AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICE LIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICE

SUBCATEGORY F01 ELECTRONIC COMMERCE

SIN 54151ECOM ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

54151ECOM Includes value added network services, e-mail services, Internet access services, electronic subscription services, data transmission services, and emerging electronic commerce technologies.

Cooperative Purchasing: Yes

FSC/PSC Code: D304

SUBCATEGORY F02 IT HARDWARE

SIN 33411 PURCHASING OF NEW ELECTRONIC EQUIPMENT

33411 Includes desktop, laptop, tablet computers (including rugged), servers, storage equipment, hyperconverged integrated systems, supercomputers, routers, switches and other communications equipment, IT security equipment (hardware based firewalls), audio and video (AV) equipment, public address systems, monitors/displays, sensors and other Internet of Things (IOT) devices, microwave radio equipment, satellite communications equipment, radio transmitters/receivers (airborne), radio navigation equipment/antennas, optical/imaging systems, and associated peripherals required for operations (such as controllers, connectors, cables, drivers, adapters, etc., ancillary installation of any equipment purchased).

Cooperative Purchasing: Yes

FSC/PSC Code: 7010

SIN 811212 COMPUTER AND OFFICE MACHINE MAINTENANCE AND REPAIR


Cooperative Purchasing: Yes

FSC/PSC Code: J070
SUBCATEGORY F03 IT SERVICES

SIN 54151S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

54151S IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

Cooperative Purchasing: Yes
FSC/PSC Code: D399

SUBCATEGORY F04 IT SOFTWARE

SIN 511210 SOFTWARE LICENSES

511210 Includes both term and perpetual software licenses and maintenance. Includes operating system software, application software, EDI translation and mapping software, enabled email message-based applications, Internet software, database management applications, and other software.

Cooperative Purchasing: Yes
FSC/PSC Code: 7030

SIN 54151 SOFTWARE MAINTENANCE SERVICES

54151 Software maintenance services creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services includes person-to-person communications regardless of the medium used to communicate: telephone support, online technical support, customized support, and/or technical expertise which are charged commercially.

Cooperative Purchasing: Yes
FSC/PSC Code: J070

SUBCATEGORY F05 IT SOLUTIONS

SIN 561422 Automated Contact Center Solutions (ACCS)

561422 ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain contact center capabilities managed by the contractor for an agency. These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to: Technology: Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.

Cooperative Purchasing: Yes
FSC/PSC Code: D399
SUBCATEGORY F06 IT TRAINING

SIN 611420 INFORMATION TECHNOLOGY TRAINING

611420 Includes training on hardware, software, cloud, and other applicable systems.

Cooperative Purchasing: Yes
FSC/PSC Code: U012

ORDER-LEVEL MATERIALS

SIN OLM ORDER-LEVEL MATERIALS (OLMs)

Ordering activities may go to www.gsa.gov/olm for more information on OLMs established and priced at the order level.

For more information on ordering from Federal Supply Schedules click on the following web link: https://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules

Avaya Federal Solutions, Inc.
12730 Fair Lakes Circle
Fairfax, VA  22033-4901
1-800-492-6769

Contract Number: GS-35F-0156V

Period Covered by Contract: January 8, 2019 through January 7, 2024

Price list current through Modification # 151 dated September 25, 2020

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The Internet address for GSA Advantage® is: https://www.gsa.gov/tools-overview/buying-and-selling-tools/gsa-advantage.

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<tr>
<td>10. Liability for Injury or Damage</td>
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Information for Ordering Activities

1. Geographic Coverage
The geographic scope of this contract is domestic delivery in the 48 contiguous states and the District of Columbia. Delivery to Alaska, Hawaii, Puerto Rico, the U.S. Territories and overseas U.S. Government Installations are for selected products only.

2. Ordering/Contact Information
a. Ordering Address

Ordering, Order Status, Invoice/Payment Information and Technical Assistance:
Avaya Federal Solutions, Inc.
Federal Customer Care Center
14400 Hertz Quail Springs Parkway
Oklahoma City, OK 73134
Telephone: 1-800-492-6769
Facsimile: 1-800-882-1618

Maintenance/Support
Telephone: 1-800-242-2121

Training
Telephone: 1-800-288-5327

GSA Authorized Dealers
See list below or http://www.avaya.com/avayagov/contracts/gsa-schedule/gsa-it-schedule for GSA Authorized Dealers’ contact information.

Orders placed under Avaya’s GSA Schedule to Authorized Dealers shall be issued to Avaya Federal Solutions, Inc. c/o <Dealer> and shall reference the Dealer’s CAGE Code and/or DUNS Number. Dealer will invoice the ordering activity and accept payment in Avaya Federal Solutions name, c/o <Dealer>.

<table>
<thead>
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<th>Dealer</th>
<th>Contact</th>
<th>Address/Phone</th>
<th>eMail Address</th>
<th>Territory</th>
<th>CAGE Code</th>
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<th>Socio-Economic Status</th>
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<tbody>
<tr>
<td>Advanced Communication Systems, LLC</td>
<td>Jay Faulconer</td>
<td>1200 Sunset Lane, #2111 703-362-9205</td>
<td><a href="mailto:jay@advcomsol.com">jay@advcomsol.com</a></td>
<td>Federal - Nationwide State/Local - VA</td>
<td>7FY3</td>
<td>07-969-7410</td>
<td>Small Business</td>
</tr>
<tr>
<td>Alliance Technology Group, LLC</td>
<td>Bob King</td>
<td>7010 Hi Tech Drive Hanover, MD 21076 443-561-0260</td>
<td><a href="mailto:bking@alliance-it.com">bking@alliance-it.com</a></td>
<td>Federal - Nationwide State/Local - No</td>
<td>1YBR8</td>
<td>96-927-6252</td>
<td>SDB / Woman Owned / 8(a) Certified</td>
</tr>
<tr>
<td>Altura Communications Solutions</td>
<td>Vic Williams</td>
<td>4433 Brookfield Corporate Drive, Suite B 571-521-8878</td>
<td><a href="mailto:vwilliams@alturacs.com">vwilliams@alturacs.com</a></td>
<td>Federal &amp; State/Locat - Nationwide</td>
<td>44743</td>
<td>10-362-1814</td>
<td>Small Business</td>
</tr>
<tr>
<td>Beacon Telecom, Inc.</td>
<td>Jay D’Antona</td>
<td>80 Cedar Street Canton, MA 02021 800-800-7004</td>
<td><a href="mailto:jdantona@beacontelecom.com">jdantona@beacontelecom.com</a></td>
<td>Federal &amp; State/Locat - Nationwide</td>
<td>1ZLH5</td>
<td>87-310-7627</td>
<td>Large Business /Small Business (517110)</td>
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<tr>
<td>Blue Tech Inc.</td>
<td>Dylan Slay</td>
<td>4025 Hancock St, Suite 100</td>
<td><a href="mailto:dslay@bluetech.com">dslay@bluetech.com</a></td>
<td>Federal - Nationwide</td>
<td>0CL10</td>
<td>12-170-1957</td>
<td>SDB / Woman-owned /</td>
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<td></td>
<td>San Diego, CA 92110 619-497-0606</td>
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<td>HubZone / 8(a)</td>
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<tr>
<td>Cambridge International Systems, Inc.</td>
<td>Adam Verdi</td>
<td>2300 Clarendon Blvd Suite 705</td>
<td><a href="mailto:adam.verdi@cbridgeinc.com">adam.verdi@cbridgeinc.com</a></td>
<td>Federal - Nationwide</td>
<td>1P051</td>
<td>07-434-3414</td>
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<tr>
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<td></td>
<td>Arlington, VA 22201 571-319-8931</td>
<td></td>
<td>State/Local - No</td>
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<tr>
<td>Capstone Technologies, LLC</td>
<td>David Collins</td>
<td>15133 Mille Fiore Blvd</td>
<td><a href="mailto:david.collins@capstoneconnects.com">david.collins@capstoneconnects.com</a></td>
<td>Federal &amp; State/Local</td>
<td>8CS23</td>
<td>08-023-2293</td>
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<td></td>
<td>Port Charlotte, FL 33953 571-228-3121</td>
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<td>- Nationwide</td>
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<tr>
<td>Carousel Industries of North America, Inc.</td>
<td>Lauren Testa / Alli-</td>
<td>659 South County Trail</td>
<td><a href="mailto:ltesta@carouselindustries.com">ltesta@carouselindustries.com</a></td>
<td>Federal &amp; State/Local</td>
<td>1TB6</td>
<td>92-745-0510</td>
<td>Small Business</td>
</tr>
<tr>
<td></td>
<td>Michelle Conti</td>
<td>Exeter, RI 02822 401-583-4465 or 401-583-4370</td>
<td><a href="mailto:AConti@carouselindustries.com">AConti@carouselindustries.com</a></td>
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<td></td>
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<tr>
<td>Cerium Networks, LLC</td>
<td>Roger Junkermier</td>
<td>1636 West 1st Avenue</td>
<td><a href="mailto:junkermier@ceriumnetworks.com">junkermier@ceriumnetworks.com</a></td>
<td>Federal - Nationwide</td>
<td>3Q5X8</td>
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<td>Spokane, WA 99201 509-536-8656</td>
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<td>State/Local - AK, ID, MT, OR, WA, WY</td>
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<tr>
<td>Comstar Technologies, LLC</td>
<td>Tim Fukui</td>
<td>1155 Phoenivingle Pike,</td>
<td><a href="mailto:tfukui@comstar-usa.com">tfukui@comstar-usa.com</a></td>
<td>Federal - Nationwide</td>
<td>81D01</td>
<td>79-491-6411</td>
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<td></td>
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<td>Suite 114-115</td>
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<td>State/Local - No</td>
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<tr>
<td>ConvergeOne Government Solutions, LLC</td>
<td>Jason Friend</td>
<td>350 Clark Drive, Suite 120</td>
<td><a href="mailto:jfriend@convergeone.com">jfriend@convergeone.com</a></td>
<td>Federal - Nationwide</td>
<td>3E06</td>
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<td></td>
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<td>Mount Olive, NJ 07828 202-788-6079</td>
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<tr>
<td>ConvergeOne, Inc.</td>
<td>Jenn Hilgreen</td>
<td>10900 Nesbitt Ave South</td>
<td><a href="mailto:jhilgreen@convergeone.com">jhilgreen@convergeone.com</a></td>
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<td>- Nationwide</td>
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<tr>
<td>General Dynamics Corporation</td>
<td>Vic Stemberger</td>
<td>15036 Conference Center Drive</td>
<td><a href="mailto:victor.stemberger@gdit.com">victor.stemberger@gdit.com</a></td>
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<td>07M1</td>
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<tr>
<td>Harmonix Technologies</td>
<td>Brianne Hutson</td>
<td>4915 Paseo Del Norte NE,</td>
<td><a href="mailto:brianne@harmonixtechnologies.com">brianne@harmonixtechnologies.com</a></td>
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<tr>
<td></td>
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<td>Suite A Albuquerque, NM 87124</td>
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<td></td>
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<td>505-205-1585 Ext 112</td>
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<tr>
<td>Hayes e-Government Resources, Inc.</td>
<td>Melanie Vialpando</td>
<td>2551 Walunee Blvd Tallahassee,</td>
<td><a href="mailto:mvialpando@hcs.net">mvialpando@hcs.net</a></td>
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<td>FL 32308 850-553-3963</td>
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<tr>
<td>Hi Country Wire and Telephone</td>
<td>Bob Whitfield Jr.</td>
<td>11645 West 62nd Place Arvada,</td>
<td><a href="mailto:bobjr@hcwlt.com">bobjr@hcwlt.com</a></td>
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<tr>
<td>Integration Partners Corporation</td>
<td>Andy Branchaud</td>
<td>12 Hartwell Avenue Lexington,</td>
<td><a href="mailto:abranchaud@integrationpartners.com">abranchaud@integrationpartners.com</a></td>
<td>Federal – No State/Local</td>
<td>3EMA5</td>
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## Information for Ordering Activities

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<tr>
<td>Meridian IT Inc.</td>
<td>Scott Hobin</td>
<td>509 Erie Blvd West Syracuse, NY 13204 315-362-9200</td>
<td><a href="mailto:scott.hobin@meridianitinc.com">scott.hobin@meridianitinc.com</a></td>
<td>Federal - Nationwide State/Local - CT, GA, IL, KY, MA, MO, NC, NY, OH, SC, TN, VT</td>
<td>5L8M8</td>
<td>03-696-8949</td>
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</tr>
<tr>
<td>Mid Atlantic Business</td>
<td>John Zadrazil</td>
<td>701 Portcentre Parkway Portsmouth, VA 23704 757-673-2264</td>
<td><a href="mailto:jzadrazil@mabc.com">jzadrazil@mabc.com</a></td>
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<tr>
<td>Mission Critical Solutions -</td>
<td>Chris Collins</td>
<td>8510 Sunstate Street Tampa, FL 33634 770-815-3632</td>
<td><a href="mailto:ccollins@mcsoftampa.com">ccollins@mcsoftampa.com</a></td>
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<tr>
<td>Optivor Technologies, LLC</td>
<td>Stuart Chandler</td>
<td>10820 Guilford Road Suite 208 Annapolis Junction, MD 20701 240-646-3955</td>
<td><a href="mailto:orders@optivor.com">orders@optivor.com</a></td>
<td>Federal - Nationwide State/Local - MD</td>
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<tr>
<td>ProComm Voice &amp; Data Solutions</td>
<td>Larry Hopp</td>
<td>887 Bolger Court Fenton, MO 63026 636-519-0481</td>
<td><a href="mailto:lhopp@procommvoice.com">lhopp@procommvoice.com</a></td>
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<td>5UA57</td>
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<tr>
<td>Progressive Communications</td>
<td>Ky Nakaoka</td>
<td>500 Ala Moana Blvd Suite 2-230 Honolulu, HI 96813 808-845-0000</td>
<td><a href="mailto:knakaoka@progressive-hi.com">knakaoka@progressive-hi.com</a></td>
<td>Federal &amp; State/Local - CA, HI, NV</td>
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<tr>
<td>Team Ronco Incorporated</td>
<td>Jason Grieco</td>
<td>595 Sheridan Drive Tonawanda, NY 14150 919-379-5837 (O) / 919-961-8060 (M)</td>
<td><a href="mailto:jgrieco@ronco.net">jgrieco@ronco.net</a></td>
<td>Federal – Nationwide State/Local- CT, DC,FL,MA,MD, ME,NC,NH,NJ, NY,OH,PA,R, SC,VA,VT,WV</td>
<td>1AL46</td>
<td>01-279-4236</td>
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</tbody>
</table>

b. Consolidated Invoicing

Unless otherwise requested by the ordering activity, this contract allows for consolidated billing of multiple items on an invoice for administrative ease. If the ordering activity requires detailed billing information for installation or maintenance coverage, Avaya will provide upon request. Contact Avaya’s Customer Care Center at 800-492-6769.

c. Payment Address

As shown on invoice.

d. Government Purchase Cards

i. Government Purchase Cards are accepted for payments for oral or written delivery orders. Avaya will, upon request, provide the ordering activity with the bank account information for wire transfer payments.

ii. Government Purchase Cards are accepted at, above and below the micro-purchase threshold.
3. Liability for Injury or Damage
Avaya Federal Solutions (hereinafter “Avaya”) shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by Avaya, unless such injury or damage is due to the fault or negligence of Avaya.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279

<table>
<thead>
<tr>
<th>Block 9</th>
<th>G Order/Modification Under Federal Schedule</th>
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<td>Avaya Federal Solutions, Inc.’s</td>
</tr>
<tr>
<td></td>
<td>Tax Identification Code: 20-8174392</td>
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</tbody>
</table>

a. Cage Code

| 4NGZ0 | 12730 Fair Lakes Circle |
|       | Fairfax, VA 22033-4901 |

b. Avaya Federal Solutions, Inc. has registered with the System for Award Management (SAM).

c. Statistical data including TIN, DUNS and CAGE for GSA Authorized Dealers can be found under the Dealer’s SAM registration.

5. F.O.B. Destination
Shipments within the 48 contiguous states and District of Columbia are FOB destination. Delivery to Alaska, Hawaii, Puerto Rico, U.S. Territories and overseas U.S. Government Installations would be to point of embarkation.

6. Delivery Schedule

a. Time of Delivery
Time of delivery is based on mutual agreement between the ordering activity and Avaya. Contact the Avaya Sales Office to obtain current delivery intervals. Expedited delivery and/or overnight and 2-day delivery is available for selected products at an additional charge. Ordering activities can contact the respective Avaya representative for information.

b. Urgent Requirements
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, the ordering activity is encouraged, if time permits, to contact Avaya for the purpose of obtaining accelerated delivery. Avaya shall reply to the inquiry within 3 workdays after receipt of request. If Avaya offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
7. **Discounts**
   a. All prices are net after all discounts have been deducted. The prices stated apply to all ordering activities.
   b. Quantity Discounts: None
   c. Prompt Payment: 0% - NET 30 days from receipt of invoice or date of acceptance, whichever is later. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

8. **Trade Agreements**
   All items are U.S.-made end products or designated country end products, as defined in the Trade Agreements clause (FAR 52.225-5 (AUG 2018)).

9. **Export Packing**
   Export packing, if requested, is available outside the scope of this contract. Charges shall be provided upon request.

10. **Maximum Order**
    (All dollar amounts are exclusive of any discount for prompt payment.)
    a. The Maximum Order value for the following Special Item Numbers (SINs) is $100,000.00
       SIN OLM Order-Level Materials
    b. The Maximum Order value for the following Special Item Numbers (SINs) is $250,000.00
       SIN 611420 Information Technology Training
    c. The Maximum Order value for the following Special Item Numbers (SINs) is $500,000.00
       SIN 33411 Purchasing of New Electronic Equipment
       SIN 511210 Software Licenses
       SIN 54151 Software Maintenance Services
       SIN 54151ECOM Electronic Commerce and Subscription Services
       SIN 54151S Information Technology Professional Services
       SIN 561422 Automated Contact Center Solutions (ACCS)
       SIN 811212 Computer and Office Machine Repair and Maintenance

11. **Minimum Order**
   There is a $250.00 minimum value on orders to be issued under this contract.

12. **Ordering Procedures for Federal Supply Schedule Contracts**
    Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all Schedules.
Information for Ordering Activities

1. FAR 8.405-1 Ordering Procedures for supplies, and services not requiring a statement of work.

b. FAR 8.405-2 Ordering Procedures for services requiring a statement of work.

13. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2003)

a. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances are factored into the price offered under the Multiple Award Schedule.

b. Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

Note: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

c. Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations are factored into the price offered under the Multiple Award Schedule program.

d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance are factored into the price offered under the Multiple Award Schedule program.

e. Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

f. Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

g. Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

h. Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

i. Government-Furnished Property: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.

j. Availability of Funds: Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

https://news.avaya.com/gov-gsa-schedule
k. Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

14. Contract Administration for Ordering Offices

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity’s convenience, and (m) Termination for Cause (See C.I.)

15. GSA Advantage!

The GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors’ schedule price lists with ordering information. The GSA Advantage! will allow the user to:

Perform various searches across all contracts including, but not limited to:

a. Manufacturer
b. Manufacturer’s Part Number; and
c. Product categories.

Ordering activities can browse GSA Advantage! by accessing the Internet address: https://www.gsa.gov/tools-overview/buying-and-selling-tools/gsa-advantage

16. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For Administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) – referred to as open market items – to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual task or delivery order, only if –

a. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19);

b. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

c. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

d. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

17. Contractor Commitments, Warranties, and Representations

a. For purposes of this contract, the commitments, warranties, and representation include, in addition to those agreed to for the entire schedule contract:
Information for Ordering Activities

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties made concerning the products made in any literature, description, drawings, and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract

18. Overseas Activities

Avaya does not offer overseas installation, maintenance and other services within the scope of the contract.

19. Blanket Purchase Agreements (BPAs)

The use of BPAs under any Schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more Schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

20. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-80, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

21. Installation, De-installation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-7) provides that contracts in excess of $2000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simply installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2000, then the requirements of the Davis-Bacon Act apply.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

If prevailing wages should apply, the labor rates may be increased accordingly.
22. **Section 508 Compliance**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) by following the “Section 508 Accessibility” link at [https://www.avaya.com/us-government-solutions/capabilities/accessibility/](https://www.avaya.com/us-government-solutions/capabilities/accessibility/).

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).


   a. The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

   b. Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

      (1) For such period as the laws of the State in which this contract is to be performed prescribe; or

      (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

   c. The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

24. **Advance Payments**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under the contract. (31 U.S.C. 3324), except as noted in SIN 511210/54151.
Terms and Conditions Applicable to Electronic Commerce and Subscription Services (Special Item Number 54151ECOM)

1. Scope

The prices, terms and conditions stated under Special Item Number 54151ECOM Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule. Avaya offers Secure Delivery Hosted Service (hereafter known as the Service) in the form of a subscription-based service.

2. Electronic Commerce Capacity and Coverage

The Ordering Activity shall specify the number of Provisioned End Users, Feature Bundles required, and contract term as part of the initial requirement. Price list rates are *monthly rates* per unit, to be multiplied by the total number of months in the term for the total offer price per unit. Example: Price list rate of $1.00/unit would be $12.00/unit for a 1-year term, $36.00/unit for a 3-year term and $60.00/unit for a 5-year term. At the end of the term the contract will be re-cast at the then-current offer price and terms.

Early Termination fees will be required if the contract is terminated prior to the committed contract term.

3. Information Assurance

a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with FedRAMP.

b. The Ordering Activity shall assign an impact level per Federal Information Processing Standards (FIPS) Publication 199 & 200 & 140-2 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems"), prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 54151ECOM is capable of meeting the minimum security requirements assigned against a low-impact information system (per FIPS 200).

c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FedRAMP compliance for any proposed or awarded Electronic Commerce services. All FedRAMP certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity.

4. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement and will be mutually agreed upon.

5. Interoperability
When an Ordering Activity requires interoperability, it shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with hard endpoints (such as gateways or hard phones) and provisioning of enterprise service access will be defined in the individual requirement.

6. Order

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

c. In order to purchase this Service, a Statement of Work (SOW) will be required between Avaya and the Ordering Activity. The SOW includes, but is not limited to, describing the scope of the Service including the roles and responsibilities of Avaya and the Ordering Activity.

7. Performance of Electronic Services

The Contractor shall provide electronic services on the date agreed to by the Contractor and the Ordering Activity.

8. Responsibilities

a. Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

b. Responsibilities of the Government

It is the Ordering Activity’s responsibility to provide Wide Area Network (WAN) connectivity (e.g. Multi-Protocol Label Switching (MPLS)), cross connects, and routers between the Ordering Activity locations and the Avaya-provided data centers (where the Service is located).

The following are to be provided by the Ordering Activity:

- As requirements of the Service, the Ordering Activity is responsible for providing MPLS network connectivity to both data center locations and network security. This includes all routers, gateways and cross-connects that are needed for connectivity to the data centers. In addition, the Ordering Activity is responsible for providing the following:
  - Network Time Protocol (NTP)
  - Dynamic Host Configuration Protocol (DHCP)
  - Domain Name System (DNS)
c. **Network Requirements**

The Ordering Activity’s compliance with the Network Requirements is critical to the achievement of voice and video quality and the ability of Avaya to provide the (IP based) Service. The Ordering Activity will ensure that the Ordering Activity’s network complies with the Network Requirements detailed in the Network Readiness Policy. If Avaya determines that Ordering Activity’s network does not comply with any Network Requirement then, until such time as all Network Requirements have been met and compliance evidence provided to Avaya, the Service may be suspended. Avaya Professional Services (APS) is available to perform the Network Readiness Assessment, separately purchased under SIN 54151S.

9. **Rights In Data**

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. **Acceptance Testing**

If requested by the Ordering Activity the Contractor shall provide acceptance test plans and procedures for Ordering Activity approval. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

11. **Warranty**

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed below:

For Items Procured – see Warranty Terms under SIN 33411

The warranty shall commence upon the later of the following:

a. Activation of the user’s service
b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the
user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. **Management and Operations Pricing**

Avaya shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. **Training**

Normal commercial training on how to request support for the Service and how to view standard Service reports shall be provided by the Contractor. Incremental instructor-led end user feature training for the Service is available for a separate charge.

14. **Monthly Reports**

In accordance with commercial practices, the Contractor will furnish the Ordering Activity/user with the following standard monthly reports, if requested. Additional/customized reports may be provided for a separate charge.

- Incident Management: Report summarizing open and closed Incidents since the last report.
- Service Level Report detailing Avaya performance against the Service Levels.
- MACD Summary Report containing information on MACD quantity, type and status.

15. **Services Available in the Subscription**

The Service offered is available via three feature bundles that addresses typical use cases for Ordering Activity needs: Basic, Core and Power

**Basic Secure**
Basic single user 3-year subscription. Includes basic calling features, basic messaging and 6-party ad hoc conferencing. For single desk phone or fax. Hard phone or soft phone not included.

**Core Secure**
Core single user 3-year subscription. Includes Enterprise Calling Features including IM/Presence, 6-party ad-hoc conferencing, point to point video, Avaya Client Integration (enables MS Skype), Advanced Messaging, Avaya Soft Client and Mobility Client. Hard phone not included.

**Power Secure**
Power single user 3-year subscription. Includes Enterprise Calling Features including IM/Presence, 6-party ad hoc conferencing, point to point video, Avaya Client Integration (enables MS Skype), Advanced Messaging, Avaya Soft Client and Mobility Client and Avaya audio, web and video meet-me collaboration. Hard phone not included.

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<th>Features</th>
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<th>Core</th>
<th>Power</th>
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<tr>
<td>IP Telephony with Geo-Redundancy</td>
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<td>Messaging - Basic</td>
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Electronic Commerce and Subscription Services

| Messaging - Advanced (Mainstream) | ● | ● |
| IM & Presence | ● | ● |
| Desktop Soft Client | ● | ● |

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<tr>
<th>Features</th>
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<tbody>
<tr>
<td>Mobile Soft Client</td>
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<tr>
<td>Point to Point Video</td>
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<td>6-Party Voice Ad-Hoc Audio Conferencing</td>
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<td>Meet-Me Collaboration - Audio, Web and Video (up to 25 parties)</td>
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<tr>
<td>Management &amp; Reporting</td>
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</table>

| IP Telephony for Hard End Points (Hard End Points not included in Service) | Avaya SIP, analog or digital device, 3rd party analog. Avaya h.248 gateway. |

Included with the monthly fee for all feature sets:
- Hosting Infrastructure (data center, hardware, software)
- Onboarding to the Service
- Remote Service Management
- Infrastructure Maintenance
- Technology Refresh of the Service

Pricing is based on the number of Provisioned End Users and their Service feature bundle. A “Provisioned End User” is any extension, DID, virtual meeting room, mailbox, conference phone, lobby phone, etc. that is provisioned on the Service. Requirements with fewer than minimum Provisioned End Users may be considered on a case by case basis.

a. **Other Hardware and Services**

   IP End Point Hardware continues as a purchase only offer (SIN 33411) and includes all servers, gateways, hard phones, etc. Avaya provides select SIP phone sets on subscription service basis (“Device as a Service” or “DaaS”) per the following. Avaya retains the title to the phone and the customer pays a fixed monthly fee for an agreed upon minimum term. At the end of the then current term, the subscription agreement is automatically extended for an additional, equivalent to prior contract term length, unless the Customer provides notice of its intent to cancel or allow the subscription agreement to expire.

1. **Lifecycle of Avaya End-points**

   It is possible that during the set as a service contract terms that a product available at the time of the subscription purchase would transition to End of Sale (EOS) and through to End of Manufacturer Support (EoMS) which typically occurs three years after EOS. Avaya reserves the right to replace a Customer’s existing endpoint device with equal or similar functionality should their existing endpoint device be discontinued. If a device has reached End of Service Support, for replacement purposes it will be treated as End of Manufacturer Support, above.

2. **Support for Endpoint Devices**
Avaya will perform support as part of the set subscription service which includes remote technical support for endpoints. Avaya will provide remote technical support and troubleshooting 24 x 7 for those devices/sets provided under the subscription service agreement. The Customer has 24x7 around-the-clock access to an Avaya Service Center via the website (http://support.avaya.com) or telephone to request software and (where applicable) hardware support. Avaya may require that only Avaya-authorized Customer contacts are eligible to request support, verify the identity of Customer contacts requesting support and limit the number of authorized contacts. Avaya’s remote support, including all electronic and telephone communications, is provided in the English language.

(3) Parts Replacement for Endpoint Devices

Where sets procured as a service subscription parts replacement is geographically available, Customers, as part of the offer will be entitled to invoke advance replacement of any endpoint device subscribed through the subscription offer. Replacement parts may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent. Avaya requires that only authorized Customer contacts or Authorized GSA Schedule Partner Agents are eligible to request advance replacement of parts. Avaya may initiate additional troubleshooting and diagnostics via telephone or on-demand remote connection to confirm the component/device is inoperative. Avaya will confirm if the replacement part is a Critical Component or a Non-Critical Component. A replacement part will be shipped per the Customer’s level of coverage. Shipment and transportation of the advance replacement part will be coordinated using standard shipping services. Avaya will ship the replacement part under the same delivery terms specified in the Customer’s subscription agreement with Avaya for product deliveries. The Customer will ship the identified faulty part back to Avaya at Avaya’s expense to arrive within thirty (30) calendar days of issuance of an Avaya case number by Avaya in accordance with Avaya’s then-current returned materials authorization (RMA) procedure using industry-standard material handling processes including the use of Electrostatic Discharge or ESD preventive measures and protective packaging provided by Avaya.

If Avaya does not receive the returned part within thirty (30) calendar days of shipping a replacement part to the Customer, the returned part does not match the part replaced by Avaya, the returned part does not match Avaya’s registration record, or the returned part is not eligible for advance replacement, Avaya reserves the right to request a purchase order and invoice the Customer the then-current market value of the replaced part. Failure to return defective parts may result in the suspension of future advanced parts replacement support from Avaya. If the defective part is returned to Avaya after the thirty (30) calendar day period, no credits or refunds will be issued against the invoice created.

Supported Products returned to Avaya for non-conformance issues, dead on arrival or epidemic failure conditions, and for which Avaya finds no errors or non-conformance after required testing will be designated as No Trouble Found (“NTF”). For Supported Products which are tested and determined not to be defective and do not require repair, Avaya reserves the right to investigate an unusually high return rate of sets found NTF to determine customer needs for further training. If the Supported Product was advance replaced, Avaya will retain the NTF set.

Avaya reserves the right to suspend parts replacement under the circumstances of unusually high returns within a contract greater than 1% of the number of endpoint devices under subscription, in order to investigate potential causes of failure.

Parts Coverage Hours - Avaya will use commercially reasonable efforts to arrange shipment of an advance replacement part according to the following chart.
## Parts Next Business Day

<table>
<thead>
<tr>
<th>Non-Critical Component</th>
<th>If the request is received before 5:00 p.m. local site time during Standard Business Hours*, the replacement part is shipped to arrive the following business day.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If the request is received after 5:00 p.m. local site time during Standard Business Hours*, the replacement part is shipped to arrive in two (2) business days or later if a different delivery date is requested.</td>
</tr>
</tbody>
</table>

* Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

## Exclusions from Parts Coverage

The following exclusions apply to Parts coverage:

- Hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer’s installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the Customer or the Customer’s authorized party modified the product in any manner, shall not be covered.

  - Replacement of parts that are consumables, accessories or minor materials, including, but not limited to: batteries and, headsets, wall brackets, rack mounting, and other hardware kits, face plates, bezels, blank panels, designation strips, technical documentation, labels, and removable media.

- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to Supported Products.

  - Services that cannot be provided due to the Customer’s failure to fulfill the customer responsibilities detailed in the Customer Responsibilities section of this Service Description.

**Note:** The Avaya Service Description document that describes the deliverables for Device as a Service in more detail is available upon request.

(4) **Device Endpoint Software Upgrade Policy**

Customers are required to keep endpoint devices software current and up-to-date using the latest available service packs and software releases for the endpoint devices found at [http://support.avaya.com](http://support.avaya.com).

The Customer has access to Product Correction Updates (“Update”) issued by Avaya. An Update can be a Product Correction Notice (PCN), minor software or firmware update or service pack. Avaya will notify the End Customer via [http://support.avaya.com](http://support.avaya.com) of any Avaya-recommended Updates.

At a minimum, if Avaya support is required the endpoint devices must be first upgraded to the latest available device software level.
(5) Customer Responsibilities

With Avaya Device Subscription, the Customer provides these elements which make for a comprehensive end-to-end solution:

- Customer deployed Avaya environment which has completed onboarding and has been onboarded, certified and ready for production/live use.
- Customer has completed registration of the Avaya environment with remote connectivity including SAL gateway with external Internet access for remote connectivity.
- Customer designated IT lead(s) are understanding their role in ensuring the DES provided Network Enrolment Code is entered into the phones provided under this offer.
- Any premises elements used in conjunction with the endpoints provided under this offer such as Application software, Platforms, Gateways and/or Local Survivable Nodes have already been registered and under Avaya maintenance support contracts.
- In advance of ordering endpoints have determined what additional Avaya Services (implementation / configuration or enhanced maintenance or managed services) they require, and these are contracted and ready for production/live use.
- Implementation and configuration work required to enable the endpoint device to be brought into service. If the Customer requires additional on-site support or configuration support then this will be subject to additional charges from Avaya and/or Avaya Authorized GSA Partner.

Notwithstanding anything to the contrary, Customer is solely responsible for obtaining all inbound and/or outbound connectivity with Avaya. Customer shall provide or contract directly with third party telco service providers for all connectivity.

(6) Return Process for Endpoint Devices

In the event that endpoint devices need to be returned to Avaya as part of Service and Support the standard RMA procedure should be used which starts with a service ticket being opened on support.avaya.com. The direct link to the service creation request is below: https://support.avaya.com/service-requests/enterticket.action

As part of the RMA process it is necessary to return the defective parts to Avaya. If Avaya does not receive the returned part within 30 calendar days, the returned part does not match the part replaced by Avaya or if the returned part does not match Avaya’s registration record, the Customer will need to provide a new Purchase Order number to Avaya’s asset recovery team to facilitate the billing of product not returned, at the applicable market value, an amount equal to the replacement price for the non-returned device.

(7) Automatic Renewal of Contract

The device subscription agreement will automatically renew at the end of the initial term of coverage and any renewal term unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. Device subscription agreements will renew at then-current GSA Schedule rates and for a similar term length as the expiring agreement.

(8) Cancellation
Endpoint devices of cancelled agreements need to be returned to Avaya, or at Avaya’s option can be requested to be recycled in an environmentally sustainable way, with proof of recycling provide to Avaya. Avaya Reverse Logistics will contact the contract holder within 5 business days of cancellation to coordinate the return of endpoints. Packing materials such as boxes and pallets can be provided at no expense to the customer upon request.

If Avaya does not receive the devices within 30 calendar days, the Customer will need to provide a new purchase order number to Avaya’s asset recovery team to facilitate the billing of devices not returned, at the applicable market value, an amount equal to the replacement price of the non-returned devices.

(9) **End of Subscription Term**

When the then current subscription term expires, the subscription agreement is automatically renewed to a new term of the original term duration unless the Customer provides notice of its intent not to renew thirty (30) days before expiration. If a Customer does choose not to auto renew the endpoint devices needs to be returned to Avaya.

Customers, at the end of the then current term, also have the benefit of being able to renew their endpoint under new contract terms, with Avaya’s latest available devices.

Endpoint devices of end of term contracts must be returned to Avaya. Avaya Reverse Logistics will contact the contract holder within 5 business days of termination to coordinate the return of endpoints. Packing materials such as boxes and pallets can be provided at no expense to the customer upon request.

Avaya pays the return freight.

If Avaya does not receive the device within 30 calendar days of expiration, or the returned device does not match the device provided by Avaya or if the returned device does not match Avaya’s registration record, the customer will need to provide a new purchase order number to Avaya’s asset recovery team to facilitate the billing of product not returned, at the applicable market value, an amount equal to the replacement price of the non-returned devices.

Avaya reserves the right to request environmentally sustainable recycling of the device, and demonstration of a certificate of destruction, in lieu of device return, as and when determined by Avaya.

(10) **Changes to Type of Endpoint during Term**

If a Customer decides to upgrade device models during a subscription term, it is possible to do so. They can get a new higher value device, going from, for example a J139 to a J179. The new devices would have the new GSA Schedule monthly rate associated with that device. The term length would remain the same by default, but it would be possible to determine a new subscription term.

Uplift to a higher value device requires the return of the previous device. A new subscription agreement is established, and that agreement would have an expiration date with any devices which were not uplifted.

(11) **Adding Devices to an Existing Contract**
Avaya will allow the addition of devices to an existing subscription agreement. The additional devices will have the same expiration date as the original agreement.

(12) Customer Contract Renewal Options

Prior to the expiration of the then current subscription terms, Customers have several possible options including the default automatic option.

Possible options, including customer-initiated actions, include:

- Renewal of the agreement contact for another term with existing devices
  - In some cases, if a device is no longer under manufacturer support at the end of the then current term it may be necessary for the Customer to establish a new agreement with current devices.

- Establish a new agreement with new replacement devices

- Terminate agreement at the end of the term. Devices are disabled and returned to Avaya or disposed of in an environmentally sustainable way, at Avaya’s option.

Endpoint devices returned to Avaya that have damages caused by abuse, misuse, or negligent acts of non-Avaya personnel will require the Customer to provide a new purchase order number to Avaya’s asset recovery team to facilitate the billing of devices damaged, at the applicable market value, an amount equal to the replacement price of the damaged devices.

(13) Exclusion from Endpoint Device Support

Unless specified otherwise, the following exclusions apply to the sets included under subscription support:

- Programming, administration or configuration changes
- Third party integration or applications
- Acts of nature
- Customer network outages and/or service providers issues
- Avaya installation of customer or partner installable patches
- Support that ends up being related to a product not under warranty or maintenance coverage
- Any customized system features, configuration changes, or reports
- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Supported Product
• Services and all troubleshooting support not directly attributable to a fault in Supported Products (including faults in the Customer’s own network or the public network).

(14) Toll Fraud, Privacy, PCI Compliance, and HIPAA

(i) Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system or service by an unauthorized party (for example, a person who is not a government employee, agent, subcontractor, or is not working on the ordering entities’ behalf). If Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services. Avaya and its affiliates are not liable for Toll Fraud.

(ii) HIPAA and PCI Compliance

Avaya Device as a Service (DaaS) 1.0 is not designed to be compliant with HIPAA or PCI. For Avaya Cloud Private hosted in a Customer Data Center, please contact Avaya for further information.

(15) Compliance with Applicable Laws

IF CUSTOMER USES OR ACCESSES THE AVAYA DEVICE SUBSCRIPTION, CUSTOMER WILL ACCEPT THE RESPONSIBILITY OF IT AND ITS END USERS USING DEVICE SUBSCRIPTION IN COMPLIANCE WITH ALL APPLICABLE LAWS AND REGULATIONS, INCLUDING, BUT NOT LIMITED TO, THE TELEPHONE CONSUMER PROTECTION ACT AND ITS ASSOCIATED REGULATIONS PROMULGATED BY THE FEDERAL COMMUNICATIONS COMMISSION, AND APPLICATE STATE TELEMARKETING LAWS AND REGULATIONS AS WELL AS APPLICABLE CALL RECORDING LAWS.

CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT IT WILL BE FULLY RESPONSIBLE FOR MAKING OR INITIATING CALLS USING DEVICE SUBSCRIPTION AND THAT AVAYA PLAYS NO ROLE IN PURCHASING NUMBERS OR CALL LISTS FOR CUSTOMER OR DETERMINING WHEN OR WHETHER CUSTOMER CALLS A NUMBER. CUSTOMER FURTHER ACKNOWLEDGES THAT AVAYA DOES NOT DRAFT OR EDIT THE CONTENT OF ANY MESSAGE DELIVERED BY CUSTOMER DURING A CALL MADE USING AVAYA’S DEVICE SUBSCRIPTION.

(16) Title

Title and all interest to devices remain with Avaya or its assignee at all times. End Users do not acquire ownership, title, property, right, equity or interest in the devices, other than interests solely as End Users subject to all the terms and conditions of this Offer Definition. If the Order requires attachment of the devices to the End User’s network, such attachment will not be deemed to change the nature of the devices, ownership or other interests therein of Avaya or its Assignee, as applicable.

(17) Risk of Loss

End User will be responsible for, and bear the entire risk of loss, theft, destruction or damage to subscription devices, excluding only those caused by the willful misconduct of Avaya, Avaya Distributor, or Avaya GSA Schedule Partner, or its personnel (collectively “Loss”).
Implementation and Avaya Professional services continue to be ordered under SIN 54151S and 33411, as applicable.

b. Service Subscription Term Contracts and Billing

This offer will support 3, 4 and 5-year Fixed Term Contracts. Shorter terms will be considered subject to an uplift fee as outlined in price proposal. Subscription billing is monthly in arrears and requires annual funding purchase orders.

- Fixed Term Contract is the length of the subscription to the Service.
- Three (3), Four (4) and 5-year Subscription Service Terms are available.
- Early Termination fees will be required if the contract is terminated prior to the committed contract term.
- The recurring charges will be invoiced monthly in arrears, starting on the service activation date for the first site on the Service or first wave of Provisioned End Users for a site. A Provisioned End User report will be available for billing purposes the following month. The Provisioned End Users that appear on the report at the end of the month will be billed according to their Feature Bundle.

c. Pricing for Feature Bundles

<table>
<thead>
<tr>
<th>GSA Pricing Feature Bundle</th>
<th>1,000-1,999 Users</th>
<th>2000-3999 Users</th>
<th>4,000 – 7,999 Users</th>
<th>8,000 – 14,999 Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>$17.06</td>
<td>$15.05</td>
<td>$13.63</td>
<td>$10.90</td>
</tr>
<tr>
<td>Core</td>
<td>$22.99</td>
<td>$20.26</td>
<td>$18.37</td>
<td>$14.69</td>
</tr>
<tr>
<td>Power</td>
<td>$29.62</td>
<td>$26.07</td>
<td>$23.70</td>
<td>$18.96</td>
</tr>
</tbody>
</table>

d. Not included in the pricing for the Service:

The Ordering Activity must provide the following:
- Transport (e.g. WAN or MPLS) to the Avaya contracted data centers
- Network Time Protocol (NTP)
- Dynamic Host Configuration Protocol (DHCP)
- Domain Name System (DNS)
- All Hard End Points Located on Ordering Activity’s premises and Support: (e.g. Gateways and Telephone Sets)
- 3rd party/ vendor maintenance for Customer provided products
- Onsite Installation for End Points (Avaya Professional Services (APS) is available as an option using SIN 54151S for an additional fee)
- All Cross-Connects & POTs lines
- Avaya Network Readiness Assessment (priced separately)
- E911 (priced separately)
- End User Training (priced separately)
Terms and Conditions Applicable to Purchasing of New Electronic Equipment (Special Item Number 33411)

1. Material and Workmanship
All equipment furnished hereunder will satisfactorily perform the function for which it is intended.

2. Order
Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under Blanket Purchase Agreement (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the contractor will be obligated to meet the delivery and installation date specified in the original order.

3. Transportation of Equipment
Shipments within the 48 contiguous states and District of Columbia are FOB destination. Delivery to Alaska, Hawaii, Puerto Rico, the U.S. Territories and overseas U.S. Government Installations would be to point of embarkation.

4. Installation and Technical Services
a. Avaya shall deliver the products and services specified on the accepted order and shall install those products for which installation charges are specified on the order.
   - The ordering activity, at its own expense, will provide (i) an equipment room and other environmental conditions as specified to the ordering activity by Avaya; (ii) access to the installation location for equipment and personnel at times specified by Avaya; (iii) adequate work-space, heat, light, ventilation and electrical outlets; and (iv) a secured and protected area for storage of tools and equipment near the equipment room.
   - Installation activities are scheduled between 8 a.m. and 5 p.m., Monday through Friday, excluding Avaya and Government holidays. Those activities scheduled outside normal business hours at the ordering activity’s request, or because of ordering activity-caused delays, are subject to premium charges outside the scope of the contract.
   - The ordering activity is responsible for identification and removal of any hazardous material (e.g., asbestos) or correction of any hazardous condition on the ordering activity’s premises that affects Avaya’s performance of services. Services may be delayed by Avaya while the ordering activity removes or corrects any hazardous condition, with no liability, cost, or penalty to Avaya.
   - Customer Delays – If the delivery or installation of products is delayed for more than thirty (30) calendar days due to the fault of the ordering activity or its contractors, Avaya may commence billing, effective the scheduled delivery or installation date.
   - Refer to SIN 54151S for more complex implementations.

b. Installation, Deinstallation, Reinstallation
The Davis-Bacon Act (40 U.S.C 276a-276a-7) provides that contracts in excess of $2000 to which the United States of the District of Columbia is a party for construction, alteration, or repair
(including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building of public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2000, then the requirements of the Davis-Bacon Act apply.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

If prevailing wages should apply, the labor rates may be increased accordingly.

c. Operating and Maintenance Manuals

Avaya shall furnish the ordering activity one copy of any user manual relating to the equipment being installed/purchased, where normally provided.

5. Inspection/Acceptance

a. Avaya Installed Equipment

Equipment must operate in accordance with manufacturer’s published specifications. The ordering activity should give Avaya a written notice of acceptance or rejection within thirty (30) calendar days following the in-service date. “In-Service Date” means the date on which Avaya notifies ordering activity that the Avaya-installed products are installed in good working order in accordance with applicable documentation. The absence of an official written notice shall mean that acceptance has occurred.

b. Customer Installed/Drop Shipped Equipment

Acceptance shall occur on the date of delivery of the product to the ordering activity.

6. Title and Risk of Loss

a. Title. Title to Avaya equipment delivered under this contract shall pass to the ordering activity on the date of acceptance.

b. Risk of Loss. Risk of loss or damage to the supplies provided under this contract shall remain with the Avaya until, and shall pass to the ordering activity upon:

(i) Delivery of the supplies to the carrier, if transportation is f.o.b. origin; or

(ii) Delivery of the supplies to the ordering activity at the destination specified in the contract if transportation is f.o.b. destination.

7. Warranty

a. Warranty. Avaya warrants to ordering activity that during the applicable warranty period, the product will conform to and operate in accordance with the applicable documentation in all material respects. To the extent that Avaya performs installation services with respect to its products, Avaya
warrants that those installation services will be carried out in a professional and workmanlike manner by qualified personnel.

b. **Warranty Period.** Unless a different period is specified in the applicable order, the warranty periods for products and installation services are as follows:

(1) **Hardware:** twelve (12) months, beginning on the In-Service Date for Avaya-installed Hardware and on the delivery date for all other hardware;

(2) **Installation Services:** thirty (30) days from the performance of the applicable installation services.

c. **Remedies.**

(1) **Products.** If the product is not in conformance with the warranty above and Avaya receives from ordering activity during the applicable warranty period a written notice describing in reasonable detail how the product failed to be in conformance, Avaya at its option will: i) repair or replace the product to achieve conformance and return the product to ordering activity; or ii) refund to ordering activity the applicable fees upon return of the non-conforming product to Avaya. Replacement hardware may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent and will be furnished only on an exchange basis. Returned hardware that has been replaced by Avaya will become Avaya’s property. Replacement products are warranted as above for the remainder of the original applicable product warranty period.

(2) **Installation Services.** To the extent that Avaya has not performed installation services in conformance with the above warranty, and Avaya receives notice from ordering activity identifying the non-conformance within thirty (30) days of its occurrence, Avaya will re-perform the non-conforming installation services. If Avaya determines the re-performance is not commercially reasonable, Avaya will refund to ordering activity the fees for the con-conforming installation services.

(3) **Sole Remedy.** THESE REMEDIES WILL BE ORDERING ACTIVITY’S SOLE AND EXCLUSIVE REMEDIES AND WILL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES ORDERING ACTIVITY MAY HAVE AGAINST AVAYA WITH RESPECT TO THE NONCONFORMANCE OF PRODUCTS.

d. **Warranty Procedures.** Products subject to a warranty claim must be returned to Avaya in accordance with Avaya’s instructions, accompanied by evidence satisfactory to Avaya that the products remain entitled to warranty protection.

If a product is returned within the applicable warranty period subject to a valid warranty claim, Avaya will not charge for any repair, replacement, error identification or correction, or return shipment of the non-conforming product. If Avaya determines that the product was operating in conformance with its applicable warranty, Avaya may charge ordering activity for error identification or correction efforts, repair, replacement and shipment costs at Avaya’s then current rates.

8. **Warranty Exclusions**

a. **Warranty Exclusions.** The warranties provided in Paragraph 7 do not extend to any damages, malfunctions, or non-conformities caused by:

(i) Ordering activity’s use of products in violation of the license granted by Avaya to the ordering activity or in a manner inconsistent with the product documentation;

(ii) Use of non-Avaya furnished equipment, software, or facilities with products (except to the extent provided in the product documentation);

(iii) Ordering Activity’s failure to follow Avaya’s installation, operation or maintenance instructions;

(iv) Ordering Activity’s failure to permit Avaya timely access, remote or otherwise, to products;
(v) Failure to implement all new updates to software provided under the Schedule;
(vi) Products that have had their original manufacturer’s serial numbers altered, defaced or deleted; and
(vii) Products that have been serviced or modified by a party other than Avaya or an authorized Avaya reseller.

b. Toll Fraud. Avaya does not warrant that products or services will prevent Toll Fraud. Prevention of Toll Fraud is the responsibility of ordering activity.

c. Force Majeure. Neither party will have liability for delays, failure in performance or damages due to: fire, explosion, power failures, pest damage, lightning or power surges, strikes or labor disputes, water, acts of God, war, civil disturbances, terrorism, acts of civil or military authorities, inability to secure raw materials, transportation facilities, fuel or energy shortages, performance or availability of communications services or network facilities, or other causes beyond the party’s reasonable control. The foregoing will not apply to payments of fees for products delivered or installed, as applicable, or for services performed.

d. Products from Third Parties. Ordering activity’s decision to acquire or use products from third parties is the ordering activity’s sole responsibility, even if Avaya helps the ordering activity identify, evaluate or select them. AVAYA IS NOT RESPONSIBLE FOR, AND WILL NOT BE LIABLE FOR, THE QUALITY OR PERFORMANCE OF SUCH PRODUCTS OR THEIR SUPPLIERS.

e. Disclaimers. EXCEPT AS PROVIDED IN PARAGRAPHS 7 AND 8, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS OR IMPLIED WARRANTIES OR REPRESENTATIONS WITH RESPECT TO ANY PRODUCTS OR INSTALLATION SERVICES. AVAYA DOES NOT WARRANT THE UNINTERRUPTED OR ERROR FREE OPERATION OF PRODUCTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AVAYA DISCLAIMS ALL WARRANTIES IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

9. Purchase Price for Ordered Equipment
a. The purchase price that the ordering activity will be charged is the purchase price in effect at the time of order placement.
b. Front market prices apply to new systems, upgrades (including software and server migrations) and any add-ons that are included on the same order as the new system or upgrade. Aftermarket prices apply to add-ons that are not included on a new system or upgrade order.

10. Trade-In of Information Technology Equipment
When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding Disposition of Information Technology Excess Personal Property in the Federal Property Management Regulations (FPMR) (41 CFR part 101-43.6), and the policies and procedures on exchange/sale contained in FPMR (41 CFR part 101-46).

11. Change Control Date
The “Change Control Date” (CCD), when applicable, is mutually agreed upon and is the last date that Avaya will accept changes to the products ordered for delivery on the delivery date or for installation on the In-
Service Date. Changes to the original order received by Avaya prior to the CCD must be approved in writing by both parties. Changes received and accepted by Avaya after the CCD will be treated as separate orders and will be delivered after the delivery date or installed after the In-Service date. The CCD for subsequently placed orders for modifications or additions will be the date Avaya accepts that order.

12. Limitations of Liability

a. The total aggregate liability of either party for each and all claims arising out of or in connection with the agreement will not exceed an amount equal to the total amount of all fees paid or payable under the agreement in the twelve (12) month period immediately preceding the date of the event giving rise to the claim. The limitations of liability in this paragraph will apply to any damages, however caused, and on any theory of liability, whether for breach of contract, tort (including, but not limited to, negligence), or otherwise, and regardless of whether the limited remedies available to the parties fail of their essential purpose. However, they will not apply in cases of willful misconduct, personal injury or breaches of Avaya's license restrictions.

b. The limitations of liability in this paragraph also will apply to any liability of directors, officers, employees, agents and suppliers. The limitations of aggregate liability will not apply to contractual indemnification obligations provided in the agreement.

13. New Material

Only new equipment, excluding repair or replacement parts, will be provided to the ordering activity. Repair or replacement parts may be new, remanufactured, or refurbished, and are warranted as new.

14. Responsibilities of the Contractor

Avaya shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.
Terms and Conditions Applicable to Office Computer and Machine Repair and Maintenance (After expiration of Warranty provisions and/or when required service is not covered by Warranty provisions) (Special Item Number 811212)

1. Service Areas
   The service areas covered by this contract are the 48 contiguous states and the District of Columbia. Service in Alaska, Hawaii, Puerto Rico, the U.S. Territories and overseas U.S. Government Installations are for selected products only.

2. Maintenance Order
   a. Ordering activities may use written orders, EDI orders, credit card orders, or BPAs for ordering maintenance in accordance with the terms of this contract. Avaya shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item 811212). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by Avaya as prescribed by this paragraph, the order shall be considered to be confirmed by Avaya.
   
   b. Avaya shall honor orders for maintenance for periods of four years or less, depending on the platform consistent with its standard commercial maintenance coverage. Maintenance service shall commence on a mutually agreed to date, which will be written into the maintenance order. Orders for maintenance service shall not extend beyond the end of the contract period.
   
   c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by Avaya; such notice to become effective thirty (30) calendar days from the date of the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
   
   d. Annual Funding. When annually appropriated fiscal funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
   
   e. Cross-year Funding Within Contract Period. Where an ordering activity’s specific appropriation authority provides for a 12-month contract period which may cross fiscal years, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period (despite the intervening fiscal year ending).
   
   f. Ordering activities should notify Avaya in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.
3. Repair Service and Repair Parts Orders

a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b. When a repair is ordered, Avaya will dispatch the appropriate number of technicians to perform the repair service, after the ordering activity agrees and issues an order for the billable repairs.

4. Loss or Damage

When the contractor removes equipment to his establishment for repairs, the contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity's installation, until the equipment is returned to such installation.

5. Scope

a. Based on the type of coverage selected by the ordering activity (see Item 9. Types of Coverage), Avaya shall provide maintenance for all Supported Products listed herein as requested by the ordering activity during the contract term. “Supported Products” are hardware identified in the order. Repair service and repair parts shall apply exclusively to the equipment types/models within the scope of this Schedule.

Maintenance service will be for an initial term of one (1) year in accordance with the option selected by the ordering activity.

b. Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment may be subject to inspection by the contractor at the applicable Per Incident Maintenance rate listed in the price list.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the contractor, if the equipment is under Avaya’s guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment is not under Avaya’s responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 811212 (or outside the scope of this contract).

c. Maintenance work requested to be performed at a time or in a manner beyond the coverage selected by the ordering activity, or maintenance work required as result of an action or condition listed in Paragraph 11, may be provided subject to additional charges outside the scope of this contract.

d. If the ordering activity subsequently purchases products from Avaya that are similar to the products covered by an existing maintenance order, and co-locates said products, or requests certification or connection of equipment, upon expiration of any applicable warranty, the co-located products will also be covered by the maintenance order. This will be exercised through the issuance of a new order and will be subject to the then current monthly maintenance charges for said equipment. The period of maintenance for such equipment shall be coterminous with the period of maintenance for the existing equipment. All similar equipment purchased initially or subsequently must be covered by the same maintenance agreement terms and conditions.
e. Replacement hardware provided as part of maintenance services may be new, factory reconditioned, refurbished, remanufactured or functionally equivalent and will be furnished only on an exchange basis. Returned hardware that has been replaced by Avaya will become Avaya’s property.

f. Certification allows for the inspection of Avaya hardware products and Avaya-supported products in order to ensure that they meet all Avaya environmental and technical specifications prior to issuing a maintenance order or adding equipment to a maintenance order. The applicable Per Incident Maintenance rate may apply.

Certification is required when one of the following criteria is met:

1. Avaya did not install equipment not classified as customer installable.
2. Avaya previously installed the equipment and the warranty or the maintenance had elapsed for more than ninety (90) days.

6. Responsibilities of the Ordering Activity

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is covered by a service agreement, unless agreed to by Avaya.

b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired. In the event that the ordering activity does not permit access to the equipment, Avaya shall not be responsible for maintenance or repair of the equipment and will not be liable for such failure. Additional charges may be applicable.

c. Ordering activity will notify Avaya in advance before relocating or removing products covered by an Avaya warranty or maintenance order. Additional charges may apply, if applicable, to cover services provided as a result of relocated or removed products.

d. The ordering activity must install or arrange for the installation of a remote access methodology for systems/devices that support remote access no later than the delivery date of the Avaya-installed systems/devices or prior to the commencement of support in all other situations. Remote access is made possible with a traditional phone line for modem-equipped products or through an Avaya-approved VPN access solution. The line number or IP address must be provided to Avaya as soon as it is available. This modem line or VPN must remain available to provide remote access on a 24x7 basis or there may be degradation to the service and support you receive from Avaya. Avaya’s support obligations are contingent on the provision of remote access. If remote access is not granted by the ordering activity, Avaya may not be able to provide services and will not be liable for such failure. Additional charges may be applicable.

7. Responsibilities of the Contractor

Within service areas, the response time for the repair service request shall be in accordance with the standard commercial response time, depending on service areas and service agreement coverage.

For equipment not covered by a maintenance agreement or warranty, Avaya’s repair service personnel shall respond after notification by the ordering activity that service is required, provided Avaya accepts the order.

8. Liability for Injury or Damage

Avaya shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by Avaya unless such injury or damage is due to the fault or negligence of Avaya.
9. **Types of Coverage**

The following are descriptions of maintenance service offerings for Avaya and selected non-Avaya products.

a. **FULL MAINTENANCE COVERAGE (Hardware and Software Coverage)**

Full Maintenance Coverage offers the ordering activity the most comprehensive coverage to protect their communications system investment and maximize system uptime. Full Maintenance is available as either 8x5 or 24x7 as described below.

(1) **The Full Maintenance 8x5 Coverage** option is available during Standard Business Hours, 8 a.m. to 5 p.m., in the time zone of the covered products, Monday through Friday, excluding Avaya and Government holidays.

Coverage includes remote telephone support, remote diagnostics, troubleshooting, problem resolution, software maintenance updates/fixes, on-site parts replacement (if the covered product includes hardware), and any on-site support Avaya deems necessary to resolve a fault. Requests for support outside the Standard Business Hours may be accommodated at Avaya’s option and the applicable Per Incident Maintenance rate. The response objective for failures which materially affect the operation of the system (Major Failures) is within two (2) business hours from receipt of the trouble report on the DEFINITY and Communication Manager switch located within a certain major metropolitan area and four (4) business hours from receipt of the trouble report for all other major failures. The response objective for failures that are not included in the definition of a Major Failure (Minor Failures) is the next business day provided that this work will be performed between 8 a.m. to 5 p.m. Monday through Friday, excluding Avaya and Government holidays.

(2) **The Full Maintenance 24x7 Coverage** option offers the benefits of Full Maintenance 8x5. In addition the four (4) hour response objective for major failures is extended to twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year.

Note: The Avaya standard service description document that describes the deliverables for Full Maintenance Coverage in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service description document and the Schedule terms and conditions, the Schedule terms and conditions apply.

b. **PARTS PLUS REMOTE SUPPORT (Hardware and Software Coverage)**

Parts Plus Remote Support is available as either 8x5 in the time zone of the covered products or 24x7. 8x5 coverage includes:

(1) Remote telephone support, diagnostics, troubleshooting, problem resolution, software maintenance updates/fixes. Helpline support is limited to 8:00 a.m. to 5:00 p.m. in the time zone of the covered products. Helpline requests provided after 5:00 p.m. are subject to availability, and will be billed at the applicable Per Incident Maintenance rate.

(2) Around-the-clock access to remote maintenance assistance, documentation, and other information via web-enabled case-based reasoning tools on [http://avaya.com/support](http://avaya.com/support) (or other website designated by Avaya).

(3) Advance replacement by mail of any covered part Avaya determines to be inoperative. This support is available only during the hours of 8:00 a.m. to 5:00 p.m. in the time zone of the covered products.

The 24x7 coverage option extends the benefits of the Parts Plus Remote Support 8x5 coverage to twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year for Major Failures.
Parts Plus Remote coverage does not include any on-site support, and/or on-site parts replacement and it is the ordering activity’s responsibility to secure any critical on-site spare parts, as well as on-site technical expertise. If Avaya determines on-site intervention is needed, Avaya will refer the trouble resolution to the ordering activity’s designated and trained on-site maintenance representative. Any additional troubleshooting time required of Avaya will be at the applicable Per Incident Maintenance rate.

Note: The Avaya standard service description document that describes the deliverables for Parts Plus Remote Support in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service description document and the Schedule terms and conditions, the Schedule terms and conditions apply.

c. REMOTE ONLY COVERAGE (Hardware and Software Coverage)

Remote Only Coverage is available as either 8x5 or 24x7.

The 8x5 coverage option includes:

1. Remote telephone support, diagnostics, troubleshooting, problem resolution, software maintenance updates/fixes. Helpline support is limited to 8:00 a.m. to 5:00 p.m. in the time zone of the covered products. Helpline requests provided after 5:00 p.m. are subject to availability, and will be billed at the applicable Per Incident Maintenance rate.

2. Around-the-clock access to remote maintenance assistance, documentation, and other information via web-enabled case-based reasoning tools on http://avaya.com/support (or other website designated by Avaya).

The 24x7 coverage option extends the benefit of the Remote Only Support 8x5 coverage to twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year for Major Failures.

Note: The Avaya standard service description document that describes the deliverables for Remote Only Coverage in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service description document and the Schedule terms and conditions, the Schedule terms and conditions apply.

d. HARDWARE SUPPORT/MAINTENANCE (Hardware Only Coverage)

In order to be eligible to purchase Avaya Hardware Support/Maintenance, the ordering activity must have an active Avaya Software Support order. Refer to SIN 511210/54151 for information pertaining to the purchase of Software Support.

Hardware Support/Maintenance will commence on the In-Service Date of the Supported Product. “In-Service Date” means the date on which Avaya notifies ordering activity that the Avaya-installed products are installed in good working order in accordance with applicable documentation. The coverage described herein is applicable to supported products and only if the ordering activity has Software Support or Software Support Plus Upgrades coverage.

Hardware Support/Maintenance includes remote telephone support, remote diagnostics, troubleshooting, problem resolution and hardware firmware updates/fixes – none of which are included under warranty. Warranty generally guarantees that the hardware will work in accordance with specifications. In the event that the product does not operate in accordance with specifications, Avaya will generally repair, replace or refund the affected product.

Hardware Support/Maintenance is available in three (3) levels of support as described below.

1. Remote Hardware Support, 24x7. Remote Hardware Support, 24x7, includes troubleshooting, access to helpline support and access to product correction notices (PCNs) and updates.
(2) **Remote Hardware Support with Advanced Parts Replacement, 24x7.** In addition to the benefits included in Remote Hardware Support, Remote Hardware Support with Advanced Parts Replacement, 24x7, provides for advance replacement by mail of any covered part Avaya determines to be inoperable. This includes advance parts for PCNs and updates, but does not include system hardware upgrades that may be required. The ordering activity must follow the procedure outlined below to receive advance parts.

- **(i)** Contact the local Avaya Support Center for replacement of faulty component/device during Standard Business Hours. If Avaya determines the component/device to be inoperative, a replacement will be shipped to arrive with U.S. next business day.

- **(ii)** Receive and replace the field-replaceable component/device.

- **(iii)** Ship the faulty component/device to be received by Avaya within thirty (30) business days of receipt of replacement component/device, using industry-standard material handling processes (including the use of electrostatic Discharge or ESD preventive measures and protective packaging provided by Avaya for products being returned prepaid to Avaya) and the return procedures provided. (The ordering activity can also ship the faulty device through a logistics service provider if applicable and which may vary by geographic locations.) The ordering activity may be charged for the replacement device if Avaya does not receive the faulty part within this time frame.

- **(iv)** Certain minor materials, such as internal cabling, fans, fan assemblies, transformers, embedded operating system software, power supplies, fuses and firmware may not be independently replaceable. In these circumstances, Avaya may require and will send the larger component to be replaced rather than the minor material.

(3) **On-site Hardware Maintenance, 8x5 or 24x7.** There are two options for on-site hardware maintenance: 8x5 or 24x7. Both options provide for the benefits described in Remote Hardware Support with Advance Parts Replacement, 24x7. Under both on-site options, if a fault cannot be resolved remotely, and Avaya determines on-site intervention is required, Avaya will dispatch Avaya's field technical resources or designated resource, including engineering support consistent with the applicable Avaya response objective. The response objective for failures which materially affect the operation of the system (Major Failures) is within two (2) business hours from receipt of the trouble report on the DEFINITY and Communication Manager switch located within a certain major metropolitan area. This response is available during the hours of 8:00 a.m. to 5:00 p.m. in the time zone of the covered products, Monday through Friday, excluding Avaya and Government holidays. The response time for Major Failures for ordering activity sites located outside the major metropolitan area, for non-Avaya labeled and all other products is four (4) business hours from receipt of the trouble report. The response objective for failures that are not included in the definition of a Major Failure (Minor Failures) is the next business day provided that this work will be performed between 8 a.m. to 5 p.m. Monday through Friday, excluding Avaya and Government holidays.

Note: The Avaya standard service description document that describes the deliverables for Hardware Support/Maintenance in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service description document and the Schedule terms and conditions, the Schedule terms and conditions apply.

10. Other Service Offerings

Listed below are several of the available service offerings. A complete list of all available service offerings is included in the price list.

a. Dedicated Technician
Dedicated Technician service is available to ordering activities that have Full Maintenance Coverage. This service offer provides a certified expert who is trained and managed by Avaya, but reports directly to the ordering activity and works at the ordering activity’s location, to maintain the vital communications solution – whether it is voice, converged voice and data or data only. Dedicated Technician service offer(s) and its associated charge(s) are specified in the price list.

b. Enhanced Remote Services (ERS)

The ERS service allows ordering activities to select enhancements to their Full Maintenance Coverage order. The ordering activity may select one or a combination of enhancements based on its own preferences and needs. Enhancements include Single Point of Contact, Agency, Agency with Off Board Alarming, Off Board Alarming Only and Voice Network Engineering. ERS service offer(s) and its associated charge(s) is specified in the price list.

c. Maintenance Per Incident (MPI) Support

Avaya provides ordering activities with Maintenance Per Incident Support on a per-call basis if the ordering activity has a maintenance agreement or when ordering activities require assistance outside the coverage terms of their service order or warranty. Maintenance Per Incident Support services are available for help line, administration, diagnostics, and on-site service support. Support is extended to all products supported by Avaya. Maintenance Per Incident Support offers and associated charges are specified in the price list.

d. Moves, Adds and Changes (MACs)

Avaya offers remote and on-site move, add, change and delete services for software, hardware or a network component. On-site services may be purchased at an hourly rate, a daily rate or block of hours. MAC service offer(s) and its associated charge(s) are specified in the price list.

e. Maintenance ASSIST

Maintenance ASSIST responds to the needs of ordering activities that purchase Avaya systems and applications but choose not to purchase Full Maintenance Coverage. Coverage includes access to the Avaya Support Website, Maintenance Software Permissions (MSPs) and Per Incident Maintenance Support at the applicable Per Incident Maintenance rate. This offer does not include support for adjuncts or terminals. Maintenance ASSIST ordering activities may request remote and/or on-site support. All on-site requests for Maintenance ASSIST activities receive the non-service agreement response objectives. Maintenance ASSIST service offer(s) and its associated charge(s) is specified in the price list.

11. Work Not Covered

a. Maintenance required to repair damages, malfunctions, or service failures caused by the following are not covered:

(1) Actions of non-Avaya personnel
(2) Failure to follow Avaya installation, operation or maintenance instructions, including your failure to permit Avaya remote access to your equipment
(3) Attachment of non-Avaya equipment to the products
(4) Failure of products not maintained by Avaya
(5) Abuse, misuse, or negligent acts by the ordering activity
(6) Fire, explosion, pest damage, power failures, power surges, lightning, strike or labor dispute, water, acts of God, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, inability to secure raw materials, transportation facilities, fuel or energy
shortages, acts or omissions of communications carriers, unauthorized use of products, or other causes beyond Avaya’s control whether or not similar to the foregoing.

Avaya may agree to perform maintenance services in such instances on a Per Incident basis.

b. AVAYA DOES NOT WARRANT THAT THE PRODUCTS WILL PREVENT, AND AVAYA WILL NOT BE RESPONSIBLE FOR UNAUTHORIZED USE (OR CHARGES FOR SUCH USE) OF COMMON CARRIER TELECOMMUNICATION SERVICES OR FACILITIES ACCESSED THROUGH OR CONNECTED TO PRODUCTS.

12. Rate Provisions

a. MAINTENANCE SERVICE AGREEMENT PRICING

(1) Price list rates are *monthly rates* per unit, to be multiplied by the total number of months in the term for the total offer price per unit. Example: Price list rate of $1.00/unit would be $12.00/unit for a 1-year term, $36.00/unit for a 3-year term and $60.00/unit for a 5-year term.

(2) Utility-based Maintenance Pricing

(i) Utility-based maintenance pricing ("Utility") applies to certain system types. Utility-based maintenance pricing includes both hardware and software except as noted below. Utility is calculated at a system level, using the "per-x" (i.e., per port, per agent, per mailbox) utility rate multiplied by the actual utility count obtained from the system. See the Utility-based Maintenance Price Table, at the end of this section 811212, for the utility rates for each system type. All other products, excluding "Adders", covered under a Utility quote or order, whichever is applicable, (i.e., data products, CRM software, small/medium telephony systems, peripheral products, UPS, paging systems, video) are priced at a component-based level. Component-based prices are listed in the Schedule Price List.

"Adders" are defined as optional hardware/software components that are part of the Avaya system. Adders carry an additional price to the base utility price for that product. See the Utility-based Maintenance Price Table at the end of this section 811212 for adder utility rates.

On certain Avaya products at or above a specific product release, software support is separately priced from hardware maintenance. On these releases, a "per-x" hardware utility rate requires the additional purchase of software support. The utility rate for hardware maintenance is included in the Utility-based Maintenance Price Table. Refer to SIN 511210/54151 for information pertaining to the purchase of software support.

Utility-based maintenance pricing applies to the Avaya system. Consequently, if/when products are added to the system, these products will not carry their own independent warranty. Rather, they will carry the same warranty that was purchased for the Avaya system. As a result, the maintenance services ordered under the utility-based maintenance pricing and the associated billing may commence, in some cases, during the Avaya product warranty period.

(ii) Obtaining the utility counts:

Either at the time of quote and/or at the time of annual true up, the utility counts are based on the applicable system measurement.

Remote connectivity is the preferred method for obtaining utility counts. In cases where access is prohibited, the ordering activity agrees to generate specific reports for these products. Three options are available for obtaining utility counts.

- **Expert System Access (remote)** - Systems where remote access connectivity exists (i.e., dedicated INADS line), Avaya Expert Systems requires no additional steps.
• **On Demand Polling** - This method utilizes remote access connectivity to gain the required measurements through a pre-arranged temporary connection.

• **Manual Gathering** – This method involves manual gathering of specific system reports. The manual gathering is usually performed by the ordering activity and submitted to Avaya to compile the necessary measurements.

If Avaya is unable to obtain the utility counts by one of these three (3) methods, Avaya will not be liable for any inaccuracies in utility counts. Additional charges may be applicable if the ordering activity subsequently requests Avaya to inventory and correct utility counts.

(3) **Component-based Maintenance Pricing**

Component-based maintenance pricing is applicable to all Avaya products not covered by utility-based maintenance pricing. The component-based maintenance is priced on a per-component basis. Available component-based prices are listed in the price list.

(4) The component-based maintenance prices published in the price list or in the Utility-based maintenance price table located at the end of this section (SIN 811212) are the base maintenance prices. Uplift/discount factors may apply to the base maintenance price depending on the level of service required (i.e., Full coverage 8X5, 24X7, Remote Only Support 24x7). The uplift/discount factors are Avaya’s then-current factors at time of quote/order. Contact your Avaya account representative for a configured maintenance price quotation (or contact the Avaya Customer Care Center at 800-492-6769).

(5) Should the ordering activity require maintenance outside their coverage hours or beyond the terms of their service, then additional charges will apply.

(6) If applicable, charges for travel and living will be invoiced in accordance with the Federal Travel Regulations.

b. **REPAIR SERVICE AND REPAIR PARTS**

(1) Per Incident charges as specified in the price list are dependent upon the type of equipment.

(2) If applicable, charges for travel and living will be invoiced in accordance with the Federal Travel Regulations.

(3) Multiple Machines. When repairs are ordered by an ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

(4) Repair or replacement parts used in connection with remedial maintenance and repair to existing equipment or systems at Per Incident rates may be new, remanufactured, or refurbished, which are warranted as new. Dependent upon the warranty and or maintenance coverage, there may or may not be a charge for replacements parts. All parts will be warranted for a period to co-terminate with the warranty period of items serviced, and in accordance with the applicable warranty term in 33411, or the maintenance option selected in 811212.

13. **Support Advantage (Hardware and Software Coverage)**

a. **ESSENTIAL SUPPORT COVERAGE**
Essential Support coverage provides reactive 24x7 remote software and hardware support, access to service packs and access to web services for all eligible Supported Products and is the minimum coverage required to receive Avaya support on those eligible Supported Products.

**Essential Support is not offered as an option for any Supported Products with a Major Release launching on or after August 10, 2015.**

1. **Remote Software and Hardware Support**
   The ordering activity has 24x7 around-the-clock access to an Avaya Service Center via the website (http://support.avaya.com) or telephone to request software and (where applicable) hardware support or to raise questions about product configuration or general usability.

   Avaya may require that only Avaya-authorized End Customer contacts are eligible to request support, verify the identity of End Customer contacts requesting support and limit the number of authorized contacts. Avaya’s remote support, including all electronic and telephone communications, is provided in the English language.

   For all Supported Products under Essential Support, Avaya will use commercially reasonable efforts to commence support on the ordering activity’s request for remote support according to the following table:

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<tr>
<th>Severity 1*</th>
<th>Severity 2*</th>
<th>Severity 3 &amp; 4*</th>
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<tbody>
<tr>
<td>Within one (1) hour</td>
<td>Within two (2) hours</td>
<td>Within Standard Business Hours</td>
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   *Severity levels are defined as follows:
   - **Severity 1 - Outage Service Request:** A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. **NOTE:** requires customer to commit to 24x7 dedicated resource until restoration/workaround.
   - **Severity 2 - Severe Business Impact Service Request:** Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm’s ability to deliver goods or services. Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. **NOTE:** requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.
   - **Severity 3 - Business Impact Service Request:** Significant degradation to the system’s operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.
   - **Severity 4 - Non-Service Impact Service Request:** A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.

   Upon receipt of a service request, Avaya will perform:
   - Troubleshooting and diagnostics via telephone or on-demand remote connection
   - Isolation and resolution of all reproducible problems
   - Identification and resolution of any inconsistencies or errors in Avaya product documentation.

2. **Web Services**
   The End Customer has access to web-based services available at http://support.avaya.com. Detailed instructions for access and use of each web service are posted on the support website. Avaya may require that only Avaya-authorized End Customer contacts are eligible to access the support website and may also limit the number of authorized contacts.

3. **Minor Software and Firmware Updates and Service Packs**
The End Customer has access to Product Correction Updates ("Update") issued by Avaya. An Update can be a Product Correction Notice (PCN), minor software or firmware update or service pack. Avaya will notify the End Customer via http://support.avaya.com of any Avaya-recommended Updates. Updates will be issued as End Customer, remote or technician installable and with a classification of 1, 2, or 3 depending on the product, level of severity and complexity.

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<tr>
<th>Class 1</th>
<th>Class 2</th>
<th>Class 3</th>
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<tbody>
<tr>
<td>End Customer installable Update</td>
<td>End Customer installs</td>
<td>End Customer installs</td>
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<tr>
<td>Remote installable Update</td>
<td>Avaya installs</td>
<td>Avaya installs</td>
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<tr>
<td>Technician installable Update</td>
<td>End Customer or Avaya installs during coverage hours when Support Advantage Onsite Support is purchased</td>
<td>End Customer or Avaya installs during coverage hours when Support Advantage Onsite Support is purchased</td>
</tr>
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</table>

- The End Customer must register for Avaya E-Notifications in order to receive Updates.
- The End Customer may contact Avaya at no additional charge with general questions about End Customer-installable Updates.
- At the End Customer's request, Avaya will remotely perform the installation of an End Customer-installable Update, subject to the End Customer's express approval of time and material charges using Avaya's then current Maintenance Per Incident rates. Maintenance Per Incident charges also apply to any End Customer installable Update required to complete an open Avaya service request.
- Certain Avaya remote installable Updates may require the insertion of End Customer provided media in a local drive at the End Customer's location, and that activity will be the End Customer's responsibility.
- System backups are the End Customer's responsibility and Avaya's installation of an Update does not include any system backup.
- In most circumstances, updating to the latest Minor Release and/or Update version of a product will be required before application of any additional Updates to address a problem.
- Support does not include software or hardware upgrades. If the Update requires a software or hardware upgrade, Avaya will provide the Customer with a separate cost estimate prior to performing any such upgrade.

(4) Maintenance Software Permissions (MSPs) and DADMIN Logins

Maintenance Software Permissions (MSPs) and DADMIN logins are applicable only to all Avaya Aura® Communication Manager (CM) Releases, including earlier versions such as DEFINITY®, G3V4 – R7 and G3V3.

MSPs provide the technological ability to execute certain on demand maintenance commands to a customer that is logged into an Avaya PBX system using a username and password.
reserved for customers (called a “Customer Login”). In this way, MSPs provide support services capabilities used to respond to some alarms and to aid in identifying and resolving problems with a system.

Customers may have access to MSPs, at no charge. One way to request MSPs is through Avaya’s MSP Activation page (https://support.avaya.com/MSPActivation).

For all Avaya PBXs sold before May 2008, including CM 4 and earlier releases, both the customer that purchased the PBX and any agent acting on its behalf – including an unauthorized maintenance provider (“UMP”) or independent service provider (“ISP”) – may use MSPs at no charge.

Customers that purchased Avaya PBXs since May 2008, including CM 5.0 and later releases, also have access to MSPs at no charge, but such customers might breach their contracts with Avaya by allowing an UMP or ISP (or any other agent that is not authorized by Avaya) to use the on-demand maintenance commands enabled by MSPs.

The DADMIN login was developed for and is licensed only to Avaya’s authorized channel partners, subject to customer approval and Avaya authorization. The DADMIN login provides the partner with support services capabilities. DADMIN logins may be used only by authorized partners in accordance with the applicable Avaya license terms. DADMIN logins are not transferable or assignable, and they are not to be provided to customers or any unauthorized third parties.

Three other levels of Avaya Logins also exist – CRAFT, INADS and INIT – but these logins are reserved for the exclusive use of Avaya associates. UMPs do not have a license or permission from Avaya to use CRAFT, INADS, INIT or DADMIN logins.

For additional information about MSPs or DADMIN logins, please refer to Avaya’s Intellectual Property Policy for Customers and Partners.

(5) Support Limitations for Essential Support

- For Supported Products that are not configured in accordance with Avaya’s documentation, including published guidelines for technical compatibility and connectivity to non-Avaya products, Avaya has the right to restrict its diagnostic and/or corrective procedures to those problems that originate entirely within such Supported Products and do not arise out of or in connection with non-documented configurations and/or the Supported Products’ interoperation with any other non-Avaya products.

- Support is limited to unaltered versions of the Supported Products and to problems that are reproducible in that version of the Supported Product when operating in a standard operating environment (“Standard Operating Environment”).

- In the event that no trouble is found after putting the altered Supported Product into a Standard Operating Environment, the ordering activity may be charged time and material charges using Avaya’s then-current Maintenance Per Incident rates for Avaya’s efforts to troubleshoot the problem.

- Corrections to certain problems may only be available through a more current release of software or through a documentation update.

- Trouble isolation and fault management associated with the installation of Updates will be limited to correcting faults for a Standard Operating Environment.

- Support does not cover customized system features or reports created by the Customer or third parties. Any bug fixing or system re-configuration(s) that Avaya must perform to clear a trouble resulting from the Customer’s configuration changes are not included in
the scope of this Service Description. If Avaya determines that a problem is due to the Customer’s or a third party’s application, then resolution and diagnostic fees may be charged at Avaya’s then current Maintenance Per Incident rates.

- Avaya will not be held responsible for any loss due to the use of its products in a nonstandard operating environment.

b. PREFERRED SUPPORT COVERAGE

If the Ordering Activity purchases Preferred Support, coverage includes all of the services included in Essential Support in addition to the Preferred Support services described in this section.

For all new major software releases that become Generally Available beginning with Aura R8, Preferred Support includes the Upgrade Advantage entitlements (see Section c below upgrade advantage coverage). For all major software releases that were Generally Available prior to Aura R8, Upgrade Advantage is a separately orderable offer.

Preferred Support coverage provides proactive remote support for all eligible Supported Products that offer this capability.

(1) Proactive Remote Software and Hardware Support

For all Supported Products under Preferred Support, Avaya will use commercially reasonable efforts to commence support on an ordering Activity request for remote support submitted to an Avaya Service Center via telephone or website according to the following table.

<table>
<thead>
<tr>
<th>Requests submitted via website</th>
<th>Severity 1*</th>
<th>Severity 2*</th>
<th>Severity 3 &amp; 4*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests submitted via telephone</td>
<td>Within one (1) hour</td>
<td>Within two (2) hours</td>
<td>Within Standard Business Hours</td>
</tr>
</tbody>
</table>

*See definition for Severity levels in Essential Support Coverage

- Avaya will provide 24x7 around-the-clock monitoring by Avaya EXPERT SystemsSM Diagnostic Tools where applicable, to detect system-generated alarms.
  - EXPERT SystemsSM will diagnose and attempt to resolve system-generated alarms.
  - Unresolved alarms will automatically be routed to an Avaya Engineer for troubleshooting and diagnostics.
- In the event of unresolved major alarms (assigned as a Severity 2 Service Request) detected and referred by EXPERT Systems, Avaya will use commercially reasonable efforts to commence support within two (2) hours.
- Unresolved minor alarms (assigned as a Severity 3 Service Request) detected and referred by EXPERT Systems will be worked during Standard Business Hours.
- The Customer may register to receive Avaya case status alerts for resolved and unresolved alarms.
- The Customer may use the Manage Alarms tool to block the creation of product alarm cases for a Sold To location and (optionally) for a specific product that supports this feature.
(2) Exclusions from Essential and Preferred Support

The following exclusions apply to Essential and Preferred Support coverage:

- Onsite support. If the ordering activity’s requirements necessitate an on-site technician, Avaya will dispatch a field technician to the ordering activity’s site (where geographically available) subject to the ordering activity’s express approval of time and material charges using Avaya’s then current Maintenance Per Incident rates, where available and appropriate.

- Parts or advanced parts replacement.

- Any customized system features, configuration changes or reports.

- The capture of off-board alarms for trunk interfaces (Essential Support only).

- Interfacing directly with the ordering activity’s network carrier or service provider (Preferred Support only).

- Support for the Secure Access Policy Server software beyond general usability questions.

- Implementation, installation, and customization services that may be required and that may be provided by Avaya at an additional cost.

- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Supported Products.

- Customization of, or labor to install, a software application on the hardware.

- Media or hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer’s installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the ordering activity or the ordering activity-authorized party modified the product in any manner, shall not be covered.

- Services and all troubleshooting support not directly attributable to a fault in Supported Products (including faults in the ordering activity’s own network or the public network).

- Services that cannot be provided due to the ordering activity’s failure to fulfill the ordering activity responsibilities detailed in the Service Description.

Note: The Avaya Service Description document that describes the deliverables and requirements for the Essential and Preferred Support options and Upgrade Advantage in more detail is available upon request. The Service Description document current at time of order placement applies. In the event of a conflict between the Service Description and Schedule terms and conditions, the Schedule terms and conditions apply.

c. UPGRADE ADVANTAGE COVERAGE

Upgrade Advantage is available when Support Advantage Essential or Preferred Support coverage is in effect.

(Upgrade Advantage is priced and billed separately from Support Advantage with these exceptions:

a. All new major software releases that become Generally Available beginning with Aura R8, wherein Upgrade Advantage is included in the Support Advantage offer;

b. Communications as a Service (CaaS) solutions, such as UCaaS (Unified Communications as a Service) and CCaaS (Contact Center as a Service), wherein Support Advantage, Upgrade Advantage, and the license are included in a single price;

c. Products licensed as a Subscription, wherein Support Advantage, Upgrade Advantage, and the license are included in a single price.)
• When the Ordering Activity purchases Upgrade Advantage, it enables them to upgrade their Avaya provided software user/session licenses to the latest Major Release, if and when available. Upgrade Advantage covers the application software user/session licenses but does not cover any infrastructure or operating environment software that may be necessary.

• Upgrade Advantage is only available on Avaya’s then most current Major Release and is not available on prior Major Releases. Ordering Activity recasting from a Software Support + Upgrade to a Support Advantage agreement that did not upgrade during the agreement term are eligible for Upgrade Advantage. Ordering Activity may also retain their Upgrade Advantage coverage, at then current terms and conditions, when renewing a current Support Advantage + Upgrade Advantage agreement.

• Under the Upgrade Advantage option, the ordering activity may register at http://support.avaya.com to receive notices when new Major Releases of Avaya-provided software become commercially available.

• During the term of the Upgrade Advantage subscription, the ordering activity:
  o Must maintain active Essential or Preferred Support coverage,
  o Will have access to the features and functions of each new Major Release at no additional charge beyond the Upgrade Advantage support contract fee,
  o Will receive instructions on how to download each new Major Release, where applicable.

• All associated Upgrades of Major Releases must be scheduled and implemented during the coverage term of the Upgrade Advantage support contract.

• Avaya will not require the ordering activity to upgrade their software unless Avaya has advised the ordering activity that corrections to certain problems may only be available through a more current release of software.

• Billing for the Upgrade Advantage option will occur even if the ordering activity fails to exercise Upgrade rights before the end of the Upgrade Advantage coverage term.

1. Products Requiring Upgrade Advantage Attach

• Upgrade Advantage is required to be purchased on the following products regardless of Major Release date:
  o Applications supporting the Fabric Networking solutions. Upgrade Advantage is not required, nor applicable, to any hardware within the Fabric Networking solution, as the operating system is an inherent part of the solution.
  o Customer Service Editions (CSE).
  o Workforce Optimization (WFO).

• Upgrade Advantage is included in:
  o Communications as a Service (CaaS) solutions, such as UCaaS (Unified Communications as a Service), CCaaS (Contact Center as a Service), xCaas (Unified Communications, Contact Center and Video as a Service) and the new Avaya Enterprise Cloud; xCaas offerings;
  o SA Preferred for all major releases that become Generally Available beginning with Aura R8.

Upgrade Advantage must be renewed when Support Advantage support is renewed, and it may not be renewed at any other time.
When a Support Advantage support is terminated or expires and is not renewed, Upgrade Advantage is terminated or expires at the same time. It is not possible to terminate Upgrade Advantage on active Support Advantage support.

(2) Exclusions from Upgrade Advantage

The Upgrade Advantage option only applies when upgrading a covered software product from one Major Release to a subsequent Major Release. It does not include:

- Design support, installation, professional services or other service charges.
- Any provisioning of the software.
- Any and all equipment costs.
- Upgrading of components located in an ordering Activity “crash kit” or maintenance spared equipment.
- Hardware changes required to comply with minimum vintage requirements.
- Project Management costs.
- Upgrades to any and all adjunct software applications.
- New feature functionality or capacity requirements associated with additional software licensing.
- Migration of software application to a new or different hardware or software/operating system platform.

d. PARTS COVERAGE

Ordering activities must purchase Essential Support or Preferred Support before purchasing the Parts option. Where geographically available the ordering activity may elect from the following levels of Parts coverage:

- **Parts, Next Business Day**
- **Parts, 8x5x4**
- **Parts, 24x7x4**

Avaya will use commercially reasonable efforts to arrange shipment of an advance replacement part according to the following chart.

<table>
<thead>
<tr>
<th>Parts Coverage</th>
<th>Next Business Day</th>
<th>8x5x4*</th>
<th>24x7x4*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Component</td>
<td>If the request is received before 5:00 p.m. local site time during Standard Business Hours, the replacement part is shipped to arrive the following business day.</td>
<td>If the request is received before 1:00 p.m. local site time during Standard Business Hours, the replacement part is shipped to arrive within four (4) Standard Business Hours.</td>
<td>If the request is received any time of day, the replacement part is shipped to arrive within four (4) hours.</td>
</tr>
<tr>
<td></td>
<td>If the request is received after 5:00 p.m. local site time during Standard Business Hours, the replacement part is shipped to arrive in two (2) business days.</td>
<td>If the request is received after 1:00 p.m. local site time during Standard Business Hours but before 5:00 p.m., the replacement part is shipped to arrive no earlier than the following business day.</td>
<td>If the request is received before 5:00 p.m. local site time during Standard Business Hours but delivery within four (4) hours is not requested, the replacement part is shipped to arrive no earlier than the following business day.</td>
</tr>
<tr>
<td></td>
<td>If the request is received before 5:00 p.m. local site time during Standard Business Hours, the replacement part is shipped to arrive the following business day.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
If the request is received after 5:00 p.m. local site time during Standard Business Hours, the replacement part is shipped to arrive in two (2) business days or later if a different delivery date is requested.

* Critical Components are shipped to arrive within four (4) hours when submitted as a Severity 1 or Severity 2 Service Request.

(1) Exclusions from Parts Coverage
The following exclusions apply to Parts coverage:

- Advance replacement of terminals unless the ordering activity has purchased the Terminal Replacement coverage option that is priced and billed separately.
- Media or Hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer’s installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the ordering activity or the ordering activity’s authorized party modified the product in any manner, shall not be covered.
- Furnishing of accessories or the replacement of consumable parts, such as, but not limited to: headsets, remote controls (TV & video), printer ribbons, back-up tapes or other blank media, wall brackets, rack mounting and other hardware kits, face plates, bezels, blank panels, designation strips, technical documentation, labels, removable media or other accessories is not covered.
  - Uninterruptible power supply and direct current batteries are not covered outside of the U.S.
  - Wireless batteries are not considered major components of the various Wireless solutions supported by Avaya. Batteries are considered a consumable product and replacements must be purchased.
- Onsite support.
- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to Supported Products.
- Services that cannot be provided due to the ordering activity’s failure to fulfill the ordering activity responsibilities detailed in the ordering activity responsibilities section of the Service Description.

(2) Support Limitations for Parts Coverage
- For eligibility under the Parts, 8x5x4 and Parts, 7x24x4 coverage options, the Supported Products must be installed and located within 100 driving miles from an Avaya parts stocking location (list located at http://support.avaya.com/support_advantage).
- Advanced replacement for parts, end users or sites that require an individual export license are contingent upon obtaining the applicable license and permits.
- International shipments require customs clearance procedures that may delay scheduled delivery of the advance replacement part.
- Shipment of the advance replacement part will be scheduled using generally available, standard shipping services and does not include premium shipping or transportation services to guarantee arrival date or time for a single shipment.
- Replacement of Avaya-licensed software:
  - Defective software media will be replaced at no charge. Avaya will replace only the number of copies originally provided to the ordering activity.
o The ordering activity will maintain control of the original software media including creation of backup copies.

- Avaya will provide instructions available at [http://support.avaya.com](http://support.avaya.com) where the ordering activity’s designated representative can download software and make backup copies of the originally licensed software if it is a currently supported release and if replacement at no charge is allowed by the software license.

- If the lost release is not currently supported and the ordering activity has not purchased the Upgrade Advantage option, the ordering activity must pay for an upgrade to the currently supported release.

- Replacement of media may be subject to additional charges.

e. **TERMINAL REPLACEMENT**

Terminal Replacement is available when Parts or Onsite Support coverage is in effect. This option is priced and billed separately. Terminal replacement provides an option for the ordering activity to purchase an add-on service for the advance replacement of Avaya terminals.

This service provides advance replacement of any covered terminal ordering activity or Avaya determines to be inoperative. Advance replacement of the Avaya terminals will be provided per the terms and procedures described in the Parts Coverage section of the Service Description.

f. **ONSITE SUPPORT COVERAGE**

Onsite Support coverage provides onsite technical support. Ordering activities must purchase Essential Support or Preferred Support before purchasing Onsite Support. Where geographically available the ordering activity may elect from the following levels of coverage:

- **Onsite Support 8x5** – Onsite technician support is provided during Standard Business Hours.

- **Onsite Support 24x7** – Onsite technician support is provided twenty-four (24) hours per day, seven (7) days per week for Severity 1 and Severity 2 failures and during Standard Business Hours for all other onsite support.

(1) Onsite Support coverage includes the following services:

- If Avaya determines a fault cannot be resolved remotely and onsite intervention is required, Avaya will dispatch Avaya’s field technical resources or designated resource to return the Supported Product to operational condition, including replacement parts as necessary.

- Installation of technician-installable Updates (a Product Correction Notice (PCN), minor software or firmware update or service pack), according to the following chart.

<table>
<thead>
<tr>
<th>Type of Coverage</th>
<th>Onsite Support 8x5</th>
<th>Onsite Support 24x7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 1 and 2 Updates</td>
<td>During Standard Business Hours*</td>
<td>24 hours per day, 7 days per week</td>
</tr>
<tr>
<td>Class 3 Updates</td>
<td>During Standard Business Hours*</td>
<td>During Standard Business Hours*</td>
</tr>
</tbody>
</table>

*Updates will be installed after Standard Business Hours upon ordering activity request and subject to the ordering activity’s express approval of time and materials charges using Avaya’s then current Maintenance Per Incident rates.

- Other Onsite Support that is mutually agreed and scheduled.
Once Avaya determines a fault cannot be resolved remotely and onsite intervention is required, Avaya will use commercially reasonable efforts to dispatch and coordinate the scheduled arrival time for the Avaya field technical resource or designated resource:

- Within four (4) hours for a Severity 1 or 2 request
- If the ordering activity has purchased 24x7 Onsite Support, the scheduled arrival time will be based on site access and availability of the ordering activity’s authorized representative.
- If the ordering activity has purchased 8x5 Onsite Support, Avaya will provide out of hours support for a Severity 1 or 2 request upon ordering activity request and subject to the ordering activity’s express approval of time and materials charges using Avaya’s then current Maintenance Per Incident rates.

- Within two (2) Standard Business Hours for a Severity 1 or 2 request if the site is located within a certain major metropolitan area and only for eligible Supported Products (i.e., Communication Manager).
- By close of the next business day during Standard Business Hours for a Severity 3 request.
- As mutually agreed during Standard Business Hours for any other onsite support.

(2) Exclusions from Onsite Support Coverage

The following exclusions apply to Onsite Support:

- Remaining onsite outside of Coverage Hours or after resolution of a problem in the Supported Products.
- Providing standby service, such as the ordering activity requesting field technicians to be present on the ordering activity’s premises during electrical power shutdowns, disaster recovery tests, or special events.
- Trouble isolation and fault management associated with the installation of Updates other than to correcting faults for a Standard Operating Environment.
- Advance replacement of terminals unless the ordering activity has purchased the Terminal Replacement coverage option that is priced and billed separately.
- Replacement of parts that are consumables, accessories or minor materials.
- Customized system features or reports created by the ordering activity or third parties. If Avaya determines that a problem is due to the ordering activity’s or a third party’s custom application, then resolution and diagnostic fees may be charged at Avaya’s then current Maintenance Per Incident rates.
- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to Supported Products or terminal replacement.
- Customization of, or labor to install, a software application on the Supported Product.
- Services and all support not directly attributable to a fault in Supported Products (including faults in the ordering activity’s own network or the public network).
- Services that cannot be provided due to the ordering activity’s failure to fulfill the ordering activity’s responsibilities detailed in the ordering activity Responsibilities section of this Service Description.

Note: The Avaya Service Description document that describes the requirements and deliverables for the Onsite Support option in more detail is available upon request. The Service Description document current at time of order placement applies. In the event of a conflict between the Service Description and Schedule terms and conditions, the Schedule terms and conditions apply.

g. ADVANCED SERVICES COVERAGE OPTIONS
The Advanced Services coverage options included in this section are for Avaya software and hardware products ("Supported Products"). The ordering activity may purchase the Advanced Services coverage options only if the Supported Products are receiving Avaya Support Advantage coverage as indicated below.

(1) Advanced Services available with either Avaya Support Advantage Essential or Preferred Support:

- Client Service Manager
- Product Correction Support
- Software Release Maintenance

(2) Advanced Services available with Avaya Support Advantage Preferred Support:

- Agency
- Enhanced Monitoring
- Remote Backup Administration
- Single Point of Contact

Avaya reserves the right to add or delete eligible Supported Products as its sole discretion. Each coverage option is priced and billed separately. The Avaya Service Description document provides details of the Advanced Services coverage options and is available upon request.

h. ADVANCED SERVICES LOCAL ADVANTAGE SUPPORT COVERAGE

(1) Local Advantage Support Coverage

- Local Advantage is an Advanced Services option available as an add-on to a customer’s Avaya support coverage. It is an incrementally paid for "Advanced Service" and is represented as a separate contract line item along with a customer’s Utility or Support Advantage coverage. It is not available for customers under SSI coverage. After the purchase of Local Advantage coverage, support will be provided on the customer’s Avaya switch, terminals, and applications including call management, voice response, and messaging systems, which are covered under an Avaya Service Agreement.

- Local Advantage coverage is provided to customers by responding to their Avaya product maintenance related support with personalized service front ended by a designated team of U.S. Citizens, resources who have routine and current background investigations updated every three years and Government issued security clearances when required.

  o 9 Panel Drug Screen, Criminal Conviction Felony and Misdemeanor Search, Global Sanctions and Enforcement Check, I-9 Employment Eligibility and E-Verify
  o If a U.S. Government issued Security Clearance is required in the customers support model, the fees associated with obtaining the clearance is not included in the Local Advantage offer and is the customer’s responsibility and will be billed accordingly.

Note: The Avaya standard service description document that describes the deliverables for Local Advantage Support Coverage in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service description document and the Schedule terms and conditions, the Schedule terms and conditions apply.
Note: On occasion, the US Remote Technical Engineers may need to collaborate with additional support Engineers that may not be US Citizens. In cases of this nature, the U.S. Remote Technical Engineers will be the primary connection point into the network and will collaborate as necessary.

- Local Advantage includes the following service elements:
  - U.S. Based Remote Technical Engineers and Onsite Field Technician Resources
  - Service Incident Management
  - Service Incident Coordination
  - Field Technician Dispatch Coordination
  - Access to Tier II, III & IV Remote Technical Support

(2) Local Advantage Service Element Descriptions

- U.S. Based Remote Technical Engineers and Onsite Field Technical Resources

Customers who purchase Local Advantage will receive Maintenance Day 2 support from Avaya Remote Technical Engineers and Field Technician resources who are U.S. Citizens and additionally complete the Background Screening Program. This pertains to the Avaya associates who would perform Maintenance Day 2 support and not include Avaya associates in roles such as Sales Account Manager, Sales Engineers, Orders Entry and Facilitation Associates, Avaya Client Services Operational Staff, or Avaya Client Services Supervisors.

For covered International locations, Remote Technical Engineer support for International locations is included. Local Advantage does not include support for a customer’s international locations under onsite coverage to be delivered by U.S. Citizen Field Technician support but by standard in country Field Technician resources.

- Service Incident Management

Through the Avaya Support Website (ASW) customers receive the support they need for both major and minor service request support facilitated by the Local Advantage designated team. Avaya provides the highest levels of system and voice network expertise with a designated team of Tier II and Tier III Remote Technical Engineers to handle remote maintenance for Local Advantage customers.

Local Advantage customers receive case management on minor and major trouble reports as follows:

  - Business Impact (Severity 3) and Non-Service Impact (Severity 4) Minor Service Incidents - Local Advantage does not include proactive case management or customer notification regarding Business Impact or Non-Service Impact Service Incidents. Business Impact and Non-Service Impact Service Incidents are defined in the customer’s service agreement and the appendix within this document. To open new cases or to receive status of existing cases for minor troubles, customers should go to the Avaya customer support web site which is available 7x24 at http://support.avaya.com/. With support for minor service incidents, the Avaya support team will follow instructions in special handling notes, which have been mutually approved by Avaya and the Local Advantage customer for support of minor troubles.
• Upon any customer contact for minor troubles the customer will be assisted in finding status on troubles through the Avaya Support Website. Through the Avaya Support Website a customer can sign up to receive proactive case status alerts and updates that will keep them posted as their incident is resolved.
  • Dispatch Information
  • Escalation Information
  • Closure information
• On all minor DS1 Alarms which are not cleared by EXPERT SystemsSM, or the switch, for customers under Support Advantage Preferred the customer contact will be notified and informed of the following if they sign up to receive case status alerts:

  ▪ Outage (Formerly Severity 1) and Severe Business Impact (Formerly Severity 2) Major Service Incidents - Customers will be notified proactively via email to the primary contact in Siebel by the Local Advantage Remote Technical Engineers team of all Outage and Severe Business Impact Service Incidents defined as major troubles, which are not cleared by EXPERT SystemsSM. Outage and Severe Business Impact Major Services Incidents are defined in the customer's service agreement and the appendix within this document. The Technician or Engineer will determine with the customer the most effective way to handle each Major Service Incident. Through the designated Local Advantage team or case status alerts for ASW:
    ▪ The customer contact will be notified upon receipt of not cleared major trouble.
    ▪ The customer contact will be notified upon completion of remote diagnostics.
    ▪ The customer contact will be notified with each change in status such as:
      ▪ Trouble dispatched
      ▪ Tier 3 or 4 escalation
      ▪ Equipment to be ordered
      ▪ Remote commitment time to be changed*
      ▪ Remote commitment missed*
      ▪ Remote closure*

*Troubles which are referred for dispatch will be marked by field support.

If a customer has a need to open a new service request for a major service incident not identified by the Local Advantage team, or they would like to see status of a current service request for a major service incident, customers can go to the Avaya Support Website which is available 7x24 at http://support.avaya.com/.

If a customer would like to contact the Local Advantage Remote Technical Engineer team directly for support of a major service incident, they can also call directly Avaya’s toll free number and they will be routed accordingly to the designated Local Advantage team. However, customers are encouraged to use the Avaya Support Website and sign up for proactive Case Status Alerts that will keep the customer posted as the trouble ticket moves through the necessary steps to resolution.

The Customer has access to web-based services available at http://support.avaya.com/. Detailed instructions for access and use of each web service are posted on the support
website. Avaya may require that only Avaya authorized Customer contacts are eligible to access the support website and may also limit the number of authorized contacts. Web services include:

**Avaya E-Notifications** – Register and receive proactive notifications via email anytime new and modified product documentation and downloads are posted on the support website. These announcements include Product Correction Notices, Security Advisories, End of Sale Notices, Services Support Notices and User Guides.

**Case Status Alerts** – Register for proactive email or text message alerts on the status of an Avaya service request.

- **Service Incident Coordination**

Local Advantage customers benefit from coordination of service incidents across Avaya organizations and platforms. The designated Avaya Remote Technical Engineer resources supporting Local Advantage customers partner with other Avaya groups such as Tier IV, Network Integration Center (NIC), Regional Services Engineers (RSE), Avaya Professional Services, Data Services and the Field Services Organization on the customer’s behalf to provide unified service.

If the support required resolving a customer’s minor or major service incident outside of the immediate team of Local Advantage delivery resources, then the Local Advantage delivery resources will own the case coordination and manage the point of connectivity by the additional Avaya resources.

- **Field Technician Dispatch Coordination**

When an onsite Avaya Field Technician visit is required, EXPERT Systems Intelligent Dispatch recommends the parts and repair strategy needed to clear the trouble on the first visit. The designated team of Avaya Remote Technical Engineer resources supporting Local Advantage customers will refer and case manage required dispatches into the Field Services Organization. This strategy helps customers maximize system uptime. If onsite coverage is not in place, time and material charges will apply.

For onsite dispatches within the continental United States, Avaya Field Technician personnel will meet the requirements set forth in the Local Advantage offer. For onsite Field Technician dispatches in support of International locations, local internationally based Field Technician resources will be used who may not be U.S. citizens.

- **Access to Avaya Tier II, III and IV Remote Technical Support**

Local Advantage customers have a designated pool of Avaya Remote Technical Engineer resources that provide case management at the Tier II and III level. When additional help is needed, escalation through Tier IV expertise is immediate. This designated team shares knowledge and expedites trouble coordination and resolution. Tier III engineers will coordinate and case manage Avaya Tier IV and Labs Maintenance Requests.

(3) **Exclusions from Local Advantage Support**

Local Advantage support does not include the following:
• Maintenance trouble shooting or maintenance referrals for customer’s LAN/WAN networks
• Local Advantage team will not be in receipt of Customer’s SNMP Alarms.
• Onsite support by U.S. citizens for international locations under onsite coverage

(4) General Local Advantage Information

• Site Requirements
  Avaya support coverage is mandatory. The supported sites and products must be covered at a minimum by a current Avaya Maintenance Agreement that includes monitoring like Support Advantage Preferred. For customers that may not allow remote connectivity, special provisions can be considered through the special bids access.

• Delivery Time Table
  On acceptance of the executed and signed Customer Service Agreement Avaya will initiate the steps required to onboard the customer. Typically it takes approximately six weeks to complete customer onboarding for support under the Local Advantage offer to begin.

• True Up
  Avaya may perform true ups to determine if additional Software Licenses have been added to Supported Products and bill for the additional Local Advantage coverage.

i. GENERAL
   (1) Billing and Contract Start Date
       Support will commence and be chargeable as follows:
       • If Avaya sells and installs the Supported Products, support will commence on the date Avaya notifies the ordering activity that the Supported Products are installed according to specifications.
       • If Avaya sells the Supported Products directly, but does not install the Supported Products, support will commence on the earlier of the date when software (i) features are enabled, (ii) is downloaded to the target processor or (iii) physically delivered to the ordering activity premises.

   (2) True Up
       Avaya may perform true ups to determine if additional Software Licenses have been added to Supported Products. Avaya will notify the Ordering Activity of increased licenses and request modification to order to allow for invoicing of the additional licenses going forward.
       For CaaS solutions, Avaya will utilize the CaaS solution capabilities (ex. Avaya Contact Center Control Manager (ACCCM)) to perform monthly peak usage true ups (one month in arrears) to identify Software Licenses in use. This information will be used for monthly Avaya invoicing. Minimal invoicing thresholds apply per the CaaS offers. Reductions in support fees are not permitted except at renewal

   (3) Re-initiation of Lapsed Coverage
       A re-initiation fee will apply to reinstate support when coverage has lapsed. The new support coverage is based on the total number of licenses, servers or gateways (as applicable based on the relevant billing metric) to be covered. The re-initiation fee is a one-time fee based on the Avaya Re-initiation policy. The applicable re-initiation fee is the fee in effect at the time the new coverage is established and will be invoiced and payable with the first billing of the new coverage.
Note: (i) The re-initiation fee is subject to change at any time.
(ii) Re-initiation fees are not discountable.
(iii) Time and Materials (T&M) support is not available if a support contract has lapsed.
(iv) Support and upgrade entitlements are not available the day after the expiration date of the support contract.

(4) Certification
Supported Products that are newly purchased, used or have not been continuously covered by Avaya support are all eligible for coverage; however, certification of the Supported Products may be required. Certification ensures that Supported Products are properly installed and in good working order.

Certification of Supported Products may be required when:
(i) Supported Products classified by Avaya as "not ordering activity-installable" were installed by a party other than Avaya, an authorized Partner or a manufacturer or manufacturer-authorized service provider (for non-Avaya products).
(ii) Avaya support coverage on Supported Products has lapsed for more than ninety (90) days or was never initiated.

Certification is not included in this Service Description and will be charged at Avaya's then current Maintenance Per Incident rates if Supported Products are not added under Support Advantage coverage within 45 days of certification completion. Avaya does not guarantee Supported Products subject to certification will be certified. If Supported Products are found to be ineligible for certification, the ordering activity is responsible for corrections required to make Supported Products eligible. A list of Support Advantage Supported Products is located at http://support.avaya.com/support_advantage.

(5) Coverage Required for Software on a Single Application or Application Bundle
All licenses for a single application on a single server must have the same level of coverage (i.e., Essential Support or Preferred Support). If the ordering activity is found to have varying levels of coverage on the licenses for a single application or for a single server, licenses covered at a lower level of coverage will be brought up to the higher level of coverage and a new order shall be issued for the incremental charge, calculated to be coterminous with existing coverage.

Where licenses for the same application are consumed in a hybrid model (for example: Perpetual and Subscription), ALL licenses must have active coverage and where available, the same level and method of coverage.

Subscription licenses are only available on the most current release and must include Upgrade Advantage. To be able to have both subscription and perpetual licenses in the same application, the perpetual licenses will (i) need to be upgraded to the most current release; (ii) include Upgrade Advantage; and (iii) have the same contract selling model as the Subscription licenses.

(6) Coverage Required for Hardware Components Within the Same System
All Avaya servers and gateways that are part of the same system at the same site must have the same level of coverage (i.e., Parts or Onsite Support). If the ordering activity is found to
Equipment Maintenance and Repair

have varying levels of coverage on servers and gateways that are part of the same system at the same site, the servers or gateways covered at a lower level of coverage will be brought up to the higher level of coverage and a new order shall be issued for the incremental charge, calculated to be coterminous with existing coverage.

(7) Coverage Required for Avaya Integrated Solutions
All Avaya solutions that are integrated with other Avaya solutions (e.g., Communication Manager integrated with Avaya Call Center) can be covered by different levels of Support Advantage coverage but must have the same delivery option (either all Avaya Delivery or all Co-Delivery). All integrated solutions must be covered by at least Essential Support. If the ordering activity is found to have fragmented coverage whereby one application is not covered by at least Essential support, the ordering activity will be notified of the coverage requirements. In the event that coverage is not initiated on the uncovered solution(s) within ninety (90) days of such notification, support on the covered solution will be cancelled and the ordering activity credited for any remaining term. A list of integrated solutions is located at http://support.avaya.com/support_advantage.

(8) Coverage Required for Avaya Independent Products or Applications at Same Site (Essential or Preferred Support)
All Avaya Supported Products at a single location that are not integrated with each other can be covered by different levels of Support Advantage coverage.

(9) Coverage for Avaya Independent Products or Applications at Same Site (Parts or Onsite Support)
All Communication Manager, Modular Messaging and Call Management System Supported Products at a single location can be covered by different levels of Support Advantage hardware coverage. All other Supported Products must be covered by the same level of Support Advantage hardware coverage.

Note: The Avaya Service Description document(s) that describes the requirements and deliverables for the Support Advantage option(s) in more detail is available upon request. The Service Description document current at time of order placement applies. In the event of a conflict between the Service Description and Schedule terms and conditions, the Schedule terms and conditions apply.

14. Avaya Packaged Services General Assumptions

a. Service Description Documents

The Services Description Document (SDD) describes the Packaged Services to be provided by Avaya as well as associated Customer responsibilities for the Packaged Services offerings. The SDD is an attachment to the quote. The SDD serves as the Statement of Work (“SOW”) for the defined Packaged Services covered in each individual SDD and governed by the general assumptions in this section. In the event of a conflict between the SDD, general assumptions and the GSA Schedule, the terms and conditions of the GSA Schedule will control. Unless otherwise defined in the SDD, capitalized terms used in the SDD will have the meanings specified in the GSA Schedule.

b. Assumptions

(1) General
• The completion of Services is based on the parties carrying out their responsibilities in a timely manner as defined in the SDD.
• All documentation and custom-developed materials provided by Avaya will be in Avaya format.
• Unless otherwise stated, Services will be delivered remotely.
• If applicable travel and living expenses will be invoiced in accordance with the Federal Travel Regulations.
• In the case of equipment being replaced by Avaya, Customer is responsible for removal from its premises and disposal of the replaced equipment.
• For interoperability issues that arise during the implementation, Avaya will work with Customer and other vendors to identify the cause of the issues. Once it is established that the issue is not related to Avaya work or components, Customer will be responsible to work with its vendors to identify the cause and work toward resolution.

(2) Technical
• For remotely delivered Services, access through a high-speed Internet connection via Avaya Secure Access Link (SAL) will be required.
• Servers targeted for integration must be attached to a network with no impediments to intercommunication between the devices.
• For Voice over Internet Protocol (VoIP) solutions, Customer network will be ready to support VoIP traffic.
• Avaya will notify Customer in advance of each planned cutover; systems may be unavailable during this time.
• Customer-provided hardware, software, and network must meet minimum Avaya requirements as outlined in the product support documentation available at http://support.avaya.com. Customer may request assistance from its Avaya account team to download this documentation, if necessary.

(3) Environmental
• For physical installations, Customer equipment room shall meet the minimum Avaya environmental requirements as outlined in the product support documentation available at http://support.avaya.com.

(4) Work Hours
• Standard Work Hours: This project has been quoted to include all non-service affecting work performed during standard service hours 08:00 to 17:00 (local time) Monday through Friday, excluding Avaya designated holidays. Unless otherwise stated in the correspondent SDD for the services ordered.

c. General Customer Responsibilities
• Designate a single Customer point of contact for Avaya who will have a thorough understanding of Customer's business requirements and technical environment, and will be able to represent Customer on all business and technical decisions.
• Provide access to the Customer network, facilities and personnel as required for the delivery of the Services of described in the SDD documents.
• Provide resolution of network issues, such as bandwidth, static, call quality, packet loss, jitter, delay, or other impediments.

d. Acceptance Criteria
• At the completion of the services described in the SDD, Avaya will provide Project Completion Notice (PCN) for both Product and Services. Customer will have a thirty (30) calendar day Acceptance Period to sign the PCN or reject it in writing. Absent a signed PCN or a written
rejection notice, the project will be deemed accepted on the 31st day following the date that Avaya issues the PCN.

15. **Invoices and Payment**

a. **Maintenance Service**

   (1) Invoices for maintenance service shall be submitted by Avaya on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

   (2) Payment for maintenance service of less than one month’s duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. **Repair Service and Repair Parts**

   Invoices for repair service and parts shall be submitted by Avaya as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with Paragraph #12, above. **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**
Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 54151S)

1. **Scope**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
   b. Avaya shall provide services at Avaya's and/or at the ordering activity location, as agreed to by Avaya and the ordering activity.

2. **Performance Incentives**
   a. Performance incentives may be agreed upon between Avaya and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by Avaya to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate Avaya. Incentives shall be based on objectively measurable tasks.

3. **Order**
   a. Ordering activities may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Orders issued on or before the expiration of the contract shall be fulfilled through the completion date of such order. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. **Performance of Services**
   a. Avaya shall commence performance of services on the date agreed to by Avaya and the ordering activity.
   b. Avaya agrees to render services only during normal working hours, unless otherwise agreed to by Avaya and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Avaya travel required in the performance of IT Services must comply with the Federal Travel Regulation or joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Avaya travel. Avaya cannot use GSA city pair contracts.
5. **Stop-Work Order (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

1. Cancel the stop-work order; or
2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

1. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. **Inspection of Services**

The inspection of Services-Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986)(Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. **Responsibilities of the Contractor**

Avaya shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. **Responsibilities of the Ordering Activity**

Subject to security regulations, the ordering activity shall permit Avaya access to all facilities and provide general site preparation necessary to perform the requisite IT Services.
9. **Independent Contractor**

All IT Services performed by Avaya under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity, unless specifically provided in writing by the ordering activity.

10. **Organizational Conflicts of Interest**

a. **Definitions.**

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. **To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts.** Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. **Invoices**

Avaya, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. **Payments**

For firm-fixed price orders the ordering activity shall pay Avaya, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II - Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II - Feb 2002) (Deviation – May 2003) applies to labor-hour orders placed under this contract.

13. **Resumes**

Resumes shall be provided to the GSA Contracting Officer or the ordering activity upon request.

14. **Incidental Support Charges**

Incidental support charges are available outside the scope of this contract. The charges will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.
15. Approval of Subcontracts
The ordering activity may require that Avaya receive, from the ordering activity, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. Description of IT Services and Pricing
a. A description of each type of IT Professional Service is specified in the price list.
b. IT Implementation Services apply when an installation requires more than the standard “plug and play”, one-time installation charge. A Statement of Work (SOW) is required for these more complex technical services to insure there is a mutual understanding of the work being performed to complete the Government installation. A description of each type of IT Implementation Service is specified in the price list.
c. The following Job Titles and descriptions apply to Implementation and/or Professional Services SOWs. Contact your local Avaya representative for a SOW price quotation.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Minimum/General Experience</th>
<th>Functional Responsibilities</th>
<th>Minimum Education</th>
<th>Material Code</th>
<th>Hourly Rate</th>
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<tbody>
<tr>
<td>Advanced Solutions Architect</td>
<td>Extensive technical experience across a broad range of contact center (CC) and Unified Communications (UC) technologies.</td>
<td>Performs and oversees the technical design of complex IT-based projects. Leads technical contributions on projects requiring multi-vendor technologies and large complex integrations. Provides directions and resolutions to a diverse range of complex technical problems including but not limited to: 1. Telephony, 2. Messaging, 3. Conferencing, 4. Networking, 5. Call Center Applications (IVR, Outbound dialing, reporting, call center routing, etc.)</td>
<td>Bachelor's degree required, MBA is desired. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience in multiple of these disciplines: SIP multi model contact centers, interactive voice response, predictive dialing, data networking, voice messaging, conferencing, and video. Experience with Avaya, Genesys, Nice, Verint, Nortel, Siemens, and Cisco VOIP communications platforms and Microsoft or IBM communication applications.</td>
<td>244970</td>
<td>$296.22</td>
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<td>Applications Solutions Consultant</td>
<td>Technical competency in the system analysis, development, and implementation of enterprise level contact center (CC) and unified communication (UC) applications</td>
<td>Responsible for formulating and defining system scope and objectives. Develops detailed technical specifications for enterprise level contact center and unified communications applications including but not limited to the following: 1. Interaction Center and CTI applications, 2. Interactive Response, Voice Portal, and Speech applications, 3. Contact Center reporting products (CMS, IQ, BCMR), 4. Proactive Contact (Outbound Dialer) application, 5. Modular Messaging, 6. Meeting Exchange. Designs, codes, tests, debugs, and documents CC and UC applications.</td>
<td>Bachelor's degree required, MBA is desired. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience in multiple of these disciplines: SIP multi model contact centers, interactive voice response, predictive dialing, data networking, voice messaging, conferencing and video. Experience with Avaya, Genesys, Nice, Verint, Nortel, Siemens, and Cisco VOIP communications platforms and Microsoft or IBM communication applications.</td>
<td>244971</td>
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<td>Call Center Consultant</td>
<td>Demonstrated proficiency with implementing new contact center operations, upgrades of existing contact centers, performance evaluations of existing contact center designs and provide training to call center management.</td>
<td>Responsible for the design, and development of basic, complex and advance contact center environments. Provides resolutions to a diverse range of technical problems covering call flow (call center) optimization, call center reporting, vector designs, agent skills, etc. Provides Contact Center Training consisting of Basic to Advanced Contact Center implementation, end user reporting analysis and consultation, as well as Agent Application training.</td>
<td>Bachelor's degree, preferably in Industrial Engineering or equivalent experience. ACACN Certification. Completion of various contact center technology courses including but not limited to: 1. CMS Supervisor Administration, 2. System Administration for Call Center and System Call Vectoring courses.</td>
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<td>CIS Regional Services Engineer</td>
<td>Extensive technical experience across a broad range of contact center (CC) and Unified Communications (UC) technologies.</td>
<td>Supports the Implementation and Maintenance of complex IT-based projects. Provides directions, design, validation, consultation and resolutions to a diverse range of complex technical installations and maintenance including but not limited to: Telephony, Messaging, Conferencing, Networking, Call Center Applications (IVR Outbound dialing, reporting, call center routing, etc.)</td>
<td>Bachelor's degree required, MBA is desired. 5+ years experience in voice communications including in depth understanding of IP Telephony. Demonstrated experience in multiple of these disciplines: SIP multi model contact centers, interactive voice response</td>
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<td>Communications Manager (CM) Integrator</td>
<td>Demonstrate proficiency and knowledge of software applications and features, and administrative tools required to implement Avaya based solutions that include System Configuration, Voice Messaging, Digital and IP Networking, Networking and Adjunct Applications, Advanced Routing and Programming, IP Telephony.</td>
<td>Responsible for remote integration support of Avaya Communication Manager product. Supports the highly complex end user installations, configurations, upgrades and migrations through system configuration and set up, problem isolation, verification, resolution and documentation. Conducts System Hand Off review post installation.</td>
<td>Bachelor's degree in Engineering or Computer Science or equivalent experience. ACACN Certification. ACSCI Certification. Avaya Certified Specialist. Communications Design certification. (ACSCD). Other Industry recognized certifications.</td>
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<td>Implementation Services Instructor</td>
<td>Demonstrated proficiency and knowledge of software applications and features, and administrative tools required to manage Avaya products.</td>
<td>Responsible for providing customers product and application knowledge via instructor-led sessions, computer-based training or Web instruction.</td>
<td>Bachelor's degree in Engineering or Computer Science or equivalent experience. ACACN Certification. ACSCI Certification. Avaya Certified Specialist. Communications Design certification. (ACSCD). Other Industry recognized certifications.</td>
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<td>Implementation Services Remote Upgrade Engineer</td>
<td>Demonstrate proficiency with administrative tools and applications required to implement Avaya-based solutions that included: - System Configuration - Voice Messaging - Digital and IP trunking - Networking and Adjunct applications - Advanced Routing and Programming - IP Telephony</td>
<td>Responsible for remote integration support of Avaya Communications Manager products. Remotely support upgrades and migrations through system configuration, set up, and testing.</td>
<td>Bachelor's degree in Engineering, Computer Science, or equivalent experience. ACACN Certification, ACSCI Certification, Avaya Certified Specialist Communications Design Certification (ACSCD), Other Industry recognized certifications as required (i.e. Microsoft).</td>
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<td>Implementation Services Software Associate</td>
<td>Demonstrate proficiency with administrative tools and applications required to implement Avaya based solutions that include: - Stations Translations - Voicemail boxes. - Button Templates. - Data Gathering.</td>
<td>Responsible for the configuration of station configuration and features. Supports the installation and programming of sets and set features. Conducts data gathering and station reviews as required.</td>
<td>Bachelor's degree in Engineering or Computer Science or equivalent experience. ACACN Certification. ACSCI Certification. Avaya Certified Specialist. Communications Design certification. (ACSCD). Other Industry recognized certifications.</td>
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<td>Implementation Services Technician</td>
<td>Demonstrate proficiency in the installation of hardware and software applications with administrative tools and applications required to implement Avaya based solutions that include: - Hardware Installation - System Configuration - Cross Connects and Patching - Digital and IP Trunking - Networking and Adjunct Applications - Paging systems - IP Telephony and VOIP Applications - Station Terminals</td>
<td>Responsible for the complete onsite physical hardware and/or software installation of a new or upgraded solution, as well as the placement, testing, and verification of system operation</td>
<td>Bachelor's degree in Engineering, Computer Science, or equivalent experience. ACACN Certification, ACSCI Certification, Avaya Certified Specialist Communications Design Certification (ACSCD), Other Industry recognized certifications as required (i.e. Microsoft).</td>
<td>185347</td>
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<td>Integrated Management Consultant</td>
<td>Strong technical skills in IP telephony, network design and analysis including experience in troubleshooting problems.</td>
<td>Responsible for providing integration support of converged voice and data networks. Support includes the problem isolation, verification, resolution of complex end-user installations, configurations, and upgrades/migrations. The consultant supports the following enterprise level products including but not limited to: 1. Avaya Integrated Manager. 2. Avaya SSG, VPN, CCS, IP Telephony. 3. Third party products including Juniper, Extreme, etc.</td>
<td>BS degree in Engineering or equivalent experience. Requires Avaya and industry standard certifications.</td>
<td>244973</td>
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<td>Mid Market Contact Center Consultant</td>
<td>Technical competency in a variety of contact center applications but not limited to multi-media call center, outbound dialing.</td>
<td>Responsible for the design, implementation, and support of mid-market contact center products. (Contact Center Express and Customer Interaction Express). This position will also provide customer training on how to use and troubleshoot the equipment.</td>
<td>ACACN Certification, Bachelor's degree in Engineering or Computer Science or equivalent experience</td>
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<td>Program Manager</td>
<td>Demonstrated proficiency with administrative tools including MS Project; Experience with consistently successful integration of multi-site Avaya and non-Avaya based solutions with other vendor products and applications.</td>
<td>Oversees GLOBAL and complex integration projects including installations or systems additions. Provides total project leadership and is directly accountable for the project team's performance. Responsible for the planning activities to define milestones, reserve resources, coordination with multiple vendors/services providers, coordinating project activities, resource scheduling, contractual compliance, and customer satisfaction.</td>
<td>Bachelor's degree in Business or equivalent experience preferred. Completion of basic technical courses supporting the type of technology to be managed. Project Management (PMP) Certification (Awarded by the Project Mgt Institute - PMI)</td>
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<td>Strategic Communications Consultant</td>
<td>Experience across a broad range of technologies and best practices in voice, data, convergence and customer relationship management</td>
<td>Provides business operations and/or analytical support required to define a technology solution and implementation strategies that meet a business need.</td>
<td>Bachelor's degree required, MBA is highly desired At least 7 years of experience with specific responsibilities in one of the following areas: 1. Senior level telecommunications or call center consulting experience with a major consulting firm or IT vendor. 2. Experience in leading projects with Fortune 500 corporations in the areas of cost takeout, contact center optimization, carrier negotiation, telecom expense management, or business process optimization 3. Deployed and managed Cisco, Avaya, or Nortel IP Telephony 4. Previously accountable for the productivity of the call center or business unit served by the contact center 5. Demonstrated thought leadership in the area of business processes, contact centers, or communications</td>
<td>244969</td>
<td>$296.22</td>
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</table>
## Technical Project Manager

**Minimum/General Experience:** Demonstrated proficiency with project management tools including MS Project

**Responsibilities:**
- Responsible for the overall project plan, budget, structure, schedule and staffing requirements.
- Manages the integration of company products and/or systems at customer sites including but not limited to:
  1. Contact Center products.
  2. Unified Communications Products.
  3. Mid-Market Products.

**Minimum Education:**
- Avaya Certified Associate (ACA) Certification in Communications Networking and Implementation.
- Master's Certificate in Project Management.
- Completion of basic technical courses supporting the type of technology to be managed including design analysis and implementation planning for IP Telephony and related messaging and Call Center Adjuncts.

**Material Code:** 244967

**Hourly Rate:** $222.17

## Technical Systems Integrator

**Minimum/General Experience:** Demonstrated proficiency in the successful implementation of Avaya based solutions

**Responsibilities:**
- Evaluates and analyzes network performance to propose design and configuration requirements to meet the performance requirements of a converged network.
- Responsible for the remote or onsite implementation and integration support of Avaya products including but not limited to the following:
  1. Interaction Center and CTI applications.
  3. Contact Center reporting products (CMS, IQ, BCMR).
  4. Proactive Contact (Outbound Dialer).
  5. Meeting Exchange.
  6. Applications Enablement Services (AES).

**Minimum Education:**
- Masters in Science desired, Bachelor's degree preferred in CS or Engineering.
- Avaya and industry certifications are required.

**Material Code:** 244976

**Hourly Rate:** $222.17

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**Travel and Lodging:**

Travel and Lodging is charged in accordance with Federal Travel Regulations.
Terms and Conditions Applicable to Software Licenses
(Special Item Number 511210) and Software Maintenance
Services (Special Item Number 54151)

1. License Terms and Restrictions
   a. License. Avaya grants the ordering activity a non-sublicensable, nontransferable and nonexclusive license to use software and documentation provided under this contract and for which applicable fees have been paid at the indicated capacity and feature levels and within the scope of the applicable license types (described elsewhere in this contract) for ordering activity’s internal business purposes and at the locations where the software was initially installed. Except for the limited license rights expressly granted in this contract, Avaya reserves all rights, title and interest in and to the software and documentation and any modifications to it. “Documentation” means Avaya information manuals containing operating instructions and performance specifications that Avaya generally makes available to users of its products and delivers to ordering activity with the Products. Documentation does not include marketing materials.
   b. License Restrictions. To the extent permissible under applicable law, ordering activity agrees not to (i) decompile, disassemble, or reverse engineer the software; (ii) alter, modify or create any derivative works based on the software or documentation; (iii) merge the software with any other software other than as expressly set forth in the documentation; (iv) use, copy, sell, sublicense, lease, rent, loan, assign, convey or otherwise transfer the software or documentation except as expressly authorized; (v) distribute, disclose or allow use of the software or documentation, in any format, through any timesharing service, service bureau, network or by any other means; or (vi) permit or encourage any third party to do so.
   c. Backup Copies. Ordering activity may create a reasonable number of archival and backup copies of the software and documentation provided all proprietary rights, notices, names and logos are duplicated on all copies.
   d. License Compliance. At Avaya’s request and upon reasonable prior written notice, Avaya will have the right to inspect ordering activity’s compliance with these software license terms. Such inspection activities will conform with the ordering activities’ security policies.

2. Limited Software Warranty
   a. Warranty. Avaya warrants to ordering activity that during the warranty period, the software (or “product”) will conform to and operate in accordance with the applicable Documentation in all material respects. To the extent that Avaya performs installation services with respect to its software, Avaya warrants that those installation services will be carried out in a professional and workmanlike manner by qualified personnel.
   b. Warranty Period. Unless a different period is specified in the applicable order, the warranty periods for products and installation services are as follows:
      (1) Software: ninety (90) days, beginning on the In-Service Date for Avaya-installed software and on the Delivery Date for all other software;
      (2) Installation Services: thirty (30) days from the performance of the applicable installation services.
   c. Warranty Procedures. For software warranty claims, the ordering activity must provide Avaya with information in sufficient detail to enable Avaya to reproduce and analyze the failure and must provide remote access to the affected products.
d. Remedies.

(1) **Software.** If the software is not in conformance with the warranty above and Avaya receives from ordering activity during the applicable warranty period a written notice describing in reasonable detail how the software failed to be in conformance, Avaya at its option will: (i) repair or replace the product to achieve conformance and return the product to ordering activity; (ii) provide during the warranty period access to on-line software patches and access to self-help website; or (iii) refund to ordering activity the applicable fees upon return of the non-conforming product to Avaya. Replacement software is warranted as above for the remainder of the original applicable software warranty period.

(2) **Software Services.** To the extent that Avaya has not performed installation services in conformance with the above warranty, and Avaya receives notice from ordering activity identifying the non-conformance within thirty (30) days of its occurrence, Avaya will re-perform the non-conforming installation services. If Avaya determines the re-performance is not commercially reasonable, Avaya will refund to ordering activity the fees for the non-conforming installation services.

(3) **Sole Remedy.** THESE REMEDIES WILL BE ORDERING ACTIVITY’S SOLE AND EXCLUSIVE REMEDIES AND WILL BE IN LIEU OF ANY OTHER RIGHTS OR REMEDIES ORDERING ACTIVITY MAY HAVE AGAINST AVAYA WITH RESPECT TO THE NONCONFORMANCE OF PRODUCTS.

3. Warranty Exclusions and Disclaimers

a. **Exclusions.** The warranties provided in Paragraph 2 do not extend to any damages, malfunctions, or non-conformities caused by:

(1) Ordering activity’s use of products in violation of the license granted by Avaya to the ordering activity or in a manner inconsistent with the documentation;

(2) Use of non-Avaya furnished equipment, software, or facilities with products (except to the extent provided in the product documentation);

(3) Ordering activity’s failure to follow Avaya’s installation, operation or maintenance instructions;

(4) Ordering activity’s failure to permit Avaya timely access, remote or otherwise, to products;

(5) Failure to implement all new updates to software provided under the Schedule;

(6) Products that have had their original manufacturer’s serial numbers altered, defaced or deleted; and

(7) Products that have been serviced or modified by a party other than Avaya or an authorized Avaya reseller.

b. **Toll Fraud.** Avaya does not warrant that products or services will prevent Toll Fraud. Prevention of Toll Fraud is the responsibility or ordering activity.

c. **Force Majeure.** Neither party will have liability for delays, failure in performance or damages due to: fire, explosion, power failures, pest damage, lightning or power surges, strikes or labor disputes, water, acts of God, war, civil disturbances, terrorism, acts of civil or military authorities, inability to secure raw materials, transportation facilities, fuel or energy shortages, performance or availability of communications services or network facilities, or other causes beyond the party’s reasonable control. The foregoing will not apply to payments of fees for products delivered or installed, as applicable, or for services performed.

d. **Products from Third Parties.** Ordering activity’s decision to acquire or use products from third parties is the ordering activity’s sole responsibility, even if Avaya helps the ordering activity identify,
evaluate or select them. AVAYA IS NOT RESPONSIBLE FOR, AND WILL NOT BE LIABLE FOR, THE QUALITY OR PERFORMANCE OF SUCH PRODUCTS OR THEIR SUPPLIERS.

e. **Disclaimers.** EXCEPT AS PROVIDED IN PARAGRAPHS 2 AND 3, NEITHER AVAYA NOR ITS SUPPLIERS OR LICENSORS MAKES ANY EXPRESS OR IMPLIED WARRANTIES OR REPRESENTATIONS WITH RESPECT TO ANY PRODUCTS OR INSTALLATION SERVICES. AVAYA DOES NOT WARRANT THE UNINTERRUPTED OR ERROR FREE OPERATION OF PRODUCTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AVAYA DISCLAIMS ALL WARRANTIES IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

f. **Limitation of Liability.** Except as otherwise provided by an express or implied warranty, Avaya will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. **Commercial Computer Software – Restricted Rights**

This contract includes Commercial Computer Software. All software, including firmware which may be part of an identified item, was developed at private expense. All commercial software is offered under a non-exclusive license to the ordering activity, and only with restricted rights as defined in FAR 52.227-19. Title to all software shall remain with Avaya. All commercial computer software is subject to Avaya copyrights and license agreements.

Any data provided under this contract, was developed at private expense and is provided only with limited rights to the ordering activity. Title to Limited Rights Data shall remain with Avaya or its suppliers.

5. **Acceptance**

a. **Avaya Installed Software**

Equipment must operate in accordance with manufacturer’s published specifications. The ordering activity should give the Contractor a written notice of acceptance or rejection within thirty (30) calendar days following the in-service date or in the case of software features, the date the features are enabled or the software is downloaded to the target processor. “In-Service Date” means the date on which Avaya notifies ordering activity that the Avaya-installed Products are installed in good working order in accordance with applicable documentation. The absence of an official written notice shall mean that acceptance has occurred.

b. **Drop Shipped Software**

Acceptance shall occur on the date of delivery of the product to the ordering activity’s location.

6. **License Types**

a. **The terms and restrictions described in Paragraph 6.b., below, will apply to software licensed in addition to those described in Paragraph 1.**

b. **License Types.** Avaya grants ordering activity a license within the scope of one of the license types described below. The license type abbreviations below may be referenced in the order and/or Product documentation. Where the order or documentation does not expressly identify a license type, the applicable license will be a Designated System License. Where the order does not expressly indicate a specific number of licenses or units of capacity, the applicable number of licenses and units of capacity for which the license is granted will be one. For purposes of this list of license types: (i) “Designated Processor” means a single stand-alone computing device; and (ii) “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.
(1) **Designated System(s) License (DS).** Ordering activity may install and use each copy of the software on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by ordering activity to Avaya through electronic means established by Avaya specifically for this purpose.

(2) **Concurrent User License (CU).** Ordering activity may install and use the software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Product that permits one user to interface with the software. Units may be linked to a specific, identified Server.

(3) **Database License (DL).** Ordering activity may install and use each copy of the software on one Server or on multiple Servers provided that each of the Servers on which the software is installed communicates with no more than a single instance of the same database.

(4) **CPR License (CP).** Ordering activity may install and use each copy of the software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the software. Ordering activity may not re-install or operate the software on Server(s) with a larger performance capacity without Avaya’s prior consent and payment of an upgrade fee.

(5) **Named User License (NU).** Ordering activity may: (i) install and use the software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the software on a Server so long as only authorized Named Users access and use the software. A “Named User” means a user or device that has been expressly authorized by Avaya to access and use the software. At Avaya’s sole discretion, a Named user may be, without limitation, designated by name, corporate function (e.g., webmaster, or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Product.

(6) **Shrinkwrap License (SR).** With respect to software that contains elements provided by third party suppliers, ordering activity may install and use the software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “click-through” licenses, accompanying or applicable to the software (“Shrinkwrap License”).

7. **Change Control Date**

The “Change Control Date” (CCD), when applicable, is mutually agreed upon and is the last date that Avaya will accept changes to the products ordered for delivery on the delivery date or for installation on the In-Service Date. Changes to the original order received by Avaya prior to the CCD must be approved in writing by both parties. Changes received and accepted by Avaya after the CCD will be treated as separate orders and will be delivered after the delivery date or installed after the In-Service date. The CCD for subsequently placed orders for modifications or additions will be the date Avaya accepts that order.

8. **Technical Services**

The technical support numbers are listed in the “Information for Ordering Activities” section, Paragraph 2. Dependent upon the product, ordering activities requesting assistance outside the coverage hours or beyond the terms of their warranty/maintenance coverage may be subject to additional charges.
9. **Software Services**

a. **Software Maintenance as a Product (SIN 511210)**

Software Support. The coverage described in this paragraph is limited to Supported Software. “Supported Software” means the software products that are eligible for Software Support from Avaya. Software manufactured by third parties (“OEM Software”) may be included as Supported Software, however, service levels and response times contained herein do not apply to OEM Software.

As used in this paragraph, “Major Failure” is defined as a failure that materially affects critical operations. “Minor Failure” is defined as any failure of the system that is not included in the definition of a Major Failure; or failures that cause particular features or functionality to be inoperative but not materially affecting normal business operations. “Major Release” means a major change to the software that introduces new optional features and functionality. Major Release is typically designated as a change in the digit(s) to the left of the first decimal point (e.g. [n].y.z). Minor Release means a change to the software that introduces a limited amount of new optional features and functionality. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g. n.[y].z).

(1) The following coverage options are available depending on the Supported Software product:

(i) **Software Support, 24x7** – coverage includes troubleshooting, access to helpline support, access to Product Correction Notices and Software Updates during standard business hours (Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Software is located, excluding Avaya and Government holidays). Avaya’s response interval is two (2) hours for Major Failures. The response interval is defined as the elapsed time between registration of a problem with Avaya’s Service Center through an assistance request and commencement of problem resolution efforts by the Avaya technician/engineer. Avaya’s response interval for Minor Failures is next business day (8:00 a.m. and 5:00 p.m. in the time zone where the Supported Software is located, excluding Avaya and Government holidays.

(ii) **Software Support Plus Upgrades, 24x7** (only available provided the ordering activity is on the current release) – In addition to the benefits provided under Software Support, Software Support Plus Upgrades, 24x7, offers a level of investment protection on the software purchases. If Avaya makes a Minor or Major Release of a Supported Software product commercially available during the coverage term, ordering activities purchasing this coverage option will have access to the features and functions of the new release without having to pay additional fees. Additionally, the ordering activity determines when the upgrade occurs, allowing the ordering activity the ability to manage the migration to new versions. All upgrades must be scheduled and implemented while Software Support Plus Upgrades is in effect. Ordering activities that do not upgrade during the term of the support agreement will not be refunded any portion of their support fees.

(2) **Commencement of Support.** Software Support and Software Support Plus Upgrades will commence as follows:

(i) If Avaya installs the software, software support will commence on the date Avaya notifies the ordering activity that the software is installed according to specifications.
(ii) If Avaya does not install the software, support will commence on the earlier of the date when software 1) features are enabled, 2) is downloaded to the target processor or 3) physically delivered to the ordering activity’s premises.

(3) Re-initiation of Lapsed Coverage. Per Incident support may not be available if Software Support or Software Support Plus Upgrades has lapsed. A re-initiation fee will apply to reinstate support for Supported Software when coverage has lapsed or in the event that coverage was not initiated at the time of purchase of the software license.

The new support coverage is based on the total number of licenses to be covered and can be either Software Support or Software Support Plus Upgrades (provided the ordering activity is on the current release). The re-initiation fee will be a one-time fee equal to 25% of the value of the new support coverage. This fee is subject to change at any time without notice. The applicable initiation fee will be as in effect at the time the new coverage is established.

(4) Same Level Coverage. All licenses for a single application on a single server must have the same level of coverage. If an ordering activity is found to have varying levels of coverage on the licenses for a single application or for a single server, the following will occur:

(i) Licenses covered at Software Support level will be brought up to Software Support Plus Upgrades coverage and a new order issued;

(ii) The existing Software Support coverage will be cancelled and the ordering activity credited for any remaining term.

(iii) An equalization fee will be applied. The equalization fee will be a one-time fee equal to the difference in coverage fees paid and fees applicable for Software Support Plus Upgrades coverage for the licenses. This fee is subject to change without notice and the applicable equalization fee will be as in effect at time the new coverage is established.

Note: The Avaya standard service description document that describes the deliverables for Software Support and Software Support Plus Upgrades coverage in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service description document and Schedule terms and conditions, the Schedule terms and conditions apply.

b. Software Maintenance Services (SIN 54151)

Other Software Coverage

For types of coverage available for Software Maintenance Services, please refer to Terms and Conditions Applicable to Maintenance, 811212, Types of Coverage and Other Service Offerings.

10. Term/Subscription Licenses (SIN 511210) and Software Maintenance Services (SIN 54151)

a. Avaya shall honor orders for the duration of the contract period or a lesser period of time. The period for the Term/Subscription Licenses (SIN 511210) shall be 1-year, 3-year or 5-year. Orders for Term/Subscription Licenses must specify the term period (1-year, 3-year or 5-year).

b. Term/Subscription licenses and or Software Maintenance Services/Support may be discontinued by the ordering activity on thirty (30) calendar days written notice to Avaya.

c. Annual funding. When annually appropriated funds are cited on an order for term/subscription licenses and/or software maintenance services/support, the period of the term/subscription licenses and/or software maintenance services/support shall automatically expire on September
30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term/subscription licenses and/or software maintenance services/support orders citing a new appropriation shall be required if the support is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity’s specific appropriation authority provides for funds in excess of a 12-month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify Avaya in writing thirty (30) calendar days prior to the expiration of an order, if the term/subscription licenses and/or software maintenance services/support is to be terminated at that time. Orders (or funding modifications) for the continuation of term/subscription licenses and/or software maintenance services/support will be required if the term/subscription licenses and/or maintenance services/support is to be continued during the subsequent period.

11. Added Products

As used in this paragraph and elsewhere within SIN 511210/54151, “Supported Products” are software products identified in the order. “Supported Sites” are locations specified in the order.

For selected Avaya software products and applications, if the ordering activity acquires additional software products of the same type and manufacturer(s) as the existing Supported Products and locates them with existing Supported Products at a Supported Site, they will be considered “Added Products”, and will be added to the order for the remainder of the term. This will be exercised through the issuance of a new order and will be subject to the then current charges for said product. Added Products purchased from a party other than the manufacturer or an authorized reseller are subject to certification by Avaya at the per incident rate listed in this price list. If Added Products fail certification, Avaya may choose not to add them to the Supported Products.

For coverage pertaining to all other Software products that have been added by the ordering activity, please refer to Terms and Conditions Applicable to Maintenance, SIN 811212.

12. Description and Equipment Compatibility

Descriptions of the available software are listed in the price list.

13. Right-to-Copy Pricing

Right-to-Copy Licenses, if available, can be found in the price list.

14. Invoices and Payment

a. Software Maintenance as a Product (SIN 511210)

The billing options for Term/Subscription Licenses (SIN 511210) are either monthly in advance or yearly in advance. Software Support must be prepaid annually. Software Support Plus Upgrades has two prepayment options: (1) one year, or (2) three years.

b. Software Maintenance Services (SIN 54151)

For all other Software Maintenance Services, please refer to Terms and Conditions Applicable to Maintenance, SIN 811212, Invoices and Payment.

15. License Price for Ordered Software

a. The license price that the ordering activity will be charged is the license price in effect at the time of order placement. Price list rates are monthly rates per unit, to be multiplied by the total number of months in the term for the total offer price per unit. Example: Price list rate of $1.00/unit would be $12.00/unit for a 1-year term, $36.00/unit for a 3-year term and $60.00/unit for a 5-year term.
b. The Avaya Term/Subscription Software License offer includes Support Advantage (SA) Preferred and Upgrade Advantage (UA), in the pricing.

16. **Conversion from Term/Subscription License to Perpetual License**

Avaya term/subscription licenses are not eligible for conversion at any time.

17. **Conversion from Perpetual License to Term/Subscription License**

Conversion of eligible perpetual licenses, into term/subscription is supported in various offers as part of a conversion, or upgrade to subscription. To be eligible for Investment Protection Program Discounts, perpetual licenses must to be under a current contract for Avaya provided maintenance support. At the time of conversion or upgrade to subscription the End Users may choose to convert their eligible perpetual licenses into subscription on a per system basis.

End Users will receive an Investment Protection Program discounts for the quantity of eligible perpetual licenses converted to subscription licenses not to exceed the quantity of Avaya subscription licenses purchased.

Discounts are applied to the price of the subscription license for the initial term of the Subscription License. If the initial term of the subscription licenses is extended, the licenses will be renewed as subscription at then current prices. Investment Protection Program discounts do not extend past the first subscription term.

Perpetual license quantity and type chosen to convert to subscription licenses will be deleted from the End User record of perpetual licenses at the time of upgrade or conversion. All rights granted by Avaya under these perpetual licenses shall immediately terminate upon conversion and ordering activity must return or destroy such perpetual licenses.

18. **License Cessation**

Licenses are not eligible for conversion from term/subscription to perpetual at any time.

19. **Responsibilities of the Ordering Activity**

a. The ordering activity personnel shall not perform fixes to software while such software is covered by a service agreement, unless agreed to by Avaya.

b. Subject to security regulations, the ordering activity shall permit access to the software which is to be supported. In the event that the ordering activity does not permit access to the software, Avaya shall not be responsible for support of the software and will not be liable for such failure. Additional charges may be applicable.

c. The ordering activity will notify Avaya before relocating or removing equipment and associated software covered by an Avaya warranty or maintenance agreement. Additional charges may apply, if applicable, to cover services provided as a result of relocated or removed equipment and associated software.

d. The ordering activity must install or arrange for the installation of a remote access methodology for systems/devices that support remote access no later than the delivery date of the Avaya-installed systems/devices or prior to the commencement of support in all other situations. Remote access is made possible with a traditional phone line for modem-equipped products or through an Avaya-approved VPN access solution. The line number or IP address must be provided to Avaya as soon
as it is available. This modem line or VPN must remain available to provide remote access on a 24x7 basis or there may be degradation to the service and support you receive from Avaya. Avaya’s support obligations are contingent on the provision of remote access. If remote access is not granted by the ordering activity, Avaya may not be able to provide services and will not be liable for such failure. Additional charges may be applicable.

20. Utilization Limitations (SIN 511210 and SIN 54151)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with Avaya, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity’s site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect Avaya's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of Avaya. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity’s permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) “Commercial Computer Software” may be marked with the Avaya’s standard commercial restricted rights legend, but the schedule contract and schedule price list, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.
21. **Software Conversions (SIN 511210)**

Licenses are not eligible for conversion from term/subscription to perpetual at any time.

End Users will receive an Investment Protection Program discounts for the quantity of eligible perpetual licenses converted to term/subscription licenses not to exceed the quantity of Avaya subscription licenses purchased.

Discounts are applied to the price of the term/subscription License for the initial term of the subscription license. If the initial term of the term/subscription licenses is extended, the licenses will be renewed as subscription at then current prices. Investment Protection Program discounts do not extend past the first subscription term.

22. **Software Patches, Updates, Upgrades**

Where services include provision of patches, updates or feature upgrades for Supported Products (“New Software”), they will be provided subject to the license grant and restrictions contained in the original order under which ordering activity licensed the original software from Avaya. Where there is no existing license from Avaya, New Software will be provided subject to the manufacturer’s then current license terms and restrictions for the New Software. New Software may include components provided by third party suppliers that are subject to their own end user license agreements. Ordering activity may install and use these components in accordance with the terms and conditions of the “shrinkwrap” or “click- through” end user license agreement accompanying them.

23. **Rate Provisions**

Prices for Avaya software product licenses are published in the price list.

Prices for Software Support and Software Support Plus Upgrades for applicable Avaya software products are also published in the price list.

For all other software service prices, please refer to Terms and Conditions Applicable to Maintenance, SIN 811212, Rate Provisions.

24. **Avaya IX Subscription Licensing Offer**

For the available features, Avaya IX Subscription defines a monthly price for a set term and includes the following:

- Software Right to Use
- Upgrade Advantage (UA) so customers always have access to the latest software releases
- Support Advantage (SA) Preferred

The Avaya IX Subscription offer is available for systems at R6, R7, new R8 systems and upgrades to current release.

a. **Licenses Available in Subscription**

(1) Avaya IX Unified Communications (UC) Subscription License offers:

- Avaya Aura® Basic User Suite
- Avaya Aura® Core User Suite
- Avaya Aura® Power User Suite
- Avaya Aura® R6 and R7 licenses may also be converted to software subscription. Their feature entitlements will be limited to those available on such releases and are subject to Avaya Product Lifecycle Policy.
(2) Avaya IX Contact Center Subscription License offers:
  • Avaya Basic Voice Agent
  • Avaya Aura® Experience Portal AAEP
  • Call Back Assist
  • Avaya Elite® R6 and R7 licenses may also be converted to software subscription. Their feature entitlements will be limited to those available on such releases and are subject to Avaya Product Lifecycle Policy.

b. Other Software Licenses, Hardware and Services Continue as Perpetual
   (1) Software Licenses not part of the Avaya IX Subscription continues be available in perpetual, or any other subscription model currently available.

   (2) Hardware is purchased separately. All devices, servers, and gateways continue to be available for purchase. Customer is responsible to ensure hardware is configured to support desired volume of subscription licenses.

   (3) Implementation and Avaya Professional services continue to be ordered separately.

c. Avaya IX Subscription Term Contracts and Billing
   This offer will support 1-, 3-, and 5-year Fixed Term Contracts. Subscription billing options are either monthly in advance or annual in advance.

   (1) Fixed Term Contract is the length of the license contract, Avaya IX Subscription will automatically renew at the end of the term for a similar term length at then current pricing unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. If the contract is not renewed the customer relinquishes the rights to the software licenses.

   (2) Billing is the frequency in which the subscription licenses are billed. Billing for Term licenses is in advance with options of either monthly or annual.

d. Applicable Contracting Documents
   All IX Subscription Orders receive the offer entitlements outlined in the Subscription License Supplement, the latest version of which is available for download at https://sales.avaya.com/documents/1399760335872

e. Supported Subscription License Transactions
   (1) A customer network may include a single system instance or may be part of a larger network made up of multiple system instances. Customers have the flexibility to choose to deploy Perpetual licenses or Subscription Licenses on each of their IX Workplace and IX Contact Center system instances but cannot mix Subscription and Perpetual licenses of the same type within the same system.

   (2) Customers can purchase new Avaya IX Subscription systems, upgrade to Avaya IX Subscription, or convert to Avaya IX subscription. Customers must be at R6 at a minimum to convert to Avaya IX Subscription, customers on an older Aura, CM, or CS1000 software release can upgrade to Avaya IX Subscription.

f. New and Add/Expansion
   Subscription Licensing is supported in both the IX Workplace and IX Contact Center offers for New Licenses and Add/Expansions in accordance with Avaya’s Product Lifecycle Policy.
g. **Expansion Allowance**
   Avaya IX Subscription includes a 20% expansion allowance which can be leveraged during the contract period without impact to the billing. Customers can also expand beyond the 20% allowance by ordering additional Avaya IX Subscription Licenses.

h. **Conversion of Perpetual Licenses to Subscription Licenses**
   Conversion of R6, R7 and R8 Perpetual licenses, into Subscription is supported in the IX Workplace and IX Contact Center offer as part of a conversion, or upgrade to Avaya IX Subscription. To be eligible for Investment Protection Program Discounts, perpetual licenses must be under a current contract for Avaya provided maintenance support. At the time of conversion or upgrade to subscription the End Users may choose to convert their perpetual licenses into subscription on a per system basis. Pre-R6 Avaya licenses may also be upgraded and converted to subscription if desired.

   End Users will receive an Investment Protection Program discounts for the quantity of perpetual licenses converted to subscription licenses not to exceed the quantity of Avaya IX subscription licenses purchased.

   Discounts are applied to the price of the subscription license for the initial term of the Subscription License. If the initial term of the subscription licenses is extended, the licenses will be renewed as subscription at then current prices. Investment Protection Program discounts do not extend past the first subscription term.

   Perpetual license quantity and type chosen to convert to subscription licenses will be deleted from the End User record of perpetual licenses at the time of upgrade or conversion. All rights granted by Avaya under these perpetual licenses shall immediately terminate upon conversion and Customer must return or destroy such perpetual licenses.

i. **Investment Protection Program**
   Investment Protection Program discounts are applied to the first term of the Avaya IX Subscription contract as follows:

   (1) Licenses surrendered under current Support + Upgrade Subscription contracts are eligible for 40% discount.

   (2) Licenses surrendered under current Support contracts are eligible for 20% discount.

j. **Enterprise Agreement**
   Customers committing to put 100% of their Knowledge Workers, and/or Agents under Avaya IX Subscription will be eligible for a discount. A minimum of 250 UC users are required for an Enterprise Agreement, however the contracted value shall represent 100% of their knowledge workers, and/or agents.

k. **Pricing and Product Subscription Material and Billing Codes**
   (1) Enterprise Subscription Licensing is ordered/billed based on specific monthly billing codes with monthly pricing per term selected. Material codes are provided for quantities only.

   (2) The Rate tables provide pricing per license type per user based on the subscription fixed term contract term. Simplified Rate card for New and Add/Expand

   (3) Term based pricing:
(i) 3 Year Term will be 10% lower than 1 Year
(ii) 5 Year Term will be 19% lower than 1 Year

(4) Billing Frequency – Monthly billing is 10% higher than annual

(5) Enterprise Agreement – 10% discount applied to applicable Term based rate card

(6) Investment Protection Program:
   (i) 40% off list price for licenses surrendered with Support + Upgrade Subscription
   (ii) 20% off list price for licenses surrendered with Support

I. Upgrade Advantage
   (1) Upgrade Advantage (UA) is included as part of the subscription license offer price.

   (2) Term/subscription software license offer includes Support Advantage (SA) Preferred in the pricing.
Terms and Conditions Applicable To Automated Contact Center Solutions (ACCS) (Special Item Number 561422)

****NOTE: All non-professional labor categories must be incidental to, and used solely to support Automated Contact Center Solutions, and cannot be purchased separately.

1. Scope

The intended scope of this SIN is to offer ACCS. ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain contact center capabilities managed by the contractor for an agency. These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to:

Technology: Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.)

NOTE:

The anticipated Place of Performance required to meet the Government need shall be defined at the task order level, and contractors should anticipate contractor-site and Government-site requirements.

Ancillary supplies and/or services shall neither be the primary purpose nor the preponderance of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of IT supplies and/or services purchased under the ACCS SIN.

Ordering activities may request from Schedule contractors their awarded End User License Agreements (EULAs) or Terms of Service (TOS) Agreements, which will assist the ordering activities with reviewing the terms and conditions and additional products and services and prices which, may be included.

2. Order

Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.
3. Performance of Services

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

b. The Contractor agrees to render services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of Automated Contact Center Solutions must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. Inspection of Services


5. Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6. Responsibilities of the Ordering Activity

Subject to the ordering activity’s security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Automated Contact Center Solutions.

7. Independent Contractor

All Automated Contact Center Solutions performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
9. Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for Automated Contact Center Solutions. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. Resumes

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. Approval of Subcontracts

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

12. Commercial Supplier Agreements

Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements. The Contractor shall provide all Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements in an editable Microsoft Office (Word) format for review prior to award.

13. Transition of Contact Center Services

The time period required to transition from an ordering activity's existing contact center solution and requirements to new requirements (as defined in the task order) will be determined on a case-by-case basis and shall be stated in individual task orders.

Transition shall begin at Notice-To-Proceed and continue for a period as specified in the task order. During the transition period, the Contractor shall work with the Government to develop a sound project implementation plan and to perform all preparatory work to establish one or more fully functional multi-channel contact centers in support of the task.

The Government will transfer business and procedural data, including appropriate training material, to the Contractor and work with the Contractor to establish appropriate system feeds.

The transition period will provide the Contractor with the opportunity to prepare and staff its contact center; develop the support of the knowledge base and scripts for automated response in support of the project; establish a fully functional contact center to handle the expected work volume; and complete all transition related activities to migrate the service to the new center. Government personnel will closely monitor the Contractor’s effort to ensure a successful launch.

Based on the Contractor’s ability and expert advice on transitioning the work volume, the Government reserves the right to coordinate with the Contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.
14. Pricing for Automated Contact Center Solutions (ACCS)

Price list rates are *monthly rates* per unit, to be multiplied by the total number of months in the term for the total offer price per unit. Example: Price list rate of $1.00/unit would be $12.00/unit for a 1-year term, $36.00/unit for a 3-year term and $60.00/unit for a 5-year term.

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Terms and Conditions Applicable to Purchase Information
Technology Training (Special Item Number 611420)

1. Scope
   a. Avaya shall provide training normally available to commercial customers, which is necessary to permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training offered under this Schedule relates to Avaya's equipment.
   b. System administration training is delivered at an Avaya facility and end user training is conducted at the ordering activity’s location. Avaya also offers audio-digital training and on-site customized training. The available courses and audio-digital training can be found in the Authorized Schedule Price List.

2. Order
   Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of classroom training, chargeable training or for additional seats in accordance with the terms of this contract. The written order shall include the student’s name, course title, course date and time, and contracted dollar amount of the course.

3. Time of Delivery
   Avaya shall conduct training on the date agreed to by Avaya and the ordering activity.

4. Cancellation and Rescheduling
   a. If the ordering activity notifies Avaya at least fourteen (14) calendar days before the first day of class, there will be no cost incurred by the ordering activity. With less than fourteen (14) days notice, the ordering activity will be liable for the full cost of training. An exception to this policy is when a class is canceled or a student is unable to attend due to an act of nature that would prevent travel to the training location. Avaya will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
   b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. Avaya agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
   c. The ordering activity reserves the right to substitute one student for another up to the first day of class, as long as the substitute attendee meets the same pre-requisite as the original enrollee.
   d. In the event Avaya is unable to conduct training on the date agreed to by Avaya and the ordering activity, Avaya must provide the ordering activity at least seventy-two (72) hours notice.

5. Follow-Up Support
   The ordering activity can contact Avaya University at 800-288-5327 or send an email to avaya.u.helpdesk@accenture.com for support after a course has been completed.
6. **Purchase Price for Training**

The purchase price that the ordering activity will be charged is the purchase price in effect at the time of order placement.

7. **Invoices and Payment**

Invoices for training courses shall be submitted by Avaya after ordering activity has completed the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. **Format and Content of Training**

   a. Avaya shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

   b. Each student shall be provided with a certificate of course completion at the completion of each training course.

   c. The available courses, descriptions, and prices can be found in the pricing section of the Schedule Price List. Additional information regarding specific courses offered is provided by either contacting the Avaya University Help Desk at 1-800-288-5327, or going the Avaya University Learning Centre website [https://www.avaya-learning.com](https://www.avaya-learning.com).

   d. The Contractor shall provide the following information for each training course offered:

      1. The course title and a brief description of the course content, to include the course format (e.g., Instructor-led, Online, CD-ROM or Video training);
      2. The length of the course;
      3. Mandatory and desirable prerequisites for student enrollment;
      4. The minimum and maximum number of students per class;
      5. The locations where the course is offered;
      6. Class schedules; and
      7. Price (per student, per class (if applicable)).

   e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Avaya cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

9. **“No Charge” Training**

Avaya provides CDs and other training material appropriate to the service or equipment sold and implemented. As an example: included with the sale and implementation of a server and terminals are System Administration documents as well as end-user guides.

10. **Liability for Injury or Damage**

Avaya shall not be liable for any injury to the students, or damage to ordering activity property arising from Avaya provided training, unless such injury or damage is due to the fault or negligence of Avaya.