

AVAYA

Engage The Power of We™

An Avaya Solution for:

**Brownwood Police Department - Brown
County Sherriff's Department, and Brown
County Courthouse**

Based on the Avaya IP Office Platform

**REAL-TIME COLLABORATION FOR
YOUR GROWING BUSINESS**

AVAYA
IP office

Presented by:

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(Exhibit #3)



Providing All Your Communications Needs

Quote for AVAYA IP PHONE SYSTEM

Brownwood Police Department and Brown County Sheriff's Department
Brownwood, TX

Configured for 2 - PRI 23 channels turned up per location (1 for SO and 1 for PD) and
1 - REDUNDANT SYSTEM.

Equipment (Digital)

- 1 EA IP500 V2 Control Unit (House both PD and SO)
- 1 EA IP Office (Redundancy)
- 2 EA Voicemail Pro (Houses both PD and SO)
- 3 EA Phone 8 for Analog devices
- 4 EA Combo Card (ATM)
- 2 EA SD Card (Essential and Preferred Licenses)
- 6 EA Digital 30 Station Module
- 4 EA PRI Modules – add 16 channels on both modules
- 1 EA Voicemail Pro
- 20 EA 1 Button Modules
- 110 EA 9508 Phones
- 2 EA Networking VCE 4 ADI License
- 5 EA Rack Mounts
- 1 EA Wire Management
- 5 EA 9608 IP Phones
- 1 EA TMBU Paging Module

Rewire for management included in the price. This system can handle an additional 14 IP phones and 24 digital phones.

PRICING:

60 Month FMV	\$1912.00	per month
System Cost for PD	\$956.12	per month
System Cost for SO	\$956.12	per month

Computer for Voicemail must be provided by customer. Pricing includes 2 year warranty on software and hardware, installation and training.

The price includes all associated equipment, installation, project management and training. It also includes 2 year warranty on all hardware related failures.

SYSTEM SUMMARY:

The above proposal includes 1 Control Unit and 1 Voicemail system that will be shared by both facilities. It will act as a separate phone system as far as the locations are concerned (meaning the numbers for the SO will go to the SO and the numbers for the PD will go to the PD department. Both departments will have 4 digit dialing to the City Hall. Each site will have analog lines for local calling, 911 and emergency backup dialing in the event of a network failure. Should a failure occur, the remote sites will only lose access to extension dialing to voicemail features, until services are fully restored.

COST ANALYSIS:

Voice PRI with 23 Channels \$714.20 a month per office

Total for both offices PRI lines \$1428.40 per month

Estimate of what you are paying now \$2387.87 per month for both locations

Estimated savings \$959.47 a month for both locations

Cost per location Phone System \$981.51 per month

Savings on lines estimate \$452.73 per month

Estimated Actual cost per system \$528.78

INSTALLATION AND TRAINING

We would like to install the PD 1st.

We would like to be on site 3 days prior to the PRI being cut over to have the system programmed and ready to go when the PRI is cut. We would like to do group training in shifts at that time. We will be on site 2 days after cutover to get the bugs out and make sure everyone is comfortable with the phones.

The following week we can do the same for the SO.

THANK YOU FOR THE OPPORTUNITY TO BID YOUR PHONE SYSTEM! If you have any questions please feel free to call me at 512.848.0200.

Thanks,

Sherry Walton
President

TELEPHONE SYSTEM PROPOSAL BROWN COUNTY COURTHOUSE

System configured for 1 site with a total of 85 digital stations, 12 IP Stations, 8 analog stations, 23 PRI channels, 8 analog trunks, Mobile Twinning Licenses, Voicemail Pro and Voice Compression channels to accommodate voice networking.

- 1 IPO 500v2 Control Units with Smart Card and Power Cord
- 1 IP 500 Phone 8 (analog extensions)
- 2 IP 500v2 Combo Card ATM card
- 1 T1/PRI Port, 24 channels
- 1 IP 500 T1/PRI License adding 16 channels
- 3 IP 500 Digital Station 30 expansions Module
- 1 Preferred License includes 4 ports Voice Mail Pro
- 1 16 additional Port Licensing of Voice Mail Pro
- 1 RFA Voicemail Pro 8 Additional Channels
- 85 9508 Digital Phones
- 10 Mobile Twinning License
- 8 12 Button Expansion Units
- 4 Rack Mounts

This pricing is for this location, additional items and wiring may be required and is not included in this bid. If needed it will be a change order and billed at standard time and material pricing.

PRICING

The price above includes all associated equipment, installation, project management and training.

5YR LEASE

\$1,368.78 per month with 0 Payment Down

Includes 2 year warranty on hardware related failures

System Summary

The above proposed 1 facility. The control unit has the ability to be networked to the other sites in the future if that is what you want to do. The site will also have analog lines for local calling and 911.

System Includes:

- Voicemail to email integration
- Phone Manager Lite, which is an application that resides on a PC and is used as a soft phone in conjunction with the desk phone.
- Call Recording which can be automatic or manually enabled
- Capabilities of forwarding extensions to another phone or cell phone
- DO Not Disturb (send calls directly to voicemail system)

- 64 Party Conference Bridge
- 5 Party Ad-Hoc Conferencing from each phone
- 64 standard features that are accessible to each user (unlimited customizable features based on need)
- The ability to standardize handset programming or customize each button where needed
- Voicemail Pro has the capacity for unlimited mailboxes (restricted by the hard drive of the server)
- Unlimited Auto Attendants with customizable call routing

Additional items:

Mobile Twinning

Cost Analysis:

\$ 830.00 for one Voice PRI's (23 lines)
\$1,368.78 new lease for Avaya IP Office
\$2,198.78 (estimated) per month before taxes

Current Phone Bill \$2,746.58

Estimated savings: \$547.80 monthly, yearly \$6,573.60 after Phone system is in place.

The above totals are preliminary, the savings could be more, but this is an estimated savings on your phone lines after the phone system install. Additional wiring or work will be billed on time and materials. The savings, just by looking, are significant, so the IP Office that we are proposing WILL BE beneficial and cost effective in the future of your facility.



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Sharco Technologies Inc. is looking forward to working with you on your business solutions. Here is some information about our Company:

Sherry Walton is the President of Sharco Technologies Inc. (Sharco) and has been in business since 1992. We pride ourselves in customer satisfaction. Our work expertise is a wide variety of cabling jobs from industrial to small office settings with low voltage data, telephone, Voice over IP, telephone systems and Business Video Surveillance. Over the past two decades Sharco has worked on many projects within the State of Texas and across the nation. We follow all BICIS standards as well as local codes. We would like to help you with any size projects that you may have now and in the future.

Sharco is a HUB Certified Vendor, DIR Certified, WBE Certified, Women Owned Small Business and a preferred AVAYA Dealer for Business Phone Systems Partner.

Sharco has been awarded the following:

2014 Premier Service Company Award for City Of Austin

2014 Austin Business Journal, Area's Top Ranked Women-Owned Business

2013 US Commerce's Association, Best of Telecommunication Equipment System Vendor

2012 Austin Business Journal, Top Women Owned Businesses

2011 Austin Business Journal, 50 Women Owned Businesses

Executive Summary

Today's corporate environments rely on complex technology for communication with their employees, customers and vendors. Diverse networks are converging to leverage resources and cut costs. Sharco can help you gain an advantage over your competition by utilizing the latest advances in proven communication equipment and software.

Sharco has the experienced team of professionals to deploy a successful implementation from conception to installation and beyond. Our staff also includes the best service technicians in the industry that can manage and maintain your voice and data networks, 24 hours a day, 7 days a week.

Our portfolio of services includes:

- 1** *PBX & Key Systems*
- 2** *VoIP Technology & IP Telephony*
- 3** *Video Surveillance*
- 4** *Unified Messaging / Voice Mail*
- 5** *Call Accounting*
- 6** *Remote Telecommuting*
- 7** *Call Centers / CRM Technology*
- 8** *Structured Cabling*
- 9** *Data / IT Services*
- 10** *Sound Management*
- 11** *Install Fiber Optics*
- 12** *24 X 7 Service and Support for New or Existing System*

Our Service Pledge

Sharco will provide Client priority access to technology and resources in the event of a systems crisis, with a 24x7 services via dispatch by calling 512-848-0200.

Once again, thank you for this opportunity.



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REFERENCES:

Neuro Texas Institute	Aaron Childers (512) 744-7634
Texas Bankers Association	Charlotte Fluedinger (512) 472-8388
Texas Property & Casualty Insurance Guaranty Assoc.	Selma Olivera (512) 345-9335
Care Specialties	Bill Ratfield (512) 263-4000
Sotel	Porthos Labault (512) 243-8864
City of Elgin	Chief Bratton (512) 285-5757
MJ Builders	Mike Jeeter (512) 251-7701
Milam County	(254) 697-7049
City of Brownwood	Richard McCarter (325) 646-5775
City of Hillsboro	Luther Ward (254) 582-8406
Hidalgo County Headstart	Ambrosia Tovar (956) 380-4149
Heritage Title	(512) 380-8900



Avaya IP Office Preferred Edition ***For Optimal Responsiveness and Professionalism***

Avaya IP Office Preferred Edition enables your business to use communications to establish a competitive edge and increase customer satisfaction with Integrated Voice Response capabilities. For investment protection, the system is expandable as your business grows, easily adapting to changing business needs. Employees can handle dozens of calls simultaneously from a personal computer, preventing customers from waiting on indefinite hold. It is the right choice for any business that wants to use communications to operate more efficiently and effectively.

Features and Benefits Summary

The Avaya IP Office Preferred Edition includes the following features and benefits:

- Collaboration via Integrated Conferencing Capabilities
 - 128-party conference capacity
 - 64 parties on a single conference call
 - Unique PIN codes for additional security
 - Add an optional high definition video to conference with colleagues
- Integrated Voice Response Services
 - Provide customers with access 24 x 7 to check the status of orders and request information
 - Give holding callers the options to wait, leave a voice message, or transfer to another group
 - Inform callers on hold of their estimated wait time and position in queue
 - Customize up to four Music on Hold announcements to advertise special promotions
- Extended Personal Greetings
 - Each user can have multiple personalized greetings, customized based on availability
- Sophisticated Voicemail
 - 40 port capacity handles up to 40 simultaneous calls to voicemail
 - Callers on hold can choose to wait, leave a voice mail message, or transfer to another group
 - A single voicemail can be broadcast to all employees, a specific department, or a single team
 - Users can send notifications and forward and copy voice message to an email inbox
- Customized Automated Attendants
 - Improved customer experience via an unlimited number of automated attendants programmed with multiple menu levels
 - Automated attendants can be customized to play under certain conditions and to certain customers, based on caller identification
 - Set different messages and call routing options based on time of day and day of week criteria
 - Pre-record announcements, emergency instructions, holiday greetings, and promotions
 - Multiple language support allows customers to communicate in their native languages
 - Callers can use the dial by name feature to reach a particular individual
 - Provide callers with valuable information such as wait time, position in queue, and promotions



An Avaya Solution for
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Avaya IP Office Preferred Edition

- Call Monitoring and Recording
 - Define a frequency or percentage of calls to be recorded, or record calls with the push of a button
 - Recordings are delivered to a voicemail box or to an email inbox for later playback
 - Valuable for identifying areas for improving customer interactions

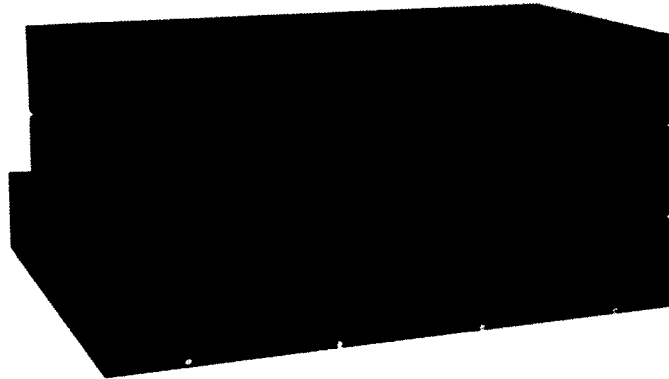
Avaya IP Office 500

Enabling growing businesses to harness the power of unified communications

The award-winning IP Office 500 is designed to meet the requirements of home offices, standalone businesses, and networked branch and head offices for small and medium enterprises.

This powerhouse system is designed to grow with your business at your own pace and budget, with the ability to support up to 2,000 users. Start with what you need and expand easily and cost effectively. IP Office can connect up to 32 separate site locations, allowing them to communicate as one, reducing upfront investment and driving long-term productivity.

IP Office 500v2 Control Unit (Shown with Two Expansion Units)



Features and Benefits

The Avaya IP Office 500v2 includes the following features and benefits:

- **Designed for Maximum Availability**
 - Continues to communicate even in the event of hardware failure or a power outage
 - Operates without moving parts, making the system resistant to failure and overheating
 - Less vulnerable to intrusions or hacking due to its proprietary operating system
- **Scalability**
 - Start with only what your business needs
 - Add storage, phone lines, and new capabilities as your business grows and requires them
 - Can be used as an Expansion System within a Server Edition deployment
- **Flexibility**
 - Selection of phone types to meet multiple needs and budgets
 - Support for IP, analog, and digital phones, all on the same system at the same time
 - Mix and match any combination of phone types to meet different users' needs



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Avaya IP Office 500

Avaya 9508 Global Digital Telephone for IP Office

The Avaya 9508 Global Digital Telephone is ideally suited for executives and managers who spend a great deal of time on the phone and rely on advanced telephony features. It features a common user interface with Avaya one-X® solutions, and flexibly supports up to three 12-button Expansion Modules.

Avaya 9508 Global Digital Telephone



Features

Features of the Avaya 9508 Global Digital Telephone include:

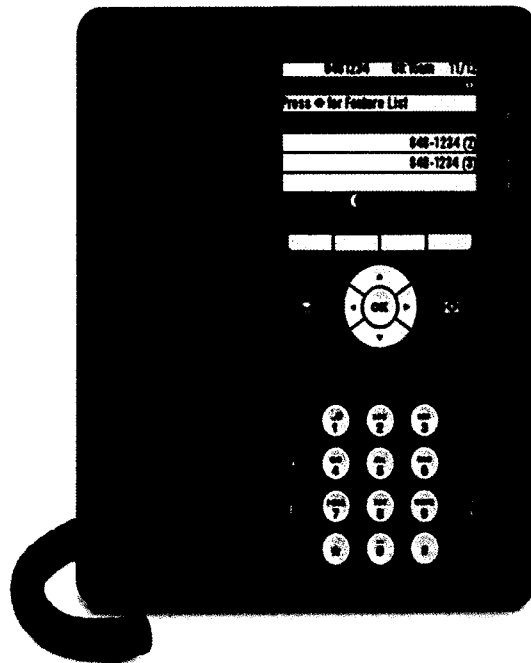
- Graphical display – 8 rows x 32 characters
- Eight line appearance/feature buttons with dual LEDs; four soft keys
- Nine permanently-labeled, fixed-feature buttons for one-touch access: message, phone, contacts, menu/home, call history, headset, speakerphone, volume up/down (for handset, headset, and speakerphone) and mute
- A permanently-labeled navigation cluster (Up/Down, Left/Right, OK)
- Red LEDs for speaker, mute, headset, message, and history
- Twenty-four administrative buttons, up to eight lines displayed simultaneously, with LEDs
- Volume button provides separate volume levels for the handset, speaker, and ringer
- Up to 100 contacts; call log with up to 30 entries with LED
- Message waiting indicator
- Full duplex speakerphone
- Avaya digital support via two-wire line interface
- Desk or wall mountable
- Text free faceplate with button functions communicated through universal icons

Avaya 9608 Global IP Telephone

The Avaya 9608 Global IP telephone is an eight line telephone 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 communications. The competitively priced, high performing IP telephone features a monochrome display, four soft keys, common user interface with Avaya one-X® solutions, high definition audio quality, integrated Ethernet interface, support for Bluetooth®, and DECT headsets and up to three 12 or 24 Button Expansion Modules.

Part of the 9600 series IP telephones, it leverages the enterprise IP network to deliver sophisticated voice communications from headquarters, remote locations or home offices. Integrated with Avaya Aura®, its evolutionary approach optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.

Avaya 9608 Global IP Telephone



The 9608 Global IP telephone delivers high definition audio that can increase productivity by reducing fatigue via enhanced audio quality delivered through the wideband audio codec in the handset and headset. It simplifies call control on the display using soft keys for everyday functions such as transfer, conference and forwarding and to access everyday processes including third-party applications such as company corporate directories. It also provides visual cues that can speed task management through eight green and red LEDs.

It supports reduced energy consumption and costs through PoE Class 1 design with sleep mode.

Features

Features and capabilities of the 9608 Global IP telephone include:

- Monochrome display 3.2 inches x 2.2 inches (8.2 cm x 5.5 cm)
- Eight line appearance/feature buttons with dual LEDs (green, red)



An Avaya Solution for
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Avaya 9608 Global IP Telephone

- Four soft keys
- 10 fixed feature buttons for one touch access to: telephone, messages, contacts, call history, home, navigation, headset, speaker, volume, and mute
- Five red LEDs for messages, headset, call history, speaker, and mute
- 24 administrative buttons, up to 8 lines displayed simultaneously, with green and red LEDs
- Wideband audio in handset and headset
- Full duplex speakerphone
- Bluetooth® and DECT headset support via vendor adapter
- Two Message Waiting Indicators
- Wall mount and dual position stand
- Ethernet 10/100 line interface and second Ethernet interface both at 10/100 Mbps
- PoE Class (IEEE 802.3af) registers as class 1 device
- H.323 and SIP protocol support
- Standards based codec support includes G.711, G.726, G.729A/B, and G.722
- Text free faceplate with button functions communicated through universal icons
- Supports the following languages: 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



Go Green with Avaya Products

From employee programs to the manufacturing process, Avaya is dedicated to being environmentally responsible in every facet of our business. As such, Avaya actively designs products, applications, and solutions that help reduce our customers' carbon footprints. These include reducing equipment energy costs, decreasing office expense by supporting remote workers, and eliminating travel costs while retaining collaboration via enhanced audio and web conferencing.

Our commitment to high-quality intelligent voice communications at a low environmental cost applies to product portfolios being developed today, as well as those developed years ago, as evidenced in the following information:

- Avaya has had an ISO 14001-based EH&S Management System for its facilities and services since its inception in 2001, with EH&S committees to drive continued improvement deployed at most locations with greater than 50 employees. In addition, Avaya has an ISO 14001 Environmental Management System for its Design for Environment process.
- Since 2002, Avaya has realized a 40% efficiency gain in our terminals. When Avaya Gigabit IP Phones are paired with the Avaya 4500 Ethernet Routing Switch series, a reduction of up to 76% in terminal power consumption is achieved.
- Avaya virtualization technology reduces energy consumption by decreasing the requirement for physical servers when running multiple applications.
- Avaya terminals are IEEE class 2 and require less power to operate than many of our competitors' products.
- Avaya embedded servers can provide considerable power savings when compared with OEM servers for low-end applications.
- The power consumption of embedded IP media processors has been reduced by 64%.
- The power consumption for conferencing bridges has been reduced by 84%, and their footprints have been reduced dramatically as a result of transitioning from a hardware-based to a software-based solution.



Why Avaya?

Avaya is a leading global provider of next generation business collaboration and communications solutions, providing unified communications, real time video collaboration, contact center, networking, and related services to companies of all sizes around the world.

Avaya helps our customers bring people together with the right information at the right time in the right context, enabling business users to improve their efficiency and quickly solve critical business challenges. Because our solutions are based on open standards, our customers can decide what works best for them. Our objective is to give people the best collaboration experience, regardless of the devices, locations, or media they choose.

Avaya believes technology should enable collaboration. As businesses move toward a more geographically dispersed, 24 x 7 workforce, they need tools to enable their users to quickly solve business challenges. Seamless and effective collaboration platforms support this work environment.

Industry Recognition

Avaya is consistently recognized as a global leader by industry and technology experts and has achieved leadership positions including:

- Number 1 Worldwide in Telephony Systems¹
- Number 1 in Telephony for Small and Midsize Businesses²
- Number 1 Worldwide in Contact Center³

Gartner places Avaya in the Leaders Quadrant based on its completeness of vision and ability to execute.

- Positioned in the Leaders Quadrant in Gartner Magic Quadrant for:
 - Corporate Telephony⁴
 - Unified Communications⁵
 - Contact Center⁶
- Positioned in the Visionaries Quadrant for Wired and Wireless LAN Access Infrastructure⁷

¹ Dell'Oro Group, Enterprise Telephony Report, 4Q13, February, 2014

² Dell'Oro Group, Enterprise Telephony Report, 4Q13, February, 2014

³ Gartner, Inc., Market Share, Contact Centers Worldwide, 2013, March, 2014

⁴ Gartner Magic Quadrant for Corporate Telephony, Jay Lassman et al., September 2013

⁵ Gartner Magic Quadrant for Unified Communications, Bern Elliot and Steve Blood, July 2013

⁶ Gartner Magic Quadrant for Contact Center Infrastructure Worldwide, Drew Kraus et al., June 2013

⁷ Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure, Tim Zimmerman and Mark Fabbi, September 2013.

Upgrading Current Voice Communications Systems

Brown County

Based on our initial assessment of the current system located at the LEC, it is recommended to replace the system as soon as possible. The previous provider no longer supports that platform, the hardware/software is obsolete, any additions or replacement parts will be reconditioned and reports are that more problems are beginning to occur as the system ages. In our combined 40 plus years of experience, these signs are indicative of a system that is losing processing capabilities and will eventually fail.

1. System hardware and software is obsolete and no longer supported
2. A system failure would result in much longer downtime, no redundancy with increased cost of parts and harder to find replacement parts (best effort to find refurbished replacements)
3. Courthouse has 13 departments that do not communicate directly with each other
4. New system allows for communications directly with other county entities, implementation of mobility solutions (using one number contact) and integration with voicemail to email and system conferencing capabilities
5. New system allows for redundancy, reducing downtime drastically while a secondary server is brought online without losing any translations.
6. Increased overall system uptime.
7. Simplicity of growth or adding new hardware
8. Courthouse can consolidate technology, increase efficiency, save money and each department can still operate independently
9. Additional savings by allowing upgrade/replacement to be concurrent with the City of Brownwood PD, instead of delaying an install and incurring more costs due to installation costs