
    Response: No.

2. For section - 1.05 Existing Infrastructure - A. Telephone System: Which of the 8 nodes will connect to the proposed solution via PRI for inter-system 4-digit dialing?
    Response: At the two data centers. Revised Telephone Configuration Table included with this Addendum.

3. For section - 1.05 B. LAN/WAN - 1. LAN: Foundry/Brocade Networks L3 Core and Distribution, L2 Access mostly non-PoE. How many ports are non-POE?
    Response: The network equipment is not included in this project. Please provide optional pricing for Mid Span Power injector as requested in section 4.10.

4. For section - 1.05 K. Fax Server: Alcatel Omni Fax Server Release 6.6.0.16. Replace and how many ports?
    Response: 8 ports please see 3.10.A.3.

5. For section - 2.22 Cutover and Post Cutover Requirements-A. Cutover Time: To prevent business interruption, all cutovers shall take place outside the County's normal hours of operation to avoid any disruption of service. What is the maintenance window? What's the Change Management review/approval process?
    Response: As stated all cutovers will be outside normal business hours. The timing of each cutover will be coordinated with the Contractor.

6. For section - 3.01-B2. All locations designated as survivable in Telephone System Configuration Table shall be designed to ensure that the IP telephones shall continue to function and that internal and external traffic shall be rerouted to the PSTN network over locally equipped trunks if the WAN connection is unavailable. For SRST sites, what trunk type for each SRST site (PRI, POTs, SIP?) How many voice channels?

Response: PSTN PRI and FXS trunks as shown on the revised Telephone System Configuration Table.

7. For section - 3.05 Telephone Desktop Sets. Is Mobile User - a) Wi-Fi phone registered to internal wireless network or a mobile client on any device. i.e. iPhone, iPad?
Response: The mobile user will have a standard IP desk phone, unified communications on PC and unified communication mobile client on smart phones or tablets.

8. For section - 3.07 E-911. # of Zones per site? # of zones per site? i.e. 3 story building => network switches per floor => 3 zones
Response: The exact number of zones will be determined at the time of installation. However, at a minimum, the system will support the number of zones shown for each location under the e911 zones column on the revised Telephone System Configuration Table.

9. For section - 4.05 Option 5 SIP Trunking: Replace PRI trunking with SIP:
   a. How many PRI's (B-Channels) today per site?
   Response: This option would replace the PSTN PRI Trunking connections shown in the Revised Telephone Configuration Table. There are 8 PSTN PRI's with 23 B channels each for a total of 184 B channels.

   b. What is the cost difference if the SIP trunking is purchased instead of PRI service at the time of contract signing? How much is Martin County paying for each PRI today monthly?
   Response: Please provide the difference in hardware/software cost to equip the proposed system with SIP trunking vs PRI trunking.

   c. If the cost to provide SIP service is less than the PRI service show the cost on the cost work sheet as negative number. Need current PRI spend.
   Response: Please provide the difference in hardware/software cost to equip the system with SIP trunking vs PRI trunking.

   d. What would the cost be to replace the PRI services with SIP if purchased after the systems have been cutover? How many PRI's (B-Channels) today per site?
   Response: Please provide the difference in hardware/software cost to equip the system with SIP trunking vs PRI trunking.

10. For section - 4.0.8B. B, the On-Site Technician must be certified on all voice related systems or applications purchased as a result of this RFP. What level of certification? CCNA, NP, or IE?
Response: The contractor will need to provide verification that the technicians assigned to the project are trained and certified to configure, install, troubleshoot, restore and support any products provided as a result of this RFP.

11. For section - 4.10 Option 11: Mid Span Rack Mount IEEE 802.af Power Injectors. How many 24-port Injectors per site? Per IDF?
Response: Provide and install the following Midspan Power Injectors

- **Phase 2: (40) Midspan Power Injectors. Distribution to be determined at time of installation.**
- **Phase 3 (30) Midspan Power Injectors. Distribution to be determined at time of installation.**

RECEIPT OF ADDENDUM # __1__ IS HEREBY ACKNOWLEDGED

_____ACS Advanced Communications Solutions__

Firm Name

_____

Signature

ADDENDUM #2

REQUEST FOR PROPOSAL (RFP) 2018-3019

TELEPHONE SYSTEM

PROPOSAL DUE DATE: JANUARY 17, 2018

The following information shall become part of this bid and shall be binding as if originally contained therein.

QUESTIONS

1. 1.02. Does the PRI quantities in the table include the connectivity to Alcatel for 4 digit dial?
   Response: See Addendum #1 Revised Telephone Configuration Table.

2. 1.04F. How many page groups? See minimum of 32 stations in a group but not number of groups
   Response: Quantity to be determined during database collection but the system should support a minimum of 40 groups.

3. 1.06G. Do you plan on keeping 3 Exchange servers? 2010, 2016, O365 or plans to move everyone to O365?
   Response: Exchange 2016 has been installed and is running. We don't have a confirmed timeline to complete the transition from Exchange 2010 to 2016 & O365.

4. 3.07. For E-911 do you contract with the carrier to provide the ELID to the PSAP or do you need a solution for E911?
   Response: ELID will be delivered by the carrier to the PSAP.

5. 4.03. Contact Center for 11 agents at Utilities. Will calls route from the Alcatel? Do you know what the traffic is to determine PRI connections or know how many to include or define how will calls route?
   Response: We anticipate that one of the existing PSTN PRI circuits will be moved from the Alcatel to the new system to support calls to the Utilities contact center.

6. 4.04 J.11. How many music on holds sources? We can support a source for each queue or skill group or shared resource. For example, Utilities has two queues and 3 skill groups.
   Response: One.

7. 4.04. Call Recording for 16 seat minimum for phase 1 with capacity for 100. Don't see a spot in Option 4 cost worksheet for expanded seats. Do you want to see pricing to expand or just confirm that you can expand to 100 seats
   Response: Equipped with 16 seats with the ability to be expanded to 100 seats with the purchase of additional licenses.

8. 4.05. SIP Trunking Option 5. 8 PRIs equal 184 channels. Do you want to size SIP trunks for the same number of sessions?
   Response: Yes.

9. 4.10. Mid Span Power for Phase 1. Assume Mid Span power for all 44 telephones, basic, standard, advanced?
   Response: No, the new the Utilities Building will be equipped with PoE switches.

10. If there are any items not listed in the Add/Delete Schedule should we add or just provide for what's listed?
    Response: Provide for what is listed.

11. Are you planning to replace the Alcatel fax server and looking for cost for new? If so does this get included in Phase 1?
    Response: We requested that the integrated messaging system be equipped with 8 fax ports. It would be installed in phase 1.

12. Reminder for Addendum for FXO ports for Utilities and Hobe Sound Annex for survivability.
    Response: See Addendum#1 Revised Telephone Configuration Table.

13. The RFP Specifications document states that Phase 1 scope is the Utilities department, consisting of; 11 Basic Users, 32 Standard Users, 1 Admin User, 9 Modems, 3 Faxes, 1 Add On Module, 11 Contact Center Agents

    a. Questions for Phase 1: Since Utilities is a Survivable site, what will be the voice termination type 1) PRI? # of PRIs? 2) POTs? # of POTs? 3) SIP? # of Sessions?
       Response: See Addendum # 1 Revised Telephone Configuration Table.

    b. Since Utilities is a Survivable site, will the DID's terminate at DRC and LEC? If Yes, for DRC and LEC, what will be the voice termination type: 1) PRI? # of PRIs? 2) POTs? # of POTs? 3) SIP? # of Sessions?
       Response: See Addendum # 1 Revised Telephone Configuration Table.

14. Can you please supply us with historical Monthly Data (say 2 years) of your Long Distance traffic within the USA? In addition, can we please have a summary of your Local Calling Traffic (Inbound & Outbound).
    Response: We do not have two years of information. Monthly LD is typically less than $2,000.

15. Is the County willing to UPGRADE their switches to POE or would you prefer us to provide new ones?
    Response: The network equipment is not included in this project. Please provide optional pricing for Mid Span Power injectors as requested in section 4.10.

16. Is the Inter-connectivity to each location LAYER 2 only?
    Response: No. Layer 3 routing is provided.

17. Do you have more than ONE FIBER STRAND at each location? If yes, is it available to be connected to our Hosted PBX Network?
    Response: The County prefers that host service be delivery to the two core locations and that our network is utilized to distribute the service.

18. Do your existing switches at all locations support VLAN Tagging and LLDP communication for VoIP?
    Response: Yes.

19. Is it possible for bidders to conduct a Site Survey of all the locations?
    Response: Due to time constraints site surveys are not possible.

20. 2.21 Training Requirements: Will the county require any manufacturer training to be included in this solicitation?
    Response: Please provide training as specified in the RFP, and specify your proposed method for delivering that training.

21. 2.22 Cutover and Post Cutover Requirements E.: Contractor would assume the term (OUTSTANDING) adds, moves and changes is anything not completed as a result of contractor meeting with county on system details and reviews 2.14.? What about adds, moves or changes that were not originally agreed upon or scoped by contractor and county?
    Response: Change request that are made after database freeze but prior to cutover.

22. Somewhere it mentions counties network is split (separate domains/forests), could the county further explain or even provide a network drawing detailing that separation?
    Response: The Sheriff, Property Appraiser, and Supervisor of Elections are child domains of Martin BOCC. The Clerk and Tax Collector are separate domains.

23. The configuration table shows the Utilities, Admin and Hobe Sound Annex as "survivable" but these locations do not have any local trunks. Will the county be adding trunks to these locations? In addition the counts within the table to not match up (see attached).
    Response: See Addendum # 1 Revised Telephone Configuration Table.

24. How many ACD supervisors are required who have real-time screens and will need to pull reports?
    Response: Minimum of 16.

25. 03 Option 3: Contact Center J 23 OFF SITE ACD AGENT:
   a. How many agents will need to be supported from off site locations?
   b. Will these agents need a separate instrument for their home location?
   c. Will these agents also need an instrument at one of the facilities?
   d. Are these agents included in the counts shown in the table under 4.03 G.?
   Response: None initially the goal is to insure the solution supports this capability.

26. J 28 GRAPHICAL REPORTING INTERFACE: How many interfaces are required?
   Response: 16.

RECEIPT OF ADDENDUM # __2__ IS HEREBY ACKNOWLEDGED

___Advanced Telecommunication Solutions_____
Firm Name
_____
Signature

ADDENDUM #3

REQUEST FOR PROPOSAL (RFP) 2018-3019

TELEPHONE SYSTEM

PROPOSAL DUE DATE: JANUARY 17, 2018

The following information shall become part of this bid and shall be binding as if originally contained therein.

QUESTIONS

1. How many Telephone Numbers will need to be ported if you select a Hosted PBX Solution?
   Response: Approximately 1850

2. Will additional Telephone Numbers be required over and above those you already have?
   Response: No.

3. How many total lines (PRI's and 1-FB's) including Alarm Lines, Analog Devices etc., does the County utilize at this time?
   Response: (8) PRI Circuits (30) 1FB

4. Does the county require the ability to page all phones in the county in a single page alert? If not, what would be the maximum concurrent paging endpoints required?
   Response: No. 32 is the maximum per group.

5. For any components that require windows or MS SQL server, will the county provide the licenses via an existing enterprise agreement or should the proposed solution include licensing for those components
   Response: The proposed solution should include licensing for all required components.

6. Assuming that the county requires 5 years of support on software and hardware, should that be co-termed for phases 2 and 3? This means that phase 1 would have 60 months, phase2, 48, and phase 3, 36?
   Response: Do not provide co-terminating support agreements. Quote each phase with a full five-years of support.

7. Requesting clarification. Phase 1, per addendum #1 consists of the Utilities Department only. Data Center 1 and 2 are shown as Phase 2. Please confirm that Phase 1 consists of building out the core UC/CC infrastructure for the entire Martin County enterprise but only the users in the Utilities Dept. would be cutover to the new system in Phase 1.
   Response: Correct we expect the core infrastructure to be built out in phase one with only the licensing required to support the Utilities department.

8. What is the expected interval between the completion/acceptance of Phase 1 and the start of Phase 2? Also, expected interval between completion/acceptance of Phase 2 and start of Phase 3.
    Response: Phase 2 is anticipated to start January 2019 and phase 3 is anticipated to start January 2020.

9. In the Submittal Format document there are 17 'Folder" defined. Folders 4 thru 16 reference 'Forms" A thru M. Where can we find these Forms to use for the response?
    Response: Forms are provided in the Proposal Requirements document.

10. Section 4.03 of the Specifications document lists Contact Center as an 'optional" application, with the Utilities Dept in Phase 1. Is Contact Center a Phase 1 requirement or should it be priced as an option?
    Response: Price as an option.

11. How many contact center Supervisors (ability to view real time and historical stats and manage agent skill assignments) are required for each of the Departments listed in the Specifications document?
    Response:

Department	Phase	Queues	Supervisors	Skill Sets	Number of Agents	RAN
Utilities Phase	1	2	2	3	11	3
Transportation Phase	2	2	1	4	5	3
Building Department	2	1	1	2	8	3
Building Inspections	2	1	1	3	2	3
IT Support	2	1	2	2	9	3
Rumer Control	3	1	2	2	8	3
Property Appraiser	3	1	2	3	10	3
Tax Collector	3	1	1	3	7	3
Traffic	3	2	2	4	13	3
TRIM	3	1	2	1	10	

12. Section 1.05 states that the County has an existing VMware environment at ESXi 6.5. If the solution we are proposing supports VMware deployment, will Martin County utilize their VMware or should we include physical servers in our solution design to run the UC/CC applications?
    Response: Include physical servers with the base system and provide optional pricing as requested in 4.09 on the pricing sheet.

RECEIPT OF ADDENDUM # __3__ IS HEREBY ACKNOWLEDGED

  Advanced Communication Solutions
Firm Name
Signature

ADDENDUM #4

REQUEST FOR PROPOSAL (RFP) 2018-3019

TELEPHONE SYSTEM

PROPOSAL DUE DATE: JANUARY 17, 2018

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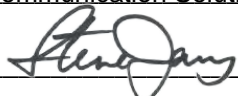
QUESTIONS

1. Add-on modules come in two sizes, 12 button or 24 button. Which type of add-on modules are required?
    Response: Provide the module which most closely matches the (20) lines requested in table 3.05 A

2. Revised Telephone System Configuration Table shows 200 "voice mail only" for Data Center 1, DRC. Can you explain the use case for these 200 voice mail only users? Will they need an extension number assigned on the system?
    Response: They will be used to provide voice mail to people who will not have telephones or UC applications. There needs to be some method of accessing the voice mail system to leave a message or to transfer a caller to the user's voice mailbox.

RECEIPT OF ADDENDUM # __4__ IS HEREBY ACKNOWLEDGED

  Advanced Communication Solutions
Firm Name
Signature

ADDENDUM #5

REQUEST FOR PROPOSAL (RFP) 2018-3019

TELEPHONE SYSTEM

PROPOSAL DUE DATE: JANUARY 17, 2018

The following information shall become part of this bid and shall be binding as if originally contained therein.

QUESTIONS

1. Is Lync and or Skype for Business Server Deployed?
   Response: No.

2. Is Lync and or Skype for Business Client Deployed if so to how many users?
   Response: No.

3. What is your current Unified Communications platform?
   Response: Alcatel.

4. What is your current conference Solution?
   Response: Verizon.

5. What is the current license agreement with Microsoft around Office 365 (E3, E5 etc.)?
   Response: E3.

6. What version of Office is being run?
   Response: Microsoft Office Professional Plus 2010 with plans to upgrade Microsoft Office 365 ProPlus.

7. What Exchange version you running Standard or Enterprise for 201 and 2016?
   Response: Exchange 2010.

8. Are Martin County using Enterprise client access license (CAL) for Exchange is so how many been purchased?
   Response: Yes, 900.

9. Who is responsible for additional network drops for IP phone and how many?
   Response: The County will be responsible for this.

10. Does the paging have to broadcast of speaker system or is it just station paging?
    Response: There is no broadcast paging over speakers, only station paging.

11. Does Martin County have Carrier Diversity at the 2 Data Centers in order to connect to a Hosted Solution?
Response: Martin County has diversity in DIA but not for PRI.

12. Can you please provide the physical addresses of the 2 Data Centers in order for the contractor to price solution connectivity?
Response: 800 SE Monterey Rd, Stuart, FL 34994 and 6000 SE Tower Dr., Stuart, FL 34997

13. There are requirements notated in the "Specification Doc" which are not notated in the Proposal Requirements Document such as: 4 Digit Dial, Video Conferencing, SIP trunks, more. Should the contractors be responding to the Specifications document or to the Requirements document?
Response: Both. Provide the information requested on each form provided in the Proposal Requirements. Utilize Form M: Exceptions and Clarifications Section provided in the Requirement Documents to list any exceptions taken to any part of the RFP including the specifications.

14. Aside from the call center (Options 3 & 4), how many phone lines will be required to have call recording enabled? If so, are there different requirements than those listed in Option 4?
Response: The call recording solution will be used to support the call centers.

15. Prior to implementation of and/or absent Option 1, do you have any requirements for voice only conference calling ports?
Response: No.

16. Requesting clarification on Form M. For the Hosted Monthly Recurring Cost, please confirm the response is to include a single monthly cost and not the total for all months of the agreement (Phase 1 - 60 months, Phase 2 - 48 Months and Phase 3 - 60 Months)?
Response: Provide monthly cost based on Phase 1-60 months, Phase 2-48 months and Phase 3-36 months.

17. Please provide additional explanation of what you are requesting in the Add and Delete Schedule.
Response: Unit or bundled pricing for the items requested.

18. Please further define Pre-sale, Pre-Cut and Post-Cut and as it relates to the 3 phases.
Response: Provide cost based on Phase 1. We expect the same discount levels to be applied to Phase 2 and Phase 3.

RECEIPT OF ADDENDUM # _____ IS HEREBY ACKNOWLEDGED

_Advanced Communications Solutions, Inc._____
Firm Name
_____
Signature

ACS
Advanced Communication Solutions

Advanced Communication Solutions, (ACS), as the contractor will comply with the requirement to provide five year maintenance support to Martin County, FL as required for Solicitation RFP:2018-2019. This will be used in conjunction with the 5 year manufacturer support letter contained within this same folder.

If awarded this opportunity, ACS will provide county with appropriate service contacts at such time that is determined by the county.

Signed by Steve Battista (President)…………………………………………………………………………..

NEC

December 14, 2017

Martin County Board of County Commissioners
2401 S.E. Monterey Road
Stuart, Florida 34996

To Whom It May Concern,

NEC Corporation is pleased that Advanced Communication Solutions (ACS), Inc. is providing a response to Martin County's RFP to provide a solution to replace your current Alcatel system with an NEC Unified Communications Solution.

ACS has met the stringent technical requirements required to be fully qualified to install, support, and maintain NEC products.

ACS is a NEC Triple Diamond System Integrator which is the highest level that our integrators can achieve. They are also the largest NEC Solutions Integrator in the state of Florida and have many enterprise customers that utilize the same proposed technology that has been proposed for Martin County.

If you have any questions regarding the above, please do not hesitate to contact me at (214) 262-8029.

Sincerely,

Jeff McCowan
NEC Corporation of America
Manager- National Channel

December 13, 2017

Ms. Nicole Carey
Martin County
2401 SE Monterey Road
Stuart, FL 34997

Dear Ms. Carey:

NEC Corporation is one of the largest manufacturers of telecommunications systems in the world. It is a $43 billion global leader, dedicated to providing leading-edge computer, communications and semiconductor products and services. NEC Corporation affiliates have sold telecommunications products in the United States since 1963 and has more than 150,000 systems installed, ranging in size from small key telephone systems to very large PBX platforms.

Comprehensive product support within the United States includes extensive contract manufacturing facilities that produce products and systems that are fully tested, using highly sophisticated computerized quality control procedures. NEC Corporation of America ("NEC") guarantees the availability of components, add-ons and system software upgrades, or functional equivalent replacement system at NEC's then-current pricing, for the Univerge SV9500 will be available for at least five (5) years from the installation date or three (3) years after manufacturer's discontinuation of the product, whichever occurs first.

NEC Associates must meet stringent requirements of technical competence. Their technical personnel periodically attend intensive courses and refresher sessions and must pass written examinations before becoming certified on our products. We are pleased to state that Advanced Communication Solutions meets our installation and support standards and is a fully qualified NEC Associate.

NEC is committed to ongoing support. In the unlikely event that Advanced Communication Solutions would be unable to perform, NEC remains ready to make parts and field support available, and to recommend an alternative Associate for maintenance to ensure your continued satisfaction. NEC is committed to providing technical support for five (5) years from the date of installation or three (3) years after manufacturer's discontinuation of the product, whichever occurs first.

NEC requires that the customer maintain a valid NEC Software Assurance agreement on all licensed NEC products for the term of the five (5) year commitment. All NEC software must be kept at the latest available version as entitled by the NEC Software Assurance agreement. Any new NEC product licensed at any time during the five (5) year term must also be added to the existing NEC Software Assurance agreement at the time it is licensed and renewed at the end of the term throughout the five (5) year coverage period.

Any requirements for software upgrades to NEC hardware, servers, data equipment, operating systems or other items that are not a direct component of the NEC software itself are excluded from coverage in the Software Assurance agreement and are the sole responsibility of the customer to upgrade or replace in order to meet the necessary software requirements to stay at the most current version.

Sincerely,

NEC Corporation of America

Larry Levenberg
Vice President – Sales

cc: Jeff McCowan – Account Manager, Channel
     Steve Jarry – sjarry@2acsfed.com

Summary of Understanding

Advanced Communication Solutions, (ACS), is very comfortable with and fully understands the requirements for solicitation RFP:2018-2019. Martin County and the consultant Elert and Associates, has done a great job outlining all requirements within this solicitation.

ACS has done many engagements with large enterprise businesses employing the same technical concept as Martin County. The technical request solicited is for site survivability/redundancy for network failure and trunk failure, IP connectivity to all locations either using MAN or WAN vehicles, IP endpoints, gateways for analog or non SIP trunking and application servers. These are deployments ACS does excel in as evidenced by ACS reference accounts.

Also, NEC is a great product to provide top tier technologies and feature sets for this type of deployment as well as the lowest TCO because of very favorable re-occurring software costs as well as product life span.

We are excited to provide more detail in the required technical summary to follow this document.

Technical Summary

Phase 1:

Advanced Communication Solutions, (ACS), is proposing a NEC Univerge SV9500 virtualized pre-packaged, HA (High Availability) PBX voice server to be installed in Data Center #1 (Data Resource Center), a Virtualized NEC, HA node voice server will be installed in Data Center #2 (Public Safety). These NEC voice servers will be configured in a VMware Metro Cluster across the two data centers. The HA functionality of VMware will spin up the VM in the other data center should it stop on the active host.

ACS is proposing moving DRC and LEC to phase 1 to allow core voice servers be in place and operational since ACS is proposing survivable/redundant node for utilities which is also in phase 1.

Phase (1) IP (terminal)/UC (unified communication)/VM (voice mail) licenses for Utilities Department will be added to the core NEC voice server in data center #1 (which is replicated to NEC GEO voice server in data center #2). These licenses will consist of: (11) basic user, (32) standard user, and (1) standard plus admin license. There will be a NEC UG50 gateway to accommodate (1) PRI (primary rate trunk) blade installed at data center #1 to connect to existing Alcatel system and a NEC UG50 gateway to accommodate (1) PRI (primary rate trunk) blade installed for Alcatel connectivity and the PRI's required for voice network trunking.

Conference bridge requirement for Utilities will be added to both NEC voice server PBX's.

The proposed UNIVERGE®UM8700 delivers a unique architecture that provides scalability and unrivaled reliability and survivability. Also, unlike most competitive solutions, UM8700 provides a wide variety of options for redundancy and survivability to allow customers to choose the right approach for their needs. UM8700 is engineered to have the capability of being deployed on a single server, or across multiple co-located or geographically dispersed servers. This allows for a scalable solution that fits all customers from a couple dozen to tens of thousands of employees on a single system.

ACS is also providing a NEC Applications server for Unified Communications and system management solution. The NEC application server will also contain the high availability software to spin up backup (data center #2), if active host is lost in data center #1.

A NEC IP Gateway (UG50) will be installed at Utilities and connected to the IP network to coincide with building opening requirements. The NEC IP gateway is a compact and an "all in one" gateway that uses blades to accommodate any analog station or trunk requirements. (12) analog station blade ports will be added to the Utilities UG-50 to satisfy FXS (analog station) requirements.

Required phase 1 terminal endpoints for Utilities and DRC only will be installed and tested.

Finally, ACS will schedule and conduct appropriate end user and administration training before "go live".

Phase 2:

IP/UC/VM licensing will be added to the core NEC voice server in data center #1 (which is replicated to NEC GEO node voice server in data center #2). These licenses will consist of: (99) basic users, (249) standard users, (10) standard plus admin users and (3) MLC mobile license user.

A NEC IP Universal Gateway survivable/redundant node will be installed at the administration building location with (2) PRI (primary rate interface) trunk blades and (42) analog station port blades to satisfy FXS (analog station) requirements. Conference requirements were added in phase 1 via conference blades installed in the NEC voice servers. E911 requirements and administration requirements will be added to the NEC application servers located at both of the data centers.

Required phase 2 terminal endpoints will be installed and tested. The terminals required for data center 2 will be included in this count.

Finally, ACS will schedule and conduct appropriate end user and administration training before "go live".

Phase 3:

The remaining required IP/UC/VM licensing will be added to the core NEC voice server in data center #1 (which is replicated to NEC GEO node voice server in data center #2). These licenses will consist of: (310) basic users, (316) standard users, (12) standard plus user administration licenses.

NEC IP Universal Gateway survivable/redundant nodes will be installed at the Courthouse, Fire Station 16, Fire Station 21, Fire Station 22, Fire Station 23, Fire Station 32, Hobe Sound Annex and Indian Town Annex.

The NEC IP Universal Gateway survivable/redundant node at the Courthouse will be equipped with (2) PRI (primary rate interface) trunk blades, FXS (analog) station blades and FXO (analog) trunk blades.

The IP Universal Gateway survivable/redundant nodes at Fire Stations 16,21,22 and 23, will contain FXS (analog) station blades and FXO (analog) trunk blades where required.

The Conference requirements were added in phase via conference blades installed in the NEC PBX voice servers. E911 requirements and administration requirements will be added to the NEC application server located at both of the data centers.

Required phase 3 terminal endpoints will be installed and tested.

Finally, ACS will schedule and conduct appropriate end user and administration training before "go live".

PROPOSAL REQUIREMENTS

1   FORM A: PRICE PROTECTION

1.01   Price Protection: Martin County is looking for a long-term partner. Please provide an overview of any available long-term price guaranties for the following:

A.   Discount off list price for the following:

ACS wants to be a longterm partner with Martin County and we will guarantee the following guaranteed pricing:

1.   Year 1

   a.   Hardware components such as telephones, gateways, trunk ports, and FXS port.

   42% off of MSRP

   b.   Software such as telephone, UM, UC and UC mobile, trunks including PRI and SIP, and audio and video conference and collaboration.

   42% off of MSRP

   c.   Labor Rates

   $105.00 Hourly

2.   Year 2

   a.   Hardware components such as telephones, gateways, trunk ports, and FXS port.

   42% off of MSRP

   b.   Software such as telephone, UM, UC and UC mobile, trunks including PRI and SIP, and audio and video conference and collaboration.

   42% off of MSRP

   c.   Labor Rates

   $105.00 Hourly

3.   Year 3

   a.   Hardware components such as telephones, gateways, trunk ports, and FXS port.

   42% off of MSRP

  b. Software such as telephone, UM, UC and UC mobile, trunks including PRI and SIP, and audio and video conference and collaboration.

  42% off of MSRP

  c. Labor Rates

  $105.00 Hourly

4. Year 4

  a. Hardware components such as telephones, gateways, trunk ports, and FXS port.

  42% off of MSRP

  b. Software such as telephone, UM, UC and UC mobile, trunks including PRI and SIP, and audio and video conference and collaboration.

  42% off of MSRP

  c. Labor Rates

  $105.00 Hourly

5. Year 5

  a. Hardware components such as telephones, gateways, trunk ports, and FXS port.

  42% off of MSRP

  b. Software such as telephone, UM, UC and UC mobile, trunks including PRI and SIP, and audio and video conference and collaboration.

  42% off of MSRP

  c. Labor Rates

  $105.00 Hourly

PROPOSAL REQUIREMENTS

2 FORM B: PRODUCT LIFE CYCLE OVERVIEW

2.01   Provide a detailed life cycle overview/matrix for all proposed software and hardware components including appliances, servers, gateways and telephones including the following:

A. Date originally released

B. Expected/planned end of sale date

C. Expected/planned end of support date

Component	Release Date	End of Sale	End of Support	NEC Support Letter Guarantee 5 Year	Original/1st Release
NEC Univerge SV9500 UCE V4 software	July 2017 V04 03.00	*NA	*NA	Y	Released: SV9500 December 2015
NEC R120GP Server	Aug 12, 2016	Q2 CY2018	5 years from EOS date	Y	Aug 12, 2016
NEC R120GP Storage Server	Aug 12, 2016	Q2 CY2018	5 years from EOS date	Y	Aug 12, 2016
R120G-1M W2016S/PLATINUM+ ETN	Aug 12, 2016	Q2 CY2018	5 years from EOS date	Y	Aug 12, 2016
SV9500 CMM sofware	Sept. 2017 UCE2016 SP5	*NA	*NA	Y	Released: SV9500 V1 December 2015
SV9500 EMG OS software	Sept. 2017 UCE2016 SP5	*NA	*NA	Y	Released: SV9500 V1 December 2015
UCE Core OW 5000 Software	Sept. 2017 UCE2016 SP5	*NA	*NA	Y	Released: SV9500 V1 December 2015
UCE Desktop software	Sept. 2017 UCE2016 SP5	*NA	*NA		Released: SV9500 V1 December 2015
UCE Management software	Sept. 2017 UCE2016 SP5	*NA	*NA	Y	Released: SV9500 V1 December 2015
UCE IVR software	Sept. 2017 UCE2016 SP5	*NA	*NA	Y	Released: SV9500 V1 December 2015
UCE ACD Agent software	Sept. 2017 UCE2016 SP5	*NA	*NA	Y	Released: SV9500 V1 December 2015
UCE GNAV Pro software	Dec. 2017 Ver 11.0	*NA	*NA	Y	Released: SV9500 V1 December 2015
SR UG 50 Gateway	July 2017 V04 03.00	*NA	*NA	Y	Released: UG50 Nov. 2013 SR-Node: Dec. 2015
Encore 24 Port SM Bus Platform Software	January 2017 Ver 6.0.6	*NA	*NA	N (DVS is OEM partner product)	Released: June 2011

Dell Server for Encore Call Recording software				N (DELL is OEM partner product)	

*: No announcement of end of sales or end of service has been made by the manufacturer.

PROPOSAL REQUIREMENTS

3 FORM C: SYSTEM DESIGN, NETWORK DIAGRAM & EQUIPMENT SPECIFICATIONS

3.01   How many total appliance/servers are required to support the telephone system call control, messaging and applications?

The following is a breakdown/listing of all appliances and servers responsible for call control, messaging and applications as proposed for Martin County FL Voice RFP solution:

Data Center#1:

Appliance/Server	Equipped With	Function
NEC R120G PBX voice server	w/ESX I/SV9500/UM8700 and VSPHERE6 ESSENTIALS PLUS KIT software.	Voice processing, VM processing
NEC Platinum Plus Server	NEC applications to include: VSPHERE6 ESSENTIALS PLUS KIT software, OW5000 core UCE software, UCE manager software, UCE agent software, UCE desktop software, UCE IVR software and Global Navigator (GNAV) MIS for ACD software.	Processing of ALL proposed applications
NEC R120G storage server		Stores VMWare VM's
DELL Encore 24 port call recording server	MS OS, DVS recording software	Call recording
NEC UG50 Gateway	PRI to Alcatel, PSTN, FXS	TDM gateway

Data Center#2:

Appliance/Server	Equipped With	Function
NEC R120G PBX voice server	VSPHERE6 ESSENTIALS PLUS KIT software.	Voice processing, VM processing
NEC Platinum Plus Server	VSPHERE6 ESSENTIALS PLUS KIT software	Processing of ALL proposed applications
NEC R120G storage server		Stores VMWare VM's
NEC UG50 Gateway	PRI to Alcatel, PSTN	TDM gateway
NEC UG50 Gateway	FXS, FXO	TDM gateway

3.02   Network Diagram: Provide a diagram showing overall telephone network configuration including:

This along with below is included in the separate network drawing within this same folder.

A. Hosted/Premise data center locations

1. Call control appliance/servers

2. Application servers

B. Hosted network topology and connectivity to County

C. Gateways

3.03 Provide the quantity of network connections by location that shall be required to connect the core telephone system, remotes, and all peripheral equipment (excluding telephones) to the data network.

Location	Component	# IP Connection Required
Data Center #1	NEC R120G PBX voice server	1
Data Center #1	NEC Platinum Plus Server for all applications	1
Data Center #1	NEC R120G storage server	1
Data Center #1	DVS Encore DELL Server	1
Data Center #1	NEC UG 50	1
Data Center #2	NEC R120G PBX voice server	1
Data Center #2	NEC R120G PBX voice server	1
Data Center #2	NEC R120G PBX voice server	1
Data Center #2	NEC UG50	1
Data Center #2	NEC UG50	1
Utilities	NEC UG50	1
Courthouse	NEC UG50 SR Node	2
Courthouse	NEC UG 50 SR Node	2
Courthouse	SR-Media Gateway Controller	1
Administration	NEC UG50 SR Node	2
Administration	NEC UG 50 SR Node	2
Administration	SR-Media Gateway Controller	1
Firehouse 16	NEC UG50 SR Node	2
Firehouse 21	NEC UG50 SR Node	2
Firehouse 22	NEC UG50 SR Node	2

Firehouse 23	NEC UG50 SR Node	2
Firehouse 32	NEC UG50 SR Node	2
Hobe Sound Annex	NEC UG50 SR Node	2
Indian Town Annex	NEC UG50 SR Node	2
Building Dept.	NEC UG50 IP Gateway	1
General Services	NEC UG50 IP Gateway	1
Tax Collector	NEC UG 50 IP Gateway	1
Property Appraiser	NEC UG50 IP Gateway	1
Election Supervisor	NEC UG50 IP Gateway	1

3.04 The following minimal system specifications are required for all proposed equipment including call control/servers, application servers and gateways and mid-span PoE power injectors.

    A. Equipment dimensions and equivalent rack units

    B. Detailed electrical requirements, including voltage, electrical connector and outlet type (physical configuration), amperage, grounding, etc.

    C. Heat dissipation

    D. Temperature ranges

    E. EMI and UL specifications and certifications

    F. FCC Part 68 certification

Location	Component	Dimensions	Electrical Requirements	Heat Displacement/Temp Ranges	EMI/UL/FCC Part 68
Data Center #1	NEC R120G PBX voice server	1U by 19"	Dedicated 20 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	**216VA, 251 WATTS; +41F-+104F**	UL File Number: E195310 US:NIFMF15BSV9500, US:NIFPF15BSV9500, US:NIFKF15BSV9500
Data Center #1	NEC Platinum Plus Server for all applications	1U by 19"	Dedicated 20 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	**216VA, 251 WATTS; +41F-+104F**	UL File Number: E195310 US:NIFMF15BSV9500, US:NIFPF15BSV9500, US:NIFKF15BSV9500
Data Center #1	NEC R120G storage server	1U by 19"	Dedicated 20 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14	**216VA, 251 WATTS; +41F-+104F**	UL File Number: E195310 US:NIFMF15BSV9500, US:NIFPF15BSV9500, US:NIFKF15BSV9500

			AWG copper ground; single phase 2 Line		
Data Center #1	DVS Encore DELL Server	**1U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 1075.00 hr/ 5 °C to 35 °C (41 °F to 95 °F)	
Data Center #1	NEC UG 50	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Data Center #2	NEC R120G PBX voice server	**1U by 19"**	Dedicated 20 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	**216VA, 251 WATTS; +41F-+104F**	UL File Number: E195310 US:NIFMF15BSV9500, US:NIFPF15BSV9500, US:NIFKF15BSV9500
Data Center #2	NEC R120G PBX voice server	**1U by 19"**	Dedicated 20 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	**216VA, 251 WATTS; +41F-+104F**	UL File Number: E195310 US:NIFMF15BSV9500, US:NIFPF15BSV9500, US:NIFKF15BSV9500
Data Center #2	NEC R120G PBX voice server	**1U by 19"**	Dedicated 20 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	**216VA, 251 WATTS; +41F-+104F**	UL File Number: E195310 US:NIFMF15BSV9500, US:NIFPF15BSV9500, US:NIFKF15BSV9500
Data Center #2	NEC UG50	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Data Center #2	NEC UG50	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Utilities	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Courthouse	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Courthouse	NEC UG 50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Courthouse	SR-Media Gateway Controller	**1.5 U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	UL 60950-1
Administration	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750
Administration	NEC UG 50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32°F ~ +104°F (0°C ~ 40°C)	FCC: US:NIFMF07BSN1750

Administration	SR-Media Gateway Controller	**1.5U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	UL 60950-1
Firehouse 16	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Firehouse 21	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Firehouse 22	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Firehouse 23	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Firehouse 32	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Hobe Sound Annex	NEC UG50 SR Node	**2U by 9.5"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Indian Town Annex	NEC UG50 SR Node	**2U by 19"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	FCC: US:NIFMF07BSN1750
Building Dept.	NEC UG50 IP Gateway	**2U by 9.5"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	US:NIFMF07BSN1750
General Services	NEC UG50 IP Gateway	**2U by 9.5"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	US:NIFMF07BSN1750
Tax Collector	NEC UG 50 IP Gateway	**2U by 9.5"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	US:NIFMF07BSN1750
Property Appraiser	NEC UG50 IP Gateway	**2U by 9.5"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	US:NIFMF07BSN1750
Election Supervisor	NEC UG50 IP Gateway	**2U by 9.5"**	Dedicated 15 AMP, 100VAC/120VAC/220VAC/230 – 240VAC 50Hz/60Hz; 14 AWG copper ground; single phase 2 Line	BTU: 898; Operating Temperature: +32˚F ~ +104˚F (0˚C ~ 40˚C)	US:NIFMF07BSN1750

Martin County Proposed Voice Network:
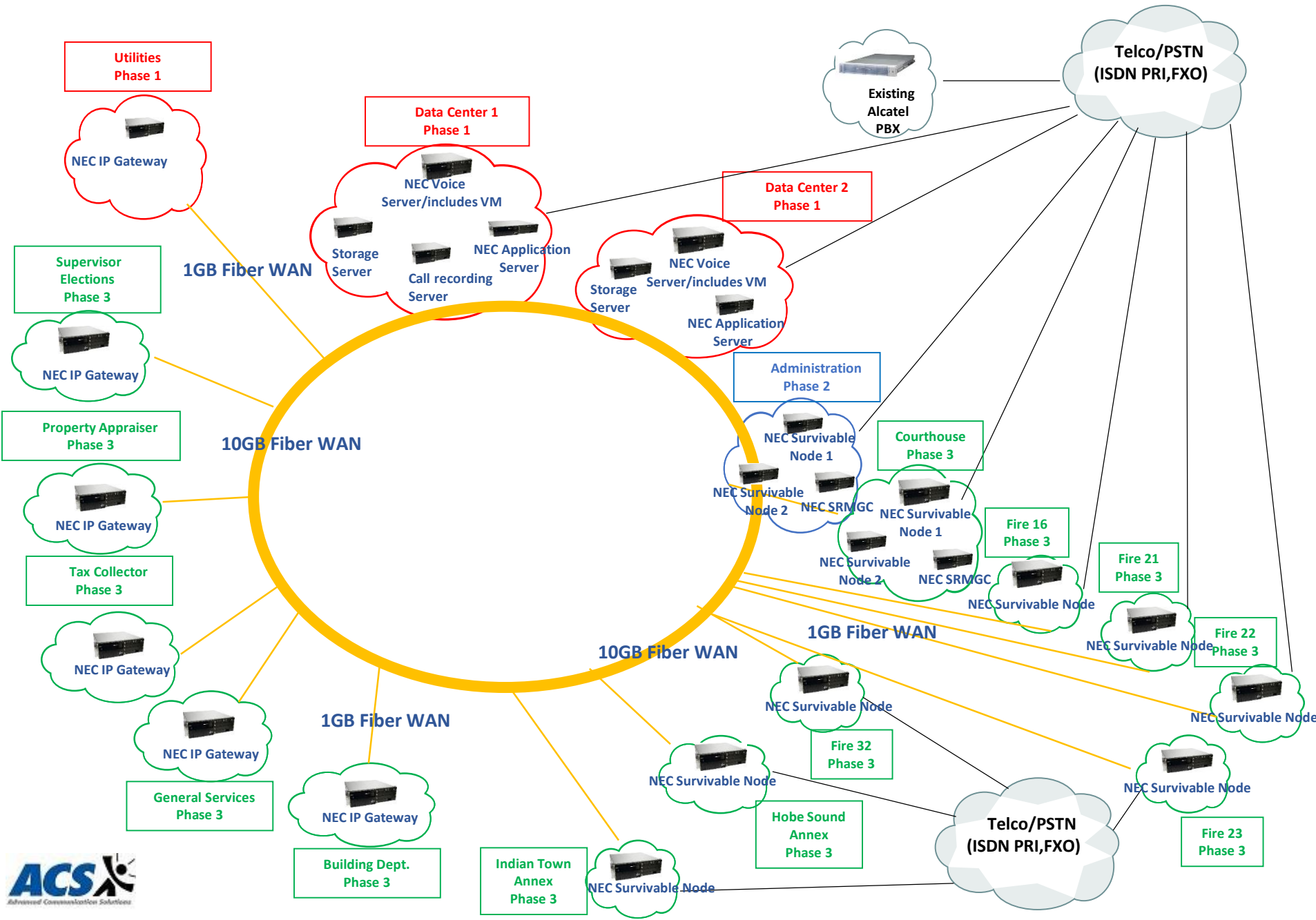
PROPOSAL REQUIREMENTS

4   FORM D: SYSTEM MANAGEMENT INTEGRATION WITH ACTIVE DIRECTORY

Is system management integration with Active Directory supported on the propose system?

> The UCE (Unified Communications for Enterprise) Manager, includes a utility which allows a system administrator the capability to import and export data between the UCE databases and CSV formatted text files exported from the active directory. The configuration and field mapping settings can be saved as a profile, so these operations can be easily repeated manually for later single or repeated occurrences.
>
> The optional UCE Manager LDAP Auto-Provisioning Service allows a customer to integrate their SV9500 Unified Communications Server database to multiple Active Directory sources using LDAP and automatically provision the SV9500 based on new or changed records in the LDAP directory.
>
> Integrating with a company's existing management infrastructure is a key to the success of any management system. The UCE Manager uses industry standards that are common throughout many different management platforms to facilitate this kind of critical integration. LDAP (or the lightweight directory access protocol) is an accepted standard throughout the network management industry. Vendors such as Microsoft, Red Hat and Lotus all offer LDAP as a means of integration with their network management databases.
>
> Relying on this integration, UCE Manager can use the information stored in the LDAP directory to automatically provision the Voice system. Records created in another application, such as Microsoft Active Directory, can then be retrieved, translated and applied to the UCE Manager provisioning engine.
>
> The LDAP Auto-Provisioning Service also supports integration with the UCE Manager UM8700 Voice Mail provisioning feature.

A. If Active Directory integration is supported, please provide an overview of the system management functions that are supported such as:

> The *optional* UCE Manager LDAP Auto-Provisioning Service allows a customer to integrate their SV9500 Unified Communications Server database to multiple Active Directory sources using LDAP and automatically provision the SV9500 based on new or changed records in the LDAP directory.

1. Add a new user's telephone and voice mailbox.

2. Change a user's telephone number.

3. Change a user's name.

4. Change a user's VM password.

5. Update the system telephone directory.

6. Enable access to UC applications

   a. PC Desktop

   b. Smartphone and tablets

   c. Softphone

MANY UCE CUSTOMERS WANT TO SEE THEIR CORPORATE DIRECTORY RECORDS IN THE UCE DIRECTORY AND THEY WANT IT TO BE DONE AUTOMATICALLY – "SET IT AND FORGET IT." FOR EXAMPLE, WHEN THEIR EMPLOYEES SEARCH FOR OTHER EMPLOYEES IN UC CLIENT, THEY WANT TO SEE THE SAME LIST OF PEOPLE THEY SEE IN THE MICROSOFT EXCHANGE GLOBAL ADDRESS LIST.

UCE USES LDAP TO READ THE CORPORATE DIRECTORY AND REPLICATE THE IMPORTANT PART OF ITS CONTENT INTO THE UCE PLATFORM, ALSO KNOWN AS OW5000, DATABASE. ALTERNATIVELY, UCE CAN READ THE RECORDS FROM A FLAT CSV FILE.

THERE ARE TWO PATHS AVAILABLE: OW5000 LDAP SYNCHRONIZATION AND OPTIONAL MA4000 LDAP SYNCHRONIZATION. THE OW5000 LDAP SYNCHRONIZATION IS MORE DIRECT, EASIER TO CONFIGURE, AND LESS EXPENSIVE TO PURCHASE. IT USES THE DBTOOL UTILITY WHICH IS WELL-UNDERSTOOD BY TECHNICIANS. HOWEVER, IT MAY NOT BE A GOOD FIT FOR SOME DIRECTORIES BECAUSE OF ITS LIMITATIONS, ESPECIALLY FOR DEPLOYMENTS WITH MULTIPLE PBX WITH OVERLAPPING NUMBER RANGES.
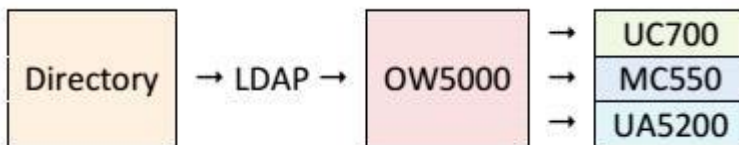
THE OPTIONAL MA4000 LDAP SYNCHRONIZATION IS MORE FLEXIBLE AND THEREFORE REQUIRES MORE WORK TO SET IT UP. ITS PRIMARY STRENGTH IS ITS VBSCRIPT-BASED MAPPING ENGINE AND ITS ABILITY TO SEARCH PBX DATA THAT IT COLLECTED THROUGH THE MAINTENANCE PORT.
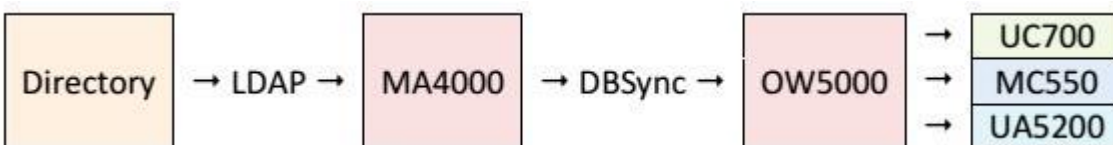
Comparison Table

Feature	Using OW5000?	Using MA4000?	Note
New employee: Publish in UCE	YES	YES	
New employee: Add the phone in the PBX and mailbox in the voicemail automatically	No	YES	MA4000: If defined by the mapping
Terminated employee: Hide in UCE automatically	No	YES	MA4000: Keeps the record in UCE but empties certain fields and hides it
Terminated employee: Mark records to be manually hidden later	No	YES	MA4000: As defined by the mapping
Deleted record in directory: Delete in UCE automatically	YES	YES	MA4000: As defined by the mapping options; OW5000: As defined by the synchronization option
Deleted record in directory: Mark records to be manually deleted later	No	YES	MA4000: As defined by the mapping options
External contact: Publish in UCE with only external numbers	YES	YES	
Organization: Automatically build organization tree, using multiple directory fields	No	YES	MA4000: As defined by the mapping
Mapping: Advanced mapping using VBScript	No	YES	
Mapping: Derive Extension and PBX from a directory phone number using digit-prefix rules	YES	YES	MA4000: Requires VBScript code; OW5000: Limited to using single directory field to derive both values
Dashboard: Web page to resolve sync conflicts	No	YES	
Configuration: Synchronize periodically with flexible schedule	YES	YES	

5   FORM E: INTEGRATED MESSAGING OVERVIEW

5.01   The County has two or more LAN's, Active Directory (AD) and domains.

5.02   Provide overview and explanation of the method utilized to provide unified messaging integration with County's email platforms and multiple domains.

The proposed UM8700 Unified Messaging for Microsoft Exchange stores all voice and fax messages on the Exchange server along with e-mail messages. As each voice and fax message is received, it is moved from the UM8700 server to the Exchange server automatically, where it is still accessible in its native form as a voice or fax message. Because the messages are stored on the Exchange server, UM8700 Unified Messaging for Microsoft Exchange is sometimes referred to as server-based unified messaging.

The UM8700 allows connectivity to multiple email platforms, domains or forests and accomplishes this by the UM8700 server being a member of either the same Windows Server domain as the Exchange server or another Windows Server domain that is *trusted* by the Exchange server's Windows Server domain. The Windows Server domain administrator must complete this setup. In the UM8700 setup, email messaging platforms are defined and then within each users subscribers box, appropriate external email address is defined.

Another way to add multiple email platforms, domains or forests to the UM8700, is the set "autodiscovery." The EWS client uses the client-side autodiscover process to locate the Exchange autodiscover service and from there the Exchange web service that hosts the mailbox to be accessed.

How would multiple domains be managed?

Creating Messaging Server Profiles on UM8700 to Communicate with the Microsoft Exchange Server within the UM8700, requires specific steps within cache configuration. There are 14 steps that require setup for every domain within the network. These domains can be easily changed, deleted or modified within the UM8700.

A. What integration is used?

Once the UM8700 is connected to the customers LAN, even in different domains, TCP/IP allows use of IMAP and SMTP (Simple Mail Transfer Protocol) to integrate with the email system.

B. What level of synchronization is provided for the following:

		Message Status Synchronized Y or N				
	UM/MW	Desktop email client	Mobile email client	UC Desktop Client	UC Mobile Client	Visual VM client
TUI	Y	Y	Y	Y	Y	Y
Desktop email client	Y	Y	Y	Y	Y	Y
Mobile email client						
UC Desktop Client	Y	Y	Y	Y	Y	Y
UC Mobile Client						
Visual VM client	Y	Y	Y	Y	Y	Y

Retrieval Method (vertical label on left of table)

C. Functional Limitations

5.03   How is the message delivered to the email inbox?

E-mail Access, running on the UM8700 server, communicates with the E-mail server. When a subscriber has immediate message notification enabled, E-mail Access polls the E-mail server each time the subscriber logs on to his mailbox and periodically thereafter. If e-mail messages are present in the subscriber's mailbox, E-mail Access generates an appropriate message to notify the subscriber.

A. What format is utilized?

The UM8700 Includes an optional media player—the UM8700 Media Player includes media player controls that support the playback of voice message attachments. The subscriber can select either the computer sound device (if present) or telephone for playback. Allows subscribers to listen to voice messages over a computer sound device (such as a PC sound card), allowing the user to use UM8700 function without a telephone.

In recorded voice replies to e-mail messages, the audio format depends on whether the person who sent the original e-mail message was a UM8700 subscriber. For subscribers, UM8700 uses the audio format that the administrator selected for voice messages. When subscribers send voice replies to nonsubscribers, UM8700 uses the audio format, linear-monaural 8-bit PCM.
On reply to an e-mail message from a non-subscriber, the voice message is attached to the reply message as a .wav file (linear PCM, 8 KHz, 8 bits per sample, mono). The recipient can then listen to this voice reply on a personal computer capable of playing .wav files. The e-mail server used by the recipient must support .wav file attachments.

What is the size of 1-minute voice message?

Using format above, .wav file (linear PCM, 8 KHz, 8 bits per sample, mono), the per minute sizing breaks down as:

Sampling Rate X Sample Size X Time X Channels

8000 X 8 X 60 X 1
=3,840,000 bits
=480,000 Bytes   (3,840,000/8)   Converts to Bytes
=468.75 KB   (480,000/1,024) Converts to Kilo Bytes
=.4577636 MB   (468.75KB/1,024) Converts to Mega Bytes

5.04   Where is the voice message stored?

Voice messages are stored within the email server. If for any reason the mail server is unavailable, messages will be stored within the user subscriber box within the UM8700.

6   FORM F: UNIFIED COMMUNICATIONS

6.01   Provide an overview/matrix of the UC licensing bundles available on the proposed solution.

The proposed SV9500 UC licensing comes in (3) options:

1. Standard User
Unified Communications License
 License includes: IM / Presence / Unified Messaging / Mobility
2. Standard Plus User
Unified Communications Plus License
License includes: IM / Presence / Unified Messaging / Mobility / Additional Devices
3. Premium User
Unified Communication Premium License
License includes: IM / Presence / Unified Messaging / Mobility / Additional Devices / Collaboration / Video

6.02   The County has two or more LANs, Active Directories (AD) and domains.

   A. Please provide an overview on the UC federation, or centralized options supported in this environment.

The UCE utilizes the XMPP standard to federate to external systems.

6.03   What desktop and mobile operating systems are supported?

NEC's UC desktop client (UC700), works with the Microsoft OS and the browser interface works with MAC and offers the following features:

- Intuitive interface: color schemes, compact mode

- Enhanced presence

- Contact list

- Call control

- Incoming screen pops

- Set alerts

- True "twinning" from desktop to any mobile device

- Send receive IM's, group chat (UC700 windows version only)

- Click to dial

- Calendar integration

A. Desktop

   1. Apple IOS   **Browser based application**

   2. Microsoft   **Integrated Microsoft office outlook toolbar and UC 700 desktop client**

B. Mobile

NEC's mobile client (MC550), works with apple or Android and follows the same rules UC700 UC desktop uses to offer:

- Send/Receive IM's

- Same contact list with presence and photos (like UC 700 version)

- Communication history

- Click to call (including internal calling)

- Allows flexible endpoint, use any phone for calls

- SIP Phone SSD

   1. Apple   **YES**

   2. Android   **YES**

   3. Other   **Browser based application for remote mobile users**

PROPOSAL REQUIREMENTS

7   FORM G: INSTALLATION METHODOLOGY & ACCEPTANCE TESTING

7.01   Installation Methodology

A. Provide a detailed description of your implementation process for the first phase of the project including the following:

1. Timeline/Gant chart beginning with contract signing:

(Timeline/Gant chart can be referred to within this same folder)

2. Logical description of your organizations approach to implementation including:

a. Database collection for all voice systems and applications

Upon contract execution, ACS will schedule installation project meeting with all key stakeholders within Martin County to discuss all aspects of the installation. ACS would ask/consult with Martin County specific questions regarding current department programming, as well as questions regarding what would make the department function better. ACS would then recommend "best practices" regarding departmental features. Once ACS and Martin County have agreed upon best departmental setup, all applications, feature/button layouts will be created for all programming.

ACS will use the same methodology in regards to the applications such as Unified Communications, Voicemail, Call center, recording, management.

An important part of the project meetings involves meeting with Martin County IT staff to determine network details so that all sites con be configured correctly and provide the network survivability that is a necessity for this solicitation.

b. Equipment configuration and deployment

Once initial meetings are complete and programming is determined, ACS can then start programming voice servers and application servers at Deerfield Beach location or onsite at Martin County facility. Once programming is complete, rack mount of hardware can commence.

c. Application deployment

The application programming and deployment follows the same guideline as the equipment configuration in that once programming is determined, programming can be done and application servers can be mounted until testing can occur.

d. Training

Since project meetings will be ongoing with Martin County to detail results and confirm timelines, end user training will be coordinated and scheduled with Martin County project leaders. Dates and times will be determined as well as location class size and duration of each training session. Notice will be sent out to all users within Martin County to encourage attendance of scheduled training session. As a part of all ACS training, there will be left behind user guides or cheat sheets to aid when system goes live.

e. Testing

After all programming and mounting of equipment has been done, ACS will utilize a series of tests to ensure systems are ready for go live. This includes testing of trunks, conference functionality, UC application, Voice Mail as well as HA (high availability) testing and verification.

f. Cutover

Phase 1 cutover should go very smoothly as the testing of connection to Alcatel between the (2) SV9500's has already been verified and the IP endpoints at Utilities can be set well before actual move in.

ACS will obviously be present for go live post cutover to address any potential issues.

Before Phase 2 and Phase 3 cutover occurs, NEC IP gateways, terminals and FXO ports will already be tested with connection to data center 1 and data center 2. Cutover for all remotes (including administration and courthouse should be very seamless.

ACS will obviously be present for go live post cutover to address any potential issues.

7.02   Acceptance

B. Provide manufacturer-recommended installation test plan for all proposed products and applications.

ACS will follow all recommended manufacturer testing prior to any go live. The current NEC test outline document is dated and NEC would provide a custom test plan based upon proposed products and configuration if accepted.

C. The installation test plan shall be used during the acceptance period to verify that the system has been installed and tested per the Manufacturer recommendation.

ACS Complies

PROPOSAL REQUIREMENTS

8   FORM H: COUNTY RESPONSIBILITIES

8.01   Provide a complete list of any equipment that the County will need to provide, such as hardware, software, and servers required to support the proposed telephone system, voice mail, and all optional equipment/applications. The list shall include detailed specifications and be organized to allow the County to determine which alternate or option the equipment shall support.

If Martin County chooses to virtualize the call recording option, a VM server will need to be provided by the county. We have proposed the DVS 24 Channel small business package currently. ACS can change our offering to support virtualizing that application.

   A.   The Contractor must provide all equipment, including but not limited to hardware, software, servers, and labor required to support and install the proposed telephone system, voice mail, and all alternates equipment/ applications proposed, unless it has been identified in this section.

8.02   Provide a list of any other items/resources that the County will be responsible for providing for all aspects of the project including:

   A.   Implementation

ACS will only require access to key IT stakeholders within Martin County to ensure sharing of network details are known so that network integration is seamless.

   B.   Warranty

   C.   Maintenance

8.03   Provide details of any other assumptions taken in preparing your response to the RFP.

No other assumptions taken

PROPOSAL REQUIREMENTS

1   FORM I: RESPONDENT AND SUBCONTRACTOR QUALIFICATIONS, SUPPORT CAPABILITIES & REFERENCES

1.01   Information about the Respondent

A.   Company name: Advanced Communication Solutions, Inc.

B.   Legal name (if different) _____

C.   Years in business: 20

D.   Number of years selling systems like the proposed solution: 20

E.   Contact Names

1.   Primary: Steve Battista

2.   Secondary: Steve Jarry

F.   Contact Phone Numbers

1.   Primary: 407-829-7777

2.   Secondary: 678-571-6000

G.   Contact email addresses

1.   Primary: sbattista@acs2.com

2.   Secondary: sjarry@acsfed.com

H.   Full mailing address: 735 Primera Blvd., #110, Lake Mary, FL 32746

I.   Name and phone number of bonding company:

CAN Surety

P.O. Box 957289

St Louis, MO 63195-7289

J.   Number of full-time employees: 50

K.   Number of technical/installation personnel who will be dedicated to the project: 4

L.   Names and titles of personnel who would be providing the training for the equipment in this project (attach listing of experience with similar projects):

KELLY HEINZ – PROJECT / INSTALLATION MANAGER, HAS OVER 20 YEARS OF EXPERIENCE WITH NEC. AS A MILITARY VETERAN, KELLY PROVIDES THE SKILLS TO MANAGE A PROJECT FROM START TO FINISH. KELLY WOULD BE THE LEAD TRAINER FOR THIS SOLICITATION. ABOVE HER PM MANAGEMENT ROLE KELLY IS CERTIFIED AS AN ENGINEER ON ALL KEY NEC TECHNOLOGIES BEING PROPOSED FOR MARTIN COUNTY. KELLY HAS TRAINED ALL OF THE MAJOR ACS INSTALLATIONS SUCH AS MEARS TRANSPORTATION VOICE AND CALL CENTER NETWORK, UF HEALTH SHANDS MEDICAL CENTER, CHURCH OF SCIENTOLOGY PROJECTS, THE AMWAY CENTER, TRUMP INTERNATIONAL, HYATT REGENCY GRAND CYPRESS, CYPRESS POINT RESORTS AND THE VILLAS OF GRAND CYPRESS. CONTACT: KHEINZ@2ACS.COM; 407-829-7777

M. Name of person who would be project manager for this project (attach listing of experience with similar projects):

KELLY HEINZ – PROJECT / INSTALLATION MANAGER, HAS OVER 20 YEARS OF EXPERIENCE WITH NEC. AS A MILITARY VETERAN, KELLY PROVIDES THE SKILLS TO MANAGE A PROJECT FROM START TO FINISH. KELLY WOULD BE ASSIGNED THE LEAD PM FOR THIS SOLICITATION. ABOVE HER PM MANAGEMENT ROLE KELLY IS CERTIFIED AS AN ENGINEER ON ALL KEY NEC TECHNOLOGIES BEING PROPOSED FOR MARTIN COUNTY. KELLY HAS PM EXPERIENCE WITH ALL THE MAJOR ACS INSTALLATIONS SUCH AS MEARS TRANSPORTATION VOICE AND CALL CENTER NETWORK, UF HEALTH SHANDS MEDICAL CENTER, CHURCH OF SCIENTOLOGY PROJECTS, THE AMWAY CENTER, TRUMP INTERNATIONAL, HYATT REGENCY GRAND CYPRESS, CYPRESS POINT RESORTS AND THE VILLAS OF GRAND CYPRESS. CONTACT: KHEINZ@2ACS.COM; 407-829-7777

N. Dunn and Bradstreet Number

1. Respondent: 052472490

2. Voice Manufacturer: 14-725-5405

3. Other Manufacturer: _____

1.02 Qualification and Requirements

A. If more than (1) company is involved in the installation, training, and/or support after installation, there must be a Prime Contractor. This Prime Contractor assumes responsibility for all other entities involved.

List Prime Contractor here: _____

B. The response shall include a statement from all involved Respondents agreeing that the configuration shall work as specified and that all Respondents shall work under the Prime Contractor to resolve any configuration or interoperability problems during the installation process at no additional cost to the County. Write statement below.

N/A

1.03   Experience and Existing Customers

How many similar systems has the Respondent sold/installed?

A. In the area: 6

B. Statewide: 20 Plus

C. Nationwide: 30 Plus

D. Government Clients: 10 Plus

1.04   References

All prospective Respondents must provide a minimum of three installation and three maintenance references using the reference format provided below. The references must be similar in scope and size to the County's project and must demonstrate the following:

A. At minimum, one of the three references must be deployed in a multi-building campus or municipal environment.

B. References must demonstrate that the Respondent has extensive knowledge of all equipment proposed and has at least (1) year of experience with the same system(s) in the same environment.

C. **References will be contacted – please verify information before submitting.** Use the format below for all references. All references will be called. Please inform your contacts that a 10- to 15-minute call may be anticipated.

Reference 1:

Organization Name: UF Shands Medical

Address: 1600 SW Archer Road, Gainesville, FL 32610

Type of Business: Healthcare

Contact Person: Mori Monteverde

Telephone Number: 352-733-3116

Email Address: montem@shands.ufl.edu

Dates of Installation: 2014-2017

Description of System: Multiple SV8500 and SV9500 with fusion, UM8700, UCE

Number of Lines/Ports/Jacks: 18,000

Number of Networked Locations: 11

Reference 2:

Organization Name: Broward College

Address: 6400 Northwest 6th Way, Ft. Lauderdale, FL 33309

Type of Business: Higher Education

Contact Person: Chip DiComo

Telephone Number: 954-201-7610

Email Address: cdicomo@broward.edu

Dates of Installation: 2017

Description of System: (4) SV8500 with fusion, (4) 2000, UCE

Number of Lines/Ports/Jacks: 2500

Number of Networked Locations: 8

Reference 3:

Organization Name: Lake County Government

Address: 315 West Main Street, Tavares, FL 32778

Type of Business: Local Government

Contact Person: Douglas Woodyard

Telephone Number: 352-343-9898

Email address: dwoodyard@lakecountyfl.gov

Dates of Installation: 2009, 2012, 2016, 2017

Description of System: SV8500, SV9500, SV9300, UM8700

Number of Lines/Ports/Jacks: 4,000

Number of Networked Locations: 6

D. Subcontractors/Partners

1. The applicable terms and provisions of the contract documents shall bind every subcontractor. Further information about subcontractors may be requested prior to award.

2. Identify all subcontractors or partners used for any purposes. Failure to disclose subcontractors/partners may lead to disqualification. Include separate sheet(s) labeled "Subcontractors/Partners," if necessary.

Business Name	Years Exp.	Function
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

E. References for Subcontractors/Partners

Include below (3) references for EACH subcontractor. (Duplicate this page if needed for multiple subcontractors.) Again, preference shall be given to Respondents with references for implementations at organizations most similar to the County.

Subcontractor References will be contacted – please verify information before submitting. Utilize the format below for all subcontractor references. All references will be called. Please inform your contacts that a 10- to 15-minute call may be anticipated.

Subcontractor Reference Format

Organization Name _____

Address _____

_____

Type of Business _____

Contact Person _____

Telephone Number _____

Email Address _____

Dates of Installation _____

Description of System _____

Number of Lines/Ports/Jacks _____

Number of Networked Locations _____

1.05   Telephones Service after Installation

A. How many service personnel trained in <u>maintaining</u> the proposed systems does Respondent employ in the County's area? Please indicate location closest to the County.

1. Trained Service Personnel: 4

2. Location: Deerfield Beach, FL

B. Provide the address of Respondent's service center(s) closest to the County:

1. Company: ACS Deerfield Beach

2. Address: 1491 SW 5th Ct., Pompano Beach, FL 33069

3. Telephone Number: 954-429-9998

C. Who shall maintain parts inventory? At what location?

1. Company: ACS Deerfield Beach

2. Address: 1491 SW 5th Ct., Pompano Beach, FL 33069

3. Telephone Number: 954-429-9998

4. What critical component parts are kept in stock at this location?

SV9500 CPU, SV9500 flash cards, NEC server, Gateway blades, telephones

D. What is your guaranteed remote response time for an emergency?

30 minutes

E. What is your guaranteed on-site response time for an emergency?

2 Hours

F. Telephone System Alarm Monitoring

1. What hardware is provided?

ACS is proposing UCE core server that includes event log configuration, event log to trap translator and service traps that can be sent other hosts.

2. What if any access to the County's data network is required?

The proposed UCE server will require (1) TCP/IP connection to the Martin County data network. (This is requirement for the UCE already)

3. What is monitored?

NEC SV9500 PBX alarms, MA 4000.

4. How are alarms monitored:

   a. During normal business hours?

   b. After hours and holidays?

The UCE core server includes event log configuration, event log to trap translator and service traps that can be sent other hosts. The UCE server can be configured according to what alarms are required to be monitored.

5. What happens when an alarm is reported:

   a. During normal business hours?

   b. After hours and holidays?

   An email notification is sent to anyone setup to be the recipient of alarm messages.

1.06   Financial Statements

Provide, financial statements for the Respondent, Manufacturer, and subcontractor(s) inclusive of cash flow sheet, income sheet, balance sheet, and asset liability statement for the last (3) years.

See attached financial statements within this same folder for NEC. ACS is a privately held company in good financial standing. Upon request, we will provide financial information for previous 3 years in sealed envelope.

10   FORM J: PROJECT AND MAINTENANCE TEAM

10.01   Provide names, titles, resumes, and training certificates of installation project team members.

Dave Nelson – Senior Voice and Data Engineer and Operations Manager, has over 30 years of experience with the NEC products, from servicing and installation of NEC systems to engineering and design. Dave is well versed and experienced in designing and implementing enterprise size networks such as UF Health Shands Medical Center, Gainesville, Fla.; Church of Scientology (throughout the USA); and Pasco Schools among others. Dave has also designed hundreds of end users infrastructures and networks throughout the United States. Dave heads and oversees all Operations activities within ACS. Contact: dnelson@2acs.com; 407-829-7777

Description	Type	Description	Type
2000 Legacy Foundation	Certification	MA4000 Enterprise Manager	Accelerator
2400 Foundation Legacy	Certification	MA4000 Version 8.0 Installation	Accelerator
2400 I-ACD	Certification	MA4000 Web Based Training	Accelerator
OpenWorX Legacy Basic	Certification	SV9500 Appliance	Certification
SV8500 - Foundation	Certification	SV9500 Prepackaged	Certification
UCE Platform (OW5000)	Certification	GNAV 9.X	Certification
UM8500 Core Foundation	Certification	SV9500 Hospitality	Certification
UM8700 8.5 Administration	Certification	SV9500 TDM CCIS	Certification
IP Pre-Requisite	Pre-Requisite	SV9500 IP CCIS	Certification
SV8100 Hardware Prerequisite	Certification	SV9500 MG-SIP	Accreditation
SV8500 Hospitality	Certification	CallCenterWorX 6.X	Certification
IP Prerequisite R1	Pre-Requisite		

Kelly Heinz – Project / Installation Manager, has over 20 years of experience with NEC. As a military veteran, Kelly provides the skills to manage a project from start to finish. Kelly would be assigned the lead PM for this solicitation. Above her PM Management role Kelly is certified as an engineer on all key NEC technologies being proposed for Forsyth County Library. Kelly has PM experience with all the major ACS installations such as Mears Transportation voice and Call Center network, UF Health Shands Medical Center, Church of Scientology Projects, the Amway Center, Trump International, Hyatt Regency Grand Cypress, Cypress Point Resorts and The Villas of Grand Cypress. Contact: kheinz@2acs.com; 407-829-7777

Description	Type	Description	Type

2000 Legacy Foundation	Certification	MA4000 Enterprise Manager	Accelerator
2400 Foundation Legacy	Certification	MA4000 Version 8.0 Installation	Accelerator
2400 I-ACD	Certification	MA4000 Web Based Training	Accelerator
OpenWorX Legacy Basic	Certification	SV9500 Appliance	Certification
SV8500 - Foundation	Certification	SV9500 Prepackaged	Certification
UCE Platform (OW5000)	Certification	GNAV 9.X	Certification
UM8500 Core Foundation	Certification	SV9500 Hospitality	Certification
UM8700 8.5 Administration	Certification	SV9500 TDM CCIS	Certification
IP Pre-Requisite	Pre-Requisite	SV9500 IP CCIS	Certification
SV8100 Hardware Prerequisite	Certification	SV9500 MG-SIP	Accreditation
SV8500 Hospitality	Certification	CallCenterWorX 6.X	Certification
IP Prerequisite R1	Pre-Requisite	SV9100 Basic	Certification
UCE Call Center	Certification		

Derek Douglas – Senior Technician, has over 24 years as a trained and NEC certified technician. Derek has been installing and servicing many of the large end users ACS has.

Description	Type	Description	Type
2000 Legacy Foundation	Certification	MA4000 Enterprise Manager	Accelerator
SV9300 Basic	Certification	MA4000 Version 8.0 Installation	Accelerator
SV9300 Advanced	Certification	MA4000 Web Based Training	Accelerator
OpenWorX Legacy Basic	Certification	SV9500 Appliance	Certification
SV8500 - Foundation	Certification	SV9500 Prepackaged	Certification
UCE Platform (OW5000)	Certification	GNAV 9.X	Certification
UM8500 Core Foundation	Certification	SV9500 Hospitality	Certification
UM8700 8.5 Administration	Certification	SV9500 TDM CCIS	Certification
IP Pre-Requisite	Pre-Requisite	SV9500 IP CCIS	Certification
SV8100 Hardware Prerequisite	Certification	SV9500 MG-SIP	Accreditation
SV8500 Hospitality	Certification	CallCenterWorX 6.X	Certification
IP Prerequisite R1	Pre-Requisite		

Cory Rowe – Senior Technician, has over 27 years of experience in telecommunications. Cory served in the military for 6 years as a telecommunication technician. Corey has worked for ACS since 2000. Corey is the lead technician for installation and service of many large end users in the area.

Description	Type	Description	Type
2000 Legacy Foundation	Certification	MA4000 Enterprise Manager	Accelerator
2400 Foundation Legacy	Certification	MA4000 Version 8.0 Installation	Accelerator
2400 I-ACD	Certification	MA4000 Web Based Training	Accelerator
OpenWorX Legacy Basic	Certification	SV9500 Appliance	Certification
SV8500 - Foundation	Certification	SV9500 Prepackaged	Certification
UCE Platform (OW5000)	Certification	GNAV 9.X	Certification
UM8500 Core Foundation	Certification	SV9500 Hospitality	Certification
UM8700 8.5 Administration	Certification	SV9500 TDM CCIS	Certification
IP Pre-Requisite	Pre-Requisite	SV9500 IP CCIS	Certification
SV8100 Hardware Prerequisite	Certification	SV9500 MG-SIP	Accreditation
SV8500 Hospitality	Certification	CallCenterWorX 6.X	Certification
IP Prerequisite R1	Pre-Requisite		

10.02   Provide names, job titles, and training certificates of service personnel who shall be assigned to the County <u>after</u> installation.

Cory Rowe – Senior Technician, has over 27 years of experience in telecommunications. Cory served in the military for 6 years as a telecommunication technician. Corey has worked for ACS since 2000. Corey is the lead technician for installation and service of many large end users in the area.

Description	Type	Description	Type
2000 Legacy Foundation	Certification	MA4000 Enterprise Manager	Accelerator
2400 Foundation Legacy	Certification	MA4000 Version 8.0 Installation	Accelerator
2400 I-ACD	Certification	MA4000 Web Based Training	Accelerator
OpenWorX Legacy Basic	Certification	SV9500 Appliance	Certification
SV8500 - Foundation	Certification	SV9500 Prepackaged	Certification

UCE Platform (OW5000)	Certification	GNAV 9.X	Certification
UM8500 Core Foundation	Certification	SV9500 Hospitality	Certification
UM8700 8.5 Administration	Certification	SV9500 TDM CCIS	Certification
IP Pre-Requisite	Pre-Requisite	SV9500 IP CCIS	Certification
SV8100 Hardware Prerequisite	Certification	SV9500 MG-SIP	Accreditation
SV8500 Hospitality	Certification	CallCenterWorX 6.X	Certification
IP Prerequisite R1	Pre-Requisite		

11   FORM K: VIRTUAL SERVER SPECIFICATIONS

11.01   Virtual Server Requirements

A. The County is interested in exploring utilizing the County's VMware infrastructure to support the telephone system including: call control, integrated messaging system, and/or applications   ACS Understands

B. Please list all items supported, resource requirements for each, and limitations or advantages of running them in the VMware environment.

The following components are proposed in a virtualized environment:

- NEC UNIVERGE® SV9500 with MG SIP
- NEC UNIVERGE® UCE (Unified Communications for Enterprise)
- NEC UNIVERGE® CMM (Collaboration Meeting Manager)
- NEC UNIVERGE® UM8700 Voice Messaging Platform

*ACS is not proposing virtualizing DVS call recording, however if Martin County chooses to virtualize, specs are in chart requested below.

All NEC UNIVERGE® communication products are compatible with VMware vSphere versions 5.1, 5.5, and 6.0 and support a number of VMware features including:

- VMware High Availability (HA) *1:
- VMware vMotion *1: A process known as a hot-migration that enables real time migration of running virtual machines from one ESX host to another with zero downtime, resulting in continuous service and transaction integrity.
- Storage migration using vMotion *1: A VMware feature that moves virtual machine disk files from one data storage location to another. This feature minimizes end user disruption during migrations.
- VMware Snapshots: The snapshot feature preserves the state and data of a virtual machine at a specific point in time.

*1: A shared storage server is required when these features are utilized.

C. Provide specifications for all virtual server required to support the proposed systems:

1. Telephone Systems

2. Integrated Messaging System

3. Unified Communications

4. Mobility

5. Contact Center

6. Call Accounting

7. Quality Control Call Recording

Resource Requirements

NEC UNIVERGE® Virtualized Environment Resource Requirements Summary

NEC UNIVERGE® on VMware	vCPUs	Virtual Memory (GB)	Virtual Storage (GB)	Minimum CPU Speed (GHz)	Capacity
SV9500	4	2	8	2.0	4,000 users
Media Gateway SIP Trunk	2	2	8	2.0	254 ch.
UC Platform (UCE)	4	16	200	2.0	5,000 points
UCE Contact Center MIS (GNAV)	1	4	100	2.0	
Collaboration Meeting Manager	4	8	240	2.0	20 sessions
UM8700	4	4	200	2.0	32 ports
Tapit Call Accounting	2	2	8	2.0	
DVS Call Recording	1	2	250/8GB partition	2.0	24 ports

12   FORM **L: E**XCEPTIONS AND **C**LARIFICATIONS **S**ECTION

12.01   All exceptions to the RFP shall be provided in this section of your response. Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified in the Exceptions section, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the County, and a description of the advantage to be gained or disadvantages to be incurred by the County as a result of these exceptions.

A. Provide the paragraph number(s) for all items that you take exception with and provide an explanation/reason for the exception.

Specifications document, Section 305, Martin County Govt., requests Add On Modules proposed be self labeling. ACS takes exception to this request, as NEC does not offer a self labeling add on module. The add on modules proposed will be 60 button (with labels), add on modules working in conjunction with a 24 button desi less terminal.

Specifications document, Section 312, B7.   Unified Communications Application on Smart Phones and Tablets, 7 Video: Support video calling to any video enable UC device. ACS is proposing 60 video sessions provided by the NEC CMM (Collaboration Meeting Manager). NEC can not guarantee video enablement to a non NEC device.

Specifications document, Section 2.18, A. Desktop & Mobile Client Software Distribution   A.   The County utilizes Altris desktop management suite to distribute desktop. NEC supports MS push to distribute desktop software

Specifications document, Section 3.09, 9. Provides tools that allow maintenance personnel to troubleshoot IP-related issues down to the telephone level, including but not limited to congestion, packet loss, jitter, and CMOS scores. The NEC terminals proposed will only provide reports on packet loss.

Specification document, Section 3.07 911, B2. NEC E911 cannot provide telephone display notification.
B4. NEC E911 cannot provide SMS to mobile devices.

Form M: Cost Work Sheet Telephone System and Options

Company Name:

For all items requested in this section, the Respondent shall include, the cost to provide all hardware, software, equipment, shipping and labor to provide, install, configure, and cutover or make operational a fully functioning turnkey system. The pricing will be based on the requirements provided in the RFP and this table.

Base System Phase 1	Capital Cost	Recurring Cost
Hardware & Software	$173,602.25	
Professional Services Labor	$46,450.00	
1st Year Warranty Following Final Acceptance	$81,152.75	
Total	**$301,205.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

Base System Phase 2	Capital Cost	Recurring Cost
Hardware & Software	$268,553.07	
Professional Services Labor	$103,386.66	
1st Year Warranty Following Final Acceptance	$29,187.00	
Total	**$401,126.73**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

Base System Phase 3	Capital Cost	Recurring Cost
Hardware & Software	$220,335.10	
Professional Services Labor	$96,633.94	
1st Year Warranty Following Final Acceptance	$32,224.98	
Total	**$349,194.02**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

Option 1:Conference and Collaboration Bridge Phase 2	Capital Cost	Recurring Cost
Hardware & Software	$0.00	
Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 1

Option 2: Cordless Headset	Capital Cost	Recurring Cost
Hardware & Software	$250.00	
Professional Services Labor	$75.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$325.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00

Form M: Cost Work Sheet Telephone System and Options

Company Name:

	Capital Cost	Recurring Cost
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

Option 3A: Contact Center Phase 1	Capital Cost	Recurring Cost
Hardware & Software	$0.00	
Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 1

Option 3B: Contact Center Phase 2	Capital Cost	Recurring Cost
Hardware & Software	$0.00	
Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 2

Option 3C: Contact Center Phase 3	Capital Cost	Recurring Cost
Hardware & Software	$0.00	
Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 3

Option 4: Quality Control Call Recording Phase 1	Capital Cost	Recurring Cost
Hardware & Software	$0.00	
Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 1

Option 5: SIP Trunking	Capital Cost	Recurring Cost
Hardware & Software	$20,108.35	
Professional Services Labor	INC	
1st Year Warranty Following Final Acceptance	INC	
Total	**$20,108.35**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

Form M: Cost Work Sheet Telephone System and Options

Company Name: _____

Option 6: Music on Hold Source	Capital Cost	Recurring Cost
Hardware & Software	$500.00	
Professional Services Labor	INC	
1st Year Warranty Following Final Acceptance	INC	
Total	**$500.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

Option 7: Percentage Increase to add 24X7 Labor Coverage to Warranty and Maintenance a	Capital Cost	Recurring Cost
Warranty Period		2.00%
Maintenance: Year 2		2.00%
Year 3		2.00%
Year 4		2.00%
Year 5		2.00%

Option 8: On Site Technician	Capital Cost	Recurring Cost
Warranty Period		$125,000.00
Maintenance: Year 2		$125,000.00
Year 3		$125,000.00
Year 4		$125,000.00
Year 5		$125,000.00

Option 10: Virtual Sever Support (Show number as a negative if utilizing the Countys virtual server network would lower base system pricing provided above.	Capital Cost	Recurring Cost
Call Control Servers	$0.00	$0.00
Integrated Messaging	$0.00	$0.00
Unified Communications	$0.00	$0.00
Mobility	$0.00	$0.00
Contact Center	$0.00	$0.00
Call Accounting	$0.00	$0.00
Quality Control Call Recording	$0.00	$0.00

*Included in all phase pricing

Option 10A: Phase 2 Mid-Span Rack Mount IEEE 802.af Power Injectors	Capital Cost	Recurring Cost
Hardware & Software	$0.00	
Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 2 & 3 pricing

Option 10B: Phase 3 Mid-Span Rack Mount IEEE 802.af Power Injectors	Capital Cost	Recurring Cost
Hardware & Software	$0.00	

Form M: Cost Work Sheet Telephone System and Options

Company Name:

Professional Services Labor	$0.00	
1st Year Warranty Following Final Acceptance	$0.00	
Total	**$0.00**	
Hosted Monthly Recurring Cost (shall include all fees surcharges and taxes)		$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year		$0.00

*Included in phase 2 & 3 pricing

Provide hourly rate to provide after hours remote maintenance and onsite technical support.	Hourly Rate
Warranty Period	$133.50
Maintenance: Year 2	$133.50
Year 3	$133.50
Year 4	$133.50
Year 5	$133.50

Maintenance pricing will be used for evaluation purposes. The County reserves the right to accept or not accept the maintenance pricing.

Provide Detailed Add and Delete Schedule

Part Number & Description	Pre-sale	Pre-Cut	Post-Cut
(1) Basic User with Phone	$210.34	$210.34	$210.34
(10) Basic Users with Phone	$2,103.40	$2,103.40	$2,103.40
(1) Standard User with Phone	$210.34	$210.34	$210.34
(10) Standard Users with Phone	$2,103.40	$2,103.40	$2,103.40
(1) Admin User with Phone	$210.34	$210.34	$210.34
(10) Admin User with Phone	$2,103.40	$2,103.40	$2,103.40
(1) Mobile User with Phone NEC MLC works with customer smart phone	$35.78	$35.78	$35.78
(10) Mobile User with Phone NEC MLC works with customer smart phone	$357.80	$357.80	$357.80
(1) Conference Room Phone with License	$210.34	$210.34	$210.34
(1) Add On Module with License	$117.07	$117.07	$117.07
PRI Trunk Card	$552.00	$552.00	$552.00
(24) SIP Ports Trunk Ports	$2,622.83	$2,622.83	$2,622.83
(1) Four port Analog FX0 Gateway	$103.20	$103.20	$103.20
(1) Four port Analog FXS Gateway NEC FXS comes in 8 port increments	$264.00	$264.00	$264.00

Martin County, FL
Request for Proposal (RFP) 2018-3019
Phase 1 Bill of Material

Qty	Part No	Description	Cost	Extended Cost
		SV9500		
48	BE114272	SV95 UG50 TRK-1 LIC	$0.00	$0.00
104	BE114272	SV95 UG50 TRK-1 LIC	$60.73	$6,316.13
1	Q24-UW000000107866	SV95 STARTER PLATFORM LIC	$0.00	$0.00
1	BE115859	SV95 STARTER PACKAGE	$26,468.52	$26,468.52
1	Q24-FR000000126601	SV9500 CORE DVD SET	$13.20	$13.20
1	Q24-FR000000111659	UCE DVD SET	$13.20	$13.20
1	BE114234	SV95 VIRTUALIZATION OPTION	$0.00	$0.00
3	BE112838	UNIVERGE 1U-MPC(B)	$534.70	$1,604.09
25	BE117026	SV95 ACD 1 AGENT OPTION	$0.00	$0.00
3	Q24-FR000000106521	PWRC100V-ULCSA-12FT	$27.72	$83.16
5	BE112828	SCA-VS32VA-B	$1,723.69	$8,618.46
70	Q24-UW000000107998	SV95 BASIC USER-1 LIC	$26.40	$1,848.00
500	Q24-UW000000108000	SV95 STANDARD USER-1 LIC	$0.00	$0.00
1	Q24-FR000000110216	SV9500 PREPACKAGED SYSTEM	$0.00	$0.00
1	Q24-UW000000127900	SV95 V4 UC SOFTWARE VER LIC	$1,848.32	$1,848.32
		Terminals		
50	BE115938	DT820 GIGABIT ETHERNET (LIC)	$15.50	$775.20
1	Q24-FR000000107280	DESI DCZ-60 DSS (25)	$10.94	$10.94
1	BE115923	AC-Z UNIT	$20.52	$20.52
2	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)	$10.94	$21.89
1	Q24-FR000000107289	ITZ-24DG-3(BK)TEL	$160.28	$160.28
1	BE113813	DCZ-60-2(BK)CONSOLE	$97.91	$97.91
50	BE115110	ITY-8LDX-1(BK)TEL	$112.63	$5,631.60
		Applications 1		
4	Q24-UW000000108554	SV95 CMM SESSION ADD-10	$1,260.00	$5,040.00
2	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC	$917.28	$1,834.56
10	BE115277	SV95 CMM MEETING HOST-1 LIC	$19.15	$191.52
1	BE114337	SV95 EMG OS NOTIFICATION LIC	$0.00	$0.00
200	Q24-DN000000119323	SV9X UM - VM ONLY SUBSCRIBER (1)	$14.11	$2,822.40
25	Q24-DN000000108350	SV95 DESKTOP ACD AGENT -1 LIC	$0.00	$0.00
1	Q24-DN000000108356	SV95 IVR ANNOUNCEMENT APPS LIC	$1,512.00	$1,512.00
1	Q24-FR000000126206	GNAV CORE SW-ENT	$0.00	$0.00
1	Q24-DN000000128827	GNAV VER 11.0	$0.00	$0.00
1	Q24-DN000000108282	SV95 OAI/INFOLNK RUNTME INSTNC-ENT (MIG)	$504.00	$504.00
4	BE114323	SV95 ATT ACD-1 LIC	$0.00	$0.00
12	Q24-UW000000108021	SV95 IVR SIP INT-1 LIC	$466.20	$5,594.40
4	BE115451	SV95 GROUP NOTIFICATION-1 LIC	$0.00	$0.00
1	Q24-DN000000108278	SV95 ATT SYS LIC	$0.00	$0.00
		Applications 2		
1	Q24-DN000000119916	ENCORE 24 PORT SMALL BUS.SYS PLTFRM	$9,343.15	$9,343.15
1	Q24-DN000000119321	ENCORE NEC SV85/95 CT INTEGRATION LIC	$2,457.00	$2,457.00
1	Q24-DN000000119842	ENCORE REMOTE INSTALL (DAY)	$2,507.54	$2,507.54
6	Q24-DN000000119855	ENCORE VOIP REC CHNL LIC (4) SBS	$508.25	$3,049.49
		IP Gateway		
3	BE114413	UG50-B (19")	$1,452.25	$4,356.76
1	BE114414	UG50-B (9.5")-32	$950.57	$950.57
6	BE113024	GCD-8LCA	$264.00	$1,584.00
6	BE113025	GPZ-8LCE	$259.20	$1,555.20
2	BE113029	GCD-4COTB	$103.20	$206.40
6	BE113037	GCD-PRTA	$552.00	$3,312.00

12	A20-030439-001	INSTALLATION CABLE (MOD8 - 25 PAIR)	$28.80	$345.60
		GP Servers		
1	Q24-FR000000125433	SV9500 R120G-1M SINGLE SVR BUSINESS BDL	$6,950.46	$6,950.46
		Express5800 Server - Fixed		
2	Q24-FR000000127421	R120G-1M W2016S/PLATINUM+ ETN	$4,717.30	$9,434.59
1	Q24-FR000000127424	SV9500 R120G-1M SINGLE SVR W/ESXI	$5,332.46	$5,332.46
2	Q24-FR000000127425	SV9500 R120G-1M SVR FOR STORAGE	$4,114.40	$8,228.81
		VM Ware		
1	VS6-ESP-KIT-5	/PA/VMW VSPHERE6 ESSENTIALS+ 3HOST/2PROC	$5,124.30	$5,124.30
1	VS6-ESP-KIT-5P-SSS	5YR PLT VSPHERE6 ESSENTIALS PLUS KIT	$6,406.80	$6,406.80
		Support Services 1		
597	Q24-DN000000110320	SWA PSA CCDESIGN UNIT	$12.80	$7,643.99
2950	BE114545	SWA PSA SV95 UNIT	$12.80	$37,771.80
867	Q24-DN000000106630	SWA PSA SV9X UM UNIT	$12.80	$11,101.07
		Support Services 2		
794	Q24-DN000000110366	SWA PSA ENCORE OEMP UNIT	$17.88	$14,196.72
		Warranty Support		
8	Q24-DN000000073434	1Y EXTSTD 1U-2U GP Server Maint	$214.92	$1,719.36
1	Q24-DN000000106299	5 YEAR WARRANTY	$8,719.81	$8,719.81
		Miscellaneous Equipment/Software		
2	Open-E DSS V7	Open-E Data Storage Software	$1,125.00	$2,250.00
1	TPNVPS	Trisys Tapit Nova Plus Call Accounting Software	$3,995.00	$3,995.00
1	VE6023-500	Valcom Paging Server	$19,800.00	$19,800.00
1	VIP-201	Valcom 8 Zone IP Paging Adapter	$583.69	$583.69
1	FF240-IP-2.R2	MultiTech 2 Port Fax Server - IP	$2,648.75	$2,648.75
1	FF240-IP Upgrade-6	MultiTech 6 Port Upgrade	$2,149.75	$2,149.75
		Installation / 3 Year Labor Warranty		
1	Installation / 3 Year Labor Warranty		$48,633.94	$46,450.00
		QUOTE TOTAL:		$301,205.37

Martin County, FL
Request for Proposal (RFP) 2018-3019
Phase 2 Bill of Material

Qty	Part No	Description	Cost	Extended Cost
		SV9500		
48	BE114272	SV95 UG50 TRK-1 LIC	$100.88	$4,842.14
811	Q24-UW000000108000	SV95 STANDARD USER-1 LIC	$83.33	$67,583.87
2	BE114413	UG50-B (19")	$2,412.30	$4,824.60
1	BE112833	SR-MGC(E)-B	$3,289.50	$3,289.50
1	BE115917	SV95 SR NODE OPTION	$877.20	$877.20
500	BE115919	SV95 SR NODE RESOURCE -1	$13.16	$6,579.00
20	BE117026	SV95 ACD 1 AGENT OPTION	$86.84	$1,736.86
1	Q24-FR000000122379	GR/SR-NODE(1.5U)-B	$3,289.50	$3,289.50
40	BE114274	SV95 MG-SIP SW TRK-1 LIC	$114.04	$4,561.44
		Terminals		
811	BE115110	ITY-8LDX-1(BK)TEL	$112.32	$91,091.52
811	BE115938	DT820 GIGABIT ETHERNET (LIC)	$14.69	$11,911.97
13	BE115923	AC-Z UNIT	$19.44	$252.72
13	Q24-FR000000107289	ITZ-24DG-3(BK)TEL	$159.84	$2,077.92
13	BE113813	DCZ-60-2(BK)CONSOLE	$97.63	$1,269.22
		Applications 1		
6	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC	$917.28	$5,503.68
3	Q24-DN000000120453	SV95 MLC MOBILE-1 LIC	$35.78	$107.35
		IP Gateway		
2	BE113037	GCD-PRTA	$552.00	$1,104.00
3	BE113024	GCD-8LCA	$264.00	$792.00
3	BE113025	GPZ-8LCE	$259.20	$777.60
2	A20-030439-001	INSTALLATION CABLE (MOD8 - 25 PAIR)	$28.80	$57.60
		Support Services 1		
204	Q24-DN000000110320	SWA PSA CCDESIGN UNIT	$13.22	$2,697.70
1556	BE114545	SWA PSA SV95 UNIT	$13.22	$20,576.54
614	Q24-DN000000106630	SWA PSA SV9X UM UNIT	$13.22	$8,119.54
		Warranty Support		
1	Q24-DN000000106299	5 YEAR WARRANTY	$29,187.00	$29,187.00
		Miscellaneous Equipment/Software		
40	PoE-2400G	Midspan PoE Injectors	$571.20	$22,848.00
1920	3' Cat 5E Patch Cords		$0.98	$1,881.60
		Installation / 3 Year Labor Warranty		
1		Installation / 3 Year Labor Warranty	$103,286.66	$103,286.66
		QUOTE TOTAL:		$401,126.73

Martin County, FL
Request for Proposal (RFP) 2018-3019
Phase 3 Bill of Material

Qty	Part No	Description	Cost	Extended Cost
		SV9500		
76	BE114272	SV95 UG50 TRK-1 LIC	$100.88	$7,666.73
197	Q24-UW000000108000	SV95 STANDARD USER-1 LIC	$83.33	$16,416.80
180	Q24-UW000000107998	SV95 BASIC USER-1 LIC	$43.86	$7,894.80
57	BE117026	SV95 ACD 1 AGENT OPTION	$86.84	$4,950.04
1	BE115917	SV95 SR NODE OPTION	$877.20	$877.20
425	BE115919	SV95 SR NODE RESOURCE -1	$13.16	$5,592.15
		Terminals		
589	BE115110	ITY-8LDX-1(BK)TEL	$112.32	$66,156.48
589	BE115938	DT820 GIGABIT ETHERNET (LIC)	$14.69	$8,651.23
1	Q24-FR000000107280	DESI DCZ-60 DSS (25)	$10.37	$10.37
10	BE115923	AC-Z UNIT	$19.44	$194.40
12	Q24-FR000000107289	ITZ-24DG-3(BK)TEL	$159.84	$1,918.08
10	BE113813	DCZ-60-2(BK)CONSOLE	$97.63	$976.32
1	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)	$10.37	$10.37
		Applications 1		
9	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC	$917.28	$8,255.52
		IP Gateway		
11	BE114413	UG50-B (19")	$2,838.00	$31,218.00
1	Q24-FR000000122379	GR/SR-NODE(1.5U)-B	$3,870.00	$3,870.00
7	Q24-FR000000119280	SR-NODE(S) -50	$1,960.80	$13,725.60
13	BE113024	GCD-8LCA	$264.00	$3,432.00
6	BE113025	GPZ-8LCE	$259.20	$1,555.20
8	BE113029	GCD-4COTB	$103.20	$825.60
3	BE113030	GPZ-4COTF	$93.60	$280.80
		Support Services 1		
305	Q24-DN000000110320	SWA PSA CCDESIGN UNIT	$13.22	$4,033.32
855	BE114545	SWA PSA SV95 UNIT	$13.22	$11,306.52
149	Q24-DN000000106630	SWA PSA SV9X UM UNIT	$13.22	$1,970.38
		Warranty Support		
1	Q24-DN000000106299	5 YEAR WARRANTY	$32,224.98	$32,224.98
		Miscellaneous Equipment/Software		
30	PoE-2400G	Midspan PoE Injectors	$571.20	$17,136.00
1440	3' Cat 5E Patch Cords		$0.98	$1,411.20
		Installation / 3 Year Labor Warranty		
1	Installation / 3 Year Labor Warranty		$96,633.94	$96,633.94
		QUOTE TOTAL:		$349,194.02
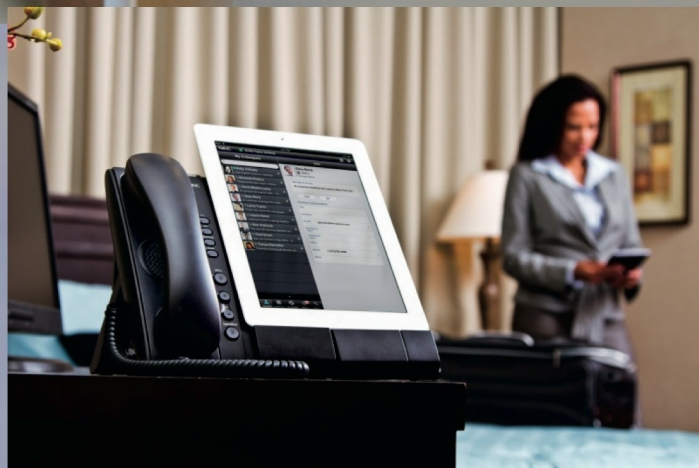
Who we are...

The Number One NEC integrator in Florida:

- Highest number of NEC Certified engineers, technical personnel and NEC sales staff.
- Volume Purchase Agreement with NEC: Number 1 in sales in Florida with very competitive prices on leading edge voice and application solutions.
- ACS is one of the top NEC integrators in the country.
- Only exclusive NEC integrator in Florida addressing Financial/Insurance, Hospitality, Healthcare, County-City Government Entities, School Districts and Colleges/Universities among our vertical markets.
- Only NEC integrator in Florida with Tier 2 technical support , based in Lake Mary, which improves ACS's end users technical call response times.
- Two (2) equipment/license warehouses – Lake Mary and Deerfield Beach, Florida
- ACS has complete installation, project management and technical support teams based out of Florida and Georgia. Our customers are supported by a local office.
- Over 1000 satisfied customers and counting.

Over 25 years of reliability and proactive servicing of existing and new accounts.

How we serve our customers...

Our philosophy is to provide the best value in the industry without ever compromising our service. Our goal is to be a strategic partner in solving our customers' communications obstacles rather than being just a vendor. From our experienced and consultative sales staff to our technical engineers, ACS is committed to providing voice, unified communication and contact center solutions for your business via on-premise, in-cloud or hybrid solutions.

In keeping with our tradition of representing "Best of the Breed" companies, ACS is proud to represent NEC, NEC Financial Services, Enghouse, Trisys and other leading edge manufacturers as well as application software companies. We also have direct business relations with leading service providers such as Windstream and Level 3.

What we provide...

ACS Platforms

- **IP-PBX, Software driven IP-PBX and Hybrid solutions:** With common hardware and applications, the NEC SV9000 series of communication servers make platform decisions simple and cost effective. Voice platforms for small (SV9100), mid sized (SV9300), and enterprise (SV9500) accounts.

- **NEC Univerge 3C Soft IP-PBX, and UC applications** solutions have been successfully installed and well liked by many of our ACS customers. Known for its US DOD JTIC/LSC certifications with high security applications, ACS is proud to recommend and implement in highly distributed client topologies.
  All of the above solutions come with high levels of Disaster Recovery Options and networking capabilities.

- **Voice Messaging: Unified Messaging, Integrated Messaging or Voicemail options** - Integrations include Microsoft Office 365, Google Apps, Lotus Notes and IBM Domino.

- **Unified Communication Solutions:** Presence options and mobility with single number reach provides a smooth hand-off between desk phone and mobile devices.
  Always optimizing quality of service and reduction in carrier services costs.

- **Contact Center Solutions:** Traditional voice as well as email, fax, chat, self service IVR and web based call/contact center solutions.

- **UCaaS Alternatives:** NEC developed as well as carrier services provided cloud solutions. With ACS as the Tier 1 install and support mechanism for end user comfort.

ACS Professional Services

• Voice System Audits • Internet Access • WAN: DSL, IP, VPN, MPLS
• Unified Communication Assessments • Remote worker solutions
• Network Assessments • Network Services: Local / long distance / T1 / PRI / Fiber

What is driving voice and data networks today?

With ACS's approach to unified communications, we unleash the productivity allowing all to become more immediate and more flexible. The following are examples of the applications that customers demand and that NEC and ACS deliver:

- Virtualized Voice Solutions

- Unified Communications: Far beyond integrating voicemail, e-mail and fax, UC allows employees to use presence and contact rules to determine the best way to communicate with each other.

- Collaboration: Real time video, white boarding and desktop applications sharing allow for unprecedented efficiency.

- Assured Mobility: The total integration of your corporate wireless LAN, the SV9000 voice platform and cell phones creates a single extensible voice network.

- Easy web based management: Programming and administrative tasks are now at your command using web based, secure access anywhere-anytime applications.

- Advanced Networking: The SV9000 series and the Univerge3C Soft IP-PBX solutions can deliver multi-site networking and redundancy.

- Field upgradable, customizable, intelligent terminals that are powerful and easy to use.

- Alternatively, ACS Cloud Based Solutions can deliver all of the above voice and UC applications.

NEC

UNIVERGE® SV9500
Communications Solution

NEC's Smart Enterprise solutions leverage technologies to optimize business practices, drive workforce engagement, and create a competitive advantage.

At a Glance

- Future-proof Unified Communications solution for the multi-gen workforce
- Simplified user licensing
- Excellent warranty
- Low Total Cost of Ownership
- Vertical market-specific solutions
- Voice/UC/UM fully integrated
- Comprehensive contact center suite
- Broad range of mobility applications/devices
- Wide range of end-points
- System capacity up to 4,000 IP Stations
- Expandable to 16,000 (UMGI) / 192,000 (FCCS/CCIS)
- Virtualization support
- Delivers on NEC's green initiatives
- Safeguards your investment

Overview

Choose the UNIVERGE SV9500

Communications technology is rapidly changing.

Competitive businesses come in all sizes, but successful enterprises always have one thing in common: great teamwork. In the age of increasingly disparate working locations and job complexity, communications play a crucial part in achieving business success.

Today's smart enterprises must be powered by smart solutions. That's why NEC provides you with the broadest range of industry specific communications solutions—so you can easily make quicker, more informed business decisions, drive loyalty, and keep ahead of your competitors. Today's economic environment is a challenge for businesses of all sizes. To stay competitive, enterprises need to have the right tools to be more efficient, flexible, and productive. That's why NEC has built smart enterprise solutions, so you can optimize business practices, drive workforce engagement, and create a competitive advantage.

Solution

Achieve the Smart Enterprise

Work together – even though you're apart.

Competing in today's business environment requires agility—when meeting challenges, making decisions, and delivering products and services. With more than 115 years of excellence in both Information and Communications Technologies (ICT), NEC shares its vision through its award-winning communications technologies.

Redefining Enterprise Communications

The smart enterprise innovates by leveraging the best and most current information technologies, tools, and products. NEC has created a full set of unified communications and collaboration applications that operate in conjunction with our telephony products, acting together as part of a fully converged easy-to-use IT solution.

Innovating for the Future

NEC's experience and innovation enable new approaches to how IT services are managed and delivered. Cloud delivery, business agility, real-time collaboration, and reliance on assured services are becoming essential foundational requirements for the success of the smart and secure enterprise. These pillars are part of a rapidly evolving technology foundation by means of which NEC is creating new ways for businesses to grow.

Business Agility
Adaptive IT and empowered mobile workforces that are more responsive to business.

Cloud Delivery
Flexible deployment models that enable business growth and increased efficiencies.

Collaborative Communities
Powerful tools that provide a rich user experience for collaboration across organizations.

Assured Services
Highly available, secure and scalable infrastructure designed for business continuity.

Make Smart IT Investments

Interruption of communications services means downtime for your business, your customers, and loss of revenue

No one wants a communications system that's difficult to use and even harder to maintain and protect. That's why NEC's SV9500 platform is one of the easiest to configure Unified Communications systems on the market.

Maintain IT More Efficiently

The SV9500 easily integrates with existing IT technology as a fully interoperable digital or IP system. The user-friendly management interface streamlines system administration, giving your IT department one personalized portal to administer the entire communications system — Voice, Unified Communications, and Voicemail — all from one central location.

Invest in Your Organization's Future

Intelligent decision making starts with qualified information. The SV9500 offers an extended 5-year warranty and future-proof technology that meets the demands of your multi-generational employees. NEC has the highest level of customer satisfaction among Unified Communications vendors, and also brings you an incredibly smart investment. Our Unified Communications platforms have been recognized by industry experts as having some of the lowest total costs of ownership on the market.

Keeping in Control

- Centralized, intuitive and open management system
- Single point of entry, open interfaces and optimum fit into IT environments
- Better and easy insight into fixed and mobile call costs
- 3 Delivery Models:
  - Pre-Packaged Server Model
  - Software Model
  - Appliance Model
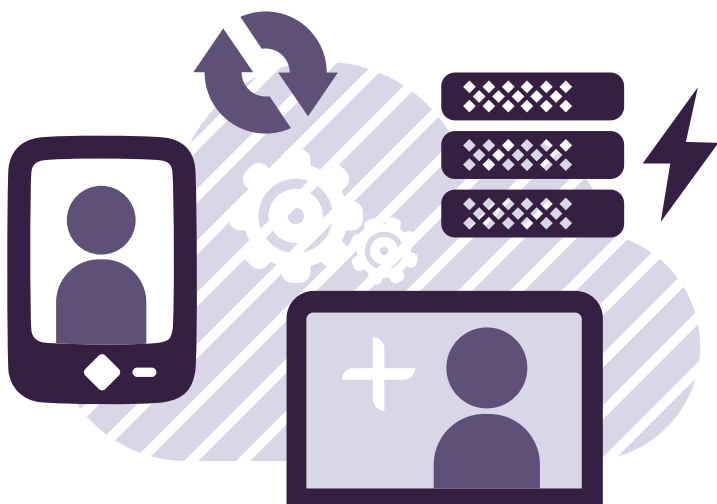
The UC Suite of Applications for Enterprise Includes:

- Presence
- Call Control
- Instant Messaging
- Group Chat
- Mobility
- Collaboration
- Voice/Video Conferencing
- Microsoft® Outlook® 2010/2013 presence integration
- Organization/Skill search
- Multiple ringing of devices
- Move call among multiple devices

Make Collaborating easier with UC

Connection and collaboration are key to keeping communications running swiftly in any organization.

Unify Your Communications, Messaging and Collaboration

NEC's SV9500 UC for Enterprise suite of applications gives you the communication tools you need to streamline communications and information delivery. With this powerful, manageable solution, your information is centralized and messages unified, so your employees can efficiently manage day-to-day business and communications easily.

SV9500 UC users are able to dictate and manage how, when, and where he/she wants to be reached via the desktop and mobile clients. And with the help and inclusion of single number reach, an integrated softphone, call forwarding, and voice/video conferencing and collaboration you can ensure that your customers are able to reach whomever they need to, when they need to. SV9500 UC provides you with the option of using the desktop client as a standalone application or integrated with your Microsoft® Office Outlook® client.

With SV9500 UC, your employees retain ownership of their communications. They set their schedule, and their phone rings accordingly. They launch a meeting or customer service session, and then manage it directly from their desktop. SV9500 UC gives your employees exactly what they want, unencumbered communications that they control.

Virtualize Your Environment

Accommodation of your enterprise communications platform should not stress your existing IT systems.

Managing Growth

- Advanced security through extensive controls
- Virtualization support

  - VMWare ESXi 5.5 and 6.0.
  - VMWare HA
  - VMWare VMotion
  - Hyper-V Windows Server 2012 R2
  - Fail Over Clustering
  - Live Migrations

Enterprises that rely on multiple operating systems, applications and platforms to keep their infrastructure running cannot afford a costly or stressful communications system deployment. That's why NEC has given enterprises the option of utilizing the SV9500 platform as a fully virtualized communications solution.

In virtualizing your unified communications applications, your organization gets the same great benefits you've realized from premises servers in the past, while reaping several new abilities; like the capacity to deploy applications faster, increase performance and availability, and operation automation — resulting in IT that's easier to implement and less costly to own and maintain.

The UNIVERGE SV9500 is now supported on VMware or Hyper-V as virtual appliance, meaning you skip the installation on a network server. Instead, you can now download VMware or Hyper-V-compatible OVA files to integrate NEC's Unified Communications applications onto your own hardware and existing VMware or Hyper-V operating systems. Reliable, flexible, and cost-effective. Deployment is now that simple.

Provide Smart Mobility Options

Organizations need mobile applications that offer enhanced communications tools for on-the-go employees.

Your employees depend on communication tools that accommodate flexible workspaces and allow free roaming whether they are in the office or outside of it.

Stay Connected in Any Location

NEC offers many mobility solutions designed to fit specific needs. Our Enterprise Mobility solutions have been designed to give your employees freedom and flexibility through the use of one phone extension and voice mailbox that travels with them and provides access to a wide range of UC capabilities.

SV9500 UC Mobility allows users to set up their phones to ring on the device of their choice. The phone is also set up according to pre-set rules that consider your current status/availability and who it is that is trying to reach you.

Regardless of where you are or who is calling, your office extension will always be your caller ID. And, with the addition of the SV9500 UC's mobility application, you can provide your employees with enhanced coverage on their mobile devices (iOS and Android) anywhere there is Wi-Fi or 4G. Your employees will gain a consistent user experience and tool-set regardless of which smart device — Apple® or Android™, tablet or mobile phone, they are using at the time.

Mobile Features Include:

- Single number reach and centralized, visual voicemail
- Enhanced Mobile Presence features
- Federation with other UC applications/platforms enabling real-time access to communications and presence data from external systems
- Native Apple® iPhone® and Android™ applications including IM and optional video/collaboration integration
- An easy-to-use interface for setting contact rules and changing status
- Enterprise dialing, presence-enabled directory and call history via desktop, web-enabled cell, or iPhone/Android phones
- Seamless, uninterrupted call transfer between mobile and desktop phones
- Integrates seamlessly with mobility applications for dual-mode capabilities
- Quick messaging for social networking with colleagues
- Increased customer satisfaction

Employ Your Smartest Contact Center

Communication between you and your customers should never be difficult.

Today's customers expect to be able to communicate with your business on their own time in whatever way they choose.

Make it Easy to Connect and Enhance Customer Experience

SV9500 UC Contact Center suite provides you with all the tools necessary to make each interaction between your customers and your business quick and easy. Between improved response times, reduced abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment with the installation of the SV9500 and the SV9500 UC Contact Center Suite.

The SV9500 UC Contact Center Suite Offers:

- Skills-based routing centered on the caller's area code, caller ID, account code and auto attendant selection

- The ability to set caller expectations with estimated time-to-answer and spoken queue depth information

- Callers the option to request an immediate or scheduled callback when the wait time is long

- Custom announcements to callers in queue with useful information and offers

- Callers the ability to reach the appropriate agent based on menus and selections

  The SV9500 is a unique solution that reduces the administrative and process-driven strains on your IT system

Customize Your Communications by Industry

Communications technologies should cater to your needs, not the other way around.

NEC has a rich history providing communications technology solutions tailored for Hospitality, Healthcare, Education, Government, Finance, Manufacturing, and Transportation based organizations. If you're looking for a communications solution that meets your industry's individual needs, we're the people to talk to.

In Your Hotel

A hospitality environment presents the ultimate challenge for customer service employees and the SV9500 caters to these needs perfectly. With the demand for a mobile, connected workforce growing in the hospitality industry, efficient communications are critical to maintaining high-quality guest services. SV9500 users get access to robust hospitality centric offerings such as the SV9500 UC Attendant's HotSOS integration which optimizes hotel operations and improves efficiency. Your staff will be able to be productive regardless of location—resulting in increased responsiveness to guest needs.

At the Hospital

Every hospital administrator wants to streamline clinical workflows and enable better patient care. The SV9500 lets hospitals meet the challenges of healthcare information sharing head on. From managing the flow of the patients in the reception area, to ensuring that physicians, nurses, and staff can be reached from one phone extension wherever they may be in the hospital. The SV9500 is a unique solution that reduces the administrative and process-driven strains on your IT system, so your staff can get back to what they do best: caring for patients.

For the Government

City and state governments are simplifying the deployment, operations, and interoperability of their communications solutions. The SV9500 virtualized platform allows governments to streamline communications and ultimately provide more connected end-user experiences from any location across multiple devices. The SV9500 also improves enterprise telephony with advanced communications features all while running in your own secure, safe environment.

Supply Freedom of Choice

Personalization is important to the creation of a smart work environment with motivated personnel.

Personalization is important to the creation of a smart work environment with motivated personnel.

Running your business on an outdated system or forcing employees to use old devices that are ill equipped to handle their multi-faceted communications needs is bad for business. That's why the SV9500 platform supports the latest range of NEC desktop and mobile endpoints, including the DT800/DT400 series terminals, voice over WLAN and IP and Digitally Enhanced Cordless Telephone (DECT) mobile handsets.

Call from your Desk Phone

For those interested in keeping handsets stationary:

NEC's innovative desktop endpoint design is intended to deliver maximum deployment flexibility, while a wide range of choices allow for multiple combinations that fit any and all business niches or personalization requirements.

Call from your Personalized Mobile Phone

For those interested in providing a mobile handset:

NEC's WLAN and DECT telephones give your employees secure, crystal-clear communications as they roam about your company's premises or anywhere else there is coverage, while providing all of the features and functionality of a desktop phone with standard mobile enhancements such as text messaging, push-to-talk, programmable keys, and integration with third party applications.

5 Reasons to choose UNIVERGE Desktop Telephones

1. **Wide-Range of Choices –** choose from IP or digital, 2-line keys to 32+ or DESI-less, grayscale, color or touch-screen display, custom keypads, plus more

2. **Customizable function keys –** can be adapted to the exact individual requirements of your business

3. **User-friendly interface –** little or no staff training required

4. **Wireless Adapter* –** allows placement of telephones anywhere within range of wireless network

5. **Bluetooth Connection Adapter* –** enables users to receive and place calls through either their smart device or desktop telephone

   *Adapters supported on certain models

Reinvent the Desktop Telephone

Communication continues to evolve each day, and to keep up, so must your desktop telephone.

The increasing technological innovations of smartphones and tablets has led to the creation of a new breed of desktop phone. The new UT880 integrates the traditional desktop telephone and a tablet into one device that provides you with an innovative, feature-packed desktop phone that revolutionizes your calling experience.

The UT880 also provides you with access to your SV9500 UC desktop client. All UC functionality, from corporate directory, presence, and instant messaging to unified messaging and call control, is available at your fingertips.

The UT880 Takes it to the Next Level by offering:

- A full seven-inch color display with four-finger multi-touch capabilities

- UNIVERGE Multi-Line client that emulates any NEC telephone

- Full SV9500 platform voice functionality and hands-free speakerphone

- Integrated Bluetooth capability

- Built-in camera for pictures and video applications

- Multiple login support

- USB port

Smart Scalability - Scale More Efficiently

From intelligent call handling to rich UC and collaboration, SV9500 delivers.

Grows with your business - Stations: 4,000 ports per system

> Trunks: 4,000 ports per system   > UMGi: 16,000 ports

> SR-MGC: 255 Units per system   > FCCS/CCIS: 252 nodes/192,000 ports

Handsets for every work situation - IP DECT, WiFi, & Terminals

Business boosting applications - Extend your communication

UC & C   Call Management   Unified Messaging/ Mobility   Contact Center   Attendant   Management

Scalability with the SV9500 UMGi System

The UMGi is a large scale SV9500 enterprise system providing the ability to locate nodes supporting both IP and traditional TDM stations and trunks, across your entire geographical network. Although nodes may be in different physical locations, UMGi is one single system with single database and maintenance facilities. The UMGi is designed to be remarkably scalable in simple increments, by node, up to the total system capacity of 16,000 IP stations, within 24,576 total ports. (IP gateways are available for remote stations, and trunks through LAN connections.)

Multiple Nodes Are Available

Depending on your redundancy requirements, multiple nodes are available, including the Primary Node (Main System), the Geo Redundant Node (GR-Node) and the Survivable Remote Node (SR-Node).

Protection with Geo-Redundant Node (GR-Node)

Geographical Redundancy provides full survivability of the SV9500 through use of "Standby CPUs" either located in the same facility as the "Primary CPU" or at different geographical locations.

Multiple Nodes (CPUs) can be configured in this Geo-Redundant deployment. This provides your operations with unsurpassed survivability options--from small scale sites to complete system redundancy.

Survivable Remote Node (SR-Node)

The SR-Node will ensure that your remote nodes are protected and survivable. Should a lost connection to the Center Control Node occur, your remote nodes will operate independently.

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 160 countries and $25 billion in revenues. For more information, visit necam.com.

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\Orchestrating a brighter world

NEC

UNIVERGE® SV9500 Communications Server

At a Glance

- Intel Core i3 330e 2.13GHz Processor
- Redundant power and CPU Options
- Multi-Line SIP Client with Multi-Carrier SIP Support
- IP Extensions/Digital/Analog
- Stations/ Trunks up to 4,000 ports per system
- Hospitality Feature Options
- FCC, UL/CSA, CE Marking, Industry Canada, and Section 508 Compliant

Overview

The UNIVERGE SV9500 Communications Server is a robust, feature-rich system that is ideal for geographically distributed businesses and enterprises. It is designed to help solve today's communications challenges and offers easy integration with NEC's unique vertical solutions.

Solution

The SV9500 can be specialized for your industry

The UNIVERGE SV9500 offers:

- Powerful Unified Communications with mobility and unified messaging integrated within the solution

- Streamlined application integration through the new simplified user licensing structure

- Easy-to-use single point configuration and management

- 19-inch stackable chassis architecture that supports server functions, media gateways and media converters in a single unit

Specifications

Platform	• NEC Communications Server • 3 Rack Units high, 19 inches wide • Intel Core i3 330e 2.13GHz Processor • Redundant power and CPU options • Hospitality feature options
Applications	• UC Desktop/Mobile • UC Desktop Softphone • UC Mobility Softphone • UC Attendant • UC Manager • Internal/External ACD • ACD Statistics(Global Navigator) • Voice Mail/Unified Communication System • Emergency On-site Notification
Stations	• NEC IP Terminals • Standard SIP Terminals • Digital Terminals • Analog Terminals
Networking	• SIP Trunk • T1/PRI Trunk • Analog Trunk • FCCS/CCIS IP network
Gateways	• 7U-GC • UG50 • UG30 • 1U MPC • MGSIP128 and Virtualized MG-SIP
Survivability-Failover	• Geo-Redundancy: GR-NODE, SR-NODE & SR-NODE(S) • Location Diversity - FCCS • Distributed System - UMGI
Capacity	• Stations: 4,000 IP ports per system • Trunks: 4,000 ports per system • GR-Node: 7 Nodes/6,144 ports each • SR-Node & SR-Node (S): 255 units per system • SR-Node: 2,000 ports each • SR-Node (S): 300 ports each • UMGI: 16,000 IP ports/24,576 total ports • FCCS/CCIS: 252 nodes/192,000 ports
Regulatory Compliance	• FCC • UL/CSA • Section 508 Compliant • CE Marking • Industry Canada(IC) CS-03

Peripheral Equipment Specifications

7U-GC	• 7 Rack Units high, 19 inches wide • 18 slots • Redundant AC/DC power modules • Digital/Analog Stations • PRI/T1 Trunks • Attendant Interface
UG50	• 2 Rack Units high, 19 inches wide • 5 slots • Digital/Analog Stations • Analog/PRI Trunks
UG30	• 2 Rack Units high, 19 inches wide • Lync Gateway
1U MPC	• 1 Rack Units high, 19 inches wide • 2 slots • 32ch conference • 16ch SIP Trunk • T1 Trunk
NGSIP128	• 1.5 Rack Units high, 19 inches wide • 128ch SIP Trunk
GR-Node/SR-Node	• 1.5 Rack Units high, 19 inches wide • Survivable Remote MGC
SR-Node (S)	• UG50 19" Chassis
Virtualized MG-SIP	• VMWare Environment

UC for Enterprise
Desktop Client (UNIVERGE® UC700)

NEC Corporation of America
necam.com

UC for Enterprise Desktop Client is an innovative desktop application that enables your employees to become more efficient, responsive, collaborative and productive.

At a Glance

- An important element of UC for Enterprise Empowered User

- Offers a complete suite of user-centric UC and collaboration applications for personal communications management

- Enables anywhere, anytime access for increased efficiency and productivity

- Provides intuitive call control, IM, group chat and audio/video conference management

- Offers federation with other UC applications/platforms to enable users real-time access to communications and presence data from various external systems

- Offers an integrated Microsoft® Office Outlook® toolbar - that's easy-to-use and presence integration

- Provides a browser-based application for Mac computer, thin client and work from home users

- Enables productivity gains and cost reductions through UC efficiencies

- Enhances user mobility by providing universal services access from a wide-range of mobile devices

Overview

UC for Enterprise (UCE) Desktop Client is an innovative productivity application. As an integral part of NEC's UCE suite of applications, it combines mobility, rich presence, communications history, instant messaging, call control, voice and video conferencing, and collaboration into one powerful, easy to manage solution.

This application is an important element of NEC's UCE Empowered User, a set of productivity-enhancing applications that allow your employees to easily communicate by accessing the same presence-enabled directories, contact groups, and communications history from their desktop, mobile, or desk phone. The UCE Empowered User supports NEC's belief that an employee's role should define the technology used to communicate. With UCE Desktop Client you can tailor communications to fit each employee's role to truly empower your workforce. It also allows you to adapt technology to an employee's daily activities which helps your organization become more efficient, responsive, collaborative and productive.

Solution

Rich Presence Information
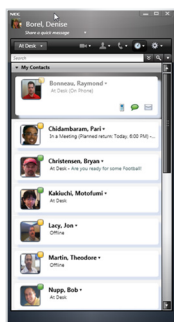
UCE Desktop Client enables you to determine the real-time status and availability of your colleagues with just a quick glance of your contact list. The Contact List uses intuitive status icons of different colors to indicate each contact's availability. The Contact List also shows colleagues your preferred method(s) of communication. If a contact is not logged in, on the phone, away from their desk, etc., you can set an alert to know when the person becomes available, and click to call from the alert.

Use compact mode to see even more contacts at a glance, or use the photo view to see user's pictures or avatars.

In any view, the details panel displays additional methods and information about the contact. Search for colleagues based on their organization, title and skills to quickly find the people you need to get the job done. With the availability of presence information, advanced searches and alerts, your organization's responsiveness can be significantly increased. Additionally, federation enables users to view the real-time presence of others from external systems and exchange instant messages and group chat with them for quick and easy communication.

Integrated Microsoft® Office Outlook® Toolbar and Presence

You choose how you want to use UCE Desktop Client - either as a standalone application, in the browser, or integrated with your Microsoft Office Outlook. By using the UCE Desktop Client for Microsoft Office Outlook view, you eliminate the need to run a separate client. An intuitive toolbar makes changing your presence status, adding a personal contact, initiating an IM, returning a phone call, viewing another's status, and calling and conferencing contacts in your corporate and personal directory quick and easy.
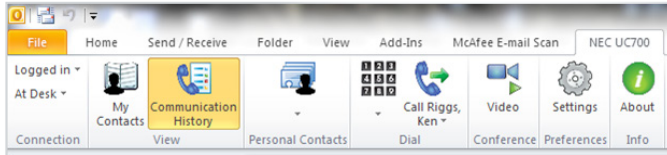
UCE's presence integration with Outlook enables you to see at a glance the status of colleagues in the messages that you receive. Simply click on their name to contact them via email, telephone, instant message or from their contact card.
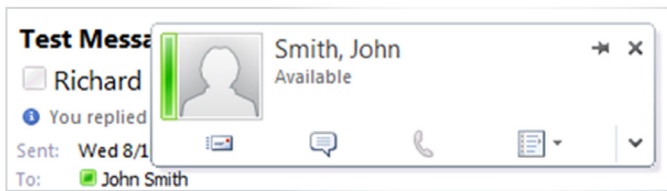
Browser-Based Application for Mac Computer, Thin Client and Remote Users

UCE Desktop Client is available as a browser-based application for Mac computer, thin client, and work from home users. It provides access to the same presence-enabled directories and call logs that users have come to expect from UCE Desktop Client. So if your preference is a Mac computer, you can still enjoy UCE Desktop Client's efficiency enhancing features such as call control and presence via its web browser-based access. What's more, the user may initiate calls from any phone, not just the desk or cell, through a simple drop down menu or free form box, and the called party will still see only the enterprise caller ID. No longer are they tied to just desk phone or cell for dialing, perfect when working remote and when cell voice quality conditions are less than optimum.

Individualized Contact Rules

UCE Desktop Client features Contact Rules that enable you to assign different call treatments for individuals and groups based on your set presence status. Users can select from one of the pre-defined status choices, such as Away from Desk, In a Meeting, Out of Office, etc., or create their own custom status message. Your status and rules can follow your Microsoft Outlook calendar and your desktop activity so you don't miss important conversations with designated callers while in a meeting, out of the office, temporarily away from your desk, or offline. Rich presence provides more information to your colleagues to enable them to make informed decisions about when and how to contact you.

Using these rules enables the person calling or messaging you to reach you the first time that they try. It increases productivity by reducing the amount of time waiting for a return call or e-mail.

This advanced application places no limits on call treatments, allowing redirection to IM, a single number or ringing multiple internal and external devices while providing an intuitive interface for managing these rules.
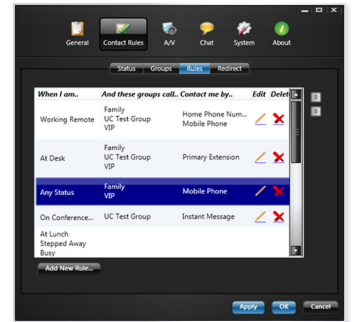
Presence-Enabled Communications History
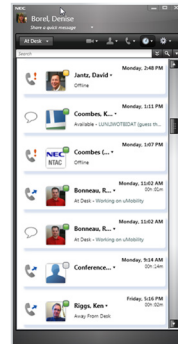
UCE Desktop Client not only shows you calls you received and placed and their duration, it also displays your IM history and indicates if you have missed calls, IMs, and voicemails. What's more, the history shows you the presence of the related person so you can easily decide if they are available to return their call, saving you time in case they are currently on the phone, not at their desk, and not mobile.

Intuitive Call Control, Conference Management and Visual Voicemail

UCE Desktop Client includes an easy-to-use graphical interface for call control with context-enabled icons, which enables any user to immediately take advantage of the benefits this solution offers. You can click to dial directly from your contact lists or automatically dial the appropriate number based upon the recipient's status.

Additionally, you can a highlight name/number in any Microsoft Office application and see a contact's presence status and immediately initiate a call. With a click of the mouse, you can also launch a video/web conference plus escalate a group chat or audio conference to video using UCE Collaboration (optional module). And best of all, the phone you use could be an NEC IP phone, a legacy TDM or analog phone, an integrated softphone, or even a standard SIP phone.

The interface also displays a small pop-up window for incoming calls that gives the user the choice of accepting the call, immediately sending it to voicemail, or redirecting the call to another destination – all with the single click of a mouse. It also provides you with the option of typing in a phone number you wish to transfer the call to.

If a caller happens to be redirected to voicemail and leaves a message, with optional UNIVERGE UM8700 integration, an icon appears in your UCE Desktop Client's/Microsoft Outlook's toolbar. Simply click the icons to listen to the message. With this integration, callers can hear your current status and return time. No need to remember to change your out of office greeting!

Additionally, its Conference Manager provides a graphical interface that enables you to easily manage voice conferences. You can view attendees graphically as they join a meet-me call-in bridge or you can initiate an ad-hoc conference by selecting (drag-and-drop) participants and groups from a Contact List or directory. Once all participants have been selected, the Desktop Client calls each participant (using his or her contact rules) and moves the call to the audio conference bridge. Icons within the Desktop Client show who is attending.

Instant Messaging, Group Chat, Video and Collaboration for Efficient Communication
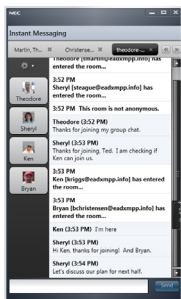
UCE Desktop Client provides Instant Messaging for short, immediate communication with colleagues. Even if the person you need is not online, you can still leave an offline IM that they will receive the next time they log in.

In order to ensure compliance with best security practices, these messages are encrypted and stored on the UCE server with the other call events.

In addition, if you would like to speak directly with the person you are messaging, you can call them directly from the IM window with a single click. Need additional input from team members? Simply drag and drop them into your IM to transform to a group chat. Group chat becoming too lengthy? Escalate to a voice conference to discuss more complex ideas. Need to share material? Simply click on the Collaboration button to transform to a video/collaboration session.
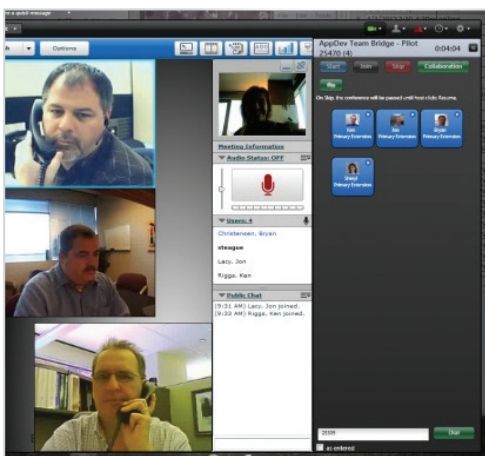
Quick Messaging for Social Networking with Colleagues

Users can add comments to their profile which adds a social aspect to UCE Desktop Client. Share your thoughts for the day, a URL that you think colleagues should visit or anything else that you would like to share.

With UCE Desktop Client, you can improve your communication's effectiveness and facilitate quicker decision making. As a result, your business expenses are reduced and both productivity and customer service are improved. It's a powerful tool for working with your peers and getting things done as quickly as your business demands.

Administrative Highlights

Administrators will love the fact that they can push the UCE Desktop application to their users' machines with group policies. Up to 15,000 users are now supported! And they can utilize the same UCE Manager (UNIVERGE® MA4000) to configure the application as they use to maintain the NEC voice platform, voice mailboxes and LDAP integration.

Specifications

Platform Compatibility*: * Some features require specific software levels on the voice server	• UNIVERGE SV8300 • UNIVERGE SV8500
Terminals Supported:	• UNIVERGE Desktop Digital & IP terminals (DT300 & DT700 series) • SP30/SP350 softphones • TDM Dterm series • SIP and Analog phones
Client Processor*: * Please see UCE Release notes for complete server-side requirements	1.4GHz (2.0 GHz dual-core or higher recommended)
Client Memory	1 GB or higher
Hard drive	500 MB or higher
Operating System	Windows XP SP3 (SP2 for Windows XP x64), Windows Vista (SP1), Windows 7 (browser-based version for Mac computers)
Display	Graphics card with support for Microsoft DirectX 9.0 graphics with Windows Vista Display Driver Model (WDDM) (even on XP), 128 MB of graphics RAM or more, supports Pixel Shader 2.0 in hardware, 32-bits per pixel
Other requirements	Windows Internet Explorer 7 (or higher) & Microsoft .Net Framework 4.0 (Pre-installed)

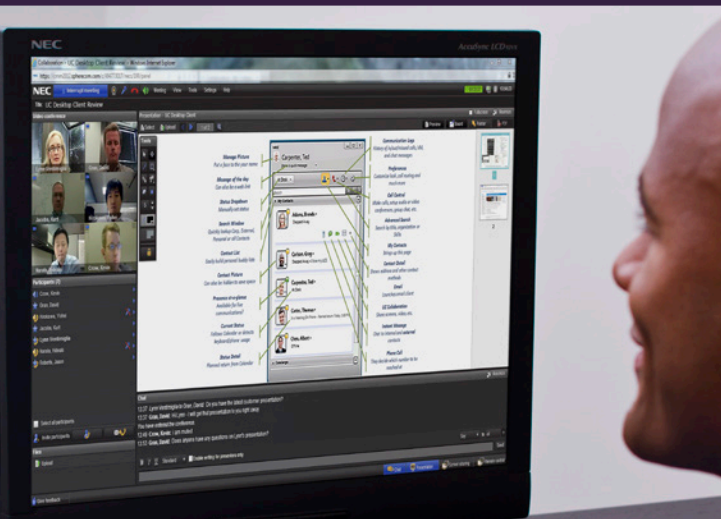Empowered by Innovation

NEC

NEC

UC for Enterprise Suite

UC Collaboration

UC Collaboration - a comprehensive solution for enterprise, enabling the easy exchange of information between customers and colleagues

At a Glance

- A comprehensive voice, video and web collaboration solution that is part of the UCE software platform

- Improves teamwork among colleagues in geographically dispersed locations

- Enables real-time sharing and exchange of information between co-workers and customers

- Reduces travel costs through enhanced collaboration capabilities

- Increases employee efficiency and productivity

- Operates across premise, cloud or hybrid environments

Overview

UC Collaboration is a sophisticated voice, video and web collaboration solution that is integrated within the UC for Enterprise (UCE) software platform. It gives your employees the tools required to improve efficiency, stay informed, and to decrease spending by reducing the need for travel. As a result, your employees become more responsive, productive and better equipped to improve customer service through the real-time sharing of information.

Solution

Enables Real-Time Sharing and Exchange of Information

With UC Collaboration's audio, video and web collaboration, your employees have the tools they need to effectively collaborate with colleagues and customers. This application enables your people to securely connect with individuals in geographically diverse locations in order to conduct informational and decision making meetings, presentations, and trainings--which results in an overall reduction in costs associated with travel expenses.

UC Collaboration offers a multi-party video-conferencing display to enable viewing of participants. During a conference, users are able to share Microsoft® Office documents, PDFs, pictures and videos plus more. The moderator can prepare the meeting by uploading files prior to the start time. Once the meeting starts, participants can upload files or download and view files shared by other participants. Additionally, UC Collaboration offers the capability of white-boarding collaboration - enabling users to draw on existing documents or on a virtual white board.

A Comprehensive, Secure Collaboration Solution

UC Collaboration provides you with the latest encryption and security protocols inherent in the UCE software platform. Private meetings are secured with a unique meeting ID and PIN for each participant, providing another layer of security and protection from invitations forwarded to other users. With this capability, only users invited to the meetings are allowed to join, keeping the information shared between participants private and confidential. This comprehensive, secure collaboration solution also alleviates the need and expense of deploying multiple applications from numerous vendors – saving you and your IT staff time and money.

Provides Quick and Easy Scheduling and Access to Meetings

Meetings can be easily scheduled on a one time, recurring or permanent basis through UC Desktop Client, Microsoft Office Outlook® or the UC Collaboration meeting room. Instant meetings within the UC Desktop Client can be started in numerous ways - from your contact list, chat window plus more. Once a meeting has been scheduled, meeting invitees receive an Outlook calendar invite with a URL that includes the logistical details of the meeting and the list of participants. Instant meeting invitees can also receive an instant message (IM).

Once a meeting is set, attendees can join the meeting in multiple ways – directly from the web-browser login page, a calendar/email invitation with URL or from an icon on the UC Desktop Client directly from their desktop PC or tablet. Attendees may also choose to dial in via any telephone.

Customizable Meeting Options

Through Collaboration Meeting Manager's intuitive graphical user interface, you can easily customize your preferences for the meeting. You may set it up as a private meeting where only invited participants can attend or as a public meeting, where anyone can join. You also have the following options to customize the attendees' experience:

- Lobby – The participants wait in the lobby until the moderator invites them into the meeting allowing early attendees to join while waiting for the moderator or host

- Classroom – The participants of the meeting only see the meeting moderator

- Permanent – The meeting does not end automatically and has no duration

- Presentation PDF – Participants can download presentations as PDF during a meeting

- Hidden participant list – The participant list is not visible to other attendees

Enables the Ability to Record Meeting for Future Reference

Your meetings can be easily recorded with a simple click. Recording can be started and stopped at any time during the meeting. Once the meeting has ended, the recording is saved and a URL link is created. The link can be used to playback the entire meeting including the audio, video and white-boarding sessions.
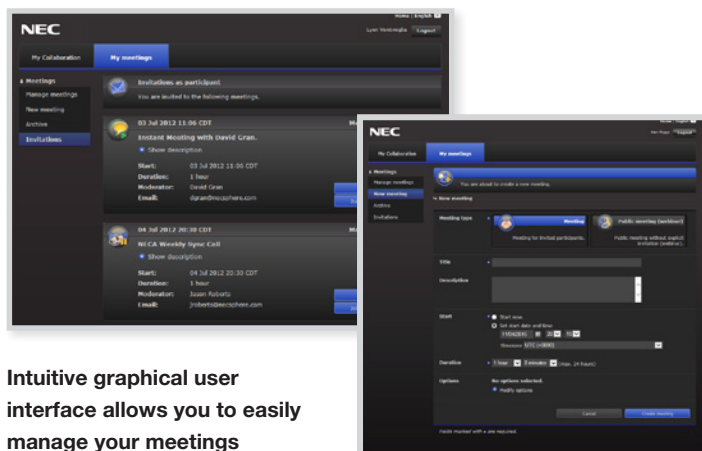
Intuitive graphical user interface allows you to easily manage your meetings
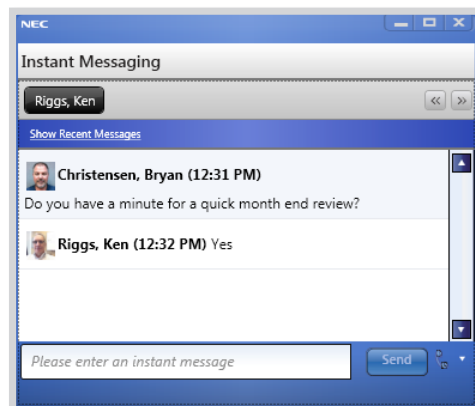
UC Client Instant Messaging/Chat screen allows you to set up an Instant Meeting with just a simple click

Provides Detailed Meeting Statistics

When hosting a meeting, it is important to track statistics such as who attended and each individual's time spent in the meeting. It is especially important when you are hosting a training meeting and need verification that someone actually participated. Collaboration Meeting Manager provides you with the statistics you need and simply sends them to you via email. The statistics are attached in an easy to read Microsoft® Excel® spreadsheet.

Offers Multiple Language and Time Zone Choices

Collaboration Meeting Manager offers you the choice of multiple languages and time zones. It allows you to tailor it to meet your specific needs. You can set a system default language and time zone, but individual users can also set the language and time zone of their choice. The chosen language selection will control all browser pages and invitations.

Summary of Collaboration Meeting Manager Functions Available to Users

User Functions	Host	Moderator	Participant
Create New Meeting	X		
Assign Moderator Rights	X	X	
Camera Settings	X	X	X
Chat	X	X	X
Connection Settings	X	X	X
Delete Meeting	X		
Enable Message	X	X	
End Meeting	X	X	
File Sharing Control (Upload)	X	X	X
Give Feedback	X	X	X
Help -> About	X	X	X
Interrupt Meeting	X	X	
Invite Participant (Email)	X	X	
Invite Participant (Phone)	X	X	
Lock Meeting Room	X	X	
Meeting Details	X	X	
Microphone Setting	X	X	X
Microphone/Camera Activation	X	X	X
Modify Meeting During the Meeting	X	X	

User Functions	Host	Moderator	Participant
Move Participant to Lobby	X	X	
Mute All Participants	X	X	
Participant List Control	X	X	
Presentation -> Pointer	X	X	
Presentation Select	X	X	
Presentation Upload	X	X	
Remote Control	X	X	
Reset Meeting	X		
Screen Sharing (Moderator)	X	X	
Start Meeting	X	X	
Start Recording	X	X	
Status of Moderator/Participant	X	X	X
Turn off Sound	X	X	X
Un-mute All Participants	X	X	
Upload	X	X	
Upload (If Meeting is Private)	X	X	X
Voting	X	X	X
White-Boarding	X	X	
Note: Any host/moderator/participant that is not muted is considered a Speaker			

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and $29.5 billion in revenues. For more information, visit necam.com.

NEC

UC for Enterprise

NEC's powerful UC for Enterprise suite (UCE) empowers users through enhanced, intelligent communication tools that enable anywhere, anytime access – resulting in greater efficiencies and higher productivity.

At a Glance

- A comprehensive unified communications (UC) solution for the entire enterprise
- Offers a complete suite of role-based applications for contact center agents, attendants, security personnel, IT administrators, and empowered knowledge workers
- Enables anywhere, anytime access for increased efficiency and productivity
- Provides a consistent user experience across multiple views and devices
- Supports call control and UC features for mobile and remote workers
- Offers comprehensive, centralized management for easy administration
- Integrates communications into business processes to achieve advanced, customized business solutions
- Offers flexibility and scalability through its modular design
- Allows cost effective conferencing to promote effective collaboration and decision making
- Improves customer communications which results in higher satisfaction levels
- Delivers business continuity and reduced operational costs through remote worker tools
- Supports open APIs and industry-standard protocols for customization to meet specific business requirements

Overview

A Unified Approach to Communications

The measure of an organization's ability to effectively respond to customers and business partners entails much more than developing the skills of contact center agents or console operators. Satisfying customer needs relies on effective communications across the entire enterprise. A breakdown in communications between individuals, departments or locations can be critical to a business's survival.

NEC's UC for Enterprise (UCE) helps your organization eliminate the barriers to successful interactions. With it, you can take a unified approach to redefine the way your organization and individual employees communicate; whether externally or internally, by personal computer, phone, mobile, email, IM/chat, or via your website.

The Unified Communications Advantage

One of the major obstacles to successful interactions is the communications overload most employees deal with on a daily basis. The wide-range of communications tools available - desktop phones, cellular phones, voicemail and email, can hinder or enhance an employee's efficiency and productivity.

With NEC's UCE suite of applications, all of these communication tools and devices are combined into one powerful, easy to manage solution; information is centralized, messages are in one inbox, and real-time communications are easier to manage. The user dictates when and how to be reached. The result is greater efficiency and higher productivity.
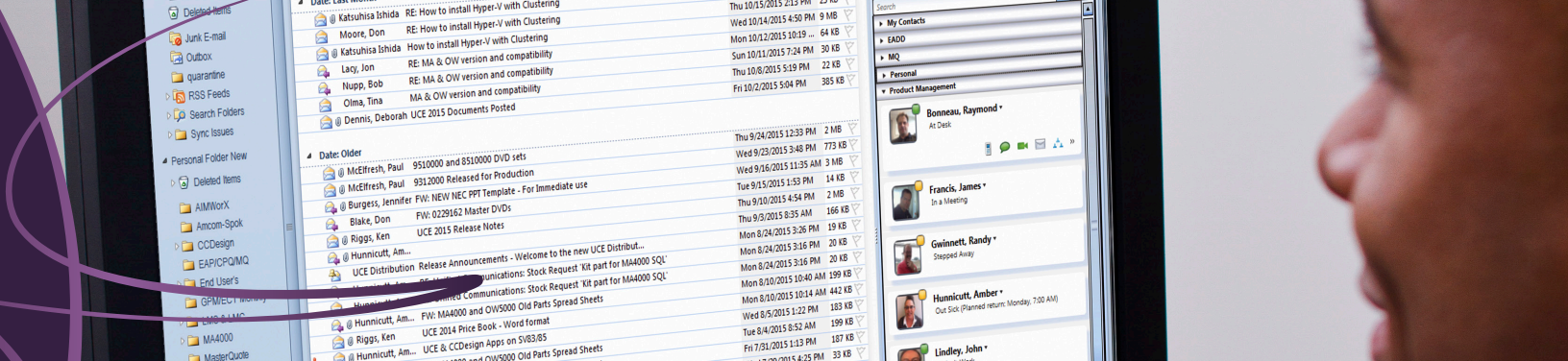
Solution

A Powerful, Comprehensive UC Solution for Your Enterprise

NEC's UC for Enterprise integrated suite of applications enables greater efficiencies and higher productivity rates through the convergence of communication components and business processes. This suite strategically combines technologies and services offered exclusively by NEC, and includes tools such as presence, call control, instant messaging, group chat, mobility, collaboration and voice/video conferencing, all integrated into one comprehensive customizable solution for your business.

Offers Flexibility and Scalability

UCE's modular design provides flexibility to fit your business's specific needs. UCE applications can function either as a stand-alone or integrated solution, allowing your organization to align your UC solution to your unique business environment. You can be assured that as your business grows, UCE will provide you with a scalable, secure approach to communications that is both consistent and manageable.

Enhances User Mobility

One of the key elements in UC for Enterprise is its ability to provide the communication tools for your mobile employees to stay connected and productive. From native iPhone® and Android™ applications to web view, UCE speeds up communication and reduces the time spent on unproductive tasks by using advanced capabilities such as single number reach, enterprise dialing, and mobile presence.

Increases Efficiency resulting in Higher Productivity and Cost Reductions

UC for Enterprise helps your business streamline communications and information delivery. Through its integration of multiple media types and devices it enables better efficiency, which results in higher productivity. Users need not go from one application to another or from one device to another. They can access easy-to-use communication management tools to get quick access to the information they need.

Your employees save time communicating, allowing them to focus more on customer service and other important business initiatives. Travel costs are reduced and information exchanges expedited through the use of voice/video conferencing. Through its remote worker tools, NEC's UCE also delivers business continuity and reduced operational costs through its remote worker tools. And when your customers receive the information they need in a timely manner, satisfaction levels improve.

Open Standards and Customization Capabilities

NEC's UC for Enterprise solution supports open APIs and industry-standard protocols like SIP, XMPP, and SOAP, which provides your business with the flexibility to easily customize it to your unique business requirements.

UC for Enterprise Suite of Applications

This combination of applications enables your business to provide your employees with the communication tools they need to effectively and efficiently get the job done; applications that allow your employees to easily communicate from their desktop, stay connected while out of the office or working remotely and perform simple administrative tasks through an easy-to-use interface. With UCE, your workforce is truly empowered.

UCE includes these must-have productivity enhancing applications:

UC Desktop Client (UNIVERGE® UC700)

UC Desktop Client combines mobility, rich-presence, communications history, instant messaging/group chat, call control from your desk or integrated softphone, voice conferencing, and optional unified messaging integration, as well as video conferencing and collaboration, all orchestrated together into one powerful, easy-to-manage solution.

With UC Desktop Client, your employees are given the tools to collaborate with their colleagues more efficiently using the UC Collaboration application, to enhance your customer service, and increase overall productivity. UC Desktop Client enables them to manage their communications through a consolidated intuitive user interface. It makes changing their presence status, adding a personal contact, initiating a voice or video conference, viewing another's status and calling contacts from the corporate directory quick and easy. It also provides employees the option of using it as a standalone application or integrated with their Microsoft® Office Outlook® client.

UC Mobility (UNIVERGE MC550)

UC Mobility enables your employees to be reached anytime, anywhere with a single phone number and voice mailbox. It rings the phones you choose simultaneously according to individual preset contact rules that not only consider your status, but also who is trying to reach you. Now you and your employees determine how and when you want to be reached, to maximize productivity.

UC Mobility transparently presents enterprise calls to any internal or external phone numbers whether the devices are wired phones, wireless phones or cellular phones - regardless of their phone type, location or service provider. A simple press of a button seamlessly moves calls to your mobile, and back again. This provides you with the flexibility to always be in touch anywhere, anytime.

Perform station-to-station and external dialing as well as utilize the trunking services of the enterprise voice platform. This allows mobile users to place calls by either entering a 4 or 5 digit extension or a fully-dialed number. By placing the call through the enterprise platform, the caller ID that is presented is the user's enterprise number instead of the cellular number which reinforces single number reach.

If you are unable to answer any of the multi-ring numbers, the call is directed to your business voicemail account. Additionally, an icon will appear in the web-based UCE Mobility toolbar or on your iPhone or Android phone for quick access to messages through a simple click. This means no more missing that important phone call from a customer, playing phone tag or checking multiple voice mailboxes.

UC Mobility also enables users to determine the real-time status and availability of other UCE users instantly via a web-browser interface on their PC or smartphone or through the native clients for their iPhone or Android phone. By eliminating phone tag and call-backs, presence improves employee collaboration, which, in turn, increases productivity and efficiency. Additionally, federation enables users to view the real-time presence of others from other external applications/systems. UC Mobility allows users to answer, ignore or release calls from their smart device's lock screen plus it can streamline business communications and information delivery by handling calls more promptly, from any location, and without having callers directed to voicemail. Important calls will never be missed again.
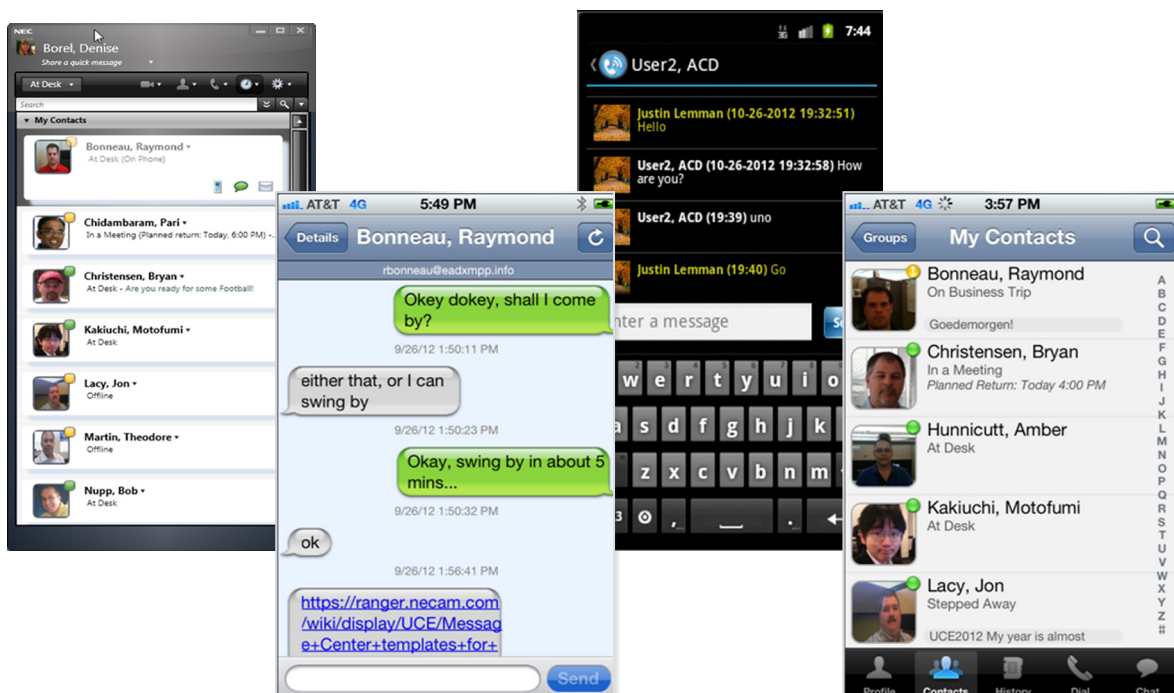
Optional Productivity-Enhancing Applications to further enable the User

UC Collaboration

This UC Collaboration solution enables geographically dispersed employees and mobile workers to easily interact and operate as an integrated team. UC Collaboration reduces travel expenses and encourages collaboration by providing your employees with a more convenient, immediate and secure way to work together with others. It provides tools that enable your business to work with partners, suppliers and customers to shorten decision cycles, improve information sharing and increase the speed of decision-making.

UC Collaboration is now fully integrated providing seamless access from the UC Desktop Client (UC700) or standalone using most major browsers. UC Collaboration offers web audio, speaker and microphone on the connecting device, or dial in access through SIP trunks connected to an SV9500 or SV9300.

Additionally, the support costs are minimal since UC Collaboration requires no additional software installation on the desktop and is compatible with most major browsers and platforms (Windows, Mac, and Linux®).

Seamless integration with the UC Desktop Client enables users to take advantage of presence information to instantly determine if and when others are available to meet. Users can then quickly and easily launch multimedia presentations or video conferences from the UC Desktop Client and join from their UC Mobile iOS or Android client, from Desktop Client, or even as external users from emailed URL links--all without loading specialized software.

With UC Collaboration, you can:

- Improve teamwork while lowering travel costs

- Enable staff to better satisfy customer demands

- Provide tools to quickly and securely share information

- Use as a standalone product or integrated with the UC for Enterprise User

- Enjoy high definition video, screen sharing, and more

UC Collaboration can be purchased as a standalone audio/video conferencing solution, and can be hosted or installed on premises, eliminating recurring monthly conferencing fees to a provider.
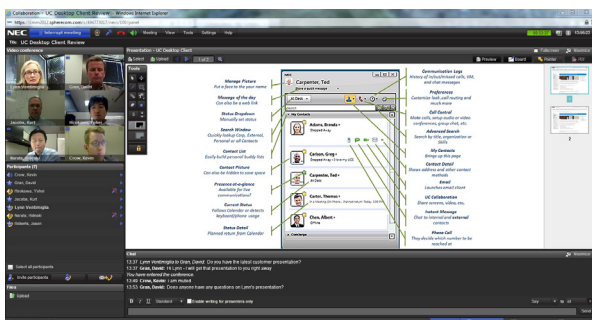
Every business is faced with the challenge of improving productivity while reducing costs. NEC's UC Collaboration solution is an ideal way to empower employees as well as positively impact the bottom line.

UC Agent (UNIVERGE UC700)

UC Agent (UNIVERGE UC700) is an innovative unified communications desktop application for agents that enhance the capabilities of NEC's UC Automatic Call Distribution (internal or server-based enterprise ACD). It combines all of the functionality of the UC Desktop Client with expanded features designed specifically for agents into one easy to use client.

UC Agent's intuitive interface brings information directly to the desktop. With a simple glance, agents can view which splits that they are currently working in, the agents logged into each split, the calls and callbacks in queue and the longest waiting call duration as well as statistics such as counts for agents in ready, work and break modes, empowering agents to decide when to go on break. Agents can search skills and see the presence of subject matter experts outside the contact center for improved call handling. They can IM to supervisors for assistance, and transfer/conference for escalation. Upon answer, agents can view additional customer information through CRM integration using caller ID or account code. After release, agents can enter wrap up codes for qualifying calls in Global Navigator statistical reports.

Dynamic login capabilities allow agents to seamlessly transition from a business role to an agent role and back again. This enables them to be more responsive to customer calls when call volumes are high, as well as be more productive working on other projects when call volumes are low.

UC Agent also easily integrates with UC Interactive Voice Response and Global Navigator for enhanced capabilities.

By providing agents and supervisors with ACD specific information through the desktop, a business's entire contact center can be more efficient, responsive, collaborative and productive. It also ensures that all callers are handled efficiently and professionally.

UCE Contact Center (CCDesign®)

UCE Contact Center is a suite of applications and services that provides quality responsiveness and fulfillment within a contact center setting. These solutions were designed to provide contact centers with a framework to help them achieve and exceed their business goals. This is achieved by providing contact centers with communication technologies that offer broader functionality and a wider range of flexible choices.

Contact centers utilizing these applications and services can realize:

- Improved response time
- Reduced abandon rates
- Improved productivity and efficiency
- Lower operating costs
- Increased revenue
- Increased customer satisfaction

With UCE Contact Center's modular functionality and scalability, businesses can easily add capacity and/or functionality to meet their specific needs. The suite includes:

- **Contact routing solutions** – **UC ACD** (internal or server-based ACD) and **UC Multimedia** are geared toward establishing flexible, accurate contact direction based on a business's rules and other input.

- **Management information system solutions** - **Global Navigator** will help you gather and then analyze real-time and historical statistical data.

- **Geographic distribution and networking solutions** - **Network ACD** and **Agent Anywhere** are designed to create a network of contact center systems or to define a single contact center system across a network of communications servers. It also includes products that enable single agents and small groups of agents to work remotely from the contact center.

UC Interactive Voice Response

Integrating into NEC's enterprise server-based or internal contact center, the UC Interactive Voice Response (IVR) provides required functionality to improve customer experience through the following options:

- Skills-based routing based on caller's area code, caller ID, account code and auto attendant selection

- Set caller expectations with estimated time to answer and spoken queue depth information

- Allow callers to request callbacks when wait time is long - the user has the option to be called back as soon as an agent becomes available or request a scheduled call-back

- Play custom announcements to callers in queue with useful information and offers

- Enable callers to reach the appropriate agent based on menus and selections

- Gather call response information from customers through a fully automated post call survey.

UC IVR After-Call Survey

The After Call Survey allows contact center managers to understand customer's perceptions of their interaction with call center agents. Prior to their connection with an agent, the After Call Survey gives your customer the option of participating in an automated survey at the conclusion of their call; if accepted, the system prompts them with a series of recorded questions that are answered using the telephone key pad. The results are stored for reporting, to help determine customer satisfaction. Managers can then take action to reduce issues and frustrations, increase efficiency, and improve the operational bottom line.

The UC IVR After Call Survey allows you to:

- Gather valuable customer feedback at the time of delivered service

- Get an accurate picture of customer satisfaction

- Improve first call resolution rates

- Motivate Agents to deliver exceptional service with every call

- Customize Agent training based upon survey results

- Identify concerns before they become major issues

UC Attendant (UNIVERGE UA5200)

First impressions count, so it is crucial that attendants have access to the most advanced communications tools. UC Attendant (UNIVERGE UA5200) can provide organizations with the latest technology in call-processing capabilities and productivity enhancing applications.

It promotes optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined. Additionally, this solution provides sophisticated functionality via its advanced solution tabs, and offers improved operator performance utilizing the optional custom keyboard and Dterm® Play/Record module.

UC Attendant ensures that agents have instant access to vital information with specialized, industry-tailored Attendant features. Your teams will have the communication tools they need to perform optimally.

The UC Attendant provides:

- Call History
- Directory Display Color Preference
- Call Forward Name Display in Loop Mode
- Manual Recording
- Editable File Path
- Toll Denial redirect to Operator on SV9500
- Overflow on the SV9300 based on Call Duration and Queue Size
- Universal Search

UC Attendant for Healthcare was designed to optimize healthcare performance and boost a healthcare facility's physician satisfaction and standard of patient care. All standard features are included plus specialized features for healthcare:

- Specialized keyboard for healthcare – enhances productivity
- Patient Link - provides access to patient directory data through HL7 patient record updates
- Room Direct - Direct Inward Dialing (DID) number assigned to patient travels with the patient whenever they move rooms
- Message Center-Physician Answering Service – enables answering service functionality for specific physicians or groups
- On-Call - displays selected groups and indicates which nurses, attendants and physicians are either on call or in the office

UC Attendant for Hospitality was designed specifically to optimize attendant performance and enhance guest services. Along with all of the standard features, this suite adds additional hospitality-focused productivity-enhancing features such as:

- Specialized keyboard for hospitality – enhances productivity
- Optional ACD queuing - allows centralization of tasks such as Reservations
- On-Call schedules - eliminates the hand written white board schedules and improves organization
- Guest directory data – ensures the guest directory is always up-to-date by gathering information from either the PBX or Property Management System
- Wake-up manager (including VIP Wakeup) – provides an intuitive interface to easily schedule and manage wakeup calls
- Guest messaging – allows quick and easy input and retrieval of guests' messages
- Redirect for both office and guest room extensions.

Because this solution offers user-configurable displays, it can be customized for each user – so when attendants use the UC Attendant, their productivity improves and excellent customer service results.

UC Emergency On-Site Notification (UC E-OSN)

Providing a safe, secure environment is one of a business's most important responsibilities. One of the first steps in the process to keep people safe and secure during an emergency is providing a 911 system that accurately pinpoints the caller's location and directs appropriate emergency response resources to the scene.

With UC Emergency On-Site Notification (UC E-OSN) for the UNIVERGE SV9300 and SV9500 Communications Servers, businesses have the tools necessary to protect their most valuable asset – their people. UC E-OSN identifies a 911 caller's location and passes that information along to the Public Safety Answering Point (PSAP). This reliable, automatic transfer of information helps businesses provide vital, lifesaving information to the 911 public safety network while notifying the appropriate on-site personnel that an emergency call is in progress; resulting in an immediate and accurate response.

UC E-OSN enables superior management of 911 calls by:

- Notifying on-site staff in real-time when an emergency number is called
- Providing location of 911 callers, even from an IP phone
- Sending messages to a select group via the Group Notification application; the notification is initiated from the E-OSN client or from the UC Attendant (UA5200)
- Speeding on-site response through real-time display of 911 calls
- Allowing on-site security to listen/conference in and divert emergency response vehicles in case of false alarm
- Alerting key personnel of events via short text message or email
- Working with UC Manager to administer the ALI database
- Meeting E911 compliance legislation

With UC E-OSN, businesses can be sure that first responders and their on-site personnel are well informed as to the location of the emergency and what type it is so that they can determine the appropriate actions to take to ensure the safety of everyone.

UC for Enterprise Platform

UCE Platform combines the core UC Application Platform (UNIVERGE OW5000) with the centralized administration of UC Manager (UNIVERGE MA4000) for a world-class unified communications (UC) foundation. When used within the Hospitality industry, UCE Platform allows guest information purge and room change/swap if connected to an SV9300. The UC Platform enables and supports all of the advanced UC productivity-enhancing applications that businesses need to stay competitive in today's marketplace, plus the tools needed to empower IT administrators to easily manage a business's communications system.

UC Manager (UNIVERGE MA4000)

UC Manager offers secure, centralized administration for reliable management of a business's converged enterprise environment and empowers businesses by making their communications system a more productive asset. It integrates seamlessly with existing management infrastructure such as the SV9300 and SV9500 voice platforms, unified messaging mailboxes, and optional LDAP directories, and accomplishes this by providing a single point of administration for a business's entire NEC communications solution.

Every element of UC Manager's web-based interface is designed to empower IT technicians and managers. Its easy-to-use graphical user interface (GUI) eliminates the need for weeks of expensive training and costly certification for administrators. Drop-down lists simplify terminal provisioning and management, and basic moves, adds and changes are handled with an intuitive wizard-like interface. Plus, administrators will love the fact that they can push the UC Desktop Client application to their users' machines with group policies - up to 15,000 users are now supported!

UC Manager provides helps such as hints for Autocomplete, flexible custom fields, hotel compatibility, and much more. UC Manager also provides powerful, intuitive tools for simplified management such as Range Programming, Real-Time Monitoring and Optional Traffic Manager tools. These tools also automatically provide capacity planning and immediate, threshold-based alerts when problems occur.

UC Manager's proactive fault management stops network problems before they start. Faults are collected from all IP-communications servers and network applications in real time. Organizations can categorize these faults by type, severity, source or description and generate notices for each kind of fault.

Additionally, UC Manager provides businesses with the most secure voice network communications available through its extensive controls, including proactive fault management, powerful end-to-end encryption, rapid disaster recovery, intrusion detection and toll-fraud prevention, a single point of authentication into the NEC management interface (optional), an extensive audit history, and granular access rights for added security.

UC Application Platform (UNIVERGE OW5000)

UC Application Platform is the foundation for NEC's robust set of UC for Enterprise applications. Its service-oriented architecture (SOA) enables customization and integration of applications as well as the development of computer-enabled business processes.

This powerful platform fuses communications tools like presence, status, unified messaging, instant messaging, mobility, collaboration and voice/video conferencing into one comprehensive customizable unified communications (UC) solution for any business.

The UC Application Platform provides:

- Productivity enhancing Presence and instant messaging
- A corporate directory complete with photos, skills, location and organization information for quick, easy access to colleagues
- Communication logs to ensure call information availability
- An industry-standard platform simplifies development and interoperability
- Hospitality applications include Customer Information Purge, room change, and room swap (connected to SV9300).

With NEC's UC Application Platform, those who use NEC's IP communications solutions have access to more interoperability choices than ever before. Because this Application Platform includes an open application programming interface (API) and SOAP web services, integration by third party developers is easier than ever.

NEC Brings Smart Solutions Together

NEC's UC for Enterprise suite brings together all the necessary elements for organizations to achieve greater efficiencies and improved overall productivity to successfully reach their business goals. The result is a cost effective, high ROI, cutting edge unified communications system offering mobile agility, global connectivity and integrated solutions across the enterprise. We really do bring smart enterprise solutions together to orchestrate a brighter world.

NEC

UNIVERGE® UM8700

UNIVERGE UM8700 delivers best-in-class applications that enhance a user's efficiency and productivity as well as a business's overall effectiveness in the marketplace.

At a Glance

- Powerful suite of unified communications applications

- Increases efficiency through user and business productivity-enhancing tools

- Offers a native mobile application for Android™ and iPhone® mobile devices

- Informal Call Center capabilities

- Delivers continuous high availability and disaster recovery

- Works on either a distributed, centralized or mixed environment infrastructure

- Works in a virtualized environment

- Scalable for future growth, with flexible deployment

- Cost effective, seamless integration with other systems

Overview

In today's challenging environment, organizations need to get more work done with less resources and time. With NEC's UNIVERGE UM8700, businesses and individual users can communicate more efficiently, respond more quickly and cut down on wasted time.

UM8700 turns a business's telephone system into a productivity tool. It delivers a powerful suite of unified communications applications including advanced call processing, voicemail, unified messaging, personal assistant, mobile client, fax, speech, and notification. These tools have been proven to enhance productivity of both individual users and businesses.

Solution

UM8700 delivers best-in-class applications that can enhance productivity and a business's overall effectiveness in the marketplace. These productivity-enhancing tools enable users to access and manage all of their messages, whether they're in the office or on the road. In addition, users can direct incoming calls to the device of their choice so they never miss an important call.

Increases Individual User's Productivity

Unified Messaging
The UM8700 is one of the most flexible Unified Messaging (UM) systems on the market. Offering the functionality of accessing your e-mails, voicemail and fax messages in one inbox and retrieving the messages from any device (phone, computer or mobile device). The UM8700 architecture allows you to deploy the UM in different formats (Server based, Client based, Secure and Simplified) on a per user basis.

Mobile Client
The UM8700 Mobile Client offers both Apple and Android native client options, with the ability to place, receive and manage business calls while protecting your mobile number. You can check and manage messages (depending on configuration) and change greetings and personal settings from your mobile devices.

UC for Enterprise Integration
Integration with NEC's UC for Enterprise (UCE) automatically synchronizes a user's UM8700 mailbox greeting with their UC status and can provide callers with the user's return date and time.

Speech Recognition
The Speech Recognition option on the UM8700 provides both callers and users with quick access. Callers can reach whom they wish to contact

without having to go through a series of keystrokes. The caller simply speaks the name of the person or group and is transferred, reducing call time.

Users can access their inbox from anywhere, and check and schedule meetings using simple speech commands. It supports Microsoft® Office Outlook®, Office 365 and Google® Apps. To access messages, the user simply says "Get new messages", and navigates the message queues by saying "Next message", can process messages by speaking "Forward message", or even place calls by saying "Call (person's name)", making it a simple, hands-free Voice User Interface.

Personal Assistant (Requires Speech Recognition Option)
UM8700 platform supports a virtual Personal Assistant (PA), which adds a wide range of advanced features including presence and availability control, access to contacts and calendar, advanced call screening options, and many more.

Presence routes calls to the appropriate phone (desk, mobile, home office) based on your schedule, so an important call is never missed. This can be set up using predefined calendaring, or the schedule can be altered as needed. (Presence federation is supported with Microsoft Lync®.)

Users with a PA license who are using Microsoft Exchange, Office 365, Gmail/Google Apps or Lotus® Notes® can access their calendars from the Speech Voice User Interface (VUI) to read their calendar ("Get my appointments for today"), create new meetings and appointments ("Create an appointment"), and Accept or Reject meeting requests ("Mark as tentative").

As part of the PA Interactive Call Screening, a user can be notified of an incoming call on their UM8700 Mobile application, which will prompt the user with several options: Accept, Transfer, or send the call to Voicemail. With the Acknowledge option, users can provide a pre-recorded announcement such as "Will call back within an hour".

Increases A Business's Overall Productivity

UCConnect (Interactive Voice Response)
The UM8700 UCConnect enables organizations to automate high frequency tasks by directly pulling information from popular data sources such as SAP, Oracle and Microsoft SQL; this interface enables UM8700 to instantly deliver relevant content to customers. This module supports the creation of custom Interactive Voice Response (IVR) applications

that run directly on a UM8700 platform created in Microsoft.NET open development framework. Traditional IVR functions are included, such as playing prompts, offering menus (DTMF), gathering information, accessing databases, and using audio playback of recorded phrases and Text to Speech (TTS). The strength of UM8700 UCConnect is in providing customers automated 24x7 access to information in instances such as bank by phone, account status, campus directory, store locator, or employee locator.

NotifyXpress®
NotifyXpress lets customers easily record and deliver outgoing customized notification messages with an automated calling campaign, such as appointment reminders for doctor's offices, school notifications about cancellations or events, emergency alerts in a crisis situation, telemarketing campaigns and sales follow-ups or status alerts such as flight delays, order status or payment due. The information can be personalized for each message recipient.

TeamQ
TeamQ is especially valuable for a small call center or informal workgroup environments where multiple people are responsible for handling incoming calls, such as a customer service environment. With TeamQ, agents can view Who is calling and Why while a call is still in call queue, and then instruct TeamQ how they would like to handle the call – answer it, take a message, ask the caller to hold, or send the call to another person or group – by simply clicking a button.

The TeamQ system allows up to 250 total agents, as a single UM8700 supports up to 50 queues and agents can be logged into multiple queues simultaneously; up to 25 agents logged into a single queue.

TeamQ also facilitates collaboration among workgroups, with features such as Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, Reporting, and more--all at a fraction of the cost of a full call center solution.

Legacy Voicemail Replacement
The UM8700 is a perfect solution for replacing a discontinued voicemail system. It allows businesses to take advantage of the state-of-the-art UM8700 features while still supporting all the familiar legacy features. The telephone user interface (TUI) your users are comfortable with can be provided by mimicking the command structure from UNIVERGE UM8500 (or NEAXMail® AD-64, or Octel® Aria®, Octel Serenade®, Mitel® NuPoint

with Centigram Interface, Nortel® Meridian Mail, Adomo [Aura Messaging] or Avaya® INTUITY™ AUDIX®). Upgrading to advanced UC features can be achieved at your own pace with the modular licensing of the UM8700, and features can include Unified Messaging, Personal Assistants, High Availability, Speech, UCConnect, NotifyXpress and TeamQ. The UM8700 will support traditional Time-Division Multiplexing (TDM) based integrations, allowing transitioning to IP telephony when you are ready.

Integrates Seamlessly With Other Systems

UM8700's high level of interoperability works with existing business systems (i.e. telephone and email systems, and data infrastructure), making it an extremely cost-effective solution. Instead of the expensive replacement of parts for their existing communications infrastructure, businesses are allowed to leverage their past investments and still increase productivity.

UM8700 seamlessly integrates with NEC's UNIVERGE SV9100, SV9300, SV9500 and UNIVERGE 3C™ communications servers as well as other major telephony vendors. It is also one of the few solutions able to support multiple integrations – both traditional TDM and IP – on a single server.

UM8700 easily integrates with virtually any email system and any IMAP compliant system. Even if a business utilizes multiple email systems, UM8700 delivers unified messaging where other systems cannot.

Additionally, it offers an intelligent gateway for connecting an NEC communications platform to Microsoft's Lync Office Communications Server (OCS). NEC understands that customers today want to keep their reliable NEC voice infrastructure, but may still be looking to facilitate Lync OCS into their voice landscape. The UM8700's Intelligent Gateway offers numerous benefits without the need for additional client software or added third party gateways.

Delivers Continuous High Availability and Disaster Recovery

UM8700 protects your most mission critical communication applications, 24X7, with a robust multi-server architecture. Designed to maximize uptime, keep users constantly connected, and to provide IT administrators with the confidence that their system remains healthy, this architecture contains two important parts: the System server, and the Call Servers. Combined with Neverfail® for the highest level of resiliency, the UM8700 has a fully-synchronized hot standby System server with automatic failover for high availability and a fully synchronized warm standby System server, at a remote location, for disaster recovery.

The UM8700 can also predict and correct issues before they have impact, through proactive, real-time monitoring of hardware, software, and networking environments. It maintains seamless connectivity with its automatic failover and sends real-time notification alerts to system administrators.

Works on Different Types of Infrastructures

Whether a business has one PBX and one voicemail system per physical site – or a centralized voicemail platform, or telephony infrastructure is distributed, centralized or a hybrid of the two, UM8700 offers flexibility to set up the system the way it works best for each situation.

Works In A Virtualized Environment

The UM8700 supports VMWare and Hyper-V, which allows for the virtualization of the system server and call server(s) when integrated via IP on a single physical VM server. By consolidating data and applications onto a single server, businesses benefit through reduced costs, simplified IT management, and minimized space requirements.

Offers a Flexible Architecture for Easy Deployment

Businesses have their own set of priorities for storage, access and security, making it important to select the right unified messaging architecture to meet the specific needs. While most solutions offer only one or two types of configuration, the UM8700 offers four (4) different architecture types. It can be configured as server-based (single store), client-based (dual store), secure and simplified, and combination, based on the business' needs. Each architecture has distinct advantages to help an organization grow and manage their approach to compliance and confidentiality.

Scales to Fit a Growing Business's Needs

Whether an organization is growing or in need of centralizing their solutions for easier IT management, it is important to invest now in solutions that can scale with the changing requirements.

UM8700 ensures that businesses are prepared for change by providing remarkable scalability of up to 500 voice ports.

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 160 countries and $28 billion in revenues. For more information, visit necam.com.