



Amendment No. 4  
to  
Contract No. NA 140000096  
for  
Maintenance for the ABIA PBX System  
between  
NEC Corporation of America  
and the  
City of Austin, Texas

- 1.0 The parties hereby agree to add additional 18-month holdover for the above-referenced contract effective November 29, 2018.
- 2.0 The City hereby amends the above referenced contract to increase available in an amount not to exceed \$60,000.00 effective November 29, 2018.
- 3.0 The total Contract amount is recapped below:

Term	Contract Amount for the Item	Total Contract Amount
Initial Term: 05/01 /2014 - 04/30/2016	\$1,035,000.00	\$1,035,000.00
Amendment No. 1: Option 1 - Extension 05/01 /2016 - 04/30/2017	\$446,000.00	\$1,481,000.00
Amendment No. 2: Option 2 - Extension 05/01/2017 - 04/30/2018	\$321,000.00	\$1,802,000.00
Amendment No. 3: Option 3 - Extension 05/01/2018 - 04/30/2019	\$321,000.00	\$2,123,000.00
Amendment No. 4: Administrative Increase and 18 months holdover 05/01/2019 – 10/30/2020	\$60,000.00	\$2,183,000.00

- 4.0 MBE/WBE goals were not established for this contract.
- 5.0 By signing this Amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above referenced contract.

Signature & Date:

Mike Ventricelli  
MIKE VENTRICELLI JAN 8, 2019

Jan 8, 2019

Printed Name: Mike Ventricelli  
Authorized Representative

NEC Corporation of America  
3929 W John Carpenter Freeway  
Irving, TX 75063

Signature & Date:

 1/9/2019

Sai Purcell, Procurement Specialist IV  
City of Austin Purchasing Office



Amendment No. 3  
to  
Contract No. 5600 NA140000096  
for  
Maintenance for the ABIA PBX System  
between  
NEC Corporation of America  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be May 1, 2018 through April 30, 2019. No more options remain.
- 2.0 The total contract amount is increased by \$321,000.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 05/01/2014 – 04/30/2016	\$1,035,000.00	\$1,035,000.00
Amendment No. 1: Option 1 – Extension 05/01/2016 – 04/30/2017	\$446,000.00	\$1,481,000.00
Amendment No. 2: Option 2 – Extension 05/01/2017 – 04/30/2018	\$321,000.00	\$1,802,000.00
Amendment No. 3: Option 3 – Extension 05/01/2018 – 04/30/2019	\$321,000.00	\$2,123,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

Mike Ventricelli  
Printed Name: Mike Ventricelli (Capri 23, 2019)

Authorized Representative Apr 27, 2018

Sign/Date:

James T. Howard  
Printed

Name: James T. Howard  
Authorized Representative

NEC Corporation of America  
3929 W John Carpenter Freeway  
Irving, TX 75063

City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701



Amendment No. 2  
to  
Contract No. NA140000096  
for  
Maintenance for the ABIA PBX System  
between  
NEC Corporation of America  
and the  
City of Austin

- 1.0 The City hereby exercises the extension options for the above-referenced contract. Effective May 1, 2017 the term for the extension option will be May 1, 2017 through April 30, 2018 and there is one (1) option remaining.
- 2.0 The total contract amount is increased by \$321,000.00 for the current extension option period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 05/01/2014 – 04/30/2016	\$1,035,000.00	\$1,035,000.00
Amendment No. 1: Option 1 – Extension 05/01/2016 – 04/30/2017	\$446,000.00	\$1,481,000.00
Amendment No. 2: Option 2 – Extension 05/01/2017 – 04/30/2018	\$321,000.00	\$1,802,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Mar 21, 2017

Printed Name: Michael J. Versicelli, Jr.  
Authorized Representative

NEC Corporation of America  
3929 W John Carpenter Freeway  
Irving, TX 75063

Sign/Date: [Signature] 3/21/17

Printed Name: Sai Purcell  
Authorized Representative  
City of Austin  
Purchasing Office



Amendment No. 1  
Of  
Contract No. NA140000096  
For  
Maintenance for the ABIA PBX System  
Between  
NEC Corporation of America  
And the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be effective be May 1, 2016 to April 30, 2017 and there are two remaining options.
- 2.0 The total contract amount is increased by \$446,000.00 for this extension period. The total Contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 05/1/14 – 04/30/16	\$1,035,000.00	\$1,035,000.00
Amendment No. 1: Option 1 05/1/16 – 04/30/17	\$446,000.00	\$1,481,000.00

- 3.0 MBE/WBE goals were not established for this contract.
- 4.0 By signing this Amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

Signature

Handwritten signature of John W. Donnelly in black ink.

John W. Donnelly, Director Project Management  
Enterprise Technology Services

Signature:

Handwritten signature of Linell Godin-Brown in black ink.

Linell Godin-Brown, Contract Compliance Supervisor 5-4-16  
City of Austin  
Purchasing Office

NEC Corporation of America  
6535 N. State Highway 161  
Irving, TX, 75039



ADDENDUM  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS

REQUEST FOR PROPOSAL NO: SMW0119  
ADDENDUM NO. 1  
DATE OF ADDENDUM: DECEMBER 17, 2013

This addendum is to incorporate the following change:

- 1) The Pre-Proposal Conference is being moved from the Auditorium to Room 157. The Address is unchanged:

ABIA Planning & Engineering Building  
2716 Spirit of Texas Drive  
Austin, Texas  
Room #157

All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, Addendum #1 is hereby incorporated and made a part of the above referenced Solicitation.

APPROVED BY: Shawn M. Willett  
Shawn M. Willett, Senior Business Process Consultant  
Purchasing Office, 512-974-2554

ACKNOWLEDGED BY:

\_\_\_\_\_  
SUPPLIER                      AUTHORIZED SIGNATURE                      DATE

RETURN ONE (1) COPY OF THIS ADDENDUM TO PURCHASING OFFICE, CITY OF AUSTIN, WITH PROPOSAL OR PRIOR TO PROPOSAL CLOSING. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION OF YOUR OFFER.



ADDENDUM  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS

REQUEST FOR PROPOSAL NO: SMW0119  
ADDENDUM NO. 2  
DATE OF ADDENDUM: JANUARY 14, 2014

This addendum is to incorporate the following changes to the solicitation:

1) **The Proposal Closing Date and time are hereby changed to:**

**Proposal Due prior to 11:00 AM on January 22, 2014**

**Proposal Closing Time and Date : 11:00 AM on January 22, 2014**

2) Section 0500, Scope of Work is hereby amended as follows: Section 3.1, Part C Software Upgrades is deleted in its entirety and replaced with the following:

**C. SOFTWARE UPGRADES**

In addition to the remote monitoring and maintenance of the PBX system, the DOA desires that the UNIVERGE SV8500 to be brought up to date with the latest software.

Software Upgrade:

The Contractor shall provide a proposal to ensure bi-yearly software upgrades are performed if any required software updates are available from NEC Software Assurance program. If it is found that a software update is impossible due to hardware End of Support/Life, the Contractor shall provide recommendations, scope of work, and a price quote based on pricing included in the contract for any required hardware and/or software replacement.

Upon the completion of any upgrade a backup must be performed. Backups are to be stored locally within ABIA provided file space and remotely on removable media stored within in a fire proof safe. A report must be submitted to the IS Manager and IS Supervisor(s) for ABIA's records.

3) Questions and Answers:

a) What call accounting system is currently used?

**Response:** Commview (Version 2.0.2.7 build 431)

b) What type of NEC 300 terminals are currently in use at Austin-Bergstrom International Airport. NEC manufacturers several different models of the 300 terminals. Please include all models currently in use.

**Response:** The majority of terminals installed at ABIA are the NEC DTP-16D-1. In regards to the Spare Parts and Support Equipment requirements, the Contractor shall provide five (5) of the DTP-16D-1 units to be stored on-site.

- c) We request the Hardware Key codes from each of the NEC SV-8500 PBX's. The hardware Key Codes are needed to provide ABIA with accurate Software Assurance quotes. Currently NEC's database only lists one SV-8500 for ABIA at this time.

**Response:** The CPU hardware keys for the SV8500 units are as follows:

1101 SV8500 CPU hardware keys-  
2277-69F1-C7E6-D05B-160D-34E2-94H2  
2277-61A1-33E0-8008-C802-F046-9D10

Terminal Building SV8500 CPU hardware keys-  
224C-5532-3135-7037-3B02-D046-59Nk  
224C-5592-633A-C0F9-6F07-0810-52n4

- d) We request the type of integration and the number ports between the SV8500 PBX and the UM8500

**Response:** The integration for the UM8500 is accomplished by a Line Side T1 connection using 24 voice ports, and a serial connection via RS232.

All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, Addendum #2 is hereby incorporated and made a part of the above referenced Solicitation.

**APPROVED BY:** Shawn M. Willett  
Shawn M. Willett, Senior Business Process Consultant  
Purchasing Office, 512-974-2554

**ACKNOWLEDGED BY:**

\_\_\_\_\_  
SUPPLIER                      AUTHORIZED SIGNATURE                      DATE

RETURN ONE (1) COPY OF THIS ADDENDUM TO PURCHASING OFFICE, CITY OF AUSTIN, WITH PROPOSAL OR PRIOR TO PROPOSAL CLOSING. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION OF YOUR OFFER.





ADDENDUM  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS

REQUEST FOR PROPOSAL NO: SMW0119  
ADDENDUM NO. 3  
DATE OF ADDENDUM: JANUARY 22, 2014

This addendum is to incorporate the following changes to the solicitation:

1) **The Proposal Closing Date and time are hereby changed to:**

**Proposal Due prior to 11:00 AM on January 30, 2014**

**Proposal Closing Time and Date : 11:00 AM on January 30, 2014**

All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, Addendum #3 is hereby incorporated and made a part of the above referenced Solicitation.

**APPROVED BY:** Shawn M. Willett  
Shawn M. Willett, Senior Business Process Consultant  
Purchasing Office, 512-974-2554

**ACKNOWLEDGED BY:**

\_\_\_\_\_  
SUPPLIER                      AUTHORIZED SIGNATURE                      DATE

RETURN ONE (1) COPY OF THIS ADDENDUM TO PURCHASING OFFICE, CITY OF AUSTIN, WITH PROPOSAL OR PRIOR TO PROPOSAL CLOSING. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION OF YOUR OFFER.



**Financial and Administrative Service Department**  
**Purchasing Office**  
PO Box 1088, Austin, Texas, 78767

April 30, 2014

NEC Corporation of America  
Michael Dowling, Director of Sales  
6535 N. State Highway 161  
Irving, TX, 75039

Mr. Dowling:

The Austin City Council approved the execution of a contract with your company for Maintenance for the ABIA PBX System in accordance with the referenced solicitation.

Responsible Department:	Aviation Department
Department Contact Person:	Michelle Moheet
Department Contact Email Address:	Michelle.Moheet@austintexas.gov
Department Contact Telephone:	(512) 530-6336
Project Name:	Maintenance Agreement for the ABIA PBX System
Contractor Name:	NEC Corporation of America
<b>Contract Number:</b>	<b>MA-5600-NA140000096</b>
Contract Period:	May 1, 2014 through April 30, 2016
Dollar Amount:	Not-to-exceed \$1,035,000.00 per initial contract term and \$446,000.00 for the first extension option, \$321,000.00 for the second extension option, and \$321,000.00 for the final extension option
Extension Options:	Three 12-month options
Requisition Number:	RQM-5600-13112500093
Solicitation Number:	RFP SMW0119
Agenda Item Number:	27
Council Approval Date:	April 17, 2014

Thank you for your interest in doing business with the City of Austin. If you have any questions regarding this contract, please contact me at (512) 974-2274.

Sincerely,

Shawn M. Willett  
Corporate Contract Compliance Manager  
Purchasing Office  
Financial Services Department

cc: Michelle Moheet, Aviation Department

**CONTRACT BETWEEN THE CITY OF AUSTIN (“City”)  
AND  
NEC Corporation of America (“Contractor”)  
for  
PBX Maintenance and Support**

The City accepts the Contractor’s Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between NEC Corporation of America having offices at 6535 N. State Hwy 161, Irving, Texas 75039 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City (“Effective Date”).

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number RFP SMW0119.

**1.1 This Contract is composed of the following documents:**

- 1.1.1 This Contract
- 1.1.2 The City’s Solicitation, Request for Proposal, SMW0119 including all documents incorporated by reference
- 1.1.3 NEC Corporation of America Offer, dated January 22, 2014, including subsequent clarifications

**1.2 Order of Precedence.** Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

- 1.2.1 This Contract
- 1.2.2 The City’s Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference
- 1.2.3 The Contractor’s Offer as referenced in Section 1.1.3, including subsequent clarifications.

**1.3 Term of Contract.** The Contract will be in effect for an initial term of twenty-four months and may be extended thereafter for up to three 12-month extension option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

**1.4 Compensation.** The Contractor shall be paid a total Not-to-Exceed amount of \$1,035,000.00 for the initial Contract term, with three 12-month extension options in amounts not to exceed \$446,000.00 for the first extension option, \$321,000.00 for the second extension option, and \$321,000.00 for the third extension option for a total contract amount not to exceed \$2,123,000.00 for all fees and expenses.

**1.5 Quantity of Work.** There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order

1.6 **Clarifications and Additional Agreements.** The following are incorporated into the Contract.

1.6.1 NEC will agree to replace the non-supported digital station cards at the 1101 (NCN) SV8500 switch with 16ELCxx firmware upgraded cards capable of supporting the DT-300 style telephone sets. There are 22 station cards in the 1101 switch that must be replaced to be capable of supporting DT3xx telephone sets. These will be functionally equivalent to the station cards recently installed in the terminal SV8500 and will be covered under the hardware support section of our response. We will use model SPA-16ELCJB-K with firmware SP-3935 for this. Additionally, NEC will agree to replace the (2) CP00 processors with CP02 processors in the 1101 (NCN) SV8500. This will be done at no additional charge and included in the two year pricing submitted in NEC's response.

1.6.2 On-Site Technician

1.6.2.1 Submit weekly service desk reports to the Information Systems management team consisting of closed incidents counts, 24 hour closure rate stats, and opened incidents counts.

1.6.2.2 Submit weekly systems monitoring reports to the Information Systems management team consisting of number of alerts based on severity, closed incidents counts, and opened incidents counts.

1.6.2.3 Project Management - Participate and assist with any/all telephony related projects.

1.6.2.4 Vacation time management

1.6.2.4.1 Submit vacation schedule to the Information Systems management team at a minimum of 2 weeks prior to the vacation start date.

1.6.2.4.2 Provide a backup technician's name and contact information to cover for the vacation period.

1.6.2.4.3 If out for more than a week, company is to provide an on-site technician to back up the primary technician.

1.6.2.5 Sick time management

1.6.2.5.1 Notify the Information Systems management team if out due to illness.

1.6.2.5.2 Provide a backup technician's name and contact information to cover if out for illness.

1.6.2.5.3 If out for more than a week, company is to provide an on-site technician to back up the primary technician.

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the parties have caused a duly authorized representative to execute this Contract on the date set forth below.

**NEC Corporation of America**

**CITY OF AUSTIN**

Michael J. Ventresca Jr.  
Printed Name of Authorized Person

Shawn Willett  
Printed Name of Authorized Person

Michael J. Ventresca Jr.  
Signature

Shawn Willett  
Signature

Director, National Field Delivery Support Corp.  
Title

Contract Compliance Mgr.  
Title

4-29-14  
Date:

4-30-14  
Date:

# CITY OF AUSTIN, TEXAS

## Purchasing Office REQUEST FOR PROPOSAL (RFP) Offer Sheet

**SOLICITATION NO:** SMW0119

**COMMODITY/SERVICE DESCRIPTION:** Maintenance Agreement for the Private Branch Exchange at Austin Bergstrom International Airport

**DATE ISSUED:** December 2, 2013

**REQUISITION NO.:** RQM-5600-13112500093

**PRE-PROPOSAL CONFERENCE TIME AND DATE:**  
December 18, 2013 at 9:00 AM

**COMMODITY CODE:** 91579

**LOCATION:** ABIA Planning & Engineering Building Auditorium  
2716 Spirit of Texas Drive Austin, Texas

**FOR CONTRACTUAL AND TECHNICAL  
ISSUES CONTACT:**

**PROPOSAL DUE PRIOR TO:** JANUARY 16, 2014 at 3:00 PM

**Ms. Shawn M. Willett**

**Senior Business Process Consultant**

**PROPOSAL CLOSING TIME AND DATE:** JANUARY 16, 2014 at 3:00 PM

**Phone: (512) 974-2554**

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 310, AUSTIN, TEXAS 78701

When submitting a sealed Offer and/or Compliance Plan, use the address shown below.

City of Austin, Purchasing Office
Municipal Building
124 W 8 <sup>th</sup> Street, Rm 310
Austin, Texas 78701
Reception Phone: (512) 974-2500

**Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.**

**SUBMIT 1 ORIGINAL, 5 COPIES, AND 1 ELECTRONIC COPY OF YOUR RESPONSE**

OFFER SUBMITTED BY

By the signature below, I certify that I have submitted a binding offer.

Signature of Person Authorized to Sign Offer

Signer's Name and Title: (please print or type)

FEDERAL TAX ID NO. \_\_\_\_\_

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Phone No. (\_\_\_\_\_) \_\_\_\_\_ Fax No. (\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

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ATTA	ATTACHMENT A, COST PROPOSAL SHEET	7
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0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM	2
0800	NON-DISCRIMINATION CERTIFICATION	2
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	1
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING AFFIDAVIT	2
0835	NONRESIDENT BIDDER PROVISIONS	1
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All other Sections may be viewed at: [http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm)

### **RETURN THE FOLLOWING DOCUMENTS WITH YOUR OFFER\*\***

- Cover Page                      Offer Sheet
- Section 0600                    Proposal Response
- Attachment A                   Cost Proposal Sheet
- Section 0605                    Local Business Presence Identification Form
- Sections 0800 - 0835          Certifications and Affidavits (return all applicable Sections)
- Section 0900                    No Goals Utilization Plan

**\*\* See also Section 0200, Solicitation Instructions, Section 0400, Supplemental Purchase Provisions, and Section 0500, Scope of Work/Specification, for additional documents that must be submitted with the Offer.**

The Vendor agrees, if this Offer is accepted within 180 calendar days after the Due Date, to fully comply in strict accordance with the Solicitation, specifications and provisions attached thereto for the amounts shown on the accompanying Offer.

**\* INCORPORATION OF DOCUMENTS.** Section 0100, Standard Purchase Definitions; Section 0200, Standard Solicitation Instructions; and Section 0300, Standard Purchase Terms and Conditions are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address [http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS).

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office at the address or phone number indicated on page 1 of this Offer Sheet. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

***It is the policy of the City of Austin to involve certified Minority Owned Business Enterprises (MBEs) and Woman Owned Business Enterprises (WBEs) in City contracting. MBE and WBE goals for this Solicitation are contained in Section 0900.***

***All Contractors and Subcontractors should be registered to do business with the City prior to submitting a response to a City Solicitation. In the case of Joint Ventures, each individual business in the joint venture should be registered with the City prior to submitting a response to a City solicitation. If the Joint Venture is awarded a contract, the Joint Venture must register to do business with the City. Prime Contractors are responsible for ensuring that their Subcontractors are registered. Registration can be done through the City's on-line vendor registration system. Log onto [http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm) and follow the directions.***

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SMW0119**

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office no later than 5:00 pm on January 7<sup>th</sup>, 2013 either via fax at (512) 974-2388 or email at [shawn.willett@austintexas.gov](mailto:shawn.willett@austintexas.gov).

2. **PRE-PROPOSAL MEETING**

A pre-proposal meeting will be held on December 18, 2013 at 9:00 AM

Location: ABIA Planning & Engineering Building, Auditorium  
2716 Spirit of Texas Drive  
Austin, Texas

\*This meeting is not mandatory however attendance is strongly suggested

3. **INSURANCE**. Insurance is required for this solicitation.

A. General Requirements. See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

- i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
- ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
- iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

City of Austin Purchasing Office  
P. O. Box 1088  
Austin, Texas 78767

B. Specific Coverage Requirements. The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

- i. Worker's Compensation and Employers' Liability Insurance. Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$1,000,000 bodily injury each



**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SMW0119**

accident, \$1,000,000 bodily injury by disease policy limit and \$1,000,000 bodily injury by disease each employee.

- (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
  - (a) Waiver of Subrogation, Form WC 420304, or equivalent coverage
  - (b) Thirty (30) days Notice of Cancellation, Form WC 420601, or equivalent coverage
- ii. Commercial General Liability Insurance. The minimum bodily injury and property damage per occurrence are \$5,000,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
  - (1) The policy shall contain the following provisions:
    - (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
    - (b) Contractor/Subcontracted Work.
    - (c) Products/Completed Operations Liability for the duration of the warranty period.
    - (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage (X,C,U).
  - (2) The policy shall also include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- iii. Business Automobile Liability Insurance. The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$5,000,000 per occurrence for bodily injury and property damage.
  - (1) The policy shall include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage.
- iv. Professional Liability Insurance. The Contractor shall provide coverage, at a minimum limit of \$1,000,000 per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Agreement.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.
- C. Endorsements. The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

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**4. TERM OF CONTRACT**

- A. The Contract shall be in effect for an initial term of twenty-four months and may be extended thereafter for up to three additional twelve month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.
- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above. A price increase, subject to the provisions of this Contract, may be requested by the Contractor (for each period of extension) for approval by the City's Purchasing Officer or his designee.

THIS IS A TWENTY-FOUR MONTH CONTRACT.

FIRM PRICES ARE TO BE SUBMITTED FOR THE FIRST TWENTY-FOUR (24) MONTH PERIOD

**5. INVOICES and PAYMENT** (reference paragraphs 12 and 13 in Section 0300)

- A. Invoices shall contain a non-duplicated invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	Department of Aviation
Attn:	Michelle Moheet
Address	3600 Presidential Blvd.
City, State Zip Code	Austin, Texas 78719

- B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

**6. NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING**

- A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

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- B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- C. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
- D. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit, certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:  
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

**7. NON-SOLICITATION**

- A. During the term of the Contract, and for a period of six (6) months following termination of the Contract, the Contractor, its affiliate, or its agent shall not hire, employ, or solicit for employment or consulting services, a City employee employed in a technical job classification in a City department that engages or uses the services of a Contractor employee.
- B. In the event that a breach of Paragraph A occurs the Contractor shall pay liquidated damages to the City in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation; or (ii) 100 percent of the employee's annual compensation while employed by the City. The Contractor shall reimburse the City for any fees and expenses incurred in the enforcement of this provision.
- C. During the term of the Contract, and for a period of six (6) months following termination of the Contract, a department that engages the services of the Contractor or uses the services of a Contractor employee will not hire a Contractor employee while the employee is performing work under a Contract with the City unless the City first obtains the Contractor's approval.
- D. In the event that a breach of Paragraph C occurs, the City shall pay liquidated damages to the Contractor in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation or (ii) 100 percent of the employee's annual compensation while employed by the Contractor.

**8. ECONOMIC PRICE ADJUSTMENT**

- A. Prices shown in this contract for hourly labor rates shall remain firm for the first twenty-four month period of the contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor for hourly labor rates subject to the following considerations:
- B. Price Increases
  - i. Requests for price increases must be made in writing and submitted to the appropriate Buyer in the City's Purchasing Office. The letter must be signed by a person with the authority to bind the Contractor contractually, shall reference the contract number, and include the following documentation:
    - (1) An itemized, revised price list with the effective date of the proposed increase;

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- (2) Copies of the documentation provided by the manufacturer regarding the proposed price increase if the contractor is not the manufacturer of the products. If the Contractor is the manufacturer of the products, a letter so stating must be provided;
  - (3) Contractor shall submit as a part of the request for increase, the version of the U.S. Department of Labor Employment Cost Index for Wages and Salaries for all Private Industry Workers (the "Index") current as of the date of the Contractor's Offer; and a copy of the index for the most current period.
  - (4) Proposed price increases must be solely for the purpose of accommodating increases in the Contractor's costs for the products or services provided. Prices for products or services unaffected by verifiable cost trends shall not be subject to change.
- ii. Requests for price increases must be made in writing and submitted to the appropriate Contract Manager sixty (60) calendar days prior to each yearly anniversary date of contract. Prices will only be considered for an increase at that time. Once received, the City will have sixty (60) calendar days to review and approve/disapprove the requested increase. Should the City not agree with the requested increase, Contractor may either maintain the prices currently in effect, negotiate an acceptable increase with the City or terminate the contract.
  - iii. The proposed percentage change between the current contract price and the requested price shall not exceed the percentage change between the Index in effect at the beginning of the current review period and the one in effect at the time the price increase is requested. Except in the case of emergency situations, the requested index related or non-index related price increase shall not exceed twenty-five percent (25%) for any single line item, and in no event shall the total amount of the contract be automatically increased as a result of the increase in any one or more line items made pursuant to this provision.
  - iv. Since the perceived need for price increases may be due in whole or in part to factors other than index changes, the City may consider approving fully-documented increase requests which, in the Contractor's opinion, justify price increases for one or more line items in the contract. If index changes are responsible in part for the requested change, those changes shall be documented as previously described above.

**C. Price Decreases**

- i. Proposed price decreases may be offered to the City at any time, and become effective upon acceptance by the City unless a different effective date is specified by the Contractor. Request for price decreases by the City will be based on the same documentation as price increase request. Price decrease offers may also be subject to negotiation.
- ii. Price decreases based on relevant factors may be requested by the City at any time. Such requests shall be accompanied by a complete statement of the City's justification for the request. The Contractor shall have sixty (60) calendar days to respond to the City's request. Following receipt of the Contractor's agreement with the requested decrease, the City may implement the decrease at any time. Should the Contractor not agree with the requested decrease, the City may either maintain the prices currently in effect, negotiate with the contractor, or terminate the contract.

**9. INTERLOCAL PURCHASING AGREEMENTS** (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible

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governmental agencies that have an interlocal agreement with the City.

- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

10. **CONTRACT MANAGER**

The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Michelle Moheet

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(512) 530-6336

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Michelle.Moheet@austintexas.gov

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\*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

**Austin-Bergstrom International Airport  
Private Branch Exchange  
Maintenance  
Scope of Work**

**Request for Proposals  
SMW0119**

**Prepared For The  
City of Austin, Department of Aviation**



*Prepared by:*  
**The JW Group, Inc.**  
7234 Lancaster Pike  
Suite 300D  
Hockessin, DE 19707

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# 1. PURPOSE OF RFP

The City of Austin, Department of Aviation (DOA) is releasing this Request for Proposal (RFP) to solicit proposals for an entity to provide on-going maintenance and support for the NEC Private Branch Exchange (PBX) phone system within the Austin-Bergstrom International Airport (ABIA). The PBX at ABIA provides crucial roles in the services it provides to tenants, the traveling public, and the safety of all occupants at the airport. Therefore, it is vital that the maintenance of this system ensures its operability 24/7 to match the demands of the airport.

## A. ABIA BACKGROUND AND OVERVIEW

- A. The Austin-Bergstrom International Airport (ABIA) began providing air service in May 1999 and consists of twenty-five (25) gates and forty-two (42) ticket counter positions. ABIA is located at the intersection of two major highways, State Highway 71 on the north and US Highway 183 on the west and comprises 4,100 acres. The campus includes a 550,000 square foot terminal building and approximately fifty (50) outlying facilities including a main communications building (IS Building), administrative offices, several Fixed Based Operators (FBO), and cargo/freight facilities. The environment at ABIA consists of multiple tenants inside its main terminal ranging from twenty-two (22) restaurants/concession stands, sixteen (16) shops, nine (9) rental car companies, and ten (10) airlines with an additional airline planned in the future. Along with the tenants inside the terminal, there are multiple Fixed Base Operators (FBO) and cargo/freight companies that reside throughout the campus.
- B. All Airport and tenants (airlines, rental car companies, concessionaires, cargo companies, etc.) currently utilize the DOA owned and operated phone system through a Shared Use Tenant Services (STS) program. This program is supported by the NEC PBX equipment, associated cabling infrastructure, and service providers that provide access to the Public Switched Telephone Network (PSTN) through a single point of entry that has been established at the Information Systems Building
- C. The scope of work for this RFP includes remote monitoring of the telephony system, on-call service and warranty of the PBX, voice mail, call accounting/management system, and their related power systems which serve the Austin Bergstrom International Airport. The Contractor shall provide detailed component pricing to cover the contract term including any extension options. To fulfill the requirements of this project, the Contractor shall provide at least one on-call technician that is available on an as-needed basis to support the day to day needs of ABIA. The on-call technician shall be required to be available during ABIA Operational hours, 7 days a week 4:00 AM to 12:00 AM unless additional technician(s) and hours are required to meet the needs of ABIA. This on-call technician shall be able to respond to a call and arrive on-site within one (1) hour. The technician shall be responsible for resolving any maintenance and support issues, while assisting DOA staff in any new Moves, Adds, and Changes (MAC).



- D. In addition to an on-call technician(s), the Contractor shall provide 24/7 monitoring of the NEC PBX. The Contractor may also be required to perform minor maintenance or support items that can be performed remotely during regular business hours. Currently, there is no dedicated method to remotely monitor and manage the NEC PBX. The Contractor shall provide a solution that allows secure and remote monitoring for system performance and trunk utilization. This solution shall also detail the Contractor's method of remote maintenance to supplement the on-call technician.

## **B. DEFINITIONS**

### **1. Acronyms**

- a. ABIA: Austin Bergstrom International Airport
- b. CCS: Centi Call Seconds
- c. CPU: Central Processing Unit
- d. DOA: Department of Aviation
- e. DRU: Digital Remote Unit
- f. EOS: End of Support
- g. IT: Information Technology
- h. LAN: Local Area Network
- i. MACs: Moves, Adds, and Changes
- j. MDF: Main Distribution Frames
- k. MPOE: Minimum Point of Entry
- l. PBX: Private Branch Exchange
- m. PRI: Primary Rate Interface
- n. PSTN: Public Switched Telephone Network
- o. RFP: Request For Proposal
- p. SIDA: Site Identification Display Area
- q. VLAN: Virtual Local Area Network

## **C. REFERENCES**

- A. The publications listed below form a part of this specification to the extent referenced. The publications are referred to in the text by basic designation only.
- 2. Specific reference in specifications to codes, rules, regulations, standards, manufacturer's instructions, or requirements of regulatory agencies shall mean the latest printed edition of each in effect at the date of contract.
  - 3. Conflicts
    - a. Between referenced requirements: Comply with the one establishing the more stringent requirements.
    - b. Between referenced requirements and contract documents: Comply with the one establishing the more stringent requirements.

- c. When conflicts arise, DOA Contract Manager shall have the final determination as to which document should be adhered to.

#### 4. General References:

- a. American Society for Testing Materials (ASTM)
- b. National Electric Code (NEC®)
- c. UL Testing Bulletin
- d. Federal Communications Commission (FCC):
- e. Part 1193 of the Telecommunications Act Accessibility Guidelines:
- f. International Organization For Standardization (ISO):
  - i. ISO 9001; Quality Assurance in Design/Development, Production, Installation, and Servicing
  - ii. ISO 9003; Quality Assurance in Final Inspection and Test
  - iii. ISO 9004; Quality Management and Quality System Elements Guidelines

### **D. SYSTEMS COVERED**

#### A. General

The Contractor shall be responsible for performing complete maintenance and support of the Telephony system that provides voice services throughout the ABIA campus. This support shall include remote system monitoring, PBX preventive maintenance, troubleshooting, moves, adds and changes, software maintenance, database maintenance, and hardware maintenance to ensure that all service levels defined in this document are met. These support services shall be provided through a combination of an on-call technician and off-site support as necessary.

#### 2. Existing System

The system and associated hardware components that are to be maintained include the following:

##### a. Hardware

- a. The ABIA campus telephony design is comprised of two (2) NEC UNIVERGE SV8500 chassis located in physically separate locations to provide redundancy. These units provide voice services to approximately 3,500 end user devices. The end units consist primarily of NEC 300 Handsets; however other devices such as conference telephones, console units and a single NEC 700 VoIP Handset are also used.

- b. The Voicemail is handled by an NEC UM8500 server running on a Dell PowerEdge 2900 Windows server. This Voicemail server has been declared as End of Support (EOS) by NEC and as such, the Contractor shall continue maintenance as applicable. However, the Contractor shall also provide a proposed solution for the replacement of the Voicemail system as an add / alternate in their Proposal.

- b. Software

The DOA desires to keep the telephone system current with all software patches and updates. All new software releases shall be made available to the DOA in a timely manner. All free manufacturer upgrades and software patches shall be provided to the DOA at no charge; any associated labor charges shall be billed to the DOA based on the hourly contract billing rates and the man-hours expended to perform the software upgrade. No software upgrade shall be performed without the prior approval of the DOA. All upgrades shall be installed in such a fashion that service will not be interrupted. In the case where an upgrade may cause a service interruption, the Contractor shall submit in writing the potential ramifications of the upgrade as well as mitigation procedures and techniques to the DOA Contract Manager for approval prior to installation. Currently the software revision level for the SV8500 is 85-105 S2E, this software is 5 major revisions behind the current NEC software 85-110 S7.

- c. Ticketing System

DOA staff at ABIA utilizes a work order ticketing system to manage all work performed on the IT systems throughout the ABIA campus. The DOA will issue all work orders to the Contractor through this ticketing system.

- d. Circuit Extensions (pair gain units, etc.)

ABIA extends circuits from two (2) PBX switches by utilizing Digital Remote Units (DRU) using pair gain extenders. Currently there are six (6) E1 d-terms, three (3) T1 d-terms, and two (2) analog DRUs. The Contractor shall be responsible for any maintenance and service on these DRUs and pair gain units while supporting any new construction in the future by replacing the analog remote units with more modern DRUs as directed by the DOA.

- e. Commview Call Accounting Software – The DOA utilizes Commview call accounting software to support its STS program. Support for this product shall be provided as required/requested by the DOA.

## **E. CARRIER INFORMATION**

The current Competitive Local Exchange Carrier (CLEC) is Time Warner Communications. ABIA has nine (9) ISDN PRI circuits with DID's in the entire 530-XXXX exchange. Five (5) of the PRI's are part of the NCN along with a dedicated long distance T-1.

## **2. VENDOR MINIMUM QUALIFICATIONS**

### **2.1 PBX MAINTENANCE AND SUPPORT PROVIDER**

- A. The Contractor must have been involved in the maintenance and support for NEC PBX equipment of comparable size to the system in place at ABIA for at least the past five (5) years.
- B. Contractor shall submit a list of a minimum of three (3) projects of comparable size and scope along with contact information from each client.
- C. Contractor must have current certifications and be in good standing with NEC and listed as an NEC certified Vendor capable of installing and maintaining the UNIVERGE SV8500.
- D. Contractor must have VoIP experience in the design and administration of the UNIVERGE SV8500.
- E. All project team members performing work on the system must be properly trained to install, operate, and maintain the UNIVERGE SV8500 system as well as the UM8500 Voicemail server.
- F. The DOA reserves the right to review and approve all on-site technicians and other support personnel.

### **2.2 TOOLS AND EQUIPMENT**

- A. The Contractor shall provide the on-call staff with all vehicles, tools, equipment, and supplies necessary to perform their job responsibilities. A vehicle must also be provided to allow the on-site project team to access the campus Telecommunications System within the buildings located on campus. The on-call technician will be restricted to driving within the designated roads to each building and at no point will the technician enter the ramp area. The DOA will in no way be responsible for any loss due to hazards or theft of these tools.
- B. ABIA will provide the on-call technician with a work area when on site. All Contractor personnel assigned to the contract shall be required to comply with all City of Austin – Aviation network security policies concerning the ABIA network.

## **2.3 TRAINING AND CERTIFICATION**

- A. The Contractor shall provide all project team members with up-to-date training from NEC on any and all components of the PBX. All technicians performing any work on the PBX shall be certified in the UNIVERGE SV8500 PBX switch to perform maintenance and upgrades.
- B. Contractor shall provide their team with any additional training to support related equipment upgrades that the DOA may pursue in the future.

## **2.4 ON-CALL TECHNICIAN**

- A. The on-call technician shall have the following minimum qualifications:
  - 1. Previous experience on a project similar in size and a minimum of five (5) years of experience working on systems of similar size and scope.
  - 2. PBX certified up to current software release.
  - 3. Capable of performing MACs with both the UNIVERGE SV8500 and UM8500 NEC systems.
  - 4. Familiarity with Pair Gain Units.
  - 5. Familiar with the cross connecting of the PBX Line Equipment Numbers (LEN), Telecommunications Pedestals, Telecommunications circuits to include, but not limited to T1/56K, and PRI/BRI.
- B. The on-site technician shall meet the minimum Airport security requirements and be capable of obtaining and maintain a current valid SIDA badge at ABIA. See Attachment B.
- C. Security and Confidentiality
  - i. The Contractor will be required to sign a non-disclosure agreement and keep the details of ABIA confidential. Failure to sign or abide by the non-disclosure agreement will grounds for contract cancellation. The Contractor will be required to acknowledge the receipt of Austin-Bergstrom International Airport, Airport Security Program section 4-Personnel Identification and will control the document in accordance with 49 CFR 1541.7. (Attachment B)
- D. The on-call technician's duties shall include, but not be limited to, the following:
  - 1. Repair of electrical and electronic telecommunications equipment.
  - 2. Perform MACs pertaining to the PBX and end user equipment.
  - 3. PBX and Telephony Systems routine maintenance.
  - 4. Maintain battery backup systems.

5. Perform bi-annual maintenance on the PBX battery backup systems. Submit findings report to IS Manager and IS Supervisor(s) for ABIA's records.
6. Install patch cords to provide connectivity from Phone to wall outlet and switchtail connections from the PBX to the 110 blocks.
7. Install and repair telephony related components.
8. Install and maintain pair gain equipment and circuit extensions.
9. Responsible for running and submitting all PBX reporting. Responsible for documenting and communicating work order progress and/or completion.
10. Responsible for providing support, as required, for the Commview call accounting system.
11. The on-call technician must be certified to support a UNIVERGE SV8500 hybrid Digital, Analog, and VoIP PBX if required.

### **3. SCOPE OF SERVICES**

#### **3.1 BASE SCOPE OF SERVICES**

The Contractor shall provide a proposal for performing the base scope of work described herein.

##### **A. PREVENTIVE MAINTENANCE**

The Successful Contractor shall perform preventative maintenance in accordance with the manufacturer's specifications. All preventative maintenance shall be performed with no service disruption to ABIA. All preventative maintenance performed shall start with the Contractor notifying the DOA Contract Manager of the maintenance and requesting to open a work order (ticket). This will allow the DOA and the Contractor to coordinate the timing as to when the maintenance is to be performed. After the work is completed, the technician(s) shall close the ticket to mark the work order completion.

After receiving a ticket, the preventative maintenance includes the following steps:

- i. Ensure that the system has a recent complete system backup before any maintenance is performed.
- ii. Perform preventive maintenance work including any NEC issued security updates and software patches; this includes all free updates from NEC for the current software on both the SV8500 and the UM8500.
- iii. Bi-annual backups of both UNIVERGE SV8500 PBXs. Three sets of backups must be kept and should be used if changes must be reverted to a previous backup. Backups are to be securely stored locally and remotely on a fire proof safe(s). A report must be submitted to the IS Manager and IS Supervisor(s) for ABIA's records.

- iv. Test and ensure that any added features work if applicable, and ensure the system is running correctly (in regards to performance and functionality).
- v. After all work is completed and the system is deemed to be in working order, a backup shall be performed by the Contractor.

## **B. CORRECTIVE MAINTENANCE**

The Contractor shall be responsible for all corrective maintenance of the telephony system including replacing/repairing damaged components. These work orders shall be issued to the Contractor through the ticket system. Each ticket shall have a description of the work that is to be performed along with the location within the campus. The corrective maintenance includes, but is not limited to the following:

- i. Replace damaged and/or defective handsets.
- ii. Repair/replace damaged and/or defective components to the UNIVERGE SV8500.
- iii. Repair/replace damaged and/or defective circuit extenders.
- iv. Repair/replace damaged and/or defective components to the UM8500 Voicemail server.

## **C. SOFTWARE UPGRADES**

In addition to the remote monitoring and maintenance of the PBX system, the DOA desires that the UNIVERGE SV8500 to be brought up to date with the latest software.

### Software Upgrade:

The Contractor shall provide a detailed proposal to update the SV8500 to version 85-110 S7. Once the SV8500 is brought up to the latest version, the Contractor may be required to perform bi-yearly software upgrades if a major software revision is available from the NEC Software Assurance program. If it is found that a software update is impossible due to hardware End of Support/Life, the Contractor shall provide recommendations, scope of work, and a price quote based on pricing included in the contract for any required hardware and/or software replacement.

Upon the completion of any upgrade a backup must be performed. Backups are to be stored locally and remotely in a fire proof safe. A report must be submitted to the IS Manager and IS Supervisor(s) for ABIA's records.

## **D. REMOTE ACCESS SOLUTION**

1. Currently, there is no means of remote access to the UNIVERGE SV8500. The Contractor shall provide a proposed solution for remotely monitoring the PBX system and all associated equipment (e.g. digital remote units). This remote access solution shall provide the Contractor with the ability to monitor both the performance as well as grant full remote access to the system for tasks such as backups and simple software maintenance.

2. The Contractor shall propose a solution that includes all necessary hardware/software required to remotely access the PBX networks. Any modification of the current environment to support the remote monitoring shall require ABIA approval prior to implementation. Any VPN hardware used shall follow the current ABIA networking platform from Cisco Systems. Any VPN hardware and software installed shall conform to the City of Austin security policies and procedures, as a minimum. VPN access into the ABIA PBX network shall utilize ABIA's Internet access with IP addressing assigned by ABIA. All VPN configurations, including security keys shall be coordinated with and approved by ABIA.

## **E. REMOTE SYSTEM MONITORING**

### **1. Performance**

- a) The DOA desires to maintain a high level of performance from the Telecommunications System for the internal system and external trunk usage. To accomplish this, remote monitoring of the phone system shall be performed by the Contractor to ensure performance and safeguard against any unforeseen down-time.
- b) The Contractor shall provide twenty-four (24) hour monitoring of the critical components for the system. The Contractor must maintain a technical assistance and monitoring center which houses certified technicians in-house on a twenty-four (24) hour a day, seven (7) days per week, three hundred sixty five (365) days per year basis. The technicians must be certified on all the hardware and software specific to the ABIA PBX system.
- c) Should any irregular events occur while performing monitoring of the phone system, it shall be the Contractors duty to inform the DOA within fifteen (15) minutes of the event.

### **2. Toll Fraud Monitoring**

Toll fraud monitoring shall be performed by the Contractor on all ports of the PBX and have predetermined alarms preprogrammed into the system. Alarms shall be reported to the DOA within five (5) minutes of alarm. The Contractor shall coordinate all predetermined alarm points with the DOA Contract Manager or designee.



## **F. REPORTING**

A report shall be developed by the Contractor to measure the traffic in CCS (centi call seconds) for each trunk over a month long period for T-1 usage, TIE trunk usage, CPU usage, dial-tone delays, feature usage, and other information which can allow the DOA to ensure that the system is operating properly. This report shall be submitted in an electronic format to the DOA Contractor monthly during the term of the contract.

The Contractor shall be solely responsible for providing this report.

## **G. ADD/ALTERNATES**

**The following defines the add/alternates that must be included in the Proposal Response:**

### **ADD / ALTERNATE - UPGRADE OF THE VOICEMAIL SERVER UM8500**

The UM8500 is at EOS and the DOA desires to eventually have it replaced. The Respondent shall include in their response, their recommendations on what system to migrate to while keeping in mind compatibility to the current SV8500 phone system. The Contractor should include the following items as part of this Add/Alternate:

- a. Final design, purchase, installation, configuration, and testing of a replacement voicemail system that shall integrate with the existing UNIVERGE SV8500 system.
- b. The voicemail system shall be capable of 'visual' voicemail, in the form of translating speech to text and sending these messages through Email.
- c. The voicemail system shall be accessible through a web and/or mobile interface to access all voicemail features. This includes the playback, forwarding, and ability to change the greeting message.
- d. Migration of all saved voicemail messages and greetings to the vendor proposed system.
- e. All physical connectivity (e.g. fiber and/or copper patch cords) required between all devices that the proposed voicemail system will require for a complete and fully functional system. All patch cords provided by the vendor shall be in compliance with DOA infrastructure specifications and approved by the DOA IS department.
- f. The coordination of electronic and electrical requirements for the chosen system with the DOA IS department.
- g. Minor software updates (quick-fixes, patches, security updates).
- h. Major software updates (software upgrades, major software revisions from the manufacturer).

- i. The ability to remotely monitor and maintain the voicemail system utilizing the same method proposed for the SV8500.
- j. Full warranty support for one year from the installation and DOA acceptance of the voicemail system from the manufacturer and the Contractor.
- k. Full warranty support for the voicemail system by both the manufacturer and the Contractor provided on a yearly basis after initial warranty has expired.
- l. Provide a certified instructor-led training course based on approved end-user training curriculum and requirements. Training to include training materials per student in Austin, Texas utilizing ABIA site specific hardware and software installation. This training shall be held on-site at ABIA after the successful implementation of the voicemail system. In addition to user training, the vendor shall provide training for designated DOA personnel that will allow them to provide training to new end users on an on-going basis (i.e., train the trainer).

## **4. SERVICE LEVEL AGREEMENT**

### **4.1 SUPPORT AVAILABILITY**

The Successful Proponent shall provide technician(s) to remotely monitor the PBX system and have availability to talk to DOA staff over the phone and through electronic means 24 hours a day, 7 days per week, 365 days per year. In addition to the monitoring technician(s), an on-call technician shall be available and dispatched to perform various tasks on an as-needed basis. This on-call technician shall be expected to handle approximately one-hundred and sixty (160) MACs based on the previous year's work performed. The on-call technician(s) may need to work outside of normal business hours to respond to the following alarms listed below.

### **4.2 MAJOR ALARMS**

- A. A major alarm is defined as any one, or combination of the following system problems:
  - i. Ten percent (10%) or more of the trunks in a particular route group are non-operational at the same time.
  - ii. Ten percent (10%) or more of all active stations (voice and/or data) in any one switch or remote module are non-operational at the same time.
- B. The loss of any functionality due to hardware and/or software error including any human error of any of the following:
  - i. Equipment module or node.
  - ii. DRU/Analog circuit extenders.

- iii. Carrier connection.
  - iv. Attendant connection.
  - v. T-1/PRI/DS1.
  - vi. Voice mail system.
  - vii. Any loss of station or service comprising over 5 percent of telephone service in a single building.
  - viii. Any loss of station service to any airline tenant operating at ABIA.
  - ix. One or more features that affect the DOA's ability to conduct business or the safety of the persons using the Airport.
- C. In addition to the forgoing, Contractors are required to describe in their proposal any and all other circumstances which would constitute an emergency situation in the Respondents opinion.

#### D. RESPONSE TIME

Major alarms shall require an on-site response within one (1) hour during regular business hours. Remote maintenance is required to begin within fifteen (15) minutes regardless of time of alarm.

Repair time - Major alarms shall be cleared as soon as possible with a time frame of no later than twenty-four (24) hours from the initial alarm. During the repairs, the DOA should be kept up to date with the status of the repair and an estimated time frame.

### 4.3 MINOR ALARMS

Minor alarms (service calls) are defined as any problem that is not considered to be a major alarm as outlined above.

#### A. RESPONSE TIME

Service calls which are reported during standard business hours must be responded to within four (4) standard business working hours. Repair time – Minor alarms shall be cleared within four (4) business hours.

### 4.4 LIQUIDATED DAMAGES

- A. Whenever the system suffers an outage, liquidated damages shall accrue in favor of the DOA if the outage continues after twenty-four (24) hours of a trouble call being initiated or after hours of Successful Proponent's receipt of the appropriate notice requesting the furnishing of goods and services necessary to restore the operation of the established system (in case of any other outage). The amount of the penalties does not limit the DOA's ability to recover additional damages.
- B. If a Minor Outage has occurred and is not rectified by the end of the twenty-four (24) hour period, the liquidated damages shall equal \$500.00 and shall continue to

accrue at \$500.00 per eight (8) hour period thereafter until the Minor Outage is rectified, up to a maximum amount of \$2,000.00 per occurrence.

- C. If a Major Outage has occurred and is not rectified by the end of the twenty-four (24) hour period, the liquidated damages shall equal \$2,000.00 and shall continue to accrue at \$2,000.00 per eight (8) hour period thereafter until the Major Outage is rectified, up to a maximum amount of \$10,000.00 per occurrence.
- D. If a Major Outage has occurred and is not rectified, but is reduced to a Minor Outage by the end of the twenty-four (24) hour period, the liquidated damages shall continue to accrue at \$500.00 per eight (8) hour period starting the first hour following the reduction of the Major Outage to a Minor Outage and continuing thereafter until the Minor Outage is rectified.
- E. If a Minor Outage has occurred and is not rectified but becomes a Major Outage by the end of the eight (8) hour period, the liquidated damages shall equal \$2,000.00 and shall continue to accrue at \$2,000.00 per eight (8) hour period thereafter until the Major Outage is rectified or becomes a Minor Outage, up to a maximum amount of \$10,000 per occurrence.
- F. If the trouble call concerning a Minor Outage caused by an internal failure is made later than 1:00 PM on a business day or during non-business hours and the DOA does not give authorization, the eight (8) hour period shall not be deemed to begin until the first business hour on the business day following the trouble call.

#### **4.5 DISASTER ALARMS**

Disaster alarms are situations such as large storms, air crash, flood, natural disaster, etc., affecting DOA property. In the event of a disaster situation at the Airport, the Contractor must guarantee that technical support personnel shall be on-site within one (1) hour after notification of the situation.

#### **4.6 ESCALATION PROCEDURES AND CONTRACT INFORMATION**

The Contractor shall have defined escalation procedures in place. The escalation procedures shall define how problems will be reported to the Contractor and how the status of the reported problem will be escalated throughout the Contractor's organization. These procedures will define who, within the Contractor's organization, has the authority to approve the actions of the organization. As a part of this plan, the contact information for each party listed within the plan, including, as a minimum, the email address, office phone/fax number, cellular phone number, and home phone number shall be included and provided to DOA designated representative.

#### **4.7 SPARE PARTS AND SUPPORT EQUIPMENT**

- A. The Contractor shall guarantee the availability of line card replacements within 24 hours while maintaining an inventory of spare handsets and DRUs which are to be kept on site in storage cabinet or room provided by the DOA. The spare parts that are to be maintained on site include the following:
  - i. At least one (1) spare for each component card of the UNIVERGE SV8500 to obtainable and capable of installation within 24 hours.
  - ii. Five (5) of each NEC handsets to be stored on campus.
  - iii. At least one (1) spare DRU for each d-term (E1, T1, Analog) to be stored on campus.
- B. If it is found that spare parts can no longer be sourced (i.e. end of sale/life), the Contractor shall be responsible for recommending a new component and a fully detailed pricing quote to the DOA. The DOA shall review this plan and make a decision on how to proceed.

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**1. PROPOSAL FORMAT**

Prefacing the proposal, the Proposer shall provide an Executive Summary of three (3) pages or less, which gives in brief, concise terms, a summation of the proposal. Proposals should be bound documents with sequentially numbered pages including a table of contents. The proposal itself shall be organized in the following format and informational sequence:

- A. **Cover Letter:** On agency/organization letterhead, include contact person(s), mailing address, e-mail address, telephone number and fax number.
- B. **Table of Contents:** Table of contents with all pages sequentially numbered
- C. **Business Organization:** Response should include the following:
  - i. Legal firm name, headquarters address, local office addresses, state of incorporation, and key firm contact names.
  - ii. Is your firm legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas?
  - iii. Provide information about the firm's financial capabilities by supplying financial statements for the past three (3) years, in the form of balance sheets, income statements, and annual reports, or tax returns, or SEC filings. Include non-disclosure statement for privately held companies.
  - iv. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.
  - v. List all claims, arbitrations, administrative hearings, and lawsuits brought by or against your firm, its predecessor organization(s), or any wholly owned subsidiary during the last five (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.
  - vi. List and describe all criminal proceedings or hearings concerning business related offenses in which your firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.
  - vii. Has your firm ever failed to complete any work awarded to you? If so, where and why?
  - viii. Has your firm ever been terminated from a contract? If so, where and why?
- D. **System Concept and Solution:** Define in detail your understanding of the requirement presented in the Scope of Work of this request for proposal and your solution. Provide all details as required in the Scope of Work and any additional information you deem necessary to evaluate your proposal. Describe your technical plan for accomplishing all the requirements in the Scope of Work including the Add/Alt required. Describe the organization of the team you are proposing to use to accomplish this

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work. Describe the ability of your firm and the proposed project team to initiate the services described in the Scope of Work in a timely manner.

- E. **Management Approach:** Describe how the project and implementation process will be managed to ensure that all required timelines, quality control, and budget requirements are met.
- F. **Project Management Structure:** Provide a general explanation and chart which specifies project leadership and reporting responsibilities; and interface the team with City project management and team personnel. If use of subcontractors is proposed, identify their placement in the primary management structure, and provide internal management description for each subcontractor.
- G. **Prior Experience:** Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Do not include experience prior to 1998. Supply the project title, year, project description including details and size to qualify as applicable to this project, detail if project was completed on time and budget as applicable, and include a reference name, title, e-mail address, present address, and phone number of principal person for whom prior projects were accomplished. Ensure to document the minimum experience of five years in the business of maintaining NEC PBX phone systems required in the Scope of Work, section 0500 part 2.1 A.
- H. **Personnel:** Include names and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person. Identify key persons by name and title. Provide all resumes and documentation including certifications confirming that all minimum requirements for staff have been met as described in the Scope of Work, Section 0500, part 2. Ensure to provide evidence of firm and technicians appropriate licenses to perform service in accordance with the NEC UNIVERGE SV8500 phone system and its associated warranties.
- I. **Local Business Presence:** The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.
- J. **Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying:**
- i. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2-7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact

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Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

- ii. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
  - iii. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
  - iv. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:  
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>
- K. **Proposal Acceptance Period:** All proposals are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal
- L. **Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.
- M. **Authorized Negotiator:** Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.
- N. **Cost Proposal:** Complete the Cost Proposal Form provided in Attachment A. In addition to this pricing, the Proposer shall submit their solution for remote monitoring of the NEC SV8500 phone system that details all unit costs and associated labor with the implementation of the solution. Any additional pricing items shall be submitted as an attachment to your response.

**2. EXCEPTIONS:**

Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal. Provide a "Matrix of Exceptions" to the requirements of the RFP. Identify the requirement, describe the nature of the deviation and provide an explanation or an alternative. This matrix shall include any exceptions for all sections of the RFP and Scope of Work.

**3. PROPOSAL PREPARATION COSTS:**

All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.



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**4. EVALUATION FACTORS AND AWARD**

A. **Competitive Selection:** This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined in Paragraph B below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with Proposers after proposals are received. Proposals should, therefore, be submitted on the most favorable terms.

B. **Evaluation Factors:**

i. 100 points.

<b>Evaluation Factor No.</b>	<b>Title</b>	<b>Maximum Point Value</b>
1	Total Cost of Ownership	35
2	Approach and Technical Solution	30
3	Demonstrated Applicable Experience and Personnel Qualifications	20
4	Evidence of Good Organization and Management Practices	5
5	Local Business Presence	10
6	Financial Viability/Stability	PASS/FAIL

(1) **Total Cost of Ownership – 35 points**

- Base costs as well as unit and labor costs as proposed in the Cost Proposal Sheet
- Proposer with lowest cost to the City will be given maximum number of points, remainder given on a percentage ratio basis

(2) **Approach and Technical Solution Proposed – 30 points**

- Grasp of the requirement and its solution(s), responsiveness to terms and conditions
- Proposed approach to perform remote monitoring
- Proposed approach to providing preventative and corrective maintenance
- Proposed solutions for system upgrades
- Proposer's plan and procedures are clearly identified

(3) **Demonstrated Applicable Experience and Personnel Qualifications – 20 points**

- Qualifications, licenses and certifications of Proposer and staff, including relevant work experience and length of time with company and within the industry
- Assessment of personnel's technical ability to provide the desired services in specified environment

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- Prior experience providing system remote monitoring and maintenance services of similar size and scope

**(4) Evidence of Good Organization and Management Practices – 5 points**

- Evidence of good management structure and practices related to activities, responsibilities of key personnel
- Evidence of accountable project leadership, project management, and reporting responsibilities

**(5) Local Business Presence – 10 points**

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

**(6) Financial Viability/Stability – Pass/Fail**

- ii. Interviews, Optional. Interviews may be conducted at the discretion of the City. Maximum 20 points

**Austin-Bergstrom International Airport  
Private Branch Exchange  
Maintenance  
Request for Proposal SMW0119**

**Attachment A  
Cost Proposal Sheet**

**Prepared For The  
City of Austin, Department of Aviation**



*Prepared by:*  
**The JW Group, Inc.**  
7234 Lancaster Pike  
Suite 300D  
Hockessin, DE 19707

# 1. PROPOSAL PRICING

Submission of a proposal implies that the Proposer has examined the RFP documents, the site of the proposed work and is familiar with all of the conditions surrounding installation of the proposed project, and has conducted all inquiries and investigations deemed necessary and proper. The pricing proposal shall include all labor, permits, material, machinery, tools, supplies and equipment, and all work required for installation of the project in accordance with the RFP contract documents, and addenda within the time indicated. Except as specifically noted, Proposers must account for all costs to provide and pay for all:

- Materials
- Labor
- Specialized software
- Secure and pay for:
  - Licenses
  - Taxes
  - Fees
  - Testing

## 1.1 BASE COSTS

The following base costs will be utilized to compensate the Contractor for work performed through the PBX maintenance agreement. Prior to the performance of any work, the vendor shall receive a written notice to proceed from a designated DOA representative. All pricing shall be for a fully installed/configured installation which shall include equipment, materials, mounting device(s), installation labor, software, training and all other costs related to complete and operational installation of the components and software.

Service Description	Price	Notes/Clarifications
Initial UNIVERGE SV8500 Software Update to install version '85-110 S7'		
Bi-Yearly UNIVERGE SV8500 Software Updates (after initial update is performed)		
Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.		
<b>Total Cost* – Year One</b>		
Year Two Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.		
Bi-Yearly UNIVERGE SV8500 Software Updates		
<b>Total Cost* – Year Two</b>		
Year Three Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.		
Bi-Yearly UNIVERGE SV8500 Software Updates		
<b>Total Cost* – Year Three</b>		
Year Four Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.		

Bi-Yearly UNIVERGE SV8500 Software Updates		
<b>Total Cost* – Year Four</b>		
Year Five Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.		
Bi-Yearly UNIVERGE SV8500 Software Updates		
<b>Total Cost* – Year Five</b>		

\*Not including hourly labor charges for on-site support (provide hourly labor rates in the tables below)

## 1.2 ADD / ALTERNATES

The following Add/Alternate pricing will be utilized to compensate the Contractor for the replacement of the UM8500 voicemail system if elected by the City of Austin. Prior to the performance of any work, the vendor shall receive a written notice to proceed from a designated DOA representative. All pricing shall be for a fully installed/configured installation which shall include equipment, materials, mounting device(s), installation labor, software, and all other costs related to complete and operational installation of the voicemail system.

Service Description	Price	Notes/Clarifications
Replacement voicemail system for the UM8500 as proposed by the vendor		
Software upgrades performed on a yearly basis		
Yearly warranty support for the proposed voicemail solution after initial warranty has expired. Provide for years 2 through 5.	Yr 2: Yr 3: Yr 4: Yr 5:	

### 1.3 UNIT PRICES

The following unit pricing will be utilized to compensate the Contractor for work performed through the PBX maintenance agreement. Prior to the performance of any work, the vendor shall receive a written notice to proceed from a designated DOA representative. All pricing for components shall be for a fully installed/configured installation which shall include equipment, materials, mounting device(s), installation labor, and all other costs related to complete and operational installation of the component. The NEC 300 Handsets shall be purchased from the vendor for immediate availability on ABIA campus. The remaining items shall be quoted by the Successful Proponent; however these items shall only be purchased by the DOA on an as needed basis. The Successful Proponent agrees to provide any and all of the items listed below within a 24 hour time period.

Description	Installed Cost	Notes/Clarifications
NEC 300 Handset (Installed)		
NEC 300 Handset (Unit only, no installation)		
SP-PW55		
SP-PW54		
SPA-8RSTK		
SPA-16LCBE-UA		
SPA-16LCBW		
PH-PC36		
SPA-16LCBJ-B		
SPA-24PRTBA-B		
SPA-8RSTK		
SPA-24DTIC-A (PH-PRTC)		
PA-M96 (HUB)		
SPA-24DTR		
SCF-CP02-A		
NEC D-term 24 port T1 DRU		

NEC D-term 30 port E1 DRU		
Add any additional hardware that applies to supporting the PBX system		
Percentage markup of the stated retail value for equipment not included in parts list		

#### 1.4 LABOR RATES

The following labor pricing will be utilized to compensate the successful proponent for work performed through the PBX Maintenance contract. Prior to the performance of any work, the Successful Proponent shall receive a written notice to proceed from the designated DOA representative.

##### Operational Hours (Every Day 4:00 AM to 12:00 AM)

Labor Category	Hourly Cost
Project Manager	
On-call technician	
Remote Technician	
Add Labor Categories as required:	
Add Labor Categories as required:	
Add Labor Categories as required:	

**\*Attach additional pages if needed**



**Non-Normal Operational Hours (Every Day 12:01 AM to 4:00 AM)**

<b>Labor Category</b>	<b>Hourly Cost</b>
Project Manager	
On-call technician	
Remote Technician	
Add Labor Categories as required:	
Add Labor Categories as required:	
Add Labor Categories as required:	

**\*Attach additional pages if needed**

# **Attachment B**

## **Airport Security Requirements**

## **AIRPORT SECURITY REQUIREMENTS**

### **PART 1 – GENERAL**

#### **1.1 RELATED DOCUMENTS**

- A. Drawings and General Provisions of the Contract, including General Conditions and Supplemental General Conditions and Division 1 Specification Sections, apply to work of this Section.

#### **1.2 SUMMARY**

- A. This section outlines security responsibilities for Contractors and Subcontractors at Austin-Bergstrom International Airport (ABIA).
- B. In this document, Project Manager is defined as designated Owner Representative.
- C. Due to the ever changing environment of Airport security, requirements may change at any time.

#### **1.3 RESTRICTED AREAS ACCESS POLICIES**

Unescorted Access: Individuals with an operational need for unescorted access into restricted areas (Sterile Area, Secured Area and/or Air Operations Area) of the airport shall submit to a fingerprint-based ten-year criminal history records check (CHRC) and Security Threat Assessment (STA). If the process confirms no disqualifying criminal offenses, the Department of Aviation (DOA) Security and ID Office may issue a security access badge. **Applicant fees to request an ABIA Security Identification Badge are \$75 each, which is typically waived for contractors or personnel providing work or services under a contract agreement with the City of Austin.**

Escorted Access: Each person acting as an escort must inform all individual(s) being escorted that they are in a security area of the airport and all security rules and regulations must be followed. The escort is required to be able to, at all times until the escorted individual has left the security area, physically control the escorted individual(s)' movement when escorted in the Secured Area and visually control the escorted individual(s) movement when escorted in the AOA and Sterile Area. Only individuals with current unescorted access authority are permitted to escort. Those who have authority to escort will have the designated silver background with (AUS) Sticker which gives them the authority to escort. The maximum number of individuals who can be escorted is three (3). ABIA escort procedures are described in “**Escort Procedures and Authorization Form**”. (Attachment 1)

A “**Special Escort Notification**” (Attachment 2) may be utilized in instances where more than 3 people will be escorted. Special events or circumstances will be evaluated on a case by case basis and must be requested and discussed with the Project Manager at the Weekly Coordination Meeting. Completion and submission of the form and **prior approval** from the Airport Security Coordinator (ASC) or ASC's designee must be received before conducting the escort. To ensure prompt approval requests must be submitted at least three (3) working days in advance to allow for this exemption. In an emergency situation when less than three (3) working days notice is available; submit the fax to Airport Communications at 530-7676. Approval shall be obtained before conducting the escort.

Sterile and Secured Area Access: A Subcontractor or Supplier may be exempted from the airport security badge requirements provided they will be on the work site no more than three (3) consecutive days and are under authorized escort. Exceptions must be submitted by the Project Manager and approved by the Airport Security Coordinator.

Air Operations Area (AOA) Access: A Subcontractor or Supplier may be exempted from the airport security badge requirements provided they will be on the work site no more than fourteen (14) consecutive days and under authorized escort. Exceptions must be submitted by the Project Manager and approved by the Airport Security Coordinator.

Telecommunication / Electrical / Maintenance Room Access: The DOA Information Systems Division shall approve access into DOA telecommunication rooms. The DOA Building Maintenance Division shall approve access into electrical and/or maintenance rooms. A DOA employee shall accompany and escort individuals needing access to these areas. Requests for escorts must be made at least three (3) working days in advance of the event through the Project Manager and/or at the Work Coordination Meetings.

As approved by the Project Manager, Contractor shall contact the DOA Business Development Section at 530-7507 for escort fees, scheduling and additional information. Minimum hourly charge to contractors for required escort services shall be \$40.

After-Hours Access: Should the Contractor require access to the Terminal's sterile side after Transportation Security Administration (TSA) operations at security checkpoints have terminated for the day, the Contractor shall contact Airport Communications at (512) 530-2242 (530-ABIA).

1. Prior approval for after hours access must be requested through the Project Manager during the Work Coordination Meetings.
2. The Contractor shall report to the Terminal Loading Dock where identification will be verified and registration of his ingress to the Terminal recorded.
3. The Airport Security personnel will inspect and validate the Contractors' provided tool inventory and equipment that are to be brought into the Terminal.
4. Airport Security personnel will provide access into the Terminal via the Loading Dock doors. The contractor will never be provided airport badge access through the loading dock doors.
5. Once admitted into the Terminal service corridor, the Contractor must utilize service elevators and doors as authorized by their airport badge to access their work site.
6. Contractor must exit the Terminal through the loading dock in order that the tool inventory previously completed may be revalidated. Tools shall not be left unattended in the Sterile Area unless properly secured.

Unconventional Access: Unconventional access is defined as entering into the secure side of the Terminal structure or AOA in a fashion other than a card swipe door or gate activity; for example, a baggage conveyor belt. If Contractor requires unconventional access into the Secured Area or Airport Operations Area, the Contractor must make the request at least 24 hours prior to the proposed activity through the Project Manager at the Work Coordination Meetings so that a security validation check can be performed and approval received. The ABIA Airport Security Coordinator will notify the Project Manager, Airport Public Safety, Airport Communications, TSA, and OPSEC/Airport Operations of the approved activity and authorized person(s). The Project Manager will notify the contractor.

Curbside Parking: Curbside parking for deliveries adjacent to the ABIA terminal shall be for a maximum of one hour unless approved in writing by the Project Manager. Requests to park curbside shall be submitted to the Project Manager at least three (3) working days prior to the planned delivery and/or the request shall be presented at the Work Coordination meetings. Failure to comply with required notification will subject delivery to be prohibited by the Project Manager.

The following procedures shall be followed for approved parking.

1. The Contractor will contact Airport Communications [(512) 530-2242] to advise they are arriving, or have arrived at their approved parking location. An Airport Security Supervisor or designee will be dispatched to meet at the designated parking location.
2. The security representative will inspect the vehicle and apply a distinctive sticker to the vehicle window to indicate that the vehicle has been inspected and authorized to be parked at that location.

Under no circumstances shall the Contractor's vehicle operator leave the vehicle prior to security inspection.

**Key Access:** The Airport Security and ID Office controls all locks and keys for access points. Locks and keys may be issued upon written request using **Core Request** (Attachment 3) or **Key Request** (Attachment 4) forms. The form(s) must be signed by an individual whose signature is on file with the Security and ID Office as authorized to request security items for that organization. Individuals issued a key must have a valid ID badge and be authorized to enter the respective area.

Only "Best Access Systems" keys and cores are approved for installation at ABIA. While the contractor may be permitted to install temporary construction cores in doors, the Security and ID Office shall install all final access door lock cores. If Contractor utilizes DOA provided cores or keys, there will be a penalty of \$100 per cores and \$50 per key for lost items to be deducted from the contract.

Some doors and gates have Intellikey locks installed. If the Contractor requires access to a door(s) or gate(s) with an Intellikey lock, an Intellikey may be issued upon written request using **Intellikey Acknowledgement – Contractor** (Attachment 5). The request must be approved and signed by the Project Manager. Failure to return or loss of an Intellikey will result in a \$100 penalty per key to be deducted from the contract.

#### **1.4 SECURITY IDENTIFICATION BADGE APPLICATION PROCEDURES**

Except as noted above, construction workers that are required to work in ABIA Secured Area, Sterile Area or Airport Operations Area shall obtain and prominently display ABIA-issued security ID badges on their person at all times. The DOA Security and ID office is the single point of service for processing security ID badge applications. Contractor should allow 7-10 days for completion of badge processing. Please contact Security and ID at (512) 530-6943 (530-MYID) for all badging inquiries.

The following procedures shall be followed to obtain security ID badges:

1. Project Manager will complete an **Unescorted Access Authorization** form (Attachment 6) for the Contractor Representative(s) who is/are approved for Signatory Authority for the specified project. Project Manager will verify the approved Signatory Authority identification documents are acceptable as listed in the **Personal Information** form (Attachment 8) and advise DOA Security via e-mail of the names. Contractor representative(s) must complete badge application paperwork previously mentioned in this section and successfully complete the Criminal History Records Check (CHRC) and Security Threat Assessment process prior to taking the TSA required Signatory Authority training. Upon successful completion of the training, Contractor representative(s) will complete an **Authorized Signatures** form (Attachment 7). Signatory Authority must verify badge applicants have acceptable identification documents as listed in the **Personal Information** form (Attachment 8) before signing the **Unescorted Authorization** form (Attachment 6).

Sub-contractors who are active participants in the ABIA Experienced Contractor Program, have signatory authority, and their employees already possess security ID badges but seek to do work for another ABIA project, will not need to rebadge employees under the sponsorship of the added prime project contractor.

2. Badge applicant shall complete, sign the **Personal Information Form** (Attachment 8), and present two forms of identification. Acceptable forms of identification are listed on the second page of the form. After completion of badge processing, badge must be obtained within 30 days of fingerprinting.
3. Badge applicant shall read and sign the **Criminal History Records Check/Disqualifying Criminal Offenses** (Attachment 9) statement/form.
4. Badge applicant shall submit to an FBI fingerprint-based criminal history records check and a TSA Security Threat Assessment (STA).
5. Non-U.S. citizen contractors shall provide governmental proof of work authorization and an ABIA **Documentation Verification Form** (Attachment 10) reviewed and stamped by Immigration and Customs Enforcement personnel located on the ground level of the terminal building.
6. If escort authority is required, Contractor shall read and sign the **ABIA Escort Procedures Authorization** (Attachment 11) form.
7. Contractor shall attend the ABIA Security Identification Display Area (SIDA) training if accessing the Secured Area or Airport Operations Area. Training is computer based and is approximately 60 minutes in length with an examination at the conclusion which must be passed. Training is available at the Security and ID office during business hours. A Spanish version of SIDA testing is available; Spanish translators during SIDA testing are prohibited. Any training requiring translation in another language must be preapproved by the Airport Security Manager or designee.
8. Prior to badge issuance, the Contractor with signature authority shall coordinate with the Airport Project Manager or designee to determine badge expiration date (one year or less) and the appropriate access profile.
9. Sub-contractor personnel doing work for two or more prime contractors at ABIA obtain a security ID badge for each sub-contract. The employee shall wear **only** the appropriate badge for each contractor when working. Steps 1-8 listed above shall be accomplished for each additional badge required for the employee. **Exception: Employees of sub-contractors that are active participants in the ABIA Experienced Contractor Program are not required to possess multiple badges for each sponsoring prime contractor.**
10. Contractor shall promptly respond to any badge audit information requests. Also, access and/or distribution of active contractor badges during project construction and/or warranty period shall be limited and restricted to personnel approved by the Project Manager and DOA Security.

### **1.5 OTHER POLICIES**

**Tools, Materials, and Equipment:** Contractor shall abide by Airport Security Program, including tool security requirements noted in the **Acknowledgement of Responsibility, Prohibited Items and Tools in Terminal Concourses and Sterile Areas** (Attachment 11) form. All tools to be used in the Sterile Area must be processed through the loading dock. Contractor shall keep tools and other items not in use in a lockable toolbox (gang box) or in a secured area not accessible to the public. Tools shall not be left unattended in the Sterile Area. An inventory of all tools using **ABIA Tool Inventory List** (Attachment 12) form will be conducted before entering the restricted area and upon exiting.

Contractor must utilize **ABIA Daily Tool Inventory List** (Attachment 13) for any tools that are to be left in the terminal complex overnight. This inventory must remain at the job site, up to date, and readily available for inspection by ABIA/TSA security personnel.

At any time a tool is discovered missing, Airport Communications must be contacted immediately at (512) 530-2242. Airport OPSEC and the Contractor must conduct a search of the last known location and nearby area. The Contractor must complete an incident report regarding the missing tool(s).

Introduction of tools, materials, and equipment into the Secured / Sterile Areas, AOA, and SIDA must be coordinated through the Project Manager.

Vehicle Registration and Driver's Training: If the work requires un-escorted vehicular access in the Secured Area or Airport Operations Area (AOA), Contractor shall complete and submit **ABIA Vehicle Registration LOGO Form** (Attachment 14) for each vehicle, present proof of required insurance, and submit a picture of the company vehicle logo in a .jpeg format to the Project Manager. Proposed vehicle drivers must attend airport driver's training. Training is computer based and may be taken in conjunction with the SIDA training previously mentioned. Airport Driver's training is approximately one hour in length with an examination at the conclusion which must be passed. Training is available at the Security and ID office during business hours. Contact Airport Operations [(512) 530-7550] for more information regarding driver's training.

Security at Construction Site: Contractors, or any other non-Airport personnel, having authorized Secured Area/AOA access and having been assigned a Secured Area/AOA access point for their temporary use shall maintain positive control of the access point by the use of off-duty ABIA Security personnel or employees of a private security firm approved by the Director, designee, or Transportation Security Administration (TSA). As approved by the Project Manager, Contractor shall contact the DOA Business Development Section [(512) 530-7507] for escort fees, scheduling and additional information. Minimum hourly charge to contractors for required access control services shall be \$35 per hour.

Contractor will conduct a security briefing with personnel assigned to the access point each day with signatures by the Contractor and security personnel signifying a clear understanding of security procedures required. Contents of the briefing will be determined during the construction project meeting and copies of the previous week's daily briefing will be provided to the Project Manager.

Temporary Wall/Door/Lock/Fence/Gate: If temporary modification to current access control methods are required to the Sterile Area, Secured Area and/or Air Operations Area, the Contractor shall comply with the following procedures as stated in Title 49 CFR Part 1542.105: *"The request for an amendment must be filed with the designated official at least 45 days before the date it proposes for the amendment to become effective, unless a shorter period is allowed by the designated official. Within 30 days after receiving a proposed amendment, the designated official, in writing, either approves or denies the request to amend."* For purposes of this section, the request shall be made to the Project Manager who will forward it to the Security and ID office. An example may be the installation of a temporary gate somewhere along the AOA fence line.

Security ID Badge Control: Contractor must conduct a monthly badge audit with Owner to ensure all active badge holders are still employed. Security and ID Office will provide Active Badge List to the Project Manager on the 1<sup>st</sup> working day of the month. Audit findings must be returned to Security and ID no later than the 15<sup>th</sup> of the month.

Contractor must return badges of Subcontractors to the DOA Security and ID office within three (3) working days of the subcontractors work completion. Contractor shall immediately notify Airport Communications [(512) 530-2677] when aware an individual's access authority has been revoked or limited for adverse reasons or termination of employment.

Loss of security items: Loss of any security-related item is a serious incident. All losses will be reported immediately to the Airport Communications [(512) 530-2242]. The Airport Security Coordinator or representative must approve replacement of any lost security item. Loss or failure to return a security

access badge will result in a \$500.00 per badge penalty to be deducted from the contract. Contractor is responsible for replacement costs and any other penalties associated with lost security items.

**Federal Aviation Administration (FAA)/ Transportation Security Administration (TSA) Imposed Penalties**

FAA or the Department of Homeland Security may impose civil penalties to individuals, companies, and the airport for safety or security violations. Maximum penalties assessed against an individual can be \$50,000 and companies \$400,000. Pursuant with City contract provisions and City of Austin ordinances, Contractor shall be responsible for payment of any civil penalties assessed against the Contractor or Owner due to safety/security program violations committed by the Contractor.

**PART 2 – PRODUCTS (Not Used)**

**PART 3 – EXECUTION (Not Used)**

**END OF SECTION 01555**

**ATTACHMENTS:**

- # 1 - ABIA Escort Procedures and Authorization
- # 2 - Special Escort Notification form
- # 3 - Core Request form
- # 4 - Key Request form
- # 5 - Intellikey Acknowledgement Form - Contractor
- # 6 - Unescorted Access Authorization form
- # 7 - Authorized Signatures
- # 8 - Personal Information form
- # 9 - Criminal History Records Check/Disqualifying Criminal Offenses statement/form
- # 10 - Document Verification form
- # 11 - Acknowledgement of Responsibility, Prohibited Items and Tools in Terminal Concourses and Sterile Areas form
- # 12 - ABIA Tool Inventory List
- # 13 - ABIA Daily Tool Inventory List
- # 14 - ABIA Vehicle Registration LOGO form





## ABIA ESCORT PROCEDURES AUTHORIZATION FORM

### Escort Procedures

**SD 1542-06-01D Compliance and Procedures for authorized escorts; please read carefully as you will be ultimately responsible for the following procedures conducted as per TSA (Transportation Security Administration) CFR 1542. Failure to comply could result in Criminal and/or Civil penalties for non-compliance, as well as denial or revocations of access media (badge).**

### **Escort**

To accompany or monitor the activities of an individual who does not have unescorted access authority into or within a Sterile, Secured Area or SIDA, and/or Air Operations Area (AOA).

While in the SIDA, each person, unless under escort, is required to continuously display an AUS approved identification media. Identification must be displayed above the waist on the outermost garment at all times. All employees are required to challenge individuals who are not in compliance with the display requirements.

### **A. Escort Procedures:**

1. Each person acting as an escort must inform all individual(s) being escorted that they are in a security area of the airport and all security rules and regulations must be followed. The escort is required to be able to, at all times until the escorted individual has left the security area, physically control the escorted individual(s)' movement when escorted in the Secured Area and visually control the escorted individual(s) movement when escorted in the AOA and Sterile Area. Only individuals with current unescorted access authority are permitted to escort. Those who have authority to escort will have the designated silver background with **(AUS)** Sticker which gives them the authority to escort. Unless otherwise exempt the maximum number of individuals who can be escorted is three (3).
2. Any escorted persons engaged in activities other than those for which the escorted access was granted shall be challenged to the validity of the action. When necessary, the person shall be removed from the escorted area. When deemed necessary to have assistance to remove escorted persons from the area, **Law Enforcement Personnel (LEP) will be contacted through Airport Communications at (512) 530-ABIA (2242).**

3. Individuals escorted into a sterile area, who have not been cleared at the screening checkpoint, must remain under escort until they exit the area. The escort will remain within a distance of individual(s) under escort so that positive control over the individual(s) actions is maintained.
4. No individual who has been issued an active AUS identification media/ID may be escorted; i.e., left badge at home, or is not in possession of media/id. An individual whose badge is suspended or expired may not be escorted.
5. Unless otherwise exempt from this process, **before conducting an escort you must contact (by fax [(512)530-7676] or telephone) Airport Communications (512) 530-2242** who will verify your authority to escort. Airport Communications will record the date and time of contact. Failure to do so could result in the revocation of escorting privileges. You will provide Airport Communications with the following information:
  - a. The names and date of birth of all individuals being escorted (3 maximum).
  - b. Estimated length of time the escort will be conducted.
  - c. Approximate location of the escort.
  - d. Reason for the escort.

You may also check-in with the Security Officer located at the following locations in lieu of contacting Communications when these posts are manned by Security Officers. These locations are the loading dock, E110 and Check Point Charlie W-123). If the loading dock or E110 are closed you will need to contact Communications.

**Exemptions:**

A ***“Special Escort Notification Form”*** may be utilized in instances where more than 3 people will be escorted. Special events or circumstances will be evaluated on a case by case basis and must be discussed and requested with the Project Manager at the Weekly Coordination Meeting. Completion and submission of the form and ***prior approval*** from the ASC or ASC’s designee must be received before conducting the escort. To ensure prompt approval requests must be made at least three (3) working days in advance to allow for this exemption. In an emergency situation with less than three (3) working days notice is available; submit a fax to Airport Communications at (512) 530-7676. Approval **must** be obtained before conducting the escort.

Cargo and Belly Freight Operators, while providing escorts in their facilities and their adjoining fenced in areas at Gates W125 /W130 (Belly Freight), are **only exempt** from the notification process. Proper escorts must be conducted at all times while in the SIDA. Belly freight and fuel farm operators may make

notification of an escort through the Security Officer Booth located near W123.

Fuel Farm Operators, while providing escorts in their facilities and their adjoining fenced in areas, are **only exempt** from the notification process. Proper escorts must be conducted at all times while in the SIDA. Fuel Farm Operators may make notification through the Security Officer Booth located near W123.

EMS, ARFF, AFD, Security Officers, Airside Operations, OPSEC, TSA and Law Enforcement Personnel are exempt from notification process and 3 person limitations.

### **ID Display:**

All persons within, or attempting to gain access to the SIDA of the Airport, who are not under escort, shall display on their person, at all times while in the SIDA, an identification badge issued or approved by the Airport. The identification badge must be displayed with the photo visible to the front, readily visible between the neck and waist on the outermost garment.

### **Challenge**

The act of attempting to ascertain the authority or purpose of an unescorted person, not wearing or properly displaying airport issued/approved identification, to access or remain in the SIDA of the airport, by directly requesting such person to display airport issued/approved identification.

### **Secured Area**

A portion of an airport, specified in the ***Airport Security Program***, in which certain security measures specified in Part 1542 of 49 CFR Chapter XII are carried out. This area is where aircraft operators and foreign air carriers that have a security program under Part 1544 or 1546 of 49 CFR Chapter XII enplane and deplane passengers and sort and load baggage and any adjacent areas that are not separated by adequate security measures.

### **Security Identification Display Area (SIDA)**

A portion of an airport, specified in the ***Airport Security Program***, in which security measures specified in Part 1542 are carried out. This area includes the Secured Area and may include other areas of the airport.

### **Sterile Area**

A portion of an airport defined in the ***Airport Security Program*** that provides passengers access to boarding aircraft and to which the access generally is controlled by TSA, or by an aircraft operator under Part 1544 of

49 CFR Chapter XII or a foreign air carrier under Part 1546 of 49 CFR Chapter XII, through the screening of persons and property.

**I have read and understand the Approved Escort Procedures for AUS:**

Company : \_\_\_\_\_

Employee : \_\_\_\_\_

Employee Badge: : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

Signatory Authority : \_\_\_\_\_

Badge Number : \_\_\_\_\_

Printed Name : \_\_\_\_\_

As Signatory Authority you are verifying the above person who is being granted SIDA or sterile area escort authority has a legitimate business need for such authority to conduct their duties at Austin-Bergstrom International Airport.

The Airport Operator via the Airport Security Coordinator or designee has the ultimate right to refuse escort authority to anyone who is found to abuse such authority or is found not in compliance.

**Special Event Notification Form**

A “**Special Event Notification Form**” may be utilized in instances where more than 3 people will be escorted. Special events or circumstances will be evaluated on a case by case basis. Completion and submission of the form and **prior approval** from the ASC or ASC’s designee must be received before conducting the escort. To ensure prompt approval completed forms should be faxed to (512) 530-7530 at least 72 hours in advance to allow for this exemption. In an emergency situation with less than 72 hours notice is available; submit the fax to Airport Communications at (512) 530-7676. Approval **must** be obtained before conducting the escort.

- Names and date of birth of all individuals being escorted.
- Estimated length of time the escort will be conducted.
- Approximate location of the escort.
- Reason for the escort.

Authorized Escort Name, Badge Number and Employer:

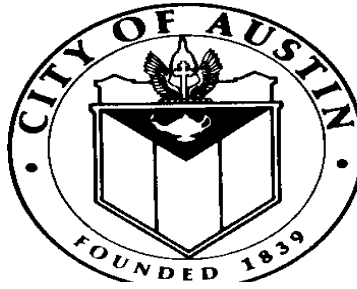
Name: \_\_\_\_\_  
Badge Number: \_\_\_\_\_  
Employer: \_\_\_\_\_

Full name of person being escorted	Date of Birth



Austin-Bergstrom International Airport  
Cores

TO: Security and ID Office Aviation Department	FROM: (Sponsor)										
<p>A. Request the following person to be issued an airport security key indicated.</p> <p>1. Name: (Last) _____ (First) _____ (Middle) _____ Badge # _____ Expires: _____</p> <p>2. Key (check as appropriate) <input type="checkbox"/> Building Doors _____ <input type="checkbox"/> Perimeter Fence Gates _____ <input type="checkbox"/> Other _____</p> <p>3. Method of Payment: <input type="checkbox"/> User Fee                      <input type="checkbox"/> Cash/ Check                      <input type="checkbox"/> Charge                      <input type="checkbox"/> N/A</p> <p>I am authorized to request issue of security items (signature on file with the Security and ID office.</p> <p>Signature: _____ Badge #: _____ Date: _____</p>											
<p>B. Verification:                      <input type="checkbox"/> Requestor's Signature                      <input type="checkbox"/> Recipient's Badge Number</p> <p>Signature: _____ Badge #: _____ Date: _____</p> <p>C. Received items listed in A-2 as follows:</p> <table style="width: 100%; border: none;"><tr><td style="width: 50%;">Core ID: _____</td><td style="width: 50%;">Amount: _____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr></table> <p>Signature: _____ Badge # _____ Date: _____</p> <p>D. Core Revocation:</p> <p>Core(s)                      <input type="checkbox"/> Lost                      <input type="checkbox"/> Returned</p> <p>Penalty deducted from contract for lost or damaged core \$ _____</p> <p>Signature: _____ Badge #: _____ Date: _____</p>		Core ID: _____	Amount: _____	_____	_____	_____	_____	_____	_____	_____	_____
Core ID: _____	Amount: _____										
_____	_____										
_____	_____										
_____	_____										
_____	_____										



Austin-Bergstrom International Airport  
Key Issue

TO: Security and ID Office Aviation Department	FROM: (Sponsor)															
<p>A. Request the following person to be issued an airport security key indicated.</p> <p>1. Name: (Last) _____ (First) _____ (Middle) _____ Badge # _____ Expires: _____</p> <p>2. Key (check as appropriate) <input type="checkbox"/> Building Doors _____ <input type="checkbox"/> Perimeter Fence Gates _____ <input type="checkbox"/> Other _____</p> <p>3. Method of Payment: <input type="checkbox"/> User Fee                      <input type="checkbox"/> Cash/ Check                      <input type="checkbox"/> Charge                      <input type="checkbox"/> N/A</p> <p>I am authorized to request issue of AOA/SIDA items (signature on file with the Security and ID office) and I certify that necessary procedures have been established to control the items.</p> <p>Signature: _____ Badge #: _____ Date: _____</p>																
<p>B. Verification:                                      <input type="checkbox"/> Requestor's Signature                      <input type="checkbox"/> Recipient's Badge Number</p> <p>Signature: _____ Badge #: _____ Date: _____</p>																
<p>C. Received items listed in A-3 as follows:</p> <table style="width: 100%; border-collapse: collapse;"><thead><tr><th style="width: 33%;">Key ID: _____</th><th style="width: 33%;">Amount: _____</th><th style="width: 33%;">Serial Number: _____</th></tr></thead><tbody><tr><td>_____</td><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td><td>_____</td></tr></tbody></table> <p>Signature: _____ Badge # _____ Date: _____</p>		Key ID: _____	Amount: _____	Serial Number: _____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
Key ID: _____	Amount: _____	Serial Number: _____														
_____	_____	_____														
_____	_____	_____														
_____	_____	_____														
_____	_____	_____														
<p>D. Key Revocation:</p> <p>Key(s)   <input type="checkbox"/> Lost                      <input type="checkbox"/> Returned                      <input type="checkbox"/> Destroyed</p> <p>Signature: _____ Badge #: _____ Date: _____</p>																
<p>E. Penalty Deducted from Contract:</p> <p>Received Total of \$ _____</p> <p>Signature: _____ Badge #: _____ Date: _____</p>																



## Intellikey Acceptance Acknowledgement

I, \_\_\_\_\_, ABIA SIDA badge # \_\_\_\_\_ acknowledge receipt of an INTELLIKEY.  
I understand the security system of ABIA will be compromised if the key is lost and agree to the following terms as conditions for acceptance:

- Control of the Intellikey must be maintained at all times.
- Intellikey will be kept in a secure location while not on ABIA property.
- Intellikey will be used for the performance of contracted job responsibilities and will not be used for any other purpose.
- The Security and ID Office (Airport Communications, after hours) must be notified immediately if an Intellikey is lost or stolen. Failure to immediately make the proper notifications of a lost Intellikey can result in a suspension of Airport ID/Access privileges.
- If an Intellikey is lost, the replacement cost will be \$100.00. Any subsequent losses will result in an additional deposit and possible non-issuance of an Intellikey.
- Intellikey must be “refreshed” within the established ABIA timeline to remain valid.

I have read the above requirements and understand the contents.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

The above individual is approved for issuance of an Intellikey.

\_\_\_\_\_  
Project Manager- P & E  
Austin Bergstrom International Airport

June 5, 2013





# UNESCORTED ACCESS AUTHORIZATION FORM

*Print legibly or type. Incomplete or illegible forms will not be processed*

**MUST BE COMPLETED IN BLUE INK**

Employee's Last Name ↑	First Name ↑	Full Middle Name ↑

**I request the following items/services for the above listed employee:**

- ☐ New Employee Badge
- ☐ Renewal of Employee Badge
- ☐ Replacement of Lost/Stolen Badge
- ☐ Replacement of Expired Badge
- ☐ Fingerprints
- ☐ Security Threat Assessment

**The items/services will be paid for in the manner indicated below (check one):**

- ☐ Employee will pay (cash, check, VISA or MasterCard)
- ☐ Company will pay (cash, check, VISA or MasterCard)
- ☐ Bill this company (limited to select tenants)
- ☐ No Charge (Government Employees)

**This employee will need the following type of badge (check all that apply):**

- ☐ **(Green)** Sterile Area + AOA + Secured Area (Ramp)
- ☐ **(Orange)** Sterile and Restricted Area within Terminal
- ☐ **(Yellow)** Cargo Ramp and Maintenance Ramp only
- ☐ **(Blue)** T-Hangers Access Only
- ☐ **(White)** ID only – No Access

**Other notes regarding this employee's access:**

PLEASE INITIAL: Ramp Driving ____ Escort ____ Runway/Taxiway ____ LEP ____
--

By signing below I indicate that my signature is on file with the Security and ID Office and I am authorized to request security items as required by Transportation Security Administration Regulation 49 CFR 1542.209 or 49 CFR 1544.229.

**I certify that I have inspected the identification documents of the person named above and they are acceptable forms of identification as listed on the second page of the Security and ID Personnel Information Form. I understand my Signatory Authority may be revoked for failure to inspect and verify the required identification documents.**

**ID's Checked: #1 \_\_\_\_\_ Exp Date: \_\_\_\_\_ #2: \_\_\_\_\_ Exp Date: \_\_\_\_\_**

PRINT AUTHORIZER'S NAME

AUTHORIZER'S SIGNATURE

COMPANY NAME

AUTHORIZER'S PHONE

SPONSOR COMPANY

DATE (IN MM/DD/YYYY FORMAT)

## Austin-Bergstrom International Airport

**AUTHORIZED SIGNATURES***Blue ink only*

 Austin-Bergstrom International Airport	Dept/Company Name →	
--	---------------------	--

**DEPARTMENT HEAD**   YES \_\_\_\_\_   NO \_\_\_\_\_

As the owner, manager, chief executive officer, or person otherwise in charge and in accordance with the Austin Bergstrom International Airport Security Program, I authorize the following persons besides myself, employees of my company/organization, to sign requests for AOA, SIDA and other restricted area access authorizations and related security items. This form invalidates and replaces all previous authorization forms for my company/organization. All contact phone numbers are correct as of the date of this form. I am the only individual with my company/organization that is authorized to add or remove names on this authorization form.

---

**SIGNATORY AUTHORITY**


---



---

**PRINT NAME**


---

**BADGE NUMBER**


---

**BUSINESS TELEPHONE**


---

**ALTERNATE TELEPHONE**


---

**E-MAIL ADDRESS**

**I CERTIFY THAT I HAVE RECEIVED TRAINING IN AND UNDERSTAND  
THE DUTIES AND RESPONSIBILITIES OF AN AUTHORIZED SIGNER**

---

**SIGNATURE**


---

**DATE**



## SECURITY AND ID PERSONAL INFORMATION FORM

\*\*\*\*\*Illegible Forms will not be Accepted\*\*\*\*\*

Badge # \_\_\_\_\_

### EMPLOYER INFORMATION

\_\_\_\_\_  
Sponsor Company

\_\_\_\_\_  
Contract Company

### PERSONAL INFORMATION

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name (Full)

\_\_\_\_\_  
Middle Name (Full)

\_\_\_\_\_  
Nickname/Alias

\_\_\_\_\_  
Home Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

GENDER: (circle one) Male Female ETHNICITY: White Black Hispanic Asian Other: \_\_\_\_\_

EYE COLOR: Black Blue Brown Gray Green Hazel Other: \_\_\_\_\_

HAIR COLOR: Black Blonde Brown Gray Red White Bald Other: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_ HEIGHT: \_\_\_\_\_ WEIGHT: \_\_\_\_\_

STATE OF BIRTH (or Foreign Country): \_\_\_\_\_ COUNTRY OF CITIZENSHIP: \_\_\_\_\_

SOCIAL SECURITY # \_\_\_\_\_ DRIVERS LICENSE # \_\_\_\_\_ STATE \_\_\_\_\_

PASSPORT # \_\_\_\_\_ PASSPORT COUNTRY: \_\_\_\_\_

ALIEN REGISTRATION # (if applicable) \_\_\_\_\_

NON IMMIGRANT VISA # (if applicable) \_\_\_\_\_

WORK PHONE # \_\_\_\_\_ HOME PHONE # \_\_\_\_\_ ALT PHONE # \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

**The information I have provided is true and correct to the best of my knowledge and belief and is provided in good faith. I understand that a knowing and willful false statement can be punishable by fine or imprisonment or both. (See Section 1001 of Title 18 of the United States Code)**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**I authorize the Social Security Administration to release my Social Security Number and full name to the Transportation Security Administration, Office of Transportation Threat Assessment and Credentialing (TTAC), Attention: Aviation Programs (TSA-19)/Aviation Worker Program, 601 South 12<sup>th</sup> Street, Arlington, Va. 20598.**

**I am the individual to whom the information applies and want this information released to verify that my SSN is correct. I know if I make any representation that I know is false to obtain information from Social Security records, I could be punished by a fine or imprisonment or both.**

Signature: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

SSN and Printed Full Name: \_\_\_\_\_



## SECURITY AND ID PERSONAL INFORMATION FORM

Badge Applicant's Name Last \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_

**LIST OF ACCEPTABLE DOCUMENTS ---ONE OF WHICH MUST BE A PHOTO ID  
ONE FORM OF ID FROM LIST A & B, OR ONE FROM LIST A & C, OR ONE FROM LIST B & C  
All documents must be UNEXPIRED**

LIST A	LIST B	LIST C
<ol style="list-style-type: none"><li>1. U.S. Passport or U.S. Passport Card</li><li>2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</li><li>3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa</li><li>4. Employment Authorization Document that contains a photograph (Form I-766)</li><li>5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status:<ol style="list-style-type: none"><li>a. Foreign passport; and</li><li>b. Form I-94 or Form I 94-A that has the following:<ol style="list-style-type: none"><li>1) The same name as the passport; and</li><li>2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.</li></ol></li></ol></li><li>6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI.</li></ol>	<ol style="list-style-type: none"><li>1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li><li>2. ID card issued by federal, state, or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li><li>3. School ID card with a photograph</li><li>4. Voter's registration card</li><li>5. U.S. Military card or draft record</li><li>6. Military dependent's ID card</li><li>7. U.S. Coast Guard Merchant Mariner Card</li><li>8. Native American tribal document</li><li>9. Driver's license issued by a Canadian government authority</li></ol> <p><b>For persons under age 18 who are unable to present a document listed above:</b></p> <ol style="list-style-type: none"><li>10. School record or report card</li><li>11. Clinic, doctor, or hospital record</li><li>12. Day-care or nursery school record</li></ol>	<ol style="list-style-type: none"><li>1. A Social Security Account Number card unless the card includes one of the following restrictions<ol style="list-style-type: none"><li>1) NOT VALID FOR EMPLOYMENT</li><li>2) VALID FOR WORK ONLY WITH INS AUTHORIZATION</li><li>3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION</li></ol></li><li>2. Certification of Birth Abroad issued by the Department of State (Form FS-545)</li><li>3. Certification of Report of Birth issued by the Department of State (Form DS-1350)</li><li>4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal</li><li>5. Native American tribal document</li><li>6. U.S. Citizen ID Card (Form I-197)</li><li>7. Identification Card for Use of Resident Citizen in the United States (Form I-179)</li><li>8. Employment authorization document issued by the Department of Homeland Security</li></ol>

### ADDITIONAL DOCUMENT REQUIREMENTS

**A. Individuals who are not U.S. citizens must provide:**

1. Alien Registration Number; **or**
2. I-94 Arrival/Departure Number

**B. Individuals who hold a non-immigrant Visa must provide it.**

**C. Individuals who are U.S. citizens born abroad or naturalized U.S. citizens must provide:**

1. U.S. passport (List A); **or**
2. Certificate of Naturalization ; **or**
3. Certification of Birth Abroad, Form DS-1350 (List C)

**\*\*\*SECTION BELOW TO BE COMPLETED BY SECURITY AND ID OFFICE PERSONNEL USE ONLY\*\*\***

Documents verified by (Signature of Trusted Agent)

Date

Badge issued by (Signature of Trusted Agent)

Date



## Criminal History Records Check Disqualifying Criminal Offenses

An individual has a disqualifying offense if the individual has been convicted of, or found not guilty of by reason of insanity, any of the disqualifying crimes listed in this paragraph in any jurisdiction a minimum of 10 years before the date of the individual's application for unescorted access authority, or while the individual has unescorted access authority. The disqualifying criminal offenses are as follows:

		Yes	No
1	Forgery of certificates, false marking of aircraft, and other aircraft registration violations in violation of 49 U.S.C. 46306.	<input type="checkbox"/>	<input type="checkbox"/>
2	Interference with air navigation in violation of 49 U.S.C. 46308.	<input type="checkbox"/>	<input type="checkbox"/>
3	Improper transportation of hazardous material in violation of 49 U.S.C. 46312.	<input type="checkbox"/>	<input type="checkbox"/>
4	Aircraft piracy in violation of 49 U.S.C. 46502.	<input type="checkbox"/>	<input type="checkbox"/>
5	Interference with flight crew member or flight attendants in violation of 49 U.S.C. 46504	<input type="checkbox"/>	<input type="checkbox"/>
6	Commission of certain crimes aboard aircraft in flight in violation of 49 U.S.C. 46506.	<input type="checkbox"/>	<input type="checkbox"/>
7	Carrying a weapon or explosive aboard aircraft in violation of 49 U.S.C. 46505.	<input type="checkbox"/>	<input type="checkbox"/>
8	Conveying false information and threats in violation of 49 U.S.C. 46507.	<input type="checkbox"/>	<input type="checkbox"/>
9	Aircraft piracy outside the special aircraft jurisdiction of the United States in violation of 49 U.S.C. 46502(b).	<input type="checkbox"/>	<input type="checkbox"/>
10	Lighting violations involving transporting controlled substances in violation of 49 U.S.C. 46315.	<input type="checkbox"/>	<input type="checkbox"/>
11	Unlawful entry into an aircraft or airport area that serves air carriers or foreign air carriers contrary to established security requirements in violation of 49 U.S.C. 46314.	<input type="checkbox"/>	<input type="checkbox"/>
12	Destruction of an aircraft facility in violation of 18 U.S.C. 32.	<input type="checkbox"/>	<input type="checkbox"/>
13	Murder.	<input type="checkbox"/>	<input type="checkbox"/>
14	Assault with intent to murder.	<input type="checkbox"/>	<input type="checkbox"/>
15	Espionage.	<input type="checkbox"/>	<input type="checkbox"/>
16	Sedition.	<input type="checkbox"/>	<input type="checkbox"/>
17	Kidnapping or hostage taking.	<input type="checkbox"/>	<input type="checkbox"/>
18	Treason.	<input type="checkbox"/>	<input type="checkbox"/>
19	Rape or aggravated sexual abuse.	<input type="checkbox"/>	<input type="checkbox"/>
20	Unlawful possession, use, sale, distribution, manufacture of an explosive or weapon.	<input type="checkbox"/>	<input type="checkbox"/>
21	Extortion.	<input type="checkbox"/>	<input type="checkbox"/>
22	Armed or felony unarmed robbery.	<input type="checkbox"/>	<input type="checkbox"/>
23	Distribution of, or intent to distribute, a controlled substance.	<input type="checkbox"/>	<input type="checkbox"/>
24	Felony arson.	<input type="checkbox"/>	<input type="checkbox"/>
25	Felony involving a threat.	<input type="checkbox"/>	<input type="checkbox"/>
26	Felony involving willful destruction of property.	<input type="checkbox"/>	<input type="checkbox"/>
27	Felony involving importation or manufacture of a controlled substance.	<input type="checkbox"/>	<input type="checkbox"/>
28	Felony involving burglary.	<input type="checkbox"/>	<input type="checkbox"/>
29	Felony involving theft.	<input type="checkbox"/>	<input type="checkbox"/>
30	Felony involving dishonesty, fraud, or misrepresentation.	<input type="checkbox"/>	<input type="checkbox"/>
31	Felony involving possession or distribution of stolen property.	<input type="checkbox"/>	<input type="checkbox"/>
32	Felony involving aggravated assault.	<input type="checkbox"/>	<input type="checkbox"/>
33	Felony involving bribery.	<input type="checkbox"/>	<input type="checkbox"/>
34	Felony involving illegal possession of a controlled substance punishable by a maximum term of imprisonment of more than 1 year.	<input type="checkbox"/>	<input type="checkbox"/>
35	Felony involving violence at international airports in violation of 18 U.S.C. 37.	<input type="checkbox"/>	<input type="checkbox"/>
36	Conspiracy or attempt to commit any of the criminal acts listed on this page.	<input type="checkbox"/>	<input type="checkbox"/>

By signing below I certify that I do not have any of the above listed disqualifying criminal offenses.

Also signing below indicates my understanding that I have a continuing obligation under Title 49, CFR, Parts 1542.209 and 1544.229 to disclose to the airport operator within 24 hours if I plead guilty or nolo contendere ("no contest") to, have an adjudication withheld, have been convicted or found not guilty by reason of insanity to any of the disqualifying crimes listed on this application or the federal security regulations.

Also signing below indicates the information I have provided on this application is true, complete, and correct to the best of my knowledge and belief and is provided in good faith. I understand that a knowing and willful false statement on this application can be punished by fine or imprisonment or both. (See section 1001 of Title 18 United States Code.)

PRINT NAME

SIGNATURE

DATE



## ABIA INS DOCUMENTATION VERIFICATION FORM

**Verification of U.S. Department of Justice – Immigration and Naturalization Service Issued  
Resident Alien – Permanent Resident – Work Authorization – Photo Identification**

Last Name ↑

First Name ↑

Middle Name ↑

Citizenship ↑

Date of Birth ↑

Social Security Number ↑

**SECTION BELOW TO BE COMPLETED BY US CUSTOMS & BORDER PROTECTION PERSONNEL**

Verified By ↑

Agency Name ↑

Date ↑

**AUSTIN BERGSTROM INTERNATIONAL AIRPORT****Acknowledgement of Responsibility****Prohibited items and Tools in Terminal Concourses and Sterile Areas**

Due to heightened security, the Transportation Security Administration (TSA) has required that no items identified in the TSA “Prohibited items List” be allowed in the terminal concourses and sterile areas of the airport. This prohibition includes all pocketknives, carpet knives, and other folding or retractable blades, regardless of blade length or composition. The prohibition also includes sabers, swords, hunting knives, martial arts devices, ice picks, straight razors, and elongated scissors, or any tool with a sharp blade that could be utilized as a weapon or cutting tool. This list is not comprehensive, and common sense should always prevail. A current copy of the TSA “Prohibited items” may be obtained at [www.TSA.gov](http://www.TSA.gov) or by calling the Security Badging office at (512) 530-6943.

The TSA acknowledges the need to allow for maintenance in the concourse areas, and therefore some exceptions have been made. Personnel requiring the use of tools and other prohibited items to perform essential job functions may do so if the following conditions are met.

- The individual accepts responsibility to keep all tools and prohibited items within his/her immediate span or control so that no unauthorized person is able to access them.
- All tools are to be transported in a secure bag or toolbox so they are inaccessible to passengers at all times (no tool belts).
- Tools will be used discretely, stored immediately, and secured and locked whenever possible.
- All personnel requesting unescorted access shall be required to sign this Acknowledgement of Responsibility form at the time they are badged. Extra forms are available in the security badging Office.
- Unbadged personnel requiring the use of tools in the sterile areas must be under continuous escort of a badged employee. **The badged employee providing the escort will be held fully responsible for ensuring compliance with these rules.**
- **Unbadged persons and their tools must be processed through TSA Passenger Security Checkpoint # 2. In addition, they must be under escort at all times.** Badged personnel must deliver their tools to the Loading Dock, return to the terminal, enter the sterile area through a TSA passenger security checkpoint and return to the Loading Dock through the service corridor. An inventory of the tools will be conducted at the Loading Dock upon entering and exiting the restricted area. Please contact an Airport Security Coordinator or Operations Construction Project Coordinator.

All unattended tools found in the Sterile Areas will be confiscated by the Department of Aviation, and the employees badge may be suspended or revoked. Personnel not complying with these procedures may be issued a notice of Violation (NOV) and/or be subject to TSA sanctions.

Your signature below indicates that you fully understand and accept the responsibilities outlined in this acknowledgment of responsibility.

-----  
SIGNATURE-----  
PRINT NAME-----  
COMPANY-----  
DATE

## ABIA TOOL INVENTORY LIST

PROJECT NAME: \_\_\_\_\_

CONTRACTOR NAME: \_\_\_\_\_

DATE	TIME		TOOL DESCRIPTION	CLASS		QTY	
	IN	OUT		A	B	IN	OUT

Inventory Prepared By: \_\_\_\_\_

SGTO In Checker \_\_\_\_\_/DATE

SGTO Out Checker \_\_\_\_\_/DATE



## ABIA DAILY INVENTORY LIST

PROJECT NAME: \_\_\_\_\_

CONTRACTOR NAME: \_\_\_\_\_

Date	Time	Remarks	OPSEC	
			Notified	Initials
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	
		<input type="checkbox"/> – All tools accounted for. <input type="checkbox"/> – Tool(s) missing:	Y N	

AIRPORT COMMUNICATIONS # (512) 530-2242



Austin-Bergstrom International Airport  
Vehicle Registration LOGO

TO: Security and ID Office Aviation Department	FROM: (Sponsor)
<p>A. Request AOA access authorization and registration for the following vehicle:</p> <p>1. Name: (Last) _____ (First) _____ (Middle) _____ Badge # _____ Expires: _____ Insurance Company: _____</p> <p>2. Vehicle: _____ Model: _____ Color: _____ Year: _____ License Plate: _____ State: _____</p> <p>3. Required AOA/SIDA Clearance: <input type="checkbox"/> Main Terminal Ramp    <input type="checkbox"/> RCCF    <input type="checkbox"/> Fuel Facility    <input type="checkbox"/> Runways and Taxiways <input type="checkbox"/> Maintenance Ramp    <input type="checkbox"/> Cargo Ramp</p> <p>4. Vehicle Identified by: <input type="checkbox"/> Company Logo</p> <p>I am authorized to request AOA/SIDA and restricted area access issuance of security related items (signature on file with the Security and ID office and certify that the operation of this vehicle on the AOA/SIDA is necessary and in conjunction with official business. The persons who will be operating this vehicle have been briefed on the Airport Security Program and operating procedures for the AOA/SIDA.</p> <p>Signature: _____ Badge #: _____ Date: _____ DOA Project Manager</p> <p>Signature: _____ Badge #: _____ Date: _____</p>	
<p>B. Verification:    <input type="checkbox"/> Requestor's Signature    <input type="checkbox"/> Recipient's Badge Number    <input type="checkbox"/> Proof of Insurance</p> <p>Signature: _____ Badge #: _____ Date: _____ DOA Project Coordinator</p>	
<p>C. I understand the security requirements and my responsibilities under the Airport Security Program relating to Authorization for my access and operating procedures on the AOA/SIDA. I accept these responsibilities and agree to comply with requirements of the Airport Security Program and safeguard my TOPCAP/LOGO to prevent unauthorized use.</p> <p>Signature: _____ Badge # _____ Date: _____</p>	
<p>D. LOGO Revocation::</p> <p>Signature: _____ Badge #: _____ Date: _____ Department of Aviation</p>	

**City of Austin**  
**Purchasing Office**  
**Local Business Presence Identification Form**

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A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

**OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE).**

*NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.*

**USE ADDITIONAL PAGES AS NECESSARY**

**OFFEROR:**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**City of Austin**  
**Purchasing Office**  
**Local Business Presence Identification Form**

---

**ACKNOWLEDGEMENT**

THE STATE OF TEXAS  
COUNTY OF TRAVIS

I certify that my responses and the information provided on **Form 0605** are true and correct to the best of my personal knowledge and belief and that I have made no willful misrepresentations in this Section, nor have I withheld any relevant information in my statements and answers to questions. I am aware that any information given by me in this Section may be investigated and I hereby give my full permission for any such investigation and I fully acknowledge that any misrepresentations or omissions in my responses and information may cause my offer to be rejected.

**OFFEROR'S FULL NAME AND ENTITY STATUS:**

---

---

Signature, Authorized Representative of Offeror

---

Title

---

Date

**END**

**City of Austin, Texas**  
**EQUAL EMPLOYMENT/FAIR HOUSING OFFICE**  
**NON-DISCRIMINATION CERTIFICATION**  
**SOLICITATION NO. RFP SMW0119**

**City of Austin, Texas**  
**Human Rights Commission**

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

**Sec. 4-2 Discriminatory Employment Practices Prohibited.** As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

**City of Austin**  
**Minimum Standard Non-Discrimination in Employment Policy:**

*As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.*

*The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.*

*Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.*

*Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.*

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

**Sanctions:**

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

**Term:**

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

CONTRACTOR \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Title \_\_\_\_\_

**City of Austin, Texas**  
**NON-SUSPENSION OR DEBARMENT CERTIFICATION**  
**SOLICITATION NO. SMW0119**

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. Covered transactions include procurement contracts for goods or services equal to or in excess of \$25,000.00 and all non-procurement transactions. This certification is required for all Vendors on all City of Austin Contracts to be awarded and all contract extensions with values equal to or in excess of \$25,000.00 or more and all non-procurement transactions.

The Offeror hereby certifies that its firm and its principals are not currently suspended or debarred from bidding on any Federal, State, or City of Austin Contracts.

Contractor's Name: \_\_\_\_\_

Signature of Officer  
or Authorized  
Representative: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title \_\_\_\_\_

**CITY OF AUSTIN  
NON-COLLUSION,  
NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING AFFIDAVIT  
SOLICITATION NO. SMW0119**

**FOR  
Maintenance Agreement for ABIA Private Branch Exchange**

**State of Texas**

**County of Travis**

**The undersigned “Affiant” is a duly authorized representative of the Offeror for the purpose of making this Affidavit, and, after being first duly sworn, has deposed and stated and hereby deposes and states, to the best of his or her personal knowledge and belief as follows:**

The term “**Offeror**”, as used herein, includes the individual or business entity submitting the Offer and for the purpose of this Affidavit includes the directors, officers, partners, managers, members, principals, owners, agents, representatives, employees, other parties in interest of the Offeror, and anyone or any entity acting for or on behalf of the Offeror, including a subcontractor in connection with this Offer.

1. **Anti-Collusion Statement.** The Offeror has not in any way directly or indirectly:
  - a. colluded, conspired, or agreed with any other person, firm, corporation, Offeror or potential Offeror to the amount of this Offer or the terms or conditions of this Offer.
  - b. paid or agreed to pay any other person, firm, corporation Offeror or potential Offeror any money or anything of value in return for assistance in procuring or attempting to procure a contract or in return for establishing the prices in the attached Offer or the Offer of any other Offeror.
2. **Preparation of Solicitation and Contract Documents.** The Offeror has not received any compensation or a promise of compensation for participating in the preparation or development of the underlying Solicitation or Contract documents. In addition, the Offeror has not otherwise participated in the preparation or development of the underlying Solicitation or Contract documents, except to the extent of any comments or questions and responses in the solicitation process, which are available to all Offerors, so as to have an unfair advantage over other Offerors, provided that the Offeror may have provided relevant product or process information to a consultant in the normal course of its business.
3. **Participation in Decision Making Process.** The Offeror has not participated in the evaluation of Offers or other decision making process for this Solicitation, and, if Offeror is awarded a Contract hereunder, no individual, agent, representative, consultant, subcontractor, or subconsultant associated with Offeror, who may have been involved in the evaluation or other decision making process for this Solicitation, will have any direct or indirect financial interest in the Contract, provided that the Offeror may have provided relevant product or process information to a consultant in the normal course of its business.
4. **Present Knowledge.** Offeror is not presently aware of any potential or actual conflicts of interest regarding this Solicitation, which either enabled Offeror to obtain an advantage over other Offerors or would prevent Offeror from advancing the best interests of the City in the course of the performance of the Contract.
5. **City Code.** As provided in Sections 2-7-61 through 2-7-65 of the City Code, no individual with a substantial interest in Offeror is a City official or employee or is related to any City official or employee within the first or second degree of consanguinity or affinity.
6. **Chapter 176 Conflict of Interest Disclosure.** In accordance with Chapter 176 of the Texas Local Government Code, the Offeror:
  - a. does not have an employment or other business relationship with any local government officer of the City or a family member of that officer that results in the officer or family member receiving taxable income;



**CITY OF AUSTIN  
NON-COLLUSION,  
NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING AFFIDAVIT**

- b. has not given a local government officer of the City one or more gifts, other than gifts of food, lodging, transportation, or entertainment accepted as a guest, that have an aggregate value of more than \$250 in the twelve month period preceding the date the officer becomes aware of the execution of the Contract or that OWNER is considering doing business with the Offeror.
- c. as required by Chapter 176 of the Texas Local Government Code, Offeror must file a Conflict of Interest Questionnaire with the Office of the City Clerk no later than 5:00 P.M. on the seventh (7<sup>th</sup>) business day after the commencement of contract discussions or negotiations with the City or the submission of an Offer, or other writing related to a potential Contract with the City. The questionnaire is available on line at the following website for the City Clerk:

<http://www.austintexas.gov/department/conflict-interest-questionnaire>

There are statutory penalties for failure to comply with Chapter 176.

If the Offeror cannot affirmatively swear and subscribe to the forgoing statements, the Offeror shall provide a detailed written explanation in the space provided below or, as necessary, on separate pages to be annexed hereto.

- 7. Anti-Lobbying Ordinance.** As set forth in the Solicitation Instructions, Section 0200, paragraph 7N, between the date that the Solicitation was issued and the date of full execution of the Contract, Offeror has not made and will not make a representation to a City official or to a City employee, other than the Authorized Contact Person for the Solicitation, except as permitted by the Ordinance.

OFFEROR'S EXPLANATION:

Contractor's Name: \_\_\_\_\_

Printed  
Name: \_\_\_\_\_

Title \_\_\_\_\_

Signature of Officer or Authorized Representative: \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Notary Public

My Commission Expires \_\_\_\_\_

**City of Austin, Texas**  
**NONRESIDENT BIDDER PROVISIONS**  
**SOLICITATION NO. RFP SMW0119**

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "Non-resident Bidder"?

Answer: \_\_\_\_\_

- (1) Texas Resident Bidder – A Bidder whose principal place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
- (2) Nonresident Bidder – A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state.

Answer: \_\_\_\_\_ Which State: \_\_\_\_\_

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: \_\_\_\_\_

Bidder's Name: \_\_\_\_\_

Signature of Officer or  
Authorized  
Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title \_\_\_\_\_

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)  
PROCUREMENT PROGRAM  
NO GOALS FORM**

SOLICITATION NUMBER: RFP SMW0119

PROJECT NAME: Maintenance Agreement for ABIA Private Branch Exchange

**The City of Austin has determined that no goals are appropriate for this project.** Even though no goals have been established for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract; using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

**Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?**

No \_\_\_\_\_ If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope.

Yes \_\_\_\_\_ If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, subconsultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though no goals have been established, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Name and Title of Authorized Representative (Print or Type)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)  
PROCUREMENT PROGRAM  
NO GOALS UTILIZATION PLAN**  
*(Please duplicate as needed)*

SOLICITATION NUMBER: RFP SMW0119

PROJECT NAME: Maintenance Agreement for ABIA Private Branch Exchange

**PRIME CONTRACTOR/CONSULTANT COMPANY INFORMATION**

Name of Contractor/Consultant			
Address			
City, State Zip			
Phone		Fax Number	
Name of Contact Person			
Is company City certified?	Yes <input type="checkbox"/> No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture <input type="checkbox"/>		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

\_\_\_\_\_  
**Name and Title of Authorized Representative (Print or Type)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Provide a list of all proposed subcontractors/subconsultants/suppliers that will be used in the performance of this Contract. **Attach Good Faith Efforts documentation if non MBE/WBE firms will be used.**

<b>Sub-Contractor/Consultant</b>			
City of Austin Certified	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	Ethnic/Gender Code:	<input type="checkbox"/> NON-CERTIFIED
Vendor ID Code			
Contact Person	Phone Number:		
Amount of Subcontract	\$		
List commodity codes & description of services			

<b>Sub-Contractor/Consultant</b>			
City of Austin Certified	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	Ethnic/Gender Code:	<input type="checkbox"/> NON-CERTIFIED
Vendor ID Code			
Contact Person	Phone Number:		
Amount of Subcontract	\$		
List commodity codes & description of services			

**FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:**

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor \_\_\_\_\_ Date \_\_\_\_\_ Director/Deputy Director \_\_\_\_\_ Date \_\_\_\_\_

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SMW0119**

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office no later than 5:00 pm on January 7<sup>th</sup>, 2013 either via fax at (512) 974-2388 or email at [shawn.willett@austintexas.gov](mailto:shawn.willett@austintexas.gov).

2. **PRE-PROPOSAL MEETING**

A pre-proposal meeting will be held on December 18, 2013 at 9:00 AM

Location: ABIA Planning & Engineering Building, Auditorium  
2716 Spirit of Texas Drive  
Austin, Texas

\*This meeting is not mandatory however attendance is strongly suggested

3. **INSURANCE**. Insurance is required for this solicitation.

A. General Requirements. See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

- i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
- ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
- iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

City of Austin Purchasing Office  
P. O. Box 1088  
Austin, Texas 78767

B. Specific Coverage Requirements. The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

- i. Worker's Compensation and Employers' Liability Insurance. Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$1,000,000 bodily injury each

**CITY OF AUSTIN  
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accident, \$1,000,000 bodily injury by disease policy limit and \$1,000,000 bodily injury by disease each employee.

- (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
  - (a) Waiver of Subrogation, Form WC 420304, or equivalent coverage
  - (b) Thirty (30) days Notice of Cancellation, Form WC 420601, or equivalent coverage
- ii. Commercial General Liability Insurance. The minimum bodily injury and property damage per occurrence are \$5,000,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
  - (1) The policy shall contain the following provisions:
    - (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
    - (b) Contractor/Subcontracted Work.
    - (c) Products/Completed Operations Liability for the duration of the warranty period.
    - (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage (X,C,U).
  - (2) The policy shall also include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- iii. Business Automobile Liability Insurance. The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$5,000,000 per occurrence for bodily injury and property damage.
  - (1) The policy shall include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage.
- iv. Professional Liability Insurance. The Contractor shall provide coverage, at a minimum limit of \$1,000,000 per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Agreement.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.
- C. Endorsements. The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

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**4. TERM OF CONTRACT**

- A. The Contract shall be in effect for an initial term of twenty-four months and may be extended thereafter for up to three additional twelve month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.
- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above. A price increase, subject to the provisions of this Contract, may be requested by the Contractor (for each period of extension) for approval by the City's Purchasing Officer or his designee.

THIS IS A TWENTY-FOUR MONTH CONTRACT.

FIRM PRICES ARE TO BE SUBMITTED FOR THE FIRST TWENTY-FOUR (24) MONTH PERIOD

**5. INVOICES and PAYMENT** (reference paragraphs 12 and 13 in Section 0300)

- A. Invoices shall contain a non-duplicated invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	Department of Aviation
Attn:	Michelle Moheet
Address	3600 Presidential Blvd.
City, State Zip Code	Austin, Texas 78719

- B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

**6. NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING**

- A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

**CITY OF AUSTIN  
PURCHASING OFFICE  
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- B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- C. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
- D. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit, certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:  
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

**7. NON-SOLICITATION**

- A. During the term of the Contract, and for a period of six (6) months following termination of the Contract, the Contractor, its affiliate, or its agent shall not hire, employ, or solicit for employment or consulting services, a City employee employed in a technical job classification in a City department that engages or uses the services of a Contractor employee.
- B. In the event that a breach of Paragraph A occurs the Contractor shall pay liquidated damages to the City in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation; or (ii) 100 percent of the employee's annual compensation while employed by the City. The Contractor shall reimburse the City for any fees and expenses incurred in the enforcement of this provision.
- C. During the term of the Contract, and for a period of six (6) months following termination of the Contract, a department that engages the services of the Contractor or uses the services of a Contractor employee will not hire a Contractor employee while the employee is performing work under a Contract with the City unless the City first obtains the Contractor's approval.
- D. In the event that a breach of Paragraph C occurs, the City shall pay liquidated damages to the Contractor in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation or (ii) 100 percent of the employee's annual compensation while employed by the Contractor.

**8. ECONOMIC PRICE ADJUSTMENT**

- A. Prices shown in this contract for hourly labor rates shall remain firm for the first twenty-four month period of the contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor for hourly labor rates subject to the following considerations:
- B. Price Increases
  - i. Requests for price increases must be made in writing and submitted to the appropriate Buyer in the City's Purchasing Office. The letter must be signed by a person with the authority to bind the Contractor contractually, shall reference the contract number, and include the following documentation:
    - (1) An itemized, revised price list with the effective date of the proposed increase;



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- (2) Copies of the documentation provided by the manufacturer regarding the proposed price increase if the contractor is not the manufacturer of the products. If the Contractor is the manufacturer of the products, a letter so stating must be provided;
  - (3) Contractor shall submit as a part of the request for increase, the version of the U.S. Department of Labor Employment Cost Index for Wages and Salaries for all Private Industry Workers (the "Index") current as of the date of the Contractor's Offer; and a copy of the index for the most current period.
  - (4) Proposed price increases must be solely for the purpose of accommodating increases in the Contractor's costs for the products or services provided. Prices for products or services unaffected by verifiable cost trends shall not be subject to change.
- ii. Requests for price increases must be made in writing and submitted to the appropriate Contract Manager sixty (60) calendar days prior to each yearly anniversary date of contract. Prices will only be considered for an increase at that time. Once received, the City will have sixty (60) calendar days to review and approve/disapprove the requested increase. Should the City not agree with the requested increase, Contractor may either maintain the prices currently in effect, negotiate an acceptable increase with the City or terminate the contract.
  - iii. The proposed percentage change between the current contract price and the requested price shall not exceed the percentage change between the Index in effect at the beginning of the current review period and the one in effect at the time the price increase is requested. Except in the case of emergency situations, the requested index related or non-index related price increase shall not exceed twenty-five percent (25%) for any single line item, and in no event shall the total amount of the contract be automatically increased as a result of the increase in any one or more line items made pursuant to this provision.
  - iv. Since the perceived need for price increases may be due in whole or in part to factors other than index changes, the City may consider approving fully-documented increase requests which, in the Contractor's opinion, justify price increases for one or more line items in the contract. If index changes are responsible in part for the requested change, those changes shall be documented as previously described above.

**C. Price Decreases**

- i. Proposed price decreases may be offered to the City at any time, and become effective upon acceptance by the City unless a different effective date is specified by the Contractor. Request for price decreases by the City will be based on the same documentation as price increase request. Price decrease offers may also be subject to negotiation.
- ii. Price decreases based on relevant factors may be requested by the City at any time. Such requests shall be accompanied by a complete statement of the City's justification for the request. The Contractor shall have sixty (60) calendar days to respond to the City's request. Following receipt of the Contractor's agreement with the requested decrease, the City may implement the decrease at any time. Should the Contractor not agree with the requested decrease, the City may either maintain the prices currently in effect, negotiate with the contractor, or terminate the contract.

**9. INTERLOCAL PURCHASING AGREEMENTS** (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible

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governmental agencies that have an interlocal agreement with the City.

- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

10. **CONTRACT MANAGER**

The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Michelle Moheet

---

(512) 530-6336

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Michelle.Moheet@austintexas.gov

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\*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

**Austin-Bergstrom International Airport  
Private Branch Exchange  
Maintenance  
Scope of Work**

**Request for Proposals  
SMW0119**

**Prepared For The  
City of Austin, Department of Aviation**



*Prepared by:*  
**The JW Group, Inc.**  
7234 Lancaster Pike  
Suite 300D  
Hockessin, DE 19707

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# 1. PURPOSE OF RFP

The City of Austin, Department of Aviation (DOA) is releasing this Request for Proposal (RFP) to solicit proposals for an entity to provide on-going maintenance and support for the NEC Private Branch Exchange (PBX) phone system within the Austin-Bergstrom International Airport (ABIA). The PBX at ABIA provides crucial roles in the services it provides to tenants, the traveling public, and the safety of all occupants at the airport. Therefore, it is vital that the maintenance of this system ensures its operability 24/7 to match the demands of the airport.

## A. ABIA BACKGROUND AND OVERVIEW

- A. The Austin-Bergstrom International Airport (ABIA) began providing air service in May 1999 and consists of twenty-five (25) gates and forty-two (42) ticket counter positions. ABIA is located at the intersection of two major highways, State Highway 71 on the north and US Highway 183 on the west and comprises 4,100 acres. The campus includes a 550,000 square foot terminal building and approximately fifty (50) outlying facilities including a main communications building (IS Building), administrative offices, several Fixed Based Operators (FBO), and cargo/freight facilities. The environment at ABIA consists of multiple tenants inside its main terminal ranging from twenty-two (22) restaurants/concession stands, sixteen (16) shops, nine (9) rental car companies, and ten (10) airlines with an additional airline planned in the future. Along with the tenants inside the terminal, there are multiple Fixed Base Operators (FBO) and cargo/freight companies that reside throughout the campus.
- B. All Airport and tenants (airlines, rental car companies, concessionaires, cargo companies, etc.) currently utilize the DOA owned and operated phone system through a Shared Use Tenant Services (STS) program. This program is supported by the NEC PBX equipment, associated cabling infrastructure, and service providers that provide access to the Public Switched Telephone Network (PSTN) through a single point of entry that has been established at the Information Systems Building
- C. The scope of work for this RFP includes remote monitoring of the telephony system, on-call service and warranty of the PBX, voice mail, call accounting/management system, and their related power systems which serve the Austin Bergstrom International Airport. The Contractor shall provide detailed component pricing to cover the contract term including any extension options. To fulfill the requirements of this project, the Contractor shall provide at least one on-call technician that is available on an as-needed basis to support the day to day needs of ABIA. The on-call technician shall be required to be available during ABIA Operational hours, 7 days a week 4:00 AM to 12:00 AM unless additional technician(s) and hours are required to meet the needs of ABIA. This on-call technician shall be able to respond to a call and arrive on-site within one (1) hour. The technician shall be responsible for resolving any maintenance and support issues, while assisting DOA staff in any new Moves, Adds, and Changes (MAC).

- D. In addition to an on-call technician(s), the Contractor shall provide 24/7 monitoring of the NEC PBX. The Contractor may also be required to perform minor maintenance or support items that can be performed remotely during regular business hours. Currently, there is no dedicated method to remotely monitor and manage the NEC PBX. The Contractor shall provide a solution that allows secure and remote monitoring for system performance and trunk utilization. This solution shall also detail the Contractor's method of remote maintenance to supplement the on-call technician.

## **B. DEFINITIONS**

### **1. Acronyms**

- a. ABIA: Austin Bergstrom International Airport
- b. CCS: Centi Call Seconds
- c. CPU: Central Processing Unit
- d. DOA: Department of Aviation
- e. DRU: Digital Remote Unit
- f. EOS: End of Support
- g. IT: Information Technology
- h. LAN: Local Area Network
- i. MACs: Moves, Adds, and Changes
- j. MDF: Main Distribution Frames
- k. MPOE: Minimum Point of Entry
- l. PBX: Private Branch Exchange
- m. PRI: Primary Rate Interface
- n. PSTN: Public Switched Telephone Network
- o. RFP: Request For Proposal
- p. SIDA: Site Identification Display Area
- q. VLAN: Virtual Local Area Network

## **C. REFERENCES**

- A. The publications listed below form a part of this specification to the extent referenced. The publications are referred to in the text by basic designation only.
- 2. Specific reference in specifications to codes, rules, regulations, standards, manufacturer's instructions, or requirements of regulatory agencies shall mean the latest printed edition of each in effect at the date of contract.
  - 3. Conflicts
    - a. Between referenced requirements: Comply with the one establishing the more stringent requirements.
    - b. Between referenced requirements and contract documents: Comply with the one establishing the more stringent requirements.

- c. When conflicts arise, DOA Contract Manager shall have the final determination as to which document should be adhered to.

#### 4. General References:

- a. American Society for Testing Materials (ASTM)
- b. National Electric Code (NEC®)
- c. UL Testing Bulletin
- d. Federal Communications Commission (FCC):
- e. Part 1193 of the Telecommunications Act Accessibility Guidelines:
- f. International Organization For Standardization (ISO):
  - i. ISO 9001; Quality Assurance in Design/Development, Production, Installation, and Servicing
  - ii. ISO 9003; Quality Assurance in Final Inspection and Test
  - iii. ISO 9004; Quality Management and Quality System Elements Guidelines

### **D. SYSTEMS COVERED**

#### A. General

The Contractor shall be responsible for performing complete maintenance and support of the Telephony system that provides voice services throughout the ABIA campus. This support shall include remote system monitoring, PBX preventive maintenance, troubleshooting, moves, adds and changes, software maintenance, database maintenance, and hardware maintenance to ensure that all service levels defined in this document are met. These support services shall be provided through a combination of an on-call technician and off-site support as necessary.

#### 2. Existing System

The system and associated hardware components that are to be maintained include the following:

##### a. Hardware

- a. The ABIA campus telephony design is comprised of two (2) NEC UNIVERGE SV8500 chassis located in physically separate locations to provide redundancy. These units provide voice services to approximately 3,500 end user devices. The end units consist primarily of NEC 300 Handsets; however other devices such as conference telephones, console units and a single NEC 700 VoIP Handset are also used.

- b. The Voicemail is handled by an NEC UM8500 server running on a Dell PowerEdge 2900 Windows server. This Voicemail server has been declared as End of Support (EOS) by NEC and as such, the Contractor shall continue maintenance as applicable. However, the Contractor shall also provide a proposed solution for the replacement of the Voicemail system as an add / alternate in their Proposal.

- b. Software

The DOA desires to keep the telephone system current with all software patches and updates. All new software releases shall be made available to the DOA in a timely manner. All free manufacturer upgrades and software patches shall be provided to the DOA at no charge; any associated labor charges shall be billed to the DOA based on the hourly contract billing rates and the man-hours expended to perform the software upgrade. No software upgrade shall be performed without the prior approval of the DOA. All upgrades shall be installed in such a fashion that service will not be interrupted. In the case where an upgrade may cause a service interruption, the Contractor shall submit in writing the potential ramifications of the upgrade as well as mitigation procedures and techniques to the DOA Contract Manager for approval prior to installation. Currently the software revision level for the SV8500 is 85-105 S2E, this software is 5 major revisions behind the current NEC software 85-110 S7.

- c. Ticketing System

DOA staff at ABIA utilizes a work order ticketing system to manage all work performed on the IT systems throughout the ABIA campus. The DOA will issue all work orders to the Contractor through this ticketing system.

- d. Circuit Extensions (pair gain units, etc.)

ABIA extends circuits from two (2) PBX switches by utilizing Digital Remote Units (DRU) using pair gain extenders. Currently there are six (6) E1 d-terms, three (3) T1 d-terms, and two (2) analog DRUs. The Contractor shall be responsible for any maintenance and service on these DRUs and pair gain units while supporting any new construction in the future by replacing the analog remote units with more modern DRUs as directed by the DOA.

- e. Commview Call Accounting Software – The DOA utilizes Commview call accounting software to support its STS program. Support for this product shall be provided as required/requested by the DOA.

## **E. CARRIER INFORMATION**

The current Competitive Local Exchange Carrier (CLEC) is Time Warner Communications. ABIA has nine (9) ISDN PRI circuits with DID's in the entire 530-XXXX exchange. Five (5) of the PRI's are part of the NCN along with a dedicated long distance T-1.



## **2. VENDOR MINIMUM QUALIFICATIONS**

### **2.1 PBX MAINTENANCE AND SUPPORT PROVIDER**

- A. The Contractor must have been involved in the maintenance and support for NEC PBX equipment of comparable size to the system in place at ABIA for at least the past five (5) years.
- B. Contractor shall submit a list of a minimum of three (3) projects of comparable size and scope along with contact information from each client.
- C. Contractor must have current certifications and be in good standing with NEC and listed as an NEC certified Vendor capable of installing and maintaining the UNIVERGE SV8500.
- D. Contractor must have VoIP experience in the design and administration of the UNIVERGE SV8500.
- E. All project team members performing work on the system must be properly trained to install, operate, and maintain the UNIVERGE SV8500 system as well as the UM8500 Voicemail server.
- F. The DOA reserves the right to review and approve all on-site technicians and other support personnel.

### **2.2 TOOLS AND EQUIPMENT**

- A. The Contractor shall provide the on-call staff with all vehicles, tools, equipment, and supplies necessary to perform their job responsibilities. A vehicle must also be provided to allow the on-site project team to access the campus Telecommunications System within the buildings located on campus. The on-call technician will be restricted to driving within the designated roads to each building and at no point will the technician enter the ramp area. The DOA will in no way be responsible for any loss due to hazards or theft of these tools.
- B. ABIA will provide the on-call technician with a work area when on site. All Contractor personnel assigned to the contract shall be required to comply with all City of Austin – Aviation network security policies concerning the ABIA network.

## **2.3 TRAINING AND CERTIFICATION**

- A. The Contractor shall provide all project team members with up-to-date training from NEC on any and all components of the PBX. All technicians performing any work on the PBX shall be certified in the UNIVERGE SV8500 PBX switch to perform maintenance and upgrades.
- B. Contractor shall provide their team with any additional training to support related equipment upgrades that the DOA may pursue in the future.

## **2.4 ON-CALL TECHNICIAN**

- A. The on-call technician shall have the following minimum qualifications:
  - 1. Previous experience on a project similar in size and a minimum of five (5) years of experience working on systems of similar size and scope.
  - 2. PBX certified up to current software release.
  - 3. Capable of performing MACs with both the UNIVERGE SV8500 and UM8500 NEC systems.
  - 4. Familiarity with Pair Gain Units.
  - 5. Familiar with the cross connecting of the PBX Line Equipment Numbers (LEN), Telecommunications Pedestals, Telecommunications circuits to include, but not limited to T1/56K, and PRI/BRI.
- B. The on-site technician shall meet the minimum Airport security requirements and be capable of obtaining and maintain a current valid SIDA badge at ABIA. See Attachment B.
- C. Security and Confidentiality
  - i. The Contractor will be required to sign a non-disclosure agreement and keep the details of ABIA confidential. Failure to sign or abide by the non-disclosure agreement will grounds for contract cancellation. The Contractor will be required to acknowledge the receipt of Austin-Bergstrom International Airport, Airport Security Program section 4-Personnel Identification and will control the document in accordance with 49 CFR 1541.7. (Attachment B)
- D. The on-call technician's duties shall include, but not be limited to, the following:
  - 1. Repair of electrical and electronic telecommunications equipment.
  - 2. Perform MACs pertaining to the PBX and end user equipment.
  - 3. PBX and Telephony Systems routine maintenance.
  - 4. Maintain battery backup systems.

5. Perform bi-annual maintenance on the PBX battery backup systems. Submit findings report to IS Manager and IS Supervisor(s) for ABIA's records.
6. Install patch cords to provide connectivity from Phone to wall outlet and switchtail connections from the PBX to the 110 blocks.
7. Install and repair telephony related components.
8. Install and maintain pair gain equipment and circuit extensions.
9. Responsible for running and submitting all PBX reporting. Responsible for documenting and communicating work order progress and/or completion.
10. Responsible for providing support, as required, for the Commview call accounting system.
11. The on-call technician must be certified to support a UNIVERGE SV8500 hybrid Digital, Analog, and VoIP PBX if required.

### **3. SCOPE OF SERVICES**

#### **3.1 BASE SCOPE OF SERVICES**

The Contractor shall provide a proposal for performing the base scope of work described herein.

##### **A. PREVENTIVE MAINTENANCE**

The Successful Contractor shall perform preventative maintenance in accordance with the manufacturer's specifications. All preventative maintenance shall be performed with no service disruption to ABIA. All preventative maintenance performed shall start with the Contractor notifying the DOA Contract Manager of the maintenance and requesting to open a work order (ticket). This will allow the DOA and the Contractor to coordinate the timing as to when the maintenance is to be performed. After the work is completed, the technician(s) shall close the ticket to mark the work order completion.

After receiving a ticket, the preventative maintenance includes the following steps:

- i. Ensure that the system has a recent complete system backup before any maintenance is performed.
- ii. Perform preventive maintenance work including any NEC issued security updates and software patches; this includes all free updates from NEC for the current software on both the SV8500 and the UM8500.
- iii. Bi-annual backups of both UNIVERGE SV8500 PBXs. Three sets of backups must be kept and should be used if changes must be reverted to a previous backup. Backups are to be securely stored locally and remotely on a fire proof safe(s). A report must be submitted to the IS Manager and IS Supervisor(s) for ABIA's records.

- iv. Test and ensure that any added features work if applicable, and ensure the system is running correctly (in regards to performance and functionality).
- v. After all work is completed and the system is deemed to be in working order, a backup shall be performed by the Contractor.

## **B. CORRECTIVE MAINTENANCE**

The Contractor shall be responsible for all corrective maintenance of the telephony system including replacing/repairing damaged components. These work orders shall be issued to the Contractor through the ticket system. Each ticket shall have a description of the work that is to be performed along with the location within the campus. The corrective maintenance includes, but is not limited to the following:

- i. Replace damaged and/or defective handsets.
- ii. Repair/replace damaged and/or defective components to the UNIVERGE SV8500.
- iii. Repair/replace damaged and/or defective circuit extenders.
- iv. Repair/replace damaged and/or defective components to the UM8500 Voicemail server.

## **C. SOFTWARE UPGRADES**

In addition to the remote monitoring and maintenance of the PBX system, the DOA desires that the UNIVERGE SV8500 to be brought up to date with the latest software.

### Software Upgrade:

The Contractor shall provide a detailed proposal to update the SV8500 to version 85-110 S7. Once the SV8500 is brought up to the latest version, the Contractor may be required to perform bi-yearly software upgrades if a major software revision is available from the NEC Software Assurance program. If it is found that a software update is impossible due to hardware End of Support/Life, the Contractor shall provide recommendations, scope of work, and a price quote based on pricing included in the contract for any required hardware and/or software replacement.

Upon the completion of any upgrade a backup must be performed. Backups are to be stored locally and remotely in a fire proof safe. A report must be submitted to the IS Manager and IS Supervisor(s) for ABIA's records.

## **D. REMOTE ACCESS SOLUTION**

1. Currently, there is no means of remote access to the UNIVERGE SV8500. The Contractor shall provide a proposed solution for remotely monitoring the PBX system and all associated equipment (e.g. digital remote units). This remote access solution shall provide the Contractor with the ability to monitor both the performance as well as grant full remote access to the system for tasks such as backups and simple software maintenance.

2. The Contractor shall propose a solution that includes all necessary hardware/software required to remotely access the PBX networks. Any modification of the current environment to support the remote monitoring shall require ABIA approval prior to implementation. Any VPN hardware used shall follow the current ABIA networking platform from Cisco Systems. Any VPN hardware and software installed shall conform to the City of Austin security policies and procedures, as a minimum. VPN access into the ABIA PBX network shall utilize ABIA's Internet access with IP addressing assigned by ABIA. All VPN configurations, including security keys shall be coordinated with and approved by ABIA.

## **E. REMOTE SYSTEM MONITORING**

### **1. Performance**

- a) The DOA desires to maintain a high level of performance from the Telecommunications System for the internal system and external trunk usage. To accomplish this, remote monitoring of the phone system shall be performed by the Contractor to ensure performance and safeguard against any unforeseen down-time.
- b) The Contractor shall provide twenty-four (24) hour monitoring of the critical components for the system. The Contractor must maintain a technical assistance and monitoring center which houses certified technicians in-house on a twenty-four (24) hour a day, seven (7) days per week, three hundred sixty five (365) days per year basis. The technicians must be certified on all the hardware and software specific to the ABIA PBX system.
- c) Should any irregular events occur while performing monitoring of the phone system, it shall be the Contractors duty to inform the DOA within fifteen (15) minutes of the event.

### **2. Toll Fraud Monitoring**

Toll fraud monitoring shall be performed by the Contractor on all ports of the PBX and have predetermined alarms preprogrammed into the system. Alarms shall be reported to the DOA within five (5) minutes of alarm. The Contractor shall coordinate all predetermined alarm points with the DOA Contract Manager or designee.

## **F. REPORTING**

A report shall be developed by the Contractor to measure the traffic in CCS (centi call seconds) for each trunk over a month long period for T-1 usage, TIE trunk usage, CPU usage, dial-tone delays, feature usage, and other information which can allow the DOA to ensure that the system is operating properly. This report shall be submitted in an electronic format to the DOA Contractor monthly during the term of the contract.

The Contractor shall be solely responsible for providing this report.

## **G. ADD/ALTERNATES**

**The following defines the add/alternates that must be included in the Proposal Response:**

### **ADD / ALTERNATE - UPGRADE OF THE VOICEMAIL SERVER UM8500**

The UM8500 is at EOS and the DOA desires to eventually have it replaced. The Respondent shall include in their response, their recommendations on what system to migrate to while keeping in mind compatibility to the current SV8500 phone system. The Contractor should include the following items as part of this Add/Alternate:

- a. Final design, purchase, installation, configuration, and testing of a replacement voicemail system that shall integrate with the existing UNIVERGE SV8500 system.
- b. The voicemail system shall be capable of 'visual' voicemail, in the form of translating speech to text and sending these messages through Email.
- c. The voicemail system shall be accessible through a web and/or mobile interface to access all voicemail features. This includes the playback, forwarding, and ability to change the greeting message.
- d. Migration of all saved voicemail messages and greetings to the vendor proposed system.
- e. All physical connectivity (e.g. fiber and/or copper patch cords) required between all devices that the proposed voicemail system will require for a complete and fully functional system. All patch cords provided by the vendor shall be in compliance with DOA infrastructure specifications and approved by the DOA IS department.
- f. The coordination of electronic and electrical requirements for the chosen system with the DOA IS department.
- g. Minor software updates (quick-fixes, patches, security updates).
- h. Major software updates (software upgrades, major software revisions from the manufacturer).

- i. The ability to remotely monitor and maintain the voicemail system utilizing the same method proposed for the SV8500.
- j. Full warranty support for one year from the installation and DOA acceptance of the voicemail system from the manufacturer and the Contractor.
- k. Full warranty support for the voicemail system by both the manufacturer and the Contractor provided on a yearly basis after initial warranty has expired.
- l. Provide a certified instructor-led training course based on approved end-user training curriculum and requirements. Training to include training materials per student in Austin, Texas utilizing ABIA site specific hardware and software installation. This training shall be held on-site at ABIA after the successful implementation of the voicemail system. In addition to user training, the vendor shall provide training for designated DOA personnel that will allow them to provide training to new end users on an on-going basis (i.e., train the trainer).

## **4. SERVICE LEVEL AGREEMENT**

### **4.1 SUPPORT AVAILABILITY**

The Successful Proponent shall provide technician(s) to remotely monitor the PBX system and have availability to talk to DOA staff over the phone and through electronic means 24 hours a day, 7 days per week, 365 days per year. In addition to the monitoring technician(s), an on-call technician shall be available and dispatched to perform various tasks on an as-needed basis. This on-call technician shall be expected to handle approximately one-hundred and sixty (160) MACs based on the previous year's work performed. The on-call technician(s) may need to work outside of normal business hours to respond to the following alarms listed below.

### **4.2 MAJOR ALARMS**

- A. A major alarm is defined as any one, or combination of the following system problems:
  - i. Ten percent (10%) or more of the trunks in a particular route group are non-operational at the same time.
  - ii. Ten percent (10%) or more of all active stations (voice and/or data) in any one switch or remote module are non-operational at the same time.
- B. The loss of any functionality due to hardware and/or software error including any human error of any of the following:
  - i. Equipment module or node.
  - ii. DRU/Analog circuit extenders.

- iii. Carrier connection.
  - iv. Attendant connection.
  - v. T-1/PRI/DS1.
  - vi. Voice mail system.
  - vii. Any loss of station or service comprising over 5 percent of telephone service in a single building.
  - viii. Any loss of station service to any airline tenant operating at ABIA.
  - ix. One or more features that affect the DOA's ability to conduct business or the safety of the persons using the Airport.
- C. In addition to the forgoing, Contractors are required to describe in their proposal any and all other circumstances which would constitute an emergency situation in the Respondents opinion.

#### D. RESPONSE TIME

Major alarms shall require an on-site response within one (1) hour during regular business hours. Remote maintenance is required to begin within fifteen (15) minutes regardless of time of alarm.

Repair time - Major alarms shall be cleared as soon as possible with a time frame of no later than twenty-four (24) hours from the initial alarm. During the repairs, the DOA should be kept up to date with the status of the repair and an estimated time frame.

### 4.3 MINOR ALARMS

Minor alarms (service calls) are defined as any problem that is not considered to be a major alarm as outlined above.

#### A. RESPONSE TIME

Service calls which are reported during standard business hours must be responded to within four (4) standard business working hours. Repair time – Minor alarms shall be cleared within four (4) business hours.

### 4.4 LIQUIDATED DAMAGES

- A. Whenever the system suffers an outage, liquidated damages shall accrue in favor of the DOA if the outage continues after twenty-four (24) hours of a trouble call being initiated or after hours of Successful Proponent's receipt of the appropriate notice requesting the furnishing of goods and services necessary to restore the operation of the established system (in case of any other outage). The amount of the penalties does not limit the DOA's ability to recover additional damages.
- B. If a Minor Outage has occurred and is not rectified by the end of the twenty-four (24) hour period, the liquidated damages shall equal \$500.00 and shall continue to



accrue at \$500.00 per eight (8) hour period thereafter until the Minor Outage is rectified, up to a maximum amount of \$2,000.00 per occurrence.

- C. If a Major Outage has occurred and is not rectified by the end of the twenty-four (24) hour period, the liquidated damages shall equal \$2,000.00 and shall continue to accrue at \$2,000.00 per eight (8) hour period thereafter until the Major Outage is rectified, up to a maximum amount of \$10,000.00 per occurrence.
- D. If a Major Outage has occurred and is not rectified, but is reduced to a Minor Outage by the end of the twenty-four (24) hour period, the liquidated damages shall continue to accrue at \$500.00 per eight (8) hour period starting the first hour following the reduction of the Major Outage to a Minor Outage and continuing thereafter until the Minor Outage is rectified.
- E. If a Minor Outage has occurred and is not rectified but becomes a Major Outage by the end of the eight (8) hour period, the liquidated damages shall equal \$2,000.00 and shall continue to accrue at \$2,000.00 per eight (8) hour period thereafter until the Major Outage is rectified or becomes a Minor Outage, up to a maximum amount of \$10,000 per occurrence.
- F. If the trouble call concerning a Minor Outage caused by an internal failure is made later than 1:00 PM on a business day or during non-business hours and the DOA does not give authorization, the eight (8) hour period shall not be deemed to begin until the first business hour on the business day following the trouble call.

#### **4.5 DISASTER ALARMS**

Disaster alarms are situations such as large storms, air crash, flood, natural disaster, etc., affecting DOA property. In the event of a disaster situation at the Airport, the Contractor must guarantee that technical support personnel shall be on-site within one (1) hour after notification of the situation.

#### **4.6 ESCALATION PROCEDURES AND CONTRACT INFORMATION**

The Contractor shall have defined escalation procedures in place. The escalation procedures shall define how problems will be reported to the Contractor and how the status of the reported problem will be escalated throughout the Contractor's organization. These procedures will define who, within the Contractor's organization, has the authority to approve the actions of the organization. As a part of this plan, the contact information for each party listed within the plan, including, as a minimum, the email address, office phone/fax number, cellular phone number, and home phone number shall be included and provided to DOA designated representative.

#### **4.7 SPARE PARTS AND SUPPORT EQUIPMENT**

- A. The Contractor shall guarantee the availability of line card replacements within 24 hours while maintaining an inventory of spare handsets and DRUs which are to be kept on site in storage cabinet or room provided by the DOA. The spare parts that are to be maintained on site include the following:
  - i. At least one (1) spare for each component card of the UNIVERGE SV8500 to obtainable and capable of installation within 24 hours.
  - ii. Five (5) of each NEC handsets to be stored on campus.
  - iii. At least one (1) spare DRU for each d-term (E1, T1, Analog) to be stored on campus.
- B. If it is found that spare parts can no longer be sourced (i.e. end of sale/life), the Contractor shall be responsible for recommending a new component and a fully detailed pricing quote to the DOA. The DOA shall review this plan and make a decision on how to proceed.



January 21, 2014

Ms. Shawn M. Willett  
Senior Business Process Consultant

City of Austin, Purchasing Office  
Municipal Building  
124 W 8th Street, Rm 310  
Austin, Texas 78701

RE: SOLICITATION NO: SMW0119 - PBX MAINTENANCE AGREEMENT AT AUSTIN  
BERGSTROM INTERNATIONAL AIRPORT

Dear Ms. Willett,

NEC is pleased to respond to City of Austin's Request for Proposal (RFP) for PBX Maintenance Agreement at Austin Bergstrom International Airport.

We look forward to negotiating mutually agreeable terms and conditions should NEC be awarded this RFP. My contact information is provided below if you have any questions. I will gladly assist you.

Contact Information: Stan Hodges  
NEC Corporation of America  
6535 N. State Hwy 161  
Irving, Texas 75039  
[Stan.Hodges@necam.com](mailto:Stan.Hodges@necam.com)  
Phone; 214-262-6920  
eFax: 214-614-4877

Best Regards,

A handwritten signature in blue ink that reads "Stan Hodges".

Stan Hodges  
NEC Corporation of America

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- ▶ NEC Direct Monitoring Overview (PDF)
- ▶ NEC Direct Agent Security (PDF)
- ▶ NEC Direct Monitoring Security Architecture Diagram (PDF)

## Executive Summary

NEC Corporation of America (NEC) has been privileged to provide onsite telecommunications support services to Austin Bergstrom International Airport (ABIA) since its construction and opening in 1999. We believe this proven track record of installation of the original system(s) and cabling and fiber infrastructure as well as being the direct support division of the system manufacturer provides an unmatched value add proposition.

Due to the critical nature of communications at ABIA, the necessity of near immediate response to an outage, the volume of moves, adds, changes, and planned expansion, this proposal includes a dedicated onsite technician supplemented by NEC Direct Monitoring which is detailed in the appropriate sections of this response. Additionally, if we are the successful respondent there will continue to be a dedicated back-up technician already familiar with the airport facilities, workflow and processes.

This proposal includes upgrading both SV8500 systems to the current release R7 revision software and subscription to the NEC Software Assurance Program (SWA) to maintain both systems at the latest release of system software and enhancements for the term of the contract.

This proposal provides pricing for a recommended voicemail system upgrade to the NEC UM8700 voicemail platform and Software Assurance for the contract term.

This proposal provides pricing for upgrading the redundant system CPUs functioning as the Network Control Node (NCN) from the current CP00 to the latest CP02. The existing CP00 will allow the required R7 upgrade and one additional release. The CP02 is designed to accommodate upgrades beyond R7.5.

The 2<sup>nd</sup> SV8500 was severely damaged in October 2013 due to a water leak in the terminal roof in the area of the terminal it is located. It is currently operational with numerous power, control, and station cards on-loan from NEC. A complete replacement system for this location was purchased and is stored on Airport property awaiting final repairs to the terminal roof. This system is configured with the latest CP02 processors and R7 software is included and required for both SV8500 systems due to the FCCS (Fusion) connection between the 2 PBXs. Additionally, this replacement system is configured with current version digital station cards and will support the DT300xx telephone sets noted in the Solicitation.

The NCN switch contains approximately 23 digital station cards that will not support the (TDM) DT300xx series telephone sets and should be replaced prior to deployment of these sets served by this PBX. Both systems will support the IP version of this telephone set, the DT700xx series. Pricing has been included for the current version digital station card in the appropriate section of this response.

The Digital Remote Units (DRU) are End of Life as noted in the Solicitation and will be supported with spares as long as available.

## C. Business Organization

- i. Legal firm name, headquarters address, local office addresses, state of incorporation, and key firm contact names.

Requirement	Response
Legal Firm Name	NEC Corporation of America
Headquarters Address	6535 N. State Hwy 161, Irving, Texas 75039
Local Office Address	6535 N. State Hwy 161, Irving, Texas 75039
State of Incorporation	Nevada
Key Firm Contact Names	Stan Hodges 214-262-6920

- ii. Is your firm legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas?

**NEC Response:** Yes.

- iii. Provide information about the firm's financial capabilities by supplying financial statements for the past three (3) years, in the form of balance sheets, income statements, and annual reports, or tax returns, or SEC filings. Include non-disclosure statement for privately held companies.

**NEC Response:** An annual report with independently audited balance sheets and income statements is provided with this response.

- iv. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.

**NEC Response:** None.

- v. List all claims, arbitrations, administrative hearings, and lawsuits brought by or against your firm, its predecessor organization(s), or any wholly owned subsidiary during the last five (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.

**NEC Response:** The company is subject to legal proceedings, claims and litigation arising out of the normal course of business. While the outcomes of these matters may not be determinable, the company does not expect any such matter to have a material adverse impact on its ability to perform or comply with the subject contract.

vi. List and describe all criminal proceedings or hearings concerning business related offenses in which your firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.

vii. Has your firm ever failed to complete any work awarded to you? If so, where and why?

**NEC Response: No.**

viii. Has your firm ever been terminated from a contract? If so, where and why?

**NEC Response: No.**

## D. System Concept and Solution

NEC Corporation of America has been intimately involved since construction and opening of ABIA and has a unique understanding of the required support items, as we have installed and designed the telecommunications systems and infrastructure currently in place at ABIA, and has maintained and supported the modifications and growth since as part of the original maintenance contract and subsequent RFPs and extensions. We have accomplished this through our unique position and relationship as a wholly owned subsidiary with the PBX systems manufacturer, NEC Corporation of America.

As referenced in the pricing section, the LCN system located in the terminal is operational only with numerous cards on loan from NEC while we await installation approval for the new system currently stored on Airport property. Both systems will be upgraded to S7 revision software at that time. The terminal system will have the newest redundant CPUs installed at that time, leaving only the NCN system at building 1101 needing CPU upgrades.

Certified technical staff will be used for any upgrades. The proposed voicemail replacement will be brought online and integrated to the PBXs allowing both voicemail systems to operate concurrently and users migrated with the least possible amount of disruption to ABIA staff and tenants.

The pricing proposed in this Response is modeled on continuing with the dedicated on-site technician that has been assigned to the Airport for over 15 years and has extensive knowledge of Airport and DOA procedures, as does the assigned back-up technician. The certifications for the assigned technician are included in the appropriate response section.



## E. Management Approach

The technical staff and Project Managers assigned to this account report directly to the Service Manager who responsible for NEC operations at ABIA as well as the accounts listed as references in the response.

## F. Project Management Structure

The NEC onsite team interfaces daily with the appropriate Airport staff and DOA representative(s). The NEC Area Services Manager is in close contact with the onsite staff and provides escalation / guidance needed to meet our common goals of providing quality and uninterrupted services to staff and tenants. Our intent is to fulfill this contract with NEC Direct employees. No use of contractors is anticipated.

## G. Prior Experience



### Dallas Fort Worth International Airport

Contact: John Davis

Telecommunications Manager

214-973-5800

John.davis@dfwairport.com

Project Title: 2400 Upgrades and Expansion to Support Their T.R.I.P. Initiative

Date Completed: 4/2013 (Ongoing Additional Expansion)

Notes: The DFW Airport utilizes multiple NEC SV8500's in a 5,000+ port environment. We have two (2) full-time technicians as well as 3 administrative personnel on-site.

NEC Personnel:

- Project Manager: Morgan Moody
- Technician: Denton Goodson
- ASM: Stan Hodges
- Sales Coordination: Garrett Gordon



### Stephen F. Austin University

Contact: Jon Armstrong

Director of Telecommunications

(936) 468-6646

Jarmstrong@sfasu.edu

Project Title: Upgrade and Support of Current IPX 2400 and new System Deployment (Ongoing)

Date Completed: Latest Project 12/2013

Notes: SFA's campus is supported by a NEC IPX in a 5,000+ port environment. We have one (1) on-site technician on the campus.

NEC Personnel:

- Project Manager: Morgan Moody
- Technician: Mark Hellums
- ASM: Stan Hodges
- Sales Coordination: Garrett Gordon



**Austin Bergstrom International Airport**

Contact: Michelle Moheet

Information Systems Manager

(512) 530-6336

Michelle.moheet@austintexas.gov

Project Title: Upgrade all NEC Products Including PBX's, Voice Mail and Call Accounting

Date Completed: 2011 and Ongoing

Notes: ABIA is currently being supported by two (2) NEC SV8500's in a 4,000+ port environment. We have one (1) on-site technician at the airport.

NEC Personnel:

- Project Manager: Morgan Moody
- Technician: Charles Grimes
- Technician: Denton Goodson
- Technician: Mark Hellums
- ASM: Stan Hodges
- Sales Coordination: Garrett Gordon

## H. Personnel

1. Charles (Wayne) Grimes – Designated ABIA on-site technician – Certificates included
2. Dwight (Denton) Goodson – Designated backup ABIA technician – Certificates Included
3. Morgan Moody – Project Manager
4. Garrett Gordon – Enterprise Account Manager
5. Stan Hodges – Area Services manager



**NEC Corporation of America**

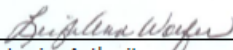
Corporate Technologies Group  
Product Education and Training Department



## *Certification of Accreditation*

*This transcript verifies that Dwight Goodson, W001063, has completed the required NEC Technical Training coursework and has received the following NEC product certifications:*

UM8700 Core Foundation	10/22/2013	2400 Legacy IP Networking	12/05/2007
CallCenterWorX	04/22/2013	2000 Legacy DMR	10/26/2007
Navigator 7.X	04/22/2013	2400 Legacy CCIS TDM	01/26/2007
SV8500 IP FCCS	04/19/2013	SV7000 Legacy Networking	08/26/2005
SV8500 TDM FCCS	04/19/2013	SV7000 Legacy	08/26/2005
SV8500 TDM CCIS	04/19/2013	NEAXMail AD Legacy	08/12/2005
SV8500 IP CCIS	04/19/2013	SV7000 Legacy Foundation	07/29/2005
2400 Foundation Legacy	04/19/2013	SV7000 Legacy	07/29/2005
SV8500 Foundation Renewal R1	04/19/2013	I-ACD	11/05/2004
SV8500 - Foundation	04/19/2013	2400 Foundation Legacy	01/27/2004
SV8300 - Foundation	04/19/2013	2400 Foundation Legacy	01/27/2004
2000 Legacy Foundation	04/03/2009	2000 Legacy Foundation	09/26/2003
SV8300 - Foundation	04/03/2009	2000 Legacy Foundation	09/12/2003
SV8300 - Foundation	04/03/2009	2000 Legacy Foundation	07/29/2002
2000 Legacy IP Networking	12/05/2007	2000 Legacy Foundation	07/06/2000

  
Issuing Authority

Manger NEC Technical Training

January 17, 2014  
Date

## I. Local Business Presence

The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.

**NEC Response:** Read and understood.

## J. Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying

- i. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2-7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.
- ii. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- iii. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
- iv. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:  
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

**NEC Response:** Read and understood.

## K. Proposal Acceptance Period

All proposals are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal.

**NEC Response:** Read and understood.

## L. Proprietary Information

All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

**NEC Response:** Read and understood.

## M. Authorized Negotiator

Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

**NEC Response:** Contact information is as follows:

Michael Dowling  
Regional Sales Director  
NEC Corporation of America  
500 N. Park Boulevard  
Suite 910  
Itasca, IL 60143  
630-694-5530

# **Austin-Bergstrom International Airport Private Branch Exchange Maintenance Request for Proposal SMW0119**

## **Attachment A Cost Proposal Sheet**

**Prepared For The  
City of Austin, Department of Aviation**



*Prepared by:*  
**The JW Group, Inc.**  
7234 Lancaster Pike  
Suite 300D Hockessin, DE  
19707



## 1. PROPOSAL PRICING

Submission of a proposal implies that the Proposer has examined the RFP documents, the site of the proposed work and is familiar with all of the conditions surrounding installation of the proposed project, and has conducted all inquiries and investigations deemed necessary and proper. The pricing proposal shall include all labor, permits, material, machinery, tools, supplies and equipment, and all work required for installation of the project in accordance with the RFP contract documents, and addenda within the time indicated. Except as specifically noted, Proposers must account for all costs to provide and pay for all:

- Materials
- Labor
- Specialized software
- Secure and pay for:
  - o Licenses
  - o Taxes
  - o Fees
  - o Testing

### 1.1 BASE COSTS

The following base costs will be utilized to compensate the Contractor for work performed through the PBX maintenance agreement. Prior to the performance of any work, the vendor shall receive a written notice to proceed from a designated DOA representative. All pricing shall be for a fully installed/configured installation which shall include equipment, materials, mounting device(s), installation labor, software, training and all other costs related to complete and operational installation of the components and software.

Service Description	Price	Notes/Clarifications
Initial UNIVERGE SV8500 Software Update to install version '85-110 S7'	\$0.00	ABIA currently has S7 software for both SV8500 systems onsite. This was shipped as part of the terminal- located system water-damaged replacement. NEC is awaiting completion of roof repairs and notification from customer to proceed. S7 software was also included for the NCN switch located at Building 1101 as both systems must run equivalent software revisions due to the FCCS (Fusion) network connecting the two.
Bi-Yearly UNIVERGE SV8500 Software Updates (after initial update is performed)	\$5821.00	This price includes <b>NEC Software Assurance (SWA)</b> for both the 1101 (NCN) and Terminal (LCN) SV8500s through 4/30/15.

Service Description	Price	Notes/Clarifications
Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.	1800.00 \$25,604.00	Includes installation and configuration of the NEC iView Monitoring device. <b>NEC Certified Direct Monitoring</b>  <b>NEC Certified Direct Parts Coverage</b>
<b>Total Cost* – Year One</b>	\$33,225.00	
Year Two Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.	\$1800.00 \$31,536.00	<b>NEC Certified Direct Monitoring</b>  <b>NEC Certified Direct Parts Coverage</b>
Bi-Yearly UNIVERGE SV8500 Software Updates	\$12,830.00	This price includes <b>NEC Software Assurance (SWA)</b> for both the 1101 (NCN) and Terminal (LCN) SV8500s.
<b>Total Cost* – Year Two</b>	\$46,166.00	
Year Three Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.	\$1854.00 \$31,536.00	<b>NEC Certified Direct Monitoring</b>  <b>NEC Certified Direct Parts Coverage</b>
Bi-Yearly UNIVERGE SV8500 Software Updates	\$13,216.00	This price includes <b>NEC Software Assurance (SWA)</b> for both the 1101 (NCN) and Terminal (LCN) SV8500s.
<b>Total Cost* – Year Three</b>	\$46,606.00	
Year Four Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.	\$1910.00 \$31,536.00	<b>NEC Certified Direct Monitoring</b>  <b>NEC Certified Direct Parts Coverage</b>
Bi-Yearly UNIVERGE SV8500 Software Updates	\$13,612.00	This price includes <b>NEC Software Assurance (SWA)</b> for both the 1101 (NCN) and Terminal (LCN) SV8500s
<b>Total Cost* – Year Four</b>	\$47058.00	

Year Five Remote Monitoring Solution as proposed by the Vendor including all associated costs for both hardware and software and 24 x 7 x 365 monitoring.	\$1967.00 \$31536.00	NEC Certified Direct Monitoring  NEC Certified Direct Parts Coverage
Bi-Yearly UNIVERGE SV8500 Software Updates	\$14,020.00	This price includes NEC Software Assurance (SWA) for both the 1101 (NCN) and Terminal (LCN) SV8500s
<b>Total Cost* – Year Five</b>	\$47,523.00	

\*Not including hourly labor charges for on-site support (provide hourly labor rates in the tables below)

## 1.2 ADD / ALTERNATES

The following Add/Alternate pricing will be utilized to compensate the Contractor for the replacement of the UM8500 voicemail system if elected by the City of Austin. Prior to the performance of any work, the vendor shall receive a written notice to proceed from a designated DOA representative. All pricing shall be for a fully installed/configured installation which shall include equipment, materials, mounting device(s), installation labor, software, and all other costs related to complete and operational installation of the voicemail system.

Service Description	Price	Notes/Clarifications
Replacement voicemail system for the UM8500 as proposed by the vendor	\$32,051.00	NEC UM8700 VM
Software upgrades performed on a yearly basis	\$7400.00	Two years NEC Software Assurance (SWA) to maintain system at latest software release. Promotional pricing requires two years SWA at time of system purchase.
Yearly warranty support for the proposed voicemail solution after initial warranty has expired. Provide for years 2 through 5.	Year 2: <b>Included</b>  Years 3-5  \$11,280.00	SWA  Yr 3= \$3650.00  Yr 4= \$3759.00  Yr 5= \$3871.00  Total Yr 3-5 = \$11,280.00

### 1.3 UNIT PRICES

The following unit pricing will be utilized to compensate the Contractor for work performed through the PBX maintenance agreement. Prior to the performance of any work, the vendor shall receive a written notice to proceed from a designated DOA representative. All pricing for components shall be for a fully installed/configured installation which shall include equipment, materials, mounting device(s), installation labor, and all other costs related to complete and operational installation of the component. The NEC 300 Handsets shall be purchased from the vendor for immediate availability on ABIA campus. The remaining items shall be quoted by the Successful Proponent; however these items shall only be purchased by the DOA on an as needed basis. The Successful Proponent agrees to provide any and all of the items listed below within a 24 hour time period.

Description	Installed Cost	Notes/Clarifications
NEC 300 Handset (Installed)	\$152.76 w onsite technician	
NEC 300 Handset (Unit only, no installation)	\$152.76	8 button desi-less DT330 Part 680010
SP-PW55	\$487.00	Current revision is PA-PW55-C Part 8522004
SP-PW54	\$648.88	Current revision is PA-PW54-C Part 8522005
SPA-8RSTK	\$1181.00	Replaced with SPA-8RSTAD-A Part 8522008
SPA-16LCBE-UA	\$1506.17	Replaced with SPA-16LCCD-B Part 8530005
SPA-16LCBW	\$1506.17	Replaced with SPA-16LCCD-B Part 8530005
PH-PC36	\$531.70	
SPA-16LCBJ-B	\$1164.62	Replaced with SPA-16LCCF-A Part 8530006
SPA-24PRTBA-B	\$3564.09	Replaced with SPA-PRTC-B Part 8520008
SPA-8RSTK	\$1181.00	Replaced with SPA-8RSTAD-A Part 8522008
SPA-24DTIC-A (PH-PRTC)	\$1814.40	
PA-M96 (HUB)	\$499.32	Current revision is PA-M96-A Part 8522018
SPA-24DTR	\$1,814.40	Replaced with SPA-DTIC-A Part 8524005
SCF-CP02-A	\$7,261.80	Part 8520050
NEC D-term 24 port T1 DRU		DRU is EOL. Replacement is IPG which connects back to the SV8500 via the WAN and supports up to 32 digital ports. SV8500 Port Capacity, a PAD card, and VoIP compliance is required.

NEC D-term 30 port E1 DRU		DRU is EOL. See above.
SPA-16ELCNA-B	\$3185.15	Station Card for DT300 Supported Features
SPA-32IPPADB	\$3499.00	IP PAD Card should IP telephone deployment grow significantly
SPA-32IPPADA	\$8068.00	Supports Compression/Encryption
Percentage markup of the stated retail value for equipment not included in parts list		All parts will be sold at less than retail value.

#### 1.4 LABOR RATES

The following labor pricing will be utilized to compensate the successful proponent for work performed through the PBX Maintenance contract. Prior to the performance of any work, the Successful Proponent shall receive a written notice to proceed from the designated DOA representative.

#### Operational Hours (Every Day 4:00 AM to 12:00 AM)

Labor Category	Hourly Cost
Project Manager	\$120.00
On-call technician	<ul style="list-style-type: none"> <li>On-call technician services included in recommended on-site technician proposal. Supplemental technical resources at \$110.00 (4 hour minimum per call out outside 8:00am-5:00pm)</li> </ul>
Remote Technician	\$91.00
Add Labor Categories as required: <b>Onsite Sr. Technician *</b> <b>Recommended</b>	\$80.00 x 2000 hrs annually = 160,000.00
Add Labor Categories as required: Project Coordinator	\$85.00
Add Labor Categories as required:	

**\*Attach additional pages if needed**

**Non-Normal Operational Hours (Every Day 12:01 AM to 4:00 AM)**

<b>Labor Category</b>	<b>Hourly Cost</b>
Project Manager	\$140.00 hr
On-call technician	\$136.50 4 Hour minimum
Remote Technician	\$136.50 2 hour minimum
Add Labor Categories as required: Project Coordinator	\$125.00
Add Labor Categories as required: <b>On-Site Technician – Included for covered contract items.</b>	<b>Included for covered contract items.</b> \$127.50 hr. for coverage out of contract scope.
Add Labor Categories as required:	

**\*Attach additional pages if needed**

## Appendices

- ▶ Cover Page: Offer Sheet
- ▶ Section 0605: Local Business Presence Identification Form
- ▶ Sections 0800 – 0835: Certifications and Affidavits (return all applicable Sections)
- ▶ Section 0900: No Goals Utilization Plan
- ▶ NEC Direct Monitoring Overview (PDF)
- ▶ NEC Direct Agent Security (PDF)
- ▶ NEC Direct Monitoring Security Architecture Diagram (PDF)

# CITY OF AUSTIN, TEXAS

## Purchasing Office REQUEST FOR PROPOSAL (RFP) Offer Sheet

SOLICITATION NO: SMW0119

COMMODITY/SERVICE DESCRIPTION: Maintenance Agreement for  
the Private Branch Exchange at Austin Bergstrom International Airport

DATE ISSUED: December 2, 2013

REQUISITION NO.: RQM-5600-13112500093

PRE-PROPOSAL CONFERENCE TIME AND DATE:  
December 18, 2013 at 9:00 AM

COMMODITY CODE: 91579

LOCATION: ABIA Planning & Engineering Building Auditorium  
2716 Spirit of Texas Drive Austin, Texas

FOR CONTRACTUAL AND TECHNICAL  
ISSUES CONTACT:

PROPOSAL DUE PRIOR TO: JANUARY 16, 2014 at 3:00 PM

Ms. Shawn M. Willett

Senior Business Process Consultant

PROPOSAL CLOSING TIME AND DATE: JANUARY 16, 2014 at 3:00 PM

Phone: (512) 974-2554

LOCATION: MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 310, AUSTIN, TEXAS 78701

When submitting a sealed Offer and/or Compliance Plan, use the address shown below.

City of Austin, Purchasing Office
Municipal Building
124 W 8 <sup>th</sup> Street, Rm 310
Austin, Texas 78701
Reception Phone: (512) 974-2500

Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

**SUBMIT 1 ORIGINAL, 5 COPIES, AND 1 ELECTRONIC COPY OF YOUR RESPONSE**

OFFER SUBMITTED BY

By the signature below, I certify that I have submitted a binding offer.



Signature of Person Authorized to Sign Offer

Michael Dowling Director of Sales

Signer's Name and Title: (please print or type)

FEDERAL TAX ID NO. [REDACTED]

Date: 1-21-2014

Company Name: NEC corporation of America

Address: 6535 N. State Hwy 161

City, State, Zip Code Irving, TX 75039

Phone No. (214) 262-6000 Fax No. (214) 614-4877

Email Address: michael.dowling@necam.com



**City of Austin  
Purchasing Office  
Local Business Presence Identification Form**

---

**ACKNOWLEDGEMENT**

THE STATE OF TEXAS  
COUNTY OF TRAVIS

I certify that my responses and the information provided on **Form 0605** are true and correct to the best of my personal knowledge and belief and that I have made no willful misrepresentations in this Section, nor have I withheld any relevant information in my statements and answers to questions. I am aware that any information given by me in this Section may be investigated and I hereby give my full permission for any such investigation and I fully acknowledge that any misrepresentations or omissions in my responses and information may cause my offer to be rejected.

**OFFEROR'S FULL NAME AND ENTITY STATUS:**

NEC Corporation of America

  
\_\_\_\_\_  
Signature, Authorized Representative of Offeror

Contracts Manager-Senior

\_\_\_\_\_  
Title

January 20, 2014  
\_\_\_\_\_

Date

**END**

**CITY OF AUSTIN  
NON-COLLUSION,  
NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING AFFIDAVIT**

- b. has not given a local government officer of the City one or more gifts, other than gifts of food, lodging, transportation, or entertainment accepted as a guest, that have an aggregate value of more than \$250 in the twelve month period preceding the date the officer becomes aware of the execution of the Contract or that OWNER is considering doing business with the Offeror.
- c. as required by Chapter 176 of the Texas Local Government Code, Offeror must file a Conflict of Interest Questionnaire with the Office of the City Clerk no later than 5:00 P.M. on the seventh (7<sup>th</sup>) business day after the commencement of contract discussions or negotiations with the City or the submission of an Offer, or other writing related to a potential Contract with the City. The questionnaire is available on line at the following website for the City Clerk:

<http://www.austintexas.gov/department/conflict-interest-questionnaire>

There are statutory penalties for failure to comply with Chapter 176.

If the Offeror cannot affirmatively swear and subscribe to the forgoing statements, the Offeror shall provide a detailed written explanation in the space provided below or, as necessary, on separate pages to be annexed hereto.

7. **Anti-Lobbying Ordinance.** As set forth in the Solicitation Instructions, Section 0200, paragraph 7N, between the date that the Solicitation was issued and the date of full execution of the Contract, Offeror has not made and will not make a representation to a City official or to a City employee, other than the Authorized Contact Person for the Solicitation, except as permitted by the Ordinance.

OFFEROR'S EXPLANATION:

Contractor's Name: NEC Corporation of America

Printed  
Name:

Luna Magory Gomez

Title

Contracts Mgr. Sr.

Signature of Officer or Authorized Representative: \_\_\_\_\_

*[Handwritten Signature]*

Subscribed and sworn to before me this 20 day of Jan, 2014.



*[Handwritten Signature]* 1/20/14  
Notary Public

My Commission Expires 6/30/2016

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)  
PROCUREMENT PROGRAM NO  
GOALS UTILIZATION PLAN**  
(Please duplicate as needed)

SOLICITATION NUMBER: RFP SMW0119

PROJECT NAME: Maintenance Agreement for ABIA Private Branch Exchange

**PRIME CONTRACTOR/CONSULTANT COMPANY INFORMATION**

Name of Contractor/Consultant	NEC Corporation of America		
Address	6535 N. State Highway 161		
City, State Zip	Irving, Texas		
Phone	214-262-6000	Fax Number	214-614-4877
Name of Contact Person	Stan Hodges		
Is company City certified?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture <input type="checkbox"/>		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

*Luna Magory Gomez* Contracts Mgr - Sr.  
Name and Title of Authorized Representative (Print or Type)

*[Signature]*  
Signature

*1/20/14*  
Date

Provide a list of all proposed subcontractors/subconsultants/suppliers that will be used in the performance of this Contract. **Attach Good Faith Efforts documentation if non MBE/WBE firms will be used.**

<b>Sub-Contractor/Consultant</b>			
City of Austin Certified	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	Ethnic/Gender Code:	<input type="checkbox"/> NON-CERTIFIED
Vendor ID Code			
Contact Person	Phone Number:		
Amount of Subcontract	\$		
List commodity codes & description of services			

<b>Sub-Contractor/Consultant</b>			
City of Austin Certified	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	Ethnic/Gender Code:	<input type="checkbox"/> NON-CERTIFIED
Vendor ID Code			
Contact Person	Phone Number:		
Amount of Subcontract	\$		
List commodity codes & description of services			

**FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:**

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor \_\_\_\_\_ Date \_\_\_\_\_ Director/Deputy Director \_\_\_\_\_ Date \_\_\_\_\_



*Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.*

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

**Sanctions:**

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

**Term:**

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.


Dated this 20th day of January,  
2014

CONTRACTOR

NEC Corporation of America

Authorized Signature

Title

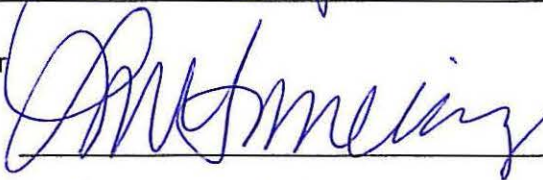
  
Contracts Mgr - Sr

**City of Austin, Texas**  
**NON-SUSPENSION OR DEBARMENT CERTIFICATION**  
**SOLICITATION NO. SMW0119**

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. Covered transactions include procurement contracts for goods or services equal to or in excess of \$25,000.00 and all non-procurement transactions. This certification is required for all Vendors on all City of Austin Contracts to be awarded and all contract extensions with values equal to or in excess of \$25,000.00 or more and all non-procurement transactions.

The Offeror hereby certifies that its firm and its principals are not currently suspended or debarred from bidding on any Federal, State, or City of Austin Contracts.

Contractor's Name: NEC Corporation of America

Signature of Officer or Authorized Representative:  Date: 1/20/14

Printed Name: Luna Magory Gomez

Title: Contracts Mgr - Sr.

**City of Austin, Texas**  
**NONRESIDENT BIDDER PROVISIONS**  
**SOLICITATION NO. RFP SMW0119**

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "Non-resident Bidder"?

Answer: Texas Resident Bidder

(1) Texas Resident Bidder – A Bidder whose principal place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

(2) Nonresident Bidder – A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state.

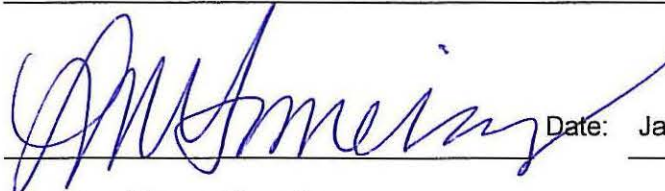
Answer: \_\_\_\_\_ Which State: \_\_\_\_\_

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: \_\_\_\_\_

Bidder's Name: NEC Corporation of America

Signature of Officer or  
Authorized  
Representative:



Date: January 20, 2014

Printed Name: Luna Magory Gomeiz

Title: Contracts Manager-Senior



**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)  
PROCUREMENT PROGRAM  
NO GOALS FORM**

SOLICITATION NUMBER: RFP SMW0119

PROJECT NAME: Maintenance Agreement for ABIA Private Branch Exchange

**The City of Austin has determined that no goals are appropriate for this project.** Even though no goals have been established for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract; using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

**Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?**

No X If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope.

Yes \_\_\_\_\_ If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, subconsultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though no goals have been established, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

\_\_\_\_\_  
NEC Corporation of America

\_\_\_\_\_  
Company Name

Luna Magory Gomez Contracts Mgr - Sr.  
\_\_\_\_\_  
Name and Title of Authorized Representative (Print or Type)

[Signature]  
\_\_\_\_\_  
Signature

1/20/14  
\_\_\_\_\_  
Date



TO: Veronica Lara, Director  
Department of Small and Minority Business Resources

FROM: Shawn M. Willett, Senior Business Process Consultant

DATE: November 15, 2013

SUBJECT: Approval to use Zero Goals for Solicitation No. SMW0119

Project Name: Maintenance Agreement for ABIA Private Branch Exchange

Commodity Code(s): 91579

Estimated Value: \$1,500,000

The Purchasing Office has determined that the following Goals are appropriate for this Commodity solicitation:

☒ No Goals (Goal of 0%)

This determination is based on the following reasons:

This solicitation will be bid by and awarded to a prime contractor. No subcontracting opportunities have been identified.

This is a very specialized service requiring specific licensing and certifications with extremely limited vendors.

Per paragraph 8.2.1 of the Rules Governing the Minority and Women Owned Business Enterprise Procurement Program, please approve the use of the above goals by completing and returning the below endorsement. If you have questions, please call me at (512) 974-2554

☒ Approval is hereby granted to use the above Goals.

☐ Approval is hereby denied. Recommend the use of the following goals based on the below reasons:

a. Goals: \_\_\_\_\_ % MBE \_\_\_\_\_ % WBE

b. Subgoals \_\_\_\_\_ % African American \_\_\_\_\_ % Hispanic

\_\_\_\_\_ % Native/Asian American \_\_\_\_\_ % WBE

This determination is based on the following reasons:

*There are insufficient scopes of work for this specialized scope of work project.*

Veronica Lara, Director

Date: *11-22-13*

cc: Lorena Resendez, DSMBR  
Lynda Thorpe, Purchasing





Amendment No. 1  
Of  
Contract No. NA140000096  
For  
Maintenance for the ABIA PBX System  
Between  
NEC Corporation of America  
And the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be effective be May 1, 2016 to April 30, 2017 and there are two remaining options.
- 2.0 The total contract amount is increased by \$446,000.00 for this extension period. The total Contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 05/1/14 – 04/30/16	\$1,035,000.00	\$1,035,000.00
Amendment No. 1: Option 1 05/1/16 – 04/30/17	\$446,000.00	\$1,481,000.00

- 3.0 MBE/WBE goals were not established for this contract.
- 4.0 By signing this Amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

Signature

Handwritten signature of John W. Donnelly in black ink.

John W. Donnelly, Director Project Management  
Enterprise Technology Services

Signature:

Handwritten signature of Linell Godin-Brown in black ink.

Linell Godin-Brown, Contract Compliance Supervisor 5-4-16  
City of Austin  
Purchasing Office

NEC Corporation of America  
6535 N. State Highway 161  
Irving, TX, 75039

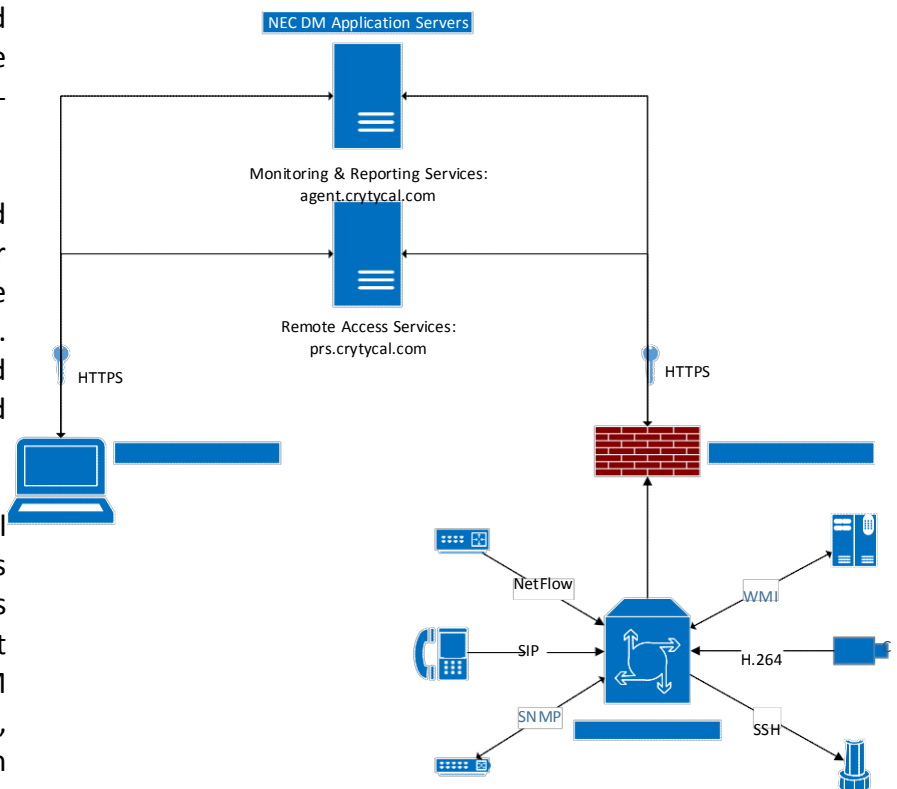
## NEC Direct Agent Security

The NEC Direct Monitoring Agent enables passive monitoring of the availability, performance and service quality of your environment. By default the Agent software communicates **outbound** over SSL to a single predefined secure host, the NEC Direct Monitoring portal, where the information can be viewed and reported. User-controlled settings allow technicians to turn on other forms of agent communication including ICMP Ping, WMI, SNMP Gets and Active Call Generation, as well as, listening for SNMP Traps and Syslog events. The Agent receives messages from the Portal over this secure connection that is firewall friendly and typically requires no network changes other than providing the Appliance with a LAN based connection.

The agent encrypts these metrics and posts them over SSL web-services to the Portal for reporting and monitoring purposes.

All monitoring connections are initiated from the agent; no public IP addresses or inbound firewall rules are required for the NEC Direct Monitoring agent operation. Remote access connections are requested by technicians who have properly signed into the Portal.

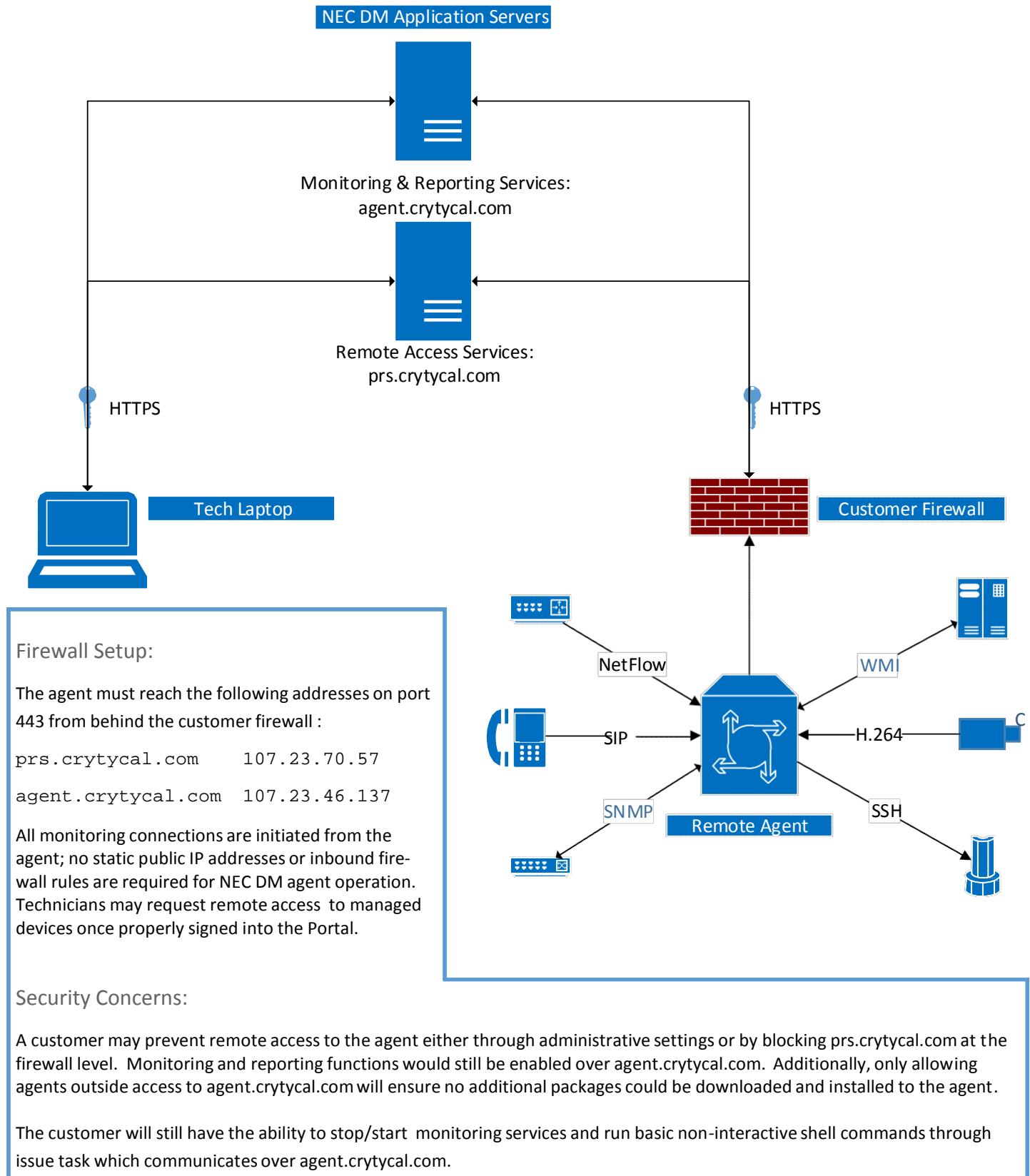
The NEC Direct Monitoring Portal architecture's security services authenticate and authorize a provider's clients against a centralized multi-client user account database. The NECDM interface allows NEC to create, manage, and delete user accounts for that client in the user account directory. Only permissions owned may be granted.



- No inbound firewall ports or network configurations need to change
- You have 100% control of what it is gathered and when
- Your Portal instance is hosted via Amazon, with dual regions for redundancy
- Metrics are reported outbound over https to **NEC Direct Portal** to the Portal
- You have a login to the Portal web interface to review the dashboards and reports
- You may also enable support technicians to have remote access to the specific resources



## NEC Direct Monitoring



ABIA RFP Clarifications:

**Good morning,**

**The following is a list of items we would like to confirm and clarify from your response to solicitation RFP SMW0119, as well as some additional items we need to properly evaluate your proposal.**

**Please confirm that our understanding of the following items is correct:**

- **Proposal response pricing is based on on-site technician – on property**  
Correct.
- **NEC recommendation proposed is to have onsite support**  
Correct. Based upon the critical nature of the communication infrastructure in an International Airport, we believe having on-site personnel is crucial. We believe having on-site technical support is the most cost effective overall for ABIA. Our on-site technician typically performs 200+ work tickets annually in addition to special projects (e.g. South Parking Plaza, Badging & ID and Emergency Phone Replacement for ADA Compliance). Our technician also receives and completes numerous work orders via email requests.
- **Vendor will provide Remote technician if requested**  
A remote technician will be available should the on-site technician need additional support 24 x 7.
- **Software Assurance includes labor charges if we move forward with an onsite technician; NEC typically has approx. 2 releases per year. If we do not choose onsite support technician, then labor cost will be determined based NEC remote-tech pricing.**  
NEC does not recommend upgrading production PBX's or applications without having a certified technician on on-site.
- **Noted no additional charges for consultant services**  
Pre-sales engineering and consulting services are included at no additional charge throughout the term of this maintenance agreement.

- **Consulting services are to be performed on a quarterly basis if requested**  
We will be happy to conduct quarterly reviews as it relates to current product EOL/ EOS, future product direction and migration, ABIA business applications, ABIA general business needs, Data Infrastructure, etc.
- **DRU unit pricing alternative options available**  
There are 3 options available to replace the DRU's: 1.) IP Phones 2.) Digital IPG Gateway 3.) Analog IP Gateway

Digital Telephones					
8510850	Digital DRU SV8500 IPG 32 Port License	1	\$ 1,197.15	\$	1,197.15
8527005	IPG 32-D 19	1	\$ 4,557.34	\$	4,557.34
8528404	PWRC100V-ULCSA-S-3M	1	\$ 57.14	\$	57.14
	MH00000001	1	\$ 400.00	\$	400.00
				\$	6,211.63

Analog Telephones/ Devices					
8510850	SV8500 IPG 32 PORT LICENSE IPG 32-A	1	\$ 1,197.15	\$	1,197.15
8527006	IPG 32-A 19 PWRC100V-ULCSA-S-3M	1	\$ 4,081.20	\$	4,081.20
8528404	PWRC100V-ULCSA-S-3M	1	\$ 57.14	\$	57.14
	MH00000001	1	\$ 400.00	\$	400.00
				\$	5,735.49

\*Please note the gateways listed above are dependent on a minimum amount of data throughput. Depending on the amount of DRU's replaced, additional engineering meetings may be necessary.

- **Hardware maintenance is included for all existing hardware; excluding labor**  
Yes. \$ 25,604.00 (year one only) listed on page 18 of the response is for hardware coverage and is contingent on the award of the on-site technician.
- **Replacement NBD hardware is determined at the severity level**  
An Advance Replacement will ship the same day to arrive the next business day, provided both the CUSTOMER call to NEC for notification and NEC's diagnosis and determination of the failed COVERED COMPONENT has been made before 3:00 p.m., local time, Monday through Friday (excluding NEC-observed holidays). For requests after 3:00 p.m., local time, the Advance Replacement will ship the next business day. Next day delivery is subject to parts availability.

Advance Replacements will be shipped using NEC's preferred carrier, freight prepaid by NEC, excluding import duties, taxes and fees, where applicable.

Major Outage would ship counter to counter.

**The following is a list of additional information which we would like to request:**

- **Please provide pricing for a NEC off-site as needed technician.**

Supplemental technician resources are at \$ 110.00 per hour. After hours is \$ 127.50 (4 hour minimum outside of 8am-5pm).

- **Please provide DRU alternative option pricing to include labor costs.**

Hardware costs: Digital IPG (DRU Replacement) \$ 6,211.63 Analog \$ 5,735.49

Installation Services: Dependent on location, facilities, access, etc. we are requesting additional information to provide an accurate quote for your review.

- **Please provide a hardware replacement response time based on severity levels.**

An Advance Replacement will ship the same day to arrive the next business day, provided both the CUSTOMER call to NEC for notification and NEC's diagnosis and determination of the failed COVERED COMPONENT has been made before 3:00 p.m., local time, Monday through Friday (excluding NEC-observed holidays). For requests after 3:00 p.m., local time, the Advance Replacement will ship the next business day. Next day delivery is subject to parts availability.

Advance Replacements will be shipped using NEC's preferred carrier, freight prepaid by NEC, excluding import duties, taxes and fees, where applicable.

Major Outage would ship counter to counter.

- **Please provide list of SNMP traps.**

Please see attached spreadsheet "SNMP\_SV8500\_Definition\_Solution"

- **Please provide a PBX password threshold and notification process.**

Invalid Logins: The PBX does not provide notification of failed logon attempts. The NEC Direct Monitoring Portal (remote access) requires a login and password as well a PBX login for programming access. However, the portal does not currently report on failed login attempts. We can request this feature as a future enhancement to the platform.

- **Please provide a list of technician access rights for PBX remote access.**  
Supports 16 levels of permissions customizable per user specifications.

- SAMPLE

Login Grade List			Executable Command	
Login Grade	Data Memory	Data		
1	LDM	Exist	<input checked="" type="checkbox"/> All Commands	
2	LDM	Exist	<input checked="" type="checkbox"/> System Control	
3	LDM		<input checked="" type="checkbox"/> System Backup	
4	LDM		<input checked="" type="checkbox"/> Make Busy Control	
5	LDM		<input checked="" type="checkbox"/> Traffic Data	
6	LDM		<input checked="" type="checkbox"/> Traffic Data for Fusion Network	
7	LDM		<input checked="" type="checkbox"/> Test	
8	LDM		<input checked="" type="checkbox"/> Station Data	
9	LDM		<input checked="" type="checkbox"/> Trunk Data	
10	LDM		<input checked="" type="checkbox"/> Numbering Plan	
11	LDM		<input checked="" type="checkbox"/> Service Feature Data	
12	LDM		<input checked="" type="checkbox"/> List Up Commands(1)	
13	LDM		<input checked="" type="checkbox"/> List Up Commands(2)	
14	LDM		<input checked="" type="checkbox"/> Signal Translation Data	
15	LDM		<input checked="" type="checkbox"/> Restriction Data	
16	LDM		<input checked="" type="checkbox"/> Installation	
1	NDM		<input checked="" type="checkbox"/> Local Data Memory	
2	NDM		<input checked="" type="checkbox"/> Network Data Memory	
3	NDM		<input checked="" type="checkbox"/> Tool	
4	NDM		<input checked="" type="checkbox"/> Hotel/Motel	
5	NDM		<input checked="" type="checkbox"/> OAI	
6	NDM		<input checked="" type="checkbox"/> ATM	
7	NDM		<input checked="" type="checkbox"/> No.7	
8	NDM		<input checked="" type="checkbox"/> ISDN Service	
9	NDM		<input checked="" type="checkbox"/> ACD Command Programming	
10	NDM		<input checked="" type="checkbox"/> Wireless Command	
11	NDM		<input checked="" type="checkbox"/> On-Line Program Load	
12	NDM		<input checked="" type="checkbox"/> Telephone Number Input Commands	
13	NDM		<input checked="" type="checkbox"/> Logical Route Number Input Commands	
14	NDM		<input checked="" type="checkbox"/> SR-MGC Control	
15	NDM		<input checked="" type="checkbox"/> SIP Service	
16	NDM		<input checked="" type="checkbox"/> FCCS Location Diversity Service	

- **Please provide us with the Amazon cloud security protocol.**

- Reports metrics outbound over SSL port 443 to your hosted Portal instance
- Your Portal instance is hosted in a highly secure data center which includes the following certifications: SAS 70 Type II, ISO 27001, PCI DSS & HIPAA.

#### Network access

Computers and networks are isolated from all other cloud customers .

Access control lists are implemented on public and private interfaces dictating all flow and accessibility specified ports and hosts.

Public facing services for agents and remote access are all encrypted via SSL 2048 bit certificates.

#### User access

User access to portal resources are all controlled via Amazon's AWS Identity and Access Management ([IAM](#)). Once at the resources, additional local credentials are needed to login.

- **Please provide pricing for VPN access monitoring**  
Set-up fee: \$ 1,500.00. est. \$ 300 per month per PBX (need more detail).
- **Please provide pricing for NEC Direct Monitoring on-site application server solution including labor**  
This is not a standard NEC offering. However, we estimate the development of this in-house solution would be in excess of \$ 50,000.00.
- **Please provide pricing for NEC direct monitoring without VPN access**  
The price to monitor the 2 main PBX's and rectifiers is \$ 1,800.00 utilizing the NEC Monitoring Portal via the web.

**Please provide a response to the above no later than 5:00 PM CST on Tuesday February 18<sup>th</sup>. Let me know if you have any questions.**

**Thank you,**

**Ms. Shawn M. Willett, CPPO**

**Senior Business Process Consultant**

**City of Austin Purchasing Office**

**Phone (512) 974-2554**



## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
0-A	Processor Down Failure	Indicates that a fault has occurred to a processor (SP, MP, LP and AP) and the processor has been made busy.	MJ
0-B	M-Bus No Answer	Indicates that the data transfer between the SP and another processor (MP, LP, AP and ST-BY side SP (Dual System)) through the Maintenance Bus is impossible. The processor cannot be controlled from the SP.	MN
0-C	Reset Interrupt	processor system and a Phase 1, Phase 2 or Phase 4 restart processing	MJ
0-D	CPU Clock Down	Indicates that a fault has occurred to the clock oscillator in the CPU card of a Processor.	MN
0-E	C-Level Infinite Loop	This is a state where a clock-level program, running under clock interrupt disable state, is in an infinite loop. This message is displayed when the counter value to check the normality of the processing has become abnormal.	SUP
0-F	Memory Failure	Indicates a read/write error to CPU memory.	SUP
0-G	B-Level Infinite Loop (Permenant)	Indicates that B-Level Infinite Loop of the CPU has occurred more than 32 times in a day. The call processing which encountered the infinite loop will be suspended.	MN
0-H	B-Level Infinite Loop (Temporary)	The counter value to check the normality in the CPU program processing has become abnormal.	SUP
0-I	Mate CPU Failure	This message is issued when a fault, such as the Clock Down or C-level Infinite Loop, has occurred.	SUP

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
0-J	Abnormal Interrupt	Indicates that an interrupt other than Reset Interrupt, Non-Maskable Interrupt and C-Level Interrupt has occurred.	SUP
0-K	Data Memory Write Failure		SUP
0-L	Operation Mode Failure	Indicates that proccessor ACT/ST-BY changeover has been attempted without control from the SP.	MN
0-M	PBI Make Busy F/F On Failure	Indicates that make busy F/F has been set ON without control from the SP.	MN
0-N	Processor Lock Up	Indicates that a specific processor has not responded, within a predetermined timing, to a processor status read order sent from the SP.	MN
0-O	Both Common Memory Failure (Permanent)	Indicates that a memory alarm has occurred in the common memory system of a single configuration, or in both common memory systems of a dual configuration. As a result, read/write processing to/from the Common Memory cannot be executed.	MJ
0-P	Common Memory Failure (Permanent)	in either one of the common memory systems of dual configuration. As a result, read/write processing to/from the	MJ
0-Q	Both Common Memory Failure (Temporary)	Indicates that a memory alarm has occurred in the common memory system of a single configuration, or in both common memory systems of a dual configuration. As a result, read/write processing to/from the Common Memory cannot be executed.	MN
0-R	Common Memory Failure (Temporary)	in either one of the common memory systems of dual configuration. As a result, read/write processing to/from the	MN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
0-S	Page Change Failure	Indicates that page of data memory or program memory cannot be changed.	MN
0-T	Copy Mode Memory Failure	card is in operation under COPY mode, a data mismatch has occurred between the memory circuit cards in both control systems. It may also indicate a Ready	MN
0-U	Copy Card Mode Abnormal Failure	Indicates that a fault has occurred to the COPY card in either of the control systems and a COPY/SEPARATE Mode Mismatch has occurred between the COPY cards in the dual systems.	MJ
0-V	Data ROM Removed	Indicates that the system, during system initialization, detects that the CPU card is not equipped with Data ROM.	SUP
1-A	Both TSW Failure (Permanent)	Indicates that a fault which prevents link information from being written into switch memory of the TDSW has occurred more than 16 times within a one-hour period at both TSW's.	MN
1-B	TSW Failure (Permanent)	Indicates that a fault which prevents link information from being written into switch memory of the TDSW has occurred more than 16 times within a one-hour period at one of either TSW's.	MN
1-C	Both TSW Write Failure	Indicates that a fault which prevents link information from being written into switch memory of the TDSW has occurred more than 16 times within a one-hour period at both TSW's.	MN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
1-D	TSW Write Failure	Indicates that a fault which prevents link information from being written into switch memory of the TDSW has occurred more than 16 times within a one-hour period at one of either TSW's.	MN
1-E	Both TSW Clock Failure	Indicates that a clock failure has occurred at both Speech Path Systems. When this fault occurs, Phase 5 restart for the CPU is executed.	MN
1-F	TSW Clock Failure	Indicates that a clock failure has occurred at both Speech Path Systems. When this fault occurs, CLK changeover is executed.	MN
1-G	Both HWS Failure (Permanent)	Indicates that write of link information into the switch memory on the single configuration HSW system HSW card or in both HSW systems of a dual configuration has become disabled.	MJ
1-H	HWS Failure (Permanent)	into the switch memory on the single configuration HSW system HSW card or in either one of the HSW systems of a	MJ
1-I	Both HWS Write Failure	Indicates that a fault has occurred to both HSW0 and HSW1 systems in which data cannot be written into the memory in the Highway Switch under control of the MP.	MN
1-J	HWS Write Failure (One System)	Indicates that a fault has occurred to HSW0 system in which data cannot be written into the memory in the Highway Switch under control of the MP.	MN
1-K	Both HWS Clock Failure	supplied from the Clock card to HSW0 and HSW1 has been stopped at the	MN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
1-L	HWS Clock Failure	Indicates that a fault where clock supplied from the Clock card has been stopped at the HSW card under control of MP.	MN
1-M	Both HWSC Clock Failure		MJ
1-N	HWSC Clock Failure		MN
1-O	Both PLO Failure	Indicates that a fault occurred to both PLO cards. The system continues to operate using clocks supplied from the TSW card.	MJ
1-P	PLO Failure	Indicates that a fault occurred to either of the dual PLO cards. If the faulty PLO is ACT, it automatically changes over to ST-BY.	MN
1-Q	Both CLK Clock Failure	Indicates that the SP Clock circuit card has quit working.	MN
1-R	CLK Clock Failure	Indicates that the SP Clock circuit card has quit working.	MN
1-S	Module Group Down Failure	Indicates that a fault has occurred to the TSW card in a specific Module Group.	MJ
1-T	TSW ACT Change Report	Indicates a changover of the TSW system is executed.	None
1-U	DLKC Data Transfer Failure (Permanent)	occurred in the DLKC card.	MN
1-V	DLKC Data Transfer Failure (Temporary)	Indicates that data transfer failure occurred in the DLKC card.	SUP
1-W	PLO Restore	Indicates that the faulty PLO is restored to normal.	NON
1-X	LN --> ISW CLK/FH Failure		NON
1-Y	LN --> ISW CLK/FH Failure (Both)		NON
1-Z	LN --> ISW CLK/FH Release		NON
2-A	BUS Diagnosis Information	Indicates that the diagnosis executed because Bus Failure (2-E) occurred consistently diagnosed the CPU as faulty. The system places the faulty CPU BUS into a Make Busy state.	NOIN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
2-B	SP-PBI Failure	and that it is unable to supervise each processor. When this failure occurs, an emergency operation circuit (SP EMA) for controlling the status of SP 0/1	MN
2-C	PBI Failure (Permanent)	Indicates that a data transfer fault to the processor indicated by the transfer destination PBI Number cannot be executed for 30 seconds. This fault occurred at the rate of 5 times a day. As a result of Processor Bus Diagnosis executed by SP, the above situation has been diagnosed as a "Permanent Failure".	MN
2-D	PBI Failure (Temporary)	Indicates that a data transfer fault has been detected as a result of the diagnosis executed by SP. As a result of the fault, a data transfer to the processor indicated by the transfer destination PBI number cannot be executed for 30 seconds. The operations of this specific CPU are monitor-restarted.	MN
2-E	BUS Failure (Permanent)	Indicates that a data transfer fault occurred at the rate of 16 times an hour. The data transfer, via the bus indicated by Bus Number to the processor indicated by the transfer destination PBI number, cannot be executed for 20 seconds. As a result of Processor Bus Diagnosis executed by SP, the above situation has be diagnosed as "Permanent Failure".	MN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
2-F	Bus Failure (Temporary)	Indicates that a data transfer fault has been detected as a result of the diagnosis executed by SP. The data transfer is over the bus indicated by the Bus Number to the processor indicated by the transfer destination PBI number.	MN
2-G	Data Transfer Failure (Permanent)	the indicated Bus number occurred at a rate of more than 16 times per day. These faults occurred during data transfer via the processor bus to the CPU indicated by the transfer destination PBI number. Data transfer	MN
2-H	Data Transfer Failure (Temporary)	the processor bus, occurred less than 16 times a day. These failures, such as parity error, data length error, and transfer suspension, occurred when the CPU indicated by the faulty processor	MN
2-I	Data Transfer Time Out (Permanent)	Indicates that data transfer processing has not been accomplished within the time period preset by the supervisory timer more than 16 times in an hour.	MN
2-J	Data Transfer Time Out (Temporary)	has not been accomplished within the time period preset by the supervisory	MN
2-K	BUSR Clock Failure	Indicates that clock down has been detected at the BUSR of CLOCK ACT. When this fault has occurred to CLOCK ACT BUSR, the CLOCK ACT is automatically changed over.	MN
3-A	INT-Package Clock Down	Indicates that a clock failure or synchronizing pulse failure in the 24/32-channel system has occurred to the INT card. When this fault has occurred, the Unit controlled via the defective INT card is placed into Make Busy state.	MN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
3-B	C-Level Infinite Loop (Permanent)	state has been detected more than 16 times in an hour. When the abnormal state is detected by the PM on an	MN
3-C	C-Level Infinite Loop (Temporary)	Indicates a C-Level program has been detected as abnormal by the PM mounted on an LC/TRK card.	SUP
3-D	Lockup Failure (Permanent)	Indicates that the PM of a LC/TRK card did not respond to CPU diagnostic data more than 16 times in one hour. The PM is placed into Make Busy state and restarted.	MN
3-E	Lockup Failure (Temporary)	Indicates that the PM of a LC/TRK card did not respond to CPU diagnostic data.	SUP
3-F	-48volt Over Current	Indicates that overcurrent of the operating power is supplied from the ATI/ELC/DLC card to the AttCon/Dterm.	SUP
3-G	Ground Failure	Indicates that the line between the LC card and telephone set has been shorted to ground.	SUP
3-H	Digital Line Warning	number of faults for DTI connections has been exceeded. This does not	SUP
3-I	Digital Line Failure	Indicates that the predetermined number of faults for DTI connections has been exceeded. This may cause speech path fault to the DTI card.	SUP
3-J	Digital Line Restore	Indicates that faults to the DTI restores to normal.	SUP
4-A	Both INT Ready Failure	Indicates that both INT cards have failed in a Unit.	MJ
4-B	INT Ready Failure	Indicates that one INT card in a Unit's dual system has become defective.	MN
4-C	Both TSW Ready Failure	Indicates that a TSW card fault in both systems has occurred.	MJ



## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
4-D	TSW Ready Failure	Indicates that a TSW circuit card in either one of the dual systems has become defective.	MN
4-E	Both HWS Ready Failure	Indicates that a I/O ready failure of the Highway Switch card has occurred to both systems and, as a result, the faulty system has been placed into Make Busy state.	MJ
4-F	HWS Ready Failure	Indicates that I/O ready failure of the Highway Switch card has occurred to one of the dual systems and, as a result, the faulty system has been placed into Make Busy state.	MN
4-G	All BUSR Ready Failure	occurred in all BUSR cards.	MN
4-H	BUSR Ready Failure	Indicates that an I/O ready failure has occurred in a BUSR card.	MN
4-I	Both APC Ready Failure	I/O ready failure of the APC	MN
4-J	APC Ready Failure	Card fault has occurred and the faulty system has been placed into the Make Busy state.	MN
4-K	Both DTMC Ready Failure	Indicates that an I/O ready failure of the DTMC card has occurred in both systems.	MJ
4-L	DTMC Ready Failure	Indicates that I/O ready failure of the DTMC card occurred to one of the dual systems.	MN
4-M	Both CLK Ready Failure	Indicates that an I/O ready failure of the CLK card occurred to both systems.	MJ
4-N	CLK Ready Failure	Indicates that an I/O ready failure of the CLK card occurred to one of the dual systems.	MN
4-O	Both HSW-BUF Ready Failure	Indicates that an I/O ready failure of the HSW BUF card occurred to both systems.	MJ
4-P	HSW-BUF Ready Failure	Indicates that an I/O ready failure of the HSW BUF card occurred.	MN

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
4-Q	DLKC Ready Failure	Indicates that an I/O ready failure of the DLCK card occurred.	MN
4-R	I/O Ready Failure for UAP	A fault has occurred to the I/O circuit card of the IP or to the line connected with the external computer.	MN
4-S	MUX Ready Failure	Indicates the MUX (PC36) card has a Ready Failure in one of the dual systems.	MN
4-T	Both MUX Ready Failure	Indicates the MUX (PC36) card has a Ready Failure in both of the dual systems.	MJ
4-U	PCI Card Failure	Indicates the PCI (PC19) card failure has occurred.	MN
4-V	PCI Card Failure Recovered	Indicates the PCI (PC19) card, which was detected as faulty, has recovered.	SUP
6-A	System Failure	following: Power Abnormal Detected; In-Frame Abnormal Temperature	SUP
6-B	RGU & Howler Failure	howler tone in the PWR card.	MN
6-C	Line Load Control Start	Indicates the CPU occupancy exceeds the value assigned in ASYD Index 56.	MN
6-D	Line Load Control Stop	Indicates the CPU occupancy becomes lower than the value assigned in ASYD Index 56.	SUP
6-E	Line Load Control Request	has been requested because the CPU occupancy exceeds the value assigned	MN
6-F	Backup Memory Write Failure	Indicates that writing into the Bubble Memory is impossible.	MN
6-G	Backup Memory Read Failure	Indicates that reading from the Bubble Memory is impossible.	MN
6-H	Bad Call Notification	Indicates the result of Bad Call Notification	SUP
6-I	Sta-Test Connection Data	Indicates the result of designated connection test (direct trunk access) from a station.	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
6-J	Emergency Call	Indicates that a call terminates to the Emergency Phone.	SUP
6-K	External Alarm Indication	Indicates detection of the alarm of the external units connected the external indicator controller (PA-DK06).	SUP
6-L	Emergency Control Start / Attendant Manual Override Set	Indicates that LCR-Attendant Manual Override has been set by an Attendant Console.	NON
6-M	Emergency Control Stop / Attendant Manual Override Reset	Indicates that LCR-Attendant Manual Override has been cancelled by an Attendant Console.	NON
6-N	Abnormal Call Duration Data / Automatic Circuit Assurance	Indicates that a call progressing, which is longer or shorter than a predetermined speech duration (ASYD 45,46), has been detected by the Automatic Circuit Assurance service.	NON
6-O	SMDR Output Buffer Overflow Alarm	Indicates that the SMDS output buffer exceeds the value set in ASYD 249.	SUP
6-P	SMDR Output Buffer Overflow Release	dropped below the value assigned in ASYD 250 after it exceeded the value assigned in ASYD 249.	None
7-A	System Initialize With Data Load	Indicates that system initialization with office data load has been executed.	NON
7-B	System Initialize	Indicates that system initialization is activated.	NON
7-C	CPU MBR Key Turn On	Indicates that the MBR key of the CPU or Gate card has been placed in the UP position.	NON
7-D	CPU MBR Key Turn Off	Indicates that the MBR key of the CPU or Gate card has been placed in the DOWN position.	NON
7-E	TSW MBR Key Turn On	Indicates the MBR switch on the TSW card has been turned on.	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
7-F	TSW MBR Key Turn Off	Indicates the MBR switch on the TSW card has been turned off.	NON
7-G	TSW CLK MBR Key Turn On	Indicates the PLO MBR switch has been turned on.	NON
7-H	TSW CLK MBR Key Turn Off	Indicates the PLO MBR switch has been turned off.	NON
7-I	ALMC MB Key Turn On	ALMC/EMA card has been turned on.	NON
7-J	ALMC MB Key Turn Off	ALMC/EMA card has been turned off.	NON
7-K	PM MB Key Turn On	Line/Trunk card has been turned on.	NON
7-L	PM MB Key Turn Off	Line/Trunk card has been turned off.	NON
7-M	NCU MB Key Turn On	Indicates the MB switch on the PFT card has been turned on.	NON
7-N	NCU MB Key Turn Off	Indicates the MB switch on the PFT card has been turned off.	NON
7-O	Cyclic Diagnostic Normal End	Indicates that the system has been checked by the routine diagnosis program and the result is normal.	NON
7-P	Cyclic Diagnostic Information (Error Detected)	Indicates that the system has been checked by the routine diagnosis program and the result is not normal.	NON
7-Q	PFT Key Turn On	Indicates the switching of the PFT key on the TOPU or Display Panel from off to on.	NON
7-R	PFT Key Turn Off	Indicates the switching of the PFT key on the TOPU or Display Panel from on to off.	NON
7-S	BUSR MBR Key Turn On	BUSR card has been set to up.	NON
7-T	BUSR MBR Key Turn Off	BUSR card has been set to down.	NON
7-U	PLO MB Key Turn On	Indicates the MB switch on the PLO card has been turned on.	NON
7-V	PLO MB Key Turn Off	Indicates the MB switch on the PLO card has been turned off.	NON
7-W	CSC MBR Key Turn On	Indicates that a status change from off to on of the MBR key of CSC package has been detected.	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Description	Grade
7-X	CSC MBR Key Turn Off	Indicates that a status change from on to off of the MBR key of CSC package has been detected.	NON
7-Y	DTMI MBR Key Turn On	is set to up.	NON
7-Z	DTMI MBR Key Turn Off	Indicates that a DTMI card MBR switch is set to down.	NON
10-A	Activation Code Request Notice	This message displays when the IPX has not been registered for more than 29 days and less than 45 days.	SUP
10-B	Activation Code Request Notice	This message displays when the IPX has not been registered for more than 44 days and less than 60 days.	MN
10-C	Activation Code Request Notice	This message displays when the IPX has not been registered for 60 days or more.	MJ
10-D	Ip License Excess Notice	IP terminals exceeds the number of registered IP licenses	SUP
10-E	CPU Operation Mode Error Notification	Reset Process is activated on the program.	MN
10-F	Connection Failure between Telephony Server and Survivable Remote MGC (SR-MGC).	failure is detected between SV7000 and Survivable Remote MGC (SR-MGC).	SUP
10-G	Connection Recovery between Telephony Server and Survivable Remote MGC (SR-MGC)	communication between SV7000 and Survivable Remote MGC (SR-MGC)	None
10-H	Illegal Software Version Information Set	than the software that has been assigned to this node. NDM software is	MN
10-I	Software Version Information Report	program version information remains assigned to NDM for 3-7 days	SUP
10-J	Software Version Information Report	program version information remains assigned to NDM for 8-14 days	MN
10-K	Software Version Information Report	program version information remains assigned to NDM for 15 or more days	MJ
10-L	SR-MGC State Notification	SR-MGC is changed to operating mode	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
13-A	CCH Clock Failure	Indicates a Clock Down failure has occurred with the CCH, DCH or CSE circuit card.	SUP
13-B	CCH C-Level Infinite Loop Failure (Permanent)	Indicates that a C-level infinite loop of the CCH, DCH or CSE circuit card PM has occurred more than 16 times within an hour.	SUP
13-C	CCH C-Level Infinite Loop Failure (Temporary)	Indicates that a C-level infinite loop of the CCH, DCH or CSE circuit card PM has occurred.	SUP
13-D	CCH Lockup Failure (Permanent)	Indicates the PM of the CCH, DCH or CSE circuit card did not send an answer to the CPU more than 16 time within an hour.	SUP
13-E	CCH Lockup Failure (Temporary)	CSE circuit card did not send an answer to the CPU.	SUP
13-F	CCH B-Level Infinite Loop Failure (Permanent)	Indicates that a B-level infinite loop of the CCH, DCH or CSE circuit card PM has occurred more than 32 times within a day.	SUP
13-G	CCH B-Level Infinite Loop Failure (Temporary)	Indicates that a B-level infinite loop of the CCH, DCH or CSE circuit card PM has occurred.	SUP
13-H	CCS Link Failure (Permanent)	many times to a common channel signalling link and the link has been	SUP
13-I	CCS Link Failure (Temporary)	Indicates that a failure has occurred many times to a common channel signalling link temporarily.	SUP
13-J	Restoration from CCS Link Failure	Indicates that the faults for a CCS link restores to normal.	NON
13-K	CCH Reset Interrupt Failure	Indicates that a fault occurred to the CCH, DCH or CSE circuit card PM and restart processing is executed.	SUP
13-L			
13-M			
13-N	Digital Line Warning	Indicates that a digital line failure has occurred.	SUP

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
13-O	Digital Line Failure	Indicates that a digital line failure has occurred more than 16 times within an hour.	SUP
13-P	Digital Line Restore	Indicates that a that the digital line failure has returned to normal.	NON
13-Q	DAU Battery Operation	Indicates that the AC power supply to the DRU has stopped.	SUP
13-R	DAU Line Operation	Indicates that the AC power supply to the DRU has been restored to normal.	NON
15-A	VPS Failure (Temporary)	Indicates that a VPS failure is detected.	SUP
15-B	VPS Failure (Permanent)	Indicates that a VPS failure is detected.	MN
15-C	VPS Restore	Indicates that a VPS failure is restored to normal.	None
16-A	Inside Trunk All Busy	Indicates that all Intra-Office Trunks (ATI, RST, etc.) are busy.	MN
16-B	Virtual Tie Line Set Report	Indicates that Virtual Tie Line setup has been completed.	NON
16-C	Virtual Tie Line Cancel Report	Indicates that Virtual Tie Line cancel has been completed.	NON
16-E	Virtual Tie Line Set Time Out	Indicates Virtual Tie Line setup has failed because of a fault in the network of the terminating office concerned.	SUP
16-F	Sender Start Time Out	Indicates that, for a trunk outgoing call through the connection acknowledgement system, the system does not receive a connection acknowledgement signal from the opposite office.	SUP
16-K	I/O Port Line Off	Indicates the DR signal of the RS-232C, connected to the port designated by the system data, remains off for 30 consecutive seconds while the system is in service.	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
16-L	I/O Port Line Restore	Indicates I/O Port Line Down Failure is restored to normal.	None
16-M	Hard Clock Failure	Indicates the timer circuit in the EMA card becomes faulty and stops functioning and 64-Hz clock alarm is output.	SUP
16-T	IOC Failure (Temporary)	This message is issued when the IOC card fails.	SUP
16-U	IOC Failure (Permanent)	This message is issued when the IOC card fails.	SUP
17-A	CCH MBR Key Turn On	Indicates that a CCH, DCH or CSE MBR switch is set to on.	NON
17-B	CCH MBR Key Turn Off	Indicates that a CCH, DCH or CSE MBR switch is set to off.	NON
17-C	CCH MB Key Turn On	Indicates that a CCH, DCH or CSE MB switch is set to on.	NON
17-D	CCH MB Key Turn Off	Indicates that a CCH, DCH or CSE MB switch is set to off.	NON
17-E	Copy Pkg SREQ Key On	Indicates that a SREQ switch of a COPY card has been set to on.	NON
17-F	Copy Pkg SREQ Key Off	Indicates that a SREQ switch of a COPY card has been set to off.	NON
17-G	Remote Opt ACT Change Request		NON
17-H	Day/Night Change Information	Indicates that Day/Night mode of the system was changed by pressing the NT key on the ATTCON/DESKCON.	SUP
17-K	HFC MBR Key Turn On		NON
17-L	HFC MBR Key Turn Off		NON
17-M	HFC MB Key Turn On		NON
17-N	HFC MB Key Turn Off		NON
17-O	IOC MB Key Turn On	Indicates the MB switch on the IOC card has been turned on.	NON
17-P	IOC MB Key Turn Off	Indicates the MB switch on the IOC card has been turned off.	NON
17-Q	IOC MBR Key Turn On	Indicates the MBR switch on the IOC has been turned on.	NON



## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Description	Grade
17-R	IOC MBR Key Turn Off	Indicates the MBR switch on the IOC has been turned off.	NON
17-Y	Gate-HSW MBR Key On		NON
17-Z	Gate-HSW MBR Key Off		NON
23-P	Dch Back-Up Automatic Change Start/End	Indicates the Primary D-ch fails, and the D-ch backup function is operated automatically.	SUP
23-Q	Dch Back-Up Manual Change Start/End	Indicates the Primary D-ch fails, and the D-ch backup function is operated manually.	SUP
23-R	ATM Interface Change Report	CATM command data has changed	NON
23-S	FCH Failure Notification (Detection)	Displayed when the FCH (PA-FCHA) card is faulty due to problems such as an Ethernet controller initial failure.	MN
23-T	FCH Fault Notification (Recovery)	Displayed when the FCH (PA-FCHA) card that was detected as faulty is recovered.	NON
23-U	FCH Status Notification	Displayed when the status change of the FCH (PA-FCHA) card is detected. This includes FCH Initial Setting Failure and ETHER Transfer Failure.	MN
23-V	E-CCIS Failure		MN
23-W	FCH Alternate Routing Start Notification	Displayed when the indicated FCH card of the self-node becomes inoperative. This message is also displayed when the card is placed in a make-busy status by MNT 3 switch operation.	MN
23-X	FCH Alternate Routing End Notification	Displayed when an inoperative FCH card of the self-node resumes operation. This message is also displayed when the card is placed in make-idle status by the MNT 3 switch operation.	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
23-Y	MUX Clock Failure	Indicates the MUX (PH-PC36) card has a Clock Failure in one of the dual systems.	MN
23-Z	Both MUX Clock Failure	Indicates the MUX (PH-PC36) card has a Clock Failure in both of the dual systems.	MN
25-A	CS Fault Notification		SUP
25-B	CS Fault Recovery Notification		NON
25-C	CS Regular Examination NG Notification		SUP
25-D	CS/Bch Status Adjustment Normal Notification		NON
25-E	CS/Bch Status Adjustment Abnormal Notification		SUP
25-F	CS Start NG Notification		SUP
25-G	CS Operation Start Notification		NON
25-H	CS Operation Stop Notification		NON
25-I	CS Regular Examination Time Out Notification		SUP
25-J	ZT Operation Start	Indicates ZT is put into normal operation.	NON
25-K	ZT Set Up NG	Indicates ZT start-up ends in failure.	SUP
25-L	ZT Fault	Indicates ZT fault.	SUP
25-M	ZT Fault Restoration	Indicates ZT fault recovery.	NON
25-N	ZT Carrier Fault	Indicates ZT Control Carrier Fault.	SUP
25-O	CS-DAU Failure Report		SUP
25-P	CS-DAU Release Report		NON
25-Q	CS/ZT-DAU Digital Line Warning		SUP
25-R	CS/ZT-DAU Digital Line Failure		SUP
25-S	CS/ZT-DAU Digital Line Restore		NON
25-T	CS/ZT-DAU ACT Change Report		NON
25-U			
25-V			
25-W			
25-X			
25-Y			
25-Z			
26-A	SMSP Command Invoked		SUP
26-B	Software Protection Status Updated		SUP

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
26-C	BAID Command SVI Access Updated		SUP
26-D	Software Protection ID Unmatched		MN
26-E			
26-F	INS Backup Setting		NON
26-G	INS Backup Setting Reset		NON
26-H	Wink Timeout Encountered On E911 Trunk		NON
26-I	ISUP Diagnosis Information		NON
26-J	Emergency Procedures/Control Set		NON
26-K	Emergency Procedures/Control Release		NON
26-L	Wireless System Failure Report	Indicates Wireless System fault.	MN
26-M	Toll Fraud Report		NON
26-N	MAT Log	Indicates the MAT is log-in or log-out.	NON
26-O	Lock Out Maintenance		NON
26-P			
26-Q			
26-R	Call Trace	originated via a station/trunk, is judged as malicious. The details on the are traced with the called party pressing an	NON
26-S	Alarm Clear Report		NON
26-T			
26-U			
26-V	LAN Interface Error Report	A fault, related to the TCP/IP connection between the PBX and the external LAN equipment, occurred.	SUP
26-W	LAN Interface Release Report	Indicates the LAN Interface Connection Failure recovers.	NON
26-X			
26-Y			
26-Z			
33-A	MUX Clock Restore	Indicates the MUX (PC36) card, whose clock function was detected as faulty, is recovered.	None

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
33-B	SDT Alarm Warning	Displays when an abnormal state is detected temporarily on the SDT (PA-SDTA/B) card.	None
33-C	SDT Alarm Fault	the SDT (PA-SDTA/B) card. If this is issued, remember the ACT/STBY change of the SDT card may be	MN
33-D	SDT Alarm Release	Displays when the SDT (PA-SDTA/B) card or optical fiber line, that was once detected as faulty, recovers.	None
33-E	SDT System Change Notification	Displays when the ACT/STBY of the SDT (PA-SDTA/B) card is changed over as a result of fault detection in the optical fiber line. When the ACT/STBY change cannot be performed, this message also indicates the cause for the changeover execution failure.	None
33-F	PKG Download Failure Notification	This message is shown when failure is downloading from the system to the card, or from the card to the terminal is detected.	SUP
33-G	MUX-Pkg Parity Error Failure	MUX PKG PCM Parity Error Report	SUP
33-H	MUX-Pkg Parity Error Release	MUX PKG PCM Parity Error Recovery Report	SUP
33-I			
33-J			
33-K			
33-L			
33-M			
33-N			
33-O			
33-P			
33-Q			
33-R	IP Pkg Warning	network configuration (IPTRK, PHC, PHL, IPPAD), such as heavy load	SUP

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
33-S	IP PKG Failure	system detects a failure on the IPTRK/PHC/PHL/IPPAD circuit cards that affect the normal speech path state.	SUP
33-T	IP PKG Restore	This message is issued when IPTRK/PHC/PHL/IPPAD circuit cards failure recovers.	None
33-U	H.323 Information	This message is issued when the system detects any H.323 related information.	None
33-V			
35-A	GK Operation Start Notification	settings for Gate Keeper (GK) has successfully completed and the GK	None
35-B	GK Operation Stop Notification	failed to communicate with Gate Keeper (GK) via control signals during	SUP
35-C	SP Warning Notification	This message displays when temporal failure occurs on the SP	SUP
35-D	SP Failure	has influence on carrying on calls occurs on the SP	MN
35-E	SP Failure Recovery	This message displays when any failure has influence on calls recovered.	SUP
35-F	SP Process Information	information related to WLAN Handset/Standart SIP Process	NON
35-G	SP Process Warning	information related to WLAN Handset/Standard SIP Process	SUP
35-I	SP Process Stop	information related to WLAN Handset/Standard SIP Process.	MN
35-K	IP Equipment Health Check Error Report	message is issued when the system detects a failure in IP Stations. The IP station information is displayed on the	SUP
36-A	Office Data Copy Status Notification	This message displays when the Office Data transfer is completed or started.	SUP
36-B			
36-C			
36-D			
36-E	Registration Security Alert	Displays when the IP terminal user failed to enter the correct password when logging in.	NON

## NEAX2400 SYSTEM MESSAGES

No.	Fault Name	Fault Discription	Grade
36-F	Fusion Health Check Report - Fault	Displayed when time out of the Fusion Health Check to FCH/FPC occurs.	SUP
36-G	Bandwidth Warning	the warning value defined between location lds. When this message is displayed, the message is not output until its recovery. Output of this	SUP
36-H	Bandwidth Warning Recovery	Displays when the used bandwidth drops to below the warning value after the bandwidth warning.	SUP
36-I	Bandwidth Fault	Indicates the bandwidth restriction has been performed in the case of bandwidth resource shortage.	SUP
36-J	Recover Bandwidth Fault	bandwidth resource (for two calls) after the bandwidth fault has terminated the	NON
36-K	Fusion Health Check Report - Recovery	Displayed when time out of the Fusion Health Check has occurred and is recovered.	NON
36-N	IP Equipment Status Report	This message is displayed fault logs for IP devices.	NON
36-O	System Message Overflow Notification	Messages reaches 512 .	NON
36-P	IP Terminal Auto Assignment Report	This message displays the result when IP terminal automatic assignment and deletion is executed.	NON
36-T	Fusin Health Check Report (Permanent)		SUP

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P1		
P2		
P1		
P2		
P3		
P3		
P2		
P3		
P3		

NEAX2400 SYSTEM MESSAGES

Priority	Rule
P3	
P3	
P2	
P2	
P2	
P1	
P1	
P2	
P2	





NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P2		
P2		
P1		
P3		
P2		
P2		
P2		

NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P2		
P2		
P3		
P1		
P1		
P2		
P2		
P2		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P3		
P1		
P2		
P1		
P2		
P2		
P2		
P1		
None		
P2		
P3		
P4		
P4		
P4		
P4		
NON		

NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P2		
P2		
P3		
P2		

NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P3		
P2		
P3		
P2		
P3		
P2		
P2		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P3		
P4		
P3		
P4		
P3		
P3		
P4	When data 3-J is received within 5 minutes clear the alarm from portal.	
P3		
P4		
P1		
P2		
P1		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule
P2	
P1	
P2	
P2	
P2	
P3	
P3	
P1	
V	
P1	
P2	
P1	
P2	

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P2		
P2		
P2		
P1		
P2		
P3		
P4		
P2		
P2	Rule: When 6-D is received clear the alarm from portal.	
P3		
P2		
P2		
P2		
P4		
NON		



## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P4		
P3		
P4		
P4		
NON		
P4		
P4		
NON		
NON		
NON		
NON		
NON		

## NEAX2400 SYSTEM MESSAGES

[illegible]

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
NON		
NON		
NON		
P4		
P3		
P2		
P3		
P2		
P3		
P4		
P2		
P3		
P2		
P1		
P4		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P4		
P4		
P3		
P4		
P4		
P4		
P4		
P4		
P4	Rule: When 13-J is received clear the alarm from the portal.	
NON		
P4		
P4	Rule: When 13-P is received clear the alarm from the portal.	

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P3		
NON		
P3		
NON		
P3		
P2		
P4		
P2		
NON		
NON		
P3		
P4		
NON		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P4		
P4		
P4		
P3		
NON		
NON		
NON		
NON		
NON		
NON		
NON		
P4		
NON		
NON		
NON		
NON		
NON		
NON		
NON		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
NON		
NON		
NON		
P3		
P4		
NON		
P2		
NON		
P2		
P3		
P2		
P3		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P2		
P2		
P3	Rule: When 25-B is received clear the alarm from the portal.	
P4		
P3		
NON		
P4		
P4		
NON		
NON		
P4		
NON		
P4		
P4	Rule: When 25-M is received clear the alarm from the portal.	
NON		
P4		
P4		
NON		
P4	Rule: When 25-S is received clear the alarm from the portal.	
P4		
NON		
NON		
P4		
P4		



## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P4		
P2		
P4		
P4		
P4		
P4		
P4		
P4		
P2		
NON		
NON		
NON		
NON		
NON		
P4	Rule: When 26-W is received clear the alarm from the portal.	
P4		
P4		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule
P4	Rule: When 33-D is received clear the alarm from the portal.
P3	
P4	
P4	
P4	
P4	Rule: When 33-H is received clear the alarm from the portal.
P4	
P3	Rule: When 33-T is received clear the alarm from the portal.

## NEAX2400 SYSTEM MESSAGES

Priority	Rule	
P2		
P4		
P4		
P4		
P3		
P3		
P2	Rule: When 35-E is received clear the alarm from the portal.	
P4		
P4		
P3		
P2		
P4		
P4		
NON		

## NEAX2400 SYSTEM MESSAGES

Priority	Rule
P4	
P3	Rule: When 36-H is received clear the alarm from the portal.
P4	
P4	Rule: When 36-J is received clear the alarm from the portal.
P4	
P4	
NON	
NON	
NON	
P3	

## NEC Direct Monitoring Agent Security

NEC Direct Monitoring Agent enables you to passively monitor the availability, performance and service quality of your environment.

This hardened Linux device is connected onto the LAN near the devices you want to gather information from.

When the appliance is turned on it starts to make requests using protocols such as Ping and read-only Snmp to receive metrics every minute (by default).

The agent encrypts these metrics and posts them over SSL web-services to your Portal instance for reporting and monitoring purposes.

Passively Monitors Availability,  
Performance & Service Quality

Securely Places Reporting &  
Dashboard Results in Your Portal

Can Enable the Support Team  
to Fix Problems Remotely



- No inbound firewall ports or network configurations need to change
- You have 100% control of what it is gathered and when
- All metrics are anonymous in nature and no Snmp community strings are sent in the clear
- Reports metrics outbound over SSL port 443 to your hosted Portal instance
- Your Portal instance is hosted in a highly secure data center which includes the following certifications:
  - SAS 70 Type II, ISO 27001, PCI DSS & HIPAA.
- Reports metrics outbound over https to NEC Direct Monitoring **Portal** which is then routed to your Portal instance
- You have a login to the Portal web interface to review the dashboards and reports
- You may allow support technicians to have remote access to the specific resources you enable



NA14 \* 96

In witness whereof, the parties have caused a duly authorized representative to execute this Contract on the date set forth below.

**NEC Corporation of America**

**CITY OF AUSTIN**

Michael J. Ventresca, Jr.  
Printed Name of Authorized Person

Shawn Willett  
Printed Name of Authorized Person

Michael J. Ventresca, Jr.  
Signature

Shawn Willett  
Signature

Director, National Field Delivery Support  
Title

Corp. Contract Compliance Mgr.  
Title

4-29-14  
Date:

4-30-14  
Date: