

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: February 7, 2011

SUBJECT: Network Cabling and Equipment for
Law Enforcement Center and
Old Health Building Renovations

ATTACHMENTS: Yes

SUMMARY OF REQUEST:

As included in the respective project budgets, contracts for network cabling and equipment (phones) are attached for both the Law Enforcement Center and the Old Health Building Renovations (Development Services Center) projects. Both contracts are within the allocated project budgets and are presented for Board approval as follows:

Law Enforcement Center: \$315,487.00 with J E Dunn with no additional day time extension.

Old Health Building Renovations: \$106,656.00 with Carolina Specialties Construction with no additional day time extension.

The County Engineer, Project Manager and IT Director will be available to address any questions from the Board.

BOARD ACTION REQUESTED:

LEC:

Approve the technology phase for network cabling and equipment for the Law Enforcement Center contract at \$315,487.00 and authorize the County Engineer to sign the required documents.

OHB:

Approve the technology phase for network cabling and equipment for the Old Health Building Renovations contract at \$106,656.00 and authorize the County Engineer to sign the required documents.

Suggested Motions:

LEC: I move the Board approve the technology phase for network cabling and equipment for the Law Enforcement Center contract at \$315,487.00 and authorize the County Engineer to sign the required documents.

OHB: I move the Board approve the technology phase for network cabling and equipment for the Old Health Building Renovations contract at \$106,656.00 and authorize the County Engineer to sign the required documents.



PCO ACCEPTANCE

1/27/2011

Mr. David Berry
Henderson County
100 North King Street
Hendersonville, North Carolina 28792

**RE: Henderson County Law Enforcement Center - 492970
Potential Change Order No. 006 - Cabling & Phone Systems**

Attached is the Contractor's proposal, dated **January 27, 2011** with a **cost** of \$315,487.00 and a **0/No** day time extension. This proposal description includes:

Provide cabling and phone systems coordinated with Owner.

Moseley Architects has reviewed this proposal and found the pricing to be reasonable and recommends acceptance. Please confirm your acceptance by signing this letter and return a record copy to my office. Upon receipt of your acceptance we will issue the Contractor a notice to proceed and include this proposal in the next Change Order.

Please contact me if you have any questions.

Paul Luzier
Construction Contract Administrator

Accepted By: _____

Date: _____

Encl.: As Stated
Cc w/encl.:



JE DUNN CONSTRUCTION
6101 CARNEGIE BOULEVARD, SUITE 400
CHARLOTTE, NC 28209
TEL 704.554.0539 | FAX 704.554.0752

www.jedunn.com

Project: Henderson County Law Enforcement Center

January 27, 2011

Paul Luzier
Moseley Architects
11430 North Community House Road
Gibson Building, Suite 225
Charlotte, NC 28277

Subject: Proposed Change Item No.011
Owner Request – LEC Cabling/Phone Systems

Dear Paul:

We propose to make the following changes in the revised amount of \$315,487.00 to the contract for construction of the above referenced project.

Reference Document:

Email from David Berry with Henderson County Dated 1/26/11
TSA Choice, Inc. Quote Dated 6/23/10 (Q18997) - Attached
TSA Choice, Inc. Quote (Q18482) - Attached
TSA Choice, Inc. Scope of Work (Q18997) - Attached

General Scope of Work:

This proposal is inclusive only of the additional costs associated with the Henderson County Law Enforcement Center Cabling/Phone Systems as specifically detailed and outlined in the attached proposals from TSA Choice Inc. and Contractors price detail (attached). Scope approval by Becky Snyder of Henderson County dated 1/14/11 attached for reference.

Direction:

Please review and acknowledge acceptance of this change proposal for the amount requested above. Execution of this document will constitute an approval for General Contractor to proceed with the work described. The amount of this work will be incorporated into the next Owner Change Order. Currently we are not proceeding with this work.

Please signify your acceptance of this proposal by signing below no later than 2/11/11.

Printed Name/Company

Signed Name

Date

Schedule:

JE Dunn Construction reserves its right to extended time and general conditions should this change impact the schedule pursuant to the terms of our contract agreement.

Sincerely,

John R. Tomcik
Project Manager

CC: John Kaminski, Bob Hillis, Rich Alfaro, File I.G.3



John Tomcik

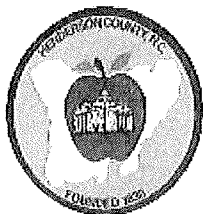
From: David Berry [dberry@hendersoncountync.org]
Sent: Wednesday, January 26, 2011 4:55 PM
To: 'Luzier, Paul'; 'Kaminski, John'
Cc: Marcus Jones; Becky Snyder; John Tomcik; Bob Hillis; kploch@carspeconst.com; ccormier@carspeconst.com; Rich Alfaro
Subject: LEC & OHD Cabling/Phone Systems

Paul, John,

Henderson County has made the decision to request the contractors for the LEC and the OHD to provide the Cabling and Phone systems for these two projects under their respective contracts via change orders. As you are aware this has been discussed with the respective contractors and pricing proposals from an acceptable subcontractor have already been requested and received by each of our contractors. Henderson County has reviewed and approved the subcontractor's submitted proposals in regard to the required scopes. In order to facilitate the necessary Henderson County approvals we are requesting that Moseley coordinate with each contractor and prepare PCO's from each contractor to Henderson County for each of the projects. We have and I can forward to you copies of the latest proposals for each project.

Please contact me asap tomorrow in this regard and we can go over this in more detail. Due to the dollar amounts these PCO request will have to go to the Board of Commissioners for approval. Since this Friday, the 28th, is the deadline for agenda submittals for the next Commissioners' meeting which is on Monday, February 7, is important to get this done tomorrow if at all possible.

Thank you in advance for your help with this.



David H. Berry
Henderson County Engineering
100 North King Street
Hendersonville, NC 28792
Telephone: 828-694-6522
Cell: 828-850-1046

All e-mail correspondence to and from this address is subject to the North Carolina Public Records Law, which may result in monitoring and disclosure to third parties.

John Tomcik

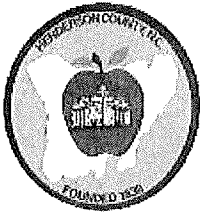
From: David Berry [dberry@hendersoncountync.org]
Sent: Friday, January 14, 2011 3:41 PM
To: Kaminski, John; Luzier, Paul
Cc: Becky Snyder; Marcus Jones; John Tomcik
Subject: FW: Henderson Co. LEC - Low Voltage Preliminary

Importance: High

John, Paul,

See below.

You were going to check on the UPS(battery back ups)? Let us know. Thanks.



David H. Berry
Henderson County Engineering
100 North King Street
Hendersonville, NC 28792
Telephone: 828-694-6522
Cell: 828-850-1046

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From: Becky Snyder
Sent: Friday, January 14, 2011 3:37 PM
To: David Berry; Marcus Jones
Cc: John Tomcik; Luzier, Paul; Phyllis Lowder; Randal J. Duncan
Subject: FW: Henderson Co. LEC - Low Voltage Preliminary
Importance: High

David,

IT has finished reviewing the quotes, and we do not see anything that needs to be changed. The only question I have remaining is concerning the need for UPS units. See the highlighted portion of my message below.

Thanks!

Becky Snyder, CGCIO
Information Technology Director
Henderson County
200 N. Grove, St., Ste. 86
Hendersonville, NC 28792

Office phone: 828-697-4710

Mobile phone: 828-606-3631
Fax: 828-698-5122
www.hendersoncountync.org



"All e-mail correspondence to and from this address is subject to the North Carolina Public Records Law, which may result in monitoring and disclosure to third parties."

From: Becky Snyder
Sent: Thursday, January 13, 2011 8:53 AM
To: David Berry; Marcus Jones
Cc: John Tomcik; Luzier, Paul
Subject: RE: Henderson Co. LEC - Low Voltage Preliminary

Thanks David.

We started reviewing the quotes yesterday and will try to finish today. The increases are due to adding the "WLOS" part to the cabling quote, and making expected changes to the phone system quote, since it was a rough budgetary quote based on the existing system. The new space will require additional phones, which also adds cabling, network switches, etc.

We also had them add UPS (battery backups) on the assumption that there is not a building UPS in line with the generator that will take care of keeping power up until the generator kicks in when there is an outage. I think that the engineer was going to check on that and get back with you? If the outlets for the phone system and network equipment will be on a building UPS, we can remove those from the quote. Have you heard back from the engineer on that?

I'll let you know when we have finished reviewing the quotes ... no later than tomorrow morning.

Becky Snyder, CGCIO
Information Technology Director
Henderson County
200 N. Grove, St., Ste. 86
Hendersonville, NC 28792

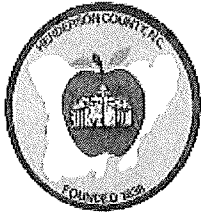
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From: David Berry
Sent: Thursday, January 13, 2011 8:41 AM
To: Becky Snyder; Marcus Jones
Cc: John Tomcik; Luzier, Paul
Subject: FW: Henderson Co. LEC - Low Voltage Preliminary

fyi



David H. Berry
Henderson County Engineering
100 North King Street
Hendersonville, NC 28792
Telephone: 828-694-6522
Cell: 828-850-1046

All e-mail correspondence to and from this address is subject to the North Carolina Public Records Law, which may result in monitoring and disclosure to third parties.

From: dberryassociates@tds.net [mailto:dberryassociates@tds.net]
Sent: Wednesday, January 12, 2011 3:52 PM
To: David Berry
Subject: Fw: Henderson Co. LEC - Low Voltage Preliminary

Sent from my Verizon Wireless BlackBerry

From: John Tomcik <john.tomcik@jedunn.com>
Date: Wed, 12 Jan 2011 13:39:02 -0600
To: David Berry <dberryassociates@tds.net>
Subject: Henderson Co. LEC - Low Voltage Preliminary

David...good afternoon.

Things are really busy right now...but I at least wanted to get you a preliminary look at the quotes I was issued by TSA for the work discussed last week. Based on our discussions, they appear to be a little higher than you might have anticipated....see attached. (Note, bond cost are not included at this time)

Bob and myself spoke and are in agreement to just adding project management time for the following additional work that I will incur:

Change order assembly and review, Contract Generation/Printing, Bond Evaluation, Insurance Review, Contract Negotiation (if applicable), subcontractor management, submittal review, submittal routing and distribution, misc. meetings and monthly billings review, processing and payment.

Again...this is all preliminary, but I wanted to get some thought into the additional work we will incur. This is open for discussion if necessary.

I believe the next step would be for your IT Team to review the scope of work and advise if their price and work is satisfactory to Henderson Co. Agree?



John Tomcik, LEED® AP | Project Manager

JE Dunn Construction

6101 Carnegie Blvd Suite 400, Charlotte, NC 28209 | www.jedunn.com
direct 704.554.0539 | mobile 704.400.8579 | john.tomcik@jedunn.com

In pursuit of building perfection®



108 Asheville Commerce Parkway - Candler, NC 28715 -
 Phone: 828.254.4464 - Fax: 828.667.9997 - www.TSACHoice.com

QUOTE

Quote #
Q18482

VOICE • IT • CABLING • A/V

Quote To: Henderson County IT Department
 Becky Snyder
 200 N. Grove Street, Ste. 86

Hendersonville, NC 28792
 USA

Phone: (828)697-4710
Fax:

Cabling for Law Enforcement Center

TSACHoice will install approximately (295) network locations and (2) voice only locations. Each network location will contain (4) Cat 5e drops and each voice location will contain (1) Cat 5E drop. All Cat 5e drops will be CMR rated and will terminate on Cat5E RJ45 jacks at each outlet and on rack mounted Cat5E patch panels in the telecom room. TSACHoice will provide and install (2) floor mounted equipment racks and necessary cable runway in telecom room. All racks, cable runway, etc. will be bonded and grounded to an approved ground source in each telecom room. TSACHoice also will provide the following Cat5E patch cords: (295) 10', (155) 7', and (155) 5'. The number of patch cords is based on providing (1) cord in the telecom room and (1) at each outlet per faceplate. TSACHoice will install approximately (25) TV locations. Each TV location will contain (1) CM rated RG6 cable routed to the telecom room. TSACHoice will install a CMR rated RG11 backbone cable from the ground floor telecom room to each telecom room located on the first and second floors. TSACHoice will terminate each RG6 cable with F-Type connectors on each end. All outlet faceplates will be stainless steel as detailed on drawings.

TSACHoice will install (1) 25pr copper Indoor/Outdoor rated and (1) 24 strand 62.5 multi-mode optical fiber Indoor/Outdoor rated backbone connection from the LEC to the Courthouse, and from the LEC to the Detention Center. The 25pr cable will be terminated using CIRCA over-voltage protection at each end. Each fiber strand will be terminated using LC type connectors and housed in a rack mount fiber housing on each end. TSACHoice will install (1) 12 strand 62.5 multi-mode optical fiber CMR rated cable and (1) 25pr copper CMR rated cable from the ground floor telecom room to each telecom room located on the first and second floors. Each fiber strand will be terminated using LC type connectors and housed in a rack mount fiber housing. TSACHoice will terminate the 25pr copper cable onto rack mounted patch panels in each telecom room with one pair per port to extend analog circuits. TSACHoice will supply (16) 3M 62.5 MM optical fiber jumpers.

TSACHoice understands that all conduit, boxes, cable tray, sleeves, etc. will be furnished and installed by the electrical contractor.

This proposal includes funds for an independent Firestop Specialty Contractor, chosen by the General Contractor, to install firestop at each location TSACHoice utilizes and that requires such.

All outlet faceplates will be stainless steel as detailed on drawings.

All cabling will be terminated and tested to the latest TIA/EIA cabling standards.

Qty	Description	Unit Price	Ext. Price
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Qty	Description	Unit Price	Ext. Price
210,000	Cable-Data-4PR--Cat 5e-CMR (Blue) Marathon	\$0.13	\$27,300.00
6,000	Cable-Coax-RG 6 CMR (Black)	\$0.11	\$660.00
400	12F 62.5 MM Fiber CMR	\$1.29	\$516.00
400	Cable-Indoor-025PR-24AWG-Cat 3-CMR	\$0.56	\$224.00
1,500	24F 62.5 MM Fiber Indoor/Outdoor	\$2.69	\$4,035.00
1,500	25pr Indoor/Outdoor Cable	\$2.65	\$3,975.00
4	Compression Connector-F Type RG11	\$5.93	\$23.72
400	Cable-Coax-RG11 PVC	\$0.29	\$116.00
4	Protector 025P-(CO Entrance w/o Modules)	\$131.25	\$525.00
100	Protector Module-240VDC-Solid State	\$4.06	\$406.00
1,180	Cat 5e Jack Gray	\$4.38	\$5,168.40
295	4 Port Stainless Steel Faceplate	\$4.19	\$1,236.05
25	1 Port Stainless Steel Faceplate	\$4.19	\$104.75
2	1 Port Wall Mount Faceplate	\$7.25	\$14.50
5	4 Port Surface Mount Box	\$3.35	\$16.75
25	F-Type Adapter	\$1.75	\$43.75
50	Compression Connector-F Type RG6	\$0.68	\$34.00
27	Patch Panel- 48 Port-568A/B to 110-Cat 5e	\$197.50	\$5,332.50
4	Patch Panel- 24 Port-568A/B to 110-Cat 5E	\$115.00	\$460.00
9	Vertical Slotted Duct, 80" Length, Channel Size 4"x5" Front and 4"x4" Rear	\$162.50	\$1,462.50
29	IRU Horizontal Cable Manager	\$30.00	\$870.00
6	Rack-19" x 84"-Std-Floor-Black	\$137.50	\$825.00
6	Runway 12" x 9'-Black	\$85.00	\$510.00
9	Splice-Junction Kit-90° Black	\$9.69	\$87.21
9	Wall Angle Support Kit-12"-Black	\$22.50	\$202.50
250	Cable-Grounding-Stranded- 6AWG-Green	\$2.50	\$625.00

Qty	Description	Unit Price	Ext. Price
150	Fiber Connector-LC-62.5/125-MM	\$15.00	\$2,250.00
4	Closet Connector Housing-Rack Mount-24F	\$193.75	\$775.00
2	Closet Connector Housing-Rack Mount-48F	\$225.00	\$450.00
12	LC 62.5 MM Fiber Adapter Panel	\$73.75	\$885.00
16	LC/LC 3M 62.5 MM Fiber Jumper	\$21.88	\$350.08
295	10' Cat 5e Patch Cord Blue	\$2.81	\$828.95
155	5' Cat 5e Patch Cord Blue	\$2.19	\$339.45
155	7' Cat 5e Patch Cord Blue	\$2.56	\$396.80
225	Bracket-Cable Support-2"	\$3.06	\$688.50
1	Professional Services Installation	\$31,016.10	\$31,016.10

WLOS Cabling

1,000	XLR Cable	\$0.60	\$600.00
4	AV Faceplate Stainless Steel (2) BNC and (2) XLR Connections	\$46.67	\$186.68
1,000	RG59 Coax Cable	\$0.29	\$290.00
10	RG59 BNC Compression Connector	\$2.13	\$21.30
1	Professional Services Installation	\$1,613.22	\$1,613.22

Fire Caulk Allowance

25	Fire Caulk Penetration	\$33.33	\$833.25
		SubTotal	\$96,297.96
		Sales Tax	\$5,003.10
		Shipping	\$0.00
		Total	\$101,301.06

These prices are valid for 30 days. TSACchoice provides a one year warranty on all TSACchoice provided labor and material.



Scope of Work for
Henderson County Law Enforcement Office
Quote Q18997

Overview
Summary

Replace Mitel 3300 LX Controller, with a Mitel 3300 Mxe Redundant Controller. Install Mitel Application Suite (MAS) with NuPoint Voicemail to allow for different automated attendants for each department. The MAS Server has been configured with redundant hard drives. Install new equipment in new Sheriffs Dept. This pricing assumes that the Sheriffs Dept Extensions, 911 extensions, and CID will be moving to new location, and that Jail will stay at current location. Quote includes replacing existing digital sets with IP telephones for new location extensions.

Any existing software on current 3300 LX controller will be transferred to new Mitel 3300 Mxe Controller.

Based on discussions with the IT Department PoE switches will be provided for voice and data. Voice and Data will share the same network.

The Jail will continue to operate using the current peripheral node, for analog support. Henderson County will provide (18) Mitel 5220 IP telephones to be installed in the jail and TSACHoice will provide (14) new Mitel 5330 IP telephones, (1) Mitel 5340 IP telephone.

Pricing is based on primary equipment being installed during regular business hours, with final programming and move taking place over a weekend, techs would return on Monday and Tuesday the following week to support end users, remove equipment from sites and to address any programming changes that may be requested.

This budget would include installation, programming, training based on 200 users with approximately 20 people per class.

Detailed Scope of Work

- 1) CST to meet with Henderson County IT Dept to plan programming for new Sheriffs Office, CID, and 911, discuss IP address schemes, plan training for employees and confirm installation dates. Programming information to be reviewed based on the following information:

Floor	Switch Port Count
Basement	72 configured (1) 24 port PoE for voice and data, configured (1) 24 port non PoE and (1) 48 port non PoE to support Servers and other devices in basement not requiring power.
First Floor	110 (2) 48 port PoE switches and (1) 24 port PoE switch
Second Floor	125 (3) 48 port PoE switches
Jail	(1) 48 port PoE switch




** (8) GBIC modules for fiber connections between equipment rooms.**

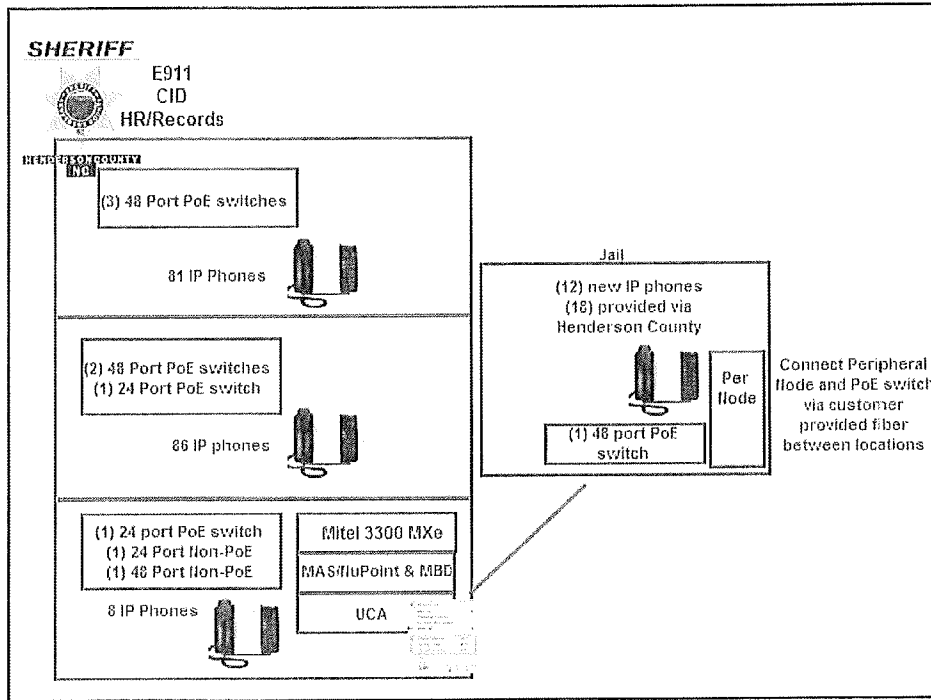
Floor	5330	5340	Dynamic X	UCA	UCA Console	Wireless Headset	Conf. Module
Basement	7	1 (Eq.Room)				1	
First Floor	77 (1 for equip room)	9	7	20	2	6	1
Second Floor	75 (1 for equip room)	6	12			4	
Jail	10	2				5	
TOTALS	169	18	19	20	2	16	1

Conference Module requires a Mitel 5330 or 5340 IP telephone

- a. The existing peripheral node located at the jail will be connected to the Mitel 3300 located at the LEO building. Install a 48 port PoE switch to support 15 new IP telephones and 18 customer provided IP telephones. For the implementation meeting a floor plan for existing jail location, with extension locations marked for the IP telephones, along with the extension number associated. Review any devices that are setup as analog extensions or loop start trunks.
- b. Work with Henderson County to determine DID assignments if any changes are taking place.
- c. Determine extension users to receive Dynamic Extension, quote currently configured for 19 licenses.
- d. Determine which users will use 20 UC Advanced software. We will need to work with the IT Dept to push the software out to desktop locations for UC Advanced, individual users will be given instructions to load software on their PCs (please see notes below for PC requirements.) Register UC Express for Henderson County LEO for 150 users. Provide instructions for loading UC Express to IT

department, this software will be loaded via the Henderson County IT dept on an as needed basis.

- 2) Technician to prebuild Mitel 3300 Mxe controller, MAS Server w/NuPoint Messenger, and the Mitel Unified Communicator Advanced at TSAChoice, based upon information received during implementation meeting.
- 3) This budget is based on the following labor schedule:
 - a. Technicians onsite to install 169 IP telephones, install racks, switches, Mitel 3300 Mxe and MAS with NuPoint/ Mitel Business Dashboard and UCA Server for up to 20 User Licenses, (2) UCA operator licenses.
 - i. A four post rack has been provided in this quote to be installed in the primary equipment room
 - ii. It is assumed that existing racks used for cabling on other floors will be used to support the PoE switches/UPS' on those floors.
 - iii. Rack- mount APC UPS 2200 for primary equipment room in basement. UPS will require a NEMA 5-20P input connection 
 - iv. Rack-mount APC UPS 2200 for first floor equipment room. UPS will require a NEMA 5-20P input connection 
 - v. Rack-mount APC UPS 3000 for the second floor equipment room. UPS will require a NEMA L5-30P input connection 
 - b. Cut PRI circuits (move order to be co-ordinated through preferred dial tone provider, Henderson County IT Dept and TSAChoice)
 - c. Cross connect analog extensions needed throughout the LEO building as requested in CST meeting.
 - d. Friday Evening- connect jail peripheral node to new controller located at new Sheriffs Office test jail telephones, and dial tone prior to leaving site.
 - e. It is assumed that existing IP telephones being moved from various locations will be carried to new office by users, TSAChoice techs will then make final connections and test.
 - f. Over remainder of weekend techs will be onsite to test telephones, confirm that all telephone lines are ringing in to system as requested and that automated attendant options are working properly.
 - g. Technicians back onsite Monday and Tuesday for support of end users and to remove peripheral nodes and primary communications equipment that is no longer needed from CID, 911 and existing Sheriffs Dept.



Notes

It is assumed that cabling infrastructure will be in place prior to installation of equipment and fiber connections are in place to support any peripheral nodes across WAN.

Basic equipment addition Costs during this project

	5330 IP Phone	5340 IP Phone	5310 Conference Unit	Cordless Headset	UCA
License	\$127.36	\$127.36			\$70.05
Hardware	\$212.15	\$269.99	\$444.38	\$243.69	
Mailbox	\$28.30	\$28.30			
Labor	\$22.87	\$22.87	\$22.87	\$22.87	\$22.87
Warranty	\$31.25	\$35.88	\$37.38	\$21.32	\$7.43
Total	\$421.93	\$484.40	504.63	\$287.88	\$100.35

Does not include any applicable software assurance or shipping costs associated

The Mitel 5310 Conference Telephone requires co-location of a Mitel 5330 or 5340 IP telephone

UC Advanced End User PC requirements are as follows:

Component	Requirement	Version
Central Processing Unit (CPU)	1.4 GHz or faster	Intel® Pentium® 4
Available Hard Disk Space	100 MB free hard disk space	
Random Access Memory (RAM)	1 GB required (2 GB recommended)	
Network Interface Card (NIC)	Full duplex 10/100/1000 Mbps (100 Mbps full duplex recommended)	
Sound Card	Full duplex	
Operating System (OS)	Microsoft Windows® XP	Professional Service Pack 3 32- or 64-bit
	Microsoft Windows Vista®	Business/ Enterprise/Ultimate Service Pack 2 32- or 64-bit
	Microsoft Windows 7	Professional/Enterprise/ Ultimate 32- or 64-bit
	Citrix® ICA Client	4.5 ¹ or 5.0 ²
Microsoft Add-on	Microsoft .NET™ Framework	3.5 SP1

UC Express PC requirements as follows:

Component	Description	Supported Version
Platforms	The operating systems on which you can install Unified Communicator Express. This includes Terminal Services support.	<ul style="list-style-type: none"> ◆ Windows XP Profession 32 bit ◆ Windows XP Profession 64 bit ◆ Windows Vista Business 32 bit ◆ Windows Vista Business 64 bit ◆ Windows Server 2003 Terminal Services 32 bit ◆ Windows Server 2003 Terminal Services 64 bit
Microsoft Outlook	The Outlook clients supported with Unified Communicator Express. You can locate Outlook contacts and dial their number directly from Unified Communicator Express.	<ul style="list-style-type: none"> ◆ Outlook 2003 SP3 ◆ Outlook 2007 SP1
Instant Messaging	The IM clients supported with Unified Communicator Express. Integration with IM clients provides presence features, enabling you to dial your contacts according to their online status for instance.	<ul style="list-style-type: none"> ◆ Windows Live Messenger 8.5 ◆ Windows Live Messenger 9
Mitel Switches	The Mitel phone switches which integrate with Unified Communicator Express.	<ul style="list-style-type: none"> ◆ Mitel 3300 ICP 9.0 UR3 and greater ◆ Mitel Communications Director 10.0 UR1 and greater ◆ Mitel 5000 CP 3.2 and greater
Mitel Phones	The Mitel phones that are supported with Unified Communicator Express.	<ul style="list-style-type: none"> ◆ Mitel 5312 (MINET / SIP) ◆ Mitel 5324 (MINET / SIP) ◆ Mitel 5320 (MINET) ◆ Mitel 5330 (MINET / SIP) ◆ Mitel 5340 (MINET / SIP) ◆ Mitel 5360 (MINET) ◆ Mitel 6628 Digital Phone ◆ Mitel 6668 Digital Phone

Requirements and Presumptions related to Scope of Work

- 1) TSAChoice's Statement of Understanding Questionnaire has been completed and signed by you, the customer.
- 2) Customer has carefully read, understands, and agrees with TSAChoice's Scope of Work, shown above.
- 3) The attached Scope of Work details any additional work for TSAChoice that was uncovered in the Statement of Understanding Questionnaire and/or the related Onsite Evaluation.
- 4) Customer's cabling infrastructure must be able to support the proposed application. Changes to cable infrastructure are not included in this proposal unless specifically outlined in the Scope of Work details above. If requested, TSAChoice can test and certify cabling, but work will be done at TSAChoice's prevailing rates.
- 5) All network-related work identified in the Statement of Understanding Questionnaire and necessary to make your network-ready for voice and not assigned to TSAChoice as part of its Scope of Work, will be done by you or your data provider before TSAChoice begins its installation.
- 6) All computers designated to run telephony software applications must meet the system requirements provided by the software manufacturer. Manual client software installation is not included in this proposal unless stated in the Scope of Work details above. TSAChoice requires administrative rights on any computer where software is to be installed. Desktop troubleshooting will be billed as an addition to contract.
- 7) TSAChoice will support only business-class operating systems such as Windows XP Professional or Windows 7 for Business. Servers must meet manufacturer's requirements for server-based applications. Servers exceeding software manufacturer's requirements may cause deployment failure and must be approved by TSAChoice prior to installation.
- 8) For any multiple site installations, a Network Assessment must be ordered and paid for at your expense to test the wide area network (WAN) for voice compatibility.
- 9) TSAChoice assumes customer will provide appropriate WAN connectivity between multiple sites to ensure voice quality-of-service (QoS). WAN connectivity should be a "Managed Service Offering" such as MPLS, fiber or T-carrier. Troubleshooting voice quality issues over unmanaged networks such as the Internet will be limited due to difficulty ensuring appropriate QoS, and may incur additional labor costs.
- 10) There is existing data-rack space and UPS capacity in a temperature-controlled room for our rack-mounted server and/or voice switches at each location. If not, these items will need to be purchased and installed prior to our installation. Equipment locations will need to be re-considered if these requirements cannot be met.
- 11) An AC power outlet is available at every telephone location unless customer has purchased PoE data switches or power injectors.

- 12) Customers wishing to maintain their own phone systems will provide an employee or member of the IT staff to be trained on the equipment and software during installation, and to assist TSACchoice with inputting customer-specific programming, distributing phones, router changes, etc. This work is not included in our price unless noted in the Scope of Work details above.
- 13) Connecting to legacy paging and music-on-hold systems will be done on a best effort basis. Additional costs may apply in some cases.
- 14) Off-site IP telephones including softphones will require a single-line telephone with a direct copper phone line for 911 calls to properly route to local emergency dispatch.
- 15) Customer has purchased an appropriate amount of instructor-led, onsite training hours for employees so they can be familiarized with the system features and operation.
- 16) Customer agrees to give TSACchoice secure Internet access into your telephone system for as long as support is expected from TSACchoice.
- 17) If TSACchoice has been provided remote access to the phone system, system programming changes will be covered for a period of 30 days or 4 labor hours, whichever comes first. If remote access is not provided, system programming changes will be covered free of charge for a period of 5 days or 2 labor hours, whichever comes first.
- 18) Installations for any remote or home sites using VPNs and the Internet for connectivity are not included in this proposal. TSACchoice will be happy to do this work on an hourly basis.
- 19) All work will be done during normal business hours unless specified in our scope of work.
- 20) Projects quoted based on completing the installation phase in one continuous phase. If a multi-phased installation is required, additional labor may be billed accordingly for return trips.
- 21) Any travel expenses necessary to complete work outside of the Asheville, NC local area will be added to the customer's final invoice unless stated otherwise in the Scope of Work details above.

Agreed to by:

Company	TSACchoice, Inc
Signature	Signature
Date	Date



TSACHoice, Inc.
 108 Asheville Commerce Parkway - Candler, NC 28715 -
 Phone: 828.254.4464 - Fax: 828.667.9997

QUOTE

Date	Quote #
06/23/10	Q18997

Henderson County IT Department
 Becky Snyder

LEC Building
 Please see scope of work for details of installation.

Additional discounts have been secured for primary order. If equipment is added prior to primary equipment being ordered, these rates may apply plus additional professional services and shipping charges.

If additional equipment is needed after initial order, please see scope of work for basic equipment additions.

Ln #	Qty	Description	
1	1	Mitel 3300 MXe III Controller	\$1,350.00
2	1	3300 AMB/AOB Connection	\$112.50
3	1	Mxe III Raid Sub System	\$1,350.00
4	1	3300 160G SATA HDD 2 Pack	\$250.00
5	1	3300 MXE Controller AC Power Supply	\$225.00
6	1	3300 ICP Analog Service Unit II -Universal (NA)	\$420.00
7	1	3300 ICP-24 Port ONSP Card	\$516.00
8	3	Power Cord- C13 10A 250V- North American	\$27.00
9	24	3300 (AMC) ONS Line License	\$1,350.00
10	1	3300 ICP PATCH PANEL	\$137.16
11	1	Cable-Premade-025PR- 25' F/F	\$29.16
12	1	MCD Enterprise PBX Software includes: (1) Network Link License (1) MCD XNet (1) IP Networking (1) Advanced Voicemail Option (1) MCD Voicemail Networking (1) 3300 Tenanting Option (1) MCD Remote Management Option (16) MCD Enterprise License	\$1,800.00
13	3	Power Cord- C13 10A 250V- North American	\$20.25
14	1	3300 ICP FIM (2)	\$293.75

Ln #	Qty	Description	
15	1	3330 ICP-Digital Signal Processor II	\$540.00
16	1	3300ICP Dual T1/E1/PRI Frammer MMC	\$675.00
17	1	3300 ICP Network Link License	\$900.00
18	200	MCD Enterprise License	\$21,600.00
19	169	5330 IP Phone-Gray-Backlit	\$28,138.50
20	18	5340 IP Phone- Dual Mode -Dark Gray	\$3,807.00
21	1	5310 Office Conference Remote Control-Black	\$75.00
22	1	5310 IP Conf Unit Side Control for 5330/5340	\$105.00
23	1	5310 IP Conference Saucer-Dark Grey	\$375.00
24	16	Headset-Mitel Cordless Headset & Module Bundle	\$3,910.08
25	1	3300 ICP Voice Mailbox License (1)	\$30.00
26	1	3300 ICP Compression License- 8 Channels	\$330.00
27	19	Dynamic Extension Enterprise License	\$2,337.00
28	10	Enterprise ACD Agent Licenses	\$1,087.50
29	1	T38 License 4 channel	\$398.75
30	1	HP ProLiant DL360G6	\$3,638.75
31	1	MAS 2.0 SW Base Software	\$1,197.00
32	1	MAS 2.0 NuPoint Messenger Mailbox & Call Director (250 license bundle)	\$3,000.00
33	1	(50 Licenses) Nupoint UM Mailbox and Personal Call Director	\$1,125.00
34	6	NuPoint Standard UM (50 Users)	\$2,160.00
35	1	Nupoint-(AMC) NPM IP-Voicemail Networking	\$1,875.00
36	1	MAS MBD Historical Reporting includes: Business Dashboard SW (1) Telco R2 CofA Sticker (5) Client Go License (1) Reporter Basic Initial License (1) RealViewer License (1) CSM Server License	\$1,350.00
37	1	MAS MBD Real Time Reprotng Uplift includes: (5) Client Go To Connection Assistant License (1) Auto Reporter License (1) Reporter Basic to Reporter Uplift	\$360.00
38	1	HP DL320 G6 Server	\$2,465.00
39	1	Mitel Unified Communication Server base software	\$1,087.50

Ln #	Qty	Description	
40	22	UCA Deskphone License	\$1,579.16
41	2	UCA Console Option	\$1,232.50
42	1	Marquis Series Single Line Phone-3300MWB-Black	\$28.59
43	1	Block-100PR-110-Field Term Block Kit	\$32.50
44	1	B-Line-Four Post Rack-(SB8361908429FB) 84" x19"x 29" 84RU	\$493.75
45	2	19" Vented Shelf	\$75.00
46	8	Rack-Cable Mgmt Panel-Horiz-Double Sided-19"	\$500.00
47	3	Rack Mount Power Strip-10 Outlet-19"-Surge	\$468.75
48	3	Battery Pack for SU 2000XL/2200XL	\$2,016.30
49	2	APC Smart-UPS XL 2200 VA Rack Mountable	\$3,239.16
50	1	APC Smart-UPS XL 3000VA Tower/Rack-mountable	\$1,415.44
51	3	Document Holder-Smoke Colored	\$13.08
52	1	Plywood-3'x3' White Fire Retardant Plywood	\$12.41
53	343	Patch Cord- 3'-4PR-Cat 5E-Black-NoBoot	\$343.00
54	310	Patch Cord-10'-4PR-Cat 5E-Black-NoBoot	\$601.40
55	2	Switch - 24P 10/100BT PoE 2P 1000BT/SFP full mgd	\$1,812.82
56	1	Switch - 24P 10/100BT 2P 1000BT/SFP full mgd	\$361.54
57	1	Switch - 48P 10/100BT 2P 1000BT/SFP full mgd	\$665.38
58	6	Switch - 48P 10/100BT PoE 2P 1000BT/SFP full mgd	\$13,976.94
59	8	ProCurve SX-LC miniGBIC	\$2,912.80
60	8	Jumper-Fiber-Duplex-SC/LC-MM- 3m	\$290.08
61	3	Protector AC-3 Outlet w/Termination Post	\$154.98
62	1	Professional Service Installation	\$52,357.02
			SubTotal \$175,030.50
			Sales Tax \$9,706.14
			Total \$184,736.64

Pricing assumes that cabling infrastructure will support the telephone system and sets. This quote includes installation, programming, 4 hours of training and a one year comprehensive service agreement, unless otherwise stated in Scope of Work. Site assessments will need to be completed prior to installation for IP applications, these assessments are completed to determine network readiness, to identify any possible cabling issues and to obtain main contact information for installations. Pricing can be locked in once site assessments are completed.



PCO ACCEPTANCE

1/27/2011

Mr. David Berry
Henderson County
100 North King Street
Hendersonville, North Carolina 28792

**RE: Old Health Building Renovation-Henderson County - 492971
Potential Change Order No. 004 - Cabling & Phone Systems**

Attached is the Contractor's proposal, dated **January 27, 2011** with a **cost** of \$106,656.00 and a **0/No** day time extension. This proposal description includes:

Provide cabling and phone systems as coordinated with the Owner.

Moseley Architects has reviewed this proposal and found the pricing to be reasonable and recommends acceptance. Please confirm your acceptance by signing this letter and return a record copy to my office. Upon receipt of your acceptance we will issue the Contractor a notice to proceed and include this proposal in the next Change Order.

Please contact me if you have any questions.

Paul Luzier
Construction Contract Administrator

Accepted By: _____ Date: _____

Encl.: As Stated
Cc w/encl.:



Construction, LLC.

P.O. Box 825 • Hendersonville, NC 28793

Phone: (828) 697-7184

Fax: (828) 697-6863

January 27, 2011

Paul Luzier
Moseley Architects
11430 North Community House Rd.
Gibson Building, Suite 225
Charlotte, NC 28277

Re: Henderson County Old Health Building Renovation
Moseley Project Number – 492971

Paul,

We propose to make the following changes per the Owner's request:

Add Cabling and Phone System	\$106,656.00
------------------------------	--------------

See attached TSA Proposals for details.

Please call if you have any questions.

Thank you,

Kenneth F. Ploch II
Project Manager

An Equal Opportunity Employer

Pre-Engineered Metal Buildings • Conventional Buildings and Structures • Office Framing and Renovations • Commercial / Industrial • Water and Sewer Lines



108 Asheville Commerce Parkway - Candler, NC 28715 -
 Phone: 828.254.4464 - Fax: 828.667.9997 - www.TSACHoice.com

QUOTE

Quote #
 Q18481

Quote To: Henderson County IT Department
 Becky Snyder
 200 N. Grove Street, Ste. 86

 Hendersonville, NC 28792
 USA
 Phone: (828)697-4710
 Fax:

Cabling for Old Health Building

TSACHoice will install approximately (121) network locations and (3) voice only locations. Each network location will contain (4) Cat 5e drops and each voice location will contain (1) Cat 5e drop. All Cat 5e drops will terminate on RJ45 jacks at each outlet and on rack mounted patch panels in the telecom room. TSACHoice will provide and install (2) floor mounted equipment racks and necessary cable runway in telecom room. TSACHoice also will provide the following Cat 5e patch cords: (120) 10', (63) 7', and (63) 5'. The number of patch cords is based on providing (1) cord in the telecom room and (1) at each outlet per faceplate.

All outlet faceplates will be stainless steel as detailed on drawings.

TSACHoice understands that the area at Corridor 143 is to be all PLENUM cabling.

All cabling will be terminated and tested to the latest TIA/EIA cabling standards.

Qty	Description
71,000	Cable-Data-4PR--Cat 5e-CMR (Blue) Marathon
18,000	Cable-Data-4PR-24AWG-Cat 5e-CMP Blue Marathon
490	Cat 5e Jack Gray
122	4 Port Stainless Steel Faceplate
3	1 Port Wall Mount Faceplate
11	Patch Panel- 48 Port-568A/B to 110-Cat 5e

Qty	Description		
3	Vertical Slotted Duct, 80" Length, Channel Size 4"x5" Front and 4"x4" Rear		
12	1RU Horizontal Cable Manager		
2	Rack-19" x 84"-Std-Floor-Black		
2	Runway 12" x 9'-Black		
3	Splice-Junction Kit-90° Black		
3	Wall Angle Support Kit-12"-Black		
100	Cable-Grounding-Stranded- 6AWG-Green		
125	10' Cat 5e Patch Cord Blue		
63	5' Cat 5e Patch Cord Blue		
63	7' Cat 5e Patch Cord Blue		
100	Bracket-Cable Support-2"		
4	Smooth Penetrator-4"x12"-1 Hr		
3	Smooth Penetrator-2"x12"-1 Hr		
1	Professional Services Installation		
		SubTotal	\$41,078.89
		Sales Tax	\$1,722.18
		Shipping	\$0.00
		Total	\$42,801.07

These prices are valid for 30 days. TSACchoice provides a one year warranty on all TSACchoice provided labor and material.



VOICE • IT • CABLING • A/V

QUOTE

Date	Quote #
06/07/10	Q18387

Henderson County IT Department
Becky Snyder

Old Health Dept Building
 See Scope of Work for details of installation.

Ln #	Qty	Description
1	1	Mitel 3300 MXe III Controller
2	1	3300 AMB/AOB Connection
3	1	3300 160G SATA HDD 2 Pack
4	1	Mxe III Raid Sub System
5	3	Power Cord- C13 10A 250V- North American
6	1	3300 MXE Controller AC Power Supply
7	1	MCD Enterprise MCD Software includes: (1) Network Link License (1) MCD XNET (1) IP Networking (1) Advanced Voicemail Option (1) Tenanting Option (1) Remote Management (16) Enterprise License
8	1	3300 ICP PATCH PANEL
9	1	Cable-Premade-025PR- 25' F/F
10	1	3300 ICP Analog Service Unit II -Universal (NA)
11	1	3300 ICP-24 Port ONSP Card
12	4	3300 (AMC) ONS Line License
13	39	MCD Enterprise License
14	1	3330 ICP-Digital Signal Processor II
15	1	T38 License 4 channel
16	1	200ICP & 3300ICP Dual T1/E1/PRI Framer MMC
17	44	5330 IP Phone-Gray-Backlit
18	2	5340 IP Phone- Dual Mode -Dark Gray
19	1	5310 IP Conf Unit Side Control for 5330/5340
20	1	5310 IP Conference Saucer-Dark Grey
21	1	5310 Office Conference Remote Control-Black
22	11	Headset-Mitel Cordless Headset & Module Bundle
23	4	Cordless Handset with Charging Plate
24	1	3300 ICP Voice Mailbox License (1)

Ln #	Qty	Description
25	1	3300 ICP Compression License- 8 Channels
26	3	Mitel Dynamic Extension
27	10	Enterprise Agent Licenses
28	1	HP DL320 G6 Server with Redundant Hard Drives
29	1	MAS 2.0 SW Base Software
30	1	(10 Licenses) Nupoint UM Mailbox and Personal Call Director
31	1	(50 Licenses) Nupoint UM Mailbox and Personal Call Director
32	1	NuPoint Standard UM 10 Users
33	1	NuPoint Standard UM 50 Users
34	1	Nupoint-(AMC) NPM IP-Voicemail Networking
35	1	Marquis Series Single Line Phone-3300MWB-Black
36	1	Battery Pack for XL 3000
37	1	APC Smart-UPS XL 3000VA Tower/Rack-mountable
38	1	Block-100PR-110-Field Term Block Kit
39	1	HP ProCurve Switch 2610- 48 PoE Switch
40	1	HP ProCurve Switch 2610- 24 PoE Switch
41	1	Rack-Shelf-19" x 21-Double Side-Black
42	3	Rack-Cable Mgmt Panel-Horiz-Double Sided-19"
43	1	Rack Mount Power Strip-10 Outlet-19"-Surge
44	1	Document Holder-Smoke Colored
45	1	Plywood-3'x3' White Fire Retardant Plywood
46	47	Patch Cord- 3'-4PR-Cat 5E-Black-NoBoot
47	1	Protector AC-3 Outlet w/Termination Post
48	1	Professional Service Installation

TSACHoice, Inc.

SubTotal	\$52,814.08
Sales Tax	\$2,982.94
Total	\$55,797.02

Pricing assumes that cabling infrastructure will support the telephone system and sets. This quote includes installation, programming, 4 hours of training and a one year comprehensive service agreement, unless otherwise stated in Scope of Work. Site assessments will need to be completed prior to installation for IP applications, these assessments are completed to determine network readiness, to identify any possible cabling issues and to obtain main contact information for installations. Pricing can be locked in once site assessments are completed.



Scope of Work for
Henderson County OHD
 Quote Q18387

Overview

TSACHoice proposes to install a Mitel 3300 with MAS Nupoint voicemail system at the Old Health Department location. Mitel 3300 built as a redundant system with hard drives/power supplies/ and ethernet ports. MAS NuPoint software supported by an HP 320G with redundant hard drives. System configured for a PRI circuit for dial tone, up to 6 telephone lines, (4) ports for analog devices or programming needs, (44) 5330 IP telephones, and (1) 5340 IP telephones. System has been built with appropriate software for IP networking to allow for networking of telephone/voicemail systems when ready to move forward with that project.

Pre-Install

- 1) Installation Specialist to schedule implementation meeting to discuss programming needs, obtain floor plans, confirm installation dates, and to schedule training. See table below for extensions, users, phone types, additional features and hardware.
- 2) Technician to pre-build system at TSACHoice based on information obtained from implementation meeting.
 - a. Download UC Express Licenses


DID #	Extension #	Location/person	5330	5340	Headset	Wireless handset	Conf Unit	Vmail to Email	Dynamic Extension	Room
694-6503	1004	Insp/Don								161
6504	1005	insp/Ken	1							160
6505	1006	Insp/Tom	1							146
6506	1007	Insp/Alan	1							160
6507	1008	Insp/Terry	1							156
6509	1010	Insp/Scott	1							161
6510	1011	Insp/Crystal	1							155
6511	1012	Insp/Glenn	1							157
6513	1014	Insp/Blane	1							157
6514	1015	Insp/Gary	1							154
694-6501	1002	Pmt Ctr/ Denisa	1		1	1				129
6502	1003	Office/Denisa	1		1	1				130
6515	1016	Pmt Ctr/Records	1							131
6516	1017	Pmt Ctr/Jennifer	1		1					129
6519	1020	Pmt Ctr/Terry	1		1					129
6520	1001	Pmt Ctr/Pat	1		1	1				129
6528	1133	Pmt Ctr/Zone	1							129
698-6139	1126	Brenda Miller	1					1		136
698-6138	1127	Vacant	1					1		140
694-6625	1128	Karen Ann Antonucci	1					1		133

697-4716	1129	Tom McGraw	1			1		137
694-6626	1130	Vacant	1			1		140
694-6627	1131	Toby Linville	1			1		141
694-6628		Vacant						
694-6629	683	Shirley Hanna-Mann	1					
694-6630	686	Julie Boye-Pickard	1					
694-6631	687	Julie Boye-Pickard	1					
694-6632	688	Engineering - Gerald Perry	1					
694-6633	689	Engineering - Gerald Perry	1					
694-6634	690	Engineering - Gerald Perry	1					
694-6635		Process Control - Tim Fox	1			1		144
694-6636		Solid Waste - Alan Baker	1			1		145
694-6637		Engineering - Megan Price	1			1		151

PRI Cutover

- 3) Work with customer and chosen PRI/circuit provider to coordinate dial tone to phone system.

Main Location

- 4) Technician to install primary equipment, rack, UPS and PoE switches in equipment room.
- 5) UPS configured to provide support for equipment associated with telephone system for up to 15 minutes. A NEMA L5-50P input connection  required in equipment room.
- 6) Install (45) IP telephones at locations as requested during implementation meeting.
- 7) Extend up to 4 ports for analog/programming needs as requested.
- 8) Provide instructions for Henderson County IT Department to load UC Express as necessary.
- 9) Test incoming ringing assignments, analog and IP stations.

Notes

Quote assumes cabling infrastructure will be in place, tested, certified and labeled prior to installation of communication equipment.

UC Express Requirements:

Component	Description	Supported Versions
Platforms	The operating systems on which you can install Unified Communicator Express. This includes Terminal Services support.	<ul style="list-style-type: none"> • Windows XP Profession 32 bit • Windows XP Profession 64 bit • Windows Vista Business 32 bit • Windows Vista Business 64 bit • Windows Server 2003 Terminal Services 32 bit • Windows Server 2003 Terminal Services 64 bit
Microsoft Outlook	The Outlook clients supported with Unified Communicator Express. You can locate Outlook contacts and dial their number directly from Unified Communicator Express.	<ul style="list-style-type: none"> • Outlook 2003 SP3 • Outlook 2007 SP1
Instant Messaging	The IM clients supported with Unified Communicator Express. Integration with IM clients provides presence features, enabling you to dial your contacts according to their online status for instance.	<ul style="list-style-type: none"> • Windows Live Messenger 8.5 • Windows Live Messenger 9
Mitel Switches	The Mitel phone switches which integrate with Unified Communicator Express.	<ul style="list-style-type: none"> • Mitel 3300 IOP 9.0 UR3 and greater • Mitel Communications Director 10.0 UR1 and greater • Mitel 5000 CP 3.2 and greater
Mitel Phones	The Mitel phones that are supported with Unified Communicator Express.	<ul style="list-style-type: none"> • Mitel 5312 (MINET / SIP) • Mitel 5324 (MINET / SIP) • Mitel 5320 (MINET) • Mitel 5330 (MINET / SIP) • Mitel 5340 (MINET / SIP) • Mitel 5360 (MINET) • Mitel 8528 Digital Phone • Mitel 8568 Digital Phone

Requirements and Presumptions related to Scope of Work

- 1) TSAChoice's Statement of Understanding Questionnaire has been completed and signed by you, the customer.
- 2) Customer has carefully read, understands, and agrees with TSAChoice's Scope of Work, shown above.
- 3) The attached Scope of Work details any additional work for TSAChoice that was uncovered in the Statement of Understanding Questionnaire and/or the related Onsite Evaluation.
- 4) Customer's cabling infrastructure must be able to support the proposed application. Changes to cable infrastructure are not included in this proposal unless specifically outlined in the Scope of Work details above. If requested, TSAChoice can test and certify cabling, but work will be done at TSAChoice's prevailing rates.
- 5) All network-related work identified in the Statement of Understanding Questionnaire and necessary to make your network-ready for voice and not assigned to TSAChoice as part of its Scope of Work, will be done by you or your data provider before TSAChoice begins its installation.
- 6) All computers designated to run telephony software applications must meet the system requirements provided by the software manufacturer. Manual client software installation is not included in this proposal unless stated in the Scope of Work details above. TSAChoice requires administrative rights on any computer where software is to be installed. Desktop troubleshooting will be billed as an addition to contract.
- 7) TSAChoice will support only business-class operating systems such as Windows XP Professional or Windows 7 for Business. Servers must meet manufacturer's requirements for server-based applications. Servers exceeding software manufacturer's requirements may cause deployment failure and must be approved by TSAChoice prior to installation.
- 8) For any multiple site installations, a Network Assessment must be ordered and paid for at your expense to test the wide area network (WAN) for voice compatibility.
- 9) TSAChoice assumes customer will provide appropriate WAN connectivity between multiple sites to ensure voice quality-of-service (QoS). WAN connectivity should be a "Managed Service Offering" such as MPLS, fiber or T-carrier. Troubleshooting voice quality issues over unmanaged networks such as the Internet will be limited due to difficulty ensuring appropriate QoS, and may incur additional labor costs.
- 10) There is existing data-rack space and UPS capacity in a temperature-controlled room for our rack-mounted server and/or voice switches at each location. If not, these items will need to be purchased and installed prior to our installation. Equipment locations will need to be re-considered if these requirements cannot be met.
- 11) An AC power outlet is available at every telephone location unless customer has purchased PoE data switches or power injectors.
- 12) Customers wishing to maintain their own phone systems will provide an employee or member of the IT staff to be trained on the equipment and software during installation, and to assist TSAChoice with inputting customer-specific programming, distributing phones, router changes, etc. This work is not included in our price unless noted in the Scope of Work details above.

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- 14) Off-site IP telephones including softphones will require a single-line telephone with a direct copper phone line for 911 calls to properly route to local emergency dispatch.
- 15) Customer has purchased an appropriate amount of instructor-led, onsite training hours for employees so they can be familiarized with the system features and operation.
- 16) Customer agrees to give TSAChoice secure Internet access into your telephone system for as long as support is expected from TSAChoice.
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- 18) Installations for any remote or home sites using VPNs and the Internet for connectivity are not included in this proposal. TSAChoice will be happy to do this work on an hourly basis.
- 19) All work will be done during normal business hours unless specified in our scope of work.
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- 21) Any travel expenses necessary to complete work outside of the Asheville, NC local area will be added to the customer's final invoice unless stated otherwise in the Scope of Work details above.

Agreed to by:

 Company

 Signature

 Date

 TSAChoice, Inc

 Signature

 Date

Chris Cormier

From: Jason Franklin [jfranklin@tsachoice.com]
Sent: Thursday, December 23, 2010 8:03 AM
To: ccormier@carspeconst.com
Cc: Dan Higgins
Subject: Henderson County Old Health
Attachments: Henderson County Old Health Q18481.pdf

Chris,

Please see attached quote for the cabling at the Old Health building. Feel free to contact us with any questions.

Thanks

Jason Franklin

TSACHoice

Project Manager, Structured Cabling Systems

direct phone: 828 225 3328 • fax: 828 258 8597

108 Asheville Commerce Parkway Candler, NC 28715

www.tsachoice.com

jfranklin@tsachoice.com

**Henderson County Old Health Building Renovation
Cost Breakdown**

TSA Cabling Quote	\$ 42,801.07
TSA Phone system Quote	\$ 55,797.02
subtotal	<u>\$ 98,598.09</u>
TSA bond	\$ 1,183.18
subtotal	<u>\$ 99,781.27</u>
CSC 5% fee	\$ 4,989.06
Subtotal	<u>\$ 104,770.33</u>
CSC Bond	\$ 1,885.87
Total	<u>\$ 106,656.20</u>