



Meeting: Village Board
Meeting Date: 11/28/2011
Agenda Item: 6d

Mission Statement
Delivering quality services in a courteous,
cost-effective and efficient manner.

VILLAGE BOARD MEETING STAFF REPORT

REPORT TO: Burt R. McIntyre, President
Village Board of Trustees

REPORT FROM: Chris Haltom, Executive Director of Administrative Services

AGENDA ITEM: Review and take action on quotes obtained for purchasing a new phone system at village hall and public works

POLICY ISSUE

Does the Village Board desire to purchase a new phone system for village hall and public works and alleviate continual phone problems at public works?

BACKGROUND INFORMATION

The current phone system that connects village hall and public works was purchased seven or eight years ago. The system had an estimated useful life of 10-15 years at the time of purchase (the previous system lasted approximately 12 years). The system is currently not functioning properly and is in need of replacement; I will explain in more detail. A decision was made late last week by staff to pursue replacing the existing system and obtain quotes for board review (and hopefully approval) on November 28; this decision caused a very short time frame for vendors to provide quotes.

Approximately seven or eight years ago, the village installed a new Avaya phone system. The new system replaced all the existing analog POTS (plain old telephone lines) system with a new T-1 line and went to digital phones with partial IP capabilities (a hybrid system). This new system saved the village in monthly phone costs by eliminating multiple phones lines at both locations while also adding some functionality. This new system required all phone calls to actually enter at the village hall; calls made to public works would be sent through another T-1 line that was connected between the two buildings and dedicated for phone, Internet and data transfer between the two locations.

For the past year (or longer), calls made to public works were periodically getting dropped or not all of the call was making it to public works. This problem has grown to become more frequent and at times, appears to the caller to be dropped by public works (when the problem occurs, the caller would think the public works employee hung up on them). This situation is no longer acceptable for public works operations. This problem does not occur at village hall. This problem is a computer programming problem that can only be rectified by purchasing a new phone system (upgrades to our existing system cannot be made that will fix the problem).

The current village phone system is IP based (or computer based). The system had one upgrade made to its software several years ago. Upgrades are available, extremely difficult to locate but will not solve the problem.

On November 9, I had three village vendors meet at village hall to discuss this issue in the hopes of finding a solution to this problem. AT&T, Infinity Technologies (IT support) and NACR (phone system support) each had a representative at the meeting to discuss the problem and identify the problem. They were able to determine that the problem was software based. They were able to also identify that upgrading the software would not solve the problem and to fix the problem, an upgrade of the entire system was needed (in other words, purchasing an entirely new phone system). The solution was very unfortunate as most phone systems are designed with a 10-15 year life expectancy and our current phones are not compatible with any new system.

NACR gave staff a quote to replace the entire system two months ago based on an estimate of the number of phones and knowledge of our existing infrastructure. Staff asked NACR to update their quote after performing an inventory of the existing system. Staff then contacted three other phone vendors in an effort to obtain quotes from each company. Two of these companies (Heartland and Enterprise System Group) met staff at village hall to discuss our infrastructure and the existing problems. Both decided to prepare a quote for a new system. TDS Metrocom was one of the three vendors contacted to obtain a quote for a new phone system as the village recently switched to TDS from AT&T for all phone lines (except for the line connecting public works to village hall).

The 2011 capital budget did not identify a new phone system; however, the budget does contain an item related to election equipment purchases for \$20,000 that will not be used in 2011 as Brown County will be purchasing this equipment. The phone system could utilize the funding that was set aside for the election equipment should the board approve one of the quotes.

The following is a summary of the quotes obtained from four vendors:

NACR	\$17,176.65
Heartland	(not received at time of report)
Enterprise System Group	\$19,199.30
TDS	\$11,540.82 plus \$25,830 in annual support over 5 years

Staff has been working with **NACR** for a couple of years on phone support, although in a very limited capacity. **Heartland** was the village's former IT contracting consultant prior to Infinity Technologies. **Enterprise System Group** would become a new vendor for the village. **TDS** is a current vendor for phone line service and has been working with the village for the past three or four months.

NACR's technical support is located in Illinois and has difficulty working with onsite visits at the village hall. NACR has been very responsive to phone issues by connecting to our system remotely to diagnose problems; however, with the current phone issue, a technician had to spend an entire day in travel time getting to Green Bay to perform about 3 hours of service. Due to the distance issue, staff would not recommend going with the NACR solution.

Heartland (located in Little Chute) did not have time to complete their quote prior to completion of this report. They have promised to have a quote (or two - one digital based and one IP based) ready by the meeting on Monday night. Staff has worked with Heartland in the past with IT issues prior to utilizing Infinity Technology. Heartland has not yet explained how much technical support and training the village would receive on their system. Since I do not have their quote, I cannot discuss it in detail now. Staff members did meet with their staff to discuss our phone system needs.

Enterprise System Group is located in Little Chute and would be a new vendor for the village. Staff members met with two of their employees to discuss the phone needs of the village including functionality needs. Their staff were very cooperative and responsive to our questions and concerns. As part of their quote, they are including extensive training into their quote. Staff felt very comfortable working with this company in the future based on the meeting we had this week. The types of phones included in their quote are also more functional than our current system and appear to have more functionality than the other systems quoted.

TDS met with the village staff about one year ago to discuss our current phone lines and phone system. They provided us with a quote about a year ago on replacing our phone system at that time, but staff was not ready to replace the existing system at that time. TDS discussed their current quote with me by phone due to the short time frame needed with these quotes. TDS's quote contains a monthly service fee of \$430.50 which accumulates to \$25,830 over 5 years, assuming no increases in the fee during that time. The other quotes do not have monthly service fees but may require software upgrade periodic purchases. The current system has no monthly service fee and the budget does not have such a fee included in 2012.

FISCAL IMPACT:

- | | |
|------------------------------|------------|
| 1. Is There A Fiscal Impact? | <u>Yes</u> |
| 2. Is it Currently Budgeted? | <u>No</u> |
| 3. If Budgeted, Which Line? | <u>N/A</u> |

PRIOR ACTION/REVIEW

No actions in the past seven years.

RECOMMENDED ACTION

Village staff recommends that the Village Board approve purchasing a new phone system from **Enterprise System Group** based on the information currently in possession (the Heartland quote has not yet been received). If the village board were in favor of this action, the following motion could be made:

"Motion to approve the purchase of a new phone system from Enterprise System Group totaling \$19,199.30 utilizing funds in capital projects previously set aside for election equipment".

POLICY ALTERNATIVE(S)

- The board could decide to keep the existing system or purchase a phone system from one of the other vendors that have provided quotes.
- The board could reject all quotes and ask staff to obtain more quotes.

ATTACHED INFORMATION

- I. Quotes from NACR, ~~Heartland~~, Enterprise Systems Group and TDS



Attachment B

Quote Number: QUO-460041-946ZW2
Date: 9/21/2011
Page No.: Page 2 of 2
VCP Cust: YES
VCP ID #: 0009999991

Sales Quote

IP Office Upgrade

Bill To: Village of Howard
Attn. To: Chris Haltom
Address: 2456 Glendale Ave
Green Bay, WI 54313

Ship To: Village of Howard
Attn. To: Chris Haltom (920) 434-4640
Address: 2456 Glendale Ave
Green Bay, WI 54313

Customer P.O.: Customer ID Contract No. Shipping Payment Terms National Account Manager
VILHOW0001 UPS GROUND Name: Colleen Slattery
E-Mail: cslattery@NACR.com
Phone: 651-796-6434

Table with 5 columns: Item, Description, Quantity, Unit Price, Ext. Price. Includes rows for Remote Install and SERVICES-102 SERVICES SUBCONTRACTOR.

This quote is for doing both replacement at one time.

*QUOTE VALID FOR 30 DAYS
*PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE

Terms and Conditions Apply

This order is a configured order and/or contains software.

Subtotal: \$17,176.65
Tax: Not Included
Freight: Not Included
Grand Total: \$17,176.65

Accepted By:

Buyer: _____ Date: _____ Seller: _____ Date: _____
Title: _____ Title: _____

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Enterprise Systems Group

Technology | Solutions | Specialists

A Division of Wisconsin Wireless Communications Corp.

Chris,

Thank you again for the opportunity to meet with you regarding the system. The system proposal is what we believe is the ideal solution for both short term and long term needs for the village. Below are some of the highlights per our conversation Monday 11/21/2011

- Single controller (less equipment to manage)
- Centralized management of system
- Individualized ring tones
- Unified Communicator Express included for on screen caller ID and presence
- Ability to see status of employee (on the phone, DND, etc)
- Full training manuals and videos for end users
- Full duplex speaker phones
- Ability to see if generic voicemail has a message in it
- Music on hold with customizable greetings
- Easy to read labels
- Individual phone paging or all page through phones

Not only do the features above come included in the design but the system can be expanded long term to include full screen operator consoles, additional applications and software updates giving you new features and functionality allowing to keep your system for a long period of time.

Our expectation is that you would have your system for a 10-15 year time frame based on our history with phone systems. In the attached documents you will see the information regarding the Phones, and applications included with the pricing. Please feel contact us with any questions.

Thank you again

Joe Grady
Enterprise Systems Group
920-687-4317



DATE: 11/22/2011

SO#: _____

Sales Rep: Joe Grady 920-687-4317

Prepared by: Terry DeBauche 920-687-4319

Quotation and Sales Agreement

BILL TO: Lakes Precision

Address: 2456 Glendale Avenue

City/State/Zip: Green Bay WI 54313

County: Brown

Contact: Chris Haltom

Telephone #: 920-434-4640

Fax #: 920-434-4643

Federal ID #: _____

E-Mail: chaltom@villageofhoward.com

SHIP TO: Same

Attention: _____

Address: _____

City/State/Zip: _____

County: _____

Telephone #: _____

ACCT TYPE: _____

New

Existing

SHIP VIA: _____

ESG

Courier

Roland Machinery all Sites - Mitel 5000 Solution

Qty	Part #	Description	Unit Price	Extnd'd Price
1		Mitel VoIP Phone System with 45 phones see schedule A for details	\$ 19,199.30	\$ 19,199.30
		<i>Assumption</i>		
		<i>Village of howard has Cat 5 cabling run to all locations that a phone will be placed. Additional wiring to be quoted separate if needed.</i>		

Subtotal: \$19,199.30

Lease Option	Payment	Rate
36 Month		
48 Month		
60 Month		

Rates are based on 0 payments in advance. This is a One Dollar Buy Out Purchase Option. Tax is not included in lease payment. Rates are in effect for 30 days from the date of quote and are subject to credit approval.

PAYMENT METHOD

P.O. P.O.#: _____

Lease

Check Check #: _____

Shipping & Handling: \$0.00
 5.50% Sales Tax: TBD
TOTAL PURCHASE: _____

PAYMENT SCHEDULE (Does not include any applicable taxes or shipping charges.)

\$4,799.83	25% Upon Contract Signing
\$9,599.65	50% Upon Delivery of Equipment
\$3,839.86	20% Upon Cutover
\$959.97	5% Upon Acceptance

PROPRIETARY AND CONFIDENTIAL - Do not distribute without the written consent of Enterprise Systems Group.

All equipment is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any additions or deletions to the system must be approved in writing by the Customer and WWCC. Fulfillment of the agreement by WWCC shall be suspended due to acts beyond WWCC control including acts of God, government action, strike, lockouts and other similar causes. The above prices, specifications and conditions are satisfactory and are hereby accepted. WWCC is authorized to proceed with work as specified. Customer assumes risk of loss upon delivery of equipment to the premises and will contract directly with carrier for network service availability. This agreement is subject to WWCC's terms and conditions dated 10-16-00 and to the acceptance of any order or any change by an authorized officer of WWCC.

 Authorized Signature

 Date

 Enterprise Systems Group

 Date

**WISCONSIN WIRELESS COMMUNICATIONS CORPORATION
TERMS AND CONDITIONS OF QUOTATION AND SALE**

1. **DEFINITIONS:** "Products" as used herein means material, systems, supplies, software, equipment, goods and other articles. "Damages" as used herein means claims, liabilities, damages, losses and expenses. "Seller" as used herein means Wisconsin Wireless Communications, Corp. (WWCC). "Purchaser" means the buyer of the Product.
2. **AGREEMENTS OF SALE.** Any of the terms and provisions of Purchaser's order which are different from, in addition to, or inconsistent with conditions hereof shall not be binding on the Seller and shall not be considered applicable to the sale or shipment of Product referred to herein. Seller makes sales of its Products only under these terms and conditions otherwise agreed to in writing by a duly authorized representative of the Seller.
3. **PRICES.** All prices are in United States dollars and are subject to change without notice prior to Seller's acceptance of order.
4. **PAYMENT AND CREDIT.** Payment terms are net thirty days from date of shipment. Purchaser agrees to pay interest charges of 1 and 1/2% per month (18% annual rate) on invoices. Seller may elect to make partial shipments and bill Purchaser upon delivery of each shipment. Shipments and deliveries by Seller shall at all times be subject to approval by Seller's credit department.
5. **DELIVERY AND TITLE.** Shipments are made F.O.B. point of shipment. Title passes to Purchaser and Purchaser assumes risk of loss upon delivery to the carrier at the F.O.B. point of shipment. Absent specific instructions from Purchaser in selecting a carrier, Seller will exercise its own discretion.
6. **SUSPENSION OF OBLIGATIONS OF SELLER:** The obligations of Seller hereunder shall be suspended to the extent and for the period of time that it is hindered or prevented from performing its obligations because of labor disturbances, including strikes, lockouts, acts of God, fires, storms, water, unreasonable delays in transportation, governmental action, and similar or dissimilar cause beyond Seller's control.
7. **EQUIPMENT TO BE INSTALLED:** All work completed by Seller will be done in a professional manner according to standard industry practices.
8. **LICENSES AND PERMITS.** The timely securing of any local licenses or building permits required in connection with any purchase or Product installation hereunder shall be the responsibility of Purchaser and Purchaser shall bear the cost thereof.
9. **ACCEPTANCE.** All Purchaser orders must be approved by an officer of Seller in Little Chute, Wisconsin before acceptance.
10. **PURCHASER RESPONSIBILITIES.** Purchaser is responsible if required for providing accurate drawings showing size and construction materials of all areas to be connected to and programming of other telephony equipment that interfaces with the Products, a personal computer, and a direct inward dial telephone line to enable remote diagnostics by Seller. Purchaser is also responsible for compliance with Seller's environmental requirements. If Seller is to perform installation, Purchaser shall provide appropriate environmental conditions, all cabling except as noted in the Sales Agreement, necessary commercial power facilities for the Product, access to the premises, equipment storage area, suitable for conditions the Seller's workers, and, if required, conduit and/or special fire retardant cabling. Failure of purchaser to timely meet its obligations under this Section shall be cause for adjustment to the schedule, contract prices, and other applicable terms of this Agreement.
11. **TAXES.** All prices set forth in this Agreement are exclusive of any sales, use, excise, property or any other taxes imposed by any government applicable to sales, use, or delivery of the Products, including import duties and withholding taxes, now or hereafter enacted, all of which will be paid by Purchaser separately or added by Seller to the invoice when required by law to collect the same, unless Purchaser provides Seller with a proper tax exemption certificate.
12. **EXCUSABLE DELAYS.** Neither party shall be liable for any delay or failure of performance hereunder due solely to conditions beyond its reasonable control including, but not limited to: acts of God; fires; floods; wars; riots or sabotage; accidents; strikes; freight embargoes or transportation delays; shortage of labor; inability to secure transport material, equipment, or containers on account of shortages; and any existing or future laws or acts of the Federal or of any State Government (including specifically but not exclusively orders, rules, or regulations relating to priorities, requisitions, allocations and price adjustment restrictions) affecting the conduct of either party's business.
13. **CONTROLLING LAW.** This Agreement shall be governed by the laws of the State of Wisconsin. Any disagreement under this Agreement shall be resolved in a court of competent jurisdiction in Wisconsin.
14. **ASSIGNMENT.** Except as part of a merger or sale of substantially all of its assets, Purchaser may not assign to other than a parent or subsidiary this Agreement or any interest hereunder, including by change of control (e.g. merger), without the prior written consent of Seller.
15. **SUBSEQUENT PURCHASES.** All subsequent purchases of Product by Purchaser shall be subject to these same terms and conditions unless specifically agreed to in writing by Purchaser and Seller.
16. **LIABILITY INSURANCE:** Seller agrees to maintain General Liability Insurance, Worker's Compensation and Employer's Liability Insurance to cover all its personnel engaged in the performance of the services herein described. Seller further agrees to require its subcontractor(s), if any, to maintain General Liability Insurance, Worker's Compensation and Employer's Liability Insurance.
17. **RISK OF LOSS:** Seller, and its insurer(s), if any, relieve Purchaser of Responsibility of all risks of direct physical loss or damage to each item of Product from the time it comes into possession of Seller, including while it is in transit, until the Product is cutover. Nothing in this paragraph shall relieve Purchaser of responsibility for loss or damage by Purchaser's negligence in whole or in part.
18. **LIMITATION OF LIABILITY:** In no event shall either party be liable to the other party, or any third party for any incidental, indirect, special or consequential damages, including but not limited to, loss of profits, loss of use, interference to other systems, business interruption, lost or damaged files or data, loss of goodwill, or loss due to personal injury or health issues, whether based in contract, tort, strict liability, or otherwise, even if the party has been advised of the possibility thereof. Both parties acknowledge that this limitation of liability is material to this agreement, and that each party would not have entered into this agreement without the inclusion and enforceability of this section. Except as otherwise provided in this agreement, this liability of Seller, if any, for direct damages relating to any allegedly defective product or breach of this agreement by Seller shall be limited to the actual price paid by customer for products.
TOLL FRAUD DISCLAIMER/WARNING: Seller disclaims any express or implied warranty that the equipment provided is technically immune from or prevents fraudulent intrusions into and/or unauthorized use of the product (including the interconnection to long distance network). Purchaser is hereby warned that fraudulent use of the product is possible and purchaser assumes the risk of such.
INVASION OF PRIVACY DISCLAIMER/WARNING: Seller hereby disclaims any express or implied warranty that the equipment is technically immune from or prevents unauthorized and/or unlawful utilization that may result in invasion of one's right to privacy. Seller hereby warns purchaser that such risk is possible and purchaser assumes the risk of such.
19. **GENERAL:** In no event shall Seller be liable for common carrier charges resulting from installation of equipment, and further, shall not be liable for charges incurred from unauthorized or unintentional access to and from the public network. Seller further consents that it has the capability of satisfactory maintenance services, but it makes no claim to maintain this or any other equipment in such manner so as to prevent fraudulent intrusions. Seller therefore **MAKES NO EXPRESS OR IMPLIED WARRANTY AT ALL.**

Schedule A

Mitel 5000 Communications Platform rel. 5.0 part of Quote

Part	Description	Qty	Unit	Ext. Price	
Mitel 5000 Communications Platform - Base Packages, System Hardware					
52002686	Mitel 5000 IP Base Kit HX no CF 1 : 580.1003 MT5000 HX Controller Chassis Only 1 : 580.3000 MT5000 HX Processor Mdl (HPM) 16 : 840.0416 MT5000 Lic IP Phone Category D 1 : 840.0844 MT5000 Lic Dyn Ext Expr SYSTEM 1 : 50006271 PWR CRD C13 10A 125V - NA PLUG 1 : 580.9126 MT5000 HX Ctrl Pwr Sup 120W 24VDC 5A 4 : 840.0411 LICENSE INTL5000 BVM SINGLE PT 1 : 999.9000 999.9000 1 : 54005357 MT5000 Lic UVM E-mail Synchronization 1 : 54005359 MT5000 Lic Meet-Me Conf 1 : 54005399 MT5000 Lic Hot Desking System-Wide	1		\$2,650.00	\$2,650.00
580.2702	MT5000 Dual T1/E1/PRI (T1M-2) for CS/HX	1		\$1,000.00	\$1,000.00
50006500	2GB Compact Flash Mitel 5000 NA	1		\$120.00	\$120.00
Mitel 5000 Communications Platform - Software Licenses					
840.0416	MT5000 Lic IP Phone Category D	28		\$140.00	\$3,920.00
Desktop Devices - 5300 IP Phones and Peripherals					
50005664	5324 IP Phone	2		\$255.00	\$510.00
50005664	5324 IP Phone	1		Free	\$0.00
50005847	5312 IP Phone	28		\$210.00	\$5,880.00
50005847	5312 IP Phone	14		Free	\$0.00
50005915	PKM KIT - 48 KEY (for 85xx/53xx Phones)	2		\$430.00	\$860.00
Software Assurance					
54005233	SWA 5000 CP Base	1		\$400.00	\$400.00
OEM Connectivity/Miscellaneous Installation Equipment					
J9087A	HP Procurve 2610 24 port PoE 10/100 Switch	2		\$1,303.90	\$2,607.80
	Misc - Patch cords, Blocks, Brackets etc.	1		\$350.00	\$350.00
Professional Services					
	Install - Design, Program, Install, Place and Test	1		\$5,800.00	\$5,800.00
	Enduser Training - Days (1)	1			Included
	Admin Training - Days (1/2)	1			Included
Grand Total					
					\$24,097.80
					-\$4,898.50
					\$19,199.30

Optional Equipment/Software

Desktop Devices - 5300 IP Phones and Peripherals					
50006191	5320 IP Phone	1		\$250.00	\$250.00
50005804	5330 IP Phone (Backlit)	1		\$370.00	\$370.00
Mitel 5000 Communications Platform - Software Licenses					
840.0819	MT5000 Lic File Based Music Source	1		\$150.00	\$150.00

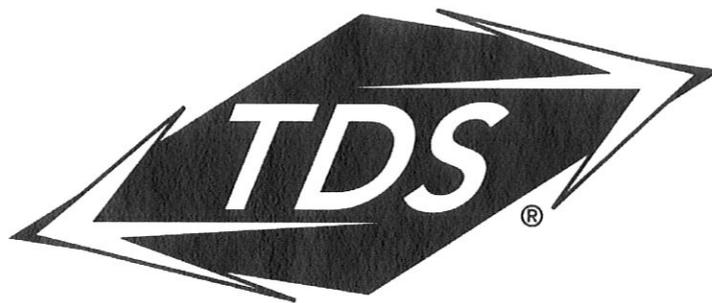
TDS managedUC

Cisco Unified Communications Solution

Prepared for

Village of Howard

by: Larry Weisensel & Eric Wingender





managedUC

Executive Summary

Village of Howard

November 22, 2011

Goals of Proposal:

Deliver a voice solution providing the benefits of Unified Communications and the ability to grow and transform along with your business objectives.
Provide the voice functionality and features required by your company to enhance your business communications with your customers, vendors and employees.

Benefits of the TDS Solution

- Simplify your communications and provide features that help your employees save time and work more productively. Get integrated messaging to prioritize voice mails from either their phone or PC. Set up collaboration and conferencing and allow mobility to your employees.
- Call processing, voicemail, automated attendant and conferencing functions make it easy for your customers to reach employees. Integrate with desktop applications like email and calendaring and to allow you to respond to your customer needs ultimately leading to increased customer satisfaction.
- An integrated firewall and virtual private networking (VPN) capabilities allows employees to safely access resources from anywhere.
- The management and maintenance of your system will be outsourced to one single, certified partner. TDS will provide the design, installation, management and 24/7/365 monitoring of your system so you can focus resources on your core business needs.
- Whether working in the office, home, or remote, employees get a highly secure connection to a system to reach the right resources the first time and do their jobs regardless of location. This agility can help your business out pace your competitors.
- Service Level Agreement providing commitments and penalties to Response Times (Remote and On-Site) and Completion Times of Moves, Adds, Changes

Unified Communications Phone System and VoiceMail

Cisco Unified Communications will bring together voice, messaging, video, and desktop applications designed to help Village of Howard adapt quickly to market changes, increase productivity, and deliver a rich media experience across any workspace. Unifying your communications can help you improve productivity and collaboration to gain a competitive edge.

Unified IP Phones

Cisco offers an extensive portfolio of phones. TDS recognizes that you need options to make sure that you have the right phone for each workspace, employee, or job. As you have indicated to us, in certain situations aesthetics are important, whereas in others durability, size, the number of buttons, or particular features are more crucial. We have provided a set of phones that address those needs while making your employees' jobs easier.

Phone System Features

- Single-number reach
- Integration with business applications and CRM
- Automated attendant
- 4-digit dialing
- Impromptu conferences
- Conference bridge
- Call transfer, hold, and park
- Basic call center capabilities
- Video calling (future)

Voicemail Features

- Integrated messaging, delivering voicemail and fax to email
- On-phone visual voicemail
- Audio and text voicemail notifications
- Phone screen driven voicemail controls and management
- Call record button that lets you dynamically record calls on the fly

Phone Features

- Paging/Intercom
- Remote teleworker phones
- Wi-Fi options
- Intuitive soft keys for simplified operation
- Power over Ethernet
- Music player and picture viewer
- Smart phone applications
- Physical security camera viewer (future)

TDS Metrocom Proposal

Presented to:

Village of Howard

Summary of Provided Equipment & Services – Customer Owned

Village Hall

1	UC560 Controller 4 FXO/FXS with 24 licenses
1	E License for UC500 (8 users)
29	508 8-Line IP Phone with Display
2	500 32 Button Attendant Console
1	ESW520 24-Port 10/100 PoE Switch
1	ESW520 8-Port 10/100 PoE Switch
1	UPS – Without Power Conditioning

Equipment Purchase	\$6,767.95
managedUC Monthly Services Fee	\$280.00
One Time Implementation Fee	\$350.00

Penny Promotion Savings \$6,482.66

Public Works

1	UC540 Controller 4 FXO/FXS with 24 licenses
1	19" Rack Mount Kit for UC540
14	508 8-Line IP Phone with Display
1	500 32 Button Attendant Console
1	ESW520 24-Port 10/100 PoE Switch
1	UPS – Without Power Conditioning

Equipment Purchase	\$4,772.87
managedUC Monthly Services Fee	\$150.50
One Time Implementation Fee	\$190.00

Penny Promotion Savings \$3,129.56

Summary of Options – Customer Owned

Options:

4-port Line Module-FXO	\$680.00
T1 PRI WIC Card	\$1105.00
SCC Basic Toolbar	\$0.00
CallConnector (Toolbar) License (Qty 1 per user)	\$55.25
SCC Server with 8 Licenses*	\$2,289.05
SCC Advanced Client (Additional 8 Licenses)	\$1,099.05
504 4-Line IP Phone with Display	\$192.95
508 8-Line IP Phone Display	\$223.55
525 5-Line IP Phone Color Display	\$408.85
Teleworker phone, includes VPN client & external power supply	
UC500 Series IP Communicator Softphone	\$136.00
7945 IP Phone, 2-Line, Gig	\$429.25
7965 IP Phone, 6-Line, Gig	\$539.75
7925 Wireless IP Phone 802.11 a/b/g	\$709.75
7937 IP Conference Phone	\$1304.75
Operator Console (PC based)*	\$1,099.05
500 32-Button Attendant Console	\$113.05
Wireless access point	\$482.80
Ceiling mount	\$21.25
UPS – without Power Conditioning	\$420.75
UPS – with Power Conditioning	\$820.59
SB Pro Warranty Service – Rapid Response (up-charge)	\$850.00

Benefits of a Cisco SBCS and TDS Managed Solution:

Why Cisco?

Cisco is a worldwide leader in networking technologies, with a 20-year record of supporting customers of all sizes. By working with the established industry leader, customers can benefit from:

- Today, more than 85 percent of Fortune 500 companies use Cisco Unified Communications.
- More than a decade of experience with video and Internet initiatives
- Equipment is designed to all work together
- Proven network performance, reliability, and security
- Award-winning services and support provided by Cisco and its partners

The Cisco Smart Business Communications System helps small businesses respond to and serve their customers quickly and efficiently and create faster, closer connections with customers and other employees. It provides immediate, highly secure access to information, improves responsiveness and productivity, and, ultimately, produces a competitive advantage.

Components of the Cisco Smart Business Communications System were designed to work together. In addition, the entire network can be configured and managed using a single tool. Finally, the integration of business productivity applications by Cisco and select third-party vendors uses the infrastructure provided by the Cisco Smart Business Communications System.

Small businesses have identified the following as their top challenges. The Cisco SBCS can help your business address each of these issues:

- **Improving operational efficiency and productivity**
The Cisco SBCS simplifies communications and provides unique features that help employees save time and work more productively.
- **Controlling costs**
Unified communications can reduce local-line fees and long-distance costs while eliminating the cost of duplicate cabling for separate data and voice systems. It also provides easy administration. In short, Cisco SBCS helps customers maximize financial resources as well as human resources.
- **Providing superior customer service**
Cisco SBCS improves customer interaction, providing around-the-clock availability and quick and effective service. The Cisco Unified Communications 500 Series offers call processing, voicemail, automated attendant, and basic automatic call distribution (B-ACD), making it easy for your customers to reach company employees. Cisco Unified CallConnectors provide integration with customer relationship management (CRM) solutions and Microsoft Outlook.
- **Achieving a competitive edge**
Cisco SBCS provides small businesses with greater business agility--the ability to quickly access and act on information at any time, from anywhere, on a variety of devices.

Overall, Cisco is the only vendor that can deliver a complete solution to small businesses and provide a single tool to deploy and manage the solution.

TDS Managed Solution Benefits

Get a leading edge IP solution; assuring reliability, flexibility and scalability without the worry, hassle and expense. TDS handles the design, installation and management of your entire solution providing your business the following benefits:

- System staging, design, configuration, deployment and testing
- Project management and installation
- 24x7x365 proactive monitoring with alerts and notifications
- Hardware replacement for all equipment for the entire length of the contract
- Software maintenance included
- Software fixes and upgrades included
- Service Level Agreement providing commitments and penalties to Response Times (Remote and On-Site) and Completion Times of Moves, Adds, Changes

Defining the “Manage” in TDS Managed Unified Communication Services

Proactive

The proactive nature of the TDS managed services suite means that the included customer equipment is monitored using standard industry data collection methods such as SNMP. Intelligent systems monitor this data stream for preset thresholds and alerts allowing for rapid human intervention prior to or immediately after undesired events.

Some characteristics of the TDS proactive monitoring include:

- 7x24x365 Global Operations Center (GOC) Support
- GOC Level 2 and Level 3 Support
- Router and Switch Monitoring
- VPN Device and Service Monitoring
- WAN Service Monitoring
- Incident Monitoring

Flat Rate Pricing

For each service, TDS will provide the following service support features included in the set monthly recurring charge:

- IT Operations Support Desk – Pre-identified company contact to NOC only
- Device monitoring, incident management, configuration, performance, customer notification, troubleshooting, and resolution
- Break-fix support through vendor management of TDS fix agencies, including transport service, customer care, hardware maintenance providers, field services vendor and equipment VARs

Major upgrades (such as moving from Windows XP to Windows 7) are considered project work and would be quoted to the customer outside of their set monthly recurring charge.

Service Level Agreement (SLA)

A key element of any quality managed service is an SLA that clearly holds the managed service provider to the committed levels of performance. TDS has both an SLA it provides for its customers, as well as a more robust SLA with our GOC provider. One nuance to typical

managed services SLAs is that they are focused on *response times*, not uptime. TDS has a strong and fast commitment to responding to customer issues.

Customer Portal (Admin Cognizant portal)

TDS will provide a comprehensive set of standard customer reports and make these available via the web-based portal. The portal also has the ability for customers to submit and monitor communications with the TDS GOC.

Standard customer reports are categorized as follows:

- **Dashboard** – The Dashboard presents the customer with a complete picture, at a glance, the current status of the assets being managed and IT network connectivity.
- **Availability Reports** – These reports provide basic site availability based on outage trouble tickets for individual devices, circuits, and locations.
- **Trouble Ticket Reports** – These reports provide lists of all trouble tickets; identify current open trouble tickets, and their status.
- **Network Performance Reports** – Performance reports are available for devices, circuits and applications on a company and individual basis. These reports provide tabular and graphical representations of Routers, Firewalls, Switches and Circuits. The parameters represented in the report include the Up/Down availability, packet loss, response time, CPU utilization, memory utilization, circuit utilization, and circuit errors.
- **Security Reports** – Security Reports are provided both for the security analysis of the network as well as the performance of firewalls.
- **Asset Reports** - Asset information reports include a listing of equipment per site, serial numbers, TDS Asset numbers (TDS provided equipment only), and other hardware information.
- **Customer Information Reports** – These reports provide current customer information including the Customer Name, Customer Primary Contact, Customer Technical Contact, Phone Numbers, Pagers, as well as location information.

Service Delivery Best Practices

The TDS GOC has been built over time to provide the fastest, most reliable and consistent customer managed infrastructure possible. This includes investing tens of millions of dollars in robust management and service automation software. Additionally, the GOC embraces best practices from key vendors and widely uses the ITIL framework for operational success.

What is the Value of Managed Services?

- Out-tasking saves companies money:
- Reduces maintenance and operations costs
- Reduces internal IT and information services (IS) staff and service expenditures
- Reduces operational and capital expenses
- Reduces costs incurred for training, staff turnover, and keeping the staff trained on new technologies, upgrades, viruses, etc.
- Creates economies of scale
- Provides predictable costs for information technology
- *Allows for focus on the core business*

Service Level Agreement

To ensure a formally defined level of service, TDS provides the following Service Level Agreement (SLA) for its Managed Cisco UC500 Service. Compliance against the following service levels will be measured on a monthly basis and reports will be provided on the web-based portal.

SLA	Objective	Remedy
Mean Time to Respond (Remote)	TDS will notify Customer within a monthly average of fifteen (15) minutes from the time that TDS determines that the Service is unavailable.	Customer to receive a credit equal to 50% of the applicable monthly recurring charge ("MRC") for that month for the Service for the affected Service location.
Mean Time to Respond (On-Site)*	With regard to any Critical Incidents (defined below), TDS technicians will arrive at the Customer's premise within a monthly average of four (4) hours from the time that TDS determines via remote troubleshooting that the incident cannot be resolved remotely and requires on-site assistance (subject to equipment availability, as set forth below).	Customer to receive a credit equal to 50% of the applicable MRC for that month for the Service for the affected Service location.
Simple Request for Change (RFC/MAC) Completion (simple RFC/MACs include, but are not limited to, end-user name changes, end user extension number changes, password resets for voicemail, single IP phone swaps, single button changes on an IP phone and re-booting of a single IP phone)	All simple RFCs will be completed within eight (8) business hours ("business hours" defined as Monday – Friday, 8:00 am to 5:00 pm local time, excluding federal holidays). Cost of the simple MACs are included in the monthly cost of the Service.	Customer to receive a credit equal to 25% of the applicable MRC for that month for the Service for the affected Service location.
Complex Request for Change (RFC/MAC) Completion	All complex RFCs will be completed within the negotiated timeframe. Due to the complexity of the request, additional costs may or may not be included in the monthly cost of the Service.	Customer to receive a credit equal to 25% of the applicable MRC for that month for the Service for the affected Service location.
*Mean Time to Respond (on-site) levels will vary based on equipment availability through the Cisco Small Business Pro Service and/or SMARTnet service applicable to the Customer.		
A "Critical Incident" is an outage to mission critical systems that affect a wide range of end users.		

Notwithstanding the foregoing, the maximum Service credits applicable to Customer for any month shall not exceed the applicable MRC for the Service for the affected Service location.

Mean Time to Repair

TDS Service Level Objective for Mean Time to Repair for any Critical Incident is four hours from the time a TDS technician arrives at Customer's Service location and has access to the necessary replacement equipment (if any). This timeframe may be extended to the extent any delays are caused by the unavailability of replacement equipment at Customer's Service location, or any delays caused by

Customer's failure to provide TDS with appropriate access to the equipment and/or Customer's Service location or facilities.

SLA Exclusions

Notwithstanding anything to the contrary, TDS shall be relieved of its SLA obligations (and Customer shall not be entitled to receive any credits under this SLA) when the failure to achieve the SLA was caused by or results from:

- Problems resulting from components (hardware/software/network) for which TDS is not responsible
- Changes made to the environment which were not communicated to TDS in accordance with a mutually agreed upon change process
- Equipment and/or product(s) not identified by the Customer for support purposes
- Customer's failure to comply with the terms and conditions governing the provision of the Services
- A factor outside of the reasonable control of TDS
- Out-of-band remote access not being available to the UC500 equipment

Process

In order to qualify for a Service credit, Customer must report any suspected Service level deficiency to TDS' account management team within five (5) business days (Monday – Friday) from the time Customer opens a trouble ticket applicable to the Service issue.