

Avaya Cloud Office TM By Ringcentral Sales Proposal

Quote Prepared for : City of Oelwein

Prepared By:

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Make communications simple and effortless for everyone.

Driving revenue, delighting your customers, ensuring your people are productive. Keeping all the plates spinning is challenging enough without the headaches of poor communications. Avaya Cloud Office can fundamentally enhance

the way your business communicates with customers, partners and across your organization by simplifying the way you call, chat, meet and collaborate.

Avaya Cloud Office places you, and all your users, in control of their communications, and delivers a unified communications experience that's intuitive to use and accessible from a phone, a browser or any mobile device. From a single interface you'll chat with colleagues, make and receive calls, plan and join meetings, collaborate with screen sharing and video and keep your teams on-task with file sharing, task management and virtual team rooms that let everyone share and stay up-to-date.

If all those capabilities sound like a lot to manage, don't worry—we take care of that for you. This public cloud solution from Avaya makes it easy. We keep your solution updated and secure with the latest releases – you don't need to lift a finger. And Avaya Cloud Office's flexibility makes it easy to expand as your business grows – in people or locations.



Bring your Communications into the 21st Century

Voice is no longer the only way, or even the preferred way to stay in touch with customers and colleagues. Instead, chat/Instant Messaging (IM), often begins an interaction that may escalate into an audio, video, or content sharing session. The reality is your employees and customers expect more - they want a seamless and intuitive communications experience that fits into how they work instead of changing the way they work, helping them stay in touch on their device of choice as they move throughout their day.

Avaya Cloud Office creates a portal for communications, allowing your people to quickly transition to the mode that's exactly right for them at any moment. One click is all it takes to start a call, join a meeting, contribute to a team chat or share content.

Integrated Meetings Keep it Simple and Reduce your Costs

With Avaya Cloud Office, there's no need to pay for separate meeting services. You'll enjoy unlimited audio and video conferencing with hundreds of audio or video conference participants. Share your screen and files with colleagues, integrate with your existing conference room systems and create impactful webinar experiences for large audiences.

Texting for Business (*Available in US and Canada only)

Texting (SMS) may be the most common way today to engage with someone else. But texting from your personal account may not be appropriate or optimal. It requires sharing your personal number with business contacts and makes it difficult to keep all your business communications in one stream. With Avaya Cloud Office, you get the same experience you're used to, but all from within your Avaya solution. No mixing up contacts or worrying about personal versus business communications – each kind of contact stays within its domain. And Avaya Cloud Office supports

Multimedia Messaging Service (MMS) allowing you to send and receive images, videos and other multimedia content.

One Number Does it All

With Avaya Cloud Office, one number does it all; voice and FAX all come to your single number – easy to manage, easy to control, and easy to see at a glance. You'll always know what's going on even if you can't pick up, through instant notifications for voice and FAX messages via email or the Avaya Cloud Office app.

Secure, Reliable Communications for your Critical Business Needs

The Avaya Cloud Office's platform ensures you receive the security, reliability and coverage you need to move your business forward. Enterprise-grade capabilities like multiple, globally distributed data centers, enterprise single sign-on, and flexible role and permissions for administrators ensure your critical business communications remain secure and available when you need them.

Integrations that Make Sense for the Way you Work

You rely on a variety of different tools to get your work done every day: desktop apps, workflow automation, and customer relationship management from such vendors as Google, Salesforce, Oracle and Microsoft. With Avaya Cloud Office, you can integrate those apps with your communications, creating a seamless experience that eliminates the need to switch between applications. Simple, intuitive and fast. It lets you get more done.

Leverage Analytics to Understand your Communications and your Business

Take the guess work out of understanding how communications work at your business. Avaya Cloud Office comes complete with an up-to-the-hour advanced call management system and analytics. Use the built-in reports or create your own dashboards with over 30 Key Performance Indicators (KPIs). You'll understand such metrics as your utilization, missed calls, time to answer, refused calls, meeting frequency, and system Quality of Service (QoS).

Go Beyond

With Avaya Cloud Office, you'll go beyond voice communications to a world where multi-media collaboration brings unprecedented productivity to your users and unprecedented responsiveness to your customers. Flexible, easy to use, feature rich, mobile friendly and backed by Avaya's award-winning support, Avaya Cloud Office is available today to simplify your communications so you can focus on driving your business forward.



All-inclusive cloud communications and collaboration system

- Integrated voice, fax, conferencing, video meetings, messaging, and team collaboration for every employee – also enabling a single business identity
- Unifies the way employees, customers, and partners communicate with one another
- Industry-leading reporting and analytics
- Enterprise-grade reliability, carrier grade availability, guaranteed quality of service, and security with best-in-class encryption standards
- Simple per-user pricing; no separate maintenance and support contracts
- Low Total Cost of Ownership (TCO) and savings on Capital Expenditure (CAPEX)



Ease of management

- Manage all offices and users from anywhere with a single easy-to-use, mobile-enabled interface
- Enjoy complete administrative control, self-service capabilities for users, and reduced dependence on service providers
- Get quick, simple, streamlined system setup and user activation
- Easily scale as your business grows by adding offices, in-office or remote workers in just minutes



Open platform

Over 100 ready-to-use integrations with business cloud apps, including Microsoft Office 365™,

Salesforce®, ServiceNow®, Zendesk®, Google G Suite. For latest refer -
<https://www.ringcentral.com/apps/avaya-cloud-office/>

Developer platform with open APIs and SDKs to enhance business workflows with custom integrations



Wherever you are, we're there for you



Global availability

- Available in the US, Australia, Canada, UK, Ireland, France, Netherlands, Germany, Italy, Belgium, Spain, Austria and Portugal.
- Deploy and manage a single solution globally
- Instantly provision and activate employees in countries with local capabilities
- Number availability in over 100 countries for local business presence

Our customers

Avaya is a global leader in solutions to enhance and simplify communications and collaboration, and is the trusted provider for countless enterprises.

- More than 90% of the U.S.'s largest companies are Avaya customers
- 5m+ Contact Center Seats and over 100M UC lines
- Customers in 175+ countries

Find out more about Avaya.

<https://www.avaya.com/en/about-avaya/>

Awards and industry recognition

Avaya is a leader in cloud-based business communications and collaboration solutions. See our [full list of awards](#).



Avaya Cloud Office received **2020 Unified Communications Product of the Year Award**

Aragon Research Globe for Unified Communications and Collaboration, 2020
 Frost & Sullivan Customer Value Leadership Award
 IDC MarketScape Worldwide Unified Communications and Collaboration 2019 Vendor Assessment.
 Gartner Peer Insights Customers' Choice
 CRN 5 Star Rating

Resources



More info about Avaya Cloud Office -

<https://www.avaya.com/en/products/unified-communications/cloud-office/>

Online training and educational resources - <https://support.avaya.com/>

Devices



Ask about our phone rental options.

J139	J159
	
<p>The Avaya IP Phone J139 provides a modern, connected, personalized experience for customers and addresses the need for secure, reliable voice communications for users within large enterprises and small and medium-sized companies. It is well suited for users that need only the most commonly used voice features. It provides a new level of simplicity in using features such as:</p> <ul style="list-style-type: none"> • Hold • Transfer • Conference • Forward • Call Park / UnPark 	<p>The Avaya J159 IP Phone is an IP phone that is targeted to users who desire a small form factor on their desk, packed with lots of feature buttons and meets the everyday voice communications needs of its users. This competitively priced, high-performing IP Phone features:</p> <ul style="list-style-type: none"> • Primary and secondary color displays • Four softkeys • High definition audio quality • Integrated Gigabit Ethernet interface • Headset support



The Avaya IP Phone J179 leverages your enterprise IP network to deliver sophisticated voice communications from headquarters, remote locations, or home offices. Give your power users enhanced communication capabilities with these high-performing phone features:

- Color display
- 4 softkeys
- High definition audio quality
- Integrated Gigabit Ethernet interface
- Headset support

JEM24 (J100s) Expansion Modules	B199
	
<p>The Avaya J100 Expansion Module extends the number of call appearances and feature buttons on the Avaya IP Phone J169 & Avaya IP Phone J179. Each expansion module provides 24 additional buttons for incoming/outgoing calls, for features such as autodial, for dialing contacts, or for other applications.</p> <ul style="list-style-type: none"> • 4.3 inches • 272 x 480 pixel color display that reverts to grayscale when connected to J169 IP Phone • Avaya IP Phone J169 & Avaya IP Phone J179 support up to 3 button modules and each button module can take both Stand and Wall mount positions together with the phone • The J100 Expansion Module provides access to up to 24 buttons and lamps with ability to display 3 pages when a single expansion module is used • Each feature/line button has a red/green indicator • Pre-configured background or screensavers are available to match the base phone 	<p>Avaya Conference Phone B199 delivers state-of-the-art technology to any size conference room to significantly improve the conferencing experience for all meeting participants.</p> <p>OmniSound audio technology guarantees clear transmission during meetings, so you and your team don't miss any part of the discussion.</p> <ul style="list-style-type: none"> • Full duplex transmits and receives sound simultaneously to prevent audio clipping • 360-degree surround sound • Powerful speakers optimize audio pick-up and broadcasting • Noise suppression filters cut static background noise • Equalizer lets you adjust pitch to suit your preference

Sales Proposal **Confidential**

Quote

Quote name:	PQ-51218 -City of Oelwein	Prepared for:
Valid Until:	December 9, 2021	City of Oelwein Barb Rigdon brigdon@cityofuelwein.org
Start Date:	January 1, 2022	
Initial Term:	36	
Renewal Term:	36	
Currency:	USD	
Payment Plan:	Monthly	

Avaya Cloud Office Services

	Charge Term	Quantity	Unit Price	Total Price
Office Standard - Subscription Fee				
DigitalLine Unlimited Standard	Monthly Contract	61	USD 23.24	USD 1,417.64
Main Local Number	Monthly Contract	1	USD 0.00	USD 0.00
Main Local Fax Number	Monthly Contract	1	USD 0.00	USD 0.00
Additional Local Number	Monthly Contract	18	USD 2.50	USD 45.00
DigitalLine Basic	Monthly Contract	2	USD 14.99	USD 29.98
Compliance and Administrative Cost Recovery Fee	Monthly Contract	63	USD 4.00	USD 252.00
e911 Service Fee	Monthly Contract	63	USD 1.00	USD 63.00
OBi302 ATA - Rental	Monthly Contract	2	USD 4.00	USD 8.00
			Total One - Time Payment*:	USD 0.00
			Total Recurring Charge*:	USD 1,815.62
Amounts are exclusive of applicable Taxes, fees, and/or shipping costs.				

Implementation

ACO Basic [Included]

*This budgetary quote is not a contract or a bill. Prices contained in this quote are an estimate only and may be subject to change at any time without notice to the Customer. The products and services listed in this quote are subject to withdrawal or modification. Taxes are not included. Additional fees may apply. Prices shall only become binding when a valid Order Form is executed subject to the terms and conditions contained in the relevant written Agreement between the Parties



5801 Westminster Dr.
 Cedar Falls, IA 50613
 319-260-4100
 800-274-2047
 Fax 319-260-2110

Invoice No.

Terms: Net 30 Days

Emp #	Date	Model Number	Serial Number	Meter	Purchase Order #
	11/10/2021				

Bill To: City of Oelwein Ship To: _____
20 2nd Ave SW _____
Oelwein, IA 50662 _____

 Phone: 319-283-5440 Fax: _____ Phone: _____ Fax: _____
 Email: brigdon@cityofuelwein.org Email: _____

Qty Ordered	Model/Description/Meter(s)	Serial # - Part #	Qty Ship	Unit Price	Amount
45	Avaya J139 IP Self labelling phone 3 year rental			\$2.58 p/mnth	\$116.05
16	Avaya J179 IP Self labelling phone3 year rental			\$4.19 p/mnth	\$67.10

Salesman #	Deliv'd By	Install Date	Employee Name	Total
				Hardware/Part/Supplies \$183.15

Comments:
 Price includes installation, training, and 3 year warranty/maintenance.
 Price assumes all cable and jacks are in place and usable. Where cable and jacks are not usable, additional time and material charges may apply.

Miscellaneous	
Subtotal	
Sales Tax	
Transportation & Hdg.	
Total Due Monthly	\$183.15

Ordered By: _____

Print Name: _____

Form date: 4/5/17