



# CITY of NOVI CITY COUNCIL

Agenda Item 2  
June 8, 2015

**SUBJECT: Approval to award a contract for the purchase and implementation of Avaya IP Office Unified Communications to SunTel Services in the amount of \$142,941.18 based on the results of a Qualification Based Selection (QBS) process. Subject to final review and approval as to form by the City Attorney and City Manager**

**SUBMITTING DEPARTMENT:** Information Technology

**CITY MANAGER APPROVAL:** 

<b>EXPENDITURE REQUIRED</b>	<b>\$142,941.18</b>
<b>AMOUNT BUDGETED</b>	<b>\$146,671.00</b>
<b>APPROPRIATION REQUIRED</b>	
<b>LINE ITEM NUMBER</b>	<b>101-205.00-986.100</b>

## BACKGROUND INFORMATION:

The City of Novi budgeted for the replacement of the City's telephone system as a component of the Fiscal-Year 2014-2015 Budget. The City of Novi's current telephone and voice mail system is a fifteen year old Nortel CS-1000. Nortel Networks Corporation (Nortel) went into bankruptcy and Avaya purchased the assets of Nortel in a bankruptcy-court auction in 2009. The CS-1000 is nearing the end of its life-cycle and has become very expensive to maintain. For the current year we estimate CS-1000 maintenance related activity to be \$20,000. The Internet Protocol (IP) based IP Office solution presents an opportunity to reduce the maintenance to one-quarter of that amount. Additionally, the Nortel Option 11 systems at Fire Station 1, Fire Station 4, and the Department of Public Services reached their end of life in 2010 and Avaya no longer supports these systems.

The Information Technology Department has leveraged internal resources, including a staff member with AT&T employment experience, to design a cost effective telecommunication solution that meets the City's current needs and is expandable to accommodate future requirements. As a part of the overall process we performed an inventory of both our physical communication lines and handsets. As a result we will only require (300) handsets with the new system. We reached out to both public and private sector businesses of like size to explore available communication solutions and felt the Avaya IP Office product platform was a fit for the City of Novi. This feature-rich, modernized unified communication solution facilitates more effective communication with the citizens and collaboration between departments. This platform provides the flexibility to tailor a communications solution to the work requirements of each department within the City. For example, unified communication features allow for seamless mobility between a desk phone and mobile device, teleworker capabilities, make and receive calls from PC/laptop, and colleague's presence status (on the phone, do not disturb, away, etc.).

An invitation to bid was publicly advertised on the Michigan Intergovernmental Trade Network (MITN). Six vendors respond to the request for proposals (RFP). A team from the Information Technology Department evaluated the six proposals using QBS. The team evaluated the vendors based on the following criteria:

- Avaya partner relationship; Key industry partnerships and certifications.
- Number of years in the telecommunications industry.
- Experience with installing Avaya IP Office server systems with multiple locations over a fiber networks.
- References where similar systems have been installed. In particular municipal based installations.
- Proximity to the City of Novi for ongoing support and maintenance requirements.

SunTel Services, a provider of complete life-cycle services for voice, data, security, and unified networks, was identified as the vendor best suited to implement an Avaya IP Office solution for the City of Novi.

**RECOMMENDED ACTION: Approval to award a contract for the purchase and implementation of Avaya IP Office Unified Communications to SunTel Services in the amount of \$142,941.18 based on the results of a Qualification Based Selection (QBS) process. Subject to final review and approval as to form by the City Attorney and City Manager**

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Markham				

	1	2	Y	N
Council Member Mutch				
Council Member Poupard				
Council Member Wrobel				





## OUR HISTORY

- Founded in 1986 to deliver communications services and system
- Early focus on voice systems
- Added data networking in 1990, network security in 1998 and physical security in 2014
- Presently 85 people, 5 offices
- Financially strong

## OUR MARKET FOCUS

- Deliver industry leading voice, data, networking, wireless, security and managed services to companies making decisions in Michigan
- Differentiated as only local reseller with strong capabilities in critical network services
- Partner strategically with industry leading manufacturers

## OUR SOLUTIONS

- Traditional, VoIP and SIP-based Voice Solutions
- Network Consulting, Design and Implementation
- VoIP and IP Systems and Network Infrastructure
- Unified Communications including Presence, Unified Messaging, IM and Collaboration
- Advanced IP Call Centers
- Network Security and Remote Access
- Wireless Networks
- Audio and Web Conferencing
- Physical Security and Surveillance
- Cabling Systems
- Custom Maintenance and Managed Service Solutions

## OUR CUSTOMERS

Over 2,000 customers with 5,000 installations in Michigan and across the country.

### Example Industry Solutions

#### Auto and Manufacturing

- Multi-layered Network Security
- Building Surveillance and Access Control
- WAN Optimization

#### Government / Education

- Over 40 Municipal / County Governments
- 30 District and ISD Phone Systems
- University Campus Wireless
- Offices networked together for voice and data

#### Healthcare

- Maintenance of multiple hospital phone systems with nearly 100,000 phones
- Security and Disaster Recovery

#### Utilities

- Statewide installation and maintenance of all PBX's
- Security and Network Infrastructure

#### Finance and Insurance

- Security and Remote Access
- Contact Center

#### General Business

- Complete Network Management
- Building Surveillance
- Data Center Power and Cooling
- Storage Area Networks
- Unified Communications

## OUR KEY PARTNERS



## OUR LOCATIONS

### Headquarters

1095 Crooks Road  
Suite 100  
Troy, MI 48084  
248.654.3600  
www.suntel.com

### Flint

2401 S. Linden Road  
Suite C  
Flint, MI 48532  
810.733.7210

### Traverse City

697 Hannah Avenue  
Suite E  
Traverse City, MI 49686  
231.668.7900

### Grand Rapids

3737 Lake Eastbrook SE  
Suite 102A  
Grand Rapids, MI 49546  
616.988.9612

### Detroit

645 Griswold  
Suite 1300  
Detroit, MI 48226  
313.221.8410

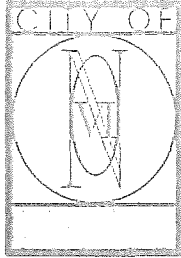
## Clients (sample)

The following is a confidential sample of SunTel Services customers. The following clients represent over 100 facilities in Michigan. The scope of the services provided and relationships include the following: Maintenance support services, onsite dedicated labor support, preventative maintenance, 7x24x365 proactive system monitoring, consultation services, design, installations, application deployment, design enhancements, system Engineering, product migrations, and system upgrades.

City of Taylor  
City of Ann Arbor  
City of Novi  
City of Dearborn  
Plymouth Township  
City of Riverview  
City of Ferndale  
City of Huntington Woods  
City of Berkley  
City of Birmingham  
City of Auburn Hills  
City of Madison Heights  
City of Rochester Hills  
City of Ypsilanti  
Washtenaw County  
Jackson County  
Leelanau County  
Genesee County Road Commission  
Oakland County Road Commission  
Shiawassee County  
City of Maryville

Additional clients include the following sample: Beaumont Oakwood Healthcare, Henry Ford Health System, Ford Field, See Optical, Consumers Energy, Marathon Petroleum, HealthPlus Credit Union, Chrysler, and ITC.





cityofnovi.org

CITY OF NOVI

AVAYA PHONE SYSTEM RFP

FEE PROPOSAL FORM

We, the undersigned as proposer, propose to furnish to the City of Novi, according to the specifications, terms, conditions and instructions attached hereto and made a part thereof:

A. Avaya Phone System, per specification \$ 142,941.18 Lump Sum

Please include a cost breakdown for each location showing component quantities and unit pricing.

SunTel Services – A detailed Scope of Work and Proposal Schedule A are enclosed (itemization). Quote Schedule 70947 and 70991 (70991 additional to lump sum total).

We acknowledge receipt of the following Addenda: \_\_\_\_\_ 1  
(please indicate numbers)

EXCEPTIONS TO SPECIFICATIONS (all exceptions must be noted here or attached as separate sheet):

*The comments sections includes both exception and comment considerations.*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COMMENTS: (1) Headset technology is not mentioned in the SoW or specifications. Headsets are recommended for the pending City Hall renovation area.

(2) Manufacturer support contracts are required for new systems for access to Tech Support, patches, and software. The SoW and specification documentation does not include the contract term or specification. The contracts are called IPOSS or Pass contracts. (3) The City uses RSI Call Accounting. The reuse and redeployment of this

Technology is not listed in the SoW or specifications. (4) The Scope of Work does not mention the requirement to shutdown, de-install, and dispose of existing systems. This service is highly recommended as a component of the installation project

services. (5) The SunTel Services solution leverages existing licensing from the current CS1000 for the new Avaya IP Office system. Upon completion, the existing software will no longer be in use, post cutover. (6) Fax requirements are not included in the request detail, optional. (7) Paging integration is included. (8) Call Recording is not mentioned

in the scope or specifications. SunTel Services recommends call recording and has listed the requirements in the optional section. (9) The warranty maintenance period will commence at cutover and last for 12 months including all parts, labor, and response times. Extended terms available. (10) Fire Station 2, 3, and Meadowbrook require local power supplies components for IP Phone power. (11) Under the DPS Section there are no IP Client licenses requested, however, IP instruments are identified. (12) 911 Design and implementation is not in scope.

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**Note:**

**IPOSS on quote Schedule A 70991 – Not in specifications, required/recommended**

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**NON-IRAN LINKED BUSINESS**

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duly authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an

"Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

**THIS PROPOSAL SUBMITTED BY:**

Company (Legal Registration) SunTel Services

Address 1095 Crooks Road

City Troy State MI Zip 48084

Telephone 248-654-3623 Fax \_\_\_\_\_

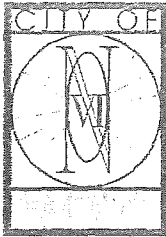
Representative's Name Charlie Mitchell

Representative's Title Sales Consultant

Authorized Signature 

E-mail charliemitchell@suntel.com

Date May 22, 2015



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**CITY OF NOVI**  
**RFP AVAYA PHONE SYSTEM**

**ADDENDUM #1**

**INTENT:** This addendum has been issued to modify and/or interpret the original specifications for the RFP named above. Unless otherwise instructed, the information contained within this Addendum shall take precedence over anything contrary in the original specifications, and shall hereinafter be considered as part of the package.

**RESPONSE:** The Contractor shall verify receipt of this Addendum on the Fee Proposal Form.

**CONTENTS:** Included in this Addendum is one (1) page of written addenda description.

**QUESTIONS:**

1. Does the bidder need to provide product and pricing information for network switches?  
Answer: No. The City has already purchased and installed PoE switches.
2. What format do you want the maintenance costing provided in?  
Answer: We are looking for the proposal to include the first year's maintenance. Additionally, we are looking for pricing on a combined three year option (36 month 7x24) as an alternative.
3. Can non-service effecting work be done during business hours?  
Answer: Yes.
4. Do non-emergency phones need to route to dispatch?  
Answer: Yes.
5. What connectivity level are you requiring of the IP phones quoted?  
Answer: Ethernet interface 10/100/1000 Mbps.
6. Can you confirm the Avaya conferencing unit model number?  
Answer: Avaya B169 Wireless Conference unit.

Sue Morianti  
Purchasing Manager

Notice dated: May 21, 2015





The Power of We™

## Avaya IP Office User Productivity Solutions

Keep all your associates productive, efficient and connected

Every worker has unique communications needs that are mainly driven by where and how they work. Office workers are primarily at their desks. Mobile associates need to connect wherever they happen to be. Remote workers want to collaborate with the same capabilities they would have in a company office. IP Office User Productivity Solutions – the Basic User, Office Worker and Power User applications – can quickly and easily deliver the right level of communications capabilities to every associate in your organization.

### Basic User:

For users who need simple yet necessary communications capabilities, the Basic User solution is the answer. They can make and receive calls, place calls on hold, access basic voicemail, transfer calls and more. The Basic User Solution also is ideal for phones in common walk-up areas of your facility such as lobbies, waiting rooms, and cafeterias.

### Office Worker:

The Office Worker application puts deskbound associates in the communications driver's seat. Whether in the main office, remote/satellite facility or working from home – users

receive a host of time-saving features that speed collaboration and accessibility. They can click-to-call, IM, see their colleagues' presence status (on the phone, do not disturb, away, etc.), access corporate directories, control conference calls, and more, right in the desktop applications they already use, like Microsoft Outlook or Lync, and web browsers.

### Power User:

The ultimate in communications accessibility, the IP Office Power User application builds upon the Office Worker application to enable employees to be as productive as possible in virtually any location or circumstance.

IP Office User Productivity Solutions can quickly and easily deliver the right level of communications capabilities to every associate in your organization.

## Taking Care of Business: IP Office Power User in Action

Being there when an important customer has a critical issue can make all the difference in the relationship.

When a key customer calls the dedicated vendor service manager, who may be on the road between clients, the IP Office Power User application enables the call to ring on both the service manager's office and mobile phone. Using the geo-location and presence features of Power User, the Service Manager locates the tech closest to the customer. With a quick IM session right from an Apple iPhone or Android smartphone to confirm availability, the service manager can quickly call the customer back to confirm the appointment for later that morning. That's how the Power User application helps keep communication and collaboration flowing without a hitch.

Power User — enables workers to be more responsive, provide better service, and improve customer loyalty. We call that the Power of We.™

Armed with a laptop, Apple iPad device, Apple iPhone or Android smartphone, users can make voice or video calls, conduct and control audio conferences, view colleagues' presence, instant message with contacts inside and outside the company, and much more. Want to empower your key associates with the tools to keep them working at maximum productivity and efficiency? The IP Office Power User application is the solution.

Functionality Matrix	Basic User	Office Worker	Power User
<b>Desk Phone Call Control</b>			
• Basics like Make/receive calls, hold, transfer	Yes	Yes	Yes
• Enhanced features like Park/Page and conference	Yes	Yes	Yes
• Access telephony features via phone UI or DTMF	Yes	Yes	Yes
<b>Web-based Access for Office Collaboration<sup>1</sup></b>			
• Click to make and receive calls	No	Yes	Yes
• Point and click call control	No	Yes	Yes
• Conference scheduling	No	Yes	Yes
• Control audio conferences	No	Yes	Yes
• Federated Presence and IM	No	Yes	Yes
• Personal, System and Corporate directory access	No	Yes	Yes
• Visual voicemail	No	Yes	Yes
<b>Rich Collaboration for Remote Workers</b>			
• Turn your home phone into your office phone <sup>1</sup>	No	No	Yes
• Stay connected with your Apple iPad device <sup>2</sup>	No	Yes	Yes
• Embedded point-to-point video collaboration <sup>2</sup>	No	Yes	Yes
<b>Mobile Access for Office Collaboration<sup>2</sup></b>			
• Make or receive calls via Cellular/Wi-Fi/3G/4G	No	No	Yes
• IM, Presence, Conference Controls	No	No	Yes
• Location aware using GPS	No	No	Yes
<b>Integrate with the applications you already have.</b>			
• Microsoft Lync	No	Yes	Yes
• Microsoft Outlook	No	Yes	Yes
• Salesforce.com	No	Yes	Yes
• Google Talk (IM & Presence)	No	Yes	Yes
<b>Voicemail Integration</b>			
• Standard Voicemail box	Yes	Yes	Yes
• Store messages within Microsoft Exchange	No	Yes	Yes
• View voicemail and email in a single inbox	No	Yes	Yes

<sup>1</sup>Avaya one-X® Portal.

<sup>2</sup>Avaya Communicator.

<sup>3</sup>Avaya one-X Mobile Preferred.



<b>System Requirements</b>	<p>IP Office Preferred Edition, IP Office Server Edition, or IP Office Select</p> <ul style="list-style-type: none"> <li>• ISDN-PRI, T1, E1, or SIP trunks</li> <li>• Voice Compression Module (VCM) Channels when using IP wireless, Avaya Communicator</li> <li>• Microsoft Exchange when using Email Reading and Reply</li> </ul>
<b>Avaya one-X® Portal Requirements</b>	<p><b>IP Office Server Edition and IP Office Select:</b></p> <ul style="list-style-type: none"> <li>• Included in primary server</li> <li>• External server can be used for additional capacity</li> </ul> <p><b>IP Office Preferred Edition</b></p> <ul style="list-style-type: none"> <li>• Included in Unified Communications Module</li> <li>• External server can be used for additional capacity</li> </ul> <p><b>End-user browser requirements:</b></p> <ul style="list-style-type: none"> <li>• Internet Explorer 7 and above, Firefox 16 and above, Safari 5.0 and above</li> </ul>
<b>Avaya one-X Mobile Preferred</b>	<ul style="list-style-type: none"> <li>• Apple iOS 5 and above</li> <li>• Android 4 and above</li> </ul>
<b>Integrations</b>	<p><b>Microsoft Lync:</b> Microsoft Windows 7 or 8.x running Microsoft Lync 2010 or 2013 clients</p> <p><b>Microsoft Outlook:</b> Microsoft Windows 7 or 8.x running Microsoft Outlook versions 2003, 2007 and 2010</p> <p><b>Salesforce.com:</b> Microsoft Windows 7 or 8.x running running Internet Explorer 8.0 and above or Firefox 16 and above</p>
<b>Voicemail Integration</b>	<p><b>IP Office Server Edition and IP Office Select:</b></p> <ul style="list-style-type: none"> <li>• Included in primary server</li> <li>• External server can be used for additional capacity</li> </ul> <p><b>IP Office Preferred Edition</b></p> <ul style="list-style-type: none"> <li>• Included in Unified Communications Module</li> <li>• External server can be used for additional capacity</li> </ul>
<b>Avaya Communicator</b>	<ul style="list-style-type: none"> <li>• PC running Microsoft Windows 7 or 8.x</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Apple iPad device running Apple iOS 6.1 or higher</li> <li>• Broadband Internet connection</li> <li>• Headset</li> </ul>
<p>Always refer to the latest Avaya IP Office Technical Tip or Technical Bulletin for any updated information with regard to Operating Systems, Service Packs or PC hardware</p>	



Want to empower your key associates with the tools to keep them working at maximum productivity and efficiency? The IP Office Power User application is the solution.

## Learn More

For more information about Avaya IP Office User Productivity Solutions please contact your Avaya Account Manager or your Avaya Authorized Partner. You can also visit us on [avaya.com](http://avaya.com)

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).





# AVAYA

The Power of We™

## Avaya 9508 Digital Deskphone

A Sleek, High-End Phone Designed for Small Business Executives and Managers



The Avaya 9500 Series Digital Deskphones allow small and medium sized businesses to deliver highly reliable, high quality, communication solutions for a range of user types within the organization.

The Avaya 9500 Series Digital Deskphones allow small and medium sized businesses to deliver highly reliable, high quality, communication solutions for a range of user types within the organization. With an appearance and functionality similar to that of the well-established Avaya 9600 Series IP Deskphones, the 9500 Series can be deployed in mixed digital/IP telephony environments and are an ideal choice for companies wanting to add digital endpoints with a consistent look and user experience to their existing portfolio. The 9500 Series' smart design, crystal-clear sound and productivity features make these phones an easy choice for companies looking to gain strategic competitive advantage from their communications infrastructure.

**Looks Great, Sounds Better:** The 9500 series features large, eye-friendly displays; paperless, all-digital labeling; and a high-quality integrated speakerphone that ensures everyone can hear and be heard. **Familiar, Functional Interface:** There's almost no learning curve with the 9500 Series. Almost any user will intuitively know to use the fixed keys to access the most common features and the flexible softkeys with contextual guidance and prompts.

**A Sound Investment:** The 9500 Series is an excellent value for your growing company – and it's designed to remain that way, with expansion options including

a headset interface. The 9500 Series delivers significant competitive advantages at its price point while lowering total cost of ownership for your company.

### The Avaya 9508 Digital Deskphone: An Indispensable Phone for Executives and Managers

Small business executives who spend a great deal of time on the phone rely on advanced telephony features and depend on high quality, real-time voice communications, for the success of their roles. With a large, easy-to-read display, the 9508 provides multiple feature keys, speed dials, and call logs to please the most demanding executive.

#### The 9508 Digital Deskphone delivers what managers need:

- 8 administrable feature buttons on 3 levels (total of 24 button positions), plus optional 12-button expansion module for a total of 96 feature keys or speed dial buttons with dual red-green LEDs to display status
- 10 fixed-feature keys for common tasks (e.g. contacts, history and message)
- Integrated, two-way speakerphone
- Headset jack supports wide array of wired and wireless Avaya headsets



## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

- Additional caller related information is displayed with active appearances for easier call handling
- Context-sensitive interface, 4-way nav cluster and 4 softkeys simplify and speed up operations
- 8 line X 32 character display, white backlit for easy viewing

## Avaya 9508 Digital Deskphone Key Features

### Connectivity

- Avaya IP Office Release 7.0 or later

### Hardware Specs

- Charcoal gray
- Handset with 9-ft cord
- Dual-position stand
- Wall-mountable
- White backlit graphical display 181 x 121 dots; 8 rows x 32 characters
- Permanently-labeled buttons: Speaker, Headset, Mute, Volume, Avaya Menu, Phone, History, Contacts, Voicemail Message
- Permanently-labeled navigation cluster (Up/Down, Left/Right, OK)
- Message Waiting indicator
- 8 administrable buttons
- 4 contextual softkey buttons
- Button Module 12 (BM12) supported; up to 3 can be connected
- Headset support
- Two-way speakerphone
- 2 wired line interface

### Size and Weight

- Length (depth) in low position: 8.07in (205mm)



The Avaya 9508 Digital Deskphone is available in a global model. English language text on the faceplate has been removed. Contact your Avaya Account Manager or Avaya authorized partner for details.

- Width: 8.03in (204mm)
- Height off desk in low position/high position: 6.34in (161mm) / 7.91in (201mm)
- Weight including handset and stand: 2.2 lbs (992g)

### Software

- Call control protocol: DCP
- Codec: G711
- Two-way speakerphone
- Secondary line alerting

### Platform Support

#### Avaya IP Office

- Native support on IP Office Release 7.0
- Full access to IP Office call appearances and features
- Line appearance/feature key buttons: 8 x 3 levels
- Contacts application: 100
- Call Log application, with Missed/Answered/Outgoing calls; 30
- User option for language selection

## Learn More

With more than 100 years as a leader in communications, Avaya can help your company maximize productivity with the communications solutions specific to the needs of your workforce.

To learn more about the 9500 Series Digital Deskphones, contact your Avaya Account Manager, Avaya Authorized Partner or visit [avaya.com](http://avaya.com) for white papers, case studies and other information showcasing Avaya solutions in action.





# AVAYA

The Power of We™

## Avaya 9608G IP Deskphone



Give your everyday users enriched communications capabilities

The 9608G IP Deskphone is an 8-line phone ideally suited for Everyday users who consider the phone to be one of many useful communication tools and who rely on common functions like directory and speed dial to enhance productivity and collaboration.

The competitively priced, high-performing Avaya 9608G IP Deskphone features a monochrome display, 4 softkeys, high definition audio quality, integrated Gigabit Ethernet interface, headset support, and up to three 12- or 24-button Expansion Modules. Part of the 9600 Series IP Deskphones, the 9608G leverages your enterprise IP Network to deliver sophisticated voice communications from headquarters, remote locations, or home offices. Integrated with the Avaya Aura® and IP Office™ Platforms, the 9608G optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.

### Key Features and Benefits

- Delivers high definition audio that can increase productivity by reducing fatigue and provides easier-to-understand multi-party calls through the wideband audio codec in the handset and headset.
- Simplifies call control on the display using softkeys for everyday functions such as transfer, conference and forwarding. Also makes it easy to perform everyday tasks such as quick access to the corporate directory
- Provides visual queues that can speed task management through 8 dual-color Red/Green LED buttons
- Improves flexibility through support of a secondary Gigabit Ethernet port for a PC
- Enables high-speed call handling through support of up to three 12- or 24-button Expansion Modules
- Offers consistency through a common interface with soft clients and mobile endpoints
- Accommodates advanced unified communications solutions with Session Initiation Protocol (SIP) based infrastructure on the Avaya Aura platform
- Supports reduced energy consumption and lower costs through Power-over-Ethernet Class 1 design with "sleep mode"



## About Avaya

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## Specifications

### Hardware

- Monochrome display – 3.2 inches x 2.2 inches (8.2 cm x 5.5 cm)
- 8 buttons with dual LEDs (red, green)
- 4 softkeys
- Hard buttons for phone, messages, contacts, history, home, navigation cluster, headset, speaker, volume, mute
- Red LEDs for speaker, mute, headset, message, history
- 24 administrative buttons
- Wideband audio in handset and headset
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Message waiting indicator
- IC call alerting with 360 visibility
- Rich, classic and alternate ringtones
- Wall-mount and dual-position stand
- Gigabit Ethernet (10/100/1000) line interface
- Second Ethernet interface 10/100/1000 Mbps
- PoE Class (IEEE 802.3af) registers as class 1 device

### Software

- SIP protocol support
- H.323 protocol support
- Standards-based codec support: G.711, G.726, G.729A/B, G.722 (G.726 is not available in SIP)
- Supports the following languages: Arabic, Brazilian Portuguese, Simplified Chinese, Dutch, English, Canadian French, Parisian French, German, Hebrew, Italian, Japanese (Kanji, Hiragana and Katakana), Korean, Latin American Spanish, Castilian Spanish, and Russian

### Minimum Requirements and Platform Support

- Avaya Aura Communication Manager 6.x and greater (H.323)
- Avaya Aura Communication Manager 6.x with Avaya Aura Session Manager 6.x
- IP Office 8.1 or greater (H.323)
- Local or centralized electrical power through a 802.3af switch, or local power supply (optional)
- HTTP file server

### Learn More

To learn more about the 9608G IP Deskphone and 9600 Series IP Deskphones contact your Avaya Account Manager, Avaya Authorized Partner or visit [avaya.com](http://avaya.com) for white papers, case studies and other information showcasing Avaya solutions in action.



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**CITY OF NOVI**  
**Avaya Phone System**  
**May 27, 2015 11:00 A.M.**

This tabulation reflects submittal data by the following companies. However, they have not been evaluated for accuracy of information. Final decision for award will be determined once the evaluation has been completed.

<b>Company</b>	<b>Lump Sum</b>
Ameri-tel	199,999.00
Arrow SI	159,933.00
Voice & Data Systems	141,207.04
Voice & Data Networks	150,690.90
Teoma Systems	119,942.01
Suntel Services	142,941.18