



Experiences That Matter

## State of Texas

Avaya DIR Contract #: DIR-TSO-2654

Streamline your procurement and gain savings on Avaya Products and Services.

### Vendor Name: Avaya Inc.

Avaya Inc.  
1111 Freeport Parkway  
Coppell, TX 75019  
[www.avaya.com](http://www.avaya.com)

**Contract Period:** February 10, 2015- February 10, 2019

**Limits:** Purchases must be through Avaya/DIR approved order fulfillers (resellers)

**Avaya Contacts:** Patrick McDonald, Gov't Account Manager 972-745-5301 [plmcdonald@avaya.com](mailto:plmcdonald@avaya.com)

Additional details can be found by visiting the Texas DIR website for:  
[DIR-TSO-2654](#)

### Products and Services Offered

Networking and Telecommunication Solutions and Services:

#### Avaya Unified Communications Solutions

- Avaya's Unified Communications and Collaborations (UCC) Solutions offers an unsurpassed industry portfolio of products that allow enterprises to build communications and collaboration networks that are characterized as best-in-class, extremely efficient, and highly scalable. Avaya UCC solutions provide advanced enterprise-class reliability, performance, and security that enterprises and governments throughout the world depend on to run their businesses. Avaya can uniquely deliver both mission critical dependability and superior return on investment.

#### Avaya Contact Center Solutions

- Avaya is the global leader in the Contact Center market. Avaya offers highly reliable, scalable contact center solutions that improve customer service and help companies compete more effectively. Avaya's contact center portfolio includes intelligent routing tools, as well as self-service, proactive contact and mobility-enabled applications that drive effective communications and transactions with customers and clients. Avaya's extensive reporting platform offers rich analytics that provide companies and governments with detailed customer information that improves visibility, customer satisfaction, and customer retention, while decreasing costs.



## Avaya Services Solutions

• Avaya Professional Services focus on helping businesses effectively use communications technology and applications to drive productivity and growth while mitigating risk and reducing TCO for communications solutions. Avaya Managed Services provide globally managed and hosted services for Unified Communications, contact centers, data, and video. Avaya enables companies to hand over some responsibility for running network infrastructure, reducing the costs of ownership, equipment upgrades, and staffing. Proactive, preventative monitoring of system performance and the ability to quickly find and fix problems are essential for keeping communications running. Avaya offers every level of support for communications solutions with both niche and end-to-end services, available globally.

For more information on Avaya products and services visit <http://www.avaya.com>

## Warranty Terms

For warranty terms, visit Avaya's [warranty](#) on products and installation services.

## Contract Pricing

Procurement Schedule information is provided by Avaya as a convenience or as required by contract for use by state and local governments, educational institutions and other public sector entities for the purposes of determining the available procurement vehicle they can use to purchase authorized Avaya products and services.

## Avaya State of Texas Price List

Download the Texas price file by [Clicking Here](#)

## DIR ICT Co-op Contracts (formally the DIR Go Direct) Program Information

This is a streamlined cooperative purchasing program for any Texas state, county or local government office and public education entity, independent of size. Public entities outside the State of Texas may also use this program.

All contracts have been competitively bid so you no longer have to prepare competitive solicitations or evaluate responses. DIR has done the time-consuming procurement work and negotiated discounts on hundreds of products and services.

Visit [State of Texas DIR ICT Co-op Contracts Program](#)

## How to Obtain Quotes and Place Purchase Orders

Direct Orders—Contact your Avaya State of Texas representative:

**Avaya Contact:** Patrick McDonald, Gov't Account Manager 972-745-5301 [plmcdonald@avaya.com](mailto:plmcdonald@avaya.com)

Or contact one of the approved Avaya resellers from the list provided below.

If ordering through an approved Avaya reseller, generate a purchase order payable to the participating Order Fulfiller (reseller) of your choice (listed below). You must reference contract number **DIR-TSO-2654** on your purchase order.

## Approved Order Fulfillers (Resellers) State of Texas DIR-TSO-2654

Vendor Name Vendor ID	HUB	Contact	Address
Avaya 122-371-3430-400	No	Patrick McDonald <a href="mailto:plmcdonald@avaya.com">plmcdonald@avaya.com</a> 972-745-5301	Avaya Inc. 1111 Freeport Parkway Coppell, TX 75019
Affiliated Communications 175-196-4065-400	No	Jim Carter <a href="mailto:jcarter@affiliatedcom.com">jcarter@affiliatedcom.com</a> 972-852-4010 phone	730 Ave F, Suite 210 Plano, TX 75074
Agility Communication Group LLC 175-323-4551-100	Yes Women Owned	Erin Weltin <a href="mailto:eweltin@agilitycg.com">eweltin@agilitycg.com</a> 972-715-8901 phone	13760 Noel Rd. Suite 327 Dallas, TX 75240
Altura Communication Systems, Inc. 133-098-8967-600	No	Bob Blazek <a href="mailto:bblazek@alturacs.com">bblazek@alturacs.com</a> Phone: 714-948-8700	1335 South Acacia Avenue Fullerton, CA 92831
Norstan Communications, Inc. dba Blackbox Network Services 162-120-2425-700	No	Jeff Kelley <a href="mailto:jeff.kelley@blackbox.com">jeff.kelley@blackbox.com</a> 214-207-4603 phone	6505 W. Park Blvd Ste 306 PMB 301 Plano, TX 75093
Carousel Industries of North America, Inc. 106-150-225-4700	No	Dave Colangelo <a href="mailto:dcolangelo@carouselindustries.com">dcolangelo@carouselindustries.com</a> 401-583-7349 phone	659 South County Trail Exeter, RI 02822
Citizens Telecom Services Co. dba Frontier Communications	No	Frank Matheus <a href="mailto:Frank.matheus@ftr.com">mailto:Frank.matheus@ftr.com</a> 469-913-5000	401 Merrit 7 Norwalk, CT 06851
ConvergeOne, Inc. 141-176-3228-200	No	Michael Tooley <a href="mailto:mtooley@convergeone.com">mtooley@convergeone.com</a> 713-493-0280 phone	3344 Highway 149 Eagan, MN 55121
ConvergeOne Integration, Inc. 133-100-9098-300	No	Carolyn Young <a href="mailto:cbyoung@convergeone.com">mailto:cbyoung@convergeone.com</a> 972-962-5887	1820 Preston Park Blvd Suite 2800 Plano, TX 75063
Datavox 176-025-1479-000	No	Neil Ferguson <a href="mailto:neil@datavox.net">mailto:neil@datavox.net</a> 713-881-7107	6650 West Sam Houston Parkway South Houston, TX 77072
Enterprise Systems Corp 102-059-4306-000	No	Rodney Hyde <a href="mailto:rhyde@enter-sys.com">rhyde@enter-sys.com</a> 713-343-1222 phone 713-343-1242 fax	10910 W Sam Houston Parkway N Suite 100 Houston, Texas 77064
Globalscope Communications Corporation 174-302-3291-200	Yes Hispanic Female	Roy Albrecht <a href="mailto:ralbrecht@gscorp.com">ralbrecht@gscorp.com</a> 210-321-3700 phone 210-321-3774 fax	7400 Blanco Rd Suite 200 San Antonio, TX 78216
Integration Partners Corp. 104-346-7829-700	No	Glenn Riley <a href="mailto:griley@integrationpartners.com">griley@integrationpartners.com</a> 317-813-5114	12 Hartwell Ave. Lexington, MA 02421
Jet Web Communications dba Barcom Technologies 120-504-2641-500	No	John Huebener <a href="mailto:jhuebener@barcomt.com">mailto:jhuebener@barcomt.com</a> 210-930-6960	435 Isom Rd, Suite 202 San Antonio, TX 78216
Lantana Communications Corp 175-232-4280-200	No	Jonathan Irwin <a href="mailto:jirwin@lantana.com">jirwin@lantana.com</a> 800-345-4211 phone 817-606-3380 fax	1700 Tech Centre Pkwy Suite 100 Austin, TX 78746

Authorized Avaya Resellers for the State of Texas **DIR-TSO-2654**

Vendor Name Vendor ID	HUB	Contact	Address
Layer3 Communications, LLC. 127-009-7420-200	No	Craig Wall <a href="mailto:cwall@layer3com.com">cwall@layer3com.com</a> 512-329-2920	1250 S. Capital of Texas Highway Arlington, TX 76014
Preferred Technology Solutions 175-251-77675	No	Neil Medwed <a href="mailto:registrations@preferredtechnology.com">registrations@preferredtechnology.com</a> 972-644-1992	1401 N. Central #320 Richardson, TX 75080
Shamrock Communication 176-049-2240-500	No	Kelly Minnick <a href="mailto:Kelly@shamrock-ip.com">Kelly@shamrock-ip.com</a> 281-600-0605	20302 Park Row Suite 500 Katy, TX. 77449
Step Resources Communications	No	Danny Poindexter <a href="mailto:dpoindexter@stepcg.com">dpoindexter@stepcg.com</a> 281-989-7878 phone	407 Vine St. Suite 210 Cincinnati, OH 45202
Voice & Data Networks, Inc. 141-179-801-2900	No	Neil Houtkooper <a href="mailto:nhoutkooper@voicedata.com">nhoutkooper@voicedata.com</a> 952-229-1252	6981 Washington Ave South Edina, MN 55439
WalkerCom 176-030-2758-600	Yes – Hispanic male	Ray Saldivar <a href="mailto:ray.saldivar@walkercom.com">ray.saldivar@walkercom.com</a> (281) 997-5710 phone (281) 804-2425 fax	2213 Garden Road Pearland, TX 77581

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