

VOIP PHONE AND VOICEMAIL SYSTEMS AND SERVICES CONTRACT

VoIP Phone and Voicemail Systems and Services Contract (the “Contract”) is entered between the Village of Buffalo Grove (hereinafter the “Village” or “Owner”), an Illinois home-rule unit of government, and Telcom Innovations Group an [LLC] (hereinafter the “Contractor” or “Supplier”) on this 14th day of September, 2021 (the “Effective Date”). The Village and the Contractor are hereinafter sometimes collectively referred to as the “Parties” and individually as a “Party”.

RECITALS

WHEREAS, the Village has solicited bids for the Work (defined below), Contractor has submitted a bid for the Work and Village has selected Contractor for the Work based on their bid; and

WHEREAS, the Contractor wishes to enter into this Contract with the Village and the Village wishes to enter into this Contract with the Contractor for the Work;

NOW THEREFORE, for and in consideration of the mutual covenants and promises herein contained, the adequacy and sufficiency of which are hereby acknowledged by the Parties, it is agreed as follows:

ARTICLE I - WORK TO BE DONE BY THE CONTRACTOR

The Village does hereby hire and contract with the Contractor to provide all the labor, equipment, materials and/or services described more thoroughly on Contract **Exhibit A (the “Work”)** which is incorporated into the Contract by this reference.

ARTICLE II - CONTRACT DOCUMENTS

The following exhibits are attached hereto and incorporated herein by this reference:

- Contract Exhibit A – Description of the Work**
- Contract Exhibit B – Schedule of Prices**
- Contract Exhibit C – Performance and Payment Bond**
- Contract Exhibit D – Partial Lien Waiver**
- Contract Exhibit E – Final Lien Waiver**

If any term or provision of this Contract shall conflict with any term or provision of the exhibits referenced above, the terms and provisions of the exhibit shall control.

ARTICLE III - CONTRACT AMOUNT

The Village agrees to pay the Contractor for the proper and timely performance of the Work in strict accordance with this Contract as detailed in **Contract Exhibit B (the "Schedule of Prices")** Unless explicitly provided otherwise in this Contract, the detailed sums shall be the full and exclusive compensation owed to the Contractor for the Work; and Contractor may not seek additional payments from the Village.

ARTICLE IV – APPLICATION FOR PAYMENT

The Contractor shall be paid at most once a month and only after providing the Village the following:

1. An executed and notarized **Contractor's Sworn Statement** in a form similar to AIA G702 or AIA G703;
2. Either a partial or final lien waiver from every subcontractor, sub-subcontractor, or materialman in substantially the same form as attached here as **Contract Exhibit D** and **Contract Exhibit E**;

All payments under this Contract must be approved by the Village's Board at regularly scheduled meetings. The Village reserves the right to request any receipts, invoices, proof of payments as the Village, in its sole discretion, may deem necessary to justify the payment requested *prior* to paying the requested payment. The Contractor shall furnish with his final application for payment a Final Lien Waiver from itself and, if not already provided, from every subcontractor and materialman of the Work.

The Contractor acknowledges that the Village is a unit of local government and that all payments under the Contract are subject to the Local Government Prompt Payment Act, 50 ILCS 505 et seq. To that extent, the Village shall have forty-five calendar (45) days from receipt of a bill or invoice to pay the same before it is considered late under the Contract. Interest, if any, charged for any late payments will be subject to the interest rate caps specified in the Prompt Payment Act.

ARTICLE V – CONTRACT TIME

Implementation Term. The Contractor shall fully, and not substantially, complete all the Work and the Work shall be accepted by the Administrative Services Director, provided that acceptance by the Administrative Services Director shall not be unreasonably delayed, on or before Friday December 10, 2021.

If the Contractor shall fail to complete the work within the Implementation Term which shall include any proper extension granted by the Village, the Contractor shall pay to the Village an amount equal to Five Hundred dollars (\$500) per calendar day for each day past the Implementation Term until final acceptance by the Village, as liquidated damages and not as a penalty.

Termination of Contract. The Contract may be terminated, in whole or in part, by either party if the other party substantially fails to fulfill its obligations under the Contract through no fault of the terminating party; or the Village may terminate the Contract, in whole or in part, for its convenience. However, no such termination may be effected unless the terminating party gives the other party not less than sixty (60) calendar days written notice. In the event that this Contract is so terminated, the Contractor shall be paid for Services actually performed and reimbursable expenses actually incurred, if any, prior to termination, not exceeding the value of the Services completed as determined as provided in Contract Exhibit B.

ARTICLE V – CONTRACT TIME (cont.)

Maintenance Term. The Time of Performance of this Contract, unless terminated pursuant to the terms of this Contract, shall be for 12 months. The Contract may be renewed upon mutual agreement by both parties for additional 12 month periods. At the end of any term the Village of Buffalo Grove reserves the right to extend this Contract for a period of up to ninety (90) calendar days for the purpose of securing a new agreement.

Written requests for price revisions after the first Maintenance Term shall be submitted at least ninety (90) calendar days in advance of the annual contract period. Requests must be based upon and include documentation of the actual change in the cost of the components involved in the contract and shall not include overhead, or profit and shall not exceed the CPI-All Urban Consumers, Chicago or 3% whichever is less.

The Village of Buffalo Grove reserves the right to reject a proposed price increase and terminate the Contract.

ARTICLE VI – PERFORMANCE and PAYMENT BOND

The Contractor shall provide the Village with a performance and payment bond in substantially the same form as on **Contract Exhibit C (the “Performance and Payment Bond”)** prior to Contractor beginning any Work and within 10 calendar days of the Notice of Award sent to the Contractor.

ARTICLE VII – ACCIDENT PREVENTION

The Contractor shall exercise every precaution at all times to protect itself, the property of the Village and the property of others. The safety provision of all applicable laws and ordinances shall be strictly observed by the Contractor at all times. Any practice deemed hazardous or dangerous by the Administrative Services Director or his authorized representatives shall be immediately discontinued by the Contractor upon receipt of instructions from the Administrative Services Director or his authorized representatives. To the fullest extent permitted by law, the Contractor shall be solely responsible for all safety-related matters.

ARTICLE VIII – INDEMNIFICATION

To the fullest extent permitted by law, the Contractor agrees to defend, pay on behalf of, indemnify, and hold harmless the Village, its elected and appointed officials, agents, employees and volunteers and others working on behalf of the Village against any and all claims, demands, suits or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the Village, its elected and appointed officials, agents, employees and volunteers and others working on behalf of the Village, by reason of personal injury, including bodily injury and death, and/or property damage, whether damage to property of the Village or of a third party, including loss of use thereof, which arises out of or is in any way connected or associated with the Contract and the Work.

ARTICLE IX – CONTRACTORS INSURANCE

Contractor shall procure and maintain, for the duration of the Contract and any maintenance period, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

A. Minimum Scope of Insurance: Coverage shall be at least as broad as:

Insurance Services Office Commercial General Liability occurrence form CG 0001 with the Village of Buffalo Grove named as additional insured on a primary and non-contributory basis. This primary, non-contributory additional insured coverage shall be confirmed through the following required policy endorsements: ISO Additional Insured Endorsement CG 20 10 or CG 20 26 and CG 20 01 04 13

1. Insurance Services Office Commercial General Liability occurrence form CG 0001 with the Village named as additional insured, on a form at least as broad as the ISO Additional Insured Endorsement CG 2010 and CG 2026
2. Insurance Service Office Business Auto Liability coverage form number CA 0001, Symbol 01 "Any Auto."
3. Workers' Compensation as required by the Labor Code of the State of Illinois and Employers' Liability insurance.

B. Minimum Limits of Insurance: Contractor shall maintain limits no less than:

1. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. The general aggregate shall be twice the required occurrence limit. Minimum General Aggregate shall be no less than \$2,000,000 or a project/contract specific aggregate of \$1,000,000.
2. Business Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
3. Workers' Compensation and Employers' Liability: Workers' Compensation coverage with statutory limits and Employers' Liability limits of \$500,000 per accident.

C. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the Village. At the option of the Village, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as it respects the Village, its officials, agents, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses.

D. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Liability Coverages:
 - a. The Village, its officials, agents, employees and volunteers are to be covered as insureds as respects: liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, leased or used by the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, agents, employees and volunteers.
2. The Contractor's insurance coverage shall be primary and non-contributory as respects the Village, its officials, agents, employees and volunteers. Any insurance or self-insurance maintained by the Village, its officials, agents, employees and volunteers shall be excess of Contractor's insurance and shall not contribute with it.
3. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, agents, employees and volunteers.
4. The Contractor's insurance shall contain a Severability of Interests/Cross Liability clause or language stating that Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
5. If any commercial general liability insurance is being provided under an excess or umbrella liability policy **that does not "follow form," then the Contractor shall be required to name the Village, its officials, employees, agents and volunteers as additional insureds**
6. All general liability coverages shall be provided on an occurrence policy form. Claims-made general liability policies will not be accepted.
7. The contractor and all subcontractors hereby agree to waive any limitation as to the amount of contribution recoverable against them by the Village. This specifically includes any limitation imposed by any state **statute, regulation, or case law including any Workers' Compensation Act provision that applies a limitation to the amount recoverable in contribution such as Kotecki v. Cyclops Welding**

E. All Coverages:

1. No Waiver. Under no circumstances shall the Village be deemed to have waived any of the insurance requirements of this Contract by any act or omission, including, but not limited to:
 - a. Allowing work by Contractor or any subcontractor to start before receipt of Certificates of Insurance and Additional Insured Endorsements.
 - b. Failure to examine, or to demand correction of any deficiency, of any Certificate of Insurance and Additional Insured Endorsement received.
2. Each insurance policy required shall have the Village expressly endorsed onto the policy as a Cancellation Notice Recipient. Should any of the policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.

F. Acceptability of Insurers

Insurance is to be placed with insurers with a Best's rating of no less than A-, VII and licensed to do business in the State of Illinois.

G. Verification of Coverage

Contractor shall furnish the Village with certificates of insurance naming the Village, its officials, agents, employees, and volunteers as additional insured's and with original endorsements, affecting coverage required herein. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Village before any work commences. The Village reserves the right to request full certified copies of the insurance policies and endorsements.

The Certificate of Insurance shall state the Village of Buffalo Grove has been endorsed as an “additional insured” by the Supplier’s insurance carrier. Specifically, this Certificate must include the following language: **“The Village of Buffalo Grove, and its respective elected and appointed officials, employees, agents, consultants, attorneys and representatives, are, and have been endorsed, as an additional insured under the above reference policy number _____ on a primary and non-contributory basis for general liability and automobile liability coverage for the duration of the agreement term.”**

H. Subcontractors

Contractor shall include all subcontractors as insured's under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage's for subcontractors shall be subject to all of the requirements stated herein.

I. Assumption of Liability

The contractor assumes liability for all injury to or death of any person or persons including employees of the contractor, any subcontractor, any supplier or any other person and assumes liability for all damage to property sustained by any person or persons occasioned by or in any way arising out of any work performed pursuant to the Contract.

J. Workers' Compensation and Employers' Liability Coverage

The insurer shall agree to waive all rights of subrogation against the Village of Buffalo Grove, its officials, employees, agents and volunteers for losses arising from work performed by Contractor for the municipality.

K. Failure to Comply

In the event the Contractor fails to obtain or maintain any insurance coverage’s required under this contract, The Village may purchase such insurance coverage’s and charge the expense thereof to the Contractor.

L. Professional Liability

- 1) Professional liability insurance with limits not less than \$1,000,00 each claim with respect to negligent acts, errors and omissions in connection with professional services to be provided under the contract, with a deductible not-to-exceed \$50,000 without prior written approval.
- 2) If the policy is written on a claims-made form, the retroactive date must be equal to or preceding the effective date of the contract. In the event the policy is cancelled, non-renewed or switched to an occurrence form, the Contractor shall be required to purchase supplemental extending reporting period coverage for a period of not less than three (3) years.
- 3) Provide a certified copy of actual policy for review.
- 4) Recommended Required Coverage (architect, engineer, surveyor, consultant): Professional liability insurance that provides indemnification and defense for injury or damage arising out of acts, errors, or omissions in providing the following professional services, but not limited to the following:
 - a. Preparing, approving or failure to prepare or approve maps, drawings, opinions, report, surveys, change orders, designs or specifications;
 - b. Providing direction, instruction, supervision, inspection, engineering services or failing to provide them, if that is the primary cause of injury or damage.

ARTICLE X – CERTIFICATE OF AUTHORITY AND SURETY CERTIFICATE

The Contractor shall furnish the Village with a current Certificate of Authority or Surety Certificate issued by the Illinois Department of Insurance for the bonding company and insurance company they are using. In lieu of a Certificate of Authority of Surety Certificate, the Contractor may provide certificate of good standing from the Illinois Department of Insurance's [website](#).

ARTICLE XI – COPYRIGHTS AND LICENSES

The Contractor agrees that all documents of any kind whatsoever, and in whatever medium expressed, prepared by the Contractor and the Contractor's consultants in connection with the Work (collectively, the "Documents") or otherwise pursuant to this Contract and all rights therein (including trademarks, trade names, rights or use, copyrights and/or other proprietary rights) shall be and remain the sole property of the Village (regardless of whether the Village or the Contractor terminates this Contract for any reason whatsoever). The Contractor hereby agrees that the Documents are or shall be deemed to be "Works for Hire" within the meaning of Section 101 of the Copyright Act, and the Contractor hereby assigns to the Village all right, title and interest therein. Notwithstanding, the Contractor shall indemnify and hold harmless the Village, its appointed and elected officials, employees, agents and volunteers from and against all claims, damages, losses, and expenses (including attorneys' fees and court and arbitration costs) arising out of any infringement of patent rights or copyrights incident to the Documents and the Work.

ARTICLE XII – NOTICE

All notices, demands, requests, consents, approvals and other communications required or permitted to be given hereunder (a "Notice") shall be in writing and shall be deemed effective three (3) business days after mailing if mailed by certified mail with return receipt requested and immediately if served personally, and shall be addressed to the following:

IF TO THE VILLAGE: Village of Buffalo Grove
50 Raupp Blvd
Buffalo Grove, IL 60089
brobinson@vbg.org
ATTN: Administrative Services Manager

WITH COPIES TO: Cc: pbrankin@schainbanks.com
Cc: tcwisniewski@vbg.org

IF TO THE CONTRACTOR: Telcom Innovations Group
125 N. Prospect Ave.
Itasca, IL 60143

ATTN: Accounting
CC: rborchardt@ask-tig.com
CC: Accounting@ask-tig.com

ARTICLE XIII – CHANGE ORDERS

If the Village requests any change to the Work the Village shall do so by delivering Notice of the same to the Contractor and the change requested by the Village shall be effective upon receipt of the Notice by the Contractor. The Contractor may propose a change to the Work by delivering Notice of the proposed change along with a description of the changes full effect on the Work to the Village; provided, such requested change shall not be deemed accepted until the Village has delivered to the Contractor Notice of the same. Prior to approving a proposed change to the Work by the Contractor, the Village may request such additional documentation as it deems necessary to investigate the proposed change. The Contractor shall be responsible for informing all its employees and subcontractors of any changes to the Work, whether such change is requested by the Contractor or the Village.

ARTICLE XIV – NOTICE OF STARTING WORK

The Contractor shall provide Notice to the Village prior to the Contractor, or its employees or subcontractors, starting the Work or any phase of the Work.

ARTICLE XV – SEQUENCE OF THE WORK

The Administrative Services Director shall have the power to direct the order and sequence of the Work. On any major portion of the Work, all accessories shall be set coincident with the main construction. Payment for major portions of the Work may be withheld until proper completion of accessories.

ARTICLE XVI – SUPERVISION

The Administrative Services Director shall have override power to superintend and direct the Work, and the Contractor shall perform all of the Work herein specified to the satisfaction, approval and acceptance of the Administrative Services Director. The Contractor shall have at all times a competent foreman or superintendent at **the Work's site, who shall have full authority to act for the Contractor and to receive and execute orders from** the Administrative Services Director, and any instructions given to such superintendent or person, executing work for the Contractor, shall be binding on the Contractor as though it was personally given to the Contractor.

ARTICLE XVII – STANDARD OF WORK AND WORKERS

The Contractor shall employ competent staff and shall discharge, at the request of the Administrative Services Director, any incompetent, unfaithful, abusive or disorderly workers in its employ. Where experts or skilled workers must be employed, only expert or skilled workers shall be employed.

ARTICLE XVIII – CONDITIONS OF THE WORK SITE

The Contractor shall provide and maintain such sanitary accommodations for the use of its employees as may be necessary to comply with the State and local Board of Health requirements. Public nuisances will not be permitted. The Contractor shall leave said Work's site(s) in the best possible condition to the complete satisfaction of the Administrative Services Director. No vehicles of any kind shall be placed, parked, or operated upon any grass areas at any time except as authorized by the Administrative Services Director or his authorized representative. Further, the Contractor shall exercise every precaution for the protection of all persons and all property. The safety provisions of all-applicable laws and ordinances shall be strictly observed. Any practice hazardous in the opinion of the Administrative Services Director or his authorized representatives shall be immediately discontinued by the Contractor upon his receipt of instructions from the Administrative Services Director or his authorized representative. To the maximum extent permitted by law, the Contractor shall be responsible for all safety-related matters.

ARTICLE XIX – WARRANTY PERIOD

All material and workmanship shall be warranted and guaranteed according to manufacturer's recommendation after inspection and approval by the Administrative Services Director or his designated representative. All work performed by the Contractor shall be warranted by the Contractor following completion and final acceptance of the Work for a period of twelve (12) months from the date of final, and not substantial, completion.

ARTICLE XX – ACCIDENTS

In the event of any accident of any kind that involves the general public or property of the Village or a third party, the Contractor shall immediately notify the Administrative Services Director by phone as well as provide Notice of the same. The Notice shall include a full accounting of all details of the accident. The Contractor shall furnish the Village with copies of all reports of such accidents at the same time that the reports are forwarded to any other interested parties.

ARTICLE XXI – NO ASSIGNMENT

If the Contractor sublets or assigns any part of the Work then the Contractor shall not under any circumstances be relieved of its liabilities hereunder. All transactions of the Village shall be with the Contractor. Subcontractors shall be recognized only in the capacity of employees or workmen and shall be subject to the same requirements as to character and competence. The Contractor shall not assign, transfer, convey, sell or otherwise dispose of the whole or any part of this Contract to any person, firm or corporation without written consent of the Administrative Services Director or his authorized representative.

ARTICLE XXII – DEFAULT

The following shall constitute a default an “**Event of Default**” by the Contractor under this Contract:

- A. If the Contractor shall fail to strictly observe or perform one or more of the terms, conditions, covenants and agreements of this Contract;
- B. If there shall be placed on any property owned by the Village any mechanics’, **materialmens’ or suppliers’** lien;
- C. If there shall be instituted any proceeding against the Contractor seeking liquidation, dissolution or similar relief and the same shall not be dismissed within forty-five (45) calendar days;
- D. If there shall be appointed any trustee, receiver or liquidator of the Contractor and such appointment shall not have been vacated within forty-five (45) calendar days; and
- E. If the Contractor fails to maintain or obtain any and all permits, licenses and the like, if any, required by the Village, State or Federal governments for the Work.

Upon any Event of Default the Village shall have the option of (i) terminating the Contract; (ii) pursuing any remedy available to it at law or in equity; or (iii) pursuing both simultaneously. In addition, upon an Event of Default, the Village may withhold payments due to the Contractor until it has hired a replacement of the Contractor and deducted all costs of hiring a replacement.

ARTICLE XXIII – DELAYS

The Contractor shall not be liable in damages for delays in performance when such delay is the result of fire, flood, strike, acts of God, or by any other circumstances which are beyond the control of the Contractor; provided, however, under such circumstances the Village may, at its option, cancel the Contract.

ARTICLE XXIV – COMPLIANCE WITH LAWS

The Contractor shall comply with all applicable laws, regulations and rules promulgated by any federal, state, local, or other governmental authority or regulatory body pertaining to all aspects of the Work, now in effect, or which may become in effect during the performance of the Work. The scope of the laws, regulations, and rules referred to in this paragraph includes, but is in no way limited to, the Illinois Human Rights Act, Illinois Equal Pay Act of 2003, Occupational Safety & Health Act along with the standards and regulations promulgated pursuant thereto (including but not limited to those safety requirements involving work on elevated platforms), all forms of **traffic regulations, public utility, Interstate and Intrastate Commerce Commission regulations, Workers’ Compensation Laws, Public Construction Bond Act, Public Works Preference Act, Employment of Illinois Workers on Public Works Act, USA Security Act, federal Social Security Act (and any of its titles), and any other law, rule or regulation of the Illinois Department of Labor, Department of Transportation, Illinois Environmental Protection Act, Illinois Department of Natural Resources, Illinois Department of Human Rights, Human Rights Commission, EEOC, and the Village of Buffalo Grove.** Notwithstanding the following, the Contractor shall particularly note that:

A. NO DISCRIMINATION – The Contractor shall comply with the provisions of the Illinois Public Works Employment Discrimination Act and the Illinois Human Rights Act/Equal Opportunity Clause which, pursuant to Illinois law, are deemed to be part of this Contract.

B. FREEDOM OF INFORMATION - The Contractor agrees to furnish all documentation related to the Contract, the Work and any documentation related to the Village required under an Illinois Freedom of Information Act (ILCS 140/1 et. seq.) (“FOIA”) request within five (5) calendar days after the Village issues Notice of such request to the Contractor. The Contractor agrees to defend, indemnify and hold harmless the Village, and agrees to pay all reasonable costs connected therewith (including, but not limited to attorney’s and witness fees, filing fees and any other expenses) for the Village to defend any and all causes, actions, causes of action, disputes, prosecutions, or conflicts arising from Contractor’s actual or alleged violation of FOIA or the Contractor’s failure to furnish all documentation related to a FOIA request within five (5) calendar days after Notice from the Village for the same. Furthermore, should the Contractor request that the Village utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, Contractor agrees to pay all costs connected therewith (such as attorneys’ and witness fees, filing fees and any other expenses) to defend the denial of the request. This defense shall include, but not be limited to, any challenged or appealed denials of FOIA requests to either the Illinois Attorney General or a court of competent jurisdiction.

C. ILLINOIS WORKERS ON PUBLIC WORKS ACT - To the extent applicable, the Contractor shall comply with the Illinois Workers on Public Works Act, 30 ILCS 570/1 et seq., and shall provide to the Village any supporting documentation necessary to show such compliance.

D. NOT A BLOCKED PERSON - The Contractor affirms and covenants that neither the Contractor nor any individual employed by the Contractor for this Work or under this Contract is a person forbidden from doing business with a unit of local government under Executive Order No. 13224 (Sept 23, 2001), 66 Fed.Reg. 49,079 (Sept 23, 2001) or is a person registered on the Specially Designated Nationals and Blocked Persons List. The Contractor shall indemnify the Village from all costs associated with failure to comply with this paragraph.

E. SUBSTANCE ABUSE PREVENTION ON PUBLIC WORKS ACT - The Contractor knows, understands and acknowledges its obligations under the Substance Abuse Prevention on Public Works Act (820 ILCS 265/1 et seq.), and shall comply and require all subcontractors and lower tiered contractors to comply with the requirements and provisions thereof.

ARTICLE XXV – NO WAIVER OF RIGHTS

A waiver by the Village of any Event of Default or any term of provision of this Contract shall not be a waiver of the same Event of Default, another Event of Default or any other term or provision of this Contract.

ARTICLE XXVI – CONTROLLING LAW AND VENUE

This Contract is entered into in the State of Illinois, for work to be performed in the State of Illinois and shall be governed by and construed in accordance with the laws of the State of Illinois. Any legal matters or dispute shall be resolved in the Circuit Court of Cook County and the Parties hereby submit to the jurisdiction of such Circuit Court. This Contract shall be construed without regard to any presumption or other rule requiring construction against the Party causing the Contract to be drafted.

ARTICLE XXVII – SOFTWARE PROVISIONS

A. **Disabling Code** Supplier covenants, warrants and represents that it has taken all reasonable steps to test any software licensed or developed hereunder (including software modifications) for Disabling Code (as defined below) and that the software is and shall be free of Disabling Code as of the date of delivery by the Supplier, and that the Supplier shall continue to take such steps with respect to future enhancements or modifications to the software. The Supplier shall not invoke any Disabling Code on any of the Village of Buffalo Grove's systems. **The term "Disabling Code" means computer instructions, features or functions that may permit the Supplier or a third party to, or may automatically: (a) alter, destroy or inhibit the software and/or Village of Buffalo Grove's processing environment; (b) erase, destroy, corrupt or modify any data, programs, materials or information used by Village of Buffalo Grove or store any data, programs, materials or information on Village of Buffalo Grove's computers without the consent of Village of Buffalo Grove; (c) discontinue Village of Buffalo Grove's effective use of the software; or (d) bypass any internal or external software security measure to obtain access to any hardware or software of Village of Buffalo Grove without the consent or knowledge of Village of Buffalo Grove, including, but not limited to, other programs' data storage and computer libraries. Disabling Code includes, but is not limited to, programs that self-replicate without manual intervention, instructions programmed to activate at a predetermined time or upon a specified event, and/or programs purporting to do a meaningful function but designed for a different function. The Supplier further covenants, warrants and represents that it shall maintain a master copy of each version of the software free and clear of any Disabling Code. Upon Village of Buffalo Grove's request, the Supplier agrees to make such master copy available to Village of Buffalo Grove, with appropriate provisions for security thereof, for comparison with, and if necessary, correction by the Supplier of Village of Buffalo Grove's copy of the software.**

B. **Virus Protection** To the extent that any computer equipment is used by the Supplier in conjunction with the Services and the Supplier provides software or equipment to Village of Buffalo Grove, the Supplier must use up-to-date anti-virus software on all such equipment and systems, which shall constitute commercially reasonable efforts to deliver all software and equipment virus free. As used in the preceding sentence, "up-to-date anti-virus software" shall mean that the Supplier uses virus definition files made available by the anti-virus software publisher no more than seven (7) calendar days prior to the date of the complained of incident. The Supplier must have approved anti-virus protection software and update virus definition files on a weekly basis, unless a new or variant virus or malicious code is identified by Village of Buffalo Grove and communicated to the Supplier and in such case, the updates will occur daily. All storage media will be scanned on a daily basis or files will be scanned on a real time basis by virus protection software as those files are accessed, and any infected files will be immediately deleted. The Supplier will be responsible for making any and all configuration changes or purchases, which may be required, based on the above referenced Village of Buffalo Grove evaluation. It is the responsibility of the Supplier to ensure timely updates, patches, etc., and to ensure their software and protection remains current (as specified above). With respect to software deliverables, immediately before delivering them to Village of Buffalo Grove, the Supplier will scan such deliverables for viruses with the most recent virus definition files available from the anti-virus software publisher. If the Supplier fails to perform any obligation set forth in this section and if as a result, the software deliverable or interfacing equipment introduces a virus into Village of Buffalo Grove's system(s), the Supplier will be responsible for any costs in removing the virus from the affected system(s), in addition to being liable for other damages resulting from such introduction.

ARTICLE XXVII – SOFTWARE PROVISIONS (cont.)

C. Maintenance and Support

The Supplier's Software, including all features and modular applications associated with the Software, must have qualified and available support included as a part of ongoing services to maintain the Software, using guidelines, structures, and materials meeting the following criteria:

1. Online Training Videos. An online repository of training videos for the purposes of fully training new staff members or retraining existing IT staff members at no additional cost.
2. Support. The Supplier shall provide access to live support available via e-mail or phone during **Supplier's normal business hours. The support team must be fluent in the functionality and uses of both the content management system's features and associate applications and modules.** Responses to critical issues shall be as defined in Maintenance and Support SLA section of this document.
3. Support Materials. 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, customer support forums, instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and support-related updates through common social networking mediums at no additional cost.

The Supplier must commit to regular maintenance and updating of the Software and associated applications for the purposes of keeping the existing software up-to-date as well as introducing new functionality and applications. Supplier shall commit to and provide information on:

4. Development Process. A process dedicated to reviewing new technologies and implementing development projects in order to provide a more robust software package with additional features and applications.
5. Software Improvements. Regular maintenance of the Software to improve existing functionality **and, when appropriate, take the Village's requests into consideration.**
6. New Features. Rolling upgrades of the solution that strengthen and update the **Software's** functionality and associated applications.
7. Software Maintenance Agreement. In all submitted proposals, Suppliers shall be able to produce a Software Maintenance Agreement that details guarantees of upgrades and the dedicated process for improving the software purchased by the Village. The terms of such Software Maintenance Agreement shall be subordinate to the terms of this Agreement.

Annual license, maintenance and support costs shall not be charged by the Supplier until final acceptance by the village.

ARTICLE XXVII – SOFTWARE PROVISIONS (cont.)

D. Support Service Level Agreement – In all submitted proposals, Suppliers shall provide a Service Level Agreement that details guarantees of customer support as well as a service escalation process that shall at a minimum provide a level of support as described below. System shall be understood to mean the software provided by the Supplier, any modifications made to the software by the Supplier, servers run by the Supplier or **Supplier’s sub-contractor**.

Supplier shall respond to Village initiated problems in accordance with the following - Village of Buffalo Grove shall identify a problem as one of the following levels:

MAJOR – The System is down or precludes the Village from successful operation of either the total system or an application or component critical to operation, and requires immediate attention (for example, excessive abnormal terminations or data integrity problems). A critical System has significant outages and/or failures precluding its successful operation, possibly endangering the User environment. The System may operate but is severely restricted (for example, a frequently used sub-command gives an incorrect response).

MINOR - A minor problem exists with the System but the majority of the functions are still usable and some circumvention may be required to provide service (for example, an infrequently used subcommand gives an incorrect response). Also includes **minor problems or questions that do not affect the System’s function, such as a** form of non-operational System failure (for example, the text of a message is worded poorly or misspelled).

Callback Procedures: Supplier shall respond to the Villages calls, whether initial or return, according to the following guidelines:

MAJOR - Direct connection or callback within one (1) hour.

MINOR - Direct connection or callback within four (4) hours.

Resolution Procedures:

MAJOR - Supplier shall provide (i) a corrected version of the System, (ii) a patch for the portion of the System that is not functioning properly or (iii) a workaround for the problem within four (4) hours of the problem being reported by Village of Buffalo Grove. In the event that a temporary solution is provided by Supplier a permanent solution shall be provided to Village of Buffalo Grove within thirty (30) calendar days of the event.

MINOR - Supplier shall provide (i) a patch or (ii) a workaround within twenty-four (24) hours of the problem being reported. A corrected version of the System shall be provided in the next release of the System or within three (3) months, whichever occurs first, unless the temporary nature of any correction is not effective in solving the problem, in which case a corrected version of the System shall be provided within thirty (30) calendar days.

ARTICLE XXVII – SOFTWARE PROVISIONS (cont.)

E. License. Supplier hereby grants to the Village, for the Term of this Agreement and any successor Terms, a non-exclusive and royalty-free (other than for the license and support fees set forth in this Agreement) license to use the Software (which includes the right to use any updates, revisions, new versions or any other code provided **under the Supplier's Support obligations** to the Village) in accordance with the terms of this Agreement. These license rights shall include the right of the Village (i) to install the Software on hardware owned by the Village, leased by the Village or provided to the Village under a services agreement with a third party (ii) employ a third party service provider, either directly or indirectly, to operate and maintain its information technology **environment, install and maintain the Software and to serve as the Village's interface to Supplier** for any Software support or Service Level Agreement matters, (iii) allow an unlimited number of third parties (collectively "Customers") **to access the Software via a Web Interface without the requirement that any Customer enter into a** license agreement with Supplier or pay any fee of any sort to Supplier; or (iv) allow any third party to access the Software as required by the provisions of the laws of the United States of America or the State of Illinois.

F. Termination Assistance Services.

Availability. As part of the Services, and for the Charges set forth herein Supplier shall provide to the Village the Termination Assistance Services described herein (Termination Assistance Services).

1. Period of Provision. Supplier shall provide such Termination Assistance Services to the Village or its designated successor supplier(s) (commencing upon notice from the Village up to one hundred and eighty (180) calendar days prior to the expiration of the Term and continuing for up to one hundred and eighty (180) calendar days following the effective date of the expiration of the Term (as such Term may be extended pursuant to the provisions of this Agreement).

2. Firm Commitment. Supplier shall provide Termination Assistance Services to The Village's or its designated successor supplier(s) regardless of the reason for the expiration or termination of the Term; provided, if this Agreement is terminated by Supplier for failure to pay undisputed amounts, Supplier may require payment by the Village in advance for Termination Assistance Services to be provided or performed under this section.

3. Performance. To the extent The Village's requests Termination Assistance Services, such Termination Assistance Services shall be provided subject to and in accordance with the terms and conditions of this Agreement. Supplier shall perform the Termination Assistance Services with at least the same degree of accuracy, quality, completeness, timeliness, responsiveness and resource efficiency as it provided and was required to provide the same or similar Services during the Term. The quality and level of performance of the Termination Assistance Services provided by Supplier following the expiration or termination of the Term as to **all or part of the Services or Supplier's receipt of a notice of termination or non-renewal** shall continue to meet or exceed the Service Levels and shall not be degraded or deficient in any respect.

4. Scope of Termination Assistance Service. As part of the Termination Assistance Services, Supplier will timely transfer the control and responsibility for all information technology functions and Services previously performed by or for Supplier to the Village and/or its designated successor supplier(s) by the execution of any documents reasonably necessary to effect such transfers. Additionally, Supplier shall provide any and all reasonable assistance requested by the Village to allow, among other things:

- a) The Services to continue without interruption or adverse effect; and
- b) The orderly transfer of the Services to the Village and/or its designated successor supplier(s).
- c) Supplier shall (i) assist the Village or its designated successor supplier(s) in developing a written transition plan for the transition of the Services to the Village or its designated successor supplier(s), which plan shall include the planning necessary to effect the transition, (ii) assist in the execution of a parallel operation, data migration and testing process until the transition to the Village or its designated successor supplier(s) has been successfully completed, and, (iii) create and provide copies of the Village data in the format and on the media reasonably requested by the Village.

ARTICLE XXVIII – MISCELLANEOUS

- A. AMENDMENT** – This Contract may be amended only in writing executed by both Parties.
- B. NO RECORDING** – This Contract, or a memorandum thereof, may not be recorded in any form by either Party. If either Party records this Contract, or a memorandum thereof, they shall immediately file a release of the same.
- C. SECTION HEADINGS** – The headings in the Contract are intended for convenience only and shall not be taken into consideration in any construction or interpretation of the Contract.
- D. NO THIRD PARTY BENEFICIARIES** – This Contract does not confer any rights or benefits on any third party.
- E. BINDING EFFECT** – This Contract shall be binding and inure to the benefit of the Parties hereto, their respective legal representatives, heirs and successors-in-interest.
- F. ENTIRE AGREEMENT** – This Contract supersedes all prior agreements and understandings and constitutes the entire understanding between the Parties relating to the subject matter hereof.
- G. SEVERABILITY** - If any term, condition or provision of the Contract is adjudicated invalid or unenforceable, the remainder of the Contract shall not be affected and shall remain in full force and effect, to the fullest extent permitted by law.
- H. TORT IMMUNITY DEFENSES** - Nothing contained in this Contract is intended to constitute nor shall constitute a waiver of the rights, defenses, and immunities provided or available to the Village under the Local Governmental and Governmental Employees Tort Immunity Act, 745 ILCS 10 *et seq.*
- I. CALENDAR DAYS AND TIME.** Unless otherwise provided in this Contract, any reference in this Contract to “day” or “days” shall mean calendar days and not business days. If the date for giving of any notice required to be given, or the performance of any obligation, under this Contract falls on a Saturday, Sunday or federal holiday, then the notice or obligation may be given or performed on the next business day after that Saturday, Sunday or federal holiday.

ARTICLE XXVIII – MISCELLANEOUS (cont.)

J. JOINT PURCHASING/PURCHASING EXTENSION The purchase of goods and services pursuant to the terms of this Agreement shall also be offered for purchases to be made by other members of the Government Information Technology Consortium (GovITC). All purchases and payments made under the purchasing extension shall be made directly by and between each municipality and the Vendor. The Vendor agrees that the Village of Buffalo Grove shall not be responsible in any way for purchase orders or payments made by the other municipalities. The Vendor further agrees that all terms and conditions of this Agreement shall continue in full force and effect as to other Municipalities during the extended term of this Agreement.

The Vendor and the other members of the GovITC may negotiate such other and further terms and conditions to this Agreement (“Other Terms”) as individual projects may require. In order to be effective, Other Terms shall be reduced to writing and signed by a duly authorized representative of both the Vendor and the other municipality.

The Vendor shall provide other members of the GovITC with all documentation as required in the Request for Proposals, and as otherwise required by the Village including, but not limited to:

- Certificate of insurance naming each additional municipality as an additional insured

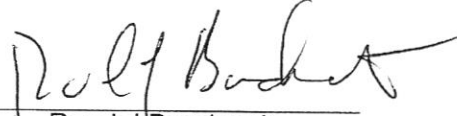
K. COUNTERPARTS – This Contract may be executed by the Parties in any number of counterparts, each of which shall be deemed an original, but all of which together shall constitute an original instrument.

IN WITNESS WHEREOF, the Parties hereto have caused the Contract to be executed as of the Effective Date.

Village of Buffalo Grove,
an Illinois home-rule unit of government

By: 
Name: Dane Bragg
Title: Village Manager

Company

By: 
Name: Randal Borchardt
Title: President



CONTRACT EXHIBIT C- FORM OF PERFORMANCE AND PAYMENT BOND

Bond Number: MIC 62815

KNOW ALL MEN BY THESE PRESENTS, That Telcom Innovations Group (the "Principal") and Merchants Bonding Company (the "Surety"), are held and firmly bound unto the Village of Buffalo Grove, an Illinois home-rule unit of government (the "Village"), the full and just sum of ***SEE BELOW Dollars (\$158,500.53) in lawful money of the UNITED STATES OF AMERICA as herein provided.
***One Hundred Fifty Eight Thousand Five Hundred & 53/100

THE CONDITION OF THIS OBLIGATION is such that the Principal and Surety agree to bind themselves, their successors, assigns, executors, heirs and administrators, jointly and severally, for the full and faithful performance of the Work as defined in that particular ***SEE BELOW between Principal and the Village dated day of , 20 , (hereinafter referred to as the "Contract"), a copy of which is attached and incorporated by reference as though fully set forth herein. ***VoIP Phone & Voicemail Systems & Services

NOW THE CONDITIONS OF THIS OBLIGATION ARE SUCH that if the said Principal (i) shall in all respects keep and perform all the undertakings, covenants, terms, conditions and agreements of the Contract; (ii) shall pay all sums of money due or to become due, for any labor, materials, apparatus, fixtures or equipment furnished for the Work provided in said Contract; and (iii) shall remove and replace any defects in workmanship or materials which may be apparent or may develop within the ARTICLE XIX – WARRANTY PERIOD of the Contract, then this obligation shall be null and void; otherwise it shall remain in full force and effect.

And the said Surety, for value received, hereby stipulates and agrees that no change, extension of time, alteration or addition to the terms of the Contract or the Work thereunder shall in any way affect its obligation on this Bond, and it does hereby waive notice of any such change, extension of time, alteration or addition to the terms of the Contract or to the Work.

IN WITNESS WHEREOF, we have hereunto set our hands and sea 20th day of Aug, 2021

SURETY
Merchants Bonding Company

By: [Signature]
Name: Nick Ashburn
Title: Attorney-in-Fact

ATTEST

By: [Signature]
Holly Nichols, Surety Account Manager

PRINCIPAL
Telcom Innovations Group

By: [Signature]
Name: Randal J. Berchard
Title: President

ATTEST

By: [Signature]
Patricia Ann Radcliffe

NOTE: Date of Bond must not be prior to date of Contract.
If Contractor is Partnership, all partners should execute Bond.
IMPORTANT: Surety companies executing Bonds must appear on the Treasury Departments most current list (Circular 570 as amended) and be authorized to transact business in the state where the Work is located.



MERCHANTS
BONDING COMPANY
POWER OF ATTORNEY

Know All Persons By These Presents, that MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC., both being corporations of the State of Iowa (herein collectively called the "Companies") do hereby make, constitute and appoint, individually,

Holly Nichols; Jason Rogers; Mark T Madden; Michael D Lechner; Nick Ashburn; Robert D Heuer

their true and lawful Attorney(s)-in-Fact, to sign its name as surety(ies) and to execute, seal and acknowledge any and all bonds, undertakings, contracts and other written instruments in the nature thereof, on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

This Power-of-Attorney is granted and is signed and sealed by facsimile under and by authority of the following By-Laws adopted by the Board of Directors of Merchants Bonding Company (Mutual) on April 23, 2011 and amended August 14, 2015 and adopted by the Board of Directors of Merchants National Bonding, Inc., on October 16, 2015.

"The President, Secretary, Treasurer, or any Assistant Treasurer or any Assistant Secretary or any Vice President shall have power and authority to appoint Attorneys-in-Fact, and to authorize them to execute on behalf of the Company, and attach the seal of the Company thereto, bonds and undertakings, recognizances, contracts of indemnity and other writings obligatory in the nature thereof."

"The signature of any authorized officer and the seal of the Company may be affixed by facsimile or electronic transmission to any Power of Attorney or Certification thereof authorizing the execution and delivery of any bond, undertaking, recognizance, or other suretyship obligations of the Company, and such signature and seal when so used shall have the same force and effect as though manually fixed."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner-Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

In Witness Whereof, the Companies have caused this instrument to be signed and sealed this 11th day of February, 2020.

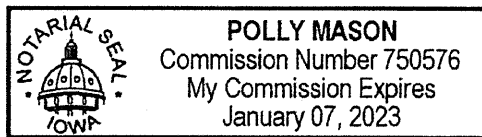


MERCHANTS BONDING COMPANY (MUTUAL)
MERCHANTS NATIONAL BONDING, INC.

By *Larry Taylor*
President

STATE OF IOWA
COUNTY OF DALLAS ss.

On this 11th day of February, 2020, before me appeared Larry Taylor, to me personally known, who being by me duly sworn did say that he is President of MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC.; and that the seals affixed to the foregoing instrument are the Corporate Seals of the Companies; and that the said instrument was signed and sealed in behalf of the Companies by authority of their respective Boards of Directors.



Polly Mason
Notary Public

(Expiration of notary's commission does not invalidate this instrument)

I, William Warner, Jr., Secretary of MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC., do hereby certify that the above and foregoing is a true and correct copy of the POWER-OF-ATTORNEY executed by said Companies, which is still in full force and effect and has not been amended or revoked.

In Witness Whereof, I have hereunto set my hand and affixed the seal of the Companies on this _____ day of _____



William Warner Jr.
Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/19/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Eastern Michigan Agencies Inc 24220 Jefferson Ave St. Clair Shores MI 48080	CONTACT NAME: Stacie Stultz PHONE (A/C, No, Ext): (586) 778-9900 E-MAIL ADDRESS: sstultz@emainsurance.com FAX (A/C, No):
INSURED Telcom Innovations Group LLC, & RBJS LLC 125 N Prospect Itasca IL 60143	INSURER(S) AFFORDING COVERAGE INSURER A: Hanover Insurance Company INSURER B: Allmerica Financial Benefit Ins INSURER C: Hartford Insurance Group INSURER D: INSURER E: INSURER F:
	NAIC # 31534
	NAIC # 00914

COVERAGES **CERTIFICATE NUMBER:** 21-22 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			ODBA522206	01/07/2021	01/07/2022	EACH OCCURRENCE	\$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 300,000
	GEN'L AGGREGATE LIMIT APPLIES PER:	Y	Y				MED EXP (Any one person)	\$ 5,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PERSONAL & ADV INJURY	\$ 1,000,000
	OTHER:						GENERAL AGGREGATE	\$ 2,000,000
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR			ODBA522206	01/07/2021	01/07/2022	PRODUCTS - COMP/OP AGG	\$ 2,000,000
	<input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE							\$
	DED <input checked="" type="checkbox"/> RETENTION \$ 0							\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			35WECAJ8YW7	01/07/2021	01/07/2022	<input checked="" type="checkbox"/> PER STATUTE	OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N					E.L. EACH ACCIDENT	\$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
			Y				E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A	Error & Omission / Cyber			LHBH478082	01/07/2021	01/07/2022	Each Occurrence	\$5,000,000
							Aggregate	\$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Village of Buffalo Grove, and it's respective elected and appointed officials, employees, agents, consultants, attorneys and representatives, are included as additional insured on the General Liability for work performed by the Named Insured with written contract. Insurance is Primary and Non-Contributory for General Liability and Auto Liability. Waiver of Subrogaion applies to the General Liability, Auto Liability, and Workers Compensation. Umbrella Policy Follows Form.

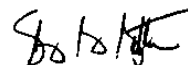
CERTIFICATE HOLDER

Village of Buffalo Grove Village Hall
 50 Raupp Blvd

 Buffalo Grove IL 60089

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE


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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

BUSINESSOWNERS COVERAGE FORM

SCHEDULE

Name of Person or Organization:
--

Village of Buffalo Grove, and it's respective elected and appointed officials, employees, agents, consultants, attorneys and representatives
--

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

For the purpose of coverage provided by this endorsement, the following changes are made to **SECTION II – LIABILITY:**

A. The following is added to SECTION II – LIABILITY, C. Who is an Insured:

Any person or organization shown in the Schedule above is also an additional insured, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf in the performance of your ongoing operations or in connection with your premises owned by or rented to you.

However:

- a. The insurance afforded to such additional insured only applies to the extent permitted by law; and
- b. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. The following is added to SECTION II – LIABILITY, D. Liability and Medical Expenses Limits of Insurance:

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

- a. Required by the contract or agreement; or
 - b. Available under the applicable Limits of Insurance shown in the Declarations;
- whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

ALL OTHER TERMS, CONDITIONS, AND EXCLUSIONS REMAIN UNCHANGED.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

BUSINESSOWNERS COVERAGE FORM

SCHEDULE

Name Of Person Or Organization	Location And Description Of Completed Operations
Village of Buffalo Grove, and it's respective elected and appointed officials, employees, agents, consultants, attorneys and representatives	50 Raupp Blvd Buffalo Grove, IL 60089 Installing a VOIP System

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

For the purpose of coverage provided by this endorsement, the following changes are made to **SECTION II – LIABILITY:**

A. The following is added to SECTION II – LIABILITY, C. Who Is An Insured:

Any person or organization shown in the Schedule above is also an additional insured, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the Schedule above, performed for that additional insured and included in the "products-completed operations hazard".

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the

insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. The following is added to SECTION II – LIABILITY, D. Liability And Medical Expenses Limits Of Insurance:

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

ALL OTHER TERMS, CONDITIONS AND EXCLUSIONS REMAIN UNCHANGED.

From: Matt Schwartz <mschwartz@ask-tig.com>
Sent: Wednesday, September 8, 2021 9:02 AM
To: Tom C. Wisniewski <TCWisniewski@vbg.org>
Subject: RE: Status update

Hi Tom,

The terms have been accepted by TIG authorities. I think we can proceed with paperwork. Please let me know what you need from us.

Thank you,

Matt

Matthew Schwartz
Senior Solutions Architect

Work: (630) 616-4236
Fax: (630) 616-4336
Email: mschwartz@ask-tig.com



Telcom Innovations Group

125 N. Prospect Ave
Itasca, IL 60143



From: Tom C. Wisniewski <TCWisniewski@vbg.org>
Sent: Tuesday, September 7, 2021 2:40 PM
To: Matt Schwartz <mschwartz@ask-tig.com>
Subject: RE: Status update

Matt,

Below is the way we would like to arrange payment. For the G702 and G703 form it doesn't need to be this exact form but something similar to this form to document percentage of work completed to date and if applicable an subcontractors that have been paid. We would also ask you to fill out a partial waiver of lien.

33% - Down for Deposit	\$44,989.10
33% - Upon Equipment Delivery	\$44,989.10
24% - Substantial Completion	\$32,719.35
10% - Upon Acceptance	\$13,633.07
Total Project	\$136,330.62

Tom Wisniewski | Buyer

VILLAGE OF BUFFALO GROVE

50 Raupp Blvd, Buffalo Grove IL 60089
PH: 847.459.2500

For your convenience, this Table of Contents has been hyperlinked to the specific PDF pages for each section



Primary Contact: Matt Schwartz
 Phone: 630.616.4236
 Email: mschwartz@ask-tig.com



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TIG Executive Summary for the Village of Buffalo Grove

Introduction

Mitel has been in business for 48 years and has always been known for their philosophy of offering great solutions that are able to phase into newer solutions while avoiding fork-lift upgrades. Users of Mitel products over 20 years ago still have the ability to upgrade those products and take advantage of today's technology while reusing a significant portion of their initial investment. TIG and Mitel are committed to giving extremely competitive discounts towards earning Village of Buffalo Grove's continued partnership.

We believe the investment made with Mitel and TIG in 2011, still has significant intrinsic value and life for many years to come. Over the past several years, Mitel has made continuous improvements in the Unified Communications space. As part of this process, Mitel has shifted to a UCC (Unified Communications & Collaboration) user license model. This is not something that was widely adopted in 2011, at least not to the extent it is now with the realization of many businesses in 2020 were not prepared to leverage UC to its full potential.

UCC licenses include many additional features in the Mitel UC portfolio, which will meet & exceed all of the requirements of the RFP without having to perform a forklift upgrade and protect the Village's investment with Mitel and TIG. The IP user licenses (aka Enterprise User/MiVoice Business IP licenses/UCC Basic) can be uplifted to a UCC model license at a significant discount vs. purchasing new licenses. The new features greatly enhance functionality of the system. The UCC Standard licenses proposed, introduce Mitel's Advanced MiCollab Client softphones with the same experience across PC, MAC, WEB and Mobile iOS/Android devices. Many of TIG's customers during the Covid-19 pandemic have uplifted to these UCC Standard licenses to allow for business operations to continue seamlessly, since they not only provide MiCollab Client for internal presence and communications, but also remote teleworker capabilities and collaboration.

We are pleased to respond with a solution and a fresh look at what we can do with the Mitel MiVoice Business solution. TIG looks forward to sharing our modernization plan for Village of Buffalo Grove, and while there are many options to review – they afford a great deal of flexibility and allow us to tailor a unique solution that will meet the Village's current and future needs.

Sourcewell Contract Pricing

All pricing provided is the result of Mitel's continued Sourcewell (formerly NJPA) awarded contract #022719-MBS. This contract pricing ensures that VoBG's current and future investments with TIG and Mitel will be discounted with national buying power levels with guaranteed discounts. Village of Buffalo Grove is already an existing member: ID# 68648

Mitel has been offering significant discounts though the Sourcewell (Previously NJPA) for almost 10 years and has secured multiple renewal terms with NJPA/Sourcewell. The current contract has a maturity date of 4/11/2023, which means that the days of "Pre/Post cutover" pricing are gone.

Generally, these discounts offer **40% off Mitel List Price** on the vast majority of the product portfolio we commonly deploy including phones, licenses, and most Mitel Software Assurance subscriptions.

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Solution Overview and Primary Goals

After considerable time and thought, Telcom Innovations Group (TIG) and Mitel are proud to present VoBG with a **Premise Based Solution** which leverages the existing investment with Mitel but does not re-use any existing equipment.

In order to fully comply with the RFP response, certain design choices were made with our base proposal offering that might not have been our first choice. We believe that we are uniquely positioned to offer great insight into a customized path that will make the most sense for the Village. Our solution encompasses the following major elements:

- Investment protection of software and complete refresh/migration to current Unified Communications standards.
- User licenses upgraded from basic IP phone licenses to UCC Standard which include significant enhancements over the current capabilities.
- Offer all VoBG users Real-Time Collaboration, Single number reach, Chat, Presence, calendar integration, softphones, teleworker (remote/Work-At-Home support), Mobile Android/iOS integration, Audio/Web/Video Conferencing, and more.
- TIG's solution leverages the VoBG's investment in VMware and consolidates the current design (multiple call controllers) into dual redundant Virtual Controllers. This can provide five 9s redundancy when combined with what we believe is the ideal SIP trunk solution – splitting the call paths between two SIP trunk groups and engineering load balancing.
- Migration from antiquated Oaisys Call Recording solution to Mitel Interaction Recording at the Police Department – with no charge license migration.
- Voicemail transcription annual service for 240 users quoted as part of the base proposal (can be scaled up or down as required). Users receive Unified Messaging with transcription and audio file attached.
- Microsoft Teams Integration annual service quoted for 240 users as part of the base proposal (can be scaled up or down as required). Enables users to leverage existing investment in Microsoft Teams by enabling the dial-pad and softphone capabilities for desktop or mobile users.
- A complete refresh of all existing Mitel IP phones (user counts as specified per RFP) to Mitel's next generation 6900 series
- Complete upgrade of all software to the most current version 9.x which offers great enhancements over the current method of management and programming plus new features.

Design Overview: MiVoice Business Software

- At the heart of our solution for VoBG is Mitel's flagship software called MiVoice Business. This will continue to serve as the call control software, and is a single-stream of software that allows for deployment across multiple platforms.
 - Options include a few variants of the Mitel 3300 purpose built hardware the Village currently uses. The software can just as easily be deployed using Industry Standard Servers, Hyper-V, VMware, or various Cloud models.
 - The software deployment platforms can be a mixed environment and there is investment protection if the VoBG IT strategies shift over time.
- With the existing investment in VMware, and a current deployed MiVoice Business at the Village Hall on VMware, our solution continues to leverage this environment.
- Currently, all of the Mitel 3300 controllers are networked and clustered. Our proposed design simplifies and streamlines this with the evolution of SIP trunk characteristics that were not as widely leveraged 10 years ago.
- Our plan is to eliminate the Mitel 3300 CX controllers and consolidate all call control into two Virtual MiVoice Business Systems. Ideally, one at Village Hall and one at Police Department. Likewise, we also recommend two SIP trunk groups (sized for 20 call paths each in our design) with load balancing (Fail-over) between the two sites. This allows our solution to not only leverage the native IP Phone resiliency (automatic IP Phone fail-over), but also the redundancies with the VMware vCenter tools such as High Availability, vMotion, DRS, snapshots, etc. Alternatively, if there are specific locations where WAN failure is higher risk, we can of course leverage local call controllers as we have in the past.
- The system is managed as a single phone system from a web GUI interface that allows various levels of administration and is permissions based with logs, great improvements have been made to management with the introduction of Single Point Provisioning (95% of the programming can be done from one screen).
- Native IP Phone resiliency is accomplished through a distributed architecture and will continue whether the controllers are replaced or not. IP Phone Resiliency occurs automatically and seamlessly transfers support for an IP phone to a resilient system if the phone cannot communicate with its primary controller.

Design Overview: User licenses from basic to UCC Standard

- **Mitel offers a migration from the current user license model to a UCC (Unified Communications and Collaboration) user based model. Our base proposal offers a migration from UCC Basic to UCC Standard for 240 users.**
 - **UCC Basic Tier – currently used.** (Interchangeably described as: MiVoice Business User Licenses, Enterprise Users Licenses, or IP Phone user licenses). This license

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is designed for 1 user/1 device and doesn't offer any true mobility or UC features, aside from hot-desking. The current VoBG environment consists of 277 of these licenses.

- **UCC Standard Tier – 240 of the 277 licenses will bring the following features to VoBG end users.**
 - Change from IP user license to Multi-Device User License which allows a single user to be associated with multiple devices and not require multiple licenses. This also brings personal ring group and single number reach features for optimized personal call routing.
 - MiCollab NuPoint Voicemail with the addition of Unified Messaging and Personal Call Director options.
 - MiCollab Advanced Client with Softphone available for PC, MAC, WEB, and Mobile (iOS/Android)
 - 2 Teleworker Licenses – secure remote access licenses for devices outside of the VoBG network. Generally, one of these would be associated with a Softphone and the other with a users' physical phone.
 - MiCollab Audio/Web/Video Conference enhancements with 33 Ports for the VoBG population.
 - These features are described more in the MiCollab Multi-Application section below, and would run on the same MiCollab software that the current NuPoint voicemail uses.

Design Overview: MiCollab changes

- The current MiCollab system only runs voicemail boxes and auto attendant.
- VoBG's current system is equipped with a great number (500) of MiCollab NuPoint voicemail boxes since the original design encompassed the Buffalo Grove Park District as well.
- **Potential cost savings:** With the migration to UCC Standard licenses, we can look at potentially decommissioning many of the existing 500 voicemail licenses (perhaps a few would be kept for growth, mailbox only subscribers, and Auto Attendant build outs). Since UCC Standard tier licenses come with a NuPoint voicemail and UM license, the result would be having many more than are actually needed. Decommission of some of the existing NuPoint voicemail/UM licenses would result in a lower cost for Mitel Software Assurance.

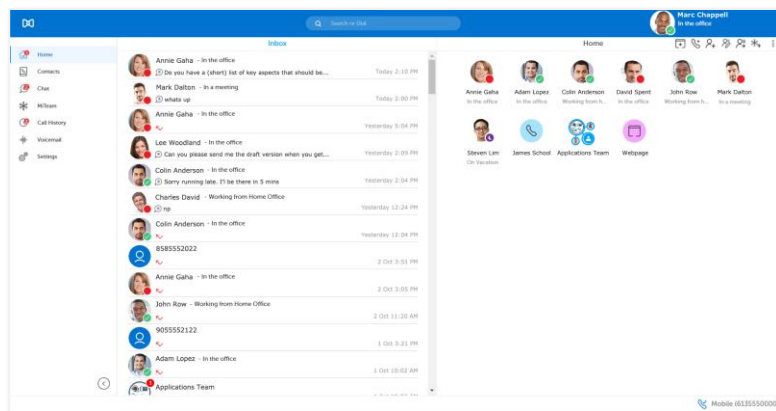
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- The MiCollab system exists as primarily a voicemail solution today, but the platform offers a great deal of additional multi-application support when we start considering a migration to UCC user licenses.
- For lifecycle of this system, we would want to review the server resources and right-size for the additional applications we will be using.
-

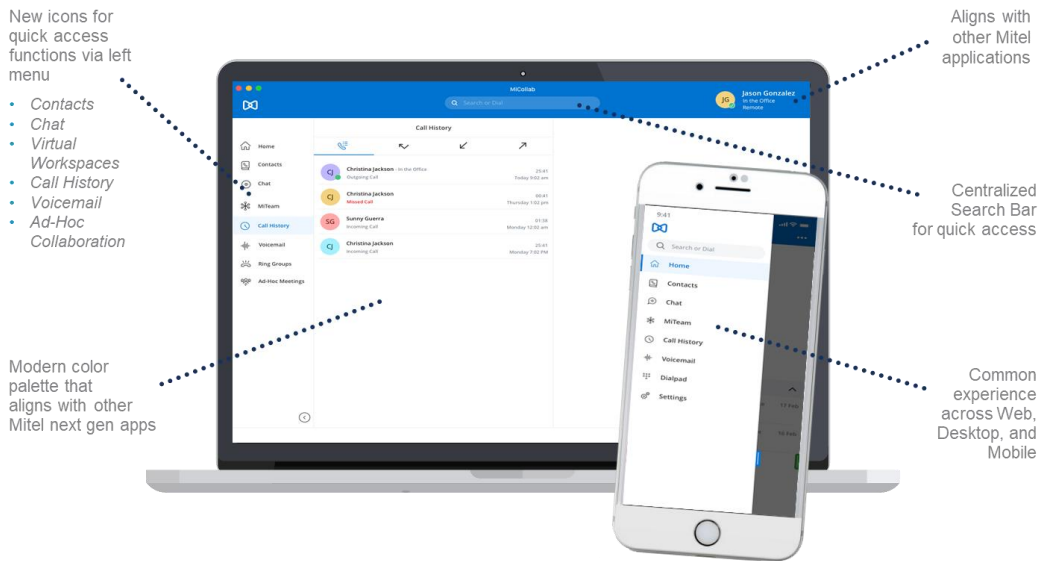
Design Overview: MiCollab Multi-Application UC Server

MiCollab Server is functionally a multiple applications server for all of the Unified Communications that VoBG receives with Mitel's UCC user license structure Option and can support the following applications:

- **MiCollab Client** will provide a Unified Communications presence client to show real time status of other users. Integrated with MS AD corporate directory, Outlook/Google Calendar and providing a seamless experience across all devices. End user client is available for PC, Mac, Web and Mobile.



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○ **MiCollab Client Softphones**

- ***These come as part of UCC Standard entitlements and operate on PC, MAC, WEB or Mobile Android/iOS devices.***
- MiCollab softphones enable users to perform the following actions:
 - be accessible for calls by their MiVoice call management system
 - dial other users on the network regardless of the type of device
 - establish a point-to-point audio and video call with SIP Softphone
 - access all functions through a mobile client device (Android and iOS):
 - dial over Wi-Fi and 3G/4G/LTE networks
 - communicate using mobile-optimized H.264 video performance
- MiCollab softphone connects directly to the PBX or through the MiVoice Border Gateway (Teleworker Server); providing secure remote working capabilities without the need for a dedicated VPN service.

Android Client Enhancements

Push Notifications

- Similar to MiCollab for iOS, the Android client now supports push notifications
 - *Delivery of messages to device even if MiCollab is in the background / not running*
 - *Removes keep alive signaling*
 - *Saves on battery life / performance*

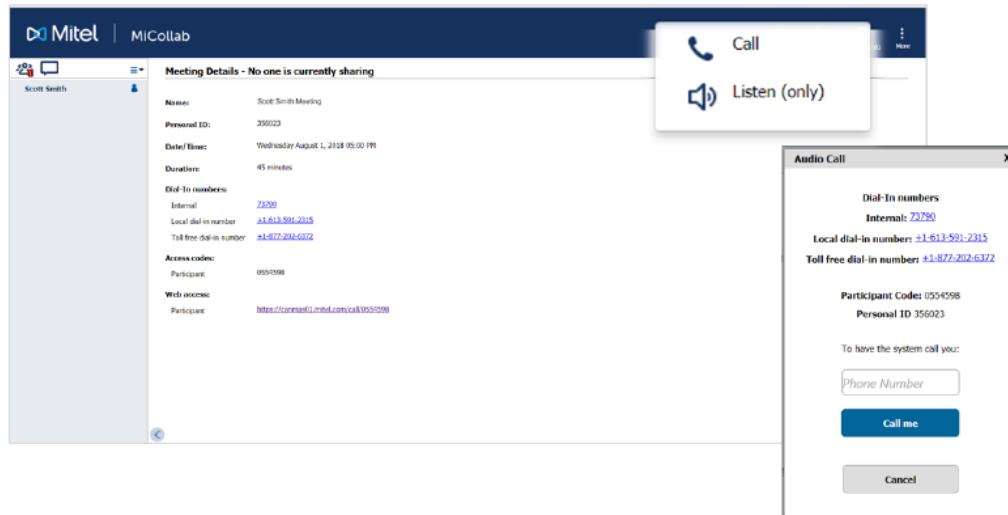
Android Connection Services (Android 9 and higher)

- Improved handling of call multiple calls
 - *Calls on GSM and softphone interactions*
- Improved Bluetooth headset integration

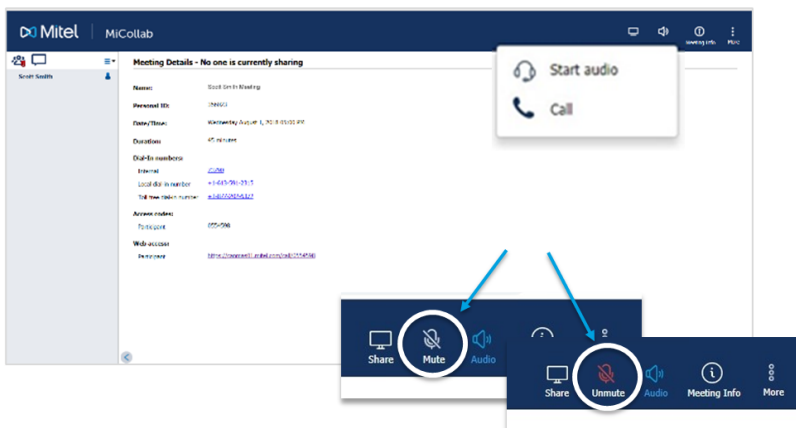


- **Audio/Web/Video Conferencing will provide real-time collaboration with HD video codecs included.**
 - ***A (33) Port Audio/Web/Video port conference bridge seamlessly integrates with UCC Standard users' MiCollab Client seamlessly and is also available through a web portal.***
 - This supports both internal and external conferencing needs.
 - The MiCollab Audio, Web, and Video (AWV) Web client's join experience is simple; allowing users to manage their participation via a single web page.
 - MiCollab users enjoy ease of use features including:
 - Single web tab to join the conference
 - Simplified callback to join audio from within the conference
 - Embedded call to tagging to allow dial-in to the conference via the MiCollab client
 - Removal of "the mirror effect" when sharing using the AWV Web client
 - Improved reconnection for users after a loss in network connectivity

MiCollab: Easy Dial In



Full Web Collaboration Experience



- Full Web collaboration experience
 - With Chrome and Firefox browsers
- Choice to:
 - Dial-in
 - Have system call you OR
 - Two-way audio from the Web
- User can mute/unmute their Web connection

- In addition, system-generated MiCollab AWW meeting invitations (from the MiCollab Outlook plugin, Ad-Hoc Meeting tab, or AWW Web portal) include a section for participants who are calling in via their mobile device. This “tap to join” option enables mobile users to join a conference from the meeting invitation with PIN code information automatically included.
- **Teleworker** allows for a remote IP user to connect a physical or softphone over any high speed internet connection and is provided for all UCC Standard users
 - Teleworker can be used for any IP Phone or Softphone that is off network and securely connects remote user phones with the Mitel MiVoice Business System.
 - Secure RTP encryption & 128-bit AES voice

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- SSL-based security for protecting call control signaling
- Eavesdropping prevention
- Protection from monitoring or modification of call control signaling
- TW can also be incorporated as part of VoBG emergency preparedness planning and business continuity.

Design Overview: IP Phone upgrades to the 6900 series family

- As part of our base proposal, we are including 175 of the Mitel 6920 IP Phones for Standard/Staff type phones



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- **As part of our base proposal, we are including 65 of the Mitel 6940 IP Phones for Station Type 3**
- **The standout feature with these is native Bluetooth support and they all come equipped with a Wireless BT handset!**



Highlights

- 30 foot range (10 meters)
- Optimized for crystal clear audio
- Integrated call controls
- Charges via desk phone
- Easy-to-shoulder Mitel handset ribs
- LED for status notifications
- Bluetooth 4.1 enabled
- Standard on 6940 model
- Optional on 6930 model



Design Overview: MiVoice Analytics

- **Mitel's Call Accounting (existing for all extensions)** This software provides advanced reporting and analytics capabilities for non-contact center users. In short it gives scheduled or on-demand reporting capabilities that show cradle to grave – who called whom, when, and for how long. Reports are available as a PDF or .csv/excel.
- **The current software will be upgraded to the latest version as part of our base proposal**

Used for

- Departmental Reporting
- Marketing Analysis
- Business Intelligence / Business Management Dashboard
- Traffic Analysis
- Informal Customer Service Groups
- Call Costing

Report Filters allows your team to:

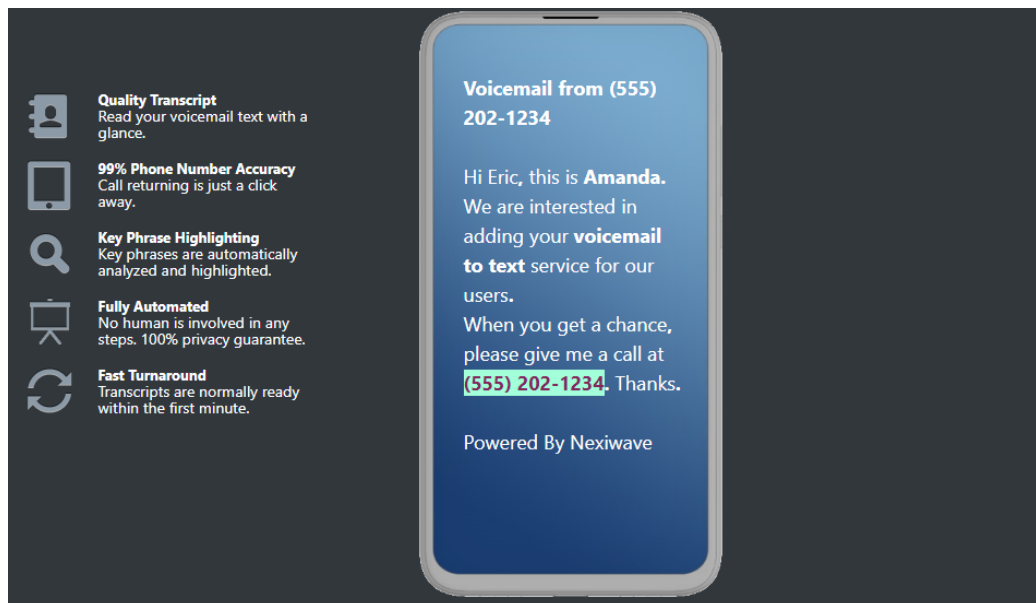
- use filters to tailor reports to your specific needs
- Filter using a variety of variables, depending on the report desired
- Filter by category - including call direction, call type, call duration, call cost, account code, phone number, DNIS, extension, and trunk
- Filter by time - day of week, month, day of month or 15-, 30-, or 60-minute intervals

Design Overview: Call Recording

- **Mitel/Oaisys Call Recording upgraded to Mitel Interaction Recording platform.** The existing software for recording the IP phones at the Police Department will change platforms entirely to Mitel's Interaction Recording suite. With Mitel's investment protection, the 7 existing call recording licenses and 4 Quality Management licenses move forward to the new platform at no cost.
- There was no RFP requirement for the existing Radio recording to be continued. We were not sure if the need no longer exists or not, but this would require some additional discussion. The only way to record most radio systems is via analog which requires a physical termination, so this may require a physical server if the Village wishes to continue recording the PD channels.

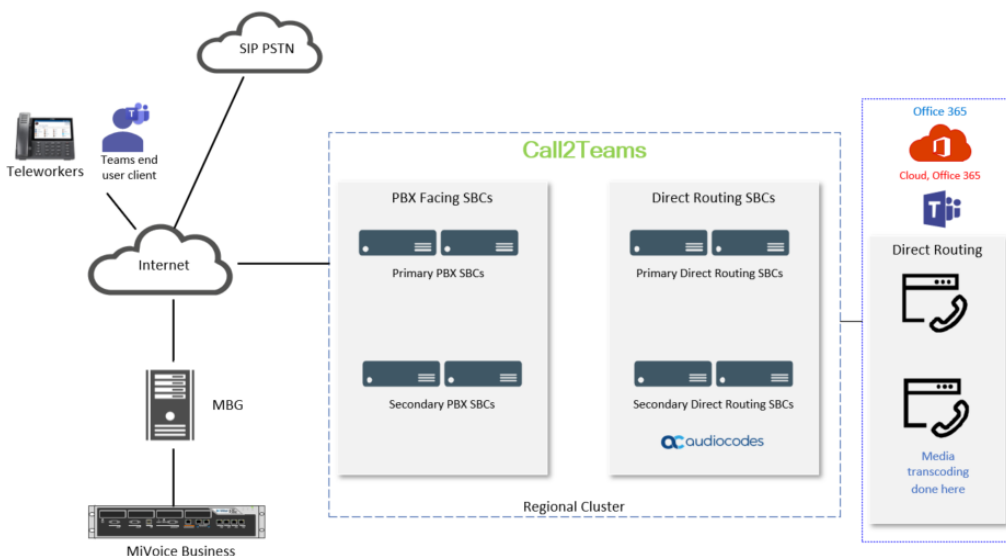
Design Overview: Voicemail Transcription Service

- Our proposed solution includes subscription based service from Nexiwave for fully automated voicemail to text services. This is an annual service and has been sized for 240 users and scaled up or down as required.
- **Downsides of this option are that it would make every voicemail box that uses this service subject to FOIA requirements.**
 - This is a per user charge and reflected in annual charges.
 - Unlike other speech technology providers, Nexiwave has dedicated focus on Voicemail Transcription: our core system is hand tuned for Voicemail processing. To our users, this means: 80+% overall transcription accuracy and for callback numbers left in voicemails, arguably the most important information in any voicemails, we achieve nearly 99% accuracy. Our users can process their voicemail by a simple glance of the transcription.
 - Started in 2008, Nexiwave believes voice communication, the most natural way of communication, is greatly under used in the text dominated IT industry. Nexiwave focuses on speech technology developments and applications. Nexiwave released its first general domain speech recognition service in 2009. In 2010, Nexiwave released its first Voicemail to text / Voicemail Transcription service. In 2011, Nexiwave delivered a Keyword Spotting engine to the speech analytics industry. Today, Nexiwave's technology is improving the productivity of hundreds of thousands of users in the US, Canada and worldwide.



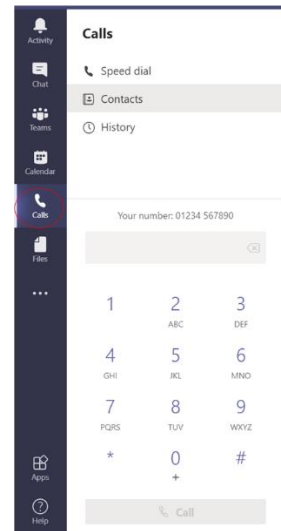
Design Overview: Microsoft Teams full integration with Call2Teams

- This has been included as part of the base proposal since it was a core RFP requirement. This can be scaled up or down on a per user basis and is sold as an annual subscription.
 - Call2Teams is a simple add-on to Office 365 that connects Microsoft Teams to the Mitel Phone System and allows for making and receiving calls on any supported device using the Microsoft Teams App.
 - User Dialpad for outbound PSTN calls and internal calls within MS Teams is used.
 - This integration will use the SIP trunks integrated with the Mitel System for inbound or outbound calling.
 - This is purely a software solution and does not require additional hardware or software to install.
 - All licenses required on the Mitel side are provided by the 600 UCC Standard user licenses that TIG has included in our proposal.
 - Pre-Requisites: VoBG Microsoft Licensing pre-requisites are as follows:
 - E5/A5 license OR E3/A3 license with add-on Phone system license for each user requiring this integration.
 - TIG will provide setup and work with VoBG IT for Microsoft integration. This involves configuring the Microsoft Domain that will be used for Call2Teams to sync and pull the user information.
- **Call2Teams High Level Architecture Overview with MiVoice Business**



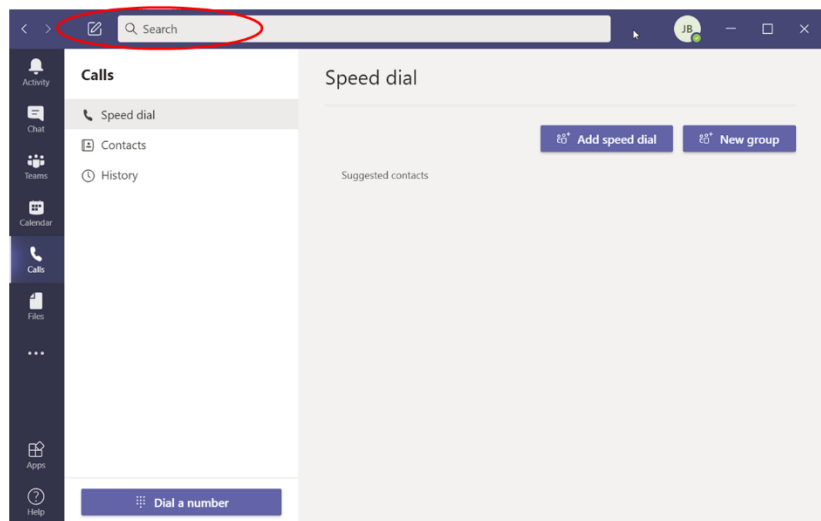
User Dialpad

- Once the user is configured the dialpad can take 24hours to be available in the clients interface.
- From here you can dial extensions on the PBX.
- Dial PSTN numbers and this will utilise PSTN trunks on the PBX.
- Speedcalls and call history can all be dialled as well through the "Calls" tab.



User to User Calls Internally

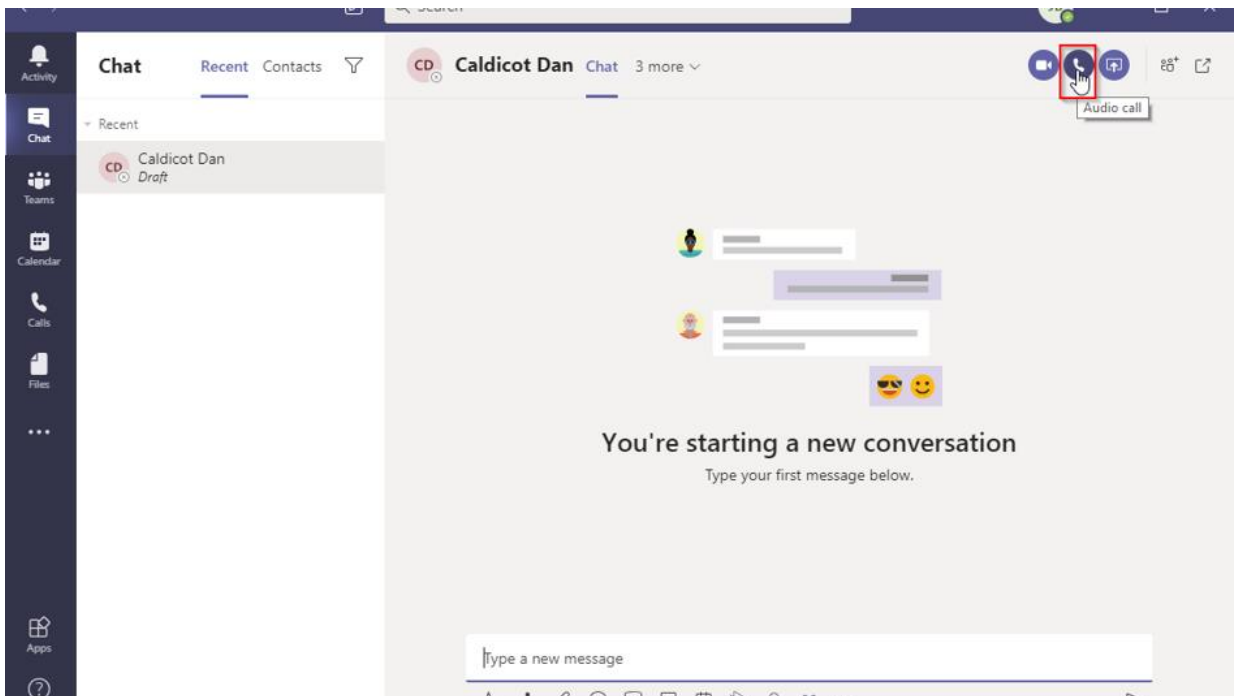
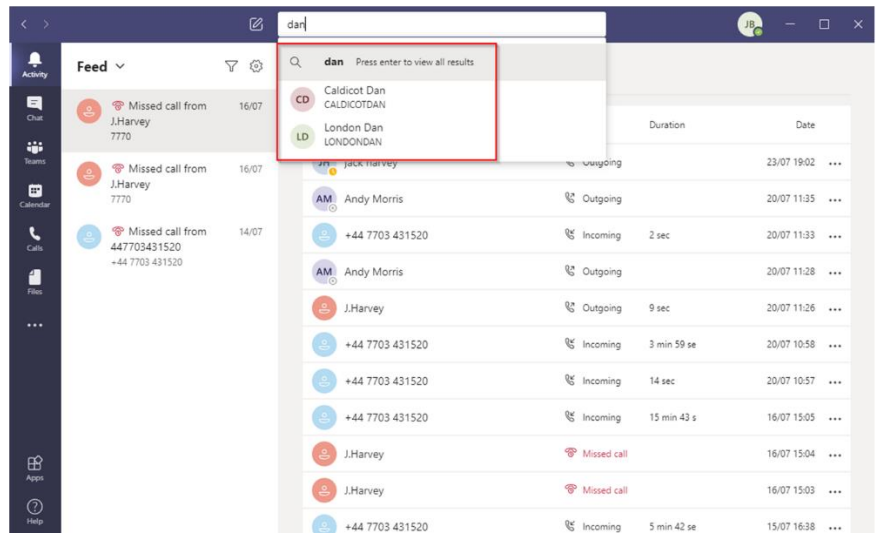
Use the search bar to search colleagues in the business directory and select the user.



User to User Calls Internally

Type in a name, in this example “dan”. This performs a directory search within Microsoft Teams.

Select the user you wish to communicate with.



Design Overview: E911 Solution

TIG will continue to work with VoBG to ensure any changes to the system during this process are accounted for. The optional SIP services quote would change the current design of local POTs for 911 to be as granular and specific as the Village chooses to be. An ELIN (emergency line identification number) could be assigned to each physical phone with a specific room/hallway/department/building location.

The existing solution is capable of sending MAC updates to the Public Safety Answering Point (PSAP) according National Emergency Number Association (NENA) standards. This ensures that VoBG inventory is synchronized to the PSAP ALI (Automatic Location Identification) database via Intrado.

The Mitel solution also performs automatic Customer Emergency Services ID (CESID) updating for IP devices moved to a known location. The MAC address of the Layer 2 switch to which the device is connected maps and updates the stored CESID address against that of the device. The PSAP has a map of physical locations versus their CESID. Mitel will set up the VoBG database to have a map of CESIDs to the Layer 2 switch port MAC address. The system maps the given Layer 2 switch port MAC address to the user directory number.

The station location is tied to the Layer 2 switch MAC address of the port. This may be the local switch room or work floor, depending on deployment specifics. The IP address of a telephone is contained within the MiVoice Business database and associated with the MAC address in the data network switch to which it is connected. If the telephone's location is changed, the database will update automatically, provided the MAC address exists in the database.

MiVoice Business CESID support complies with emergency services regulations (such as the FCC's Enhanced 911 standards) requiring PBXs to support CESIDs.

For a 911 call to be compliant with FCC guidelines, the call must report a CESID to the Public Safety Answering Point (PSAP). At a minimum, you must define a CESID for each directory number (DN) in the CESID Assignment form. To ensure that CESIDs are updated correctly, promptly investigate and address all CESID-related alarms whenever a device is moved. You may have to return a phone to its original location if the move was not authorized or update the CESID Assignment and/or L2 to CESID Mapping forms. Alternatively, you can populate the L2 to CESID Mapping form in advance of a device move.

Our proposed solution is compliant with Kari's Law, which went into effect on February 16, 2020, places obligations on multiline telephone systems (MLTS) manufacturers, importers, lessors, installers, managers and operators. Kari's Law is implemented by the rules set out in FCC 19-76, which was released in August 2019.

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Persons who manufacture, import, sell, and/or lease a MLTS must ensure that the MLTS software/hardware includes a setting that, when turned on, enables users to directly dial 911 (i.e. without dialing any additional digit, code, prefix or post-fix) from any station equipped with dialing facilities as soon as the system is able to initiate calls to the Public Switched Telephone Network (PSTN).

Persons who install, manage and/or operate a MLTS must configure the MLTS' settings so that once installed the MLTS is fully capable of:

- A user dialing 911 directly from any station equipped with dialing facilities as soon as the system is able to initiate calls to the PSTN; and
- Sending 911 call notifications to a central location at the facility where the system is installed or to another person or organization at a different location (e.g. central or other location) if the MLTS is capable of doing so without an improvement to the hardware or software of the system.

FCC 19-76 does not prohibit indirect dialing of 911 (e.g. 9911) provided that direct 911 is enabled.

MiVoice Business PBXs licensed in the United States contain a setting that allows the business to enable users to directly dial 911 (i.e. without dialing any additional digit, code, prefix or post-fix) from any station equipped with dialing facilities as soon as the system is able to initiate calls to the PSTN.

MiVoice Business PBXs licensed in the United States can be configured by the business to provide phone and console-based 911 alerts consisting of a visual display and a tone. The alert is capable of being sent to up to 32 phones and consoles. The alert, which contains the time and date of the call, the caller's extension number and a configurable description of the caller, is initiated contemporaneously with a 911 call and does not delay the call. ***These alerts can be expanded with the capabilities of Mitel Revolution described in the section below.***

Design Overview: Mitel Revolution – Options for enhancing the Village's Life Safety & E911 planning

- Mitel Revolution Mass Notification base package has been proposed for VoBG in our proposal as an Option. ***This Option is not needed to comply with Kari's law or Ray Baum's Act, but may offer some additional options the Village may find of interest.***
- For this Option, we would need to have some further discussions when it comes to sizing appropriately. The users or devices that should be notified and the mediums that the notification occurs, will play a role in how this subscription is priced. For purposes of the

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RFP response, we simply included the base package – which should be a great start if we are only looking at E911 alerts. The capabilities do far extend beyond 911 call notification though. ***Pricing can be found in our Detailed Equipment Itemization under Additional Options, since this was not part of the core RFP scope of work.***

- **The Mitel Revolution base software includes:**
 - **50 endpoint licenses**
 - **50 desktop licenses**
 - **50 mobile licenses**

Mitel Revolution Mass Notification Solution Overview

Mitel Revolution facilitates enterprise-wide communication for virtually any communications need, including real-time and automated notification alerts for emergencies, large scale notification for routine (or non-critical) communications, facility-wide live overhead paging announcements, scheduling of bells/prerecorded announcements and mobile-centric communications for mobile employees, students, or others who registered using its self-service portal.

This includes support for a feature-rich mobile application for receiving and sending notifications, geolocation and geofencing capabilities, an end-user (self-service) contact management portal for opt-in of communications via SMS text, e-mail, and voice, as well as out-of-the-box integrations with multiple notification services, such as government-issued emergency alerts (CAP alerts) and Integrated Public Alert Warning System (IPAWS) for natural disasters, chemical spills, missing persons (AMBER alerts) and more.

Key Benefits

- **Complete Notification Solution.** Offers access to the broadest range of multi-modal communications enabling emergency alerts, mass notifications and routine communications all from a single platform.
- **Embraces Mobility.** Offers mobile apps for iOS and Android to enable notifications and alerts to and from mobile devices.
- **Simple Set-up.** With out-of-the-box integrations, it can be deployed and working in less than a day.
- **Designed to be Adaptable.** Expanded possibilities with a wide range of integrations with different hardware devices and software-based services to address today's and tomorrow's needs.

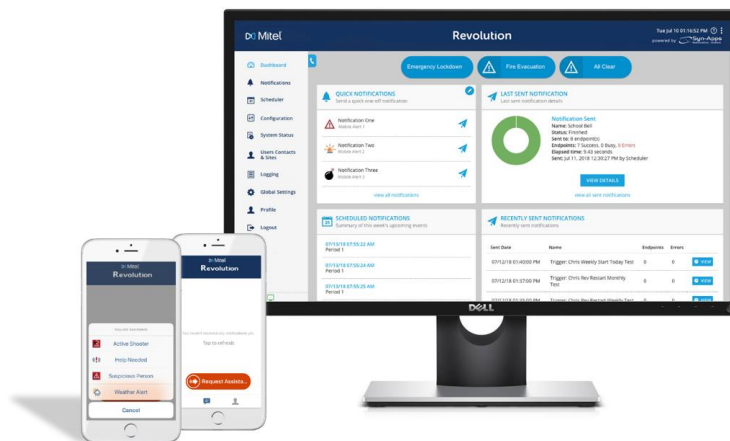


Mitel Revolution is Adaptable by Design

- **Large-Scale Support.** Easily scales to support thousands of devices enabling communications with large groups.
- **Self-registration.** Greatly reduces administrative burdens with the ability to automatically send an email to a contact and have them self-register for mobile or email notifications.

Key Features

- Multimodal communications to a wide range of devices
- Ability to address large-scale notifications - beyond 22,000 endpoints
- Mobile app (iOS and Android) for media-rich notification push, with support for two-way notifications
- Integration with third-party SMS services for large-scale text notification
- Geofence-based alerts
- Self-service contact portals
- Multicast paging to phones (MiVoice Business requires R9.1)
- Out-of-the-box integration with automatic alerts from Emergency Notification Services
- Virtualized deployments
- Multi-schedule set-up
- Cradle-to-grave analytics for insight into system health & performance



Mitel Revolution is Designed for Today's Modern Organizations

Dependability You Can Count On

- Automatic hot-standby redundancy option
- Multi-location server support
- Fault-tolerant architecture
- Real-time reports to alert to what was sent and acknowledged
- Leverages patented unicast to multicast technology for simplified network deployment
- Support for virtualized environments

Mass Notification



- Alerts using live, pre-recorded or scheduled broadcasts
- Multimodal communications to IP phones, mobile devices, overhead speakers, loud horns, digital signs and more
- Geo-location controls ensure recipients receive relevant information based on their current location

Emergency Alerts



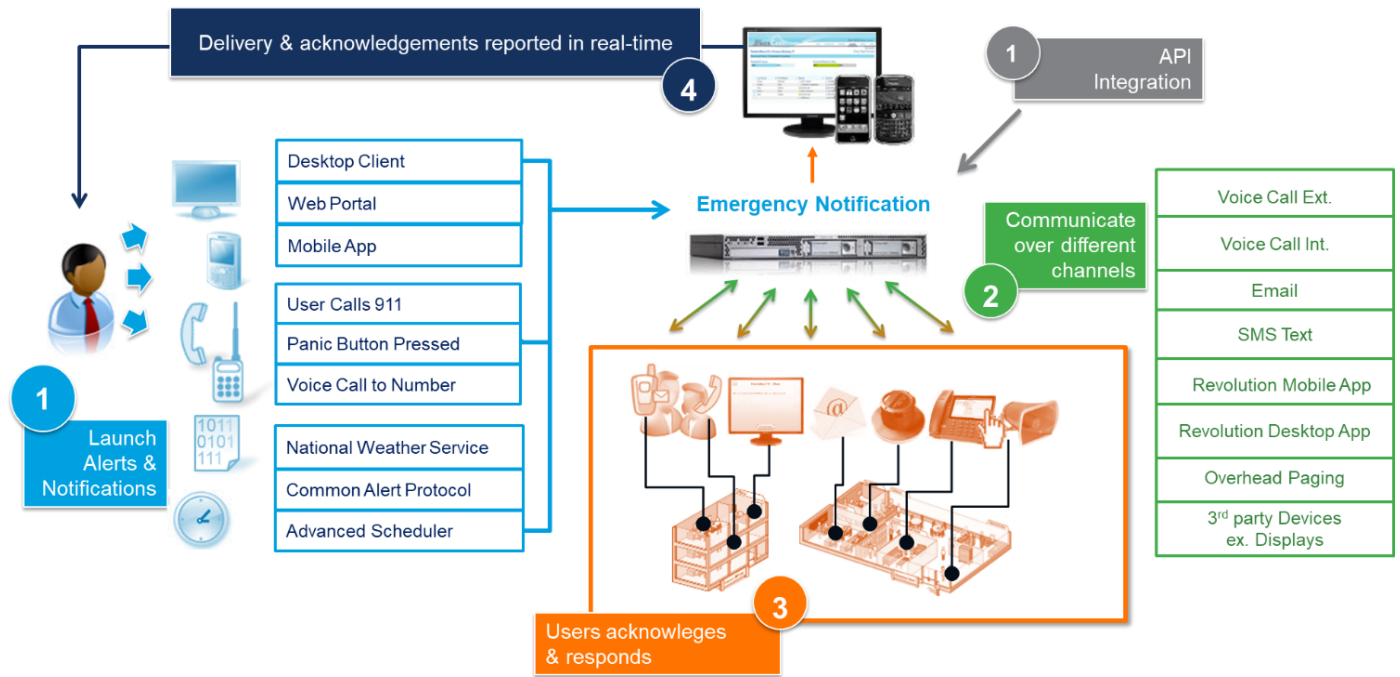
- Communicate time-sensitive information during an emergency
- Support for integrated panic buttons, automatically alerts from external early-warning systems
- Trigger / receive events in the field using the Mobile app
- Alert others in or nearby the facility

Routine Communications



- Communicate important reminders, facility closures, new services and more
- Share information in real-time, on-the-fly or via scheduled notifications
- Easily notify large or segmented groups via e-mail, SMS texts and display boards

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Mitel Revolution Supported Notification Triggers

<p>IP Devices</p>	<p>Activate notifications from third-party IP devices, such as Speakers, Clocks, Strobes, Digital Signs, Emergency Call Towers, Paging Relays, Contact Closures (GPIOs), Access Control Systems, Smart Button (Panic Button) and more.</p> <p>Trigger notifications by dialing a line number internally or externally via DID.</p>
<p>SIP Devices</p>	<p>Trigger notifications from any SIP-enabled phone on the network.</p>
<p>Common Alert Protocol (CAP) Alerts</p>	<p>Automatic notifications triggers from National Weather Service (NWS), Integrated Public Alert and Warning System (IPAWS EAS), AMBER Alert, or any other CAP-enabled feed.</p>
<p>Mitel Revolution Mobile Client</p>	<p>Administrators can activate alerts directly from their iOS or Android Revolution Mobile Client app.</p>
<p>Mitel Revolution Web Client</p>	<p>Activate alerts directly from Revolution’s web interface portal.</p>
<p>Mitel Revolution Scheduler</p>	<p>Create notifications in advance with Revolution’s Scheduler tool.</p>

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Mitel Revolution Notification Capabilities	MiVoice Business
Automatic Trigger: Common Alert Protocol (CAP)	Yes
Automatic Trigger: Scheduled Events	Yes
Automatic Trigger: SNMP Traps / Dial Monitor*	Yes
Manual Trigger: via API	Yes
Manual Trigger: Contact Closures	Yes
Manual Trigger: Mitel Revolution Desktop App	Yes
Manual Trigger: Mitel Revolution Mobile App	Yes
Manual Trigger: Mitel Revolution Web Portal	Yes
Manual Trigger: via SIP Dialing	Yes
Manual Trigger: Third-party Triggers and PoE Panic Buttons	Yes
Notifications: Desktop Notification	Yes
Notifications: E-mail Notification	Yes
Notifications: Mobile App Alerts	Yes
Notifications: Multicast Paging	Mitel 6900 series phones only (Requires MiVoice Business R9.1 or higher)
Notifications: Outbound Calling	Yes
Notifications: Overhead Paging (IP & Analog)	Yes
Notifications: Single Group Page	Mitel 5300 and 6900 series phones (Limit of 64 devices at single time)
Notifications: SMS Alerts	Yes
Notifications: Third-party Systems (School Bells, Strobes, etc.)	Yes
Notifications: Unlimited Notification Groups	Yes
Notifications: Visual Alert on Phone Display	No

Design Overview: The benefits of the Mitel Premium Software Assurance Option

- **Mitel Support through Premium Software Assurance (SWA) has been offered as an Option and can be found in our Detailed Equipment Itemization, since this was not a core RFP requirement. This is a relatively low cost option with a lot of benefits offered.**
 - Mitel Premium Software Assurance offers 24x7x365 Technical Support services from Mitel
 - Mitel Premium SWA gives Mitel Performance Analytics (MPA) at no additional cost. This powerful software tool will assist in proactively monitor and analyze the Mitel system performance, alerting of issues before they become issues. MPA has been uplifted to MPA Plus and includes further enhancements.
 - Mitel Premium SWA also gives access to many Mitel University System basic through advanced Mitel training courses. These are available online at no additional cost to any of VoBG's users, but are geared towards technical support and administration resources, and Contact Center Management, Supervisors and Agents.

Design Overview: Mitel Performance Analytics

- **Mitel Performance Analytics comes as part of Mitel Premium Software Assurance.** MPA Tools and Capabilities have been proposed with our solution in order to effectively monitor and troubleshoot any potential issues. This solution allows for real-time monitoring of VoBG's solution all the way down to an individual IP phone.

Mitel Performance Analytics (MPA) provides tools and capabilities that simplify network performance management including:

- Secure remote access and testing tools for simplified troubleshooting and reduced truck roll – physical or virtual appliances
- 24/7/365 performance and availability monitoring to detect problems before users are impacted, depending on Service Level
- Real-time alerts and alarms to ensure problems are discussed quickly
- Reporting to demonstrate performance over time and assist with load balancing/forecasting
- Automated email to subscribers, monthly report of faults and resolution times
- Advanced management features to simplify the management of large, multi-node networks

Village of Buffalo Grove



VoBG will be provided with credentials on the MPA secure management portal. The portal is web-based and accessible from any device over an encrypted connection.

MPA Features Network Diagrams

Mitel Performance Analytics (MPA) offers VoBG the ability to upload a Visio diagram of a network topology. MPA provides some overlay health status icons for an at-a-glance overview of network components and their status.

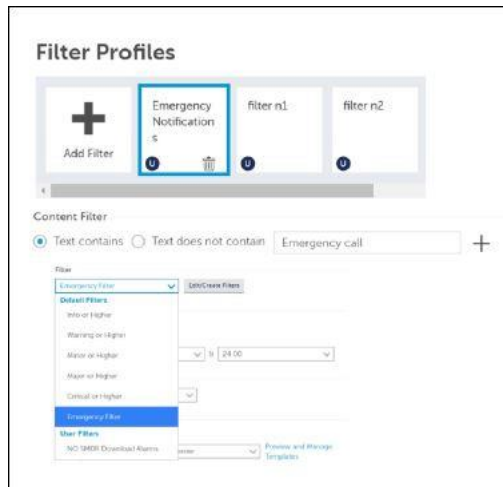
From the Network Diagram panel, users can display the alarms of a particular container or device.



Mitel provides an overlay health status of network topology.

Mitel Allows Administrators to Customize Alarm Filters

With Mitel MPA, administrators can configure custom alarm filters. Users can see the right filters at the right time with filters that include severity, keyword, device type and label.



Mitel custom alarm filters

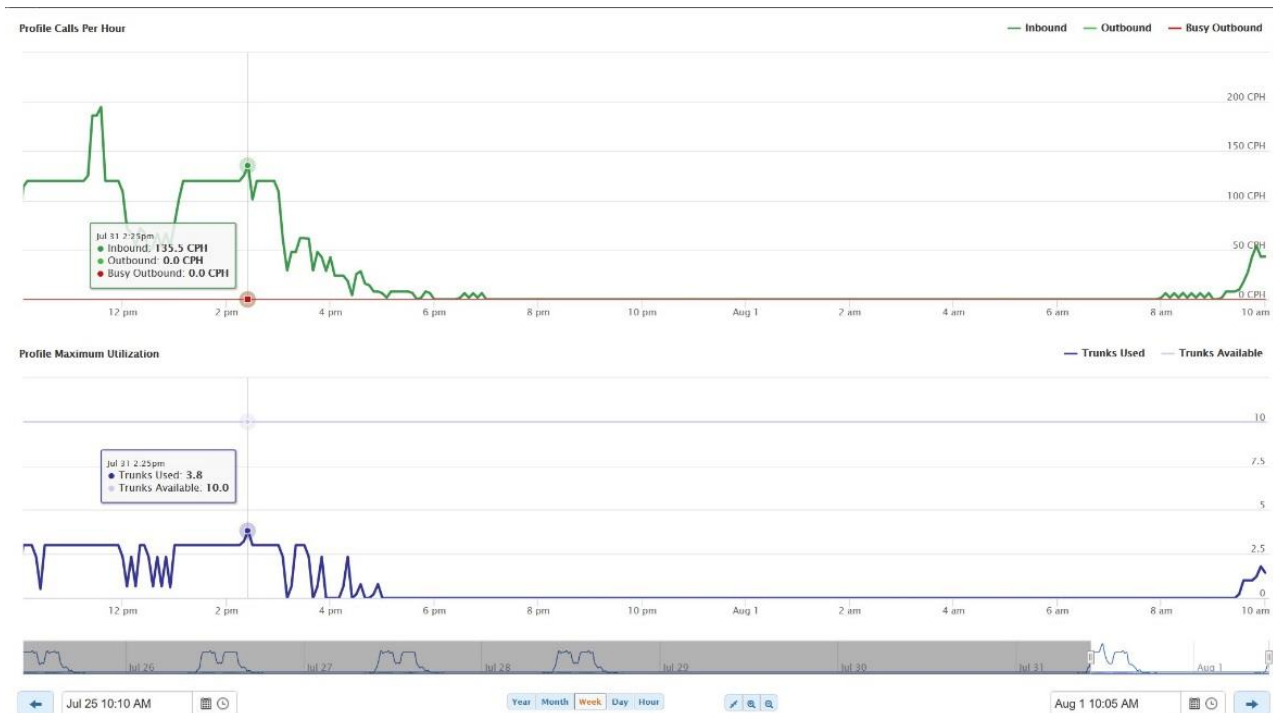
MPA Utilization Display

Mitel Performance Analytics (MPA) allows flexibility in how data is utilized and displayed. Users can view more granular utilization data over a customized time period.

This detailed data is available for up to 30 days, with daily summary values available after 30 days have elapsed.

The MPA utilization display includes reports for:

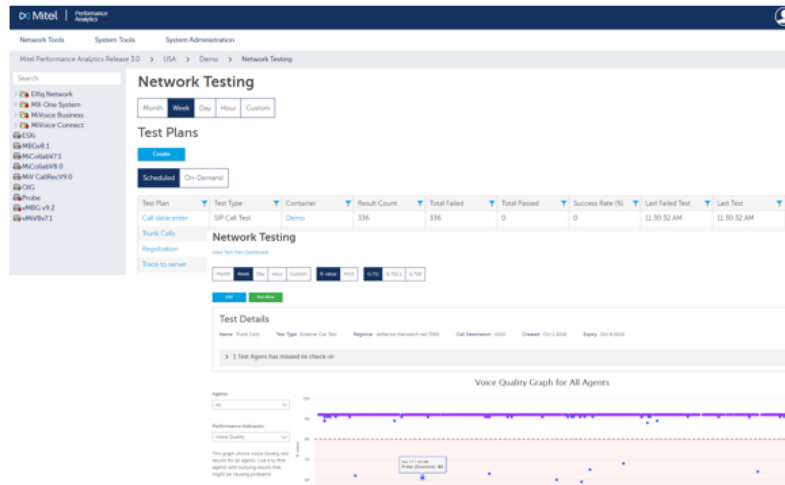
- MiVoice Business trunk utilization and SIP trunk utilization
- MiVoice Border Gateway trunk utilization



Mitel provides reports that show network utilization.

MPA Provides Advanced UC Network Testing

Mitel Performance Analytics (MPA) allows administrators to test VoIP and network performance, leveraging synthetic or test calls to quickly pinpoint problems associated with voice and video. After analysis, test results are represented in a clear graphical manner.



Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video.

MPA Audit Log

The audit log file contains records of all actions performed on Mitel Performance Analytics (MPA) — when they were performed, who performed them, and where they were performed from. The CSV format audit log can be downloaded for review.

MPA logs will contain:

- All device Create, Update, Delete.
- All remote access
- Admin user log-in
- User failed login (any)
- MiXML custom command (no details)
- Management Information Base (MIB) browser (no details)
- Connectivity test
- User edited (no details)

Those not logged are:

Village of Buffalo Grove

- Non-admin user log in
- User log out
- Query viewing

Feature	SWAS Tier	MiVoice Business
24/7 Technical Support	Premium	Y
MiVoice Business and MX-ONE - On Line Training	Premium	Y
Device Information	Premium	Y
Server Performance Metrics	Premium	Y
Reachability	Premium	Y
Device Alarms	Premium	Y
Performance Threshold Alarms	Premium	Y
MPA System Licensing IDs	Premium	Y
Licenses Used/Available - Mitel Systems	Premium	Y
Voice Quality Monitoring - Basic Troubleshooting	Premium	Y
Digital and SIP Trunk Utilization	Premium	Y
Single-click Remote Access	Premium	Y
On-premises or Cloud deployment option	Premium	Y
Inventory Reporting	Premium	Y
Emergency Response Alarms	Plus	Y
SD-WAN Link Monitoring	Plus	Y
Advanced VQ Reports	Plus	Y
User /Set / Service Inventory	Plus	Y
IPT User Dashboard	Plus	Y
Trunk Traffic Analytics - Recommendations	Plus	Y
MBG VQ Reports/ SIP Trunk VQ Reports	Plus	Y
Scheduled Device Group Operations	Plus	Y
SMDR record collection	Plus	Y
System backup, local or cloud storage	Plus	Y
Advanced Users Operations (MIVB cluster user management)	Plus	Y
Advanced UC Network Testing	Plus	Y
Platform - NON Dependant Device Support	Plus	Y
Third Party Device Support - SNMP Devices	Plus	Y
UPS	Plus	Y
Red Box Call Recording	Plus	Y
Innovation InnLine - Hospitality VM	Plus	Y
PathSolutions	Plus	Y
Windows Servers	Plus	Y
IP Switches-Routers	Plus	Y
ASC Call Recording	Plus	Y

Design Overview OPTION: Mitel Online Training

- **Mitel Training comes as part of Mitel Premium Software Assurance.** If VoBG plans to take an active role in management, moves, adds, and changes - the best path for Manufacturer training would be with the Mitel Premium Software Assurance OPTION. Pricing has been detailed under options. This option provides an unlimited number of users additional manufacturer training at no additional cost and takes place online.

Course List Included in Premium SWA Training Subscription:

Platform	Target User	Online Courses	Mitel Course ID
MiVoice Business	Administrators	<ul style="list-style-type: none"> MiVoice Business Moves Adds and Changes (MAC) Self Study NA MiVoice Business Rel 8.0 System Administration Self Study NA MiVoice Business Rel 8.0 Standalone ACD Self Study 	<ul style="list-style-type: none"> T-MVB-MAC-SS-NA T-MVB-8.0-SA-SS T-MVB-ACD-8.0-STD-SS
MiCollab	Administrators	<ul style="list-style-type: none"> MiCollab Rel 8.0 System Administration Self Study 	<ul style="list-style-type: none"> T-MICOLLAB-8.0-SA-SS
MiCollab AM	Administrators	<ul style="list-style-type: none"> MiCollab Advanced Messaging (AM) administration Self-Study 	<ul style="list-style-type: none"> Title in LMS catalog
NuPoint	Administrators	<ul style="list-style-type: none"> Release 9.0 System Administration NuPoint Unified Messaging 	<ul style="list-style-type: none"> T-NPUM-9.0-SA-SS
Networking	Administrators	<ul style="list-style-type: none"> Introduction to IPv6 Recorded Workshop Beneath the Application: Network Dependencies for VoIP Networks Workshop Introduction to T1/PRI/BR1 Self-Study Introduction to Wireshark Workshop Session Initiation Protocol (SIP) Introduction Workshop Simple IP Subnetting Review and Practice Workshop Understanding Mitel Multi-Site Networks Workshop Voice and Data Technology Primer Self-Study 	<ul style="list-style-type: none"> T-IPV6-INTRO-WS Title in LMS catalog Title in LMS catalog Title in LMS catalog Title in LMS catalog Title in LMS catalog Title in LMS catalog Title in LMS catalog
	Administrators	<ul style="list-style-type: none"> Administering your Contact Center IVR Basics 	<ul style="list-style-type: none"> T-MICC-8.0-ADMIN-SS T-MICC-8.0-IVR-BASICS-SS
	Supervisors	<ul style="list-style-type: none"> Supervising your Contact Center 	<ul style="list-style-type: none"> T-MICC-8.0-SUPERVISE-SS
MiContact Center Business	Agents	<ul style="list-style-type: none"> Utilizing Softphone / Phone set Utilizing Ignite 	<ul style="list-style-type: none"> T-MICC-7.0-PHONESET-MGR-SS T-MICC-IGNITE-USER-SS
	Administrators	<ul style="list-style-type: none"> Administering your MiVoice Call Recording Administering your Quality Management 	<ul style="list-style-type: none"> T-MIVOICE-CR-ADMIN-SS T-MIVOICE-QM-ADMIN-SS
MiVoice Call Recording	Supervisors / Agents	<ul style="list-style-type: none"> Using your MiVoice Call Recording Using your Quality Management 	<ul style="list-style-type: none"> T-MIVOICE-CR-USER-SS T-MIVOICE-QM-USER-SS
ICMI (Generic Contact Center)	Supervisors	<ul style="list-style-type: none"> 8 Courses including: Forecasting, Staffing and Scheduling, Agent Coaching Series, Quality Monitoring Series, etc. 	<ul style="list-style-type: none"> Title in LMS catalog
	Agents	<ul style="list-style-type: none"> 5 Courses including: Managing Customer Contacts with Quality, Managing Difficult Customers, etc. 	<ul style="list-style-type: none"> Title in LMS catalog
	Operations	<ul style="list-style-type: none"> 16 Courses including: Establishing and Using Service Level and Response Time Objectives, Routing and Self-Service Options, Disaster Recovery, etc. 	<ul style="list-style-type: none"> Title in LMS catalog
	Customers	<ul style="list-style-type: none"> 8 Courses including: Defining and Segmenting Customers, Measuring Customer Satisfaction, Cross-Functional Leverage, etc. 	<ul style="list-style-type: none"> Title in LMS catalog

Course wear will be added to the Premium Software Assurance entitlement as they become available on an ongoing basis from Mitel

Telcom Innovations Group

As Village of Buffalo Grove's existing telecommunications partner for the past 10 years, we're certain that the IT staff is familiar with our service and support capabilities. In case you have been wondering what TIG has done since we first installed the Mitel system back in 2011, here's a few of our achievements!

For the past 24 years, TIG has been one of the top ranked Mitel Partners in the World. Today, we have implemented more than 2000 similar systems which include some of the largest Education, State and Local Government in the Midwest. We have a proven track record of installing and building long term partnerships with our customers, some of our references have been with TIG from the very start of our company.

For most of these years, TIG has been the #1 Mitel Gold Partner in the Midwest and has been honored with numerous Mitel Awards and recognition – especially in the State, Local & Education vertical.

- *FY 2020, TIG has not received final rankings, but was ranked #2 in the World by Mitel for SLED (State & Local Government, and Education) as of November 2020.*
- *FY 2019, TIG was ranked in the top 1% in the World by Mitel for total sales volume (there are over 4,000 Mitel channel partners worldwide).*
- *FY 2018, TIG was ranked #5 in the World by Mitel for SLED (State & Local Government, and Education)*
- *FY 2019, TIG was ranked #3 in the World by Mitel for SLED (State & Local Government, and Education)*
- *Mitel Highest customer satisfaction ratings*
- *#1 Partner in North America for Mitel UC Applications*
- *#1 Partner in North America for Mitel Contact Centers*
- *#1 Partner in North America for SLED*
- *Today, our small but highly experienced team holds more Advanced Mitel technical certifications than any other Mitel Partner in the Midwest.*

Source for TIG Mitel ranking or questions relating to Sourcewell Contract can be directed to Mitel North Central Region primary SLED contact: Jim Seng, 312.479.9032, jim.seng@mitel.com

TIG Implementation & Support Methodology

As an existing customer, the approach to our deployment has been proven in the past and during major upgrades. The fact is, there are a lot of options to consider which either leverage the existing solution or further enhance its capabilities – introducing new UC applications. The planning and Implementation Stages are not going to follow a forklift upgrade or net-new installation process, but our team will still dedicate all of the appropriate resources to ensure a smooth transition.

We feel the best process (assuming the Village wishes to proceed with TIG and some of the presented options) would be to start having some discussions which would include: Current and desired Mitel specific features – what we can and cannot do with the system as is, with the base proposal and with the options presented. IT strategies may have shifted since TIG last met with the Village as well. This will ensure we tailor the appropriate roll-out of any new features and/or upgrades.

TIG's Technical Assistance Center

- **Support will be familiar to the Village via TIG's Technical Assistance/Service Center.**
- TIG works diligently to provide exceptional customer service and support to our clients. Our team responds efficiently and effectively to your requests.
- Clients can submit service requests by phone, fax, or email to the Technical Assistance Center (TAC). Once a ticket has been submitted, one of our certified technicians stays in constant communication with the customer to let them know the status of their request right up until the ticket has been closed. Please note that all service requests should be requested through TAC.
- With respect to a major malfunction of the Equipment defined in the following parameters: no incoming or outgoing telephone service, or no station to station service within the telephone system, or attendant console is unable to answer and/or transfer calls, or fifty percent or more of the C.O. trunks and/or stations are in an inoperable state, Telcom Innovations Group' policy is to arrive at the Customer's premises within four (4) hours from the time Telcom Innovations Group first receives the Customer's request for remedial maintenance and will complete such repairs as soon as reasonably practicable.
- Technical Assistance Center (TAC)
- TAC Main: (630) 616-4200 | TAC Fax: (630) 616-4300 | Email: service@ask-tig.com

Village of Buffalo Grove

- Service hours
- Normal service and requests: TIG's Technical Assistance Center is staffed from 8:00 AM to 5:00 PM C.S.T., Monday through Friday. Please submit your request by calling the service number or sending an email to service.
- After-hours emergency service: On-call service technicians are available 24 Hours a day, seven days a week including holidays.
- To request emergency support call the main service number at (630) 616-4200 and follow the voice prompts to page an on-call Technician.
- Do not send an email for emergency service requests.
- Expectations for service calls: Emergency Service requests during business hours: A live service agent will take your call. Non-emergency service requests are generally handled within 24 hours. Emergency requests are generally handled within 4 hours.
- After-hours emergency calls: You will be answered by a scripted auto-attendant intended to gather your site information. The on-call technician will be notified, and you should receive a call back within 30-60 minutes.
- E-mails to service: The TIG Service Center is equipped with the Mitel Contact Center solution which will generate an automatic email response. Normal email service requests are handled within 24 hours. If you have an emergency request, please call TAC directly.

Maintenance & Support

- The same level of continued TIG Maintenance & Mitel Software assurance is available and has been quoted as part of our base proposal. We can offer multi-year discounts and customize our Maintenance agreement if there are changes that the VoBG would like to see.

We greatly appreciate Village of Buffalo Grove's long partnership with TIG and Mitel over the past 10 years, and sincerely hope we can work together to find the right solution for the next 10 years to come. As always, thank you for your time, continued business, and consideration of our proposal.

Experience and References

All references provided are TIG direct installs of the proposed Mitel solutions and current customers. A mix of similar customers in K-12, Higher Education, and Local government have been provided ranging from 1 year with TIG to over 20 years with TIG.

DuPage County Government

Contact: Joe Bulaga
(630) 407-5151
Josephe.bulaga@dupageco.org

County Government Complex with 30 locations running MiVoice Business. Originally installed 2000 with Mitel SX-2000 network. Most recent upgrade 2019 to current software and approximately 3,000 phones.

Walworth County Government

Contact: Jackie Giller
(262) 741-7802
jgiller@co.walworth.wi.us

County Government Complex with 7 locations running MiVoice Business, MiCollab, MiContact Center and UCC licenses in VMware environment. Approximately 1,300 phones deployed in 2019.

McHenry School District 15

Contact: Kristin Thorsen
(779) 244-1071
kthorsen@d15.org

10 Locations running MiVoice Business. Installed summer of 2019. Approximately 550 Mitel IP 6900 series phones.

Community Consolidated School District 15 (Palatine)

Contact: Keith Garcia
(847) 963-3227
garciak@ccsd15.net

Second Largest Elementary School District in IL with 22 Locations running MiVoice Business on VMware. Installed in 2011 with regular upgrades. Approximately 1,750 phones.

Applied Systems

Contact: Greg Swiderski
(708) 534-5575 ext. 22124
gswiderski@appliedsystems.com

Large Insurance technology & software company with International presence at 20 locations. First system installed in 1997, with continual upgrades. Over 3,500 phones worldwide running MiVoice Business software and a large Contact Center group.

Note: Respectfully, and due to the public nature of this RFP submission, additional related experience and customer specifics cannot be included. We are happy to discuss customers that are not under NDA with the Village, or send this as confidential & proprietary information that will not be subject to FOIA under separate cover. In the past 3 years, TIG has been ranked 3X by Mitel as one of the top 5 Mitel Partners in the World specific to the Government, Education, State & Local government vertical.

Lead Project Manager – Primary Contact during Implementation phases

John Ernest, Sr. Project Manager

John has been with TIG for 17 years and has 20 years of experience in the voice industry. Prior to TIG he worked for Lucent/Avaya for 2 years after attending Northern Illinois University where he dual majored in History and Geology/Environmental Sciences.

John's role is to be TIG's primary point of contact with the customer and to ensure a smooth, efficient, on-time implementation of the project. He will manage the development of the project plan, database and application discovery, equipment ordering, programming and installation and creation of a training curriculum.

- ✓ He has worked on projects in a wide variety of verticals (industries) and locations across a dozen states and several countries as both a team member handling installation, trainings and as Project lead.
- ✓ Previous Project lead experience includes work across many public sector accounts. Project Manager lead at City Colleges of Chicago, Metra Rail, Oakton, Heartland Alliance, CCSD 15, Walworth County, Acceptance Insurance, School District 34, Schwarz Paper/Bunzel, Village of Oak Park, Crown Point Schools, Lake County, DuPage County and Applied Systems. There are hundreds of additional installs as lead Project Manager that are part of John's experience at TIG.

Technical Certifications Include: All of Mitel's PBX product lines, Unified Communication, Core Voicemail, Contact Center Management and Call Accounting, Collaboration and Conferencing applications. John also holds an Extreme Networks Design Professional certification. The list is several pages and will be provided upon request.

Lead Technician/Supervisor

Gene Thornton, Installation Manager

Gene has over 35 years' experience in the Voice Industry. His role will be to coordinate field technicians for on-site implementation, management and provide any support that is needed throughout the COUNTY TIG engagement.

Technical Certifications Include: Mitel: SX-200, SX-2000, MSL, MiCollab, Contact Center, Unified Communications, MCD, MBG, MiVoice Business, PrairieFyre. AVST, Active Voice, Valcom, Experience with HP and Cisco L2&3 setup of VLANs for VoIP implementation. The list is several pages and will be provided upon request.

Lead Data Technician – Responsible for Data Network coordination

Randy Adamson, Professional Services Manager

Education & Certifications: Avaya Merlin Legend, Nortel SL/1 Meridian 1 Administration, Nortel BARS/NARS, Nortel ACD, Nortel ISDN Feature Administration, Mitel 3300 Installation and Maintenance, Mitel 200 ICP Installation and Maintenance, Mitel SX 2000 Installation and Maintenance, Mitel Teleworker Solution, Mitel MAP, Mitel MSL, Contact Center Solution and Design, Unified Communications, Repartee 2k for Windows, AVST, Extreme Networks, Microsoft, HP and Cisco (CCNA).

- ✓ 18 years of industry experience.

Lead Trainer

Shannon Carroll, Training Supervisor

Village of Buffalo Grove

Shannon will coordinate training schedules with team members to determine the number of classes being held, what applications the end-user will need to be trained on, coordinate calendars, set-up training room, prepare all training documents for end-user and assist with determining the locations training classes will take place.

- ✓ 15 years of telecommunication experience
- ✓ Mitel Certified Trainer.

Account Management

Matthew Schwartz, Senior Solutions Architect

Matt helps businesses discover solutions that address their Unified Communications & Collaboration challenges. After taking the time to learn about the real business issues his clients are experiencing, Matt will offer insight of how these challenges can be successfully addressed by showing meaningful business impact through the implementation of TIG's services & solutions. Experience at TIG includes specializing in Government, Education and NFP Enterprise accounts for the past 13 years.

Operations Supervisor

Lonnie Hobbs, Operations Supervisor

Lonnie provides operations management and assistance for installations, maintenance, repair and project management for Voice, Data, Computer, Convergence solutions. He works with customers and engineers in providing an in depth analysis of software and network interoperability that will deliver reliable products and improve the overall solution. He works to maintain a strong team that supports day to day operations. Over the years Lonnie has developed the trust of suppliers, clients, and staff to provide technological strategies that fit the application.

- ✓ 47 Years' Experience
- ✓ Holds every Mitel & AVST technical certification offered. The list is several pages and will be provided upon request.

President of Telcom Innovations Group

Randal J. Borchardt, President

TIG is a market leader of voice and data solutions serving Northern Illinois and nationwide. As an industry leader in advanced phone systems, Unified Communications and IP Telephony / VOIP solutions for businesses, TIG offers your company a better, more effective way to communicate and stay connected to your customers. We bring people together with the most advanced communication technology solutions available today.

Specialties: Thirty five years of Telecom, business telephone systems, Voice Over IP, Unified Communications and LAN/WAN Infrastructure. TIG is a best practice leader in VOIP installations, enterprise rollouts, and support for companies that have advanced application requirements in voice and data.

Education & Certifications: University of Urbana and holds multiple Voice and Data Certifications, including Contact Center Solution Design and Unified Communications.

Disclosures

Note: Respectfully, and due to the public nature of this RFP submission, Financials cannot be included as we are a privately held firm. We are happy to discuss live upon further request.

A Certificate of Insurance is currently on file with the Village of Buffalo Grove as your current vendor. A copy of our COI is also included in the corresponding section, immediately following the signature pages.

Clarification: Contract Article V – Contract Time and penalty. This must assume that the current projected timeline of award is not delayed, and that there are no Village of Buffalo Grove delays, or any other delays outside of TIG's control.

Primary TIG Contact:

Matthew Schwartz
Senior Solutions Architect

Work: (630) 616-4236

Fax: (630) 616-4336

Email: mschwartz@ask-tig.com

View my profile on [LinkedIn](#)

[Telcom Innovations Group](#)

[125 N. Prospect Ave](#)

Itasca, IL 60143



Secondary TIG Contact:

Randal Borchardt
President

Direct: 630-616-4225

Fax: 630-616-4325

Main 630-350-0700

Service 630-616-4200

rjborchardt@ask-tig.com

Telcom Innovations Group

125 N. Prospect Ave.

Itasca, Illinois 60143



Telcom Innovations Group
ENTERPRISE UNIFIED COMMUNICATIONS AND NETWORKING



Village of Buffalo Grove

VoIP Phone and Voicemail Systems and Services

Request for Proposals and Contract Documents

Telcom Innovations Group, LLC Response

May 5, 2021

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REQUEST FOR PROPOSAL

VOIP PHONE AND VOICEMAIL SYSTEMS AND SERVICES

VoBG-2021-15 Proposal for the Village of Buffalo Grove, Illinois

GENERAL DESCRIPTION OF WORK

The Village of Buffalo Grove is located in Lake and Cook County, Illinois. The Village serves a citizenry of approximately 41,000 in population. The organization employs approximately 215 employees providing a full-range of services including Administrative, Police, Fire and EMS, Finance, Technology, Human Resources, Community Development, and Public Works,. These services are located in facilities throughout the Village connected by Fiber, Radio, and other networking topologies. A committee has reviewed our current systems and made recommendations for integrated, universal state-of-the-art improvements in replacing and enhancing existing communications resources. These recommendations will be identified throughout this RFP. Responses will be evaluated and procurement recommendations will be made by an internal committee. For information on how to receive a copy of the Proposal Package and any addenda contact the Office of the Purchasing Manager at 847-459-2500 or visit the Village of Buffalo Grove procurement website at www.vbg.org/bids **Read and Understood**

QUESTIONS ON THE WORK

All comments, concerns and questions regarding the Work and these documents shall be addressed to the Village of Buffalo Grove Purchasing Manager via email at BGfinance@vbg.org with the subject line "VoIP Phone and Voicemail Systems and Services". All comments, concerns and questions regarding the Work must be received by **Wednesday, May 19, 2021 at 9:00 A.M. Central Standard Time**. **Read and Understood**

RFP SUBMITTAL

All Request for Proposals must be submitted electronically through the Village's Vendor Registry online procurement system no later than **Thursday, May 27, 2021 at 10:00 A.M.** "Due Date". Hard copy bids will not be accepted. Proposals will not be publically opened and read aloud. **Read and Understood**

In order to submit a bid proposal, suppliers shall:

1. Go to www.vbg.org/bids
2. Select on the project description, 'VOIP PHONE AND VOICEMAIL SYSTEMS AND SERVICES' and click the large red button at the top



SUBMIT BID

3. Log in to your account and submit your RFP.
4. RFP Response Documents should consist of two separate files as described below in [Instructions to Suppliers](#) (page 4). Each Supplier shall be required to submit original PDF copies via the Vendor Registry website .pdf documents (up to 200 MB)
Read and Understood

HOLDING OF PROPOSALS

No Proposals shall be withdrawn after the Proposal Due Date (**Thursday, May 27, 2021**) without the consent of the Village for a period of ninety (90) calendar days. **Read and Understood**

QUALIFICATION OF SUPPLIERS

It is the intention of the Village to award a contract only to the Supplier who furnishes satisfactory evidence that they have the requisite qualifications and ability and that they have sufficient capital and facilities to enable them to complete the work successfully and promptly, and to complete the work within the time named in the Contract Documents.

The Village may make such investigations as it deems necessary to determine the qualifications and ability of the Supplier to perform the work, and the Supplier shall furnish to the Village all the information and data for this purpose as the Village may request. The Village reserves the right to reject any and all Proposals if the evidence submitted by, or investigation of any Supplier fails to satisfy the Village that such Supplier is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional Proposals will not be accepted. **Read and Understood**

RESERVATION OF RIGHTS

The Village reserves the right to accept the Supplier's Proposal that is, in their judgment, the best and most favorable to the interests of the Village and the public; to reject the low Price Proposal; to accept any item in the Supplier's Proposal or a portion thereof; to reject any all Supplier's Proposals; to accept and incorporate corrections, clarifications or modifications following the opening of the Supplier's Proposals when to do so would not, in Village's opinion, prejudice the procurement process or create any improper advantage to any Supplier; and to waive irregularities and informalities in the procurement process or in any Supplier's Proposal submitted; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defects or informalities, and the Supplier should not rely upon, or anticipate, such waivers in submitting the Supplier's Proposals. The enforcement of this Reservation of Rights by the Village shall not be considered an alteration of the RFP.

Read and Understood

INSTRUCTIONS TO SUPPLIERS

1. Response documents should consist of two separate files as described below. Each Supplier shall be required to submit original PDF copies via the Vendor Registry website: [Read and Understood](#)
 - a) The Proposal Packet PDF File consisting of Public Contract Statements(must be signed, notarized and submitted) on page 40, Proposal Response Documents as detailed on pages 37-38, and Profile, Qualifications Form on pages 41-42 and the Non-Disclosure Agreement on pages 43-46. File shall be named as follows:

“Company Name” VoBG-2021-15 Proposal for VoIP Phone and Voicemail Systems and Services

- b) An original digital or scanned copy of the Schedule of Prices in PDF format consisting of pages 6-7. File shall be named as follows:

“Company Name“ VoBG-2021-15 Pricing for Village of Buffalo Grove VOIP

2. All Suppliers shall at the time of making its Proposal, and as part of its Proposal, submit a list of all the subcontractors and equipment suppliers with whom it proposes to contract, and the class of work or equipment to be performed or furnished by each. Such list shall not be added to, nor altered, without the written consent of the Village. The Village reserves the right to approve any and all subcontractors and no subcontractor shall be allowed to do work unless they are listed in the Supplier’s Proposal, or in a subsequent written statement to the Village. [Read and Understood](#)
3. Supplier shall not under any circumstances be relieved of its liabilities and obligations. All transactions of the Village shall be with the Supplier. Subcontractors shall be recognized only in such capacity. [Read and Understood](#)
4. The Village reserves the right to accept the Supplier’s Proposal that is, in their judgment, the best and most favorable to the interests of the Village and the public; to reject the low Price Proposal; to accept any item in the Supplier’s Proposal or a portion thereof; to reject any all Supplier’s Proposals; to accept and incorporate corrections, clarifications or modifications following the opening of the Supplier’s Proposals when to do so would not, in Village’s opinion, prejudice the bidding procurement process or create any improper advantage to any Supplier; and to waive irregularities and informalities in the bidding process or in any Supplier’s Proposal submitted; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defects or informalities, and the Supplier should not rely upon, or anticipate, such waivers in submitting the Supplier’s Proposals. The enforcement of this Reservation of Rights by the Village shall not be considered an alteration of the RFP. [Read and Understood](#)

5. All Suppliers are prohibited from making any contact with the Village President, Trustees, or any other official or employee of the Village (collectively, "Municipal Personnel") with regard to the Work, other than in the manner and to the person(s) designated herein. The Village Manager of Buffalo Grove reserves the right to disqualify any Supplier that is found to have contacted Municipal Personnel in any manner with regard to the Work. Additionally, if the Buffalo Grove Village Manager determines that the contact with Municipal Personnel was in violation of any provision of 720 ILCS 5/33E, the matter will be turned over to the Cook County State's Attorney for review and prosecution. **Read and Understood**
6. Any Supplier may be required by the Village to submit additional data to satisfy the Village that such Supplier is prepared to fulfill the Contract, if it is awarded to them. **Read and Understood**
7. The Supplier to whom a contract is awarded will not be allowed any extra compensation by reason of any matters or things concerning which the Supplier did not inform itself prior to submitting a proposal. The successful Supplier must employ, so far as possible, such methods and means in the carrying out of his work as will not cause any interruption or interference with any other Contractor. **Read and Understood**
8. The Supplier shall obtain, at its own expense, all permits and business licenses and all other licenses which may be required to complete the work and/or be required by municipal, state, and federal regulations and laws. **Read and Understood**
9. The Supplier shall provide with the Proposal response at least three (3) references from work performed within the last 3 years. References provided by local Illinois governments are strongly preferred. **Read and Understood**
10. Any additions, deletions or exceptions to the Specifications or Schedule of Prices may cause your Proposal to be disqualified. **Read and Understood**

VILLAGE OF BUFFALO GROVE
VOIP PHONE AND VOICEMAIL SYSTEMS AND SERVICES
PROPOSAL SPECIFICATIONS

I. SCOPE OF WORK/SERVICES

A. GENERAL REQUIREMENTS. To replace the Village's Mitel VoIP system and Voicemail system with current technologies to improve communications and customer service including but not limited to the following system features:

1. High reliability, availability and built in redundancy for emergency services utilizing internet SIP lines in designing failover features easily scalable across a multisite environment **Read and Understood. Comply**
2. Supporting single sign-on with Active Directory integration **Read and Understood. Comply**
3. Integration with Exchange 2016 and above **Read and Understood. Comply**
4. Open APIs for integrations with other products including Village-owned iPhone cellular devices **Read and Understood. Comply**
5. User-Friendly, easily programmable, customizable equipment or resources for both administrative managers and end users **Read and Understood. Comply**
6. LDAP/Active Directory integration, unified messaging, text messaging, O365 and Microsoft Teams integration, voice and video conferencing, and conference bridge capabilities **Read and Understood. Comply**
7. Advanced system features including call queues, scalable auto-attendant capabilities, after-hours and holiday programming, system times, music on hold, overhead and phone paging **Read and Understood. Comply**
8. Administrative attendant consoles and user tools for managing high call volumes, missed calls, transfers and employee in/out, DND appearances **Read and Understood. Comply**
9. Mobility of phones with the ability to function through VPN to on premise or Cloud, including reliable and quality wireless headsets and mobile equipment **Read and Understood. Comply**
10. Phone and Voicemail systems must be easily integrated and proven to perform reliably together. **Read and Understood. Comply**
11. Additional system requirements are listed below in Solution Requirements attached. **Read and Understood. Comply**

II. CURRENT ENVIRONMENT

Phone system:

The Village currently has a VoIP phone system (Mitel 5300 series) with networked system hardware in 10 facilities, spanning 14 locations for service.

The system has full system redundancy at two locations - Village Hall and Police Facility - for failover protection and service redundancy. **Read and Understood**

Network/Lines:

- One PRI to SIP over AT&T fiber - in/outbound from the Village Hall
- Village network map is available to proposers upon receipt of a signed NDA (pages 43-46)
 - Village Hall
 - Youth Center
 - Buffalo Grove Golf Course
 - Arboretum Golf Course
 - Fire Station 25
 - Fire Station 26 and Fire Administration
 - Fire Station 27
 - CAFT Facility
 - Public Works
 - Police Facility
- POTS Lines
 - Well 1
 - Well 2
 - Well 6
 - Well 7

Read and Understood

- All facilities have various analog lines throughout facilities for 911, fire lines and faxing. **Read and Understood**
- 565 DID lines used for department/Village services numbers as well as for employee and extension DIDs. **Read and Understood**
- Extensions and DID numbers have been designed for growth and have dedicated numbering blocks by facility/service. **Read and Understood**

Faxing services and other lines: (see recent Call One Invoice)

This information is available to proposers upon receipt of a signed NDA (pages 43-46) **Read and Understood**

Voicemail system:

- The Village currently has two systems, one at Village Hall and one at Police Facility for failover and redirection. Voicemail boxes for all extensions and specialty service functions are programmed and recorded. The existing system runs the auto-attendants and after-hours messaging. **Read and Understood**

Auto-Attendants:

- 8+** auto-attendants throughout departments and services, with hunt groups and regular business programming – additional special programming for after hour and emergency call lines. **Read and Understood**

Other Equipment:

Locations	Equipment Inventory (Approximates)
Village Hall	46 Mitel 5320, 21 Mitel 5330, 1 Mitel 5360, 8 analog lines, 2 fax lines, 3 conference phones, 3 alarm lines
Buffalo Grove Golf Course	6 Mitel 5330, 4 analog lines,
Arboretum Golf Course	6 Mitel 5320, 4 analog lines, 1 fax lines, 3 alarm lines
Fire Station 25	9 Mitel 5320, 1 Mitel 5330, 1 analog line, overhead paging, 1 fax line
Fire Station 26 & Admin	14 Mitel 5320, 10 Mitel 5330, 1 analog line, 2 conference phones, overhead paging, 1 fax line
Fire Station 27	12 Mitel 5320, 1 Mitel 5330, 1 analog line, 4 conference phones, overhead paging, 1 fax line
CAFT Facility	No existing Phones
Public Works	28 Mitel 5320, 8 Mitel 5330, 2 analog lines, 1 conference phone, overhead paging, 2 fax lines, 6 alarm lines
Police Facility	58 Mitel 5320, 16 Mitel 5330, 2 Mitel 5340, 6 Generic SIP Phones, 5 analog lines, 4 conference phones, overhead paging, 3 fax lines, 3 alarm lines

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Read and Understood

III. SOLUTION REQUIREMENTS

In the following tables, indicate the solution's ability to meet each function today by entering a 0, 1, 3, or 5 in the *Able to Provide* column, where:

0 = No 1 = Qualified No 3 = Qualified Yes 5 = Yes

For any function with a response of 1, 3, or 5, describe how the requirement is met. If provided by a third party or partner, provide product name, description, and how it integrates with Supplier's technology.

Required functions

Operational Function (as of 5/1/2021)	Able to Provide?	Describe capability: how is it accomplished? (Required for 1, 3, or 5 response)
1. Administration, global changes – allows an administrator to implement global programming and configuration changes across the network	5	Standard feature. All changes propagate across the network. Mitel has added single point provisioning which is typically based off a user profile, this allows creation of a users entire profile from a single interface. This has not been implemented for the Village, since there has been no prior need until recently to deploy additional UC applications. When deploying the uplifted UCC Standard User Licenses, we would train and convert to this method of deployment.
2. Administration, scheduled changes – allows an administrator to schedule and implement programming changes across the network based on time of day, day of the week, and month or year	5	Standard feature. Can be scheduled based on calendar options and MiCollab NuPoint Call Director visual editor
3. Anonymous caller rejection – allows line to reject external calls from numbers that are blocked from caller ID but allows internal calls from numbers that are blocked (anonymous callers/unknown)	5	Standard feature. Whitelist and Blacklist options have been added to the system since the last major update.
4. Authorization codes – require a code to make certain kinds of calls, e.g., to prevent unauthorized international or regional billed calls	5	Standard feature can be assigned on a per-user basis to override or authorize calling based on specific parameters.
5. Automated attendant – this feature presents callers with a voice menu of options, then routes calls according to the keys the caller presses; menu must be able to accommodate multiple languages	5	Standard feature programmed via MiCollab NuPoint Call Director
6. Automated attendant options – allows callers to be transferred to an extension based on their selection from a menu, without help from a person; how many levels does the proposed system allow?	5	Standard feature, the proposed system is nearly limitless. The maximum number is dependent on the available number of mailboxes used for Auto Attendant Greetings. Generally, most Villages prefer a simple setup for residents to easily navigate.

7. Automated attendant, dial by extension – global or menu option that enables callers to reach a user by dialing his or her extension	5	Standard feature
8. Automated attendant, dial by name – enables a caller to reach a user by dialing the first three letters of the last name or first name	5	Standard feature
9. Automated attendant, individual greetings – capable of answering individual ports/DIDs with different greetings	5	Standard feature – both for specific dialed numbers/DIDs and individuals with the introduction of a personal call director options for end-users.
10. Automated attendant, personal – unanswered calls to a number or extension are delivered to a voice prompt that allows callers to choose from multiple options (e.g. another extension, an external number) or voicemail	5	Standard feature – personal call director allows for this controllable by the end-user if desired.
11. Automated attendant, personal greetings – users can instruct the system to greet their callers with a personal message or prerecorded message	5	Standard feature – personal call director allows for this controllable by the end-user if desired.
12. Automated attendant, single digit menu – the menu capability provided by the auto- attendant must provide single key access to menu choices	5	Standard feature
13. Call auditing – allows a system administrator to track an outbound call, placed from any location on the network, by the originating extension number, date, time, number dialed, trunk used, and duration	5	Standard feature, this is included with the MiVoice Call Accounting System (formerly PrairieFyre Call Accounting) and will be upgraded as part of our proposed base solution.
14. Call blocking – an administrator can block calls from specific exchange or area code, e.g., 976 exchange or 900 area code	5	Standard feature – whitelist and blacklist capabilities have been added since the last major update.
15. Call coverage (find-me follow-me) – users can route incoming calls to another location or locations, and to route multiple numbers to a single phone or answering service; e.g., incoming calls can be routed to all user devices simultaneously, to different locations based on a preset schedule, or sequentially to any combination of user's office, cell, laptop, etc.	5	Standard feature – with the introduction of UCC Standard, all 240 users will have this capability of Single Number Reach. This can be integrated with Google/Outlook calendars and routed according to schedule or manually changed. E.g. an out of office status may route a call directly to a mobile device, vs available which may ring a softphone, deskphone and mobile device. We have the ability to pass originating caller ID and require acknowledgement (so that a user knows it is a work call)

16. Call forward – users can send incoming calls to another number (internal or external to the network, landline or cellphone); all calls, when line is busy, and when call is not answered	5	Standard feature
17. Call forward, permanent – virtual number with permanent call forward to another number, i.e., so it appears to be calling a local number	5	Standard feature
18. Call pickup – allows users to dial a feature code or press a button to answer a call ringing any other phone, within a predefined pickup group or a specific extension	5	Standard feature
19. Call rejection – ability to block calls from specific numbers; caller hears a recording the number called is not accepting calls from them at this time; state how many numbers can be rejected	5	<p>Standard feature.</p> <p>Caller Based Routing allows the routing of incoming Public Switched Telephone Network (PSTN) calls from specific callers based on the Calling Line Identification (CLI), also known as Caller ID. The incoming call can be mapped as a Whitelist or Blacklist call at the PSTN controller gateway depending on the configuration of Call Service Routing Type for the Caller ID in the Caller Based Routing Service form. Callers can be Whitelisted or Backlisted. A Whitelisted caller is a caller that is allowed to call in and will be answered by a predefined destination number regardless of the destination number dialed by the caller. A Blacklisted number is blocked completely or can reroute to a security or legal team, also we can route to a recorded announcement that plays a message then hangs up.</p>
20. Call waiting – user will hear a call waiting tone if they are on another call	5	Call waiting is a Standard Feature, but typically phones are setup with multiple lines available. A DID on SIP can have numerous inbound calls to the same DID and be routed accordingly.
21. Caller ID, inbound – the name and number of the calling party, whether internal or external, appears in the user’s display	5	Standard feature, assuming the Name & Number caller ID service is subscribed to by the carrier and the information is passed to the Mitel.
22. Caller ID, outbound – can be configured to announce individual DID numbers or the company’s main number, or it can be blocked entirely	5	Standard Feature and programmable extension by extension.
23. Caller ID, outbound block – selected users may block/unblock outbound caller ID on a per station basis	5	Standard Feature and programmable extension by extension.

24. Centralized administration – a platform that supports centralized administration and maintenance of the network from one facility	5	Standard Feature
25. Classes of service – allows restriction of outbound calls, either entirely, or by calling areas (local, toll, domestic, international) on a per-user basis	5	Standard Feature. Class of Service and Class of Restriction options are available on a per-user basis, or generally based on group assignment.

<p>26. Conference capability – provides call conferencing, internal or external with both meet-me (no password codes) and administrator/moderator (with password codes); note the maximum number of lines that can be conferenced</p>	5	<p>Standard Feature. This can be accomplished via ad-hoc Mitel MiVoice Business conferencing (up to 8 parties on a call) This can be accomplished with the new MiCollab Audio/Web/Video conference bridge with or without password and scheduled or ad-hoc. The MiCollab AWV bridge is provided with 33 Ports (note: the limiting factor on this is the final number of available SIP call paths to the outside)</p>
<p>27. Cost allocation and reporting – an administrator can view and export to CSV inbound and outbound call details by originator, destination, rate centers, billing code (up to 24- character GL code, e.g., 100.30.510.40, assigned to each user or outbound call), duration, and cost; describe how billing codes are used in the solution</p>	5	<p>Standard Feature with MiVoice Call Accounting (upgraded from PraireFyre) as part of the base proposal.</p>
<p>28. Diagnostic tools – allows an administrator to run a series of procedures and diagnostic tools to isolate and troubleshoot component and software level failures</p>	5	<p>Standard Feature. Optionally, enhanced pro-active monitoring tools are available with Mitel Premium Software Assurance which includes Mitel Performance Analytics.</p>
<p>29. Directory, nonpublished number – number is not published in the phone directory or available thru operator services</p>	5	<p>Standard Feature</p>
<p>30. E911 – location information (facility and zone) provided when user dials 911: a. Describe how your system supports enhanced 911 b. Does your system have the capability of providing a unique identifier for each handset location, including those that do not have an assigned DID? c. Does your system have the capability to alert a console, specified phone station when a 911 call is dialed?</p>	5	<p>Standard Feature – this can be made as granular as the Village wishes, all the way down to a specific station in one part of a room. It can also be grouped by floor, wing, etc. a)</p> <p>Our proposed solution sends MAC updates to the Public Safety Answering Point (PSAP) according to National Emergency Number Association (NENA) standards. This ensures that Pace inventory is synchronized to the PSAP ALI (Automatic Location Identification) database.</p> <p>The Mitel solution also performs automatic Customer Emergency Services ID (CESID) updating for IP devices moved to a known location. The MAC address of the Layer 2 switch to which the device is connected maps and updates the stored CESID address against that of the device. The PSAP has a map of physical locations versus their CESID. Mitel will set up the Pace database to have a map of CESIDs to the Layer 2 switch port MAC address. The system maps the given Layer 2 switch port MAC address to the user directory number.</p> <p>The station location is tied to the Layer 2 switch MAC address of</p>

the port. This may be the local switch room or work floor, depending on deployment specifics. The IP address of a telephone is contained within the MiVoice Business database and associated with the MAC address in the data network switch to which it is connected. If the telephone's location is changed, the database will update automatically, provided the MAC address exists in the database.

MiVoice Business CESID support complies with emergency services regulations (such as the FCC's Enhanced 911 standards) requiring PBXs to support CESIDs.

For a 911 call to be compliant with FCC guidelines, the call must report a CESID to the Public Safety Answering Point (PSAP). At a minimum, you must define a CESID for each directory number (DN) in the CESID Assignment form. To ensure that CESIDs are updated correctly, promptly investigate and address all CESID-related alarms whenever a device is moved. You may have to return a phone to its original location if the move was not authorized or update the CESID Assignment and/or L2 to CESID Mapping forms. Alternatively, you can populate the L2 to CESID Mapping form in advance of a device move.

b)

All extensions have an ELIN (Emergency Line Identification Number) regardless of whether they are assigned an individual DID.

c)

Yes, just as it is programmed today the system has emergency local notification as an inherent part of the system. If the Village is interested in extending the alert mediums beyond console or station notification, Mitel Revolution (OPTION) can extend this to text messages, paging announcements, email, and countless other ways.

31. Extension assignment – every phone or user is assigned an extension, the last 4 four digits of that user or phone's DID number; extensions can be used for internal calling, transferring, or in conjunction with dial-by-extension functionality in the auto- attendant

5

Standard Feature

32. Feature administration – an administrator can enable/disable features at the user level	5	Standard Feature
33. Fiber – system supports direct fiber connectivity	5	Standard Feature assuming the intent is to bring in SIP trunks over fiber. The system itself operates as voice over IP; therefore, the physical connection to the system on the LAN is going to be Ethernet. Voice can of course traverse a fiber network (i.e. from Phone system/applications to network switch to fiber to switch, etc.)
34. Headsets – allows users to make and receive calls with a headset instead of a handset	5	Standard Feature, all proposed phones are headset compliant with Electronic/Digital Hook Switch connection, USB options, Bluetooth Options (6940 manager/reception models) and fully integrated headset options.
35. Hold – a user may pause the current conversation, and retrieve the call from the same phone	5	Standard Feature
36. Hot line – when phone is picked up, line autodial a pre-programmed number (e.g., 911 for emergencies, a service desk, etc.)	5	Standard Feature
37. IP soft phones – supports an IP soft phone	5	Standard Feature, this is included for all users across all devices. We natively support Windows and Mac ‘thick’ clients, Web RTC, and mobile Android and iOS Apple devices. The uplift to UCC Standard enables this feature for any of the 240 users.
38. Message management – when listening to messages, user has the ability to rewind, forward, and pause the message	5	Standard Feature
39. Message, forward – ability to forward messages, with or without additional comment.	5	Standard Feature
40. Multiple call appearance – allows a user to have the opportunity to take more than a single call at one time	5	Standard Feature
41. On hold reminder ring – if user is not on another call while a call is on hold, they will hear a reminder ring; describe the intervals	5	Standard Feature

42. Passwords – required for system administration tools	5	Standard Feature
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43. Quality of Service – system supports industry standards for QoS	5	Standard Feature
44. Redial – a user can call the previous internal or external phone number dialed without re-entering the number	5	Standard Feature
45. Remote access to administration – allows an administrator to remotely access the network for administration and maintenance purposes	5	Standard Feature
46. Report, call detail – an administrator can view and export inbound and outbound call details by originator, destination, rate centers, duration, and cost	5	Standard Feature
47. Ring tone selection – user can choose between distinctive ring tones to help distinguish their phone from neighboring phones	5	Standard Feature. This can be programmed extension by extension and is also variable between internal and external calls.
48. Route selection, automatic – route calls out trunk groups terminated on any system in the network	5	Standard Feature using ARS (automatic route selection)
49. Routing flexibility – dynamically route a call over various network paths to avoid congestion at any location	5	Standard Feature using ARS (automatic route selection)
50. Speakerphone – provides full-duplex speakerphone capability	5	Standard Feature with all proposed phones
51. Speed dial – a user can program internal or external numbers as two-digit speed dials accessed using a feature code, or as programmed buttons	5	Standard Feature
52. Speed dial – allows a user to press a button pre-programmed with a phone number; both system wide and user speed dial numbers must be accommodated	5	Standard Feature

53. Station administration – allows an administrator to setup, configure, and troubleshoot any station on the network from the centralized administration platform	5	Standard Feature
54. Temporary deletion – user can retrieve a deleted message during current session	5	Standard Feature, must be done before exiting the system
55. Toll restriction – the capability to block longdistance calls from specific stations	5	Standard Feature with COS/COR options based on station.
56. Transfer – allows user to transfer an active call to another extension or external/cellphone number	5	Standard Feature
57. Transfer directly to voicemail – user has ability to easily transfer a caller directly to another user's voicemail	5	Standard Feature
58. Unified messaging – how does the solution integrate with MicrosoftExchange	5	Standard Feature, we have multiple options of integration for unified messaging and they are all included with the proposed solution. The preferred method and suggested deployment is what we refer to as Standard Unified Messaging. This holds the voicemails in the MiCollab NuPoint voicemail server and sends a hyperlink via email with header (Subject information regarding who it is from). A user can click the hyperlink to then stream the audio from the voicemail server. This option is deployed to 95% of TIG's Gov/Ed customers for the specific reason of FOIA/Message storage retention requirements/Open records requirements, etc. Since, Voicemail is not considered under FOIA, but e-mail is – this eliminated the administrative burden from FOIA and similar requests. Message waiting indicator light synchronization (on the IP Phones) will occur after playback of a message.
59. Voicemail distribution groups – users can send voicemail to a predefined group of users	5	Standard Feature
60. Voicemail envelope information – incoming messages are automatically labeled with date, time, duration, and Caller ID	5	Standard Feature
61. Voicemail notification – notification of a new voicemail message can be sent to an external number (e.g., cell phone)	5	Standard Feature

62. Voicemail transcription – voice messages are transcribed to text and emailed to the user along with a WAV file	5	Due to this being a “requirement” of the proposed solution, this option has been included with the base proposal. Message transcription service is an annual subscription via Nexiwave (3rd party) and will transcribe messages for the end user. Note: this will fall under FOIA requests, so many Villages choose to avoid this.
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<p>63. Wireless phones/headset – an integrated wireless headset/handset. A headset with the capability to answer and release calls without returning to a hard-wired phone</p>	<p>5</p>	<p>Standard Feature. No headsets have been included in the base proposal, but are shown with line item discounts on our Detailed Equipment Itemization.</p> <p>Note: Wireless Bluetooth Handsets are included for all Mitel 6940 manager/reception type phones.</p>
<p>64. Audio recording of incoming lines at Police Facility</p>	<p>5</p>	<p>Standard Feature. As part of the process, TIG is recommending a migration of the Oaisys call recording solution to Mitel’s next-generation Mitel Interaction Recording solution. This is currently deployed as Station-Side recording at the Police Department. This next-generation software is offered at no cost to the Village, and will simply require an additional VM in the existing VMware environment.</p> <p>Note: The Radio channels are also currently recorded at the Police Department, so although this is not a requirement in the RFP, we feel it should definitely be discussed since this would change the scope (requiring a physical analog connection to a server/system). We believe there are currently 3-4 IP Phones recorded and 3-4 radio channels captured. We request further discussion.</p>

Preferred functions

Operations Function (Today)	Able to Provide?	Describe capability: how is it accomplished?
65. Alarm notification – in the event of a system failure, an alarm notification can be sent to an administrator via cell phone, email, or network broadcast	5	Standard Feature. Further enhancements to this are offered with Mitel Premium Software Assurance (option quoted in detailed equipment itemization)
66. Audio text – callers can listen to a greeting / announcement, but do not have the capability to leave a message	5	Information only mailboxes are a standard feature, where users cannot leave a message.
67. Auditing, change history report – provides a report of all programming changes and the source for documentation and authorization purposes	5	Standard Feature – all changes are logged.
68. Automated attendant, greeting toggle – user has the ability to toggle between a standard greeting and a special greeting	5	Standard Feature
69. Automated attendant, personal – users can record multiple personal greetings and have the system play a single greeting for all calls or play specific greetings for different types of calls based on the call type, source or origination, and user's station status	5	Standard Feature
70. Backup across the network – allows an administrator to backup any PBX or other Telephony Platform on the network from a centralized management position	5	Standard Feature

71. Browser agnostic – works on all major browsers (IE, Chrome, Firefox)	5	Standard Feature
72. Browser based system management – allows an administrator to access the centralized system administration tools from any web-enabled browser	5	Standard Feature
73. Browser based user administration – allows any user on the network to access telephone programming information and change or modify predefined station set features	5	Standard Feature
74. Browser, non-Java – administration functions are not Java based	5	Standard Feature
75. Call auto hand-off – enables automatic Wi-Fi/cellular call handover	5	Standard Feature with included MiCollab Mobile Softphones (included for 240 UCC Standard users)
76. Call back – allows users to press a button to activate a call back from a busy station when it returns to the idle state	5	Standard Feature
77. Call logs, on phone - display the date and time of user's missed, received, and placed calls	5	Standard Feature
78. Call park – user pauses a current conversation, and she or another user, can retrieve the call from any phone using a menu	5	Standard Feature
79. Call screening – users can treat calls differently depending on the caller ID; e.g., specific incoming Caller-IDs can always be forwarded to a cellphone, whereas others can always be sent to voicemail or disconnected	5	<p>Standard Feature. This is a function of whitelist/blacklist at the system level, or with Personal Call Director in the MiCollab NuPoint for individual users.</p> <p>Information on MiCollab Personal Call Director below:</p> <p>Call Director - Personal Edition is a web-based application that works at the personal mailbox level to add time of day/week/year routing as well as override and other flexible call flow design and routing.</p>

The following call flow actions are provided with Call Director. They can be used to customize the templates, or to create new call flows

- **Personal Dial Zero:** Allows the user to transfer a call to the same attendant whether the caller is transferred while dialing 0 in the call flow or after being transferred to the mailbox. The call flow owner can specify the attendant number through the Web View interface and it will be stored in the mailbox database. When a call falls on this action, the attendant number will be extracted from the mailbox database and the call will be transferred to that number.
- **Override:** When enabled, Override supersedes all subsequent programming within the call flow. You can program Override to route calls to an extension, voice mailbox, message, or the attendant. Overrides can be turned on and off in Call Director or from any DTMF telephone.
- **Schedule:** Allows the user to define when they are in or out of the office (day/time), or on holidays. This allows the user to configure their call flows to manage inbound calls differently depending on their office or holiday schedule.
- **Message / Greeting:** Plays recorded audio, such as a mailbox greeting to callers. Messages play once before moving the caller down to the next node in the call flow.
- **Menu:** Provides a recording that presents options to an incoming caller. The recorded Menu prompt provides the caller with options: For example, Press 1 to reach my cell phone. Press 2 to reach the sales desk". a
- **Blind Transfer:** Dials the destination and then releases the call regardless whether the destination is busy or not answering.
- **Supervised Transfer:** Used to transfer callers to another number (For example, a coworker). However, if the call is not answered the caller returns to the original voice mailbox.
- **Screened Transfer:** Waits for the called party to answer before completing the transfer. If the call is not answered, it returns to the call flow for further

processing.

- **Alternate Transfer:** Routes calls to an external destination, such as a cell phone or pager, and for text messaging. The destination is defined by the dial string sequence, which can include commands that permit complete control of the outgoing call, including:

- Dial tone detection
- Call answer supervision
- Dialing DTMF keys
- Inserting pauses
- Substitution of the Caller ID into the dial string

- **Voicemail:** Sends the caller to a NP-UM mailbox. The caller can be given the choice of entering a mailbox number or can be directed to a particular mailbox. If the mailbox is not specified, then the call is sent to the mailbox of the call-flow owner.

- **Dial-by-Name:** Sends the caller to the NP-UM Dial-by-Name application which matches the telephone keypad equivalent of the spelled names of mailbox owners (as entered by the caller) with their mailbox and extension numbers.

- **Internal/External filter:** Incoming calls are filtered so that they are handled differently. For example, if the mailbox owner is on the phone, internal incoming calls could be directed to his mailbox while external incoming calls could be directed to his cell phone.

- **Caller ID:** Incoming calls receive different treatment depending on the Caller ID. This can be used, for example, to transfer calls from home to the user's cell phone instead of his office extension.

- **Daily Greeting:** Plays the recorded daily greeting. The daily greeting reverts to the primary personal (or standard) greeting at midnight. If no daily greeting is recorded, then the standard greeting is played. Users have the option to personalize their greeting on a daily basis with a temporary greeting that will revert at midnight back to the user's Default Daily Greeting, or, if that is not recorded, to their Primary Personal Greeting.

		<ul style="list-style-type: none">• Message Center: Directs a call to the message center if a voicemail mailbox is not specified
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80. Call treatment, time dependent – functionality that enables different call treatment depending on the day of the week or time of day; users can enable or disable this functionality	5	Standard Feature
81. Chat/instant messaging – chat client ability to disable archiving and block users or groups	5	Standard Feature
82. Computer based administration – does the system provide a GUI based utility for system administration and programming; describe available options	5	Standard Feature. A web based GUI interface with Mitel’s System management is included.
83. Computer based phone – users can manage their calls via computer rather than phone set; state whether installation of this application requires licensing, and if this pricing is reflected in your proposal	5	Standard Feature, softphones are included for all 240 UCC Standard users.
84. Computer based reception consoles – receptionists can manage calls within their group via computer rather than an attendant console; state whether installation of this application requires licensing, and if this pricing is reflected in your proposal	5	Standard Feature; however, this does require additional licenses since no consoles were requested.
85. Desktop sharing – users can launch a desktop sharing session during an audio or video chat and share their entire screen or a chosen portion	5	Standard Feature, 33 MiCollab Audio/Web/Video ports have been included with the base proposal
86. Diagnostics, internal – the ability for internal self-detection, diagnosis, reporting and resolution of component and software level failures on any PBX or other Telephony Platform or peripheral equipment of the network	5	Standard Feature Advanced diagnostics are available as an option through Mitel Performance Analytics (Mitel Premium Software Assurance proposed Option)
87. Dial ahead/through – allows subscriber to enter keypad commands through the system voice prompts	5	Standard Feature

88. Do not disturb – users can temporarily prevent incoming calls from ringing their extension, and route them automatically to voicemail or another pre-programmed destination	5	Standard Feature
89. Dual persona – allows users to separate business and personal communications on a single device	5	Standard Feature
90. External access – allows subscribers to access the voicemail system through a separate DID or 800 number	5	Standard Feature
91. Intercom groups – a user can communicate hands-free with multiple users via their speakerphones	5	Standard Feature
92. Intercom one-to-one – two users can communicate hands-free via speakerphone	5	Standard Feature
93. LDAP directory synchronization – allows an administrator to utilize LDAP to synchronize the PBX or other Telephony Platform database with a directory server	5	Standard Feature, LDAP licensing for MS AD has been added.
94. Message waiting indicator – users are given visual notification of voicemails through on-screen alerts and the handset	5	Standard Feature
95. Mobile app – client extends full desk phone call handling and capabilities to Android and iOS mobile and wearable devices, including single touch conferencing from these devices	5	Standard Feature included for 240 UCC Standard Users. We request clarification on “wearable devices” as we do not understand the intent.
96. Music on hold – an administrator can choose a song, or upload one at no charge, and play that audio for callers on hold	5	Standard Feature

97. Paging groups – users can page (one-way speakerphone) groups of phones throughout the enterprise, regardless of physical location	5	Standard Feature
98. Password administration – an administrator can manage phone and voicemail passwords online	5	Standard Feature
99. Password aging – force users to change passwords at pre-determined intervals	5	Standard Feature
100. Presence, on-phone – users can view the on or off phone status of other users' lines	5	Standard Feature
101. Priority message – subscribers can send priority messages that are specifically marked and preferentially presented to recipients	5	Standard Feature
102. Receipt – ability to generate receipt information for messages sent	5	Standard Feature
103. Remote phone use – users can use a phone from any location with a cable/DSL broadband connection, such as a home office; describe how this would be accomplished	5	Standard Feature, 2 teleworker licenses are included for each of the 240 users that have been uplifted to UCC Standard. Generally, one of the teleworker licenses is used for physical IP Phones and the other for remote softphones.
104. Ring group – allows calls to a single number to ring on multiple phones simultaneously or in series	5	Standard Feature
105. Scheduled delivery of messages – subscriber can send voice messages to other subscribers at a designated time and date	5	Standard Feature
106. Scheduled maintenance – a set of procedures or tools run at regular intervals to maintain and optimize system performance	5	Standard Feature

107. Security, invalid login threshold – creates a record of all invalid attempts to log into the system administration package and locks out the user after 3 invalid attempts in a specified time period	5	Standard Feature
108. Shared line appearances – allows a set of extensions or DID numbers to appear on a group of phones in addition to each phone’s primary number	5	Standard Feature
109. Simple Network Management Protocol – the system provides SNMP information that can be used to report system alarms and performance data?	5	Standard Feature Mitel Performance Analytics will further enhance the ability to troubleshoot or diagnose any potential issues. This Option is available with Mitel Premium Software Assurance.
110. Time dependent greetings – user has the ability to record a special greeting for after business hours	5	Standard Feature
111. Toll fraud – allows an administrator to customize call accounting reports to analyze call traffic for toll fraud for all locations in the network	5	Standard Feature
112. Toll fraud alert – automatically notifies an administrator of toll fraud	5	Standard Feature
113. Traffic analysis – an administrator is able to gather traffic information related to both quantity and length of calls, as measured in CCS	5	Standard Feature
114. Transfer, announced – user can send a current call to another extension or phone number after conferring with the recipient	5	Standard Feature

115. Transfer, unannounced – user can send a current call to another extension or phone number without first speaking to the recipient	5	Standard Feature
116. Undelete message – allows a subscriber to press specific keys on the keypad at any time during message retrieval process to “undelete” the last message deleted	5	Standard Feature
117. Video conferencing – user can video chat with other users	5	Standard Feature
118. Voicemail broadcast – an authorized user can forward a voicemail to the entire user base	5	Standard Feature
119. Voicemail review and re- record – provides the ability to review and re-record a message prior to being sent	5	Standard Feature
120. Voicemail to email group notification – multiple email addresses can receive notification of voicemail receipt	5	Standard Feature
121. Voicemail, message creation – subscribers can access the system from any touch-tone telephone, record messages, and send them to other subscribers on the system	5	Standard Feature
122. Voicemail, on-screen – users can navigate the phone screen to retrieve and otherwise handle voicemail messages	5	Standard Feature, visual voicemail is included for all 240 UCC standard users.
123. Voicemail, reply by calling – users can reply to a voicemail message from the voicemail system by calling back the Caller ID, when available	5	Standard Feature
124. Web & app dialer – users can automatically dial a number from the web or app by clicking on it	5	Standard Feature

III. SOLUTION REQUIREMENTS (cont.)

Provide a detailed answer in your response for each item below.

Environmental Specifications

125. Provide the physical dimensions of the proposed system as configured for each site. Include width, height, and depth, and rack space requirements. **Not applicable, proposed design leverages existing and new VMware Village of Buffalo Grove environment.**

126. Describe the mounting options of the proposed system-rack, floor, or wall. If more than one option exists, please describe the available options and costs, and provide a recommendation. **Not applicable, proposed design leverages existing and new VMware Village of Buffalo Grove environment.**

127. Provide power requirement specifications of the proposed equipment. **Not applicable, proposed design leverages existing and new VMware Village of Buffalo Grove environment.**

128. Provide the required cabling specifications for the proposed system. Note any special requirements due to station type. **Not applicable, proposed design leverages existing and new VMware Village of Buffalo Grove environment.**

129. Describe the environmental considerations of the proposed system, including operational temperature, humidity, and heat dissipation. **Not applicable, proposed design leverages existing and new VMware Village of Buffalo Grove environment.**

Specific details regarding phone handsets can be found in TIG's supporting documentation where 6900 series data sheets have been included.

Supplier Support

130. Implementation work plan – provide an implementation work plan for a complete system installation. Include project milestones and outline expected customer roles/responsibilities. Estimate the amount of time Village personnel can expect to spend working with you on this project. Please include a Gantt chart showing aforementioned details.

131. Quality of Service (QoS) configuration and implantation – describe how you will assist the Village in configuring and implementing QoS. **QoS is already in place based on Mitel best practices. We will review current configuration with the Village IT staff, but as the provider for the past 10 years these changes will be minimal (if any).**

132. Implementation team – provide a description of your implementation team, including engineering staff, technical installation staff, project management staff, and trainers. Include the years of experience implementing similar solutions for each team member. **The following team has been involved with the Village of Buffalo Grove's Mitel system over the past decade and will continue to be involved moving forward.**

Lead Project Manager – Primary Contact during Implementation phases

John Ernest, Sr. Project Manager

John has been with TIG for 17 years and has 20 years of experience in the voice industry. Prior to TIG he worked for Lucent/Avaya for 2 years after attending Northern Illinois University where he dual majored in History and Geology/Environmental Sciences.

John's role is to be TIG's primary point of contact with the customer and to ensure a smooth, efficient, on-time implementation of the project. He will manage the development of the project plan, database

and application discovery, equipment ordering, programming and installation and creation of a training curriculum.

- ✓ He has worked on projects in a wide variety of verticals (industries) and locations across a dozen states and several countries as both a team member handling installation, trainings and as Project lead.
- ✓ Previous Project lead experience includes work across many public sector accounts. Project Manager lead at City Colleges of Chicago, Metra Rail, Oakton, Heartland Alliance, CCSD 15, Walworth County, Acceptance Insurance, School District 34, Schwarz Paper/Bunzel, Village of Oak Park, Crown Point Schools, Lake County, DuPage County and Applied Systems. There are hundreds of additional installs as lead Project Manager that are part of John's experience at TIG.

Technical Certifications Include: All of Mitel's PBX product lines, Unified Communication, Core Voicemail, Contact Center Management and Call Accounting, Collaboration and Conferencing applications. John also holds an Extreme Networks Design Professional certification. The list is several pages and will be provided upon request.

Lead Technician/Supervisor

Gene Thornton, Installation Manager

Gene has over 35 years' experience in the Voice Industry. His role will be to coordinate field technicians for on-site implementation, management and provide any support that is needed throughout the COUNTY TIG engagement.

Technical Certifications Include: Mitel: SX-200, SX-2000, MSL, MiCollab, Contact Center, Unified Communications, MCD, MBG, MiVoice Business, PrairieFyre. AVST, Active Voice, Valcom, Experience with HP and Cisco L2&3 setup of VLANs for VoIP implementation. The list is several pages and will be provided upon request.

Lead Data Technician – Responsible for Data Network coordination

Randy Adamson, Professional Services Manager

Education & Certifications: Avaya Merlin Legend, Nortel SL/1 Meridian 1 Administration, Nortel BARS/NARS, Nortel ACD, Nortel ISDN Feature Administration, Mitel 3300 Installation and Maintenance, Mitel 200 ICP Installation and Maintenance, Mitel SX 2000 Installation and Maintenance, Mitel Teleworker Solution, Mitel MAP, Mitel MSL, Contact Center Solution and Design, Unified Communications, Repartee 2k for Windows, AVST, Extreme Networks, Microsoft, HP and Cisco (CCNA).

- ✓ 18 years of industry experience.

Lead Trainer

Shannon Carroll, Training Supervisor

Shannon will coordinate training schedules with team members to determine the number of classes being held, what applications the end-user will need to be trained on, coordinate calendars, set-up training room, prepare all training documents for end-user and assist with determining the locations training classes will take place.

- ✓ 15 years of telecommunication experience
- ✓ Mitel Certified Trainer.

Account Management

Matthew Schwartz, Senior Solutions Architect

Matt helps businesses discover solutions that address their Unified Communications & Collaboration challenges. After taking the time to learn about the real business issues his clients are experiencing, Matt will offer insight of how these challenges can be successfully addressed by showing meaningful business impact through the implementation of TIG's services & solutions. Experience at TIG includes working with large Government, Education and NFP Enterprise accounts for the past 14 years.

President of Telcom Innovations Group

Randal J. Borchardt, President

TIG is a market leader of voice and data solutions serving Northern Illinois and nationwide. As an industry leader in advanced phone systems, Unified Communications and IP Telephony / VOIP solutions for businesses, TIG offers your company a better, more effective way to communicate and stay connected to your customers. We bring people together with the most advanced communication technology solutions available today.

Specialties: Thirty five years of Telecom, business telephone systems, Voice Over IP, Unified Communications and LAN/WAN Infrastructure. TIG is a best practice leader in VOIP installations, enterprise rollouts, and support for companies that have advanced application requirements in voice and data.

Education & Certifications: University of Urbana and holds multiple Voice and Data

Certifications, including Contact Center Solution Design and Unified Communications.

133. User training – the Village is requesting live on-site comprehensive phone and voicemail training for approximately 30 power users, and pre-recorded (e.g., video or PowerPoint) basic training for approximately 175 users that will be hosted on the Village’s Intranet. Include training description and documentation. **The shift from the current environment to the new environment will be familiar for many of the common day to day operations of the end users. Although the phones are all being replaced with our next-generation 6900 series, operations will be enhanced yet familiar. With the introduction of Unified Messaging, MS Teams integration or MiCollab softphones, teleworker and voicemail transcription services, it will be necessary to train on some of the new Unified Communications available to the Village of Buffalo Grove end users. We will customize training based on the need and any current restrictions regarding Covid-19 at the time.**

○ End User training

- Users are trained on working, customer system phones, voicemail, and applications to ensure understanding of all major features and tasks. This will be conducted per the RFP requirements.
- TIG’s Project Manager will coordinate all training related to the new system cutover. Training is typically “Classroom Style” using live phones; however, we are flexible to accommodate following appropriate health guidelines at the time of training. ***Most of our recent deployments have been done using web/video collaboration tools.***
- Details & frequency of each training session:
 - Telephone Users - Individuals will be trained on the features they use and how those features interact with company procedures.
 - Class time – 45 minutes
 - Minimum of 20 users per class
- Voice Mail Users – Voice mail users will be trained on all aspects of using their mailboxes.
 - Class time – 30 minutes
 - Minimum of 20 users per class
- Conference, Collaboration & Mobility Users –will be trained on all aspects of implemented applications purchased by VOBG.
 - Class time – 30 minutes
 - Minimum of 20 users per class
- Customized cheat sheets are distributed and will be specific to VOBG’s new system and end-user applications deployed along with online user training.
- For auditorium style training, VOBG is welcomed to video the classes and distribute the “best” one for additional follow up training.

134. System administrator training – the Village intends to manage the system and requires adequate training for IT staff that meets manufacturer requirements; you must provide installation, maintenance, administration, and programming training; note who will provide training and at what location, and if manufacturer certification is required for customer system support. Include training documentation. Pricing should include training for 5 administrators. **System administration training of the new system will be performed by John Ernest, the lead project manager at TIG facilities or at the Village of Buffalo Grove. Manufacturer certification is not a requirement. Typically, this is 1/2 day of training, but we have included up to 2 training sessions for the 5 administrators in case they cannot all be present at the same session. As an additional Option, manufacturer administrator training is also available through Mitel Premium Software Assurance.**

- **Mitel Training comes as part of Mitel Premium Software Assurance. If the Village of Buffalo Grove plans to take an active role in management, moves, adds, and changes - the best path for Manufacturer training would be with the Mitel Premium Software Assurance OPTION. Pricing has been detailed under options. This option provides an unlimited number of users additional manufacturer training at no additional cost and takes place online.**

Course List Included in Premium SWA Training Subscription:

Platform	Target User	Online Courses	Mitel Course ID
MiVoice Business	Administrators	• MiVoice Business Moves Adds and Changes (MAC) Self Study NA	• T-MVB-MAC-SS-NA
		• MiVoice Business Rel 8.0 System Administration Self Study NA	• T-MVB-8.0-SA-SS
		• MiVoice Business Rel 8.0 Standalone ACD Self Study	• T-MVB-ACD-8.0-STD-SS
MiCollab	Administrators	• MiCollab Rel 8.0 System Administration Self Study	• T-MICOLLAB-8.0-SA-SS
MiCollab AM	Administrators	• MiCollab Advanced Messaging (AM) administration Self-Study	• Title in LMS catalog
NuPoint	Administrators	• Release 9.0 System Administration NuPoint Unified Messaging	• T-NPUM-9.0-SA-SS
Networking	Administrators	• Introduction to IPv6 Recorded Workshop	• T-IPV6-INTRO-WS
		• Beneath the Application: Network Dependencies for VoIP Networks Workshop	• Title in LMS catalog
		• Introduction to T1/PRI/BRI Self-Study	• Title in LMS catalog
		• Introduction to Wireshark Workshop	• Title in LMS catalog
		• Session Initiation Protocol (SIP) Introduction Workshop	• Title in LMS catalog
		• Simple IP Subnetting Review and Practice Workshop	• Title in LMS catalog
		• Understanding Mitel Multi-Site Networks Workshop	• Title in LMS catalog
• Voice and Data Technology Primer Self-Study	• Title in LMS catalog		
	Administrators	• Administering your Contact Center • IVR Basics	• T-MICC-8.0-ADMIN-SS • T-MICC-8.0-IVR-BASICS-SS
	Supervisors	• Supervising your Contact Center	• T-MICC-8.0-SUPERVISE-SS
MiContact Center Business	Agents	• Utilizing Softphone / Phone set • Utilizing Ignite	• T-MICC-7.0-PHONESET-MGR-SS • T-MICC-IGNITE-USER-SS
	Administrators	• Administering your MiVoice Call Recording • Administering your Quality Management	• T-MIVoice-CR-ADMIN-SS • T-MIVoice-QM-ADMIN-SS
MiVoice Call Recording	Supervisors / Agents	• Using your MiVoice Call Recording • Using your Quality Management	• T-MIVoice-CR-USER-SS • T-MIVoice-QM-USER-SS
ICMI (Generic Contact Center)	Supervisors	8 Courses including: Forecasting, Staffing and Scheduling, Agent Coaching Series, Quality Monitoring Series, etc.	• Title in LMS catalog
	Agents	5 Courses including: Managing Customer Contacts with Quality, Managing Difficult Customers, etc.	• Title in LMS catalog
	Operations	16 Courses including: Establishing and Using Service Level and Response Time Objectives, Routing and Self-Service Options, Disaster Recovery, etc.	• Title in LMS catalog
	Customers	8 Courses including: Defining and Segmenting Customers, Measuring Customer Satisfaction, Cross-Functional Leverage, etc.	• Title in LMS catalog

Course wear will be added to the Premium Software Assurance entitlement as they become available on an ongoing basis from Mitel

135. Supplier warranty service – provide a description of your warranty service, including guaranteed response times, preventive maintenance schedules, and any added service offerings. **Warranty is included for all hardware and software provided by TIG. It offers 24x7x365 service with guaranteed parts in stock. For major outages, guaranteed response time is <4 hours and for minor <8 hours. The preventative maintenance schedule is semi-annual and scheduled with the customer.**

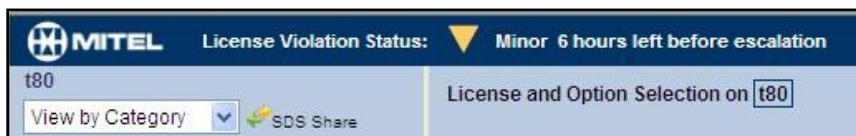
136. Manufacturer warranty service – provide a description of the manufacturer’s warranty on the products proposed. **A standard 1 year warranty service is offered on all equipment provided by Mitel.**

137. Remote diagnostics – describe your company’s ability to provide remote diagnostics and provide a list of your fees and the minimum billing increment.

The MiVoice Business system monitors alarms for a large number of alarm categories including tone receivers, DTMF senders and receivers, conference bridges, and trunk routes. If a configurable alarm threshold is reached, the system raises an alarm condition (Critical, Major, Minor, No Alarm). The alarm condition remains until the fault is corrected. An entry is made in the Maintenance Log when there is any change in the alarm status.

Alerts can be delivered to a remote management center using a choice of proprietary User Datagram Protocol (UDP), Simple Network Management Protocol (SNMP) trap, or e-mail (SMTP) formats.

Alarm Notification



The solution alarm status is conveniently accessible in a scrolling banner at the top of the MiVoice Business Embedded System Manager interface. The banner continually displays up-to-date alarm status information about the system, any license violation, and system data synchronization. Clicking on the banner will bring the administrator to the relevant part of the system to begin immediate investigation.

MiVoice Business’ alarm management capability reveals a history of the fault, the time the alarm was created, and the various severities of the alarm.

In the event that an administrator cannot constantly monitor the health dashboard for network or application issues, MiVoice Business can send e-mail notifications of alarms to administrators or remote service companies. It can e-mail multiple locations, depending on the alarm status that has been raised. Also, alarm notifications can be sent to higher order management systems (via traps) to support a single alarm management interface such as MiVoice Enterprise Manager.

138. Help Desk - describe your help desk function to support this product.

TIG customers receive a variety of services necessary for a smooth and reliable operation of their business telecommunication system. These services include both on-site and remote MAC's are defined in the service plan and include the following:

Remote Programming Changes

Telcom Innovations Group includes minor remote programming at no charge in all Maintenance Agreements and Warranties. Minor programming changes are tasks that are completed within thirty (30) minutes or less. Software changes that involve major programming changes are not considered routine and will be billable.

Remote Diagnostics/Remote Repair Capabilities

In many instances, TIG personnel can diagnose and repair troubles almost immediately following notification by remotely logging in via a modem eliminating the need to dispatch a technician and expediting a resolution to the problem. Technicians or engineers will be dispatched accordingly if troubles are found that cannot be handled remotely.

139. Maintenance support program – provide a description and pricing of all available maintenance plans for service after the warranty period. Provide pricing for any extended warranties available.

TIG’s Technical Assistance Center (TAC) Contact Information

Main: (630)616-4200 | Fax: (630)616-4300 | Email: service@ask-tig.com

Expectations for Service Calls

Service requests during business hours: A live service agent will take your call. Non-emergency service requests are generally handled within 24 hours. Emergency requests are generally handled within 4 hours.

After-hours emergency calls: You will be answered by a scripted auto-attendant intended to gather your site information. The on-call technician will be notified and you should receive a call back within 30-60 minute.

E-mails to service: The TIG Service Center is equipped with the Mitel Contact Center solution which will generate an automatic email response. Normal email service requests are handled within 24 hours. If you have an emergency request, please call TAC directly.

TIG works thoroughly to provide exceptional customer service and support to our clients. Our team responds efficiently and effectively to your requests. Clients can submit service requests by phone or email to the Help desk. Once a ticket has been submitted one of our certified technicians stays in constant communication with the customer to let them know the status of their request right up until the ticket has been closed.

IF YOUR REQUEST IS NOT HANDLED IN A TIMELY MANNER, PLEASE CONTACT EITHER PRESIDENT.

Bridget Baker	Co-President	bbaker@ask-tig.com	Direct: (630) 616- 4240
Randy Borchardt	Co-President	rborchardt@ask-tig.com	Direct: (630) 616.4225
Sharon Rajewski	TAC Supervisor	srajewski@ask-tig.com	Direct: (630) 616.4239
Gene Thornton	Lead Technician	gthornton@ask-tig.com	Direct: (630) 616.4262

Joe
Splinter

Controller

jsplinter@ask-tig.com

Direct:
(630)
616.4220

We have included copies of Mitel's Software Assurance Program, TIG's Maintenance Agreement & Current Labor rates

140. Response time – describe your response time to post-warranty support; include the time for each category of response (e.g. emergency, standard, add, move & change, etc.). **Typical response time is <30 seconds. Guaranteed response time for emergencies is <4 hours 24x7x365. For non-emergency service issues, <8 hours. For MACs, 1 business day typically.**

141. Describe in detail the service level for support. **TIG Industry Standard Maintenance is offered as our base proposal. This service covers all parts and labor for the duration of the Maintenance Agreement and is the same level of maintenance Offered over the past 10 years to the Village of Buffalo Grove. A copy of the TIG Industry Standard maintenance agreement is attached for details.**

142. What is the average response time for technical and end-user support questions? **<1 business day**

143. What is the average resolution time for technical and end-user issues? **<1 business day**

144. What hours are the support personnel available? Are they available 24/7/365? Is there a toll free number for support calls? **M-F 8-5 live answer, 24x7x365 after hours support. No toll free number, but we are local to the Village of Buffalo Grove with our HQ in Itasca, IL.**

145. How many members make up the support team? **11**

146. What is the average number of years of experience for current personnel providing technical and end-user support for the proposed application? **Over 20 years**

147. Which support is provided by the Supplier and which is escalated to the manufacturer or a third-party? **TIG has more Mitel certifications than any other partner in the U.S. and it is rare that we require escalation to the manufacturer. The number of occurrences in the past 10 years with the Village of Buffalo Grove has been virtually non-existent. Most support is handled through TIG directly. In the event we do require escalation to the manufacturer, it would typically be due to a software bug.**

System Security

148. Describe the proposed approach to system and application security

- a. Methods for identification and authentication
- b. User access to data
- c. Audit trails
- d. Firewall, proxy and gateway servers
- e. TCP port 80 for HTTP and TP port 443 for HTTPS
- f. SSL and TLS

All interfaces are accessed through secure HTTPS protocol. Authorization and authentication allow only valid users to access the services. SSL encryption for secured messages and server-side digital certificates are used to meet the highest security requirements. Mitel implements TLS to defend against “sniffing” of usernames and passwords. Access to the management interface requires a username and password. The underlying Linux OS (MSL) allows administrators to be limited to certain IP addresses, or subnets, only accepting TLS based web connections from valid IP addresses. Linux shell access is only available via ssh, this also supports the IP address restrictions, ensuring that the platform rejects any non-authorized connections. Further safeguarding is afforded by providing multiple levels of access control. A customer can further protect by using Access Control Lists (ACL) on the switch device.

Remote Monitoring and Alarm Management

For remote monitoring, MiVoice Business includes an embedded firewall, which will provide a direct connection to the WAN. Admins can manage a controller online remotely without the added expense of an off-board firewall infrastructure solution.

Mitel’s alarm notification application allows administrators to monitor MiVoice Business alarms remotely so they can resolve customer problems more rapidly, often before the user is even aware of a problem. MiVoice Business has built-in alarm monitoring capabilities that generate an SNMP trap based on any change in alarm status condition.

It also provides the ability to forward alarms by e-mail, eliminating the need to periodically monitor system status. Through the Embedded System Management (ESM), 10 e-mail destinations can be configured to receive alarms based on severity. The associated alarm severity threshold can be labeled as clear, minor, major or critical. This provisioning is straightforward and is accessed through ESM’s alarm notification form.

Alarm Management

The Alarm Management feature provides the administrator with the ability to see the overall administration group alarm severity from any MiVoice Business platform within a group. The administrator also can view a summary of the alarm severity of all controllers in the group.

By enabling each MiVoice Business platform in the group with this capability, Mitel provides natural redundancy for the MiVoice Business solution. Using this feature, administrators can initiate system backup using any individual system or the entire administration group. Similarly, they can initiate a system restore using a single MiVoice Business platform.

Mitel System Logs are available with the System Administration Tool.

- This would include Maintenance logs recording all maintenance-related information, including anything that affects the functioning or capacity of the system in any way.
- Software Logs record unusual activities within the system.
- Audit Trail Logs identify who has logged into the system and what changes were made to the system database.
- CESID (Caller Emergency Service Identification – 911) logs enable monitoring and troubleshooting of device moves and automatic CESID updates
- Data Distribution Update Logs identify any System Data Synchronization updates that were made on the local element that have failed to be distributed to the other elements in the network or cluster.

All administration access is permission based with logs.

User Desktop Tool Interface provides a simple task-oriented user interface. Users can configure IP devices on their own with communications options such as feature keys, personal directories, call forwarding, and Internet bookmarks.

Group Administration Tool is ideal for local administrators responsible for groups or departments. The tool allows a group administrator to add, change, and delete users as well as manage group features such as extension and pick-up groups.

System Administration Tool is designed for technicians and support personnel to configure system attributes. It also provides access to local diagnostics, maintenance commands, logs, and alarms. The tool supports scheduling and range programming, allowing the administrator to program repetitive areas of the system using a single command.

Group Administration Tool

The Group Administration Tool is web-based interface that enables administrators to configure and manage the following basic IP phone settings for group members:

- ✓ Basic system parameters
- ✓ The system phone directory
- ✓ Extension and group parameters
- ✓ Voice mailboxes
- ✓ Group membership (add, edit, or delete users from the system directory)
- ✓ Users' personal keys

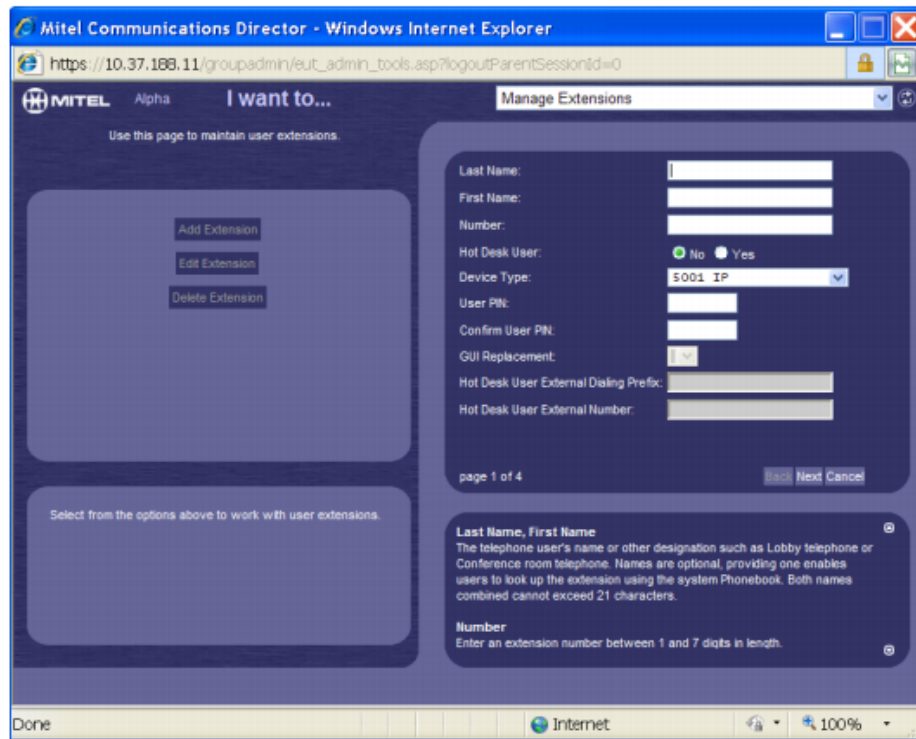


Figure 10: Group Administration Tool Interface

System Administration Tool

The System Administration Tool enables trained technicians and system administrators to program system-wide settings, voice settings (lines, extensions, management parameters, system directories, and voice mail) and IP network features. The System Administration Tool provides access to Maintenance Logs, Software Logs, and Login and Logout Audit Logs. The User and Service Configuration form provides administrators with the following capabilities:

- Consolidated view of user or device information: this simplifies the add, modify, and delete functions for users and devices and reduces the number of times the same data is entered into the system.
- Copy user functionality: administrators can quickly create new entries using existing user or device settings and configurations.
- Import capability: administrators can quickly collect and import user and service data using Microsoft Excel spreadsheets. These spreadsheets contain built in validation similar to ESM data entry rules which helps reduce errors.

The screenshot displays the MITEL User and Services Configuration interface. At the top, it shows the MITEL logo, a group name 'System Defaulted', and an alarm status of 'No Alarm'. The main area is titled 'User and Services Configuration on Mn24'. A search bar is set to 'Last Name', showing 30 matches. The selected entry is 'Phone Service (24504)'. The form fields are as follows:

Number	24504
Service Label	Phone Service
Directory Name	ACD Agent 4, Bob
Prime Name	<input type="radio"/> No <input type="radio"/> Yes
Privacy	<input checked="" type="radio"/> No <input type="radio"/> Yes
Hot Desking User	<input type="radio"/> No <input checked="" type="radio"/> Yes
Preferred Set	No Device
Service Level	Full
Home Element	Mn24
Secondary Element	MN71
Local-only DN	<input type="checkbox"/>
ACD Agent	<input checked="" type="checkbox"/>

Figure 11: User and Service Configuration Form

Scheduler form

The Scheduler form is used to schedule system events to run automatically. For example, you can create an event that causes the system to switch to night service every evening, and another event that causes it to switch to day service every morning. To reduce management overhead and improve productivity you can schedule the following

events to run automatically: Backups, CSV File Import/Export, File Transfers, IDS Synchronization, and Night/Day Service. The Scheduler tool can also automatically log out Hotdesk Users at a set time. The Scheduler tool includes a calendar that can be updated with holidays. When you add an event, you can specify a repetition interval, such as daily or weekly, and indicate whether the event should run on holidays or only on weekdays.

Figure 12: Scheduler Form

The System Administration Tool

- Includes Audit Logs that provide a historical record of changes made to the system from the System Administration Tool and various other user interfaces and applications. This assists with troubleshooting problems that arise, enabling you to determine who, in a multi-administrator system, is responsible for a particular change.
- Supports Range programming. Range programming speeds up MiVoice Business programming and configuration by enabling the administrator to program repetitive data using a single command. The administrator can also print forms and form data.
- Includes data import functionality that enables administrators to quickly import large numbers of new users and devices via a .CSV format file. Administrators can collect a substantial configuration data in the spreadsheet file and then import it directly into the MiVoice Business database. The import functionality eliminates the need to manually enter configuration data for each user or device and reduces the likelihood of data-entry errors. Technicians can import new user data when setting up a new system and administrators can import large numbers of users or devices whenever they need to be added.
- Administrators can "reach through" to the System Administration tool of any network element to program it, and backup all databases from a single session on a network element.

For additional details, refer to the MiVoice Business System Administration Tool Help has been included on the USB.

ALARMS MANAGEMENT

The 3300 ICP system raises an alarm when an anomaly is detected, and corrective action is required. The system continuously provides attendants who are using Mitel consoles with alarm status information. You can program alarm threshold levels. There are three classes of alarms:

- ✓ Critical: indicates a loss of service that demands immediate attention.

- ✓ Major: indicates a fault that affects service to many users. This alarm usually results in a major degradation in service and requires attention to minimize customer complaints
 - ✓ Minor: indicates any fault that does not fall into either of the above two classes. When the system is not 100% operational, a minor alarm is raised. It may require the attention of a technician, but it is not urgent. Examples of a minor alarm include the loss of a single line or trunk circuit
- The system clears an alarm condition when the fault is corrected.

REMOTE ALARMS NOTIFICATION

Administrators can set up remote alarms to notify technicians of critical, major, or minor alarms. MiVoice Business e-mails the notifications to up to 10 addresses. Prompt notification helps ensure issues are addressed quickly. MiVoice Business supports Simple Network Management Protocol (SNMP).

CONTROLLED SYSTEM ACCESS

System Administrator Policies enable you to control access to System Administration Tool forms for individual users. When you create a policy, you set permissions that grant Read or Read/Write access to forms. Denying access to a form hides it from view.

You can enable remote access to forms and distribute policies to all platforms in a MiVoice Business cluster using System Data Synchronization. Mitel offers Management Access Point (MAP) to provide secure, controlled access to systems and system tools from remote locations.

IP PHONE ANALYZER

IP Phone Analyzer is a Windows application that collects performance information from IP Phones on a network. Technicians can use one PC to monitor the status of all IP phones on the system. IP Phones within the network send debug, status, and statistical information to IP Phone Analyzer. Technicians can direct phones to new IP Phone Analyzer addresses via a MiVoice Business Maintenance task. This eliminates the requirement to reset the phones manually. IP Phone Analyzer provides information in four views:

1. Status View: displays the status of each phone registered with IP Phone Analyzer, MAC Address, IP Address, Directory Number, State, Link Lost, Set Type, Absolute Time, Load Revisions, Current ICP, and the CODEC type being used by each set on the network.
2. Packet View: displays trace messages sent from each set for analysis.
3. Packet History View: sorts messages received by IP Phone Analyzer.
4. Call Statistics View: displays call statistics, including RTP statistics, collected from IP sets.

SYSTEM DATA SYNCHRONIZATION

System Data Synchronization is an enabling technology that:

- ✓ Reduces the time to provision and administer multiple MiVoice Business nodes by automatically updating common data changes around all of the relevant nodes without any administrator intervention.
- ✓ Ensures that changes to network data are performed consistently and accurately across the network, improving change management costs.
- ✓ Simplifies network deployment and reduces initial deployment costs by synchronizing the newly deployed MiVoice Business nodes with the existing network.
- ✓ Enhances security management across the network by allowing accounts and passwords to be managed centrally.

The System Data Synchronization application enables administrators to synchronize database information among a network or cluster of MiVoice Business systems. Database changes made to a platform in the network or cluster are applied to the other platforms.

MiVoice Business Security

MiVoice Business call management software has been designed with a security-by-design mindset with security features that address identity, authentication, encryption, access, and authorization. When activities affect a specific operation, procedure or event within a company, it is important to have the ability to capture the sequence of such events. Audit logs can be utilized to reconstruct events, detect intrusions, and analyze problems such as poor performance or unexpected system behavior. These can provide improve company security policies and reinforces the enterprise security to deliver a relevant security record.

The MiVoice Business solution follows the open standards and access mechanisms for system security, with:

- Transport Layer Security (TLS). Secure access to IP Phones and secure signaling between IP Phones and the MiVoice Business service nodes. TLS provides secure web access to MiVoice Business Service Nodes.
- Secure Shell (SSH). Secure console-based access to IP Phones and the MiVoice Business system administration and configuration tools.
- Secure Real-time Transport Protocol (SRTP) protects the voice media streams between IP Phones and between IP Phones and the MiVoice Business.
- Configuration, identity and access management policies ensure all end user and administrator accounts, roles, permissions and password policies.

Other mechanisms that can be employed to protect the MiVoice Business system are a securely designed corporate Local Area Network (LAN) infrastructure and configuration of internal and external public facing routers and firewalls.

The IT data infrastructure must be designed with security mechanisms and protocols in-place. In addition to any security recommendations, there are a number of general security aspects that will be addressed with VoBG's system administrator and/or IT security officer. It is equally important to maintain physical security measures within the organization to limit only authorized personnel access to server locations since data attacks can be increased by physical access to the host.

MiVoice Business Local Area Network (LAN) Security

The MiVoice Business system, IP phones and associated components communicate using the corporate network infrastructure.

Network Access Security

It is recommended that the Ethernet LAN switches that are used to provide IP phones with LAN connectivity be enterprise grade switches that include integrated access control measures. It is also recommended that the system administrator ensure that the switch access control measures are properly configured and maintained.

Wireless networks should employ access control measures and user authentication mechanisms with a minimum of WPA2 encryption and a separate SSID for voice applications. SSID to VLAN mapping is recommended.

Using VLANs

To make eavesdropping attacks or Denial of Service (DOS) attacks more difficult, or less effective, traffic on the LAN should be grouped according to traffic types and trust levels. This can be achieved with the use of Virtual LANs. VLANs can be used to segregate controller to controller signaling, controller to phone signaling and voice traffic.

When VLANs are used to provide isolation between traffic types, it will make the solution more robust against virus-based and network flooding attacks. In particular, if Voice over Internet Protocol (VoIP) traffic is grouped into a single VLAN, and the nodes on this VLAN are strongly protected, a worm-based attack causing network overload that originated on a node located on another VLAN might only marginally affect the VoIP LAN.

As an example, traffic type scenarios could be segregated as follows:

- One VLAN grouping for all call control engines (MiVoice Business and 3300 ICPs)
- One or several VLANs to support all IP phones
- One or several VLANs to support data traffic

When the traffic types are segregated by VLAN, hosts or devices that belong to different VLANs, they can only communicate through a Layer 3 switch or router that connects the two VLANs. This means that broadcast traffic is blocked across VLANs, preventing broadcast storms from propagating network wide.

Additionally, many modern routers offer Intrusion Detection and Prevention Systems (IDPS), which can detect and block more advanced types of attacks.

Mitel Standard Linux Security for MiVoice Business Software

Mitel's MiVoice Business software is installed on top of the Mitel Standard Linux (MSL) operating system. Compared to more common operating systems, the MSL approach ensures security by reducing its surface of vulnerability, by the following characteristics:

- MSL does not support email
- MSL does not support internet Web browsing
- Users with write permissions are limited and access is strictly controlled
- Mitel has removed unnecessary files and packages from MSL
- Mitel has closed unnecessary IP Ports

Additional measures can be taken to secure the MSL platform and the MiVoice Business application executing on the platform, these measures are based on well-known network security best practices.

In general, a platform that is both physically secure and installed in a network that has been securely designed will have a low likelihood of being infected compared to a platform that lacks physical security and/or is installed in a network lacking security controls.

MiCollab Security Features and how they relate to GDPR

MiCollab provides security-related features that allow clients to secure user data and telecommunications data, in addition to prevent unauthorized access to user data.

The following table summarizes the security features Mitel customers can use when implementing and evaluating customer policy, as well as technical and organizational measures required to achieve customer GDPR compliance.

Security Feature	Feature Detail
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<p>System and Data Protection, and Identity and Authentication</p>	<p>Access to personal data is limited with administrative controls on accounts for both personnel and Application Programming Interfaces.</p> <p>Access to the system is limited by allowing only authorized access that is authenticated using username/password login combinations that are secured over HTTPS (TLS 1.2) communications channels.</p> <p>Access including those by the administrator and root are logged. Failed login attempts also are logged.</p> <p>All user passwords that are stored locally use encryption/hash algorithms to protect the data.</p> <p>For user continuity credentials, Mitel recommends Active Directory (AD) integration for user log in, including inheriting the password mechanisms used by AD; for example, password lockout.</p> <p>The optional MiTeam Classic cloud service is hosted using Amazon S3. With Amazon S3, Server Side Encryption (SSE) is used to encrypt the data stored at rest in Amazon S3. Each object is encrypted with a unique key. As an additional safeguard, this key itself is encrypted with a regularly rotated master key. Amazon S3 Server Side Encryption uses 256-bit Advanced Encryption Standard (AES-256).</p> <p>MiCollab sever based chat messages are encrypted with SAFER K-64 encryption.</p> <p>A customer can further limit access over the network using standard network security techniques such as VLANs, access control lists (ACLs), and firewalls.</p> <p>In all cases, physical access to systems should be restricted by the customer.</p> <p>End-users have complete control of their Presence Privacy in MiCollab Client. They can hide their presence or show it to all or to restricted users. They can also request other user's presence status and can accept or reject presence request from other users. The administrator can manage Presence privacy for the whole organization, as well as for individual users.</p> <p>Calendar Integration with Office 365 can be performed using Basic Auth and OAuth 2.0.</p>
<p>Communications Protection</p>	<p>Most personal data transmissions use secure channels. Channels that are not secured can be removed by the Administrator.</p> <p>For system integrity and reliability, all provisioning interfaces use channels.</p> <p>MiCollab is designed to work with multiple Mitel call control servers and to be adjacent on the network to the call control system. MiCollab Server allows only authenticated applications to connect to it. Voice media to and from the MiCollab Server is not encrypted. Voice signaling is directly</p>

	<p>between the PBX and MiCollab Server and encrypted (AES-128) for NPM; and not encrypted for AWV.</p> <p>MiCollab Audio, Web, and Video: MiCollab AWV Conferences are set up over HTTPS (TLS 1.2) communications. Video calls to AWV are not encrypted.</p> <p>MiCollab Client: Communications between the MiCollab Server and the MiCollab client, including instant messaging, are secured over HTTPS (TLS 1.2). Peer-to-Peer video calls between MiCollab Clients are encrypted. Voice calls to other devices that support encryption (such as SRTP) are also encrypted on the MiCollab softphone.</p> <p>MiCollab Client deployment is secured by TLS 1.2.</p> <p>Unified Messaging Integration IMAP Server: Transmission of user names and passwords between the MiCollab Server and an IMAP server may be secured with TLS 1.2.</p> <p>SMTP Server: Transmission of user names and passwords between the MiCollab Server and a SMTP server may be secured with TLS 1.2.</p> <p>Office 365 (Exchange Online): Transmission of user names and OAuth 2.0 token between the MiCollab Server and Office 365 is secured with TLS 1.2.</p> <p>MiTeam Classic: Communication channels between MiCollab and MiTeam Classic are authenticated using pre-shared keys saved on the MiCollab Server. To protect data in transit, MiTeam Classic uses TLS 1.2. End-user credentials are not transferred between the MiCollab Server and the MiTeam Classic server.</p> <p>MiTeam Stream: Data in transit between a MiTeam Stream and the hosted service is always encrypted through TLS 1.2. A customer can further limit access over the network using standard network security techniques such as VLANs, access control lists and firewalls.</p>
Access and Authorization	<p>All personal data processing is protected with role-based access and authorization controls, this includes personal data processing by data subjects, Administrators, technical support, and machine APIs.</p> <p>All system data processing and all access to databases, files and operating systems are protected with role-based access and authorization controls.</p> <p>Administrator access to MiCollab is restricted by a secured login user name/password combination over HTTPS/TLS1.2.</p> <p>The administrator can choose to set password strength level at strong for enterprise deployment (not available with Flex GCP solution).</p>

	<p>End-user portal login allows a user to log in to the web-based interface for access to their mailbox, AWV recordings and files and user's own settings only – not to other users.</p> <p>MiCollab Client deployment using the Redirect server is secured with TLS connections.</p> <p>MiCollab Client self-deployment is protected by user name/password combination web access before generation of a QR code that represents a randomly generated authorization token that is valid for 6 weeks or 3 download attempts.</p> <p>The configuration download is secured and encrypted with TLS 1.2 or better.</p> <p>A customer can further limit access over the network using standard network security techniques such as VLANs, access control lists, and firewalls.</p> <p>In all cases, physical access to systems should be restricted by the customer.</p>
Data Deletion	<p>The system provides an end user or an administrator with the ability to erase the end-user's personal data.</p> <p>CloudLink (CL) chat messages are deleted on CL Account (User) deletion.</p> <p>The MiCollab Users and Services Provisioning application is a single, easy-to-use interface that the administrator uses to add, edit, or delete user data and to modify users' application settings.</p> <p>All data pertaining to a user that is stored on the MiCollab Server are deleted when the user is deleted. Data stored on MiTeam Classic is stored for 30 days after user deletion and can be transferred to another owner. When a user is deleted through the MiCollab Users and Services Provisioning application, the user's voice mail messages are automatically deleted.</p> <p>The system provides the administrator with the ability to erase the end-customer's personal data that may have been left in an end-user's voicemail box.</p> <p>Voice mail recordings may also be deleted automatically based on a retention timer that may be configured by the administrator.</p> <p>End-users may delete their own voice mail recordings. End-user information in backup files may not be removed. When deleting a user, the administrator should purge old backups and make a new backup without the end-user's personal data.</p>

Audit	<p>Audit trails are supported to maintain records of data processing activities.</p> <p>Deleting Logs: Certain types of logs cannot be deleted on a per user basis, such as Call Detail Record logs. However, MiCollab provides the administrator with the ability to delete the entire contents from all logs.</p> <p>Mitel recommends that logs be backed up regularly.</p> <p><i>Note:</i> Logs that are transferred to external or third-party systems are not deleted by this step. For information about how to delete logs from these systems, refer to the vendor's documentation.</p>
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149. Describe the security architecture of the application and system.
150. Describe the process for identifying and addressing hardware and software security vulnerabilities.
151. Describe what network services will be utilized by the solution. How will access be controlled?
152. What network protocols will be used?
153. Provide samples and process maps of the transmission file format, definitions and procedures?
154. How do you protect IP voice against unauthorized recording, playback and other forms of electronic snooping?
155. How do you protect audio conferences and the information discussed?
156. How do you improve voice quality in less than ideal Internet conditions?

Solution Lifecycle

157. Describe the product's history since introduction in terms of its age and any major revisions/release. **Please see Mitel Software History document attached.**

158. Has the manufacturer announced an end-of-support date for the proposed equipment? If so, please provide this information. **No EOL or EOS planned currently. The MiVoice Business solution is Mitel's flagship platform.**

159. How do you ensure backwards compatibility with new devices? **The system is software based.**

Continuous improvements and updates are made to ensure new products are supported. Generally, new phones require a minimum software release level to be used.

160. Describe the expected life-cycle of each type of device/equipment.

MiCollab and MiVoice Business are software based products and do not rely on hardware. The expected life-cycle is at least 7 years from EOS and no EOS has been announced.

161. Describe and provide the product documentation.

Technical Questions

162. Describe how users connect to the system when they are off site (over the Internet).

MiVoice Border Gateway on MiCollab

The MiVoice Border Gateway solution on MiCollab securely enables remote employees to work and collaborate productively by having a complete in-office communications experience without being physically in the office or requiring the need for a VPN. To ensure the deployment of secure internal and external workspaces, MiVoice Border Gateway provides comprehensive threat protection, strict access control and privacy.

The native teleworker service connects remote office phones and softphones to the corporate voice network, providing full access to voice mail, collaboration tools and other features of the office phone system.

Teleworker Support

MiVoice IP Phones fully support teleworking; providing remote workers with the same desktop features they would have in the office. The Teleworker service on MiVoice Border Gateway uses high-grade security that authenticates and encrypts signaling and media via secure, embedded 128-bit AES voice and SRTP. Voice conversations are streamed directly from one teleworker phone to another without the voice path going back to the MiVoice Border Gateway. MiVoice Border Gateway supports up to 20 IP phones behind a single Network Address Translation (NAT) router.

163. Is the phone hardware open source or proprietary?

Phones are dual-mode and can operate with MiNet Protocol and open standards SIP.

164. Is there an API for the phone system? If yes, please describe.

Yes, Mitel uses REST open APIs built on industry standards. Integration to many 3rd party systems exist.

165. The scope of work for this project is for an on-premises solution. Describe your proposed on-premises trunk routing solution as well as any optional (off-premises/cloud) installation solutions (include cost differences):

As an option, TIG has proposed SIP service from COEO solutions. We are also open to discussion with conversion on continued service from AT&T. The proposed solution leverages a load-balanced dual SIP trunk integration with SIP trunk A at Village Hall, and SIP trunk B at Police. Each SIP trunk group is currently equipped for 20 call paths as proposed, offering a total of 40 call paths load balanced between the two sites and available to any location at the Village. This service would retain all existing new DIDs, offer E911 locator down to the individual station address/location and provide active redundancy.

1. Does your solution support trunks to providers in our service area, i.e. areas keep their existing local numbers?
Yes
2. Does your solution support one trunk for all locations, i.e. some locations keep their existing local numbers and others get new numbers?
Yes
3. Does your solution route trunks over the Internet, e.g. MPLS, i.e. all numbers will change?
Yes, but no numbers need to change.
4. Describe any other trunk routing options you support.
Mitel supports every trunk routing option available in the U.S.

166. Describe how faxing works in your proposed solution. Do you have a centralized faxing component?

Faxing can be subscribed to on a per user basis for eFax through the SIP provider, addressed with a centralized Fax Server or handled via POTS directly to the fax machines.

167. Describe how long distance charges are calculated on calls, how access to make long distances calls is controlled, and if users can enter access number on phones that restrict toll calls. **Access is entirely controllable by Class of Service and Class of Restriction. This is programmable by group or individual station. It can be overridden by access codes for Long Distance/International, etc. Please see COEO services quote for details on metered SIP call paths.**

Telephone Descriptions

Please recommend the telephone model/solution best suited for each category and provide a description of its functionality.

168. Standard – moderate call volume and selective coverage position

The Mitel 6920 phone has been proposed for all standard type phones and provides 18 programmable keys.



169. Manager/reception – high call volume user; primary answering position for a particular department

The Mitel 6940 has been proposed for all Manager/Reception phones and comes equipped with a cordless Bluetooth Handset. This provides 96 programable keys.



Highlights

- 30 foot range (10 meters)
- Optimized for crystal clear audio
- Integrated call controls
- Charges via desk phone
- Easy-to-shoulder Mitel handset ribs
- LED for status notifications
- Bluetooth 4.1 enabled
- Standard on 6940 model
- Optional on 6930 model



170. Soft phone

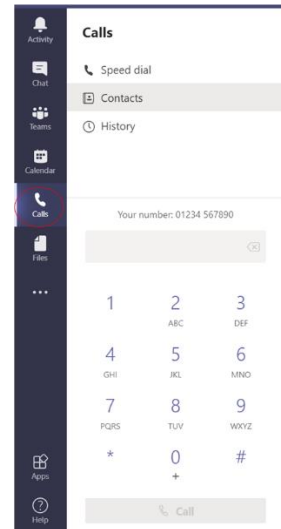
There are two options includes with our base proposal for softphones. Due to the requirement of the solution integrating with Microsoft Teams, we have included Call2Teams subscription service which enables the softphone and dialpad functionality directly within the Microsoft Teams environment. This works with both desktop or mobile versions and allows for the softphone to work directly from the MS client.

- This is a simple add-on to Office 365 that connects Microsoft Teams to the Mitel Phone System and allows for making and receiving calls on any supported device using the Microsoft Teams App.
- User Dialpad for outbound PSTN calls and internal calls within MS Teams is used.
- This integration will use the SIP trunks integrated with the Mitel System for inbound or outbound calling.

- This is purely a software solution and does not require additional hardware or software to install.

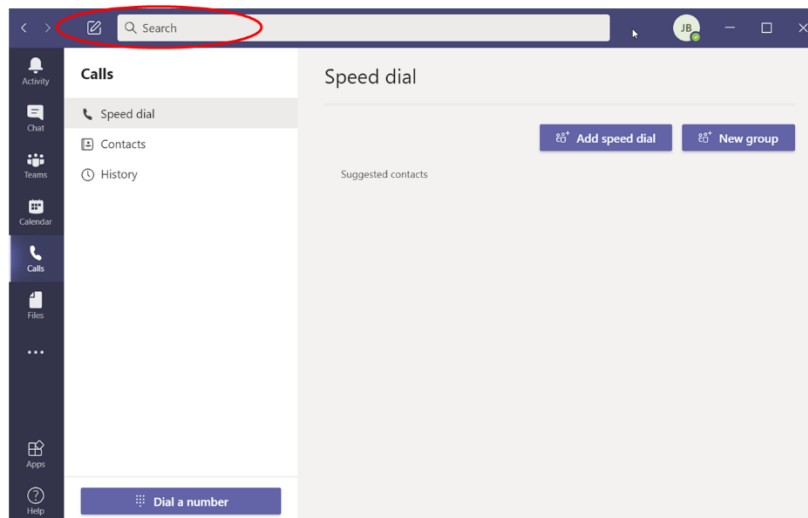
User Dialpad

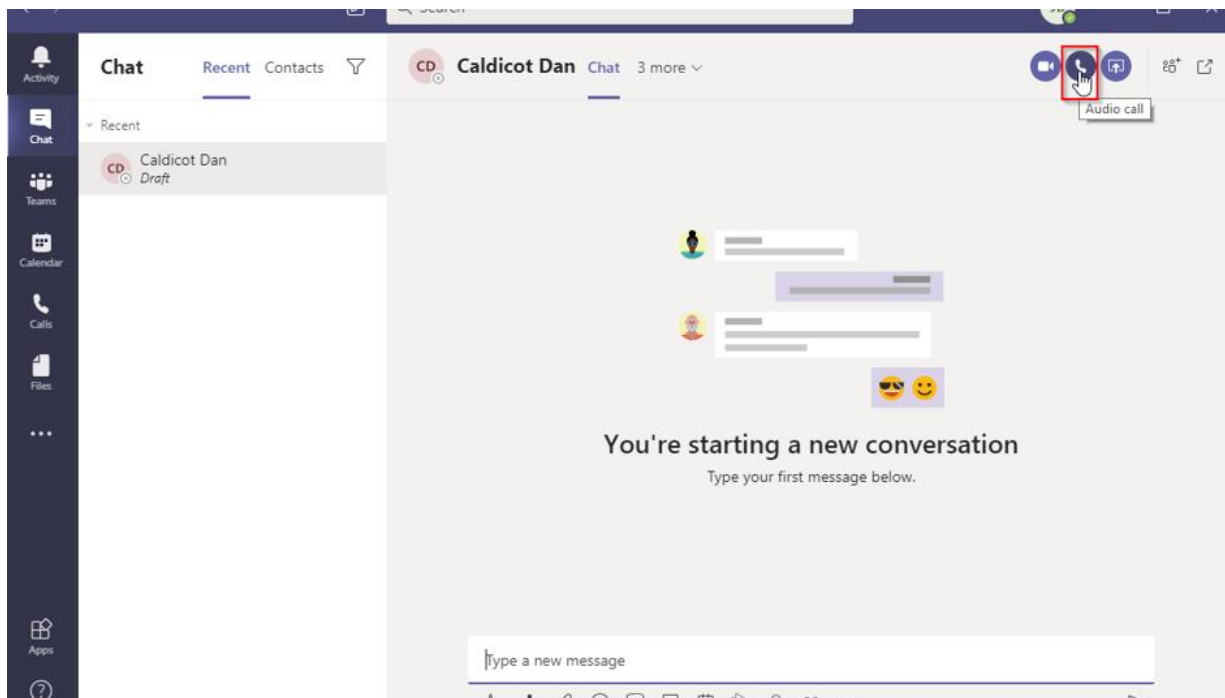
- Once the user is configured the dialpad can take 24hours to be available in the clients interface.
- From here you can dial extensions on the PBX.
- Dial PSTN numbers and this will utilise PSTN trunks on the PBX.
- Speedcalls and call history can all be dialled as well through the “Calls” tab.



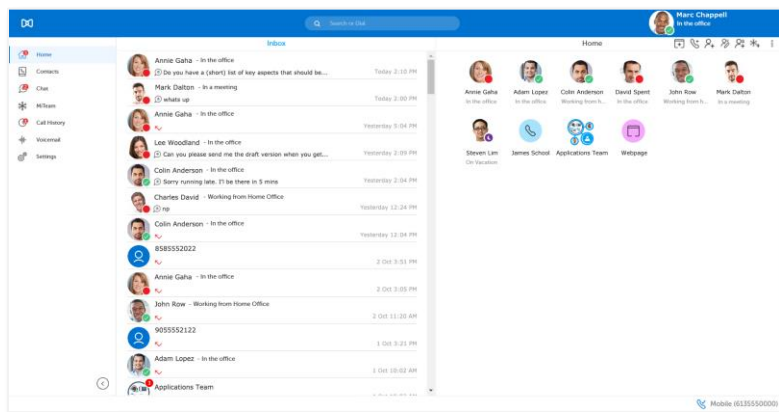
User to User Calls Internally

Use the search bar to search colleagues in the business directory and select the user.





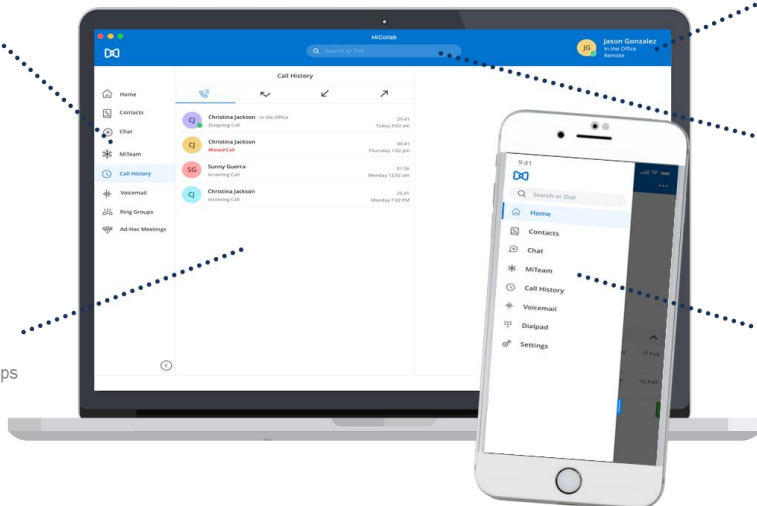
We also offer the MiCollab Client Softphone client with UCC Standard user licenses and it can be deployed to Windows, Mac, Web , Android or iOS devices.



New icons for quick access functions via left menu

- Contacts
- Chat
- Virtual Workspaces
- Call History
- Voicemail
- Ad-Hoc Collaboration

Modern color palette that aligns with other Mitel next gen apps



Aligns with other Mitel applications

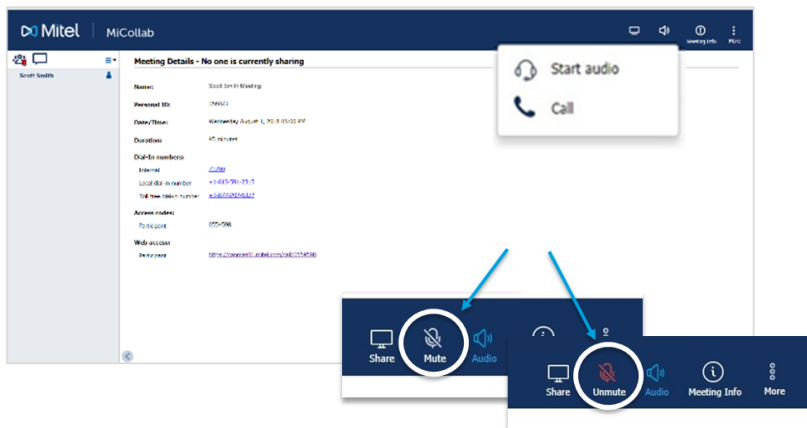
Centralized Search Bar for quick access

Common experience across Web, Desktop, and Mobile

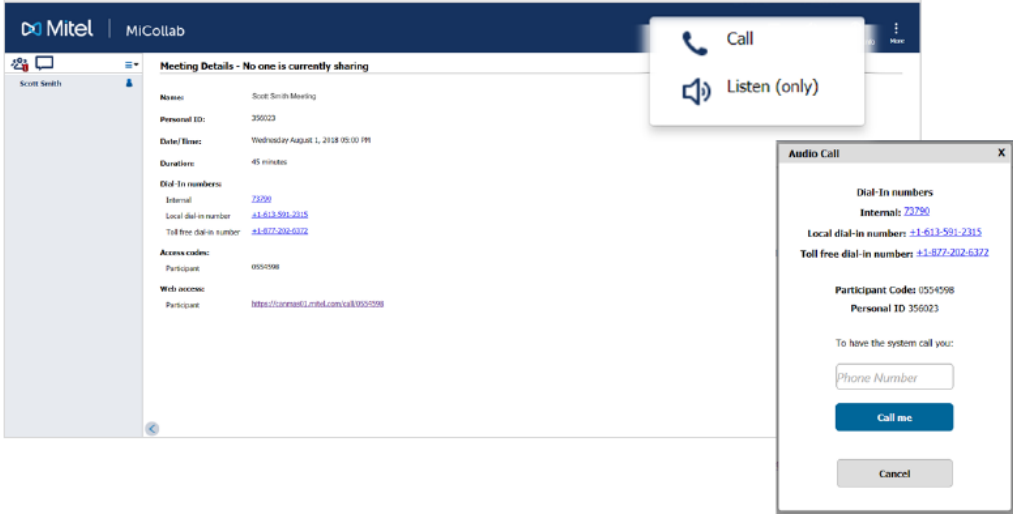
171. Video – has video conference capabilities

Our base proposal includes a 33 port Audio/Web/Video conference bridge and is available to all users.

Full Web Collaboration Experience

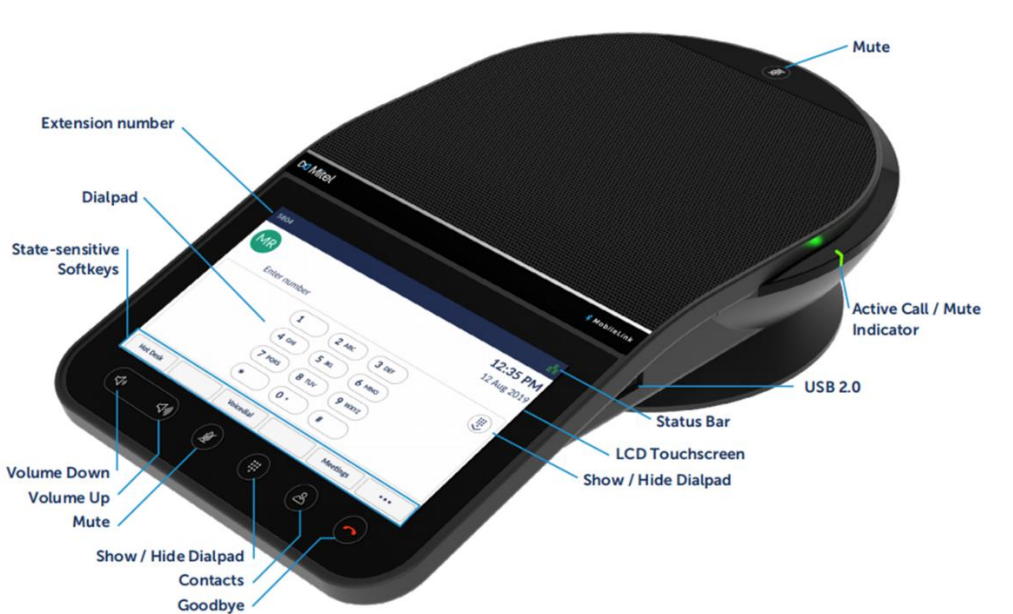


- Full Web collaboration experience
 - With Chrome and Firefox browsers
- Choice to:
 - Dial-in
 - Have system call you OR
 - Two-way audio from the Web
- User can mute/unmute their Web connection



172. Wireless Conference phones.

Mitel 6970 Conference Phones with BT S720 wireless modules have been proposed for these phones.





173. Public access –rugged construction, locked down to single number dial with no long distance.

A placeholder has been made for these 9 phones, there are numerous purpose built rugged construction type phones. We know that there are a variety of door phones and public phones in place today, so it is somewhat dependent on the intended purpose of these phones, whether they need to be waterproof/weather-resistant, have guarded cables, etc. The placeholder amount for these phones should cover most options which could range from a simple 2500 wall mounted setup, a door type surface mounted phone or a fully enclosed weatherproof phone. Each of these can be programmed for “hot dialing” a pre-determined destination and many come with or without keypads.

IV. PROJECT MANAGEMENT

The following outlines the required project management responsibilities the selected Supplier will provide during the course of the work.

- A. The selected Supplier shall designate a single point of contact to act as the Project Manager. This individual will exhibit good management and communications skills. This individual will also be well educated regarding both general and working knowledge of the provided equipment. The Project Manager will be responsible for coordination between the Village, and other parties involved with the deployment of the Phone System. The Project Manager will maintain project records and documentation. They should be able to supply the Village with project related information within thirty six (36) hours of it being requested.
- B. Selected Supplier shall submit a deployment schedule. The schedule shall show the anticipated critical path starting from the point of award (anticipated to be at or near **July 19, 2021**) through final acceptance testing and training (desired to be at or before **December 10, 2021**). Any activity which may present a perceivable disruption to the Village staff shall be identified and shared with Village staff as early as possible when the dates and/or times of disruption are known.
- C. The selected Supplier shall attend a project kick-off meeting .The Village will coordinate the meeting location and agenda with the selected Supplier's Project Manager. The selected Supplier shall document and provide a summary of the discussion to attendees within thirty six (36) hours of the meeting conclusion.
- D. Progress Meetings: Progress meetings will be requested or scheduled at regular intervals as designated during the kick off meeting. The meetings will be used to inform the Village on progress made as well as coordinate upcoming project activities. Updates to the project schedule will be provided during these meetings. The selected Supplier shall document and provide a summary of the discussion to attendees within thirty six (36) hours of the meeting conclusion.
- E. Miscellaneous Coordination: Coordinate early in the process on target training and demonstration dates for the equipment so that the Village can arrange for the desired participants to be present. Coordinate as needed with various key personnel as directed by the Deputy Village Manager relating to configuration/networking activities. Coordination with Village Suppliers may also be required as directed by the Deputy Village Manager.
- F System testing and Acceptance: The selected responder will provide an acceptance testing plan as part of their response. The Village and the selected responder cooperatively will determine the final acceptance testing plan. The Village will have final approval of the plan.

The acceptance testing plan will include the following:

1. Detailed performance and operating standards (POS), e.g.:
 - a. Trunk port hardware or software (critical failure)
 - b. Responder provided switch ports hardware or software
 - c. Telephones; no more than one instance of 5%
 - d. Processor and common control; the system must maintain error free performance of 99.5% (scheduled operational hours minus down time, divided by the scheduled operational hours)

- e. Network connectivity; no more than one signaling loss or dropped call between the host and each end node during any 24-hour period
2. Detailed tests, tasks and procedures to demonstrate POS are satisfied
3. Remedies if POS are not met, including:
 - a. If the POS are not met for 30 consecutive days, after 60 days the Village shall have the option to request replacement equipment
 - b. If the POS are not met for 30 consecutive days, after 90 days the Village may seek relief for any and all damages it may have incurred
4. Acceptance testing is required on all equipment provided by the selected responder
5. The Village, at its sole discretion, will determine whether the provided solution has successfully completed the testing plan
6. Formal acceptance of the installed system will occur after a period of 30 days with no failure of the POS
7. The warranty period will commence upon the successful completion of the acceptance period

G. The selected responder will provide the following information:

1. One copy of each delivery slip, showing description and quantity, signed by the person to whom the delivery is made
2. A complete physical inventory of all the equipment delivered. This shall include model, and physical location of all installed equipment
3. A complete copy of programming and configuration instructions
4. Completed Village-provided spreadsheets, extension numbers, DID number assignments, facility locations, and station types
5. System backup instructions and an initial system backup.

Read and Understood Project Management instructions. No issues are perceived with meeting this schedule. Upon project kickoff, a detailed Gantt chart with tasks will be created with a timeline and dependencies. The assigned project manager is familiar with the Village of Buffalo Grove and was the original project manager in 2011.

V. INSURANCE REQUIREMENTS

1. Contractor's Insurance

Contractor shall procure and maintain, for the duration of the Contract and any maintenance period, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

A. Minimum Scope of Insurance: Coverage shall be at least as broad as:

Insurance Services Office Commercial General Liability occurrence form CG 0001 with the Village of Buffalo Grove named as additional insured on a primary and non-contributory basis. This primary, non-contributory additional insured coverage shall be confirmed through the following required policy endorsements: ISO Additional Insured Endorsement CG 20 10 or CG 20 26 and CG 20 01 04 13. **CG 20 37 - Completed Operations.**

- 1) Insurance Services Office Commercial General Liability occurrence form CG 0001 with the Village named as additional insured, on a form at least as broad as the ISO Additional Insured Endorsement CG 2010 and CG 2026
- 2) Insurance Service Office Business Auto Liability coverage form number CA 0001, Symbol 01 "Any Auto."
- 3) Workers' Compensation as required by the Labor Code of the State of Illinois and Employers' Liability insurance.

B. Minimum Limits of Insurance: Contractor shall maintain limits no less than:

- 1) Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. The general aggregate shall be twice the required occurrence limit. Minimum General Aggregate shall be no less than \$2,000,000 or a project/contract specific aggregate of \$1,000,000.
- 2) Business Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
- 3) Workers' Compensation and Employers' Liability: Workers' Compensation coverage with statutory limits and Employers' Liability limits of \$500,000 per accident.

C. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the Village. At the option of the Village, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as it respects the Village, its officials, agents, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses.

D. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

1) General Liability and Automobile Liability Coverages:

The Village, its officials, agents, employees and volunteers are to be covered as insureds as respects: liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, leased or used by the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, agents, employees and volunteers.

- 2) The Contractor's insurance coverage shall be primary and non-contributory as respects the Village, its officials, agents, employees and volunteers. Any insurance or self-insurance maintained by the Village, its officials, agents, employees and volunteers shall be excess of Contractor's insurance and shall not contribute with it.
- 3) Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, agents, employees and volunteers.
- 4) The Contractor's insurance shall contain a Severability of Interests/Cross Liability clause or language stating that Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- 5) If any commercial general liability insurance is being provided under an excess or umbrella liability policy that does not "follow form," then the Contractor shall be required to name the Village, its officials, employees, agents and volunteers as additional insureds
- 6) All general liability coverages shall be provided on an occurrence policy form. Claims-made general liability policies will not be accepted.
- 7) The contractor and all subcontractors hereby agree to waive any limitation as to the amount of contribution recoverable against them by the Village. This specifically includes any limitation imposed by any state statute, regulation, or case law including any Workers' Compensation Act provision that applies a limitation to the amount recoverable in contribution such as Kotecki v. Cyclops Welding

E. All Coverages:

- 1) No Waiver. Under no circumstances shall the Village be deemed to have waived any of the insurance requirements of this Contract by any act or omission, including, but not limited to:
 - a. Allowing work by Contractor or any subcontractor to start before receipt of Certificates of Insurance and Additional Insured Endorsements.
 - b. Failure to examine, or to demand correction of any deficiency, of any Certificate of Insurance and Additional Insured Endorsement received.
- 2) Each insurance policy required shall have the Village expressly endorsed onto the policy as a Cancellation Notice Recipient. Should any of the policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.

F. Acceptability of Insurers

Insurance is to be placed with insurers with a Best's rating of no less than A-, VII and licensed to do business in the State of Illinois.

G. Verification of Coverage

Contractor shall furnish the Village with certificates of insurance and endorsements naming the Village, its officials, agents, employees, and volunteers as additional insured's and with original endorsements, affecting coverage required herein. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Village before any work commences. The Village reserves the right to request full certified copies of the insurance policies and endorsements.

The Certificate of Insurance shall state the Village of Buffalo Grove has been endorsed as an "additional insured" by the Supplier's insurance carrier. Specifically, this Certificate must include the following language: **"The Village of Buffalo Grove, and its respective elected and appointed officials, employees, agents, consultants, attorneys and representatives, are, and have been endorsed, as an additional insured under the above reference policy number _____ on a primary and non-contributory basis for general liability and automobile liability coverage for the duration of the agreement term."**

H. Subcontractors

Contractor shall include all subcontractors as insured's under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage's for subcontractors shall be subject to all of the requirements stated herein.

I. Assumption of Liability

The contractor assumes liability for all injury to or death of any person or persons including employees of the contractor, any subcontractor, any supplier or any other person and assumes liability for all damage to property sustained by any person or persons occasioned by or in any way arising out of any work performed pursuant to the Contract.

J. Workers' Compensation and Employers' Liability Coverage

The insurer shall agree to waive all rights of subrogation against the Village of Buffalo Grove, its officials, employees, agents and volunteers for losses arising from work performed by Contractor for the municipality.

K. Failure to Comply

In the event the Contractor fails to obtain or maintain any insurance coverage's required under this agreement, The Village may purchase such insurance coverage's and charge the expense thereof to the Contractor.

L. Professional Liability

- 1) Professional liability insurance with limits not less than \$1,000,00 each claim with respect to negligent acts, errors and omissions in connection with professional services to be provided under the contract, with a deductible not-to-exceed \$50,000 without prior written approval.
- 2) If the policy is written on a claims-made form, the retroactive date must be equal to or preceding the effective date of the contract. In the event the policy is cancelled, non-renewed or switched to an occurrence form, the Contractor shall be required to purchase supplemental extending reporting period coverage for a period of not less than three (3) years.
- 3) Provide a certified copy of actual policy for review.
- 4) Recommended Required Coverage (architect, engineer, surveyor, consultant): Professional liability insurance that provides indemnification and defense for injury or damage arising out of acts, errors, or omissions in providing the following professional services, but not limited to the following:
 - a. Preparing, approving or failure to prepare or approve maps, drawings, opinions, report, surveys, change orders, designs or specifications;
 - b. Providing direction, instruction, supervision, inspection, engineering services or failing to provide them, if that is the primary cause of injury or damage.

2. Indemnity/Hold Harmless Provision

A. To the fullest extent permitted by law, the Contractor hereby agrees to defend, indemnify and hold harmless the Village, its officials, agents and employees against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, which may in anywise accrue against the Village, its officials, agents and employees arising in whole or in part or in consequence of the performance of this work by the Contractor, its employees, or subcontractors, or which may in anywise result therefore, except that arising out of the sole legal cause of the Village, its agents or employees, the Contractor shall, at its own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefore or incurred in connections therewith, and, if any judgment shall be rendered against the Village, its officials, agents and employees in any such action, the Contractor shall, at its own expense, satisfy and discharge the same. Contractor expressly understands and agrees that any performance bond or insurance policies required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the Village, its officials, agents and employees as herein provided.

B. Kotecki Waiver. In addition to the requirements set forth above, the Contractor (and any subcontractor into whose subcontract this clause is incorporated) agrees to assume the entire liability for all personal injury claims suffered by its own employees and waives any limitation of liability defense based upon the Worker's Compensation Act and cases decided there under. Contractor agrees to indemnify and defend the Village from and against all such loss, expense, damage or injury, including reasonable attorneys' fees, which the Village may sustain as a result of personal injury claims by Contractor's employees, except to the extent those claims arise as a result of the Village's own negligence.

VI. ADDITIONAL INSTALLATION INFORMATION AND SCHEDULE

A. The following schedule is to be used as a guide:

Task	Timeline
Issue RFP	May 7, 2021
Questions Due	May 19, 2021 at 9:00 a.m.
Responses due	May 27, 2021 at 10:00 a.m.
Evaluation Committee Meets	June 7-8, 2021
Interviews with qualified Suppliers*	June 15 – June 17, 2021
Demonstration*	June 22 – June 24, 2021
Selection of finalist*	July 3-8, 2021
Intent to award*	July 12, 2021
Award of Agreement *	July 19, 2021
Notice to Proceed	Varies
Installation Start*	September 27, 2021
Training*	November 1- 12, 2021
Follow up Training*	December 7-9, 2021
Project Completion	December 10, 2021

* Dates may be changed if deemed necessary by the Village

The Village will require the selected Supplier(s) to supply demonstration equipment comparable to the proposed end user units at no cost to the Village for a period of up to three (3) weeks in order for the Village to make a reasonable decision as to whether or not that Supplier should be selected.

Development of an Agreement

The Village intends to negotiate a contract and maintenance agreement for a Phone System. If an acceptable agreement cannot be negotiated within an acceptable time period from the date of Supplier selection, negotiations with the next-ranked Supplier may be initiated. The Village intends to require any negotiated contract to include all language in the Proposal Specifications. Note all exceptions to the language in your Proposal Packet.

PROPOSAL RESPONSE REQUIREMENTS

Responses will be evaluated based on the quality and completeness of the information provided. Failure to provide any of the requested information may result in disqualification. The criteria listed below will be used in the evaluation of the written proposals. Concise presentation of the requested information should be anticipated to be evaluated more favorably than unnecessarily detailed descriptions. Advertising and promotional material are not an acceptable submission, either alone or accompanying the required response. Font size should be no smaller than 10 point. All pages in the response should be numbered sequentially. Suppliers must also include a table of contents which indicates the section and page numbers corresponding to the information included.

Selection will be based on a combination of point scores and best overall value. This is detailed in the section Evaluation Breakdown.

Please format the proposal with the following sections. Include all information requested. The Village of Buffalo Grove prefers proposals to be concise and easy to understand. Do not include unnecessary or extraneous information. Use the same sections and numbers that designate the proposal requirements below to designate the associated response. Organize the response in the same order as organized in the following sections.

Section I – Executive Summary

1. Executive Summary must include a brief overview of the key elements of your proposal. Please highlight any features or areas that differentiate your services and products from competitors and any specializations in solutions for local governments. Please limit the Executive Summary to no more than two (2) pages.
2. Table of Contents

Section II – Equipment

1. A detailed description of the Supplier's equipment, software and services, as described in the Proposal Specifications, and other pertinent data necessary for evaluation of the equipment and software. Include a response for each item in Solution requirements and reference item number. (Pages 11-28)
3. Provide pictures and descriptions of the user interface on each piece of equipment.
4. Describe User Software Interface and include a few pictures of same.
5. Describe Admin Software Interface and include a few pictures of same.

Section III – Company Profile

1. Complete and attach the Profile and Qualifications Form located on pages 41-42.
2. History of the Supplier (one [1] page)

Section IV – Experience and References

1. Related experience during the past five (5) years, (up to three [3] pages)
2. References of similar scope work. Include name, phone number, email address, project scope, and contract value (one [1] page)
3. Resume of Project Manager (one [1] page)
4. Provide a discussion of any substantive or innovative ideas used in other similar projects, which the Supplier feels may be applicable to this project, (up to two [2] pages).

Section V – Disclosures

1. Financial disclosure (one [1] page)
2. Copy of current certificate of insurance (one [1] page)
3. Pending litigation or ongoing binding arbitration with any client (one [1] page)
4. All exceptions to proposed Contract language.
5. Copy of a Certificate of Insurance

SUBMISSION OF WRITTEN RESPONSES

Suppliers interested in providing the services requested, must respond in writing by the date specified. All submissions become the property of the Village of Buffalo Grove and will not be returned to the Suppliers. All costs associated with submission preparation will be borne by the submitter.

PROPOSAL REVIEW AND SELECTION OF THE FINALISTS

The Village of Buffalo Grove will establish a RFP Evaluation Team to review and evaluate the Suppliers written responses to this RFP in accordance with the evaluation criteria identified in the following section. The Project Evaluation Team will check client references which will also be evaluated. The Village intends to select no more than three (3) Suppliers as finalists. The Village reserves the right to reject any or all submissions and to waive informalities and minor irregularities in submissions received and to accept any submissions if deemed in the best interest of the Village to do so.

Supplier Ranking

Based on results from the written responses to the RFP and client reference responses, the Project Evaluation Team will rank the finalist Suppliers. Finalists will be invited to provide presentations provide demonstration units, and to respond to questions from staff. Contract negotiations will proceed with the selected Supplier.

Evaluation Breakdown

All responses will be ranked in three categories: Qualifications, Support, and Solution Requirements. Each category will then be weighted as shown below. Any response that contains a Fail will not pass on to the point value evaluation step. As an example, failure to include a project implementation timeline in your response may be considered a fail. Cost proposals will be reviewed only after the ranking has been completed in the first three categories.

Supplier Qualifications: 10%

Verifiable documentation of capabilities of the company/organization in providing similar services.

Support: 15%

Evidence of prompt and sufficient equipment support services

Solution Requirements: 40%

Quality of the proposed equipment

Quality and usability of the user interface/software

Evaluation of the Supplier understandings of the requested equipment, software, and services.

Cost – 35%

Costs incurred by the Village to install and maintain the proposed solution.

All Suppliers are advised that in the event of receipt of an adequate number of proposals, which in the opinion of the Evaluation Committee require no clarification and/or supplementary information, such proposals may be evaluated without discussion. Hence, proposals should be initially submitted on the most complete and favorable terms which Suppliers are capable of offering to the Village.

VILLAGE OF BUFFALO GROVE PUBLIC CONTRACT STATEMENTS

The Village of Buffalo Grove is required to obtain certain information in the administration and awarding of public contracts. The following Public Contract Statements shall be executed and notarized.

PUBLIC CONTRACT STATEMENTS

CERTIFICATION OF CONTRACTOR/SUPPLIER

In order to comply with 720 Illinois Compiled Statutes 5/33 E-1 et seq., the Village of Buffalo Grove requires the following certification be acknowledged:

The below-signed Supplier/contractor hereby certifies that it is not barred from Bidding or supplying any goods, services or construction let by the Village of Buffalo Grove with or without Bid, due to any violation of either Section 5/33 E-3 or 5/33 E-4 of Article 33E, Public Contracts, of the Chapter 720 of the Illinois Compiled Statutes, as amended. This act relates to interference with public contracting, Bid rigging and rotating, kickbacks, and Biding.

CERTIFICATION RELATIVE TO 65 ILCS 5/11-42.1.1

In order to comply with 65 Illinois Compiled Statutes 5/11-42.1.1, the Village of Buffalo Grove requires the following certification:

The undersigned does hereby swear and affirm that it is not delinquent in the payment of any tax administered by the Illinois Department of Revenue unless it is contesting, in accordance with the procedures established by the appropriate revenue Act, its liability for the tax or the amount of the tax. The undersigned further understands that making a false statement herein: (1) is a Class A Misdemeanor, and (2) voids the contract and allows the Village to recover all amounts paid to it under the contract.

CONFLICT OF INTEREST

The Village of Buffalo Grove Municipal Code requires the following verification relative to conflict of interest and compliance with general ethics requirements of the Village:

The undersigned supplier hereby represents and warrants to the Village of Buffalo Grove as a term and condition of acceptance of this (Proposal or purchase order) that none of the following Village Officials is either an officer or director of supplier or owns five percent (5%) or more of the Supplier: the Village President, the members of the Village Board of Trustees, the Village Clerk, the Village Treasurer, the members of the Zoning Board of Appeals and the Plan Commission, the Village Manager and his Assistant or Assistants, or the heads of the various departments within the Village.

If the foregoing representation and warranty is inaccurate, state the name of the Village official who either is an officer or director of your business entity or owns five percent (5%) or more thereof:

(Official) Randal Borchardt

Telcom Innovations Group, LLC

Print Name of Contractor/Supplier
Randal Borchardt

Signature

President

Title

Subscribed and Sworn to before me this 1st day of June, 2021.

Joseph C Splinter

Notary Public

Notary Expiration Date 3/16/23



PROFILE AND QUALIFICATIONS FORM

Each Supplier is required to fully answer all questions in each category listed below

All questions must be addressed by the Supplier in order for this application form to be properly completed. Failure to answer any question, or comply with any directive contained in this form may be used by the Village as grounds to find the Supplier ineligible. If a question or directive does not pertain to your firm in any way, please indicate with the symbol N/A.

1. Firm Name **Telcom Innovations Group, LLC**

Business Address **125 N. Prospect Ave**

City **Itasca** State **IL**

County **DuPage** Zip Code **60143**

2. Names and Titles of Two Contact People

A) **Matthew Schwartz** Phone **(630) 616-4236**

B) **Randy Borchardt** Phone **(630) 616-4225**

3. Submittal is for: **same as above**

Parent Company (List any Division or Branch Offices to be involved in this project)

N/A

Division (attach separate list if more than one is to be included)

N/A

Subsidiary

N/A

Branch Office

N/A

Name of Entity: _____

Address: _____

4. Type of Firm:

- Corporation
- Partnership
- Sole Ownership
- Joint Venture
- Other LLC

5. Federal Employer Identification Number 36-4156820

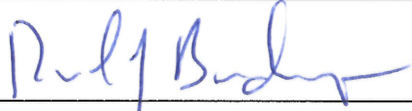
6. Year Firm was established 1997

7. Name and Address of Parent Company: (if applicable) _____

8. Acknowledgement of receipt of Addenda(s) Addendum #1 (list each addendum number)

Attach each signed addendum, if any, to the Proposal Packet as part of your submittal.

Date 6/1/2021

(Sign here) By 

(Print Name) Randal Borchardt

Title President

E-mail rborchardt@ask-tig.com

VILLAGE OF BUFFALO GROVE
NON-DISCLOSURE AGREEMENT
FOR PROTECTED CRITICAL INFRASTRUCTURE INFORMATION (PCII)

I, Randal Borchardt, an individual official employee or subcontractor of or to the Village of Buffalo Grove (Village), intending to be legally bound, hereby consent to the terms in this Agreement in consideration of my being granted conditional access to certain information, specified below, that is owned by, produced by, or in the possession of the Village.

I hereby acknowledge that I am familiar with, and I will comply with all requirements of the Protected Critical Infrastructure Information (PCII) program set out in the Critical Infrastructure Information Act of 2002 (CII Act), (Title II, Subtitle B, of the Homeland Security Act of 2002, Public Law 107-296, 196 Stat. 2135, 6 USC 101 et seq.), as amended, the implementing regulations thereto (6 CFR Part 29), as amended, and the applicable PCII Procedures Manual, as amended, and with any such requirements that may be officially communicated to me by the Village of Buffalo Grove Information Technology Director (IT Director) or IT Director's designee.

I hereby acknowledge that I am familiar with, and I will comply with the standards for access, dissemination, handling, and safeguarding of the PCII to which I am granted access as cited in this Agreement and in accordance with the guidance provided to me relative to the PCII. I understand and agree to the following terms and conditions of my access to PCII indicated above:

1. I hereby acknowledge that I have received a security indoctrination concerning the nature and protection of PCII to which I have been provided conditional access, including the procedures to be followed in ascertaining whether other persons to whom I contemplate disclosing PCII have been approved for access to it, and that I understand these procedures.
2. By being granted conditional access to PCII, the Village has placed special confidence and trust in me and I am obligated to protect this information from unauthorized disclosure, in accordance with the terms of this Agreement and the laws, regulations, and directives applicable to PCII to which I am granted access.
3. I acknowledge that I understand my responsibilities and that I am familiar with and will comply with the standards for protecting such information that I may have access to in accordance with terms of this Agreement and the laws, regulations and/or directives, applicable to the information to which I am granted access. I understand that DHS may conduct inspections of my place of business pursuant to established procedures for the purpose of ensuring compliance with the conditions for access, dissemination, handling and safeguarding of PCII under this Agreement.
4. I will not disclose or release any PCII provided to me pursuant to this Agreement without proper authority or authorization. Should situations arise that warrant the disclosure or release of such PCII, I will do so only under approved circumstances and in accordance with the laws, regulations, or directives applicable to the PCII. I will honor and comply with any and all dissemination restrictions cited to me by the proper authority.

5. (a) Upon the completion of my engagement as an employee, consultant, or subcontractor under the contract, or the completion of my work on the PCII Program, whichever occurs first, I will surrender promptly to the IT Director or the IT Director's designee, or to the appropriate PCII officer, PCII of any type whatsoever that is in my possession. (b) If the Authorized Entity is a United States Government contractor performing services in support of the PCII Program, I will not request, obtain, maintain, or use PCII unless the IT Director or IT Director's designee has first made in writing, with respect to the contractor, the certification as provided for in Section 29.8(c) of the implementing regulations to the CII Act, as amended.

6. I hereby agree that I will not alter or remove markings, which indicate a category of information or require specific handling instructions, from any material I may come in contact with, unless such alteration or removal is authorized by the IT Director or the IT Director's designee. I agree that if I use information from a sensitive document or other medium, I will carry forward any markings or other required restrictions to derivative products, and will protect them in the same matter as the original.

7. I hereby agree that I shall promptly report to the appropriate official, in accordance with the guidance issued for PCII, any loss, theft, misuse, misplacement, unauthorized disclosure, or other security violation that I have knowledge of, whether or not I am personally involved. I also understand that my anonymity will be kept to the extent possible when reporting security violations.

8. If I violate the terms and conditions of this Agreement, such violation may result in the cancellation of my conditional access to the information covered by this Agreement. This may serve as a basis for denying me conditional access to other types of information, to include classified national security information.

9. With respect to PCII, I hereby assign to the entity owning the PCII and the Village, all royalties, remunerations, and emoluments that have resulted, will result, or may result from any disclosure, publication, or revelation of PCII not consistent with the terms of this Agreement.

10. This Agreement is made and intended for the benefit of the Village and may be enforced by the Village or the Authorized Entity. By granting me conditional access to information in this context, the Village and, with respect to PCII, the Authorized Entity, may seek any remedy available to it to enforce this Agreement, including, but not limited to, application for a court order prohibiting disclosure of information in breach of this Agreement. I understand that if I violate the terms and conditions of this Agreement, I could be subjected to administrative, disciplinary, civil, or criminal action, as appropriate, under the laws, regulations, or directives applicable to the category of information involved and neither the Village nor the Authorized Entity have waived any statutory or common law evidentiary privileges or protections that they may assert in any administrative or court proceeding to protect any sensitive information to which I have been given conditional access under the terms of this Agreement.

11. Unless and until I am released in writing by an authorized representative of the Village, I understand that all conditions and obligations imposed upon me by this Agreement apply during the time that I am granted conditional access, and at all times thereafter.

12. Each provision of this Agreement is severable. If a court should find any provision of this Agreement to be unenforceable, all other provisions shall remain in full force and effect.

13. My execution of this Agreement shall not nullify or affect in any manner any other secrecy or non-disclosure Agreement which I have executed or may execute with the Village or any of its departments or agencies.

14. These restrictions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by Executive Order No. 12958, as amended; Section 7211 of Title 5, United States Code (governing disclosures to Congress); Section 1034 of Title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); Section 2302(b)(8) of Title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 USC 421 et seq.) (governing disclosures that could expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including Sections 641, 793, 794, 798, and 952 of Title 18, United States Code, and Section 4(b) of the Subversive Activities Act of 1950 (50 USC 783 (b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive Order and listed statutes are incorporated into this agreement and are controlling.

15. Signing this Agreement does not bar disclosures to Congress or to an authorized official of an executive agency or the Department of Justice that are essential to reporting a substantial violation of law.

16. I represent and warrant that I have the authority to enter into this Agreement.

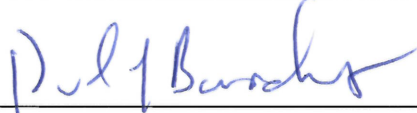
17. I have read this Agreement carefully and my questions, if any, have been answered. I acknowledge that the brief officer has made available to me any laws, regulations, or directives referenced in this document so that I may read them at this time, if I so choose.

I make this Agreement in good faith, without mental reservation or purpose of evasion.

Name: Randal Borchardt

Title: President

Company: Telcom Innovations Group, LLC

Signature: 

Date: 6/1/2021



Finance Department
Fifty Raupp Blvd.
Buffalo Grove, IL 60089-2198
Phone 847-459-2525
Fax 847-459-7906

VoIP Phone & Voicemail Systems & Services Addendum #1

TO: Prospective Respondents and Other Interested Parties

FROM: Village of Buffalo Grove Finance Department

ISSUE DATE: May 19, 2021

SUBJECT: ADDENDUM #1

Note: This Addendum is hereby declared a part of the original RFP documents and in case of conflict, the provisions in the following Addendum shall govern.

The following changes and clarifications shall be made to the RFP Documents for the VoIP Phone & Voicemail Systems & Services

Q1: Can we please request word version of the RFP in order to easily fill the required information?

A1: Yes, this is attached as a separate document.

Q2: Is the performance bond a requirement? If yes, are there any other options you will consider?

A2: In lieu of a P&P bond the Village would accept a letter of credit for a percent of the labor portion of the project.

Q3: In light of the ongoing global pandemic and social distancing guidelines, will The Village accept electronic signatures (i.e. DocuSign) and waive the requirement for an original signature?

A3: The Village will accept scanned original signatures.

Q4: In light of the ongoing global pandemic and social distancing guidelines, will The Village waive the requirement for notarization that requires execution physically in front of a notary public? Alternatively, will electronic signature by a notary (i.e. DocuSign) be acceptable?

A4: Per the RFP all required documents that need to be notarized shall be original signatures. Scanned original signatures will be accepted.

Q5: Request for extension to due date (currently May 27 10am)

A5: Yes, the Village will move the due date to June 3rd, 2021 at 10:00AM central standard time.

Q6: Please provide a list of all paging equipment at each location (make and model)?

A6: At this time the Village doesn't have a need to interconnect to any existing paging equipment.

Q7: Is a Bid Bond required for this Bid?



A7: No.

Q8: Would you consider a solution reusing any of your existing Mitel equipment?

A8: No.

Q9: If we provide an on premise solution, can we leverage your existing carrier services?

A9: Yes.

PROSPECTIVE RESPONDENTS ARE TO ACKNOWLEDGE RECEIPT OF ADDENDUM #1. PLEASE INCLUDE AND NOTE THIS ADDENDUM IN YOUR RESPONSE.

RESPONDENT: Telcom Innovations Group, LLC

SIGNED: *Paul J. Burzhat* DATE: 6/1/2021

TITLE : President



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
01/06/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Eastern Michigan Agencies Inc 24220 Jefferson Ave St. Clair Shores MI 48080	CONTACT NAME: Stacie Stultz
	PHONE (A/C, No, Ext): (586) 778-9900 FAX (A/C, No):
	E-MAIL ADDRESS: sstultz@emainsurance.com
INSURED Telcom Innovations Group LLC, & RBJS LLC 125 N Prospect Itasca IL 60143	INSURER(S) AFFORDING COVERAGE INSURER A: Hanover Insurance Company NAIC # 31534 INSURER B: Allmerica Financial Benefit Ins INSURER C: Hartford Insurance Group 00914 INSURER D: INSURER E: INSURER F:

COVERAGES **CERTIFICATE NUMBER:** 21-22 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		ODBA522206	01/07/2021	01/07/2022	EACH OCCURRENCE	\$ 1,000,000
		DAMAGE TO RENTED PREMISES (Ea occurrence)				\$ 300,000	
		MED EXP (Any one person)				\$ 5,000	
		PERSONAL & ADV INJURY				\$ 1,000,000	
		GENERAL AGGREGATE				\$ 2,000,000	
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY		AWBA522186	01/07/2021	01/07/2022	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
		BODILY INJURY (Per person)				\$	
		BODILY INJURY (Per accident)				\$	
		PROPERTY DAMAGE (Per accident)				\$	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0		ODBA522206	01/07/2021	01/07/2022	EACH OCCURRENCE	\$ 5,000,000
		AGGREGATE				\$ 5,000,000	
						\$	
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below <input checked="" type="checkbox"/> Y <input type="checkbox"/> N/A	N/A	35WECAJ8YWT	01/07/2021	01/07/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
						E.L. EACH ACCIDENT	\$ 1,000,000
						E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
A	Error & Omission / Cyber		ODBA522206	01/07/2021	01/07/2022	Each Occurrence	\$1,000,000
		Aggregate				\$5,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER <i>Sample</i>	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Stacie Stultz</i>

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Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

See Specific Instructions on page 3.
Print or type.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. TELCOM INNOVATIONS GROUP	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ <u> P </u> Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
5 Address (number, street, and apt. or suite no.) See instructions. 125 N. Prospect	Requester's name and address (optional)
6 City, state, and ZIP code Itasca IL 60143	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number													
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or													
Employer identification number													
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">3</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">6</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">4</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">1</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">5</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">6</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">8</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">2</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">0</td> </tr> </table>	3	6	-	4	1	5	6	8	2	0			
3	6	-	4	1	5	6	8	2	0				

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶ <i>P. Radcliffe</i>	Date ▶ <i>4/6/21</i>
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
- If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

Verify that all of your Illinois Business Authorization information is correct.

If not, contact us immediately.

If yes, cut along the dotted line (fits a standard 5 x 7" frame). Your authorization must be visibly displayed at the address listed. **Do not discard** - your Illinois Business Authorization is an important tax document that provides you the authorization to legally do business in Illinois.

Illinois Business Authorization

TELCOM INNOVATIONS GROUP LLC

Loc. Code: 022-0014-7-001

Itasca

DuPage County

125 N PROSPECT AVE
ITASCA IL 60143-1811

Certificate of Registration

Expiration Date:

4/30/2022

Sales and use taxes and fees

(2809-9613)

Cristina Beard
Director

DEPARTMENT OF REVENUE

Issued Date: 04/30/2017



Telcom Innovations Group

Technology of Today, Empowering Business of Tomorrow

An Introduction to Our Company

Telcom Innovations Group (TIG) specializes in telecommunications equipment, voice applications and secure data networks. We offer a wide array of products and a full-service menu which puts TIG in a unique market position. We have been providing business communication services and products since 1997. One of the guiding principles in founding the organization was the need for a truly responsive, trustworthy, local company to provide business telephone systems, installation, and support.

At **TIG**, we believe knowledge is the key. Our staff is required to attend training on a regular basis; we believe this is a necessity not a luxury. Ongoing training allows us to continue to provide our customers and prospects with an experienced and educated team to support your staff with the ever changing technology needs.

The most significant aspect of the telecommunications system purchase decision is that a dynamic long-term partnership is formed between the customer and vendor. It is vitally important that these two entities understand each other. The customer has expectations of a smooth transition, outstanding training, and reliable, cost efficient operation for years to come. The vendor needs to be responsible, flexible and understanding in effectively handling every day needs as well as unusual situations. **Telcom Innovations Group (TIG)** is distinctively positioned to fulfill these expectations for years to come.

Our *team* works closely with you by leveraging the latest in communication technology we help to improve your business processes, more efficiently serve your customers, improve your bottom line and most importantly, preserve your company's investment. As one of the top dealers in the country, not only in sales but in service, we thrive on the *satisfaction of our customers* and understand that we play a major role in your successful communication with your customers.

Today, we have a team of over 40 experienced professionals that provide essential equipment and service to over 800 businesses, government agencies and schools throughout the Midwest. Our warehouse is centrally located in the Northwestern suburbs of Chicago so *we can truly offer our customers a one-stop-shop.*

At **Telcom Innovations Group (TIG)** we take pride in offering the best in class products and we have partnered with some of the top technology manufactures including: Mitel, VMware, HP, Extreme, PraireFyre, AVST & X4 Solutions to name a few. We are serious about our responsibility as your telecommunications partner. . *Our goal is your success!*



Telcom Innovations Group

Technology of Today, Empowering Business of Tomorrow

Services We Provide

Pre-Sales Solutions Engineering: Certified Engineers and Sales Representative assist you in the process of integrating your hardware and software by delivering award winning application solutions.

Professional Services: We understand that Network performance is key to your organization's success! With so much relying on your data network; rely on TIG to help you stay in step with demands - now and in the future. We bring together converged voice and data network solutions to address today's toughest networking challenges.

TIG's Professional Services include:

- Network Infrastructure Analysis
- Network Design Sessions
- Consulting Services
- System Implementation & Training
- Project Management
- Technical Assistance Center (TAC) available 24 X 7
- Certified Field Engineers available 24 X 7

Carrier Services: Telcom Innovations Group works with leading telecommunications providers to negotiate the best connectivity options for your facilities at the best price. We also offer complete network analysis to ensure the highest levels of quality and availability for your business communications. *TIG will provide this consultation free (no contingency fees) to our clients who wish to reduce their telecommunications expenses without sacrificing service.* Let us review and analyze your Local & Local Toll Calls, Long Distance, Internet, Point to Point Circuits, VoIP, VPN and DSL services with these carriers to help reduce your costs.

Project Management: When purchasing a new system you will be assigned a project manager. This will be your single point of contact and he/she will be there to ensure that implementation and training is completed in a timely and professional manner. Your assigned project manager will be here to assist you from beginning to end. We believe that the systems provided are only as good as their implementation and our job is not complete until our customers are a *100% satisfied*.

Maintenance & Support: We are large enough to serve your needs yet flexible enough to offer *customized maintenance programs*. The consistency and level of commitment we bring to each of our clients allows us to make outrageous service guarantees. We understand that a major concern for many businesses is the day-to-day task of administrating the common office technologies such as computers, LANs, and telephone systems; these often require a full time in-house manager. For years TIG has assumed this responsibility through its *Technical Assistance Center (TAC)*, whose services are offered through our maintenance plans. TAC is staffed with highly trained telecommunications specialists whose sole responsibility is to remotely administer our customer's telecommunication systems.

With today's technology it is critical to keep all high tech systems current with the latest manufacturer software loads. All of our manufacturers offer software assurance programs that when coupled with our TIG Maintenance Agreements, provide unparalleled system protection. TIG is available 24 X 7 X 365 to implement these upgrades for you.



Telcom Innovations Group

Technology of Today, Empowering Business of Tomorrow

Working with TIG

TIG works diligently to provide exceptional customer service and support to our clients. Our team responds efficiently and effectively to your requests. Clients can submit service requests by **phone, fax or email to the Technical Assistance Center (TAC)**. Once a ticket has been submitted, one of our certified technicians stays in constant communication with the customer to let them know the status of their request right up until the ticket has been closed. Please note that all service requests should be requested through TAC.

Technical Assistance Center (TAC)

TAC Main: (630) 616-4200 | TAC Fax: (630) 616-4300 | Email: service@ask-tig.com

Service hours

Normal service and requests: TIG’s Technical Assistance Center is staffed from 8:00 AM to 5:00 PM C.S.T., Monday through Friday. Please submit your request by calling the service number or sending an email to service.

After-hours emergency service: On-call service technicians are available *24 Hours a day, seven days a week including holidays*.

- ✓ To request emergency support call the main service number at (630) 616-4200 and follow the voice prompts to page an on-call Technician.
- ✓ **Do not send an email for emergency service requests.**

Expectations for service calls

Service requests during business hours: A live service agent will take your call. Non-emergency service requests are generally handled within 24 hours. Emergency requests are generally handled within 4 hours.

After-hours emergency calls: You will be answered by a scripted auto-attendant intended to gather your site information. The on-call technician will be notified and you should receive a call back within 30-60 minutes.

E-mails to service: The TIG Service Center is equipped with the Mitel Contact Center solution which will generate an automatic email response. Normal email service requests are handled within 24 hours. If you have an emergency request, please call TAC directly.

If your request is not handled in a timely manner, please contact the TAC Supervisor first.

Contacts

Dave Floyd	TAC Supervisor	dfloyd@ask-tig.com	Direct: (630) 616-4250
Bridget Baker	President	bbaker@ask-tig.com	Direct: (630) 616-4220
Randy Borchardt	President	rjborchardt@ask-tig.com	Direct: (630) 616-4225
Gene Thornton	Lead Technician	gthornton@ask-tig.com	Direct: (630) 616-4262
Joe Splinter	Controller	jsplinter@ask-tig.com	Direct: (630) 616-4220

TELCOM INNOVATIONS GROUP

125 N. Prospect
 Itasca, IL 60143
 (630) 350-0700 FAX (630) 350-0711

**Purchase Agreement
 Data/VoIP Systems**

Telcom Innovations Group (referred to as "Seller") and SAMPLE CONTRACT
 _____ (referred to as "Buyer") hereby agree as follows:

1. Seller hereby agrees to sell and Buyer hereby agrees to purchase the following equipment ("Equipment") subject to the following terms and conditions:

A. EQUIPMENT

QUAN.	DESCRIPTION
	

Note: For all digital carrier circuits (T-1, PRI & BRI), TIG will guarantee that all of the required DATA/VOIP hardware and software will be installed, programmed and tested by the providers due date. TIG cannot guarantee any services provided from third parties or their performance in delivering those services. Any failure of third party providers may result in additional charges from TIG.

Please note that all terms and conditions apply to all new equipment and cabling furnished by Seller directly. Any and all pre-existing cabling, telephone(s), telephone connection equipment, paging equipment, data devices to be reused by Buyer or otherwise not furnished by Seller, is not warranted hereunder, or covered by TIG's Maintenance Agreement unless otherwise specified.

All cabling required to provide connectivity from Buyer's "Point of Presence," (also referred to as Net POP) provided by Ameritech, Inc., is Buyer's responsibility to arrange for unless otherwise specified as part of the TIG itemization attached herein.

CUSTOMER PROVIDED SERVERS-All customer-provided servers will comply with manufacturer server specifications and minimally meet the specifications provided to you by your TIG Account Executive. All hardware, operating system and application software (SQL, Excel, Internet Explorer, etc.) required will be assembled, preloaded and tested prior to being shipped to TIG. Any labor required to bring any customer-provided equipment up to application specifications will be billed on an hourly basis at TIG's Professional Services labor rate.

The Pricing provided includes manufacturer incentives which require the return on certain components. These components must be returned to TIG within 2 weeks for the proposed pricing to be held. In the event the parts are not returned to TIG within 2 weeks, TIG will invoice the amount of the incentive back to the customer.

B. PURCHASE PRICE: \$ _____ (plus all applicable taxes).

C. TERMS OF PAYMENT

Buyer shall pay to Seller the total Purchase Price indicated in item B above. Terms of payment shall be one-half (50%) payable as deposit upon execution of this Agreement; 40% upon Equipment delivery; 10% payable upon cutover.

Seller acknowledges receipt of \$ _____ as deposit against the Purchase Price.

NOTE: Interest at the rate of one and one-half percent (1½%) per month will be charged on amounts not paid by Buyer when due.

IN WITNESS WHEREOF, the parties hereto have caused this, Agreement to be properly executed intending that it should be legally binding upon them and their respective heirs, successors and assigns.

Date: _____

Date: _____

BUYER:

SELLER: Telcom Innovations Group

by: _____

by: _____

Title: _____

Title: _____

2. Limited Warranty and Limitation of Remedy.

- a. Subject to all of the provisions of this Paragraph, Seller warrants for a period of 90 days (unless otherwise specified on the Equipment Description) from the Date of Installation of the Equipment for use by Buyer, that as of the Date of Installation the Equipment will be free from defects in material and workmanship. This warranty does not, however, extend to any item of Equipment which has been repaired, by anyone other than employees or authorized representatives of Seller, abused or improperly handled, stored, altered or used with third party material or equipment that is defected or of poor quality, or to any item of Equipment that has not been installed by Seller. The warranty stated above shall be in lieu of and excludes all other expressed or implied warranties including, but not limited to warranties of merchantability or fitness for a particular purpose or any warranty arising from course of dealing or usage of trade.
- b. If Buyer notifies Seller of any defects covered by this warranty within the above stated 90 day period, Seller shall, at Seller's option, repair or replace the Equipment at its expense. Such repair or replacement shall be Buyer's exclusive remedy for breach of warranty, for negligence, or otherwise in connection with the transaction contemplated by this Agreement.
- c. Seller shall not be liable for any special or consequential damages or for loss, damage or expense directly or indirectly arising under this agreement, arising from the use of the equipment sold hereunder, from buyer's inability to use the equipment either separately or in combination with any other equipment or from any other cause.
- d. Seller disclaims any express or implied warranty that its equipment is technically immune from or prevents fraudulent intrusions into and/or unauthorized use of the system (including its interconnection to a long distance network). Customer is hereby warned that fraudulent use of the system, including but not limited to DISA, Auto Attendant, Voice Mail, RMATS, 800, 888 and 900 service, is possible. Customer hereby assumes all risk of such fraudulent or unauthorized use or intrusion.

3. Seller's Installation Obligations.

Seller's services shall be limited to the installation of the Equipment on the Buyer's side of the equipment connecting the Equipment to the telephone system operated by the local telephone utility.

4. Buyer's Installation Obligations.

Seller agrees to deliver and install Equipment at Buyer's business premises ("Premises"). Buyer agrees to make the Premises available and ready for installation of Equipment and at its own expense including the furnishing of commercial power, the necessary environment and the access necessary to install and maintain the Equipment.

5. Seller's Security Interest.

Until such time as Buyer has paid Seller the Purchase Price in full, Buyer hereby grants and Seller hereby retains a purchase money security interest in the Equipment. Buyer agrees to execute all instruments (including financing statements) deemed necessary by Seller under applicable law to establish, maintain and continue perfected Seller's security interest in the Equipment or otherwise protect its rights in and to the Equipment. Seller agrees to furnish Buyer all documents necessary to release such security interest upon payment by Buyer of the Purchase Price in full.

6. Damages Upon Default.

- a. Failure of the Buyer to perform any of its obligations under this Agreement, or the insolvency of Buyer, or the breach by Buyer of any warranty or representation hereunder of Buyer shall constitute a default by Buyer.
- b. Should default by Buyer occur before delivery of the Equipment to Buyer's Premises, Buyer acknowledges that Seller in connection with the performance of this Agreement will have incurred costs and expenses to Seller's damage. Therefore, Buyer agrees that Seller may retain Buyer's deposit against the Purchase Price as liquidated damages upon default occurring before delivery of the Equipment.
- c. Should default occur after delivery of the Equipment:
 - (i) Seller shall have the right to enter any premises, and may without breach of the peace, take possession of the Equipment and take any other remedy available to it and Buyer shall pay all reasonable costs incurred by Seller in repossessing the Equipment, plus the costs of resale and all costs of collection and interest at the rate of one and one-half percent (1½%) per month on the full balance due of the Purchase Price; and
 - (ii) Seller shall be entitled to receive damages actually incurred by it as a result of such default including loss of profits.

- d. The above remedies shall be cumulative and shall not preclude the exercise of any of Seller's rights available to it under law. Failure to enforce a breach shall not preclude later enforcement.

7. Attorney's Fees.

Buyer agrees to pay, upon demand, any and all costs, fees and expenses, including attorney's fees, incurred by Seller in enforcing any of Seller's rights hereunder.

8. Amendment and Construction.

Any changes in the terms of this Agreement or to any of the Schedules attached hereto and made a part hereof, or any waiver or termination hereunder, shall be effective only if in writing, signed by an authorized representative of Buyer and authorized representative of Seller. The parties hereto agree that this Agreement shall be governed and controlled by the laws of the State of Illinois, to the exclusion of the law of any other forum and without regard to the jurisdiction in which any action or proceeding may be instituted. Any part or parts of this Agreement which is or are declared to be invalid, unenforceable, null and void, or unconstitutional shall not affect the validity of the remaining provisions thereof.

9. Risk of Loss.

Buyer's risk of loss for any damage to or destruction of the Equipment commences upon delivery to Buyer's Premises, regardless of any breach by Seller, and shall be borne by Buyer except for damage due to the willful misconduct of Seller.

10. ENTIRE AGREEMENT.

Buyer has carefully read all provisions of this agreement. This agreement constitutes the complete and exclusive statement of the terms and conditions. There are no representations, warranties or stipulations; written or oral, not herein contained.

Until accepted and signed by an officer of seller at its principal office, this agreement shall not become effective and shall not constitute a binding contract.

11. Force Majeure.

The timeliness of performance by Seller of its obligations under this Agreement is in every case subject to delays caused by acts of God, war, riot, fire, explosion, accident, flood, sabotage, inability to obtain fuel or power, governmental laws, regulations or orders, acts or inaction of Buyer, inability of Seller's subcontractors to perform, or any other cause beyond the reasonable control of Seller, or labor trouble, strike, lockout or injunction (whether or not such labor event is within the reasonable control of Seller). In the event of any such delay, the period of time for performance of services affected by such delay will be extended to reflect the effective delay occasioned thereby.

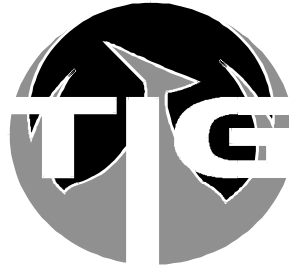
12. Assignment.

Seller may assign, subcontract, transfer or otherwise dispose of, in whole or in part, any of its interests, rights or obligations under this Agreement. Buyer shall not assign or subcontract any part or all of its interests hereunder except upon written consent of Seller, which consent shall not be unreasonably withheld, and any attempted assignment or subcontracting without Seller's prior written consent shall be null and void.

TELCOM INNOVATIONS GROUP

125 N. Prospect
Itasca, IL 60143
(630) 350-0700 FAX (630) 350-0711

Maintenance Agreement
Telecommunications System
TIG Enhanced



Customer: _____

System(s) _____ Anniversary Date _____ Term 1 Year

Software _____ Contract No. _____ Effective Date _____

Annual Charges _____

TERMS AND CONDITIONS

1. MAINTENANCE SERVICES

Pursuant to the terms and conditions of this agreement (Agreement), Telcom Innovations Group shall provide the Customer during the Term of this Agreement, including any renewal Term, and with respect to the Equipment, the services summarized as follows:

- Ongoing consultation to assure both system and users optimum working conditions.
- Remedial maintenance services upon request by the Customer in order to restore malfunctioning operating component parts of the Equipment to proper working order.
- Guaranteed spare parts availability or a penalty fee of \$1,000.00 per day payable to Customer until the repair is completed.
- 30 Minutes of Remote Minor Moves and Changes reprogramming performed same Business Day as requested at no additional fee, if system is so equipped.
- Ongoing user training for individuals and or groups made available upon request.

Telcom Innovations Group' remedial maintenance response objectives are as follows:

With respect to a major malfunction of the Equipment defined in the following parameters: no incoming or outgoing telephone service, or no station to station service within the telephone system, or attendant console is unable to answer and/or transfer calls, or fifty percent or more of the C.O. trunks and/or stations are in an inoperable state, Telcom Innovations Group' policy is to arrive at the Customer's premises within four (4) hours from the time Telcom Innovations Group first receives the Customer's request for remedial maintenance and will complete such repairs as soon as reasonably practicable.

With respect to minor malfunctions (any malfunction other than a major malfunction) of the Equipment, Telcom Innovations Group' policy is to arrive at the Customer's premises during that or the next Business Day Telcom Innovations Group first receives the Customer's request for minor remedial maintenance and will complete such repairs as soon as reasonably practicable. Routine or minor remedial maintenance requested to be performed after normal business hours will be billed to the Customer at Telcom Innovations Group' then current overtime hourly rate with a minimum two (2) hours' service charge. For purposes of this Agreement, "Business Day" shall mean 8 A.M. to 5 P.M., Monday through Friday, excluding holidays.

Telcom Innovations Group' responsibility with respect to maintenance services shall be limited to the Customer's side of the point of connection between the Equipment and the local telephone company.

The Customer shall allow employees and authorized representatives of Telcom Innovations Group free access to the premises and facilities where the Equipment is to be maintained at all hours consistent with the requirements of this Agreement.

Any service related issues that occur on equipment containing manufacturer's discontinued hardware and/or software that may require manufacturer's support will be repaired on a T&M basis. In the event of any manufacturer defects in the covered equipment, Telcom Innovations Group will provide the same remedies to the end user as the manufacturer provides to Telcom Innovations Group.

CUSTOMER ACKNOWLEDGES THAT HE HAS READ ALL OF THE PROVISIONS OF THIS AGREEMENT INCLUDING THOSE ON THE REVERSE SIDE HEREOF. THIS AGREEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS AND CONDITIONS AGREED UPON. THERE ARE NO REPRESENTATIONS, WARRANTIES, OR STIPULATIONS; WRITTEN OR ORAL, NOT HEREIN CONTAINED. NO MODIFICATION OF THIS AGREEMENT MAY BE MADE EXCEPT BY WRITING EXECUTED BY AN OFFICER OF TELCOM INNOVATIONS GROUP. THIS AGREEMENT SHALL NOT BE EFFECTIVE UNTIL SIGNED BY AN OFFICER OF TELCOM INNOVATIONS GROUP, INC.

CUSTOMER: _____ TELCOM INNOVATIONS GROUP

by: _____ by: _____

Title: _____ Title: _____

Date: _____ Date: _____

Should Telcom Innovations Group fail to complete requested remedial maintenance services within twenty-four (24) hours after arrival at Customer's premises due to the unavailability of spare parts, then for each additional 24-hour period that the remedial maintenance services are not substantially completed, Telcom Innovations Group will pay to the Customer a penalty fee of One Thousand Dollars (\$1,000.00).

If the Customer's system is equipped for remote reprogramming, Telcom Innovations Group will perform requested remote Minor Moves and Changes Reprogramming during the same Business Day requested without charge. For purposes of this Agreement, "Minor Moves and Changes Reprogramming" shall mean any remote reprogramming which may be completed within a period of thirty (30) minutes. Remote reprogramming requested to be performed during a Business Day which requires in excess of thirty (30) minutes to perform will be billed to the Customer at Telcom Innovations Group' then current hourly rates. Remote reprogramming requested to be performed after normal business hours will be billed to the Customer at Telcom Innovations Group' then current overtime rates.

During the initial Term and each renewal Term Customer may request, without charge, two (2) one-half-day user training sessions for Customer's personnel. Training sessions shall be scheduled during Business Days by arrangement with Telcom Innovations Group' training department. Additional training requested shall be billed to Customer at Telcom Innovations Group' then current hourly rates.

If during the Term hereof any person other than an employee or authorized representative of Telcom Innovations Group performs any maintenance or service work on the Equipment, then the obligations of Telcom Innovations Group hereunder shall immediately terminate.

For purposes of this Agreement, the term "Equipment" shall mean all new telecommunications equipment and cabling furnished directly to Customer by Telcom Innovations Group before the Effective Date or the Anniversary Date, if applicable. Unless otherwise specifically agreed upon by Telcom Innovations Group in writing, the term "Equipment" shall not include any pre-existing cabling, telephone(s), telephone connection equipment, paging equipment, data devices or other telecommunications equipment reused by Customer or otherwise not furnished by Telcom Innovations Group.

Maintenance does not include any services necessitated by, or of the type described in, any of the following:

Labor and material costs of additions, changes, relocations and removals; operating supplies and accessories; specification or engineering changes; Labor and material costs for replacement of those component parts subject to normal wear and tear as a result of use which do not affect the operational condition of the Equipment; Negligent, willful or intentional acts of Customer or any third party; Accident, casualty, neglect, misuse or any cause other than normal use in the manner intended by the parties hereto as described in the Equipment specifications; An act or event occurring external to the Equipment which causes, either directly or indirectly, a failure or malfunction in the Equipment, including without limitation, failures or malfunctions of the trunk or toll lines, cable or other equipment connecting the Equipment to the telecommunications system of the operating telephone utility or abnormal power fluctuations or failures which adversely affect the Equipment; Repair or maintenance or increase in normal service time resulting from Customer's failure to provide a suitable environment as required in the Equipment specifications or any other failure of the Customer to fully perform its responsibilities under this Agreement; Any other acts or events which may adversely affect the performance of the Equipment, occasioned by acts of the Customer or any third party, or the use by the Customer or any other third party of the Equipment in combination with any other apparatus, device of other system not supplied, or approved as to such combined use by Telcom Innovations Group, or the use by the Customer of any item of the Equipment in a manner not intended by the parties hereto or specified by Telcom Innovations Group.

2. TERM AND PAYMENT

The term of this Agreement shall commence as of the Effective Date and will cover a period of one year, unless a period other than one year is expressly stipulated in the space provided on the reverse side hereof. Payments due from the Customer to Telcom Innovations Group hereunder shall be made on or before the Effective Date of this Agreement. In the event payment is not made at said time, Customer will be billed for time and materials at Telcom Innovations Group' then current rates. On the Anniversary Date of this Agreement, any additional equipment to be covered will result in an increase of the maintenance service rates or other charges (Annual Charges) which are to be paid on or before the Anniversary Date.

This Agreement will automatically renew for an additional period of one (1) year on each Anniversary Date unless terminated by the parties. Either party may terminate this Agreement upon thirty (30) days written notice to the other party, except that this Agreement shall immediately terminate upon notice from Telcom Innovations Group to Customer in the event that Customer shall fail to pay the Annual Charges hereunder.

3. TAXES

The Annual Charges incurred by Customer under this Agreement do not include any federal, state or local privilege, use, sales or excise taxes paid or payable by either Telcom Innovations Group or Customer with respect to this Agreement or any of the services performed or materials, equipment or other items provided by Telcom Innovations Group or Customer, except for taxes based on Telcom Innovations Group' net income on capital stock, which shall be borne by Telcom Innovations Group.

4. LIMITATION OF LIABILITY

The Customer agrees that neither Telcom Innovations Group nor its subcontractor shall be liable for any loss or damage to the Equipment or other property or injury, or death to the Customer's agents, employees, or customers arising in connection with the maintenance services provided by Telcom Innovations Group or its subcontractor under this Agreement unless such loss, injury, death or damage results solely from the gross negligence or willful misconduct of Telcom Innovations Group officers, employees, or agents.

IN NO EVENT SHALL TELCOM INNOVATIONS GROUP OR ITS SUBCONTRACTOR BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, ANY LOSS BY CUSTOMER OF BUSINESS, REVENUES OR GOODWILL), ARISING IN CONNECTION WITH THIS AGREEMENT OR EQUIPMENT.

5. FORCE MAJEURE

The timeliness of performance by Telcom Innovations Group of maintenance services hereunder or the performance of any other obligations of Telcom Innovations Group under this Agreement is in every case subject to delays caused by acts of God, war, riot, fire, explosion, accident, flood, sabotage, inability to obtain fuel or power, governmental laws, regulations or orders, acts or inaction of Customer, inability of Telcom Innovations Group subcontractors to perform, or any other cause beyond the reasonable control of Telcom Innovations Group, or labor trouble, strike, lockout or injunction (whether or not such labor event is within the reasonable control of Telcom Innovations Group). In the event of any such delay, the period of time for performance of services affected by such delay will be extended to reflect the effective delay occasioned thereby.

6. ASSIGNMENT

Telcom Innovations Group may assign, subcontract, transfer or otherwise dispose of, in whole or in part, any of its interests, rights or obligations under this Agreement including, without limitation, Telcom Innovations Group' obligation to provide maintenance services, provided that Telcom Innovations Group first gives adequate prior written notice thereof to the Customer. Customer shall not assign or subcontract any part or all of its interests hereunder except upon written consent of Telcom Innovations Group, which consent shall not be unreasonably withheld, and any attempted assignment or subcontracting without Telcom Innovations Group' prior written consent shall be null and void.

7. GOVERNING LAW

The parties hereto agree that this Agreement shall be governed and controlled by the laws of the State of Illinois, to the exclusion of the law of any other forum and without regard to the jurisdiction in which any action or proceeding may be instituted. Any part or parts of this Agreement, which is or are declared to be invalid, unenforceable, null and void, or unconstitutional, shall not affect the validity of the remaining provisions thereof.

Pricing Page for Service Rates moved to Price Proposal

Get to know us.

Sourcewell 

Formerly NJPA

Sourcewell is a government agency that establishes an alliance between buyers and suppliers for use by education, government and non-profits.

WHAT IS SOURCEWELL'S COOPERATIVE PURCHASING?

Cooperative purchasing with Sourcewell leverages the national purchasing power of more than 50,000-member agencies while also streamlining the required purchasing process. As a municipal national contracting agency, Sourcewell contracts meet your state's procurement laws, local bid requirements and/or Joint Powers Authority.

- Sourcewell has the legislative authority to establish contracts for government & education agencies nationally. Sourcewell solicits, evaluates and awards contracts through a competitive bidding process on behalf of its members.
- Members have a choice of these contracts and procurement processes, thereby satisfying local/state bidding requirements and avoiding duplication of the process.

Sourcewell members save time and money while also avoiding the unpleasant experience of low bid, low quality responses.


WHAT PRODUCTS AND SERVICES DOES SOURCEWELL REPRESENT?

Sourcewell's vendors are industry-leading. Product and service solutions range from office supplies to heavy equipment and everything in between. Visit www.sourcewell-mn.org to learn more about our vendors.

HOW CAN MY AGENCY PARTICIPATE?

The first step to accessing products and services through Sourcewell is to join!

- Learn more at www.sourcewell-mn.org
- Membership is at no cost, liability or obligation.
- Your Sourcewell member ID # arrives via email and additional information follows in the mail.



Sourcewell contracts have *streamlined our purchasing* process, saving our district thousands of dollars.

—School District Member

Sourcewell's expansive list of vendors *filled in the gaps* of our existing state contracts.

—State Purchasing Officer

Using Sourcewell was seamless and *satisfied our need* to conduct a formal bid!

—University Member

 **Mitel**[®]

Powering connections

Competitively Bid Contract #022719-MBS

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04/13/2020





Mitel Software Assurance

Protect and Enhance the Long-term Value of Your Mitel Solution



Software Assurance

Keep **up-to-date** on latest software and features

Proactive fault reporting & performance analytics – MPA

Case management & skilled technical **support** resources

Security risk management – Mitel issued fixes

Maintain **compliance** to network standards & open interfaces

Every day, your employees rely on communications, collaboration and contact center solutions to help drive the continued growth of the business

Just like your business, communications technologies are evolving all the time to enable even more value and integrate more tightly with business tools your employees utilize every day. This is why keeping your Mitel solutions current is vital to the organization.

In addition to access to the latest capabilities that were designed to enhance the ways organizations connect with others, Mitel Software Assurance enables your organization to also benefit from software concurrency, ongoing standards compliance, security fixes, access to online training, and proactive performance monitoring of your Mitel systems, so that any potential situations can be controlled in advance, rather than responding to it after it has happened.

Mitel Software Assurance

Mitel Software Assurance was designed to complement your Mitel authorized provider's service offers, giving you the security of staying current with the latest functionality and innovations delivered for the Mitel solutions. Software Assurance provides access to the latest software releases and vendor support via your Mitel trained and authorized partner.

Software Assurance is required for continuous access to applications such as MiVoice Office Mobile Application (for MiVoice Office 400), CloudLink chat for MiCollab¹ and Contact Center Messenger for MiContact Center Business. These applications will no longer be operational if your Software Assurance subscription expires.

Mitel Software Assurance is available for MiVoice communication systems as well as other related Mitel products, such as MiCollab and MiContact Center.

Entitlement to Software Releases

Keeping your solutions current helps ensure the business can maximize the business value of Mitel products through access to the latest features, integration updates to business applications and processes, and reduce security vulnerabilities.

Mitel Technical Support

If you encounter issues that cannot be resolved by your Mitel trained and authorized partner on their own, they can contact Mitel technical support experts to join forces and ensure issues are driven to resolution. Mitel support experts apply deep technical knowledge to collect system data, replicate and isolate faults, validate configuration changes, point out third party product integration challenges, or engage with Mitel product development teams when needed. The Mitel support team consistently delivers excellence in service through best practices based

¹ CloudLink chat for MiCollab is also required for MiTeam Meetings on MiCollab.



on the ITIL Framework, with regional accreditation to ISO20000 and ISO27001.

Coverage

There are two options for Mitel Software Assurance that offer different levels of support and service:

Standard Software Assurance

Standard Software Assurance is the base software assurance program that includes 8x5 access to technical support, as well as software patch updates, hot fixes, and entitlement to major software releases.

Premium Software Assurance*

In addition to everything in the Standard subscription, the Premium subscription includes 24x7 technical support, access to online training, and Mitel Performance Analytics (MPA), a software tool helping to proactively monitor and analyze

Features and Entitlements	Standard Level	Premium Level
Entitlement to new major Software Releases, including new functionality as provided	✓	✓
Entitlement to hot fixes and service packs	✓	✓
Technical Support services <ul style="list-style-type: none"> • Case management, technical inquiry • Service Level Objective for issue resolution on supported software releases • Access for Mitel Partner certified technicians • Telephony and web ticket service, knowledge base access 	✓ (8 x 5)	✓ (24 x 7)
Mitel Performance Analytics (MPA) <ul style="list-style-type: none"> • Fault reporting • Performance monitoring, voice quality and traffic • Server metrics • Hardware, Software and License inventory • Report generation – on demand or automated 	✗	✓
End customer on-line training <ul style="list-style-type: none"> • Access to Mitel University Administration and User courseware 	✗	✓

your Mitel system in order to maintain optimal performance.

Mitel Performance Analytics

Available as part of the Mitel Premium Software Assurance subscription, MPA provides performance monitoring that can proactively identify voice and network quality concerns before business affecting outages arise. An essential part of any best in class deployment, MPA will protect and enhance the long-term value of your Mitel Communications infrastructure.

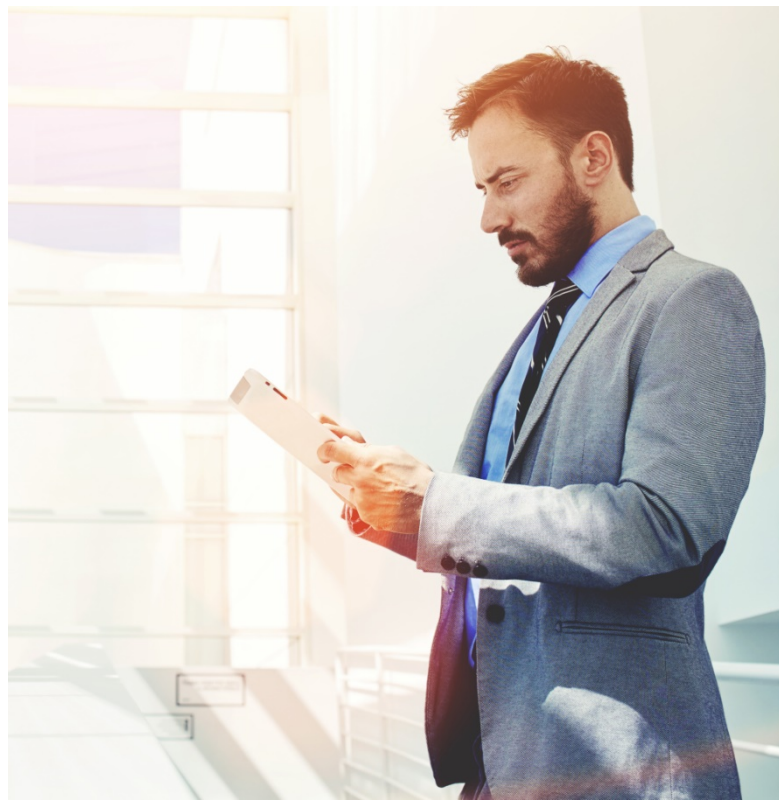
Flexible Purchase Options

Mitel Software Assurance is offered as one to five year subscriptions terms and can be purchased:

Point of Sale: required purchase along with new Mitel products

Renewals: the option to extend Software Assurance subscription at any point prior to the expiration date

Re-Enlistment: if coverage has expired, there is the option to re-enlist and reinstate coverage and take advantage of new product features and releases. *Re-enlist fees will apply.*



Mitel Software Assurance

Now that you are sold on Mitel Software Assurance, contact your Authorized Mitel reseller today. Mitel Software Assurance ensures you get ongoing technical improvements while maintaining compliance and access to skilled Mitel technical support resources. And be sure to ask about our proactive performance monitoring service, with real-time alerting to identify voice and network quality concerns before business affecting outages arise.

Mitel Performance Analytics

Available with Mitel Premium Software Assurance

Key Benefits

- Faster problem detection and resolution
- Simplified management of large networks
- Improved user satisfaction and adoption
- Better use of IT resources

Why MPA?

- Intuitive, multi-tenant data rich dashboards
- Comprehensive testing tools
- Network diagram integration
- Reporting tools that add value



Better Network Performance for Business Success

Reliable unified communications network performance improves the user experience, and makes better use of an organization's IT resources. Mitel Performance Analytics is a fault and performance management software that monitors and manages your entire network, with a special focus on voice quality. The result is faster problem detection and resolution and reliable network performance.

Network Insight and Performance Monitoring

Mitel Performance Analytics gives deep visibility into Mitel UC performance by monitoring the status and performance of Mitel and third-party systems in the network.

Proactive UC network performance monitoring assesses voice quality as well as overall system and individual application performance.

NETWORK DIAGRAMS

Visualize the source of a voice quality problem on a Visio network diagram uploaded by the MPA user. Quickly gain insight into which device is experiencing issues and what is causing the problem.

IPT USER DASHBOARDS*

View data for each user, including voice quality for each call. Dashboards display data by user including:

- Name, directory number
- Services and groups
- Voice quality by call
- Alarms for user

Mitel Premium Software Assurance

Know immediately when a voice quality problem is occurring, resolve problems quickly before they affect end users and elevate your overall network quality with Mitel Performance Analytics, included with your Premium Software Support and Assurance package.

Network Tools

TESTING AND TROUBLESHOOTING

Identify the source of a problem quickly, for faster resolution.

- Network diagnostics tools can be launched from any device.
- Remote IP set network test tool allows you to run IP traceroute directly from MiVoice Business handset.
- UCscore.com, a site qualification tool tests network fitness for a UC deployment, testing what matters to voice performance.

SECURE REMOTE ACCESS AND SINGLE SIGN-ON

Easily access network devices anywhere in the world, for more efficient troubleshooting and maintenance.

- No VPN required and single click access to monitored devices.
- Integrated web-proxy server for remote access
- Single sign-on for fast access to MiVoice Business
- Authenticated and encrypted with SSL, SSH and HTTPS.
- VMWare ESKI and 2 Factor Authentication for added security.

Advanced UC Network Testing*

Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video. Supported test include: SIP Call, MTR, SIP Registration, External Call.

*Included in MPA Plus

REPORTS AND QUICK QUERIES

Reports demonstrate network and device performance, improving capacity planning and trend identification.

Container-Level Reports

- Performance and availability of devices over reporting period
- Reports by container or by device
- PDF format, delivered via email, includes preview and archive
- Monthly, weekly or on-demand

Quick Queries

- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays

Analytics and Advanced Reporting

VOICE QUALITY CAUSE VISUALISATION

Voice quality correlation graphs point towards the cause of a problem allowing you to spot trends and identify root cause. Detailed voice quality reports help quickly identify and assess voice quality. Voice quality reports include:

- A high level VQ score of a specific device or container.
- Isolated factors that could affect or impact the VQ score.

TRUNK TRAFFIC AND MICOLLAB AWV UTILIZATION REPORTS*

- Know when more capacity is needed for better performance.
- PDF reports are easily downloaded and shared.
- See usage reports for audio, web and video to ensure performance.

ADVANCED INVENTORY REPORTING*

- Create custom reports with key inventory data.
- Report templates can be saved, and downloaded.

Management Functionality

Simplify common management & administration operations with Mitel Performance Analytics.

DEVICE OPERATIONS SCHEDULER

Schedule key operations for single or multiple devices.

Schedulable Maintenance Mode

- Configure and schedule maintenance mode for greater flexibility when devices are out of service, avoiding unnecessary alerts.

Backups and SMDR Collection*

- Scheduled or on-demand backups, for single or multiple MiVoice Business or MiVoice MX-ONE systems.
- Scheduled or on-demand SMDR collection, for single or multiple MiVoice Business, MiVoice MX-ONE or MiVoice Office 250.

FLEXIBLE ALERTING

Real-time alerts provide timely, actionable data on network issues, so problems are resolved more quickly.

- Custom alarm filters help manage service level commitments while schedulable alarm filters automate the process.
- Flexible alarm management allows you to decide how and when you receive alerts to reduce alarm fatigue.
- MPA has three types of alarms, device, threshold and system alarms give you control on the type of alarms are seen and actioned.
- MPA listens for incoming Emergency Response SNMP traps.

DEVICE DISCOVERY

Whether you're licensing one device or one thousand, MPA makes it simple - making it ideal for managing large, multi-node Mitel networks.

Device Discovery : MPA scans the network and discovers devices, speeding the set-up process.

System Configuration Wizard : Simplifies system set up and onboarding/licensing of new devices.

Feature	MPA	MPA PLUS
Deployment Options	Cloud/Premise	Cloud/Premise
Device Support	Mitel	Mitel & Third Party
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-on	✓	✓
Testing Tools	✓	✓
Alarms & Alerts	✓	✓
Reports & Queries	✓	✓
Backups & SMDR Collection	x	✓
Group Operations Scheduler	x	✓
IPT User Dashboard	x	✓
Inventory Reports	x	✓
Advanced User Operations (AUO)	x	✓
Set & Extension Inventory	x	✓
Advanced UC Network Testing	x	✓

*Advanced Operations for MiVoice Business



MiVoice Business Overview

Business Communications Your Way, with Comprehensive and Flexible Solutions for On Premises or in the Cloud



In today's fast-paced, competitive, technology-led business environment, business success is built upon establishing and maintaining relationships, providing exceptional levels of service, and connecting with customers and colleagues in a timely manner.

Having the ability to quickly and effectively communicate and collaborate with customers, partners, colleagues and suppliers anytime from anywhere is critical to the growth of your business.

At Mitel, Job 1 is understanding your business needs and your infrastructure preferences, including what communications solution components to deploy and where to deploy them—on premises, in the cloud, or both - so that you can maximize your Return on Investment (ROI).

Together, Mitel MiVoice Business, Mitel MiCollab, and Mitel MiContact Center comprise a complete, cost-effective, unified communications solution that fits seamlessly into your existing IT framework to meet all of your business needs.

Key Business Solutions

- Mobility
- Unified Communication and Collaboration
- Unified Messaging
- Contact Center
- Full Range of Desktop Devices and Accessories

MiVoice Business provides the foundation to building a flexible, real-time communications landscape that can help your business with addressing the different needs of your employees. Whether it's related to job roles, varying levels of mobility within or outside of the business, or the daily use of business applications or industry frameworks, MiVoice Business can address your current needs, yet evolve with your business as your IT strategies and communications needs change.

Mobility

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day.

With MiVoice Business, employees are provided with access to the same "in-office" communications experience from anywhere with a single identity, phone number and Unified Messaging mailbox.

MiVoice Business's embedded mobility solutions deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

DYNAMIC EXTENSION

MiVoice Business's embedded twinning solution provides businesses with the ultimate in cost-effective, "no compromise" mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.

HOT DESKING

Hot Desking (sometimes also known as hoteling) allows employees to log into any Mitel MiVoice IP Phone, located at any of your offices, or even at their home, so that they continue to be accessible and productive by having their calls directly routed to the device they are logged in to.

With MiVoice Business's External Hot Desking function employees can even log into external communications devices, such as their home phone, in order to take calls just like they would if they were using a Mitel IP desk phone in the office.

TELEWORKER SOLUTION

The Mitel MiVoice Border Gateway teleworker solution provides remote and mobile employees with seamless, secure access to the full set of MiVoice Business communications capabilities wherever they are, using any Mitel IP desk phone or MiCollab Client soft phone over the Internet from their home or remote office.

Unified Communications and Collaboration

A direct result of today's world of business is that organizations are faced with a number of challenges. From how to get employees to efficiently and effectively work together to help drive change throughout the business to ways to improve client interactions that drive increased revenue?

Mitel's MiCollab is an integrated suite of unified communication and collaboration solutions that work seamlessly together to allow employees to effectively and effortlessly connect with colleagues, customers, and partners - no matter where their day takes them.

MICOLLAB CLIENT

MiCollab Client provides employees with a single access point for all their business communications and collaboration needs. Employee instantly benefit from real-time access to everyone in the organization to enhance the overall effectiveness of "in the moment" communications. Furthermore, going mobile is simple with MiCollab Client for mobile devices. When installed on an employee's mobile device (Android™, and iPhone® / iPad®) key unified communications (UC) capabilities are extended to the mobile worker, such as presence and availability of colleagues, single number identity, instant messaging, visual voice mail, and more. Android and iOS devices additionally benefit from an integrated SIP softphone that allows voice over Wi-Fi or cellular networks so that they can remain connected, while on the move.

CONFERENCING, COLLABORATION AND TEAM WORKING

MiCollab team working, collaboration audio and video conferencing capabilities provides users access to the tools that are vital to having a workforce that is connected with others - both inside and outside of the business - wherever they are. This includes being able to easily create scheduled and ad-hoc conferences on the fly, sharing applications and documents during a meeting, and conducting multi-point video conferencing with others using a standard webcam.

Unified Messaging

Unified Messaging enables your employees to respond faster to clients and colleagues through single message storage and access. With MiVoice Business your employees have anywhere, anytime access to messages with an integrated, fully featured voice mail system, that provides unified messaging and automated attendant capabilities.

MIVOICE EMBEDDED MESSAGING

Mitel's MiVoice unified communication platforms offer entry-level embedded voice mail solutions that provide cost effective voice and unified messaging solution for up to 5000 users.

MICOLLAB UNIFIED MESSAGING

For more advanced unified messaging features Mitel's MiCollab solution offers Unified Messaging capabilities. MiCollab Unified Messaging is available on both physical and virtual deployments and offers a full-featured and flexible unified messaging solution with a low total cost of ownership to satisfy the diverse needs of your organization.

MICOLLAB ADVANCED MESSAGING

Mitel's MiCollab Advanced Messaging solution is a highly scalable, robust, and sophisticated messaging solution with increased scaling up to 120,000 users, and offers unique deployment integrations with business continuity auto attendant capabilities and is available for physical premises-based or virtual deployments

Contact Center

Contact centers can help improve your customers' experience by ensuring that calls always go to the right agent – anytime, anywhere, and by any means. To meet the needs of internal "customers," some departments within your organizations may even perform a contact center role without thinking of themselves as contact centers.

MiVoice Business's fully integrated contact center solution can assist your business with the delivery of excellent customer service that helps nurture relationships and ensure operational efficiency. MiVoice Business also supports the following management, reporting, and advanced routing solutions as well.

CONTACT CENTERS

MiContact Center Business delivers robust contact center, IVR, and multimedia functionality and reporting that is suitable for small contact centers that have sophisticated requirements though to large scale enterprise contact centers with 100s of agents.

MiContact Center Business is a robust, highly flexible solution that delivers feature rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools for the most sophisticated contact centers, including virtual, omnichannel contact centers with multiple locations and remote agents.

OUTBOUND CONTACT CENTERS

MiContact Center Outbound is a preview, progressive, and predictive outbound dialing solution that includes tightly integrated Customer Relationship Management, campaigning, and agent scripting capabilities.

Full Range of IP Desktop and Accessories

Customer service personnel, office administrators, and call center agents. Many employees who perform similar roles within your business can spend their whole day on the phone. That is why having the right desktop phone that can provide them with access to convenient features and appropriate functionality is essential to making their jobs easier and helps them perform better.

Whether it's personal huddle room solutions for executives, or add-on peripherals for keeping front-line personnel in touch anywhere and anytime, MiVoice Business offers a full range of IP desktop devices, accessories, and meeting room solutions that deliver advanced applications when and where you need it.

MIVOICE 6900 SERIES IP DESKTOP

From affordable entry-level IP phones to rich media information devices, MiVoice 6900 Series have the right communications solutions for your employees. These include cost-effective two-line phones, traditional button phones, and self-labeling application phones that provide users with ample personal programmable keys.

MIVOICE PERIPHERALS & ACCESSORIES

Complementing the MiVoice 6900 Series IP phones are MiVoice Desktop Peripherals that offer additional enhancements to existing MiVoice IP phones in order to evolve an employee's phone. These include the Mitel DECT Handset that provides employees personal mobility up to 150 feet away from their desk, Cordless Handset and DECT Headset to provides employee's with hands-free and cord-free communications for up to 300 feet away from their desk, and Personal Key Modules to provide phone power users with additional personal, programmable keys.

ATTENDANT POSITION CONSOLES

Whether it's a hard-button console that looks like a phone or a completely PC-based solution that provides the ability to view and change employee presence status, MiVoice Business has a solution for your operators and receptionists to assist with delivering a positive experience to your callers.



MiVoice Business's open, fully modular Freedom Architecture is neutral when it comes to data infrastructure and communications components.

Deployment Flexibility

MiVoice Business call control software allows you to operate your communications system with flexibility, ease, and reliability on your choice of hardware platform:

- The family of Mitel purpose built appliances
- Industry standard servers from Oracle®, HP®, IBM®, and Dell®
- VMware® vSphere™ and Microsoft® Hyper V™ virtualization platform, support for businesses that want to manage business communications like any other application in their data center

With a choice of deployment models (distributed, centralized, private and public cloud) as your IT strategy shifts, so too can your communications strategy.

Open Architecture

MiVoice Business frees your business from proprietary technologies, by letting you choose the hardware and UC components that work best for your business.

MiVoice Business provides integration with most of the industry's widely deployed back office applications.

STANDARDS-BASED ARCHITECTURE

Adhering to industry standards, MiVoice Business enables your businesses to leverage your existing business infrastructure and provides a smooth transition to a network-centric communications model. MiVoice Business's core call control features and functionality are the same regardless of the hardware platform or solution deployment model and can operate across virtually any LAN / WAN infrastructure. With native support for legacy networking standards such as Q.SIG

and DPNSS in addition to digital trunking ISDN protocols for central office (PSTN) access, MiVoice Business offers your businesses the ability to retain existing investments irrespective of legacy PBX, while delivering all the advantages of a converged communications infrastructure that natively supports Session Initiation Protocol (SIP).

SIP PROTOCOL SUPPORT

When it comes to open standards, MiVoice Business natively supports connection to both SIP lineside devices and SIP trunks. No extra hardware or software is required to support SIP users or trunks, greatly simplifying the solution administration when using the SIP Protocol.

Simple, Powerful, Web-Based Management

MiVoice Business delivers a broad range of administration functions and capabilities all within a simplified web-based management architecture that reduces the time and resources required to perform tasks and administer changes. System changes are automatically synchronized across the solution, and management control and tasks can be delegated across the organization.

SIMPLE END USER PROVISIONING

Administrators can quickly create and provision new employees with preformatted departmental role-based templates. Employee information is automatically synchronized across all other MiVoice Business and MiCollab solutions in the network ensuring database reliability. Integration with Microsoft® Active Directory® means administrators can configure a user once in Active Directory, and the user will automatically be configured within MiVoice Business – saving your business considerable time and simplifying large deployments.

EMERGENCY CALL NOTIFICATION

MiVoice Business natively supports the ability to provide location information and notification when an emergency call is made and also integrates with Mitel Revolution to support mass notification capabilities and channels outside of the telephony solution.

Technical Specification

LANGUAGES SUPPORTED

English, Dutch, French, Italian, German, Portuguese (Europe), Portuguese (Brazil), Romanian, Russian, Swedish, Polish, Spanish (Europe), and Spanish (Latin America).

Supported Platforms

Mitel Standard Linux ¹	11.0
VMware™ (vCenter / vSphere)	6.7
HyperV	2016
3300 CXII, AX, EX etc.	

¹Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

MiVoice Business

Release 9.0 Software

MiVoice Business Software & hardware History

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MiVoice Business Software & Hardware History

The purpose of this information note is to give the reader a brief guide as to when certain hardware or software features were first made available. If further information is required, as to how certain features work, then the reader should look towards the relevant product bulletins or to the online documentation at Mitel® OnLine.

The relevant product bulletin numbers will be included next to the release date where relevant.

MiVoice Business 9.0 – September 2018 – PB2018Aug1G

SOFTWARE REFRESH FOR MIVOICE BUSINESS

MiVoice Business Release 9.0 has delivered a full software refresh, the code has been completely re-written in C & C++ on a Linux based operating system. It is delivered using Mitel Standard Linux (11.0) and is available on the following hardware & software platforms:

- 3300 ICP CX(i) II and MxIII
 - 3300 ICP CX(i) II with a minimum of 1GB of RAM and minimum of 16GB Disk Storage
 - MxIII with minimum 1GB of RAM and minimum of 60GB Disk Storage
- Mitel EX Controller (only supported from this software release onwards)
- MiVoice Business on Industry Standard Server (ISS)
- MiVoice Business in a virtual environment

By undertaking this complete software refresh it ensures MiVoice Business now has the tools, ability and capabilities to quickly install patches for both platform maintenance & security issues in addition to delivering a software base ready for future releases. This move to native linux also provides:

- FQDN and IPv6 readiness
 - FQDN (IPv4/IPv6) delivers immediate benefits through DNS support
 - IPv6 is supported for MiVoice Business 9.0 and the associated console release. This means you can run in IPv4, IPv6 or a mixed environment (it is IPv4/IPv6 dual stack capability). Please note that for a full IPv6 implementation other solution components such as the desktop devices etc will need to be IPv6 capable. Further communications will be made for those products as the support is added.
- Improved responsiveness and deployment of updates through the ability to patch maintenance/security issues rather than having to conduct a complete re-install of the MiVoice Business software. This will allow faster response times to potential future security issues and will save time for partners installing any such updates
- SNMPv3 Support which itself delivers
 - Increased Security
 - Uses Agent extensibility protocol for Master and Sub-Agents
 - SNMP feature parity

NEW MITEL EX CONTROLLER – PB2018AUG1F

As part of Mitel's continued commitment to delivering on-site deployments of our communications platforms we are introducing a new hardware variant that will not only be supporting the MiVoice Business call control, but which will also be used in MiVoice MX-ONE and MiVoice 5000 deployments. This common platform allows Mitel to drive continued simplification in our portfolio of solutions and optimize how we manage overall hardware lifecycles in the coming years.

The Mitel EX controller provides up to a capacity of 1,400 IP users and offers local survivability and PSTN access for analog users. It provides 8 expansion slots which can house cards to connect to TDM trunking services (ISDN PRI, E&M, and R2 T1/E1), analog trunks and analog extensions. Additionally, a DSP card may be required in certain configurations.

It is available in both single and dual power supply versions:

- Single power supply version with 4GB RAM & 60GB SSD – Part Number 50008229
- Dual power supply version with 8GB RAM & 120GB SSD – Part Number 50008230

The Mitel EX Controller uses a KVM environment although this is largely invisible to the installer as we have created a Mitel EX Deployment Tool to simplify the installation and wrapped the management up within the current ESM framework

CALLER ID BASED ROUTING

To help customers better manage calls we have created a whitelist/blacklist capability which can route specific incoming callers (based on calling line ID). In the context of a whitelist, the calling line ID can be used to provide a white glove service to route known contacts to specific users or groups of users to help ensure optimum customer service. In the context of a blacklist, unwanted calls can be routed either to a message only mailbox or simply disconnected, thus avoiding staff having to waste time dealing with unnecessary calls.

This routing:

- Can be based on full or partial CLI match
- Has an unlimited number of table entries
- Is easy to add, change or delete numbers in the table

LAST GROUP MEMBER RECALL

Last member recall enables your customers to be connected to the person that they spoke with in the event they have to call back rather than potentially getting connected to another member of the group and having to repeat themselves.

A typical use case would be where a customer calls in, has to hang up and then call back to clarify additional information. With this capability, instead of having to repeat themselves, callers can be connected to the

person they spoke with and complete their transaction more swiftly and efficiently. This will apply to both internal and external callers.

In terms of the information presented to the ring group member and other configuration data:

- Call that are returned to the last member are indicated by an on-screen “Calling Back” text followed by calling party name and number in the 69xx series IP phones. On 53xx series IP phones, the first line displays the called number and name. The second line displays the “CALLBACK” text followed by the ring group name and number.
- The “Prefer Call Forwarding/Rerouting Information” COS option is extended to rings groups. When enabled, it gives priority to the forwarding/rerouting information over ring group information on the ringing member’s telephone display.
- If the Last Group Member Routing feature is enabled, then this option overwrites the ring group member’s setting for this option.

EXPANDED BROWSER SUPPORT

MiVoice Business Release 9.0 expands the browser support for accessing the System Admin Tool, and we now support:

- Internet Explorer
- Firefox (36.0.4 or later)
- Google Chrome (59 or later)
- Microsoft Edge (38 or later)

SUPPORT FOR THE NEXT GENERATION 6900 IP DESKTOP DEVICES AND ACCESSORIES

The specific details of this exciting new desktop range are detailed under a separate product bulletin (PA20160475).

FLEXIBLE DAY/NIGHT SERVICE

MiVoice Business Software previously supported only a single definition of Night Service system-wide so all groups would switch over at the same time. This is not always convenient as groups can operate different business hours, so a change has been made allowing groups of users (and other directory numbers) on a single instance of software to be treated differently for day and night service routing, for example:

Group A: Monday to Friday open from 08:00 to 18:00

Every Wednesday from 08:00 to 08:30 there is a team meeting when calls are routed elsewhere

Sat & Sun open from 10:00 until 16:00

Holiday open from 12:00 to 14:00

Group B: Monday to Friday open from 09:00 to 17:00

Sat & Sun open from 10 until 16:00

Holiday – closed

To enable this capability the system administrator simply creates a Business Schedule (up to 100 schedules are available across the cluster) based on normal scheduling capabilities (day of week, holiday, based on 15 minute time intervals) and then applies the Business Schedule to any directory number in the call rerouting form (typically groups but ultimately any directory number). Once set up the schedule will ensure that the different business modes (akin to Day/Night1 and Night 2) are applied as required. Up to 10 changes can occur per day per schedule for added flexibility.

FLEXIBLE MUSIC ON HOLD (MOH)

Prior to release 8.0 each instance of MiVB had a single music source. Music sources could be assigned at a controller level, to ACD paths or to legacy tenant concept.

With release 8.0, independent MOH sources can be assigned using Zone number or Call Coverage Index. The zone number is analogous to location - all users in a given location could be provided a distinct music source. A call coverage index could also be provided to individual Directory Numbers. Therefore, a call being answered from a Ring Group (as opposed to legacy hunt Group) could provide music independent of the Controller, Zone or User that is placing the call on hold.

For example: Dave owns a car dealership, operating 3 separate showrooms for 3 different brands using one centralized phone system. When callers dial the specific showroom (or if they are re-routed to the showroom via the attendant) they will hear music/information that is tailored to offers associated with the particular brand of the showroom they are calling.

PREVIEW ON CALL PICKUP

Improved information is provided to users who are picking up calls in a pick up group to help provide better customer service. A new COS option allows preview of:

- The calling party name and/or number, and (if the set's display area allows it)
- The called group member's name and/or number
- From the Preview mode, then proceed as follows:
- Complete the pickup - using the feature access key or a softkey; or
- Ignore the call - the system will exit the Preview mode after the 'Display Caller ID on Multicall/Keylines Timer' expires; or
- Cancel the pickup - pressing the hard Cancel key or a softkey.

This preview capability applies to the 5300 and 6900 IP Phones (MiNET).

ENHANCED CALL SCREENING

An enhancement for Manager-Assistant working allowing an Assistant a more flexible solution to offer call screening for a manager but with a simple ability to route the call through to the manager if necessary. This screening can be easily enabled/disabled either by:

- The manager who would enable Do Not Disturb at the phone, or more likely,
- The Assistant, who enables this directly from their desk, (either a long key press on the manager's DSS/BLF key or, if the multicall appearance is on a PKM, using Superkey and the DSS/BLF key)

Once enabled:

- The manager's device is placed in DND
- The manager's calls are routed to the Assistant(s) phone (on the multicall line appearance)
- Any Assistant monitoring the managers can either pick up the call or route it back to the manager's device using the DSS/BLF key. The routed call overrides the DND and rings the Boss's prime line.

CALL HANDLING ENHANCEMENTS FOR IMPROVED USABILITY

There's an increasing expectation to have name information provided as calls get directed rather than just the extension number, so release 8.0 ensures that name takes precedence in scenarios like call forwarding and redial. This is managed through a COS option - comparing before and after, when receiving a forwarded call the display indicates:

- Was: Forwarded from: 6516

- Is now: Forwarded from: Sarah Morgan

The onboard directory within MiVoice Business can become cluttered with entries making it difficult to know exactly which number to contact someone on. Now within the ESM interface it can be defined whether a number should appear in the directory to help make the search easier to use. Additionally the directory now supports full UTF8 names.

In some markets, the numbering plans are non uniform and have numbers which are different lengths. This can cause some delay in dialing as the system is “waiting” for the interdigit timer to expire before sending the number out. 8.0 has implemented a “call” soft prompt, so that the user can enter the number and hit the call key and the system will dial immediately - making the user experience similar to a calling from a mobile device.

SIP SINGLE LINE SET

In some environments, such as a hotel lobby or a manufacturing floor, a feature rich device with advanced call control capabilities is not required. In the past this sort of device may have been served by a simple analog telephone. As organizations increasingly deploy all IP environments, Mitel has addressed the need for a cost effective solution by allowing generic SIP devices to connect to MiVoice Business using the “old Analog license”. This license (part number 54002701) has been renamed to be a “Single Line set” license and now allows either an analog extension or generic single line SIP set device to be enabled on the system at a more cost effective price point (instead of requiring the Standard User or Enterprise User license).

The device connecting using this license has fairly limited capabilities (make and take a call) and can access some features through feature access codes - it does not allow access to advanced capabilities like hotdesking, multi device users etc - where these capabilities are required, the regular licenses should be used.

ADMINISTRATION IMPROVEMENTS

The Embedded System Admin help now provides a more task oriented approach to programming the system and also provides links to relevant programming forms and information. This is designed to help administrators get the most from the system.

ARS Route Lists have been expanded from 6 to 20 to facilitate programming up networks of nodes.

Security logs (such as failed log-in attempts) can now be exported in SysLog format to allow admins to leverage other tools they are familiar with to review activity on the system.

Release 8.0 now provides specific device types for the Mitel SIP DECT devices (models 612, 622, 632, and 650) to the Multiline IP Sets and User and Device Configuration, which makes inventory management easier.

Call reroute information has been added in USC form to help provide all relevant information in one place.

A number of security related updates have also been included in this release - please see Release Notes for further information.

EMEM DAY/NIGHT GREETING SUPPORT FOR MENU VM BOX NODES

The EMEM Auto Attendant already supports a separate Day/Night greeting based on the configuration in VM Business Hours form. Similar support is required for Menu node mailboxes in EMEM.

For Menu node mailboxes, the main greeting shall be considered as “Day/Business Open” greeting and a new “Night/Business Close” greeting is added.

Depending upon the MCD day/night mode or the business hours set in “VM Business Hours” form, day/night greeting is played.

Audio files update for EMEM VM mailbox names, which enables mailbox names to be uploaded as pre-recorded files using “system audio files update” form.

The length of VM password/passcode should be configurable via ESM, currently only supported through the EMEM Admin TUI. The maximum passcode length is increased from 6 to 8.

MIVOICE BUSINESS CONSOLE 8.0

- Support for Microsoft™ Windows 10.
- Headset Answer/Release Support (Jabra™ & Plantronics™)
- MiVoice Business Phonebook Directory enhancements allow the administrator to exclude non-dialable telephone directory entries such as a user’s 2nd line from the console’s Phone Book. The console now displays longer user names, longer department and location strings, email addresses and primary phone service indications. User messaging and Calendar Integration features no longer require ADF as a prerequisite. As a result, Operators on non-ADF systems can email users with a right click on the phonebook entry. ADF remains a prerequisite for MiCollab Service Federation with third-party servers.
- Master profile support (delivered with Service Pack 1) to reduce install time across multiple machines. Standardized console settings for consistent behaviour. Once one console is configured the profile can be saved and then be applied for additional consoles.
- BLF All List is automatically generated and contains the list of all the phone lines that are being monitored by the MiVoice Business Console. Any other BLF lists that may have been created before in a system will remain.
- Missed calls are now included in Call History. Each attendant will see calls missed by the console.
- My Queued Calls, within the Queued Calls area, provides a comprehensive view of all

the current calls in the console, that is, the Incoming, Held, Transferred, and the Parked calls.

- In addition to playing an emergency ring tone on the console ringer, the console will now play an emergency notification tone on a headset/handset device if the option to hear ringing on a headset/handset device is enabled.
- The administrator now has an option within the configuration wizard to assign a unique MAC address that has been provided by Oria to the console instead of using the default PC MAC address. This new option controls whether the console connects to the MiCollab Client Server using a direct connection or a secure connection through the MiVoice Border Gateway.

FLOW THROUGH PROVISIONING

When MiVoice Business is integrated with MiCollab (R7.0 or higher) Flow Through Provisioning allows the administrator to configure and manage users / services for a network of MiVoice Business servers from the MiCollab User and Services application database. Changes made to user and services data on a MiVoice Business system are distributed to the other system databases in the network, including MiCollab.

This will reduce the time it takes to provision a complete UCC solution and help to eliminate potential errors that may occur when having to duplicate programming steps. This process synchronizes updates made to the following data between the MiCollab and MiVoice Business system databases using System Data Synchronization (SDS):

- User and Services Data
- Network Elements
- Departments
- Locations
- Roles and Templates

LICENSE SIMPLIFICATION AND INCREASE FLEXIBILITY

UCCv4 Licensing has changed the IP User entitlement to a Multi Device User as part of the UCC Entry license.

To address this MiVoice Business is now more flexible in how licenses are consumed when programming users - for example, if a Multi Device User license is available but no IP User license is, the system will automatically consume a Multi-device User (MDU) license in place of an IP User license, when no IP User licenses are available (all are consumed or none were allocated).

With this new capability, customers can still program tradition IP User type licensed users (for example ACD enabled hot desk users) without being forced to purchase additional IP User licenses.

MICONFIG WIZARD IMPROVEMENTS

- Provisioning for the following features or solutions:
 - Cloud deployments of MiCollab through support for FQDN addressing
 - Programmable key expansion on 5320/5320e IP Phones (from eight to 16)
- Improved system security by provisioning the SIP Password for MiCollab Audio, Web, and Video Conferencing in MiCollab and for associated SIP devices in MiVoice Business
- Modified ACD-related configuration settings in MiVoice Business for optimal interoperability with MiContact Center
- Default Record-A-Call (RAC) starting port changed to match the embedded voice mail starting port (6100)

- New imposed rule preventing the provisioning of more Record-A-Call ports than embedded voice mail ports, helping ensure at least one voice mail port is available when all the RAC ports are busy

SIP PEER PROFILE ENHANCEMENTS

Additional improvements to SIP options:

- Override Diversion Header with External Calling Number ensuring that for external-to-external calls, the public CPN and not the DID number is displayed on the called party's set.

ZONE GROUPS

Alternative codecs can now be used for IP calls between compression zones. Historically when calls were made between IP devices in separate compression zones we would automatically compress the call to G.729 codec; however, MiVoice Business will now allow the configuration of zones into groups enabling calls to use G721.1 or G711 codecs for improved quality communications.

EXTENDED HOTDESKING TIMER

The timer in the Controller Registry form that determines the length of time a device waits before rebooting when it has lost contact with its controller is now configurable. Previously, when IP phones lost connection to the host for more than 10 minutes the details of any user logged into it were cleared.

With the current release administrators can now extend the 10 minute time up to 18 hours, covering most simple network outages that may occur. This will also allow the log in to be maintained over a power outage or after an upgrade.

TELNET ENHANCEMENTS

Mitel has used Telnet as part of our 3rd line and design support process to help troubleshoot complex technical issues.

Based on customer requests, system administrators can now choose to enable or disable various ports, including Telnet ports. By default in this release it will be enabled; however, administrators will be able to choose to close these, or all, ports on a permanent or temporary basis.

VARIOUS MEET-ME CONFERENCE ENHANCEMENTS

- Support via MiVoice Border Gateway for Meet-Me Conference participation by SIP calls over IP trunks.
- Users of MiNET sets in idle state can press the Trans/Conf key to initiate or join a Meet-Me Conference instead of dialing the access number

RING GROUP RESILIENCY

Previously, even though the Ring Group itself was resilient, such that if a the primary controller failed a secondary was available, the MiVoice Business was not providing MiTAI events on the resilient (backup) Ring Group.

With the current release MiVoice Business now supports Ring Group resilience within MiTAI (driver).

SDS ENHANCEMENTS

While MiVoice Business allowed for the automatic update of CESID (Customer Emergency Services ID) number based upon the Layer 2 port the IP Phone was connected to, it did not share these updates between nodes in a cluster.

With the current release MiVoice Business allows for the sharing of the CESID to layer 2 switch mapping as part of System Data Synchronization (SDS) function to ensure complete mapping of updates wherever a phone is moved from and to.

This mapping capability is a critical capability for ensuring emergency services are directed to the right location, especially if phones are moved from floor to floor in larger buildings or from site to site.

VARIOUS SYSTEM ENHANCEMENTS

- MiVoice Business supports vSphere Release 6.0
- In line with MiCollab 7.0, MiVoice Business 7.2 and the latest console release, the Mitel Configuration Wizard has been updated to version 5.3. This provides mainly feature parity support for items delivered in the individual product releases (for example, support for the flow through provisioning items delivered between MiCollab 7.0 & MiVoice Business 7.2)
- MSL has been updated to Release 10.3
- Firefox version 40 is supported
- When technicians are using the import capability to import keys (multiline set key forms) MiVoice Business will allow any errors reported to be exported in order to help troubleshoot potential problems.

MiVoice Business R7.1 – April 2015 – PB20150002

EMBEDDED MEET ME CONFERENCING

MiVoice Business embedded conferencing capabilities are enhanced with meet-me conferencing (on top of ad-hoc). Users simply dial the pilot number and enter the access code / PIN to enter the conference bridge.

Maximum participants remains a total of 8 participants per conference bridge. Total active participants capacities vary by platform:

- Hardware appliance - CX(i), Mx6 64
- Virtual (250) 64
- Virtual (1500) 128
- Virtual (2500) 160
- Virtual (5000) 256
- Software only for ISS 600

The meet-me conferencing capabilities are part of the core software and does not require a license to become active.

CLUSTER CAPACITY INCREASE

The number of users in a cluster expanded from 65,000 up to 130,000 users., while retaining the same number of network nodes (999). For customers to fully benefit from this enhancement their whole network should be upgraded but please note that the increased capacity becomes available to each node as it upgrades.

The following parameters within MiVoice Business R7.1 are increased:

- Remote Directory Numbers: 130,000
- System Digit Strings: 196,000
- Digit Blocks: 41556
- Telephone Directory entries: 130,000

EXPANDED NUMBER OF 5320 / 5320E PERSONAL KEYS

Both the MiVoice 5320 and 5320e IP phones offer users 16 programmable keys - increased from 8. Similar to other MiVoice IP phones the additional 8 personal programmable keys are accessible via a second page of keys that are mapped to the 8 physical keys provided by the phone.

GEOGRAPHIC EXPANSION WITH NON-ASCII CHARACTER SUPPORT

As part of providing improved solutions for markets where additional characters such as the umlaut (ü) are used, Mitel is adding another step towards full UTF8 capabilities. This will better support markets like

Germany where non ASCII characters are used. Additionally we are releasing an update to the 5300xx firmware which will support the Arabic font allowing us to present Arabic names in the MiVoice Business Phone Book, on IP display sets as well as supporting Arabic for a range of other capabilities on the sets e.g. a number of the prompts on the telephone set.

As part of this enhancement, calls across the customers cluster will now display the full UTF8 name. Historically the name shown between users was truncated when a call was made between different network nodes. There will be some exceptions to supporting full UTF8 names – whilst MiNET, SIP and SAC devices will support this capability, MiTAI group names, alpha tag names, PMS suites & SuperKey phonebook names will continue to use ASCII presentation.

This feature is enabled via a new system option but there is no license required. In addition to the MiVoice Business 7.1 release we are also releasing version 6.3 for the Mitel 53xx IP sets which will be required for this capability to be supported.

SUPPORT FOR SIP DECT R6.0

In advance of SIP DECT R6 release date (June 2015) MiVoice Business has been optimized to support the solution when available.

REBRANDED SOFTWARE AND TOOLS

This release will also see the first implementation of the Mitel rebranding in the MiVoice Business software and associated documentation set.

SUPPORT FOR MIVOICE BUSINESS CONSOLE 7.1

Please refer to bulletin (PB20150041) for full details of the MiVoice Business Console 7.1 update.

MICONFIG WIZARD IMPROVEMENTS

- Ability to program a VLAN ID, multiline keys of a prime line, and mailbox length
- Provision DDI/DID numbers for the main access number to the Audio Video Web Collaboration application – also includes a check to make sure the DDI/DID is not currently in use
- Provision country tone plan for the Audio Video Web Collaboration application and password for the for the Audio Video Web Collaboration SIP server
- Provision the Meet-Me conference access number (pilot number)

EMBEDDED MESSAGING ENHACEMENTS

Based on customer feedback we have implemented a number of security related improvements, specifically:

- Ability to disable Personal Contact Numbers on a system wide basis with new installations

defaulting to “disabled” while upgrades continue to be “enabled”

- Default setting for the “Mailbox lockout” feature designed to add security against toll fraud, now enabled by default for new installations. Existing installations that upgrade maintain the previous settings
- New “Email Sender’s Address” in System Options, allows System Administrator to select a “from” email address to be used when delivering email messages allowing it to be added to the firewall whitelist so that they are not filtered as spam
- Ability to set mailbox extension length (between 2 - 7 digits) within MiConfig Wizard tool

MiVoice Business 7.0 SP1 – October 2014 – PB20140030

MICROSOFT HYPER-V

First official supported release that can run in a Hyper-V framework. Whilst the detailed engineering guidelines and capacities will be published once all testing is completed, initial results have shown that we require double the vCPU in Hyper-V deployments compared to VMware. Please ensure that the guidelines are consulted prior to quoting the customer solution.

SIP ENHANCEMENTS

A range of improvements recognizing the growing adoption of SIP:

- Enhanced SIP Call Billing - allow the option to configure a user-specific billing number, which can be different than the CPN Substitution (public) number for the same user.
- New SIP Peer Profile Defaults to better match market requirements
- SIP Release Line Transfer (SIP 2B-Channel Transfer) – optimizes trunk requirements when inbound SIP trunk calls need to be transferred to external parties (over SIP)
- Default Dynamic Payload Options - configurable Default Dynamic Payload options for DTMF (was previously 101), G.722.1, and L16 payloads to allow flexibility against Service Provider networks
- Local Name Display on SIP Devices - display names locally on SIP devices (e.g. guest name for cruise ship deployments using SIP devices).
- Support for Three (3) Calling Party Numbers
- Support for SIP Calling Line ID Restriction (CLIR)
- Signal Privacy on Emergency Calls - To satisfy legal requirements to respect privacy on emergency calls, a new SIP Peer Profile option 'Signal Privacy (if enabled) on Emergency Calls' is provided. With this option enabled, the CESID information will be included ONLY in the P-Asserted-Identity header and not in the From: header -- when an emergency call is made from a private extension and the caller has privacy enabled.
- "Expires" Header in 200ok Responses - Addition of "Expires" Header in the 200ok response for a Register Request message. This is mainly for SIP implementations using MS_UCMA. Previously, it was only included in the Contact header.

CALL FORWARD ALWAYS FOR RING GROUPS

Following the improvements to group behavior made in MiVoice Business Release 7.0 we are adding the capability to allow Call Forward Always to be supported on Ring Groups. Whilst DND and Absence of all members can invoke similar results, Call Forward Always gives a level of flexibility in how calls are handled.

PRIVATE CALLER FEATURE

A new Feature Access Code (FAC) Private Caller allows a caller to prevent their identity being displayed to the called party on a call by call basis. Both name and number are suppressed and a privacy indication will be displayed on the called device when the user dials the Private Caller feature access code before dialling the destination number.

ENHANCED ISDN OUTWARD DIALING MODIFICATION

Ability to modify the digits before they are passed to the public network. In other words, it allows you to alter the calling party number on outgoing calls over ISDN E1 links (programmed as EURO Standard protocol).

MICONFIG WIZARD IMPROVEMENTS

- Provisioning support for Call Billing for SIP Gateway configurations.
- New Configuration profiles available for Windstream, Verizon and other popular SIP service providers.
- Classes of Service and other configuration data added to facilitate the integration of MiVoice Business and MiContact Center.
- New option added for designating the prime DN for Multicall and Key System keys.
- Configuration Wizard defaults for Classes of Service always used to configure MiVoice Business.
- Creation of an Administrator Account for access to commonly-used forms in the MiVoice Business System Administration Tool.

MiVoice Business 7.0 – June 2014 – PB20140012

CONSOLIDATED RING GROUPS

Creation of “Enhanced Ring Groups” allows more flexible definition of the members in the group, “hunting” or ringing algorithm, queuing behavior, overflow definition and destination as well as post call handling. Additionally this allows ring group members to be across multiple instances.

ENHANCED SILENT MONITOR & WHISPER COACH

More flexibility on silent monitor plus the ability for a supervisor to establish an audio path that is audible to the monitored DN in any call state, but not audible to any connected party/parties. At any point during the coach session the call can be elevated to a Barge in.

DID ENHANCEMENTS

Increased flexibility and reduced programming complexity associated with assigning incoming DID (DDI) numbers to the appropriate answer point.

EXTERNAL TWINNING ENHANCEMENTS

External Twinning introduced in 6.0 will be expanded to allow any two devices to be rung simultaneously under a single dynamic extension number (two internal, two external or a mix). This previously was restricted to one internal and one external representation of a user.

EXTERNAL (LIVE) MOH SOURCE FOR ISS/VMCD (X86 PLATFORMS)

A facility that allows ISS, vMCD and MiCD based deployments to use a SIP based G.711 stream on the network as a live music on hold.

5540 FULL NAME DISPLAY

Updated to display calling party info during the ringing for both internal guest and external inbound calls. Also, the display will now support 20 character names (consistent with IP sets) - this is an increase from the previous 15 characters.

SRTP AND TLS SUPPORT

Following on from the introduction of TLS support for signaling in MCD 6.0 we are now adding SRTP support for the media stream. TLS and SRTP are the industry standard encryption key management and encryption algorithms.

TECHNICAL HYGIENE

A number of changes have been made in MiVoice Business 7.0. These include:

- MSL 10 support (VDT)
- ESM compatibility with IE10 & 11 and Windows 8 is included

VIRTUALIZATION ENHANCEMENTS

VMware vSphere 5.5 Support (also in 6.0 SP2)

Small Business .OVA Support for 250 Users

- MiVoice Business virtual appliance ships with 3 resource settings selectable upon deployment within vSphere - Small Business, Mid-Market, and Enterprise. The Small Business .OVA footprint has increased capacity from 150 users tot 250 users as well as embedded voice mail capabilities up to 250 users and 12 ports.

MiVoice Business qualification to 5000 users

- Not delivered as part of a default OVA, but available through manual configuration, a single virtual instance now supports up to 5000 users

MiVoice Business Resiliency with VMware Site Recovery Manager

- The use of Resiliency and VMware SRM can be combined offering the utmost in availability. Now customers can deploy MiVoice Business in their primary data center along with a survivable branch office gateway at a remote site, and at the same time partake in full data center protection based on VMware SRM, with failover to a secondary data center. (Note that support for VMware HA continues to be supported for single data center recovery from server/host or VM failure.)

MiCollab with Voice – now supports 500 users

- Up from the previous limit of 250

IMPROVING THE TOTAL COST OF OWNERSHIP

- Automated base DN configuration - system administrators can define a range of DNs that the system will use to enable devices in a locked state – this means they no longer have to identify a DN/PIN as part of the registration process for Mitel 53xx IP Phones
- Enhancements to User Service Configuration – single sign on between MiCollan & MiVoice Business, form changes from a grid to a tree structure, has an improved search capability and administrators can right click for context based menu options
- SDS Improvements - A variety of technical enhancements have been implemented to improve the SDS performance, particularly in large clusters (node counts over 100). In particular synchronization SDS of large node resilient pairs has improved significantly.
- Directory Update Performance Improvements - significant improvements in responsiveness in directory oriented actions applicable in systems with large directories (over 10,000 Users).
- MSP logs viewer & round robin software logs – to aid troubleshooting
- Alarm on back-up failure - In the event a software backup fails (whether manually invoked or

scheduled) an alarm will be generated. This alarm event will be persistent (i.e. if the system reboots the alarm condition will still be present).

- Multiple templates per device – as an expansion to services introduced in MCD 5.0 we now allows multiple templates to be created for the same device type
- MiConfig Wizard updates that align with R 7.0, vUCC 6.0 and MiCollab 6.0, with support for:
 - UCC Bundle assignment for MiCollab users
 - DID Server programming (simplified user-centric DID provisioning)
 - External Twinning
 - Provisioning of Teleworker Installer Password
 - Improved regional support for standalone and vUCC installations, a framework enabling users to provide regional or custom configurations via csv files.
 - MiVoice Business Language Support
 - Configuration of resilient pairs has been simplified, as MiCW will now automatically performs the Start Sharing and Sync operations, reducing installation time.
 - Eliminated a number of manual configuration steps by further additions – eg. New COS recommendations, Automatic programming of Network Sync source, DHCP option 125 configuration,
 - Custom key label programming

MCD NAME CHANGE TO MIVOICE BUSINESS

The communications solution software was re-branded to reflect the solution name change from the Mitel Communications Director to the Mitel MiVoice Business.

SUPPORT FOR MIVOICE BUSINESS CONSOLE 7.0

The communications solution software supports the software-only attendant console - MiVoice Business Console 7. The console naming structure reflects both the numbering and naming format of the MiVoice Business communications solution.

MCD RELEASE 6.0 – JANUARY 2013 - PB20120169

NEW FEATURES WITH RELEASE 6.0

- Location Based Call Routing
- Hot Desk PIN Security – strong PINs (PIN Hardening)
- Post Call Destination
- SIP-related enhancements
 - SIP Hot Desking (e.g. 5604 & 5607), Lockout & Maintenance commands
 - Default Call Billing Number for SIP Gateways
 - Transport_Layer_Security (TLS) for SIP devices
 - SIP Trunk Bulk Registration
- Tandem Switch Support for Nupoint
- Embedded Unified Messaging (UM) – IMAP support
- System Data Synchronization enhancements
 - New maintenance commands for checking and repairing database inconsistencies
 - Minimized SDS sync failures from Telephone Directory conflicts
- Simple Twinning
- MCD for Industry Standard Server (ISS) DLM offline mode
- Embedded Messaging (EMEM) Enhancements
 - Embedded Voice Mail Hebrew prompts
 - Embedded Voice Mail Remote Time Zones
 - Embedded Voice Mail available to MCD for ISS (including RAD and RAC ports)

- Direct Transfer to Voice Mail
- Security Enhancements
 - Anonymous FTP accounts no longer supported on X86 platforms: MxServer, ISS, vMCD & MiCD)
 - Updated the Tomcat version
 - The SNMP Agent in MCD is now disabled by default
- New Class of Service options:
 - Fax Capable (separates fax functionality from Campon Tone Security)
 - New ACD Agent Behavior on No Answer (Logout vs Absent)
 - Set backlighting control
 - Caller ID display on single-line sets for forwarded calls
 - Auto Release mode with Hold Key support
- Emergency Ring Groups (aka Destination Based SNMP Traps)
- Automatic prefix insertion for Call History (5320, 5330, 5340, 5360, People, & VVM apps)
- Outgoing Alpha tagging
- Silent Monitor of non-prime lines
- 250 Group Park appearances (x86 platforms: MxServer, ISS, vMCD & MiCD)
- Increased CESID digits (from 10 to 12)
- Digit modification on E1 ISDN links
- Audio alert for Call Pickup groups
- Financial Services Enhancements
 - 5560 Firmware Enhancements:
 - 5560 Selective Caller ID

- 5560 Key Swapping
 - 5560 Increased keys (192 keys / 6 pages)
- New E&M (PLAR) Trunk options:
 - Immediate Local Release
 - Extended Ringing
- DSS/BLF & Secretarial Key support for Call Forward Override & Supervised Transfers
- Maintain Original Forward or Reroute Reason
- Software Installer Tool improvements for faster software installs and upgrades:
 - Incremental upgrade of voice mail prompts
 - Eliminated unnecessary MCD reboots for offline licensing changes by Software Installer
- Mitel Integrated Configuration Wizard 4.0 enhancements:
 - Provisioning Hunt Groups, Call Pickup Groups, Ring Groups and External Twinning
 - Provisioning embedded voice mail on MCD-ISS and Unified Communicator Advanced (UCA)

VIRTUALIZATION OPERATIONAL AND ADMINISTRATIVE ENHANCEMENTS

- Mid-Market Resource Profile
- IP Address Reduction
- Mitel Virtualization Framework (MVF)
 - Automated SRM recovery (available today)
 - Ease of upgrade to VMware Tools through a simple upgrade of the MVF blade within the VM
 - Virtual system diagnostics (future)
 - Better enable Mitel system configuration (i.e. MSL networking) as part of OVA deployment wizard (future)
- VMware vSphere 5.1 Support
- VMware Site Recover Manager (SRM) enhanced support
- VMware Virtual Storage Appliance (VSA) support

NEW HARDWARE UPDATES

- CX(i) support for 16G SSD media kits
- MXe support for 60G SSD media kits
- MCD support for StreamLine (2-wire solution)
- MITEL Open Integration Gateway (OIG)
- New MPP BlazeCast CPE Demo part number
- 50005981 - 3300 2G FLASH W 512MB RAM MODULE superseded by the combination of: 50005883 - 3300 512MB RAM MODULE and 50006509 – 3300 AX 2G & 4G Flash SSD

MCD Release 5.0 – October 2011 – PA20100084

LICENSING ENHANCEMENTS

- Try Before You Buy
- Over Allocation
- Trusted Services
- Enterprise Licensing
- Multi-device User license
- Multi-device Suite license
- New Hospitality Packages

HOSPITALITY ENHANCEMENTS

- New Redundant Industry Standard Server (ISS) support from Stratus
- Enhanced Guest Services and PMS interfaceDND Setting
- VIP Status
- Personal Wake-Ups
- Increased languages
- Language selection
- Maid ID codes
- Centralized Hospitality Solution
- Contact Center EnhancementsACD External Agents
- Increased capacity
- RAD optimization

VIRTUALIZATION ENHANCEMENTS

- 2500 Users on a single Virtual MCD instance
- New SMB Virtual MCD OVA, which supports Embedded Voice Mail

ADMINISTRATION ENHANCEMENTS

- User “Role” concept added
- User Provisioning templates
- Tooltips
- Hotlinks
- Scrolling system status information
- Class of Service form changed to tabbed form and functionality grouped
- Multi-device User Groups
- Multi-device Suites
- System security enhancements:
 - Password strength
 - User password expiry
 - Session inactivity timer
 - Embedded Voice Mail administrator password
 - Login Banner

- Automatic phone lock
- System Options form reorganized
- Tabbed SIP options form

SCHEDULER ENHANCEMENTS

- System Back-Ups
- File exportS
 - MDR files
 - System back-ups
- Audit Trails
 - MCD directory administration forms
- File import
 - Bulk User provisioning
- Hotdesk logout
- Unattended upgrades

SIP ENHANCEMENTS

- SSIP forking support
- MiTAI support for SIP Trunks
- Prevent a call
- SIP Reject
- Third-party SIP firmware download
- Support for 2000 SIP Trunks on a single MCD instance
- Outgoing Trunk only
- Outgoing DID range programming for CPN substitution
- RFC updates:
 - 5373
 - 5079
 - 3261
 - 3323

EMBEDDED VOICE MAIL ENHANCEMENTS

- Seven-digit mailbox support
- Mailbox logins will be audited
- No default password setup
- Admin mailbox locks out after three failed attempts
- Auto-attendant forwarding restriction can be broader

MITEL CONFIGURATION WIZARD ENHANCEMENTS

- DDI (DID) programming
- SIP Trunk programming
- Cluster / Resiliency support
- Country specific data (ARS, CoS, CoR, System Options, SMDR options)

OTHER ENHANCEMENTS

- Unattended upgrades
- Microsoft® Active Directory® integration
- Audit Trails
- RIM® MVS integration
 - Automatic cell / Wi-Fi® handoff
 - Suppression of BlackBerry® authentication tones for PRI Trunks
 - Mitel Audio & Web Conferencing (AWC) join from calendar
- Wideband audio support – G722.1
- Location-based time zone
- BLF expansion to 64 appearances
- Case sensitive Caller ID

HARDWARE DELIVERED WITH MCD R5.0

- Mitel 5505 Guest IP Phone

MCD Release 4.2 SP1 – May 2011

The following software enhancements were added in MCD 4.2 SP2:

- Mitel 5300 Series IP Phones are now Bluetooth® capable

MCD Release 4.2 SP1 – MARCH 2011

The following software enhancements were added in MCD 4.2 SP1:

- Move / Swap introduced for traditional telephony devices

MCD Release 4.2 – OCTOBER 2010 - PA20100050

The following software enhancements were added to MCD in Release 4.2:

- Night Service indication
- Increase Account Codes
- Mitel 5560 IPT Call History expansion
- Mitel 5304 IP Phone Broadcast alerts
- Location-Based Accounting
- Logged in Hotdesk BLF indication
- People application search
- Multi-Coloured LEDs
- SIP Digit Detection
- SIP Inward dialing

Hardware delivered with MCD 4.2 included:

- Mitel 3300 Mx III Controller
- Mitel 3300 AX Controller Media Kit

mitel.com



- 3300 MxIII Controller SATA Solid State Drive (SSD)
- 3300 MxIII Controller SATA Hard Disk Drive (HDD)
- 3300 MxIII Controller SATA RAID Controller
- Programmable Key Module support for Mitel 5330 and 5340 IP Phones
- Mitel 3300 CX(i) II Controller FAN FRU

MCD Release 4.1 SP2 – JUNE 2010 - PA20100018

The following software enhancements were added in MCD 4.1 SP2:

- Support for Virtual MCD 4.1
- Microsoft Windows® 7 client support
- Internet Explorer 7 and 8 support

MCD RELEASE 4.1 SP1 – APRIL 2010

The following software enhancements were added in MCD 4.1 SP1:

- SIP Device Enhancements
 - Prevent Call to Device if in Use
- ESM Enhancements
 - Message Board – Tag the form name, improve readability
 - Allow 25000 Software / Maintenance logs on MxIII Server, MCD ISS, and MICD only
 - Allow 15 records to display per page instead of 5 for Large List Search form
 - Allow 25 logs to display instead of 10 in log-related forms
 - Call Forwarding Profile and Do Not Disturb (DND) forms are now available; the forms are located in User and Devices > Advanced Configuration > DND or Call Forwarding Profile
- User and Device Configuration form now supports Device Type “App Server Port” for programming of Mitel Unified Communicator® (UC) Advanced Softphone
- Simplified Licensing change: PC port on “IP Device Only” set is now controlled by Class of Service setting; default COS is enabled (the initial 4.1 release had the PC port disabled for sets configured as “IP Device Only”)

MCD RELEASE 4.1 – FEBRUARY 2010 - PA20090575

DYNAMIC EXTENSION ENHANCEMENTS

- Caller Recognition Service
- Pre Authorized Voicemail access
- Force to PBX
- Callback with destination
- Callback with dial tone
- External Hot Desk PIN lockout

EMBEDDED SYSTEM ADMINISTRATION ENHANCEMENTS

- Microsoft® Internet Explorer® Release 8 support

- Forms sorted by category
- MCD Scheduler
- User and Device Configuration form
- ESM Message Board
- Callback with destination

SIP ENHANCEMENTS

- SIP Silent monitor
- CPN Substitution for SIP
- SIP Display update
- SIP Hosted conferencing
- SIP Callback
- SIP CTI Call Control

CUSTOMER DESIGN CHANGE REQUESTS

- IP Phone Ethernet port management
- Automatic outbound call recording
- ACD Scaling for 256 Skill Groups
- Additional Maintenance commands added
- Mitel 5550 IP Console support for remote DND
- Provide Internal calling line ID to External Hot Desk
- Camp on to Personal Ring Groups
- External Hot Desk User Silent Monitor
- Visual Voicemail for NuPoint UM
- Multi digit external hot desk user mid call features support

SDS DIRECTORY SYNCRONIZATION ONLY

- No OPS Manager directory management

HARDWARE SUPPORTED

- Mitel 5610 DECT Handset and Mitel IP DECT Stand

Mitel MiVoice Business Controllers

Purpose Built Hardware Designed to Address a Variety of Business Needs



When it comes to your communications solution MiVoice Business is a leading Voice over IP (VoIP) solution that is available to be deployed on industry standard servers and hypervisors. Sometimes, however, our customers need to provide support for more than just the latest in VoIP technologies.

This could entail support for analog trunks for emergency purposes or analog fax machines for the business. Or legacy types of trunks such as Primary Rate and Basic Rate ISDN.

Mitel Controllers are hardware platforms that are specifically designed for MiVoice Business to be deployed on that deliver not only as a feature VoIP solution, but also incorporate gateway functionality for non IP telephony technologies.

The controller and MiVoice Business together provide your business with a complete communications solution

that provides voice communications, unified messaging, auto-attendant, digital and analog trunking, and support for analog devices, such as fax machines - all in a single package.

Another aspect of the Mitel 3300 Controller is that it can be deployed as a dedicated media gateway, providing your business with a “gateway” to productivity enhancing solutions, like unified messaging and mobile integration - all without having to remove your existing communications system.

Mitel 3300 Controllers are available in several variants - CX II, Mx III-L, EX and AX - with each offering unique capabilities to address a wide range of business needs.

And if a customer’s requirements exceed the specifications of a single controller then another, of any variant, can be added and clustered together to create a larger feature transparent solution.

Mitel Controllers

Specification	CX II	Mx III-L Standard	Mx III-L Expanded	AX	EX
Maximum number of devices (including softphones and Contact Center agents) ¹	150	350	1,500	400 ^{1,2}	1,500
Maximum number of IP phones ¹	150	300	1,400	125 ^{1,2}	1,400
Maximum number of SIP devices / users	150	300	1,000	100	1,000
Maximum ACD Agents ¹	50	100	150	50	150
Maximum MiVoice Business Consoles	8	16	24	8	24
Maximum Number of Analog devices	150	350	576	288	28
Main Software Storage Media	32 GB SATA Solid State Drive	64 GB Solid State Drive (optional RAID)	64 GB Solid State Drive (optional RAID)	16 GB Flash Card	60 GB or 120 GB integrated SSD storage
Installed RAM	1 GB	1 GB	1 GB	512 MB	4 GB or 8 GB
Available Module Slots	3	6	5	2	8
Module Slots for	Quad CIM Single T1/E1 Quad BRI DSP II	Quad CIM Single and Dual T1/E1 Quad BRI DSP II Echo Cancellor	Quad CIM Single and Dual T1/E1 Quad BRI DSP II Echo Cancellor	Single and Dual T1/E1 Quad BRI DSP II Echo Cancellor	4-port FXS 4-port FXO DSP card T1/E1 PRI/R2

Mitel Controllers (continued)

Specification	CX II	MXe III Standard	MXe III Expanded	AX	EX
10/100/1000 MB Ethernet ports	1 x 10/100	2 x 10/100	2 x 10/100	2 x 10/100 only	5 x 10/100/1000
Maximum DSP Modules	1	1	2	1	1
Maximum Echo Canceller Channels	96	64	192	128	240
Maximum G.729a compression channels	64	128	192	128	240
Maximum T.38 channels	8	32	32	32	Non-blocking
Maximum number of digital links (except BRI)	2	8	8	2	8
Maximum BRI interfaces (2 x B channels per interface)	8	12	12	4	Not supported
Internal Analog Main Board ^{4,5}	6 x LS trunks, 4 x ONS ports	6 x LS trunks, 4 x ONS ports	6 x LS trunks, 4 x ONS ports	0	Not applicable
Internal Analog Option Board ^{4,5}	6 LS trunks, 4 ONS ports	0	0	0	Not applicable
Internal Analog Line card slots ⁶	Provided by Analog Services Unit	Provided by Analog Services Unit	Provided by Analog Services Unit	12	7 (with DSP module fitted in slot 8)
Maximum number of CIM connected Analog Services Units (ASU)	3	12	12	0	0
Tone generators	128	128	128	128	128
Tone detector circuits	32	32	32	32	32
Gateway Channels (E2T)	64	64	128 ⁷	128	64 (PRI/Analog Interfaces are non-blocking)
DTMF Receivers	128	128	192	128	128
IP Networking – max IP trunks between MiVoice Business systems	2000	2000	2000	2000	2000
SIP Trunking – total maximum SIP trunks	2000	2000	2000	2000	2000
SIP Trunking – max SIP trunks between peers	2000	2000	2000	2000	2000
Maximum controllers in a cluster ⁸	999	999	999	999	999
STP and RSTP	No	No	No	Yes	No

Voice Mail Specifications

Specification	CX II	MXe III Standard	MXe III Expanded	AX	EX
Embedded voice mail ports as standard	16	20	20	20	24
Maximum embedded Voice mail ports	16	30	30	20	24
Maximum mailboxes ⁹	750	750	750	750	750
Storage hours	450 (130 with backup)	450 (130 with backup)	450 (130 with backup)	130 (30 with backup)	450 (130 with backup)
Maximum messages per mailbox	100	100	100	100	100

¹Engineering rules apply.

²For low traffic solutions, like Hospitality systems, up to a maximum of 576 devices will be supported, 288 analog devices and up to 288 IP devices. For systems of this size please refer to Mitel system engineering.

³The Maximum Analog device limit is a nominal figure that depends on the Hardware used to connect the Analog devices. Options include the AMB/AOB and ASU II.

⁴Includes Music-on-Hold (1 source supported), Paging (1 paging zone), System Fail Transfer (2 circuits).

⁵Analog trunks support CLASS Signaling for North America and Latin America, ETSI Class for international markets. Onboard analog trunks are not supported in Malaysia.

⁶The Analog Line card is available in two variants; the 24 ONS circuit card and the 4 LS trunks and 12 ONS extension card. Note the 4+12 Card supports 4 SFT circuits.

⁷Supports up to 192 ET2 channels when being used in a Trunking Gateway configuration.

⁸Up to 999 controllers can be clustered as a single system to support over 100,000 IP ports. Mitel's MiVoice Business System Data Synchronization technology is used to enable feature transparency across a cluster of controllers.

⁹Up to 748 mailboxes can be used for users or multi-level auto attendant. Two mailboxes are reserved for Administration.

Digital Trunk Connectivity

DUAL EMBEDDED DIGITAL TRUNK MODULE (MXE III-L CONTROLLER AND AX CONTROLLER)

- Each module has two E1/T1 trunk interfaces (links)
- Provides PRI / QSIG / T1-D4 / T1 CAS (T1-D4) / DASS II / DPNSS / IDA-P protocol through the controller (No NSU required)
- Each interface can run a different protocol, either PRI, QSIG, or T1-D4

DOES NOT SUPPORT:

- EX does not support QSIG, DASS II, DPNSS

EMBEDDED BRI MODULE (CX II / MXE III-L / AX CONTROLLERS)

The Embedded BRI module has four Basic Rate Circuits (total 8 – 64kbs channels)

EACH CHANNEL MAY BE CONFIGURED AS EITHER A:

- T (trunk) interface for links from a BRI Central Office (CO)
- S (subscriber) interface for connecting up to eight BRI devices.

Note: S interfaces support only basic call features such as calling number display for BRI devices (BRI call handling such as Hold or Transfer are not supported). BRI devices are not line powered from the embedded BRI module.

Note: This module does not support U interfaces.

Dimensions

Specification	Legacy CONTROLLER	ANALOG SERVICES UNIT (ASU II)	EX Controller
Height	CX II – 3.5 in. (8.9 cm.) (2 U) MXe III – 3.5 in. (8.9 cm.) (2 U) AX – 13.35 in. (39.90 cm.) (7 U)	3.3 in. (8.4 cm.) (2 U)	EX – 1.75 in. (4.4 cm.) (1 U)
Width	CX II - 17.75 in. (45.1 cm.) (19 in. rack mountable) MXe III - 17.75 in. (45.1 cm.) (19 in. rack mountable) AX – 17.4 in. (44.20 cm.)	17.75 in. (45.1 cm.) (19 in. rack mountable)	EX – 19 in. (48.5 cm.) with mounting ears
Depth	CX II – 16.5 in. (41.9 cm.) MXe III – 20.25 in. (51.4 cm.) AX – 13.87 in. (35.23 cm.)	13.3 in. (33.8 cm.)	EX – 13 in (3 cm.)
Weight	CX II – 19.8 lb. (8.98 kg.) MXe III – 28 lb. (12.7 kg.) AX – 39.70 lb. (18.01kg)	14.1 lb. (6.4 kg.)	EX – 15 lb. (7 kg.)

Operational Environment

Specification	Legacy CONTROLLER	ANALOG SERVICES UNIT (ASU II)	EX Controller
Temperature	CX, MXe, AX 40° to 122°F (4° to 50°C)	40° to 122°F (4° to 50°C)	EX 32° to 122°F (0° to 50°C)
Humidity	CX, MXe, AX 5% to 95% relative humidity, non- condensing	5% to 95% relative humidity, non-condensing	EX up to 85%, non-condensing
Max Heat Dissipation (Fully Loaded)	CX II - 170 BTUs per hour MXe III – 750 BTUs per hour AX – 1024 BTUs per hour	260 BTUs per hour	280 BTUs per hour
Air Flow	46 cubic ft. / min. at maximum output of fans AX – 110 cubic ft.		
Acoustic Emissions	Max 50dBA continuous, 75dBA intermittent (<10% duty cycle)		

Conversion factors: One watt is equal to 3.412 BTUs per hour. One ton of refrigeration is equal to 12,000 BTUs per hour or 3.516 Kilowatts, and 0.75 kilowatt-hour is equal to one ton of refrigeration.

System Input Requirements

Specification	Legacy CONTROLLER	ANALOG SERVICES UNIT (ASU II)	EX Controller
Input / Disconnect	IEC320-C14 Class 1 AC Receptacle 2 AC Receptacles on AX and MXe III with redundant power	IEC320-C14 Class 1 AC Receptacle	IEC320-C14 Class 1 AC Receptacle
Input Voltage / Frequency Rating	100 – 240 VAC 50 / 60 Hz	100 – 240 VAC 50 / 60 Hz	100 – 240 VAC 50 / 60 Hz
Input Power	CX II – 250 W MXe III-L – 200 W MXe III-L Expanded – 250 W AX – 300 W	125 W max	90 W
AC Source	90 – 264 VAC	90 – 264 VAC	
Frequency Range	47 – 63 Hz	47 – 63 Hz	

Glossary

ACD	Automatic Call Distribution	NFAS	Non-Facilities Associated Signaling
ASU	Analog Services Unit	PRI	Primary Rate Interface, ISDN
BRI	Basic Rate Interface	QSIG	Q-Signaling Protocol
BTU	British Thermal Unit	RSTP	Rapid Spanning Tree Protocol
CAS	Channel Associated Signaling	SIP	Session Initiation Protocol
CCS	Common Channel Signaling	STP	Spanning Tree Protocol
CIM	Copper Interface Module	T38	ITU protocol to send FAX transmission across IP Networks
CLASS	Custom Local Access Signaling Services	VM	Voice Mail
DASSII	Digital Access Signaling System #2	XNET	Switched Networking
DID / DDI	Direct Inward Dial / Direct Dial In	TRUNKING GATEWAY	A Controller used specifically to land PSTN trunks and route them onto a User Gateway
DNI	Digital Network Interface	USER GATEWAY	A Controller / Server used specifically to manage and control Telephones. External traffic is routed via a Trunking Gateway
DPNSS	Digital Private Network Signaling System	CONTROLLER	Mitel's telephony platform that runs Mitel MiVoice Business
DSP	Digital Signal Processor		
DTMF	Dual Tone Multi-Frequency		
IP	Internet Protocol		
ISDN	Integrated Services Digital Network		
LS	Loop Start Trunk		
MMC	Mitel Mezzanine Card		
MOH	Music on Hold		

Mitel MiCollab

Powering communications for when and where you need it



Improve the speed & quality of decision being made' in your business by providing employees with everything they need to connect, communicate and collaborate with others from anyplace, at anytime

Today work is not always done at a desk. It's done in the car, or while walking to lunch, or even while waiting for the plane to board. It can include colleagues working from home, from different countries, or with those who are not part of the organization.

This is why enabling your business to connect and collaborate more easily and effectively, no matter where they are or how they choose to work - is more essential than ever.

Mitel® MiCollab simplifies the way employees talk, meet, and share information with others by bringing together essential communications and collaboration tools into a single solution.

Through a single application, your employees have access to an integrated suite of collaborative services that align with how employees prefer to connect with others in today's fast-paced, often mobile workplace so that they can make every interaction efficient and productive whether it's with colleagues, customers, or partners.



Key Benefits

- A single application for voice, video, messaging, presence, conferencing, mobility, and team collaboration
- Keep up with projects and boost the sharing of knowledge and ideas across business silos with integrated team collaboration services
- A communications experience that's consistent across desktop and mobile devices
- Flexible deployment options - on-site, virtualized, or private cloud - that can evolve with your business as needs change
- A connected workforce working together to increase the speed of interactions and satisfaction of customers
- Presence and communications connectivity within Outlook to streamline employee communications workflows

Supercharging business productivity

MiCollab brings together voice, video, chat, messaging, web conferencing and team collaboration tools into a single solution making it easier for employees to connect with others and break down the silos associated with organizational departments.

Whether it's from their desktop or mobile device, with MiCollab employees can easily share ideas and tap into the knowledge of others across the organization, no matter where they are located.

For example, employees can view the availability of colleagues who may have the answer to a time sensitive question and even though they are showing out of the office, they are still available via their mobile device using chat to provide the vital information that saves the day.

Furthermore, with team collaboration tools (MiTeam) integrated into MiCollab mobile and desktop clients, working together on project-related activities such as document reviews, tracking the completion of tasks, and participating in real-time meetings has never been easier.

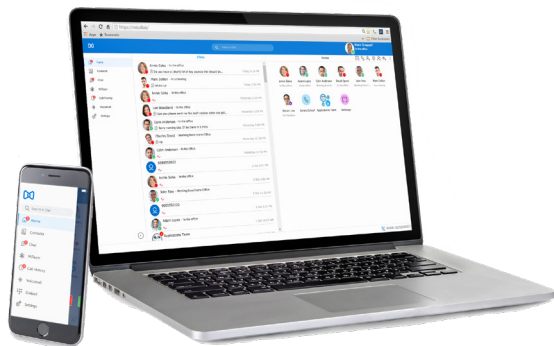


Everything you need in one place

By providing essential communications and collaboration tools in a single, unified solution, Mitel MiCollab helps reduce the latency and complexity associated with having to sort through and locate communications that in the past were often spread out across multiple modes of communication and business applications.

With MiCollab your employees can benefit from:

- *Unified Communications (UC) services that make connecting with others an intuitive, seamless experience*
- *Team Collaboration services (MiTeam) that enable virtual, collaborative workspaces for group-based projects of any size*
- *Unified Messaging (UM) services that make message retrieval and management simple*
- *Collaboration services (Audio, Web and Video Conferencing) to power scheduled or “in-the-moment” teamwork between colleagues, business partners, and customers*



MiCollab Client

Unified Communications

A single access point for all your communications and collaboration:

PRESENCE – know instantly whether people you need to connect with are on the phone, away from their desk or available for a chat

ONE-TO-ONE AND GROUP CHAT – instant message with others using Mitel’s web-based* (resilient, persistent, and secure) chat services

VISUAL VOICEMAIL – quick access to voice messages with visual message handling and current presence information of the colleague who left the message

SOFTPHONE – enjoy the same desktop phone communications experience from a PC, laptop, or smartphone

MOBILITY – installed as a client on iOS® and Android™ devices to extend office-based communications and team collaboration capabilities to mobile users

WEB CLIENT – access unified communications and collaboration features from remote locations using only a web browser

POINT-TO-POINT VIDEO – place a video call to colleagues with the tap of a button

INTEGRATION WITH BUSINESS APPLICATIONS

– streamline communications with integration to other business applications, such as Microsoft® Office®, Outlook®, and Google®

Team Collaboration (MiTeam)

Persistent, virtual workspaces for team conversations, content sharing, and meetings, with features including:

STREAMS – virtual workspaces where group members can discuss topics, share content, assign action items, and not have to search through multiple locations / applications to find the information they need

REVIEW – review shared content using a variety of annotation methods, including text, voice and video clip (MP4)

TASKS – assign and track action items to ensure team members understand what needs to be accomplished, who is responsible, and what date it's required by

MEET– create collaborative meetings on the fly, by choosing the participants, sending invitations, and launching the real-time meeting all from directly within the virtual workspace

Unified Messaging

Enables the management of voice mail, email and fax messages with features including:

MESSAGE RETRIEVAL – retrieve voice, text and fax messages from one synchronized message store

OUTLOOK® CLIENT PLUG-IN – install an additional toolbar within Outlook to manage voice messages

FAX SERVICES – pro-actively provide fax senders with transmission status information right in the email in-box

Audio, Web and Video Conferencing

Comprehensive audio conferencing and web collaboration capabilities with features including:

SCHEDULED / AD-HOC COLLABORATION – create a variety of collaboration sessions, ranging from one-time scheduled audio-only conferences to in-the-moment web collaboration escalation from within a call

PARTICIPANT MANAGEMENT – consolidated view of all audio-only and collaboration participants, with integrated moderator controls

DESKTOP AND APPLICATION SHARING – share the entire desktop, or only select applications, presentations, or files of every kind

MULTI-POINT VIDEO CONFERENCING – a personal face-to-face collaboration experience using ordinary webcams

PUBLIC AND PRIVATE CHAT – instant message with the option of archiving session transcripts

WEB-BASED COLLABORATION – participate in sessions using only a web browser (audio and sharing)

MEETING CENTER – integration with the Mitel MiVoice 6800/6900 series phones providing notification of MiCollab meetings for the day and one button access to join

CONFERENCE RECORDING – record conference calls or collaboration sessions for future access or distribution

REMOTE CONTROL – request control of another participants desktop for back and forth collaboration

OUTLOOK® CLIENT PLUG-IN – install an additional tab within Outlook for automatic conference creation when creating a meeting request

For more information, please visit www.mitel.com/products

* MiCollab's chat engine is powered by Mitel's CloudLink platform and built upon Amazon Web Services (AWS®) - the leading global cloud delivery framework

Mitel MiCollab Client

Making In the Moment Communications More Dynamic

Key Features

- UC clients for desktop, mobile devices and web
- Rich, real-time presence information
- Dynamic call routing
- Simplified voice message retrieval
- Point-to-point video conferencing
- Secure Instant Messaging (IM) with file transfer
- Quick access to client, partner and colleague interactions



Mitel® MiCollab Client provides your employees with a single access point for all their business communication and collaboration needs. It enables smarter communications between colleagues, customers, and business partners and allows your employees to become more accessible through a variety of real-time communication methods - whether it's instant messaging, voice, or desktop video.

MiCollab Client is a core component of the MiCollab collaboration solution, which unifies business critical applications, promote user agility & collaboration, and simplifies & streamlines administration.

Technical Specifications

LANGUAGES SUPPORTED

Chinese, Dutch, English (US, UK), French (European, Canadian), German, Italian, Portuguese (Brazilian), Spanish (European, Latin American)

HARDWARE REQUIREMENTS

MiCollab Client

- » CPU Intel Core 2 or higher 2.8 Ghz
- » RAM 2 GB Minimum / 4 GB or more recommended
- » Free disk space 100 MB
- » See the MiCollab Client product documentation for further details

UC Server

For information on Mitel Standard Linux® qualified servers, please contact your local Mitel representative.

Software Requirements – MiCollab Client

DESKTOP SOFTWARE REQUIREMENTS

Operating System	Version / Service Pack
Microsoft® Windows® XP Pro	SP3 32 or 64-bit
Windows Vista® Business / Enterprise / Ultimate Editions	SP2 32 or 64-bit
Windows Vista Home / Business / Enterprise / Ultimate Editions	SP2 32 or 64-bit
Windows 7 Business / Enterprise / Ultimate Edition	32 or 64-bit
Windows 8 & 8.1 Non-Metro	32 or 64-bit
Citrix® Client	5.0, 6.0, 6.5 & 7.1 (32 or 64 bit)
Microsoft .NET Framework	4.0
Remote Desktop Services (formally Terminal Services)	v6.1 (installed as part of windows Server 2008 R2)
VWware View	5.0 or 5.5
Windows Media Player	6 or later

INSTANT MESSAGING REQUIREMENTS

Software	Version / Service Pack
Microsoft Windows Live™ Messenger	8.5 or 2009 (v14), 2011
Microsoft Office Communicator 2007	R2
Microsoft Lync™	2010 & 2013

*Microsoft Lync integration is supported on deployments behind MiVoice Business and MiVoice Office 250.

PERSONAL INFORMATION MANAGERS

Software	Version / Service Pack
Microsoft Outlook®	2003, 2007, or 2010 (no support for 32 or 64 bit)
IBM® Lotus Notes®	8.0, 8.5, or 8.5.2
ACT!® by Sage	2008, 2009 & 2011

WEB BROWSER REQUIREMENTS

Browser	Client	Web Portal	Mobile Client
Microsoft Internet Explorer®	9, 10 & 11	9*, 10 & 11	—
Mozilla® Firefox®	26 or later	26 or later	—
Apple® Safari®	7.0 or later	7.0 or later	—
Google® Chrome™	30 or later	30 or later	—

*Does not support web sockets enabling dynamic presence status in MiCollab Client

MOBILE SOFTWARE

Software	Version / Service Pack
BlackBerry	5.x, 6.x, 7.x
Android	4.0, 4.1, 4.3 & 4.4
iPhone	6.0 or later
iPad	6.0 or later

*The minimum hardware requirements for the Android client for SIP softphone: Processor: dual core, 1000MHz, ARM Cortex-A9; Memory: 1024 MB Ram

SOFTWARE REQUIREMENTS - UC SERVER

Operating System	Version / Service Pack
Mitel Standard Linux	10.1

COMPATIBILITY WITH MITEL COMMUNICATION PLATFORMS

Platform	Version / Service Pack
MiVoice Business	5.0 or later (5.0 Sp2 or later is required for SIP softphone)
MiVoice Office 250	4.0 or later (5.1 required for SIP softphone)

COMPATIBILITY WITH MICOLLAB

Application	Software Version
MiCollab	6.0

COMPATIBILITY FOR SERVER FEDERATION

Software	Version / Service Pack
Microsoft Office Communicator 2007	R2
Microsoft Lync	2010 & 2013
Microsoft Exchange Server	2010 (SP2) & 2013
IMB Lotus Sametime®	8.5

COMPATIBILITY WITH VMWARE

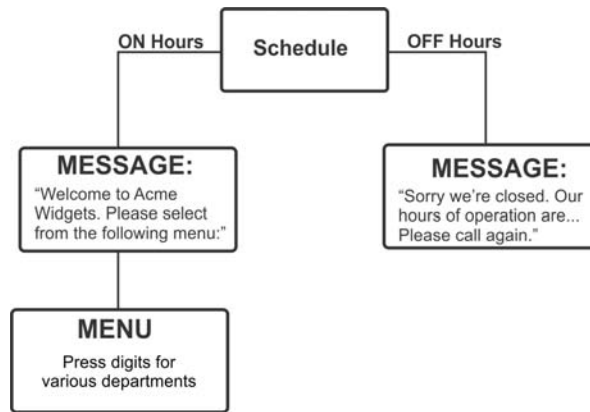
VMWare® vSphere™ 4.1, 5.0 or 5.5, with VMware vSphere client (VMware vCenter™ Server is optional and not required to install and manage Mitel Virtual Solutions.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries. Microsoft, Windows and the Windows logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

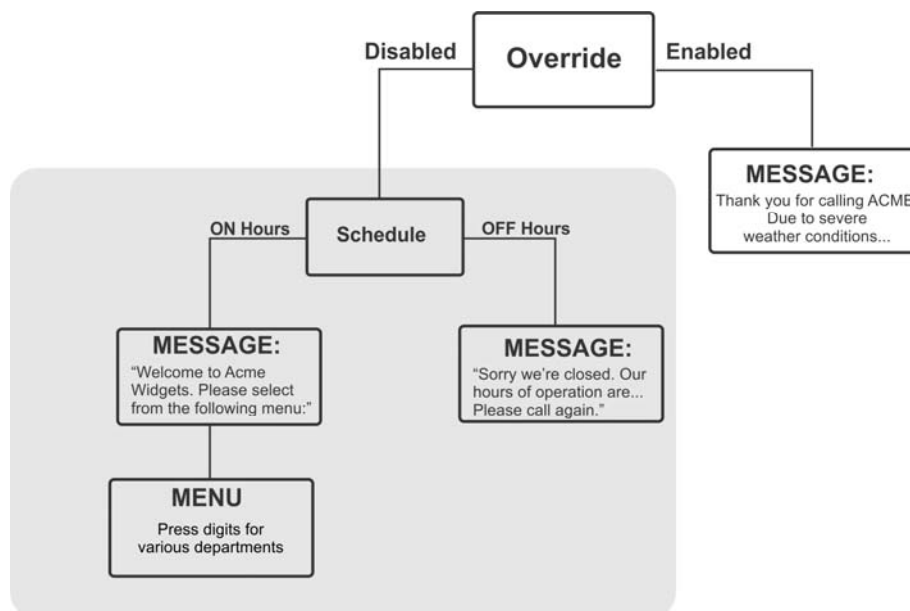
Tutorial 2: Creating a Call Flow for a Line Group

Planning the Call Flow

Each call flow is made up of one or more call handling **actions**. Each action ends with at least one **result**, depending on the circumstances surrounding the call. For example, during Acme Widgets' open hours (Monday - Friday 9:00 to 5:00), they might direct calls to different departments using a **Menu** action to ask the caller to press a key. During their closed hours, a **Message** action plays a "Sorry, we're closed." message. In this case, the call destination is decided by the time of day as programmed in the **Schedule** action.

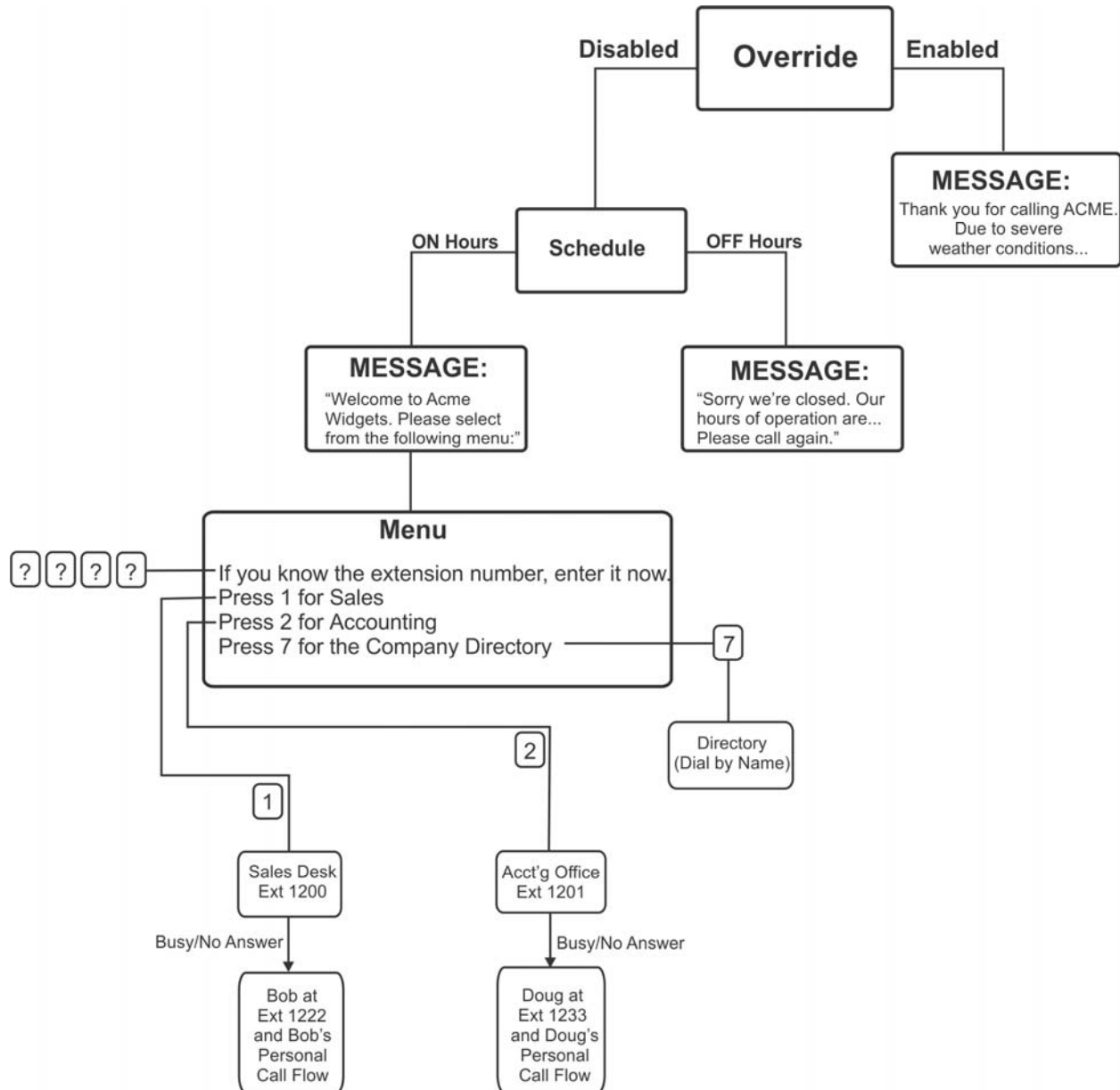


This is a good basic setup, but what happens when an unusual circumstance occurs? What if there is a record snowfall and the company cannot open on Monday? According to the Schedule action, on Mondays all calls should follow the "ON hours" flow. We need to provide an **Override** action that we can enable temporarily to introduce a special call flow for those unusual circumstances (for example, we can play a Message: "Thank you for calling Acme. Due to severe weather conditions, our offices are temporarily closed."). When the business is open again, we only need to disable the override to return to our regular call processing.



Now that we have a good basic call flow, we can add details for the On hours **Menu** to “Press 1 for Sales or press 2 for Accounting”. A “Sales” selection transfers to the Sales Desk. If the Sales Desk is busy or not answering, the call is transferred to Bob’s phone and then to Bob’s personal call flow. Likewise, an “Accounting” selection transfers to the Accounting Office and then to Doug’s personal call flow, if necessary.

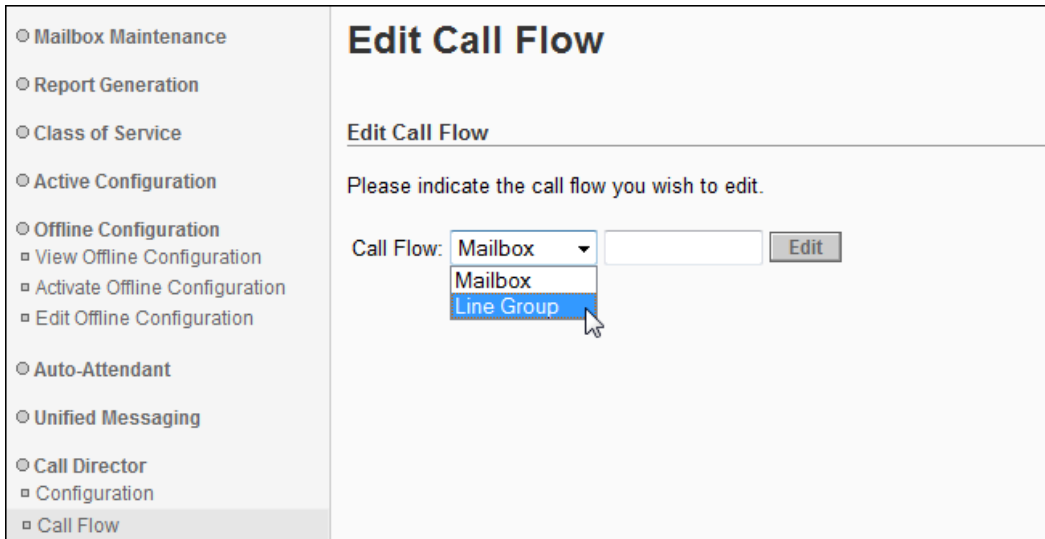
We can also add menu options for accessing the Company Directory and for callers to enter an extension number directly.



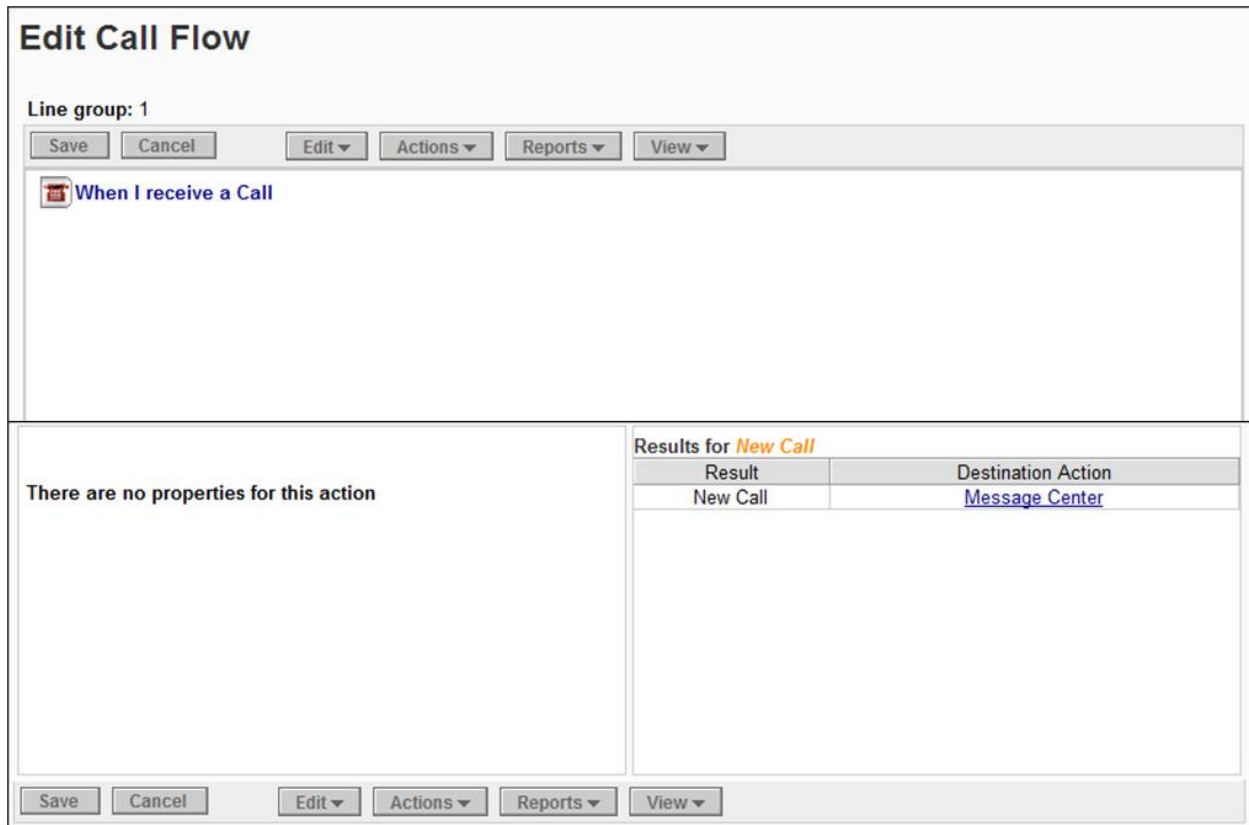
This diagram illustrates the completed call flow plan for Acme Widgets. It handles ON and OFF hours. It takes care of unusual circumstances like severe weather, and it provides a menu for callers to reach the company directory, a selected extension, or a department.

Programming the Call Flow

1. Log in to the NuPoint UM Web Console. Click **Call Director** and then click **Call Flow**.



2. Select the **Line Group** call flow and enter the Line Group **number**. The Call Director interface is displayed:

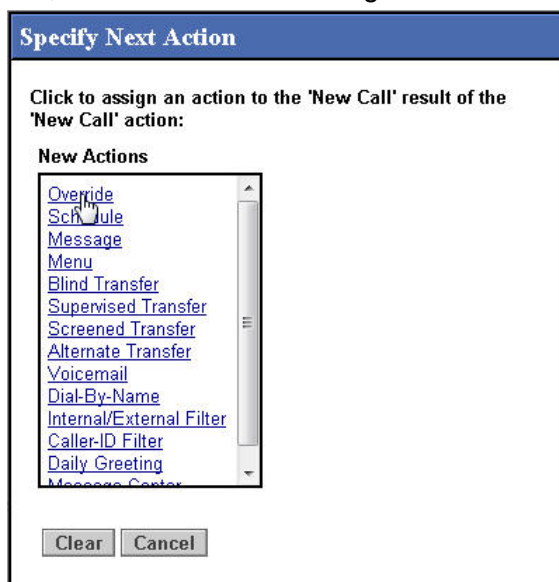


Lesson 1: Programming an Override

An override changes the everyday call flow to handle unusual circumstances such as emergency closures due to extreme weather conditions.

To define an Override:

1. In the Actions window, beside **New Call**, click Message Center.
2. In the New Actions list, select **Override** to assign the Override action.



Check the call flow diagram and note that when the Override is **Enabled** (that is, when Acme Widgets is operating under unusual circumstances), they want to play a message that tells callers the company is closed due to severe weather.

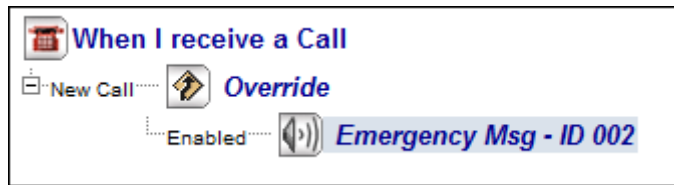
3. In the Results area for the Override, click the Message Center action beside **Enabled**.

Over-Ride Properties		Results for <i>Override</i>	
Name:	Override	Result	Destination Action
Action Id:	001	Disabled	Message Center
Over-Ride Enabled:	<input type="checkbox"/>	Enabled	Message Center
		From Call Flow	Unassigned
		Extended Absence	Unassigned
<small>Note: You can enable and disable this action by dialing into your mailbox and pressing the * key. Then follow the instructions. You</small>			

- In the New Actions list, click **Message**. To distinguish this message from other messages in the call flow, give it a unique **name** and include the Action ID for ease of maintenance. (For example "Emergency Msg - ID 002".) Don't worry about recording the message right now – you can record all messages after the call flow is set up.

Message Properties		Results for <i>Message</i>	
Name:	Emergency Msg *	Result	Destination Action
Delay:	0 *	Done	Hang up
Suppress Hangup Prompt:	<input type="checkbox"/>		
Action Id:	002		
Message:	Recording Not Recorded		

- Click **Save**. The call flow window looks like this:



Tip: To activate an Override, the System Administrator can enable it remotely from any touch-tone phone:

- dial the NuPoint Unified Messaging access number
- enter the mailbox number followed by the * key
- enter the passcode
- follow the prompts to enable/disable Overrides. If you have multiple Overrides in a call flow, you'll need to know the Action ID.

Lesson 2: Programming a Schedule

Now you will program the actions required when the Override is **Disabled** (that is, when the company is operating under normal circumstances).

1. In the call flow display window, click **Override** to display the Actions window.
2. In the Results area for the Override, click the Message Center action beside **Disabled**

Results for <i>Override</i>	
Result	Destination Action
Disabled	Message Center
Enabled	Message:Emergency Msg - ID 002
From Call Flow	Unassigned
Extended Absence	Unassigned

3. In the New Actions list, select **Schedule**. Now you need to tell Call Director which hours are “On” and “Off”. (Tip: Think of “On hours” as “On Duty” hours.)
4. In the Schedule properties window, click **Weekly Schedule** and select the “On” hours:

Day of Week

Monday Saturday
 Tuesday Sunday
 Wednesday
 Thursday
 Friday

Start Time

Hour 09 Min 00 AM

End Time

Hour 05 Min 00 PM

5. Click **Add**. The programmed weekly schedule is displayed:

Day	Start Time	End Time	Action
Monday	09:00 AM	05:00 PM	<input type="button" value="Delete"/>
Tuesday	09:00 AM	05:00 PM	<input type="button" value="Delete"/>
Wednesday	09:00 AM	05:00 PM	<input type="button" value="Delete"/>
Thursday	09:00 AM	05:00 PM	<input type="button" value="Delete"/>
Friday	09:00 AM	05:00 PM	<input type="button" value="Delete"/>

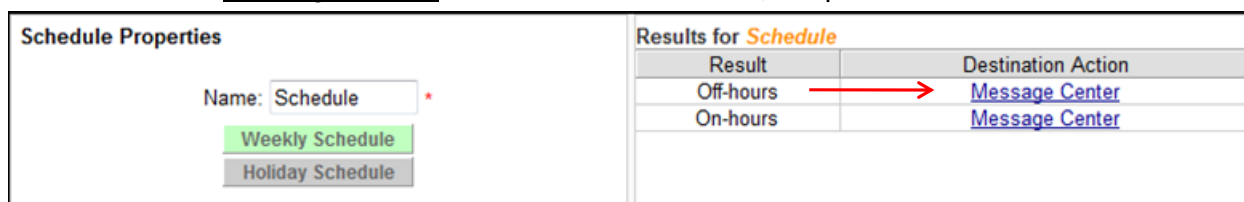
6. Click **OK**. A Call Director warning reminds you to save the Schedule (and the call flow) from the Call Flow window.

- In the Call Flow window, click **Save**. The Weekly Schedule button changes color to indicate that a schedule is programmed.

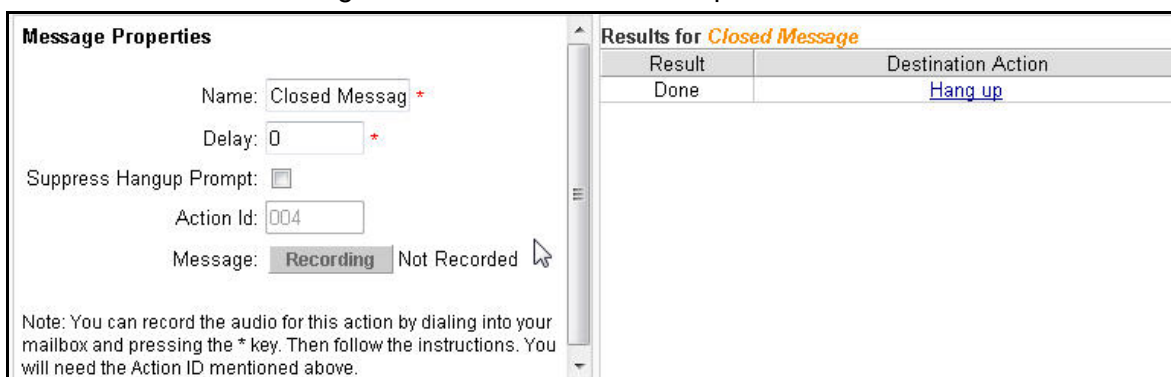
Now that the schedule is set up, we need to define the actions to take during On-hours and Off-hours.

To define the Off-hours actions:

- In the call flow display window, the **Schedule** action should still be highlighted. If not, click it.
- Click the Message Center action beside **Off hours**, to open the Actions menu.



- In the Actions menu, select **Message**. Enter a unique **name** for the Message (example “Closed Message – ID 004”). Don’t worry about recording the message right now – you can record all messages after the call flow is set up.



- Click **Save**.

In this example, the call flow hangs up after playing the “Sorry, we’re closed” message. You could also program other actions (like a transfer to voice mail) by clicking the Hang up action.

That completes the Off-hours programming. Now we’ll program the On-hours actions.

To define the On-hours actions:

- In the call flow display window, click **Schedule**.
- Click the Message Center link beside **On-hours** to open the Actions menu.

14. In the Actions menu, select **Message**.
15. Enter a unique **name** for the Message (for example “Welcome Msg – ID 005”)

Message Properties

Name:

Delay: *

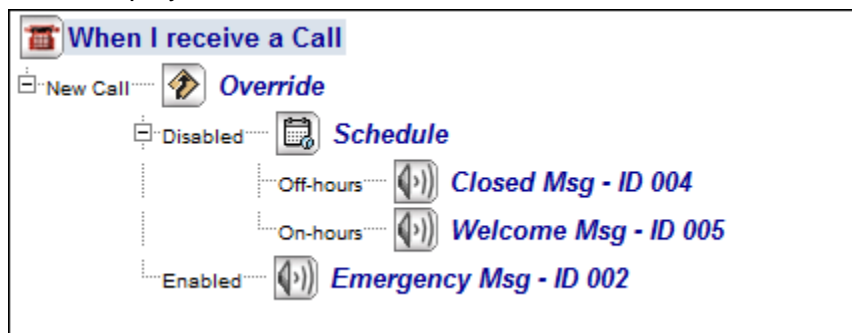
Suppress Hangup Prompt:

Action Id:

Message: Recording Not Recorded

Don't worry about recording the message right now – you can record all messages when the call flow is complete.

16. Click **Save** to save the call flow.
17. Your call flow display window should look like this:



Lesson 3 – Programming a Menu

When the Welcome message has finished playing, Acme wants to present callers with a menu from which they can access one of the following:

- The Sales Desk
- The Accounting Office
- The Company Directory
- An employee’s 4-digit extension number

To program the menu:

1. In the Results area for the Welcome message, click the Hang up link beside **Done**.
2. In the Actions menu, select **Menu**. The Menu results screen is displayed:

The screenshot shows two panels. The left panel, titled "Menu Properties", contains the following fields: Name: Sales Menu, Maximum DTMF Length: 1, Retry Count: 3, Timeout: 3, Action Id: 001, and Prompt: Recording (selected) / Not Recorded. The right panel, titled "Results for Menu", is a table with two columns: Result and Destination Action. The table contains the following data:

Result	Destination Action
0	Retry
1	Retry
2	Retry
3	Retry
4	Retry
5	Retry
6	Retry
7	Retry
8	Retry
9	Retry
#	Retry
*	Retry

According to the call flow plan, we need to program the **1** key to make a Supervised Transfer to the Sales Desk (extension 1200).

Note: Ensure that you have set up the required programming for Supervised Transfers to work properly. See “About Supervised Transfers” earlier in this module.

3. Click the Retry link beside **Menu** option **1** and select the **Supervised Transfer** action. The Properties window opens:

The screenshot shows two panels. The left panel, titled "Supervised Transfer Properties", contains the following fields: Name: pervised Transfer to Sales (with a red arrow pointing to the text), Transfer To: Specified Extension (dropdown menu), Extension: 1200 (with a red arrow pointing to the text), No Answer Timeout: 10, Suppress Prompt: , and Try call-flow first: . The right panel, titled "Results for Supervised Transfer", is a table with two columns: Result and Destination Action. The table contains the following data:

Result	Destination Action
Busy	Message Center
No Answer	Message Center
Invalid	Message Center

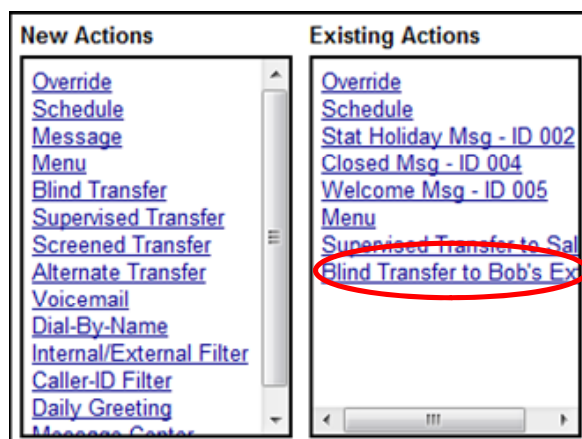
4. In the **Name** field, modify the name as a reminder for where the call is being transferred. (For example, “Supervised Transfer to Sales”.)
5. In the Transfer To: list, select **Specified Extension** and enter the **Extension** number to which you want to transfer. (1200 in this example).

We programmed a Supervised Transfer so that we can redirect the call to Bob's extension (1222) if the Sales Desk is busy or not answering. Now we need to configure this action.

6. In the Results area for Supervised Transfer, click the Message Center action beside **Busy**.
7. In the Actions list, select Blind Transfer. (We want unanswered calls to ring Bob's phone and then, if necessary, follow his personal call flow.)
8. Enter a descriptive **name** for the transfer ("Blind Transfer to Bob's Ext).
9. Select **Specified Extension** and enter Bob's **extension** number (1222).

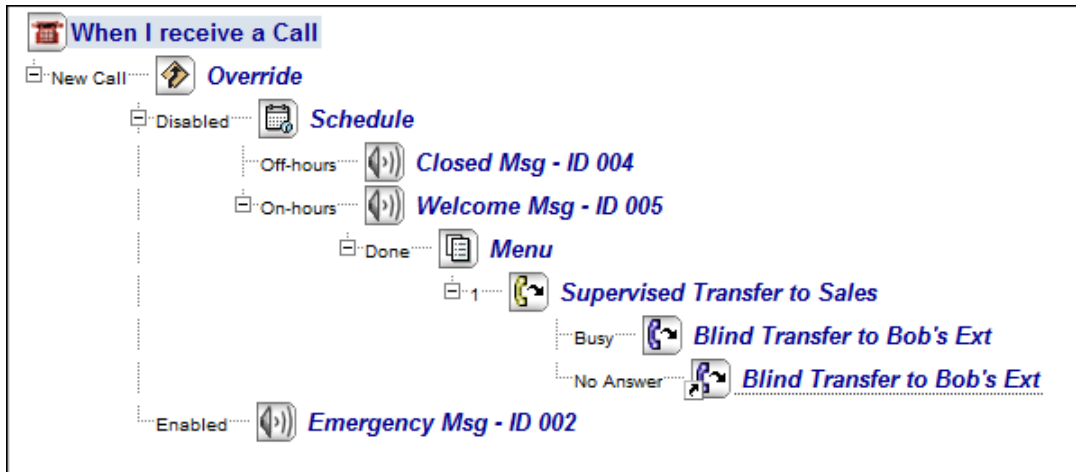
Blind Transfer Properties		Results for <i>Blind Transfer</i>	
		Result	Destination Action
Name:	<input type="text" value="Blind Transfer to Bob's Ext *"/>		
Transfer To:	<input type="text" value="Specified Extension"/>		
Extension:	<input type="text" value="1222"/>		
Suppress Prompt:	<input type="checkbox"/>		
Try call-flow first:	<input type="checkbox"/>		

10. In the Call Flow window, click **Supervised Transfer to Sales** to re-open the results area.
11. In the Results area for Supervised Transfer, click the Message Center action beside **No Answer** and program it as a transfer to Bob's extension also. You can re-use the Existing Action "Blind Transfer to Bob's Ext".



12. In the Call Flow window, click **Save** to save your programming.

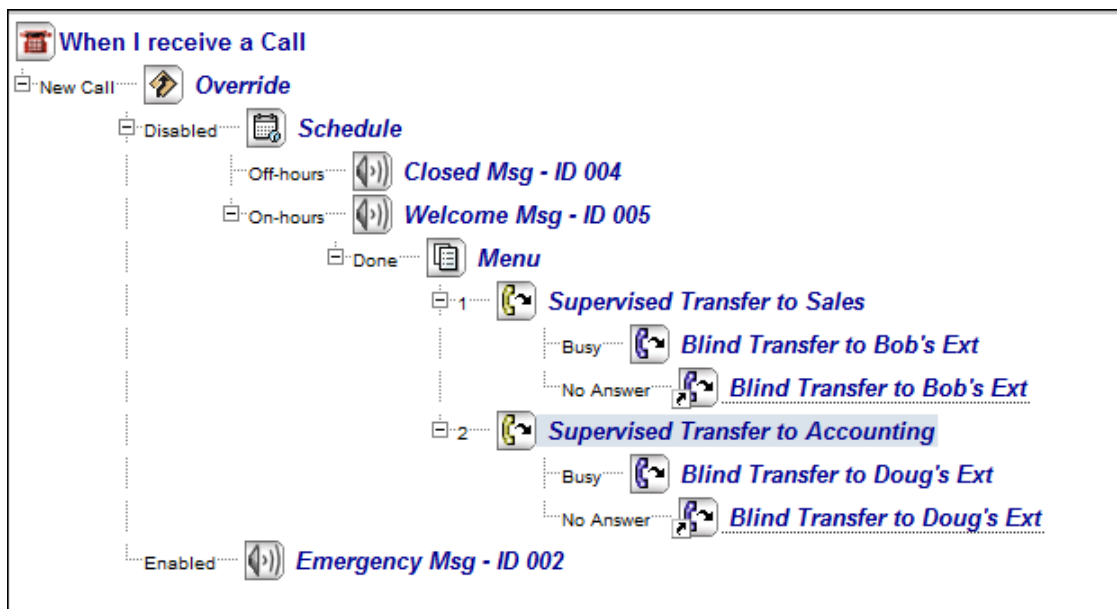
Your call flow window should look like this:



Now you need to program **Menu** option **2** to make a Supervised Transfer to the Accounting Office. The programming steps are the same as the Supervised Transfer to Sales. Here's a recap:

- In the call flow display window, click **Menu** to open the Results area.
- Click the Retry link beside Menu option **2** and select **Supervised Transfer**.
- Name the transfer ("Supervised Transfer to Accounting") and specify an extension (in this example, Ext 1201)
- Program the Busy and No Answer results of the Supervised Transfer as **Blind Transfers** to Doug's phone (in this example, Ext 1233). Don't forget that once you program the action Blind Transfer to Doug's extension, you can re-use it.
- In the Call flow window, click **Save**.

Your call flow should look like this:




Lesson 4: Providing a Company Directory Menu Option

Checking the call flow plan, we see that **Menu** option **7** should send callers to the Company Directory.

1. In the Call Flow window, click **Menu**.
2. In the Results area beside menu item **7**, click the Retry link and select the **Dial-by-Name** action.



 **Tip:** We recommend that you use a menu digit that is not used as the start digit for any of your extension numbers.

3. In the Actions window, Call Director automatically programs the transfer. (If a matching extension is found for the entered digits, a Blind Transfer is performed. If no match is found, the caller is transferred to the Attendant.)

Dial-By-Name Properties		Results for <i>Dial-By-Name</i>	
Name:	Dial-By-Name *	Result	Destination Action
Last Name First:	<input type="checkbox"/>	Match	Blind Transfer
Suppress Extension:	<input type="checkbox"/>	No Match	Attendant

Notes:

- For the Dial-By-Name action to work, the NuPoint UM dialing plan for the line group associated with Call Director must have the letter 'A' somewhere in it. The 'A' triggers the prompt to spell the name. (For example, a dialing plan of 4,4,4,4,4,4,A,4,4 uses the '7' key as the Dial by Name access digit.)
- To be identified by Dial-by-Name, the FCOS assigned to a user's mailbox must contain feature bit 092.

Lesson 5: Providing the “Dial by Extension” Menu Option

To program the option for callers to enter an extension number and be transferred:

1. In the call flow display window, click **Menu**.
2. In the properties window, in the **Maximum DTMF length** field, type **4** (or the number of digits that comprise your extensions).

Note: This step is essential for proper Multi-key operation!

Menu Properties

Name: Sales Menu *

Maximum DTMF Length: 4 ←

Retry Count: 3 *

Timeout: 3 *

Action Id: 001

Prompt: Recording Not Recorded

Note: You can record the audio for this action by dialing into your mailbox

1	Supervised Transfer:Supervised Transfer_Sales
2	Supervised Transfer:Supervised Transfer_Service
3	Retry
4	Retry
5	Retry
6	Retry
7	Retry
8	Retry
9	Retry
#	Retry
*	Retry
Multi-key	Hang up
Error	Hang up
Timeout	Retry

3. In the Actions window, scroll down to Multi-key and click Hang up to display the actions menu.
4. In the actions menu, select **Blind Transfer** and give it a **name** (example: Blind Transfer to Dialed Ext).

Blind Transfer Properties

Name: Blind Transfer to Dialed Ex *

Transfer To: Gathered Digits ↓ ←

Extension:

Suppress Prompt:

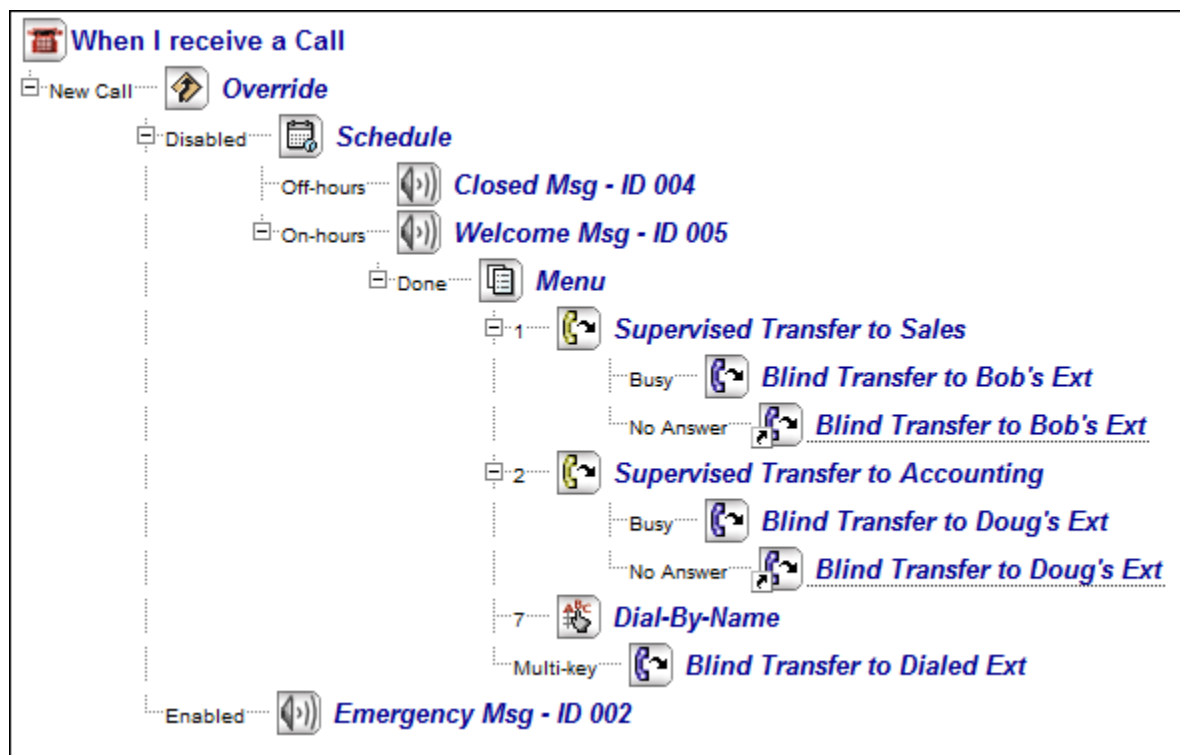
Try call-flow first:

Results for Blind Transfer to Dialed Ext

Result	Destination Action

5. In the **Transfer To:** list, select **Gathered Digits** and then click **Save**.

Here is the completed call flow for Acme Widgets:



- Record messages/greetings and test the flow as described in Tutorial 1. Here are the messages required for this tutorial:

Recording Status				
To make a recording, click on the appropriate "record" button and call into your mailbox. Press * and follow the instructions				
To import a recording, click the appropriate 'Import' button, specify the file name and press 'Start Import'.				
ID	Element	Status	Action	
004	Emergency Msg - ID 002	Not Recorded	Record	Import
006	Closed Message - ID 004	Not Recorded	Record	Import
007	Welcome Message - ID 005	Not Recorded	Record	Import
008	Menu	Not Recorded	Record	Import

Mitel MiCollab Audio, Web and Video Conferencing

Enhance any meeting with collaboration

Key Features

- Scheduled and ad-hoc conferences
- Desktop and application sharing
- Multi-point video conferencing
- Private and public chat
- Remote control
- Web-based collaboration
- File transfer
- Document management
- Polling
- Conference recording
- Custom access codes



With audio conferencing, video, and collaboration all in one location, your organization can easily enhance their next meeting - whether planned or 'in-the-moment'

Today employees can be found anywhere but in the same office making effective communications challenging. Mitel® MiCollab provides organizations with a secure, conferencing and collaboration tools that enable employees to connect and collaborate from virtually anywhere.

With MiCollab, audio, web, and video conferencing services are always available, no matter where your employees are located, enabling them to display, discuss, and collaborate on any document or desktop item, increasing productivity and the understanding between employees, partners, and customers.

To meet the highest security requirements, MiCollab uses Secure Sockets Layer (SSL) encryption for

secured messages, server-side digital certificates, and Comprehensive Lightweight Application Security (CAST) encryption for data transmission during Web conferences. All MiCollab interfaces are accessed through the secure HTTPS protocol, with user authorization and authentication allowing only valid users to access services.

Capacity and performance

The following capacity and performance figures are based on single application MiCollab server deployments. If running multiple applications, the capacity and performance of MiCollab may be affected depending on the availability of server resources.

AUDIO Conferencing

Total concurrent audio conference users	500
Maximum users per audio conference	300
Maximum concurrent users with G.729 encoding (Additional users with G.711 encoding can connect and join an audio conference up to the supported limits)	100

VIDEO Conferencing

Maximum users per video conference (Resolution, frame rate and video quality are bandwidth dependent. Maximum participants based on PC processing power required to decode the video streams)	8
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WEB COLLABORATION*

Total concurrent web conference users	500
Maximum users per web conference	300

WEBRTC AUDIO**

Maximum concurrent WebRTC two-way audio users (Depends upon MiVoice Border Gateway vCPU and RAM capacity)	300
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TECHNICAL SPECIFICATIONS

MiCollab Audio, Web, and Video language support (Client user interfaces (UI) and application telephone user interfaces (TUI))	Danish, Dutch, English, Finnish, French (Canadian & European), German, Italian, Mandarin Chinese, Norwegian, Portuguese (European), Spanish (L. American & European), and Swedish
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Component	Requirement
Collaboration Client Computer Operating System	<ul style="list-style-type: none"> Windows 7 Business / Enterprise / Ultimate Edition Windows 8.0 and Windows 10 (both 32 and 64-bit versions), 8.1 Non-Metro
E-mail Client	<ul style="list-style-type: none"> Microsoft® Outlook® 2010, 2013, or 2016 / MS Exchange 2013 and 2016 IBM Lotus Notes® 9
Web Client Two-way WebRTC Audio	<ul style="list-style-type: none"> Google® Chrome™ and Mozilla® Firefox® web browsers (Windows, Mac and Android OS)

WEB BROWSER REQUIREMENTS

Browser	Client version
Microsoft Internet Explorer®	11 or later
Microsoft Edge®	40 or later
Mozilla® Firefox®	59 or later
Apple® Safari®	10.1 or later
Google® Chrome™	66 or later

COMPATIBILITY WITH MITEL COMMUNICATIONS PLATFORMS

MiVoice platform	Software version
MiVoice Office 250	R6.2 (or higher)
MiVoice Office 400	R6.0 (or higher)
MiVoice Business	R7.2 SP1 (or higher) / (R8.0 or higher for MiTeam support)
MiVoice MX-ONE	R6.3 SP2 (or higher)
MiVoice 5000	R6.4 (or higher)

* Server rating based upon the hardware and is set at a maximum before the performance is noticeably impacted. The MiCollab server does not prevent more than the supported limits; it only enforces what is licensed.

** Mitel's MiVoice Border Gateway server provides MiCollab with WebRTC capabilities required for two-way audio for the Web collaboration client. A server with 12 vCPU and 4GB RAM can provide support for up to 445 WebRTC users and a configuration of 4vCPU and 2GB RAM providing support for up to 130 users.

Mitel MiVoice Border Gateway

Creating Secure Workspaces for Mobile And Remote Employees



Enable an in-office communications experience without being physically in the office.

The traditional workplace has transformed. Employees require the workplace to be flexible, to enable them to be mobile and work from remote locations and on different devices whenever they need to.

Easily build upon your Mitel® communications investment and extend unified communications capabilities to remote workers whether it's via IP phones, soft phones, or Wi-Fi / dual-mode phones easily with the Mitel MiVoice Border Gateway - the

session border controller built specifically for your Mitel communications infrastructure.

Designed to help ensure the productivity of your workforce, while maintaining the security of your business, MiVoice Border Gateway provides remote or mobile employees with a secure, encrypted voice connection to your company's internal network enabling them to easily connect from anywhere (hotspots, hotels, or home offices), at any time.

When You Need More, Mitel Delivers

To deploy secure internal and external workspaces, the MiVoice Border Gateway ensures superior voice quality and provides comprehensive threat protection, strict access control, and privacy in a single consolidated server. MiVoice Border Gateway allows remote employees to work and collaborate securely by facilitating a complete in-office unified communications experience without being physically located in the office.

MiVoice Border Gateway delivers the following co-resident services on a single platform:

- **Teleworker Service** – Turns Mitel MiVoice IP phones or soft phones into teleworker communications devices
- **SIP Trunk Proxy Service** – Can serve as a SIPaware firewall at the edge of the company network and eliminates the need for third-party firewall devices, simplifying configuration and deployment
- **Application Web Proxy Service** – Enables trusted connectivity between the company LAN and the public Internet to provide secure access for Mitel unified communications applications
- **Secure Recording Connector** – Allows both Mitel and third-party call recording solutions to securely record IP endpoint and teleworker extensions
- **WebRTC Gateway** - Provides a WebRTC to SIP gateway connection for Mitel IP-PBXs allowing you to provide both anonymous and subscribed connections to your Mitel call managers through WebRTC-enabled browsers
- **Remote Management Service** – Permits system administrators of Mitel solutions to access Mitel web management interfaces from outside the organization's corporate LAN

Secure, Reliable Remote Workspaces

MiVoice Border Gateway enables your organization to extend the voice network to virtually any location through its Teleworker service* that creates secure external voice connections using high-grade 128 bit AES security for all communications signaling and media authentication, all without requiring an additional VPN service.

The Teleworker service can be implemented quickly and easily supporting a range of MiVoice IP phones that when once set up and plugged into a broadband connection, automatically register with the communications system as an office extension. Furthermore, large adaptive jitter buffers built into Mitel MiVoice IP phones help ensure a superior voice quality experience. And for those users who prefer a softphone, the Teleworker service can be used with Mitel's MiCollab and MiContact Center softphones or Counterpath's® Bria SIP soft client.

With support for a fully meshed cluster of nodes, (which serve as a single, large teleworker server), up to 50,000 devices in total, and high availability (with up to 10,000 users per server in a cluster of up to five active servers, and another server for redundancy/fail over) MiVoice Border Gateway delivers the core underlying infrastructure for a reliable, scalable, secure network with continuous availability.

**Supported by MiVoice MX-ONE, MiVoice Business, MiVoice 5000, and MiVoice Office (250 & 400) platforms*

Trusted Application Connections

MiVoice Border Gateway's Application Web Proxy service connects corporate LANs and the public Internet to provide trusted access for Mitel unified communications applications. For example, to allow employees to collaborate with external colleagues and customers using Mitel's MiCollab audio, web and video conferencing service through a secure, controlled internal LAN connection.



Securely Record IP Devices

Call recording is becoming more important globally. Businesses across many sectors are required to record calls for a variety of reasons, including:

- Government regulation and compliance mandates
- Business protection from litigation
- Customer service agent performance monitoring and management

MiVoice Border Gateway integrates with MiVoice Call Recording, and with a wide range of third-party call recording solutions to provide secure recording of MiVoice IP phones and Teleworker extensions associated with the MiVoice Business and MiVoice MX-ONE platforms.

Add The Flexibility of WebRTC

MiVoice Border Gateway acts as a WebRTC* to SIP gateway, allowing calls that originate from WebRTC browsers to be handled by Mitel communications platforms just like any other SIP call. Mitel also offers a software development kit (SDK) that enables customers to build WebRTC functionality into their websites. It can be used to allow anonymous users – such as a customer visiting a website who want to talk to someone before purchasing – to click on a button and

talk to a representative using their computer's microphone and speakers. These calls can be managed through MiContact Center just like any other customer interaction.

Additionally, the MiVoice Border Gateway can allow named subscribers to use a browser like a Teleworker, allowing them to access the corporate phone system remotely from any computer.

**MiVoice Border Gateway WebRTC subscriber mode is supported on all MiVoice platforms except MiVoice Office 250 and MiVoice Connect; anonymous mode is supported on MiVoice MX-ONE, MiVoice Business and MiVoice 5000*

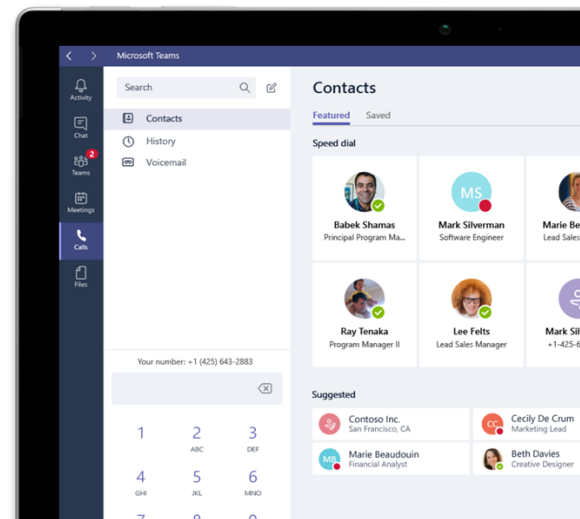
Secure Management Access

MiVoice Border Gateway's Remote Management Service allows Mitel system administrators to remotely perform routine functions on Mitel solutions. This not only means quicker service for the business, but lower costs associated with maintenance and management.

Access is controlled by the end customer and restricts remote administration access to Mitel web management interfaces.

MiVoice Border Gateway supports remote access to MiCollab, and Mitel IP-PBX web management interfaces of the MiVoice Business platform via the Remote Management Service.

Enable Calls in Microsoft Teams using your existing PBX phone system



Call2Teams™ is a simple add-on to Office 365 that connects Microsoft Teams to any PBX phone system in minutes allowing making and receiving calls on any device using the Microsoft Teams App.

What is Call2Teams™?

Call2Teams™ from Qunifi is a cloud service that connects Microsoft Teams to any existing on-premise or cloud PBX phone system. There's no hardware or software to install and it can be set up in minutes. Now you can bring all users under one collaboration platform by using Microsoft Teams for collaboration, messaging and voice across all devices.



Why customers use Call2Teams™

- Enable Calling in Teams experience without needing any hardware or software
- Use your existing phone system PBX, numbers and facilities. No disruption. Any call center or compliance features stay as they are
- A simple monthly subscription cloud service that can be delivered to selected users

Full Teams Experience

- Add calling to teams to increase productivity
- Work on desktop and mobile to free your workforce
- The native Teams calling experience is familiar to users

Get the best of both worlds

Simple Deployment

- Keep your existing phone system with all the features you rely on
- No hardware or software to install
- Only need to enable the solution for users and groups that need it

Can be deployed in hours across the globe

Enterprise Level Service

- Global infrastructure in Microsoft Azure
- Around the clock monitoring and support
- Enterprise grade encryption and security built-in

Low risk, non-disruptive, cost effective.

“Call2Teams™ enabled us to deliver a great calling experience to our Office 365 Teams users without compromising on our current call management tools. And it was set-up in record time.”

Tarryn Magistrelli, Finance & Operations Manager, Futerra Sustainability Communications

With Call2Teams™ you can deliver a voice solution that combines Unified Communications and Teams Collaboration



Call2Teams™ brings Microsoft Teams to life

- Voice enabled collaboration is driving in excess of a 50% increase in collaborative work
- 80% of employee time is spent collaborating and 62% connect to meetings using mobile phones
- Business goals are more quickly achieved when people enjoy working together



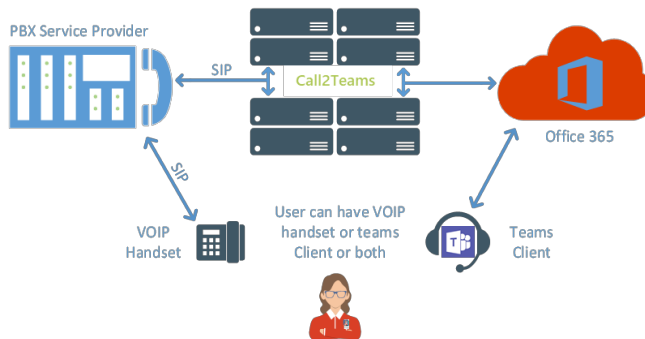
Preserve the current voice investment

- Current voice platforms deliver wide-ranging business services to many types of users
- Leveraging the current investment to power Office 365 saves on disruptive, costly new infrastructure and services
- Making Microsoft Teams integrate with current business processes can multiply the benefits of collaboration and integration



Simplified IT in the Cloud delivers flexibility

- Increase working flexibility and efficiency - 72% of workers will be working remotely by 2021
- Reduce the number of applications needed for users
- Lower support costs and higher productivity



Bring Calling to Teams

The quickest and easiest way to enable Calls in Microsoft Teams.

Why not give it a try?

- Redefine how your current voice platform is used
- Call2Teams™ can be evaluated without disruption
- Evaluate the service free for 30 days for up to 25 users
- Discover the boost your team workers get from a new way of collaborating

Provide enhanced collaborative tools for your teams to deliver a true productivity boost for your projects

- Leverage existing voice services to power the latest Microsoft Teams features
- Streamline the number of tools your users need to use, reducing cost, administration and training.
- Take advantage of the latest enhanced communications to save costs and increase the level of service your users enjoy

Why Qunifi?

We're passionate about Unified Communications. We work with our customers to reimagine the world of business communications and collaboration; we consistently drive progress, innovation and creativity at a rapid pace with the shared goal of helping business stay ahead of the curve when it comes to taking advantage of the latest technology, so business can be done more efficiently and effectively.

Mass Notification



MITEL REVOLUTION

Notifying the right people when it matters most

When an emergency occurs, your organization needs a fast and effective way to notify people to keep them safe.

Unfortunately, many solutions used to alert and communicate with others during critical situations lack the capabilities needed to address the changing needs of the modern workplace. While they are perfect for informing those who are on-site, many were just not designed to embrace today's mobile-centric world.

Meet Mitel Revolution

Mitel Revolution was built for today's modern world, embracing our mobile-centric society with support for mobile device notification and event triggering so that everyone can be kept safe, informed, and connected - no matter their location.

With capabilities such as two-way messaging, multimedia push notifications, and support for geofencing— you can go beyond on-premise only to provide people with critical information based upon their location or proximity to the incident zone.

However, Mitel Revolution can not only dramatically improve the safety and security of your organization and everyone within it but can also be leveraged to deliver efficient mass notifications for your non-critical communications needs, such as special announcements or facility-wide paging with your employees, visitors, patients, students, or bystanders that are located inside or near your facility.

Adaptable to Your Notification Needs

Since no two events are ever the same and not everyone shares the same preferred methods of communication, Mitel Revolution provides boundless

possibilities to be tailored to address the notification needs of your organization.

With Mitel Revolution, you can communicate effectively and efficiently in virtually any situation using its adaptable architecture that provides:

- Unlimited creation of live, pre-recorded, or scheduled broadcast events
- Activations initiated from on or off-premise devices
- Multimodal notifications to desktop devices, mobile devices, overhead speakers, email, loud horns, strobes, digital/LED signs, and more
- Integration with SMS services to alert via text messages
- Out-of-the-box integrations with automated alerts and early-warning systems
- Geo-location controls to ensure mobile recipients receive relevant information based on their current location
- Multilingual text-to-speech engine support to translate dynamic text into intelligible audio broadcasts
- And a whole lot more



Telcom Innovations Group
630.350.0700
www.ask-tig.com



Powering connections

Notifications Made Easy as One, Two, Three

Whether it's alerting a single person of an isolated event or notifying thousands of an evolving situation using multiple notification channels; keeping people informed should be a simple, straightforward process.

With Mitel Revolution creating a notification event can be as simple as:

STEP 1 - Define your communications method for each scenario

What do you want the event to do? For example, provide one or two-way audio, play a pre-recorded message, and/or send specific text and images

STEP 2 - Define how your notification should be initiated

What will trigger the event? For example, select from endpoints like panic buttons, access control systems, sensors, alarms, Mitel Revolution apps, and more

STEP 3 - Define which endpoints to send the notification to

What devices do you want the event delivered to? Such as the large variety of internal endpoints, external devices, and third-party services supported by Mitel Revolution



How can you benefit

Some common uses for Mitel Revolution include:

- One-touch building lock downs triggered via silent alarms using integrated panic buttons or dialing a set number
- Automatic sending of alerts from external early-warning systems to everyone across the organization, facility, or campus
- Notifying stores of delay notices, product issues, product recalls, or important policy changes with actions to perform
- Sending customers reminders of appointments or of a temporary closing of the facility
- Sending promotion details, coupons and loyalty programs to customers
- Automated notifications to parents of unexpected or planned closing of schools
- Using the channel of choice, customers notify managers and staff of tasks that require immediate actions
- Creation of school bell schedules and daily announcements

MiVoice 6900 Series IP Phones

Versatile family of 'Mobile First' IP Phones designed for today's mobile work style



The Mitel 6900 series is a family of powerful 'Mobile First' IP phones offering advanced integration with mobile phone calls and applications. Mitel's Mobile Integration capability enables the user's mobile phone to pair directly with the 6900's Bluetooth interface to deliver access to mobile phone features from the desk phone allowing both cellphone and IP calls to be managed from a single device. Mobile Integration allows mobile phone users to leverage the exceptional HD audio and comfortable ergonomics of the 6900 series phones for both IP and cellphone calls. The 6900 phones deliver crystal clear audio through a unique corded or cordless voice optimized handset and high performance hands-free speakerphone. Unparalleled flexibility is achieved through a broad array of add-on user installable accessories that enable the phones to be tailored to specific user needs. The 6900 family provides the flexibility and capability needed to meet the demanding needs of today's users.

Mitel 6900 Series IP Phones



MiVoice 6920 IP Phone

The MiVoice 6920 IP phone is designed from the ground up for the enterprise user who requires an exceptional HD audio experience via its unique voice optimized handset. It offers a large color LCD display, dual GigE, programmable personal keys and context-sensitive soft keys, support for both USB & Analog headsets.

- 3.5" QVGA (320x240 pixel) color display
- Speech optimized corded handset
- Programmable personal and Context sensitive soft keys
- Native DHSG/EHS analog headset support
- USB port for headsets and accessories

MiVoice 6930 IP Phone

The MiVoice 6930 IP phone commands the desktop with its large 4.3" color display, powerful crystal clear HD audio through the voice optimized handset, programmable personal keys, Bluetooth 4.1 with Mobile Integration, mobile phone USB charging point and choice of expansion modules makes the 6930 the choice of power users.



- 4.3" (480x272 pixel) color display
- Bluetooth 4.1
- Mobile Integration
- USB Mobile phone charging point
- Programmable personal and Context sensitive soft keys
- Speech optimized corded handset
- Support for optional Cordless handset
- Enhanced full-duplex speakerphone
- Highly customizable via optional accessories



MiVoice 6940 IP Phone

The MiVoice 6940 IP Phone is designed for executive users who demand a lot from their phone. The 6940 offers a large 7" touch display, powerful crystal clear HD audio through a unique cordless Bluetooth voice optimized handset and programmable personal keys. Mobile Integration, Dual Gigabit Ethernet ports and the full-duplex speakerphone ensure the 6940 delivers a robust, productivity-enhancing executive desktop communication tool.

- 7" (800x480 pixel) color LCD Touch Display
- Bluetooth 4.1
- Mobile Integration
- Mobile phone charging point
- Cordless BT speech optimized handset
- Enhanced full-duplex speakerphone
- Programmable personal and Context sensitive soft keys
- Highly customizable via broad array of optional add-on accessories

Common features for all Mitel 6900 phones & Comparison Feature Matrix

System Software Requirements

- MiVoice Business, R8
- MiVoice Office 400 R5.0
- MiVoice 5000 R6.4
- MiVoice MX-One R6.3
- MiCollab Client, Release 7.2.2

Audio and Codec

- Mitel Hi-Q Audio Technology
- Voice optimized handsets
- Hearing Aid Compatible (HAC) handset
- High quality full-duplex speakerphone
- Codecs (not all codecs supported by MiNet and SIP firmware):
 - G.711, G.729, G.722
 - G.722.1 (MiNet only);
 - G.726, iLBC AMR, AMR-WB (G.722.2) (SIP only)
- Headset connection interfaces – USB, Analog DHSG/EHS port, Bluetooth 4.1 (standard on 6930/40)

Integration and Connectivity

- Mobile Integration (standard on 6930/40)
 - *Mobile Call Audio via desk phone*
 - *Mobile Contact Sync*

- Support for Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking and resiliency
- Support for use with MiCollab Client
- Multiple-languages Support: English, French, German, Italian, Portuguese, Spanish and Dutch (downloadable language packs for SIP)
- Secure encrypted voice communication
- Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging
- IEEE 802.1x authentication support
- Dual 10/100/1000 Mbps Ethernet ports (LAN/PC)
- Bluetooth 4.1 wireless interface (standard on 6930/40)
- Powered USB 2.0 Host port (100mA on 6920, 500mA on 6930/40)
- Sidecar expansion port
- Dedicated 4-pin modular headset port convertible to DHSG/EHS capable

Comparison Feature Matrix

	6920	6930	6940
Color LCD Display	3.5" (320x240) LCD	4.3" (480x272) LCD	7" (800x480) Touchscreen LCD
Mobile Integration	No	Yes	Yes
Dedicated LED for call, message waiting and Mobile Device Indication	Yes	Yes	Yes
Ethernet Ports	2 x GigE	2 x GigE	2 x GigE
Wideband Speakerphone	Yes	Yes	Yes
Bluetooth 4.1 Support	-	Yes (built-in)	Yes (built-in)

Bluetooth Handset Support	-	Yes (optional)	Yes (standard)
Wired Analog Headset Support	Yes	Yes	No
EHS Headset Support	Yes	Yes	No
USB Headset Support	Yes	Yes	Yes
Integrated DECT Headset	-	Yes (optional)	Yes (optional)
Detachable Keyboard Support	Yes	Yes	No (on screen keyboard)
Optional Wall Mount Support	Yes	Yes	Yes
LCD PKM Support	Yes (3 max)	Yes (3 max)	Yes (3 max)

Accessories

INTEGRATED DECT HEADSET



The Integrated DECT Headset delivers a range of up to 300 feet (100 meters) of personal area mobility, helping users avoid missed calls while stepping away to the printer, copier or colleagues' offices. Mitel's DECT Accessories are an ideal fit for all organizations and verticals including call centers, education, healthcare, hospitality and retail environments.

- DECT wireless technology – 300 foot (100 meter) range
- Premium mono-ear headset from Jabra
- Attaches to phone via phone's Expansion Port
- Powered directly by the IP phone
- Headset Call control buttons
- Supported on 6930 & 6940
- Available today for MiVoice Business. Q1 2018 for MiVoice Office 400, MiVoice 5000 and MiVoice MX-ONE

MiVoice S720 Bluetooth Speakerphone



The MiVoice S720 Bluetooth Speakerphone gives users the ability to untether themselves from their desk and take advantage of the added productivity that wireless communication delivers. Adding the benefit of completely hands-free communication, the MiVoice S720 enables users to work on their computers, handle documents, or take notes during conference calls. Making it the ideal fit for all organizations and verticals including office workers, education, healthcare, hospitality and retail environments.

- Battery powered with USB charging
- Dual connect – desk phone & mobile phone
- Ability to link two speakerphones together wirelessly
- Play stereo music from mobile
- Extend conference phone range
- Supported on the 6930 & 6940 IP Phone
- Available today for MiVoice Business. Q1 2018 for MiVoice Office 400, MiVoice 5000 and MiVoice MX-ONE

CORDLESS VOICE OPTIMIZED HANDSET



The cordless voice optimized handset allows users to enjoy clearly discernable conversations in a variety of environments without being physically tied to their desk phone. 6930 users can enjoy the freedom of cordless conversations for both IP and Mobile Integration calls by upgrading to the cordless handset.

- Supported on the 6930 (standard equipment on 6940)
- End user installable – 6930 comes standard with cordless handset charging contacts
- Answer/hang-up, mute and volume up/down buttons provided
- Ringtone played through handset while out of the phone cradle
- BT 4.1 Class 2 (10 meter / 30 feet range) wireless interface

WLAN ADAPTER



The WLAN Adapter delivers wireless 802.11 a/b/g/n dual band (2.4Ghz / 5Ghz) network connectivity to your 6900, 5300 or 6800 series phone. Wirelessly enable your IP Phone by simply connecting the WLAN Adapter to the Phone's network port via the supplied Ethernet cable and then configure the adapter to connect to your home office or enterprise wireless network. The WLAN Adapter supplies POE power to the connected phone for a clean and simple single wall adapter solution. The WLAN Adapter supports connection of a PC to the PC port of the connected phone with true 2x2 MIMO (300Mb/s) throughput. The WLAN Adapter delivers enterprise grade dual antenna connectivity and up to 802.1x security plus comes with a remote management application that allows administrators to remotely manage adapters deployed within their user community.

Features	Mitel WLAN Adapter
Wireless	802.11a/b/g/n (dual band 2.4 and 5 GHz)
Ethernet	10/100/1000
Security	WPA/WPA2 Personal Enterprise with 802.1x Authentication
Antenna	Two (internal)
MIMO	2x2 MIMO
Max Link Rate	MSC0 to MSC15 (300Mb/s)

Additional Software Security	Ethernet MAC Address Intrusion Alert
Config from Phone	Yes (Future)
MAC Address Transparency	Yes
Support PC plugged into Phone	Yes
POE+	Yes to power the phone + installed accessories
Remote Management	Yes via Remote Management Application
Bulk updates	Yes via Remote Management Application
Set Up	WPS, Remote Manager, Direct Config, Web

EXPANSION MODULES



The Mitel M695 can easily add 28 buttons to the existing Personal keys on a 6920, 6930 or 6940, enabling the MiVoice 6900 Series IP phones to become robust productivity enhancing desktop communication tools for users who need to monitor a large number of lines or Busy Lamp Fields. The M695 attaches easily to the 6900's sidecar expansion port which provides power to the attached PKM(s) for a clutter free desktop. Up to three modules can be daisy-chained together to provide up to 84 programmable keys that can be programmed with all of the same feature types available on the Personal keys of the base phone.

- Supported on the 6920, 6930 and 6940
- 28 programmable keys
- 4.3" 480x272 pixel color backlit LCD display
- Additional M695 PKM's can be daisy-chained for a combined total of up to 3 modules
- All attached PKM's powered by the phone – no separate power adapter required

MiVoice 6920 IP Phone

Designed for the enterprise user who requires flexibility & reliability

Key Features

- Support for up to 18 lines
- 3.5" QVGA (320x240 pixel) color display
- MobileLink (available through optional USB BT dongle)
- Speech optimized handset
- High quality full-duplex speakerphone
- Eighteen programmable Personal keys and four context sensitive soft keys
- Native EHS/DHSG analog headset support
- USB port for headsets and accessories



The MiVoice 6920 is designed for power users who demand not only a modern design but also a phone that is flexible and delivers a high quality communications experience. The MiVoice 6920 is designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized handset, high quality full-duplex speakerphone and support for both USB & Analog headsets. The MiVoice 6920 offers an intuitive user experience via its crisp high resolution 3.5" color LCD display, eighteen programmable Personal keys and four context-sensitive soft keys. MobileLink is enabled with the addition of the optional USB Bluetooth dongle, allowing connection of the user's mobile phone to access many of the features of their mobile phone from their desk phone, making the MiVoice 6920 one of the most advanced general purpose IP desktop phones available today.

Remarkable Audio

MiVoice 6920 IP Phone features Mitel's high definition HI-Q audio technology to deliver exceptional voice clarity. The 6920 handset provides speech optimized audio that delivers clearly discernable speech in all types of environments from the office cubical to the shop floor. Integrating HD wideband audio codecs, advanced audio processing, the 6920 offers a superior voice experience for crystal clear conversations.

Large Color Screen Display

Featuring a high resolution 3.5" QVGA color backlit LCD display that will deliver a rich visual presentation to maximize productivity. This large color display, combined with icon based navigation menus and intuitive user interfaces, makes the many powerful telephony features of the 6920 instinctively easy to use.

Feature Keys

- 3 pages of 6 programmable Personal keys for access to Lines, Speed Dials and Telephony functions
- 4 context sensitive soft keys
- 4-way navigation key
- 11 dedicated feature keys plus dial pad

Audio and Codecs

- Mitel Hi-Q Audio Technology
- Speech optimized handset
- Hearing aid compatible (HAC) handset
- Full-duplex quality speakerphone
- Codecs: G.711 u-law / A-law, G.729, G.722, G.722.1
- Headset connection interfaces – USB and Analog EHS/DHSG port

Flexible Headset Options

The MiVoice 6920 IP Phone offers USB headset support and features an innovative analog headset port that uniquely provides dual support for EHS/DHSG and modular 4-pin headset connections. Users with wireless headsets that support EHS/DHSG can connect directly to the 6920 using standard third party cables.

Display and Indicators

- 3.5" QVGA (320x420 pixel) color display
- Intuitive graphical user interface and navigation menus
- Adjustable screen brightness for user comfort in different lighting environments
- Dedicated LED for call and message waiting and Mobile Device Connect indication

Protocol Support

- Mitel IP (MiNet) protocol support

System Software Requirements

- MiVoice Business, Release 8
- MiVoice Border Gateway (Teleworker,) Release 9.4
- MiCollab Client, Release 7.2.2

Integration and Connectivity

- Dual 10/100/1000 Mbps Ethernet ports (LAN/PC)
- MobileLink available through optional USB BT dongle enables
 - » Mobile Call Audio via desk phone
 - » Mobile Contact Sync
- Support for Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, and resiliency
- Support for use with Mitel MiCollab Client
- Multiple-languages support: English, French, German, Italian, Portuguese, Spanish and Dutch
- Secure encrypted voice communication
- Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging
- IEEE 802.1x authentication support
- Powered USB 2.0 Host port (100mA)
- Sidecar expansion port
- Dedicated 4-pin modular headset port convertible to EHS/DHSG capable headset port

Powering

- Idle 1.3w, Typical 3.4w

Environmental / Regulatory Standards

- Operational:
 - » Operational +4°C to +49°C
 - » Humidity 34% at +49°C 95% at +29°C

- Storage:
 - » *Operational -40°C to +70°C*
 - » *Humidity 15% at +70°C 95% at +29°C*

EMC

- Canada: ICES-003 (Class B)
 - Rss-247
- USA: CFR Title 47, Part 15 (Class B)
 - FCC Part 15 Subpart C
- European Union: EN55024 (EU)
 - EN55032 (Class B)
 - EN 301-489-1-17
 - EN300 328
 - EN 50360
- Australia / New Zealand: AS / NZS CISPR 22

Safety

- Canada: CSA C22.2 NO. 60950-1
- USA: UL 60950-1
- European Union: EN 60950-1
- Australia / New Zealand: AS / NZS 60950 - 1

Safety

- Canada: CS03 Part V (Hearing Aid Compatible)
- USA: FCC part 68 (CFR 47) (Hearing Aid Compatible)
- Australia / New Zealand: PTC220, AS/CA S004, AS/ACIF S040

Other

- MTBF Rate: 40 years
- Size (L x W x H): 8.9 in x 5.9in x 7.5 in
(22.5cm x 15cm x 19cm)
- Weight: 2.2 lbs or 0.98 kg

MiVoice 6930 IP Phone

Powerful, Customizable IP phone designed for the power user

Key Features

- 4.3" (480x272 pixel) color display
- Bluetooth 4.1
- MobileLink mobile device integration
- Mobile phone charging point
- Voice optimized handset
- Support for optional *Cordless voice optimized* handset
- Enhanced full-duplex speakerphone
- Seventy-two programmable Personal keys and five context sensitive soft keys
- Highly customizable via broad array of optional add-on accessories



The MiVoice 6930 is designed for power users who need a phone that can be tailored to their specific communication needs. MobileLink enables the users' mobile phone to pair directly with the 6930 using the embedded Bluetooth 4.1 interface to deliver access to many of the features of the mobile phone on the desk phone, making the MiVoice 6930 an invaluable companion to the mobile user's smart phone. The 6930 affords users the flexibility to tailor the phone for specific needs through a broad array of end user installable add-on accessories. It's designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized handset, enhanced full-duplex speakerphone and support for Bluetooth, USB and Analog headsets. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6930 offers a large 4.3" color backlit LCD display, HD wideband audio with advanced audio processing, 12 programmable Personal keys and five context sensitive soft keys.

Mobile Integration

The MiVoice 6930 IP Phone's MobileLink mobile device integration seamlessly marries mobile phone call audio and contact information with the desktop phone. Calls to the mobile phone can be answered on the 6930 just like any other call leveraging the superior audio performance and ergonomics of the 6930. Mobile Phone contacts are automatically synchronized with the 6930 allowing access to the same contacts on either

device. A powered USB port suitable for charging a mobile phone is also built into the 6930.

Remarkable Audio

Featuring Mitel's high definition Hi-Q audio technology to deliver exceptional voice clarity. The 6930 handset provides speech optimized audio that delivers clearly discernable

speech in all types of environments from the office cubical to the shop floor. It also boasts native support for an optional cordless version of this innovative handset. The 6930 features an enhanced HD full-duplex speakerphone with its own sealed acoustic chamber enabling superb audio performance. The MiVoice 6930 delivers a truly premium audio experience.

High Resolution Color Display

Featuring a crisp high resolution 4.3" (480x272 pixel) color display that delivers a rich visual experience for maximum productivity.

Feature Keys

- 6 pages of 12 programmable Personal keys for access to Lines, Speed Dials and Telephony functions
- 5 context sensitive soft keys
- 4-way navigation key
- 11 dedicated feature keys plus dial pad

Audio and Codecs

- Mitel Hi-Q Audio Technology
- Speech optimized handset
- Hearing aid compatible (HAC) handset
- Full-duplex high quality speakerphone
- Codecs: G.711 u-law / A-law, G.729, G.722, G.722.1
- Headset connection interfaces – USB, Analog EHS/DHSG port, Bluetooth 4.1

Flexible Headset Options

The MiVoice 6930 IP Phone offers native Bluetooth headset support as well as USB headset support and an innovative analog headset port that uniquely provides dual support for EHS/DHSG and modular 4-pin headset connections. Users with wireless headsets that support EHS/DHSG can connect directly to the 6930 using standard third party cables.

Display and Indicators

- 4.3" (480x272 pixel) color display
- Intuitive graphical user interface and navigation menus
- Adjustable screen brightness for user comfort in different lighting environments
- Dedicated LED for call, message waiting and Mobile Device Connect indication

Protocol Support

- Mitel IP (MiNet) protocol support

System Software Requirements

- MiVoice Business, Release 8
- MiVoice Border Gateway (teleworker), Release 9.4
- MiCollab Client, Release 7.2.2

Integration and Connectivity

- Dual 10/100/1000 Mbps Ethernet ports (LAN/PC)
- MobileLink
 - » Mobile Call Audio via desk phone
 - » Mobile Contact Sync
- Support for Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, and resiliency
- Support for use with Mitel MiCollab Client
- Multiple-languages support: English, French, German, Italian, Portuguese, Spanish and Dutch
- Secure encrypted voice communication
- Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging
- IEEE 802.1x authentication support
- Bluetooth 4.1 wireless interface
- Powered USB 2.0 Host port (500mA)
- Sidecar expansion port
- Dedicated 4-pin modular headset port convertible to EHS/DHSG capable headset port

Powering

- Designed for power conservation
- Accepts standards-based (IEEE 802.3af) Power over Ethernet (PoE)
- PoE Class 3 with automatic PoE Class change on Expansion Module installation
- Supports local powering via 48VDC PoE injector or 48VDC wall adapter

Power Consumption

- Idle 1.5w, Typical 7.2w

Environmental / Regulatory Standards

- Operational:
 - » Operational +4°C to +49°C
 - » Humidity 34% at +49°C 95% at +29°C
- Storage:
 - » Operational -40°C to +70°C
 - » Humidity 15% at +70°C 95% at +29°C

EMC/Radio

- Canada: ICES-003 (Class B)
 - RSS-247
- USA: CFR Title 47, Part 15 Subpart B (Class B)
 - FCC Part 15 Subpart C
- Europe: EN55024 (EU)
 - EN55032 (Class B)
 - EN 301-489-1-17
 - EN300 328
 - EN 50360
- Australia / New Zealand:
 - AS / NZS CISPR 22

- Canada: CSA C22.2 NO. 60950-1
- USA: UL 60950-1
- Europe: EN 60950-1
- Australia / New Zealand: AS / NZS 60950 - 1

Telecom

- Canada: CS03 Part V (Hearing Aid Compatible)
- USA: FCC part 68 (CFR 47) (Hearing Aid Compatible)
- Australia/New Zealand:
 - PTC220
 - AS/CA S004
 - AS/ACIF, 2040

Other

- MTBF Rate: 40 years
- Size (L x W x H): 9.3 in x 5.9 in x 7.5 in (23.5cm x 15cm x 19cm)
- Weight: 2.4 lbs or 1.08 kg

Safety

MiVoice 6940 IP Phone

Powerful, desktop IP phone designed for the Executive user

Key Features

- 7" (800x480 pixel) color LCD Touch Display
- Bluetooth 4.1
- MobileLink mobile device integration
- Mobile phone charging point
- Cordless speech optimized handset
- Enhanced full-duplex speakerphone
- Highly customizable via broad array of optional add-on accessories



The MiVoice 6940 is designed for the executive user who demands an exceptional device that meets their demanding communication needs. MobileLink enables the users' mobile phone to pair directly with the 6940 using the embedded Bluetooth 4.1 interface to deliver access to many of the features of the mobile phone on the desk phone, making the MiVoice 6940 an invaluable companion to the mobile user's smart phone. The 6940 affords users the flexibility to tailor the phone for specific needs through a broad array of end user installable add-on accessories. The 6940 is designed from the ground up to provide an exceptional HD audio experience via its unique speech optimized cordless handset, enhance full-duplex speakerphone and support for both Bluetooth and USB headsets. Supporting today's high speed networks through dual Gigabit Ethernet ports, the 6940 offers an exceptionally large 7" color touch display, HD wideband audio with advanced audio processing, ninety-six programmable Personal keys and six context sensitive soft keys.

Mobile Integration

The MiVoice 6940 IP Phone's MobileLink mobile device integration seamlessly marries mobile phone call audio and contact information with the desktop phone. Calls to the mobile phone can be answered on the 6940 just like any other call leveraging the superior audio performance and ergonomics of the 6940. Mobile Phone contacts are automatically synchronized with the 6940 allowing access to the same contacts on either

device. A powered USB port suitable for charging a mobile phone is also built into the 6940.

Remarkable Audio

Featuring Mitel's high definition Hi-Q audio technology to deliver exceptional voice clarity. The 6940 cordless handset delivers speech optimized audio that provides clearly

discernable speech in all types of environments. It also features an enhanced HD full-duplex speakerphone with its own sealed acoustic chamber enabling superb audio performance.

Feature Keys

- Programmable Personal soft touch keys for access to Lines, Speed Dials and Telephony functions
- Context sensitive touch soft keys
- 11 dedicated feature keys plus dial pad

Audio and Codecs

- Mitel Hi-Q Audio Technology
- Speech optimized cordless handset
- Hearing aid compatible (HAC) handset
- Full-duplex high quality speakerphone
- Codecs (not all codecs supported by MiNet and SIP firmware):
 - G.711, G.729, G.722
 - G.722.1 (MiNet only);
 - G.726, iLBC AMR, AMR-WB (G.722.2) (SIP only)
- Headset connection interfaces – USB, Bluetooth 4.1

Flexible Headset Options

The MiVoice 6940 IP Phone offers native USB and Bluetooth headset support.

Display and Indicators

- 7" (800x480 pixel) color touch display
- Intuitive graphical user interface and navigation menus
- Adjustable screen brightness for user comfort in different lighting environments
- Dedicated LED for call, message waiting and Mobile Device Connect indication

Protocol Support

- Mitel IP (MiNet) protocol support
- SIP (Session Initiation Protocol) support

High Resolution Color Display

Featuring an exceptionally large high resolution 7" 800x 480 pixel color touch display that delivers a rich visual experience for maximum productivity.

System Software Requirements

- MiVoice Business, Release 8
- MiVoice Office R5.0
- MiVoice 5000 R6.4
- MiVoice MX-ONE R6.3
- MiVoice Border Gateway (teleworker), Release 9.4
- MiCollab Client, Release 7.2.2

Integration and Connectivity

- Dual 10/100/1000 Mbps Ethernet ports (LAN/PC)
- MobileLink
 - » Mobile pairing via BT
 - » Mobile Call Audio via desk phone
 - » Mobile Contact Sync
 - » Mobile Charging (USB port)
- Support for Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, and resiliency
- Support for use with Mitel MiCollab Client
- Multiple-languages support: English, French, German, Italian, Portuguese, Spanish and Dutch (downloadable language packs for SIP)
- Secure encrypted voice communication
- Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging
- IEEE 802.1x authentication support
- Bluetooth 4.1 wireless interface

- Powered USB 2.0 Host port (500mA)
- Sidecar expansion port

- AS / NZS CISPR 22

Power Consumption

- Idle: 1.8w Typical: 9.0w

Powering

- Designed for power conservation
- Accepts standards-based (IEEE 802.3af) Power over Ethernet (PoE)
- PoE Class 3 with automatic PoE Class change on Expansion Module installation
- Supports local powering via 48VDC PoE injector or 48VDC wall adapter

Environmental / Regulatory Standards

- Operational:
 - » Operational +4°C to +49°C
 - » Humidity 34% at +49°C 95% at +29°C
- Storage:
 - » Operational -30°C to +70°C
 - » Humidity 15% at +70°C 95% at +29°C

EMC /Radio

- Canada: ICES-003 (Class B)
 - RSS-247
- USA: CFR Title 47, Part 15 Subpart B (Class B)
 - FCC Part 15 Subpart C
- Europe: EN55024 (EU)
 - EN55032 (Class B)
 - EN 301-489-1-17
 - EN300 328
 - EN 50360
- Australia / New Zealand:

Safety

- Canada: CSA C22.2 NO. 60950-1
- USA: UL 60950-1
- Europe: EN 60950-1
- Australia / NZ: AS / NZS 60950 - 1

Telecom

- Canada: CS03 Part V (Hearing Aid Compatible)
- USA: FCC part 68 (CFR 47) (Hearing Aid Compatible)
- Australia/New Zealand:
 - PTC220
 - AS/CA S004
 - AS/ACIF, 2040

Other

- MTBF Rate: 40 years
- Size (L x W x H): 9.7 in x 5.9 in x 7.5 in (24.5cm x 15cm x 19cm)
- Weight: 2.6 lbs or 1.18 kg

6970 IP Conference Phone

A conference phone designed to make meetings easier.

Key Features

- 7" 800x400 Color Touch Display
- 96 programmable keys*
- 6 context-sensitive soft keys
- PoE power (802.3af)
- Bluetooth 4.1 enabled
- MobileLink feature
- One-touch Join Meeting
- 360° microphone pickups
- Mitel Hi-Q Audio Technology
- 2 USB ports



The Mitel 6970 IP Conference Phone designed to make meetings easier and more efficient. A large 7-inch color touch screen grants excellent visibility to an intuitive user interface for quick navigation to essential meeting information and functions. A tight integration with Mitel platforms, applications, call managers delivers a unique conference experience that will not be found with 3rd party devices. Built-in Bluetooth 4.1 and MobileLink grant you the ability to seamlessly pair with Bluetooth enabled audio devices and expand the capabilities of your mobile phone. Enjoy crystal clear audio with high definition speakers and 360° beam-forming microphones. With the Mitel 6970 IP Conference Phone, your entire meeting experience will be effortless.

High Resolution Color Touch Display

An exceptionally large high resolution 7" (800x 480 pixel) color touch display delivers a rich visual experience for maximum productivity.

Advanced Meeting Features

Business directory and calendar integrations save precious meeting minutes with one touch access to conference bridges and important contacts. MobileLink allows you wirelessly pair the 6970 IP Conference Phone with your mobile phone to seamlessly switch your devices while on an active call.

Intuitive User Interface

Navigate to essential conference functions quickly with a fluid user interface that is easy to understand.

Unmatched Audio Quality

Mitel's Hi-Q audio technology and 360° beam-forming microphones allow far end conference participants to listen with ease to the active talker while background noise and side conversations are silenced. With an exceptional 16 ft (5m) pickup range, most room sizes can be accommodated without requiring optional extension microphones.

Feature Keys

- 6 pages of 16 programmable Personal soft touch keys for access to Lines, Speed Dials and Telephony functions*
- 6 context sensitive touch soft keys
- 7 dedicated touch feature keys

Audio and Codecs

- 8 Beam-forming microphones for 360° audio pickup with 16 ft (5m) pickup range
- High output, high fidelity speaker
- Mitel Hi-Q Full Duplex Audio Technology
- Codecs: G.711 u-law / A-law, G.729, G.722, G.722.1(Minet only)

Display and Indicators

- 7" (800x480 pixel) color touch display
- Intuitive graphical user interface and navigation menus – same as 6900 desk phone UI
- Adjustable screen brightness for user comfort in different lighting environments
- Dedicated 360° visible LEDs for active call and mute indication

Protocol Support

- Mitel IP (MiNet) protocol support
- SIP

Integration and Connectivity

- MobileLink
 - » Mobile Call Audio via desk phone
 - » Mobile Contact Sync
 - » Mobile Call Log Sync
- Support for Mitel Teleworker Solution, personal ring group, hot desking, and resiliency*
- Support for use with Mitel MiCollab Meeting Center application (one touch join MiCollab conferences)
- Support for Mitel Mass Notification & Mitel Revolution broadcast applications
- Multiple-languages support: English, French, German, Spanish, Spanish (Latin American), Portuguese, Portuguese (Brazilian), Dutch, Italian, Romanian, Russian, Swedish

- Secure encrypted voice communication
- Quality of Service support – IEEE 802.1 p/Q VLAN and priority tagging
- IEEE 802.1x authentication support
- 10/100/1000 Mbps Ethernet port
- Bluetooth 4.1 wireless interface
- 2 x Extension Microphone ports
- Powered USB 2.0 Host port (500mA)
- USB 2.0 Device port

System Software Requirements

- MiVoice Business
- MiVoice Border Gateway (Teleworker)
- MiCollab Client
- MiVoice MX-ONE
- MiVoice 5000
- MiVoice Connect
- MiVoice Office 400 R6.2

Accessories

- Optional wired extension microphones (2 pack) extend audio pickup for large boardroom use

Powering

- Accepts standards-based (IEEE 802.3af) Power over Ethernet (PoE)
- Idle 2.6w Typical 5.6w

Environmental / Regulatory Standards

- Operational:
 - » Operational +4°C to +49°C
 - » Humidity 34% at +49°C 95% at +29°C
- Storage:
 - » Operational -40°C to +70°C
 - » Humidity 15% at +70°C 95% at +29°C

EMC/Radio

CANADA:
ICES-003 (CLASS B)
RSS-247

USA:
CFR Title 47, Part 15 Subpart B (CLASS B)
FCC Part 15 Subpart C

EUROPE:
EN55024 (EU)

EN55032, Class B
EN 301-489-1-17
EN 300 328
EN 50360

AUSTRALIA / NEW ZEALAND:
AS/NZS CISPR 22

Safety

CANADA:
CAN/CSA C22.2 No. 60950-1

USA:
UL 60950-1

EUROPE
EN 60950-1

AUSTRALIA / NEW ZEALAND:
AS/NZS 60950-1

Telecom
CANADA:
CS03 Part V (Hearing Aid Compatible)

USA:
FCC part 68 (CFR 47) (Hearing Aid Compatible)

AUSTRALIA / NEW ZEALAND:
PTC220
AS/CA S004
AS/ACIF, S040

Other

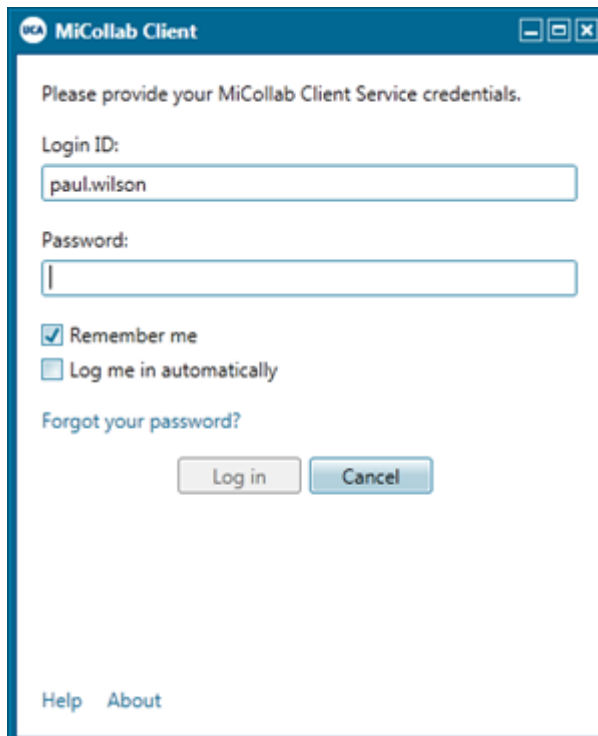
- MTBF Rate: 40 years
- Dimensions (L x W x H): 18.1in x 10.6in x 5.5in (46cm x 27cm X 14cm)
- Weight: 4.1 lbs. (1.9kg)

Customized for:

Mitel® MiCollab Client provides a single access point for all your business communication and collaboration needs. It gives you unprecedented control over your communications and allows real-time access to everyone in the organization regardless of location, with rich presence information that makes every phone call or instant message (IM) count.

Initial Login

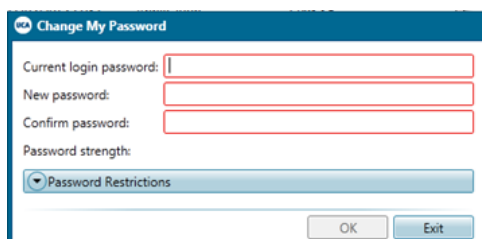
When MiCollab client launches you will be greeted with the MiCollab Client login window:



Your username will be in the format firstname.surname and your default password will be the same

MiCollab client will only accept passwords of 8 to 20 characters containing a least one upper case letter, one lower case letters, one numbers and one non-alphanumeric character.

When you **first log into MiCollab client** you will be prompted to change your password. To do that, enter your current password then enter and confirm your new password.

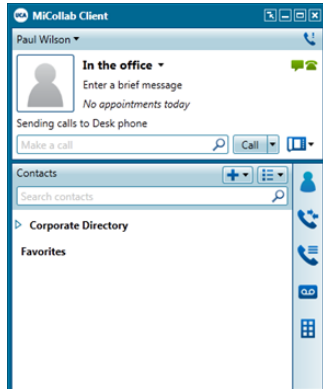


Click **OK** to accept the change and log into MiCollab client.

Customized for:

Making and Receiving Calls

When you log into MiCollab client you should see a window similar to the one shown below:



From here you can control your status, make calls, manage your contacts, view your call history and enter chat sessions with other members of your organization.

Making Calls

Your MiCollab client will be linked to your desk phone as indicated by the icon. If you lift the handset on your deskphone you will notice that MiCollab client will respond with the call window:

- When you use the telephone keypad to make a call, the digits you dial will be shown in the call window.
- Hanging up the telephone handset will disconnect the call in progress and the call window will disappear.
- You can also make calls from within the MiCollab client. To do this, enter the phone number in the field provided (as shown below):

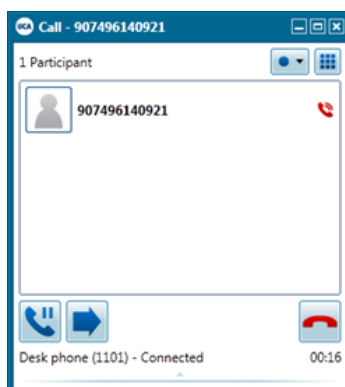


Remember to include a 9 at the start of the number.

- Clicking the call button will cause MiCollab to instruct your desk phone to make the call. When the call is answered you can lift the telephone handset and continue the conversation.



The drop-down menu next to the call button shows your most recently dialed and frequently dialed numbers. When a call is in-progress the call window shows the status of the call, the number dialed, call duration and so on.



From the call window you can:



End the call



Place the call on hold



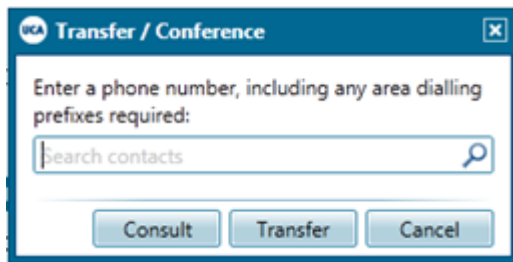
Transfer the call

Customized for:

Transfer | Conference Call

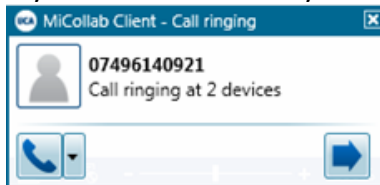
Clicking the **transfer** button will display the Transfer / Conference dialogue box. From here you can enter a phone number and click the Transfer button to transfer the call.

You also have the option of creating a **conference call** by clicking the Consult button after entering the phone number. *Please remember that all three parties will be included in the call and can hear the conversation.*



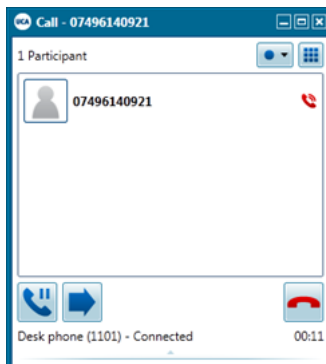
Receiving Calls

If you receive a call on your desk phone, MiCollab client will display a pop-up showing the call details:



To answer the call click the  button or lift the telephone handset.

When the call is answered, the Call window will appear and the call can be controlled in the same way as an outgoing call.



Managing Status and Presence

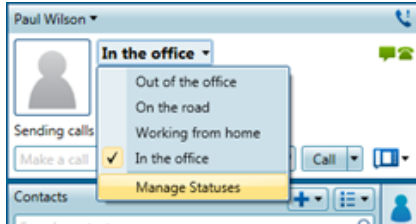
Status is used to show other people your whereabouts and to control where the telephone system sends your calls. MiCollab has two statuses defined when first installed but you can define additional ones to suit your needs. The status are especially useful if you have more than one telephone number or device. You can define a status which, when selected, will instruct the telephone system to send your calls to your soft-phone number so that you can still receive calls on your extension number when **out** of the office.

Customized for:

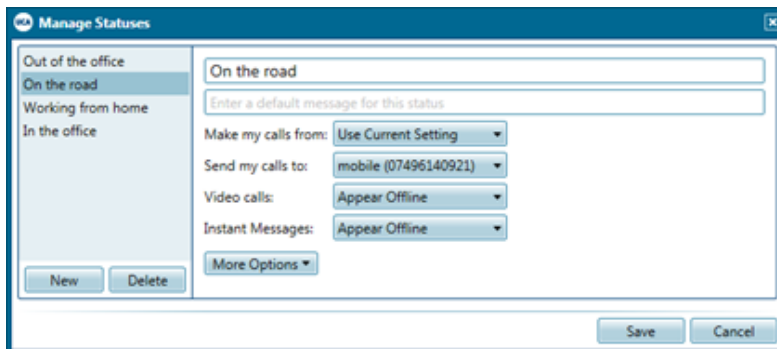
The default statuses are: In the office & Working from home

How to Manage Statuses

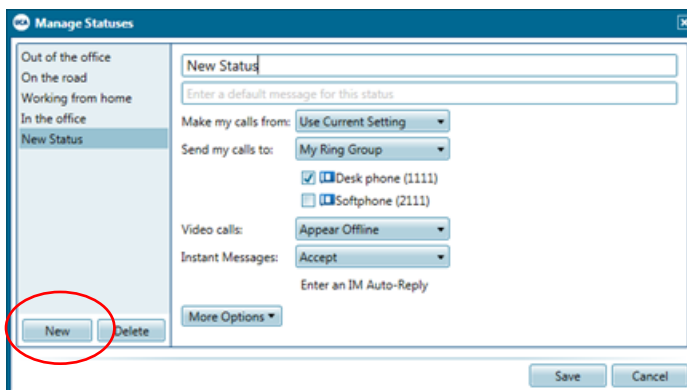
You can manage your statuses by clicking on the status drop-down and selecting the Manage Statuses option at the bottom of the list (it will show in the office by default):



This will open the **Manage Statuses window**. From here you can define new statuses and control which device is used to make and receive calls. *The example below shows a new status called "On the road" where the user has chosen to send their calls to a mobile number. When selected, this will forward all calls to the person's mobile phone number.*



To add a **new** status, click the new button:



Give the new status a suitable name, choose which device to make calls from, and choose where to send incoming calls to. To see more options for Send my calls to click the **My ring group** drop-down:



Customized for:

Click the **Save** button to save the new status. The new status will now be available to select from the status drop-down on the main MiCollab window.

In addition to you status, **you can also choose to enter a brief message** which will be visible to other people using MiCollab when they view their contacts list.

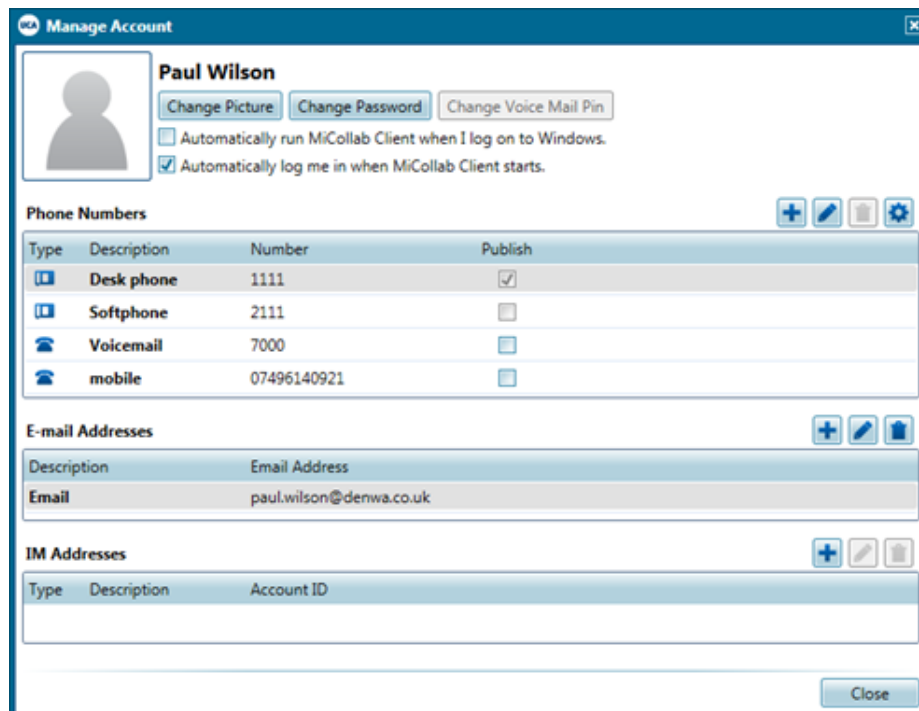
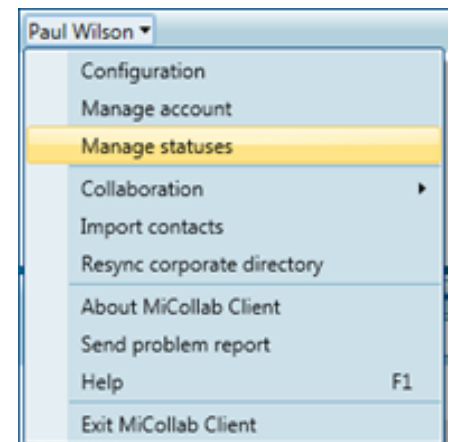
When you first start using MiCollab, you will notice that it doesn't have a record of your mobile number, home number or other contact numbers you may wish to receive calls on. You can add additional telephone numbers to your account.

Account Management

Using the manage account feature you can:

- Upload a portrait photograph which will be visible to other users
- Change your password
- Choose whether MiCollab automatically runs when you log onto Windows
- Manage your personal phone numbers

To access the Manage Account feature, click on the drop-down showing your name and **choose Manage Account** (see image to right) from the menu. The Manage Account dialogue box below should appear:



Customized for:

Adding Phone Numbers

You can add new telephone numbers to your account by clicking on the Add Phone Number button:



Any new numbers you add can be used with your statuses to control where your calls are sent to when not at your desk.

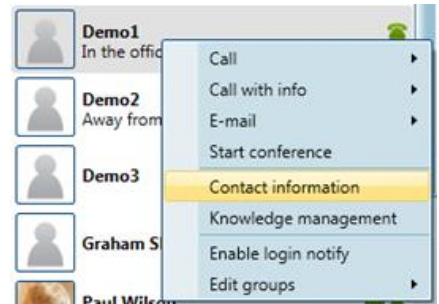
Note: The Publish option, if ticked, will publish the new phone number to the server and make the number visible to all other users via the Contacts list. If you do not want other people to see the number, leave the Publish option un-ticked.

To save the new phone number and make it available for use, **click Save.**

Contacts

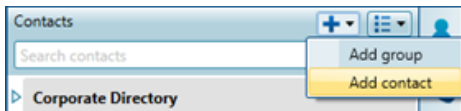
On the main MiCollab window you can view, edit and interact with all your contacts. When you first start using MiCollab all other MiCollab users' contact details can be viewed in the Corporate Directory list.

- ✓ You can add your own personal contacts which will only be visible to you.
- ✓ You can call a contact on their default number by simply double-clicking on them in the list.
- ✓ If you right-click on a contact you can access additional options for the contact such email, chat etc.



Adding New Contacts

You can add a new personal contact by clicking the add button and selecting Add contact from the drop-down.

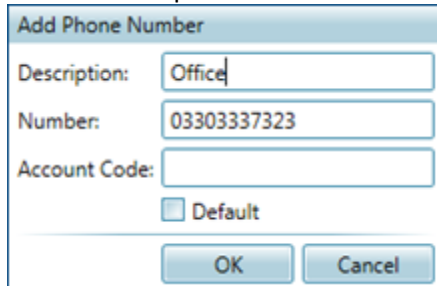


The Contact Information window will appear:

Customized for:

Enter a name and company name for the contact.

To add a new phone number or email address click the  icon and fill in the blanks:



The screenshot shows a dialog box titled "Add Phone Number". It has three input fields: "Description" with the text "Office", "Number" with the text "03303337323", and "Account Code" which is empty. Below the "Account Code" field is a checkbox labeled "Default" which is currently unchecked. At the bottom of the dialog are two buttons: "OK" and "Cancel".

- ✓ The Default tick box sets the new phone number as the default
- ✓ Click ok to save the new phone number then ok again to save the new contact.
- ✓ Personal contacts appear under Other Contacts list in the main MiCollab window.

Grouping Contacts

If you have a large number of contacts you can group similar contacts together to make it easier for you to find them. For example, you may have a number of contacts for the same organisation; you could create a group named after the organisation and place all those contacts within that group.

To add a group simply choose Add Group from the Add drop-down, give the new group a descriptive name and click Save.

A contact can be added to the new group by right-clicking on the contact. Choose Edit groups from the sub-menu then select the group. The contact will now be a member of the new group.

MiCollab for Smart Phones

The MiCollab for smart phones app is designed to work with Apple iPhones & iPads, Android devices and some Blackberry devices.

The iPhone app can be downloaded and installed from the Apple App Store (search for MiCollab.)

The Android app can be downloaded from the Play store or from the MiCollab server.

The Blackberry app can be downloaded from Blackberry Appworld (if you have a Blackberry 10) or from the MiCollab server (if you have a pre BB10).

MiCollab Smart Phone Configuration

Note: The following example show the configuration of the Apple iPhone app. Configuration of the Android and Blackberry apps may differ slightly but the same basic principles apply.

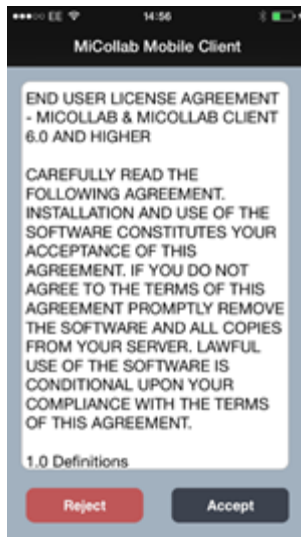
Once the app has been installed you can launch it by tapping on the MiCollab (Mitel UCA) icon:



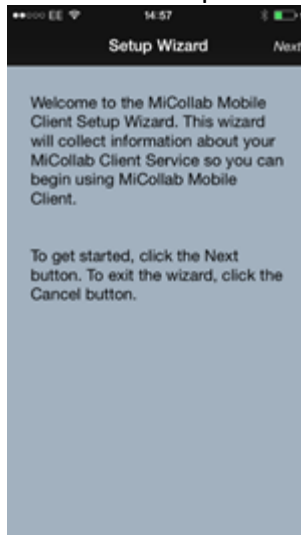
When you first launch the MiCollab smart phone app you will need to configure it with your credentials so that it can connect to and log onto the MiCollab server.

The first screen you will see is the lend user license:

Customized for:

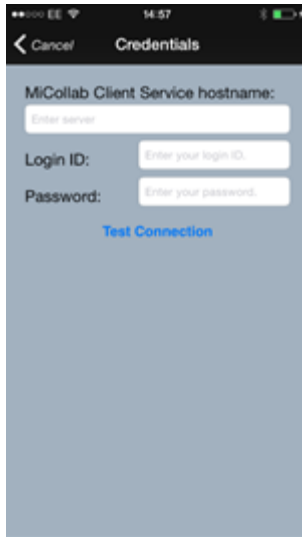


Read the license agreement and tap Accept if you want to continue. When the Setup Wizard appears, tap on Next (top right) to continue.



The Setup Wizard will ask for the MiCollab Client Service hostname, your username and your password:

Customized for:



The MiCollab Client Service hostname is:

xxxx (provided by your system maintainer or internal admin)

Your username and password are both set to firstname.surname

If you have already installed and configured the MiCollab desktop client you may have changed your password already in which case enter your new password.

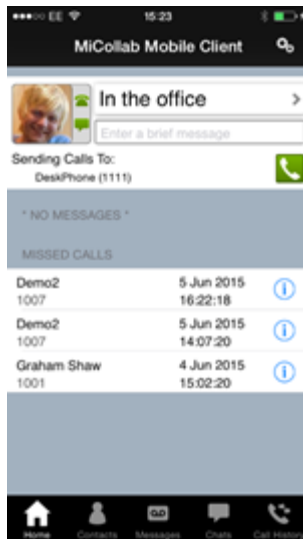
Note: If you install the desktop client after you have configured the iPhone app you will still be asked to change your password from the default one. When you have changed it, you will then need to re-enter the password on the iPhone app so that it matches the new password.

When you have entered your credentials tap Test Connection to verify. MiCollab client should sync with the server and import your contacts etc.



If the Test Connection is successful you should see the main MiCollab Mobile Client screen.

Customized for:



You may notice that your deskphone number is selected by default. This means that if you try to call a contact or receive a call using the smart phone app, the call will be routed through your deskphone. If you want to use the smart phone app itself to make and receive calls you will need to associate it with your softphone number (if you have one assigned.)

Softphone Configuration

To setup your softphone tap on the settings icon in the top right of the screen then select Softphone Settings.



To enable the softphone, flick the switch to the right.

Customized for:



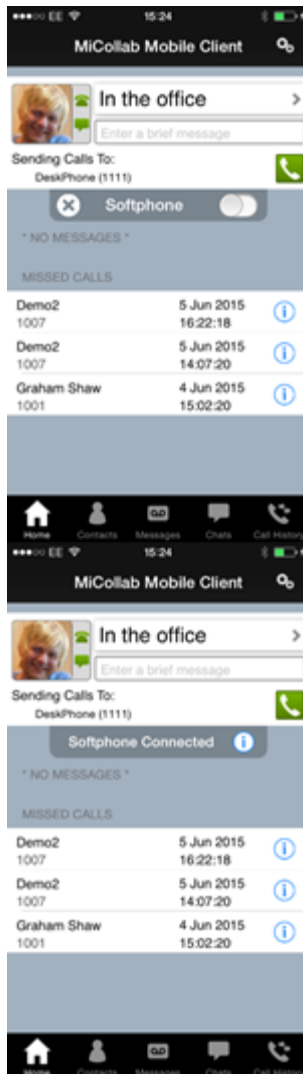
The softphone setting should now be visible. The app should already know your softphone number so all we need to do now is enter the softphone password. This password is specific to the softphone and does not match your normal login password. The softphone password is a 6 digit number which is set to 566366. To enter it, tap on the Enter password area.



Tap return to accept. The change will be saved automatically.

To start using the smart phone app as a softphone, tap the home button. Then, at the home screen, tap the Softphone option (in the centre of the screen). Then, flick the switch to enable it. The softphone should connect and be available to use.

Customized for:



You can now configure a status to send your calls to the softphone rather than your desk phone (or change the default In the office status). The change can be made either on MiCollab desktop or MiCollab mobile because any change you make will be synchronized with both.

MiCollab Client Feature Teacher Online Training Tool

http://training.mitel.com/cw/WebSite/techTraining/Mercury/MiCollabClient_UserTrainingIndex.htm

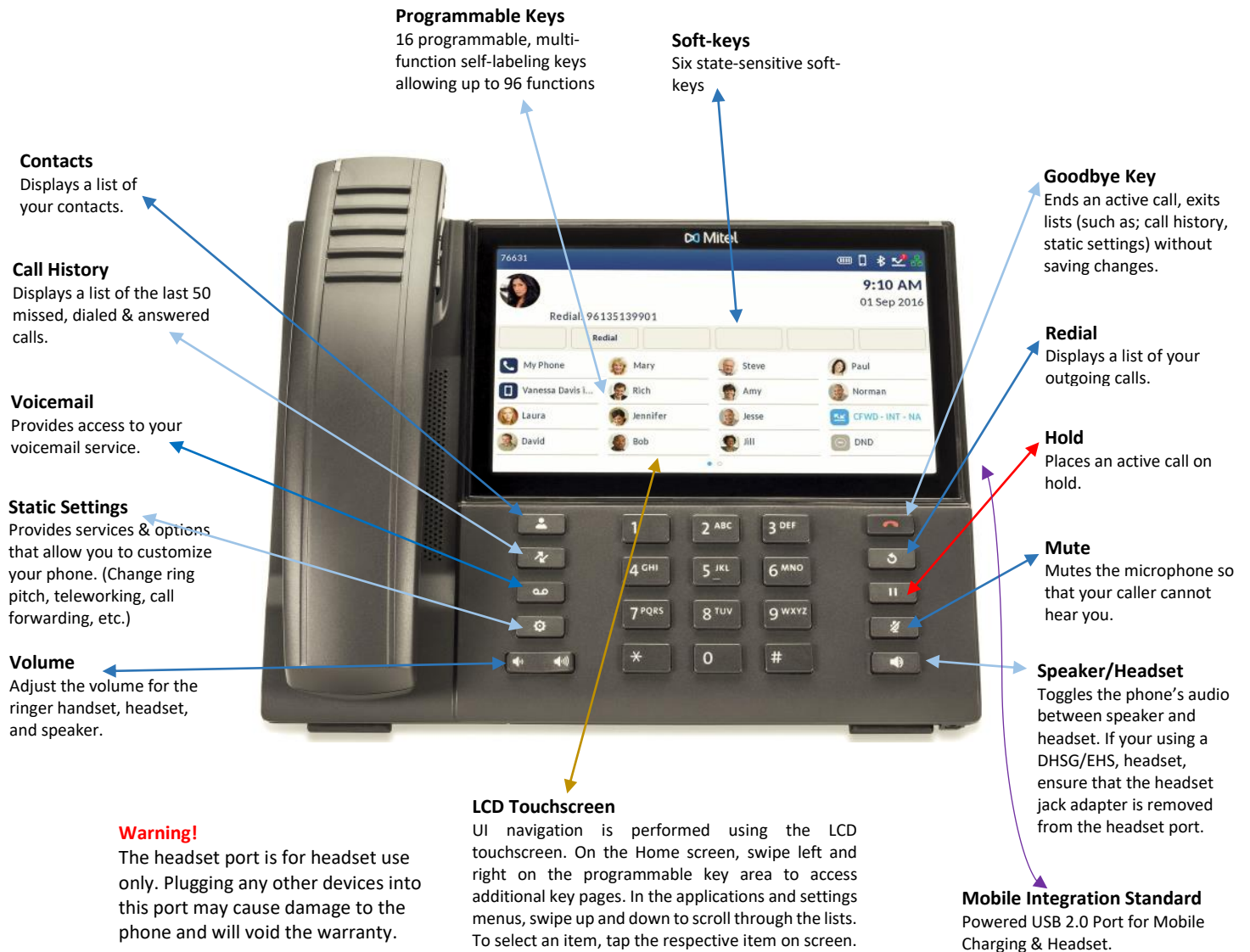
The **MiCollab for Mobile client** has been redesigned for ease of use. When you first launch the MiCollab for Mobile client, a wizard walks you through the client interface. The Mobile wizard video provides an overview of the wizard. [Click here](#) or got to: <http://embed.vidyard.com/share/Sb5eapdl8NsMJ3PaSzomPA> to watch the video.



Customized for:

The **MiCollab Client Dynamic Status feature** allows you to route incoming calls, handle incoming video and instant messages by creating and editing statuses. The Dynamic status video provides an overview of the feature and its settings. [Click here](#) or go to: http://embed.vidyard.com/share/O-5I5sQ5TM_HtoXuD7MK7w to watch the video.


Customized for:



Customized for:

Basic Call Handling


Making an Internal Call

1. Lift handset or press the  speaker key.
2. Dial the extension number.

Making an External Call

1. Lift handset or press the  speaker key.
2. Dial _____, plus the area code followed by the phone number.


Ending a Call

Place handset on its cradle, press the End Call soft-key or press the  Goodbye Key.


Answering a Call

Lift the handset for handset operation or press the key for hands-free operation.


Redial

Press the  Redial soft-key once or the key twice to call the last dialed number as displayed on the Home screen.



Or

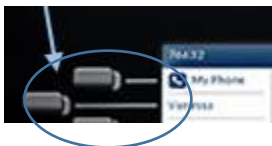
Press the  Redial key once to access a list of recently dialed numbers. Use the Up and Down navigation keys to scroll through the entries and the Select button or Dial soft-key to redial the selected number.

Mute

Press the  Mute key while on an active call to mute the microphone for your handset, headset, or speaker. Press the key again to unmute the audio.

Hold and Resuming

1. To place a call on hold, press the  Hold key when connected to the call. A  (hold) icon flashes on the applicable Line key.
2. To resume the call, press the applicable Line key.



Note: Calls holding will ring back automatically after 5 minutes.

Remote Retrieval for a Call Holding on another extension

To pick-up a call on another internal phone, press *7 plus the extension number where the call is holding.

Customized for:

Call History

The Call History application is a stored log of your missed, outgoing, and received calls. You can view, delete, and dial out to call history entries as well as copy entries to your Contacts application.



Using the Call History application

1. Press the key to access the Call History application.
2. Tap the respective contacts folder and scroll through the entries by swiping up and down on the list. To view additional call details, tap the > key when the entry is highlighted.
3. Tap the **Dial** soft-key to place a call to the respective entry

OR Press the **Add Contact** soft-key to copy the entry to your Contacts application

OR Press the **Delete soft-key** to delete the entry from your Call History.

Advanced Call Handling

Transferring a call

1. Ensure you are on active call with the party you wish to transfer.
2. Tap the **Transfer** soft-key.
 - *The active call is placed on hold.*
3. Enter the transfer recipient's number.
4. Tap the **Transfer** soft-key or hang up the handset to complete an unattended call transfer

OR Wait for an answer, consult, and then press the **Transfer** soft-key or hang up the handset to complete an attended transfer.

Creating a Conference call

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. Press the **Add User** soft-key. The active call is placed on hold.
3. Enter the conference target's number.
4. Wait for an answer, consult, and then press the **Join Calls** soft-key to create the three-way conference call.
5. Repeat steps 2 to 4 to add an additional party to the conference.

Customized for:

Speed Call Programmable Key Configuration

A Speed Call key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial directly to an internal or external number or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

Note: Configuring a programmable key using the press-and-hold method is only available if enabled by your System Administrator.

Programming a Speed Call key

1. Press and hold the applicable programmable key for four seconds.
2. In the **Label Name** field, enter a label to apply to the key.

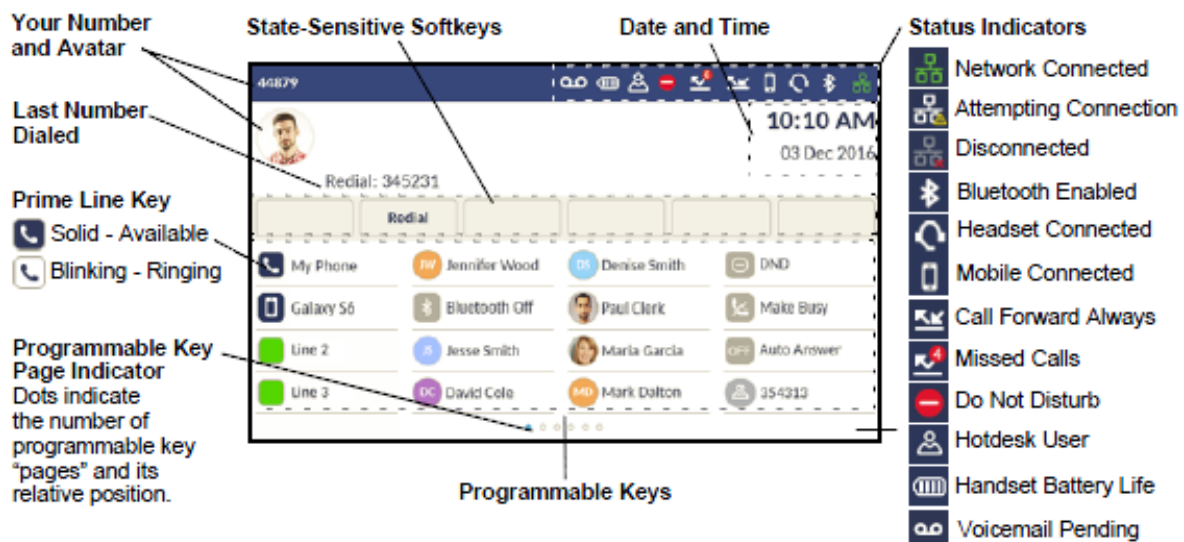
Note: Use the ABC 4 soft-key to specify uppercase letters or lowercase letters when entering the label.

3. Tap the **Number** field and enter the number using the dial-pad keys.
4. **(Optional)** Tap the **Private** check-box to make the key a **Private Speed Call Key**.
When a Private Speed Call key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
5. Press the Save soft-key to save the information to the key you selected.

User Interface Overview

Home Screen

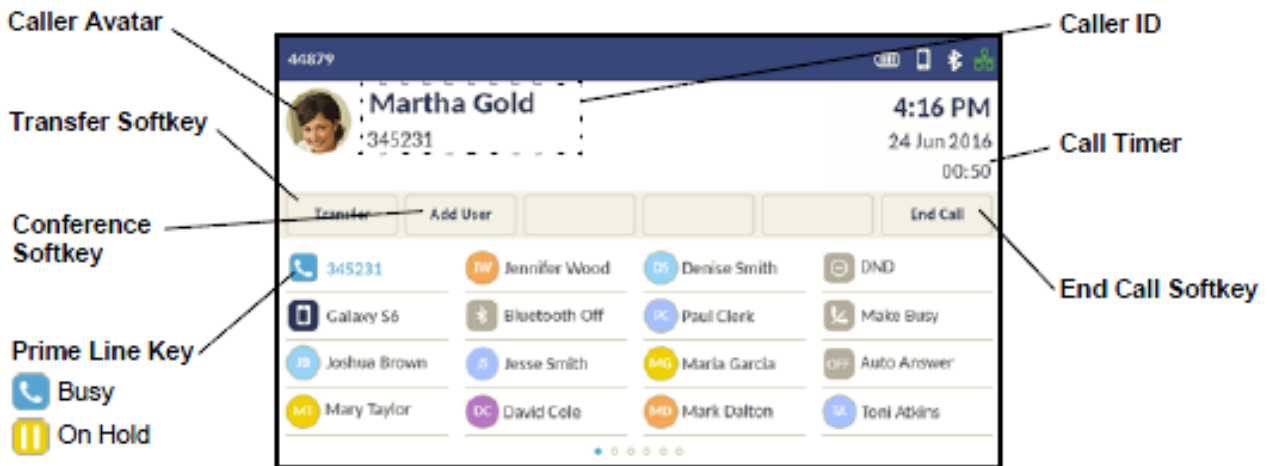
The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.



Customized for:

Call Screen

When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive soft-keys also change allowing you access to more call handling features.



Applications

Contacts

The Contacts application is your personal phone book and directory, conveniently stored within your phone. The Mitel MiVoice 6940 IP Phone supports a localized Personal directory, interoperability with LDAP (corporate) directories, and enhanced MobileLink functionality, which allows you to sync your mobile contacts with your 6940 IP Phone.



Making a Call Using Contacts Application

1. Press the **Contacts key** to access the Contacts application.
2. Tap the respective contacts folder and scroll through the contacts by swiping up and down on the list.



Customized for:

- OR** Tap the search field, enter characters using the on-screen keyboard, and tap the **blue Enter key** to use the search feature.
3. When the applicable contact is highlighted, tap the **Dial** soft key to place a call using the entry's default phone number.
- OR**
To place a call to a different phone number defined for the entry (for example, a mobile number), tap the **>** key to access the contact card screen, and then tap the phone number to dial.



MobileLink Feature

The Mitel MiVoice 6940 IP Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

- ✓ Sync your mobile phone's contact list with your 6930 IP Phone.
- ✓ Answer a mobile phone call using your 6930 IP Phone.
- ✓ Move active calls between the 6930 IP Phone and your mobile phone.

Note: MobileLink features are available only if your Administrator has enabled them. Contact your Administrator for details on how to enable MobileLink functionality on your phone.

Pairing a Mobile Phone Using Bluetooth

1. Press the  **Settings** key and tap **Bluetooth icon**.
2. Swipe the  **Toggle Switch** to the right to enable Bluetooth functionality.
Ensure your mobile phone is discoverable as the Mitel MiVoice 6940 IP Phone automatically scans for available Bluetooth devices.

Note: For information on how to make your mobile phone Bluetooth discoverable, refer to the documentation provided with your respective mobile phone.

3. When your mobile phone has been discovered, use the **navigation keys** to highlight the respective entry on the list of available devices and tap the respective entry on the list of available devices.
A Bluetooth pairing request displays on both the Mitel MiVoice 6940 IP Phone and your mobile device.
4. Ensure the pairing code matches on both devices and press **Yes** on the Mitel MiVoice 6940 IP Phone and acknowledge the pairing request on your mobile phone.
The Mitel MiVoice 6940 IP Phone attempts to pair the mobile phone and if successful, automatically attempts to connect to the mobile phone.

*Note: If pairing or connecting fails, a failed error message displays on screen. Press **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.*

5. Press **OK** to acknowledge the successful connection.
The connected mobile phone is added to the list of Paired Devices and is ready to use.

Customized for:

Syncing mobile contacts

MobileLink features

The Mitel MiVoice 6940 IP Phone automatically attempts to sync your mobile contacts to the Contacts application upon pairing and connection. To manually update your mobile clients:

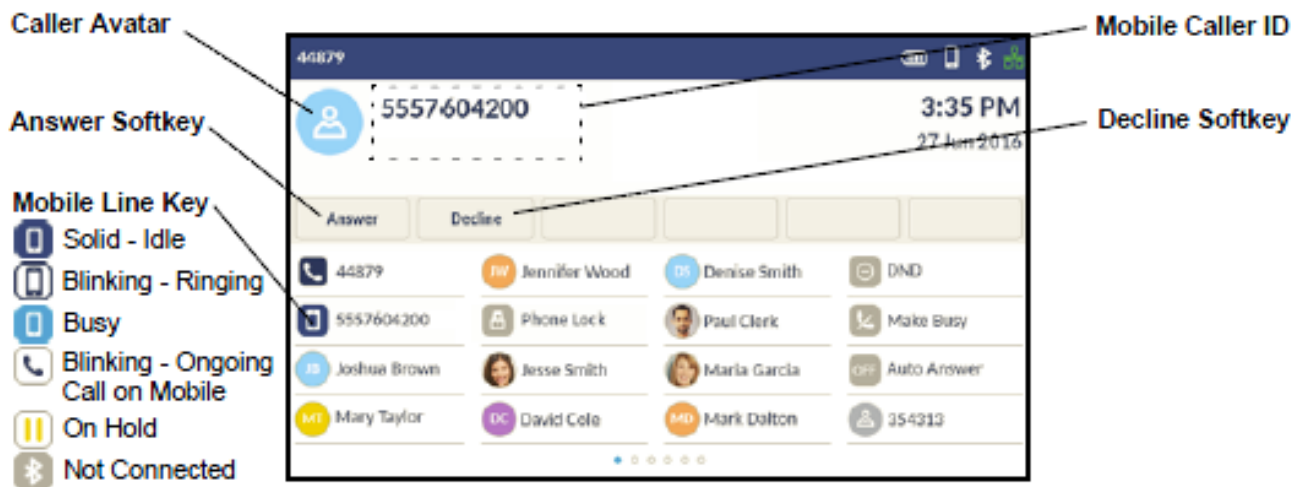
1. Press the key to access the Contacts application.
2. Tap the **Mobile Contacts** folder.
3. Press the **Update** soft-key.

The Mitel MiVoice 6940 IP Phone attempts to re-synchronize and update your mobile contacts.

Note: If the update fails, a failed to retrieve contacts message displays on screen. Press Retry to attempt to update again, or Cancel to cancel the attempt.

Answering an incoming mobile call using your Mitel MiVoice 6940 IP Phone

When your mobile phone is paired and connected to your Mitel MiVoice 6940 IP Phone, incoming calls on your mobile phone will be indicated on your 6940 IP Phone as well.



Lift the handset for handset operation or press the Speaker key, blinking Bluetooth Line key, or **Answer** soft-key for hands-free operation.

Moving the audio of an active mobile call between your mobile phone and 6940 IP Phone

Press the **Push call soft-key** to push the mobile call's audio from your Mitel MiVoice 6940 IP Phone to your mobile phone.

OR Press the **Mobile Line** key to pull the mobile call's audio from your mobile phone to the Mitel MiVoice 6940 IP Phone.



Customized for:

[Mitel's 6900 Series IP Phone Feature Teacher | On-line Training Resource](http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%206900%20Series%20FeatureTeacher%20output/story_html5.html)

[http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%206900 Series FeatureTeacher output/story_html5.html](http://training.mitel.com/cw/WebSite/techTraining/OnlineTutorials/Mitel%206900%20Series%20FeatureTeacher%20output/story_html5.html)

Notes:

A series of 20 horizontal grey bars provided for taking notes.



Telcom Innovations Group

TIG Detailed Equipment Itemization BAFO 8.5.21

IP Phones & Devices							
Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
Standard/Staff Phones - 6900 Series Next-Gen							
50006767	6920 IP Phone	170	295.00	50,150.00	40.00	177.00	30,090.00
Manager/Reception Phones - 6900 Series Next-Gen							
50006770	6940 IP Phone	30	550.00	16,500.00	40.00	330.00	9,900.00
Conference Phones with Wireless Speaker - 6900 Series Next-Gen							
50008271	6970 IP Conference Phone	7	825.00	5,775.00	40.00	495.00	3,465.00
51306580	BT Speakerphone	7	375.00	2,625.00	0.00	375.00	2,625.00
Public Access Phones							
MSC10	Red 2554 No Dial Sets	4	41.19	164.75		41.19	164.75
MSC2L	Super Tiny Dialer (Hot Dialer)	4	87.44	349.75		87.44	349.75
CHM6J	Stainless Steel Wall Phone Plates	3	6.24	18.71		6.24	18.71
MSA2S	Phone Box Enclosure - Spring Loaded	2	374.94	749.88		374.94	749.88
	TIG Labor	16	130.00	2,080.00		130.00	2,080.00
Analog Terminal Adapters (Fax)							
51304959	TA7102 (NA)	9	169.00	1,521.00	40.00	101.40	912.60
51304971	12VDC 1.5A PSU Univ FRU - TA7102/04	9	30.00	270.00	40.00	18.00	162.00
50006271	PWR CRD C13 10A 125V - NA Plug	9	17.50	157.50	40.00	10.50	94.50
Overhead Paging Integration							
	Algo 8301	5	349.00	1,745.00	0.00	349.00	1,745.00
Total				82,106.59			52,357.19

Police Department - New virtual MiVoice Business with 20 SIP Call Paths

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>Virtual MiVoice Business - VMware</i>							
54005748	MiVoice Business Virtual for Enterprise	1	1,495.00	1,495.00	40.00	897.00	897.00
54005400	MiVoice Business SIP Trunks x10	2	900.00	1,800.00	40.00	540.00	1,080.00
<i>Virtual MiVoice Border Gateway - SIP Session Border Controller - VMware</i>							
54005339	MiVoice Border Gateway Virtual	1	250.00	250.00	40.00	150.00	150.00
54004491	SIP TRUNKING CHANNEL PROXY	20	50.00	1,000.00	40.00	30.00	600.00
<i>Software Assurance</i>							
54009220	SWA Std 1y MiVBus System	1	125.00	125.00	40.00	75.00	75.00
54009229	SWA Std 1y MiV BG System	1	25.00	25.00	40.00	15.00	15.00
54009230	SWA Std 1y MiV BG SIP Connect	20	6.00	120.00	40.00	3.60	72.00
Total				4,815.00			2,889.00

Village Hall - Add MiVoice Border Gateway, SIP and System Licenses

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>Virtual MiVoice Business - VMware</i>							
54005400	MiVoice Business SIP Trunks x10	2	900.00	1,800.00	40.00	540.00	1,080.00
<i>Virtual MiVoice Border Gateway - SIP Session Border Controller - VMware</i>							
54005339	MiVoice Border Gateway Virtual	1	250.00	250.00	40.00	150.00	150.00
54004491	SIP TRUNKING CHANNEL PROXY	20	50.00	1,000.00	40.00	30.00	600.00
<i>System Licenses - Designated License Manager & Active Directory Integration</i>							
54005064	MiVoice Business License -IDS Connection	1	1,500.00	1,500.00	40.00	900.00	900.00
54005330	Enterprise License Group	1	1,000.00	1,000.00	40.00	600.00	600.00
<i>Software Assurance</i>							
54009229	SWA Std 1y MiV BG System	1	25.00	25.00	40.00	15.00	15.00
54009230	SWA Std 1y MiV BG SIP Connect	20	6.00	120.00	40.00	3.60	72.00
Total				5,695.00			3,417.00

Upgrade user licenses from basic to UCC Standard

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>Basic Phone license to UCC Standard migration</i>							
52002959	UCCv4.0 Basic to STND for Enterprise	225	165.00	37,125.00	40.00	99.00	22,275.00
<i>Mitel Software Assurance</i>							
54009212	SWA Std 1y UCC Bsc-Std MiVB	225	13.00	2,925.00	40.00	7.80	1,755.00
Total				40,050.00			24,030.00

Contact Center for MiVoice Business - 15 Agents, 3 Queues

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>TIG to program up to 15 ACD Agents with reporting with 3 Call Queues. Messaging & Routing ports programmed for playback of messages/recorded announcements/music during hold in queue, play UPIQ (Updated position in Queue), ability to leave message. Branch workflows based on date & time, weekly and holiday schedules, or emergency closure conditions. Requires VMware Windows Server (but Call Accounting can run on same server)</i>							
<i>MiContact Center Business</i>							
52002935	Contact Center Starter Pack	1	6,500.00	6,500.00	40.00	3,900.00	3,900.00
52002931	Contact Center Agentx1	10	800.00	8,000.00	40.00	480.00	4,800.00
<i>Mitel Software Assurance</i>							
54006933	CC Standard Software Assurance	1,740	1.00	1,740.00	40.00	0.60	1,044.00
Total				16,240.00			9,744.00

Nexiwave Voicemail Transcription Service - Annual Subscription

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>Annual Subscription</i>							
	Nexiwave - 1 user voicemail transcription	25	30.00	750.00		30.00	750.00
<i>One-Time Setup</i>							
	Labor	4	130.00	520.00		130.00	520.00
				1,270.00			1,270.00

Mitel Interaction Recording - Annual Subscription

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
Subscription based model for Mitel Interaction Recording. Includes licenses for 4 IP Phones + 1 Radio RTP Stream (RTP Stream must be provided by Radio Vendor/Manufacturer). Includes Transcription Service for 5 and 5 Quality Management Licenses. Deployment on 2 VMware Windows servers in VoBG existing infrastructure.							
Mitel Interaction Recording Annual Subscription							
51309001	MIR Voice Rec MIVB Subscription	5	108.00	540.00		108.00	540.00
51309003	WFO MIR Quality Monitoring	5	120.00	600.00		120.00	600.00
51309005	WFO MIR Transcription	5	240.00	1,200.00		240.00	1,200.00
Total				2,340.00			2,340.00

Microsoft Teams Integration - Annual Subscription

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
Provides Microsoft Teams Softphone/Telephony integration with the Mitel Phone System. Users will be able to make and receive calls directly from the MS Teams client. This is proposed as an annual subscription and is based on total number of standard/staff phones and manager/reception phones. This requires G5 licenses or G3 with Microsoft Phone add-on license.							
Call 2 Teams							
	User License - PBX Call 2 Teams Mitel int.	12	54.00	648.00		54.00	648.00
Total				648.00			648.00

Cost Summary of Hardware & Software

Total List Price	\$150,824.59
Line Item Discounts	-\$54,129.40
Total Hardware & Software	\$96,695.19
One Time Additional Discount	-\$12,559.35
Total Discounted Hardware & Software	\$84,135.84

Public Sector Discount is a one time discount based on the above configuration
 This quote is based on the Mitel Sourcewell (formerly NJPA) contract #022719-MBS

TIG Implementation

- New Virtual MiVB Programming & Installation
- Migration from PRI to SIP with new Session border controllers
- License migration from basic to UCC Standard
- Existing Mitel 3300 CX decommission
- Upgrade all software releases to current at time of install
- Upgrade to new Phones & Desktop placement
- Mitel Interaction Recording Install
- Contact Center Design & Implementation

Total Implementation \$35,000.00

Renewal of TIG Maintenance & Mitel Software Assurance

Effective Date: 9/21/21 (assumes upgrades to new system have been completed)

Current Mitel Software Assurance term is through 9/21/2021

Current TIG Maintenance Term is through 10/18/21

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>Mitel Software Assurance</i>							
<i>1 Year renewal 9/21/21 through 9/22/22</i>							
	Mitel Standard Software Assurance - 1Y	1	7,536.59	7,536.59	40.00	4,521.95	4,521.95
<i>TIG Standard Maintenance</i>							
<i>Pro-Rated Term 10/18/21 through 9/22/22 (TIG will extend No Charge and make Co-Terminous with Mitel SWA)</i>							
	TIG Industry Standard Maintenance	1					7,917.81

Renewal through 9/22/22 \$12,439.76

Grand Total - Base Proposal

Total Discounted Hardware & Software	\$84,135.84
Total Implementation	\$35,000.00
Renewal Maint & SWA	\$12,439.76
Payment & Performance Bond (Based on total award \$158,500.53)	\$4,755.02
Base Proposal Grand Total	<u>\$136,330.62</u>

TIG Industry Standard Support, Mitel Standard Software Assurance & Subscriptions Years 2 through 5

Important Note: This is based on above Grand Total and 1st year renewal term through 9/21/22

Year 2

TIG Maintenance & Support	\$8,500.00
Mitel Standard Software Assurance	\$7,569.95
Mitel Interaction Recording Subscription	\$2,340.00
Nexiwave - Voicemail Transcription Service Annual (25 users)	\$750.00
Microsoft Call2Teams Service Annual (12 users)	\$648.00
	<u>\$19,807.95</u>

Year 3

TIG Maintenance & Support	\$8,500.00
Mitel Standard Software Assurance	\$7,569.95
Mitel Interaction Recording Subscription	\$2,340.00
Nexiwave - Voicemail Transcription Service Annual (25 users)	\$750.00
Microsoft Call2Teams Service Annual (12 users)	\$648.00
	<u>\$19,807.95</u>

3 Year Pre-Paid Option
 10% discount on TIG
 Maintenance & Support,
 Mitel Standard Software
 Assurance, and Mitel
 Interaction Recording

Year 4

TIG Maintenance & Support	\$8,500.00
Mitel Standard Software Assurance	\$7,569.95
Mitel Interaction Recording Subscription	\$2,340.00
Nexiwave - Voicemail Transcription Service Annual (25 users)	\$750.00
Microsoft Call2Teams Service Annual (12 users)	\$648.00
	<u>\$19,807.95</u>

Year 5

TIG Maintenance & Support	\$8,500.00
Mitel Standard Software Assurance	\$7,569.95
Mitel Interaction Recording Subscription	\$2,340.00
Nexiwave - Voicemail Transcription Service Annual (25 users)	\$750.00
Microsoft Call2Teams Service Annual (12 users)	\$648.00
	<u>\$19,807.95</u>

5 Year Pre-Paid Option
 15% discount on TIG
 Maintenance & Support,
 Mitel Standard Software
 Assurance, and Mitel
 Interaction Recording

Optional: Mitel Revolution - Life Safety

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>SLED Bundle Licenses include: 1 Desktop Client, 1 Mobile Client, 1 Endpoint (for each license bundle). P/N 51308575 is an annual subscription service and will fluctuate by the total number of bundles required. Customer VMware deployment on Windows Server</i>							
Annual Mitel Revolution Subscription							
51308575	Mitel Revolution SLED BNDL - upto 1000	50	28.20	1,410.00	40.00	16.92	846.00
Professional Services							
53004330	Mitel Revolution Service Solution	4,400	1.00	4,400.00	0.00	1.00	4,400.00
	TIG Labor	6	130.00	780.00	0.00	130.00	780.00
Total				6,590.00			6,026.00
Annual Standard Software Assurance Impact							\$846.00

Optional: Additional Phones & Accessories

Part No.	Description	Qty	Unit	Total	Disc	Unit	Total
<i>6900 Series Phones</i>							
50006767	6920 IP Phone	1	295.00	295.00	40.00	177.00	177.00
50006769	6930 IP Phone	1	410.00	410.00	40.00	246.00	246.00
50006770	6940 IP Phone	1	550.00	550.00	40.00	330.00	330.00
50008271	6970 IP Conference Phone	1	825.00	825.00	40.00	495.00	495.00
<i>6900 Series Accessories</i>							
50006763	Mitel Bluetooth Handset (included with Mitel 6940)	1	150.00	150.00	40.00	90.00	90.00
50006874	M695 PKM for 6900 series	1	200.00	200.00	40.00	120.00	120.00
50006921	6900 series Wall Mount Kit (10 Pack)	1	250.00	250.00	40.00	150.00	150.00
51304977	WLAN Adapter (NA)	1	225.00	225.00	0.00	225.00	225.00
51306580	BT Speakerphone - S720	1	375.00	375.00	0.00	375.00	375.00
<i>6930/6940 DECT Integrated Headset</i>							
51305332	Integrated DECT Headset (NA)	1	325.00	325.00	40.00	195.00	195.00
<i>6920 Wireless Headset 3rd party option with EHS/DHSG</i>							
<i>(These are compatible headsets for the Mitel 6920 phones and come in bluetooth or DECT)</i>							
	Jabra Pro 920/925 and Jabra LINK for 6920	1	270.00	270.00	0.00	270.00	270.00
<i>Wireless Headset Compatible with 69xx series phones & PC Softphones</i>							
9556-583-125	Jabra Engage 75 Mono	1	441.00	441.00	0.00	441.00	441.00
<i>Mitel 5624 WiFi 802.11 phone (required further discussion)</i>							
51302081	Mitel 5624 v2 WiFi handset w/bttry & clip	1	445.00	445.00	0.00	445.00	445.00
51015423	MITEL 5613/14/24/03/04 CHARGER GLOBAL	1	46.00	46.00	0.00	46.00	46.00