



New Implementation Services Packages Offer Sheet Standalone Power – New Installations

Part of the Avaya Global Services organization, Consulting & Systems Integration (CSI) offers three comprehensive services packages to cover the level of service required to fully implement or upgrade a solution. For Standalone Power solutions all three packages are identical in the deliverables.

Only one market based package is available. The **Industry Standard** includes project management support and a site survey based on the specified deliverables and hardware installation.

See grid under Package Comparison for a complete list of deliverables.

UNINTERRUPTIBLE POWER SUPPLIES (UPS) AVAYA DELIVERABLES/CUSTOMER RESPONSIBILITIES

Project Management

The Avaya project manager will:

- Provide Customer with environmental specifications.
- Coordinate equipment delivery.
- Schedule resources.
- Conduct project closure meeting.

Solution Preparation

Pre-Implementation Design Conference Call

Avaya will conduct a pre-implementation design conference call during which participants will:

- Review Customer's technical environment.
- Confirm Customer's AC Power system backup requirements.
- Review implementation schedule.
- Verify that all other implementation prerequisites have been met.

Solution Deployment

Hardware Installation

Avaya will:

- Unpack, inspect and inventory hardware.
- Physically install hardware, including:
 - Connect UPS and equipment being powered by UPS solution.
- Configure UPS to correctly recognize load and battery backup.
- Observe units upon power-up and verify successful completion of self-test diagnostics.
- Configure SNMP card.
- Ensure that Remote Notify feature is properly configured, if applicable.
- Verify that UPS system is registered.

Customer must provide the following information prior to completion of installation:

- IP address for SNMP card
- Gateway address for SNMP card
- Subnet mask for SNMP card
- DNS IP address for SNMP card
- SMTP IP address/name for SNMP card

Electrical Requirements

Customer will be required to provide:

- **If 2000 VA UPS.** For commercial power: 20 amp 5-20 plug into which UPS will be plugged
- **If 3000 VA UPS.** For commercial power: 30 amp L5-30 plug into which UPS will be plugged

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- **If 6000 VA UPS.**
 - For hardwired versions. For commercial power: 30 amp L6-30 plug into which UPS will be plugged
 - For non-hardwired versions. Services of certified electrician to connect UPS and equipment being powered by UPS solution
- **If greater than 6000 VA UPS.** Services of certified electrician to connect UPS and equipment being powered by UPS
- Move equipment from Customer's shipping area to equipment room or equipment's final destination.
- Provide hand trucks, freight elevator or fork lifts, as needed.

Package Comparison

STANDALONE POWER SYSTEMS	New Installation		
	INDUSTRY STANDARD	FULL SERVICE	PREMIUM SERVICE
SERVICES AND DELIVERABLES			
PROJECT MANAGEMENT			
Project Management	x	x	x
SOLUTION PREPARATION			
Pre-Implementation Design Conference Call	x	x	x
Site Survey	x	x	x
SOLUTION DEPLOYMENT			
Hardware Installation	x	x	x

Offer sheet:

This offer sheet can be found on the Avaya Enterprise Portal under "Offer Definition/C&SI/Market Based Packaging": <https://portal.avaya.com/ptlWeb/so/CS2005125161635945060>

Standard Service Hours

Work activities that do not affect service, including cutover support, will be performed and completed during Standard Service Hours, as defined under Standard Service Hours.

Pricing is based on the assumption that Services will be performed between 8:00 AM and 5:00 PM local site time, Monday-Friday, excluding Avaya-designated holidays ("Standard Service Hours") unless otherwise stated. Work performed outside Standard Service Hours may be subject to overtime charges at the following rates:

Overtime (1.5 times)	Premium Overtime (2.0 times)
Evenings, Monday-Friday 5:00 PM - 8:00 AM	Saturday 12:00 AM (midnight) – Monday 8:00 AM
Saturday, 8:00 AM–12:00 AM (midnight)	Avaya-designated holidays

Standard Delivery

The Avaya project manager and software resource will deliver services remotely unless otherwise purchased.

Travel and Living Expenses

If on-site support is required, the cost of travel will be billed to the customer. Avaya will present an estimate of travel and living expenses for approval in advance if requested. Once approved, arrangements will be secured and actual charges will replace the estimated costs and billed to the customer.

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Availability

This offer is available in the Continental US and the following Canadian cities through Avaya direct and indirect sales channels. For availability outside the Continental US and supported Canadian cities, check with Avaya Global Services in the appropriate country or region.

- Vancouver (BC)
- Calgary (AB)
- Edmonton (AB)
- Winnipeg (MB)
- Toronto (ON)
- Ottawa (ON)
- Montreal (QB)
- New Brunswick

How to Engage Avaya Consulting & Systems Integration (CSI)

This Offer Sheet is not to be used for Contractual purposes. The final pricing MUST be reviewed by the Avaya Technology and Consulting (ATAC) Design Central team. To engage the ATAC Design Central team, please pursue the following steps for a quote.

For Direct requests: Go to Avaya Enterprise Portal, Tools, Sales Tools, Siebel Sales

For Indirect requests:

BusinessPartners can order these services by contacting their Distributor. Distributors will submit an ORS request on behalf of the BusinessPartner and provide pricing and due dates accordingly.

BusinessPartners/Distributors can order Incidental Services through the Incidental Tool.

Incidental Services are defined as noncomplex activities (material codes) based on fixed pricing, with clearly defined Avaya deliverables, and no associated customized SOW.

Utilizing the Incidental Process allows submitters to bypass the existing ORS process. The tool is posted on the Enterprise Portal and can be found by following the path outlined below:

Enterprise Portal>Under Manage select: Global Services Reference Library>Tools>Tools>Scroll Down to CSI>CSI Incidental/Transactional Job Aid

If you have any additional questions, please contact Chris Peterson, Implementation Offer Manager, at 615-377-2750 or chpeterson@avaya.com.

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