



FY18

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY18 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP's website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the electronic mailbox for grant applications - psapgrants@vita.virginia.gov. Any supporting documentation must also be submitted along with the application when making your grant application submission.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY18 PSAP Grant Application Cycle starts July 1, 2016 and concludes on September 30, 2016 at 5:00 pm.

ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY18 PSAP GRANT APPLICATION

PROJECT TITLE

CHE Backroom Hardware Refresh

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Chesterfield County Emergency Communications

CONTACT TITLE: Operations Support Manager

CONTACT FIRST NAME: Bridget

CONTACT LAST NAME: Branch

ADDRESS 1: 6610 Public Safety Way

ADDRESS 2: [Click here to enter text](#)

CITY: Chesterfield

ZIP CODE: 23832

CONTACT EMAIL: branchb@chesterfield.gov

CONTACT PHONE NUMBER: 804-717-6993

CONTACT MOBILE NUMBER: 804-366-8293

CONTACT FAX NUMBER: 804-717-6610

REGIONAL COORDINATOR: Sam Keys

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Shared Services



TIER

- Out of Service
- Technically Outdated*
- Not Applicable
- Non-Vendor Supported*
- Strengthen

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: Inform 911 v3.6; Avaya CM v5.2.1; Avaya AES v 5.2; Avaya CMS v16.3

YEARS of HARDWARE/SOFTWARE: 6 yrs

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT

FINANCIAL DATA

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 364,754.14



PROJECT DESCRIPTION

Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

Our current TriTech Inform 911 server hardware will have been utilized in the ECC for a period of 6 years in FY18. The typical life cycle of server technology and equipment is between 5 - 7 years. In order for the ECC to upgrade to the next version of Inform 911 software, which is due for release in early 2017, the vendor has informed us a hardware refresh is required.

Since the 9-1-1 server hardware is some of the most important backroom components of a PSAP, it is very important the CHE technology be readily repairable with new components when a system failure does occur. Should a failure occur within any of server handling the 9-1-1 calls, the PSAP can lose all normal 9-1-1 call processing, including ALI data and transferring of data to CAD. In order to guarantee the systems can be repaired and maintained by the vendor, it is important to have technologically up-to-date hardware and is not past the end of support date provided by the manufactures.

Software must be kept up-to-date in order for the vendors to support their produces and reduce the risks associated with order version that may have vulnerabilities that can affect call processing.

By performing a hardware and software refresh at this time, it will allow the ECC to continue to provide 9-1-1 call services to our citizens with little or no interruption in services. Just as importantly, the project ensures continuous operation of these critical systems.



PROJECT GOAL

Describe how this project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan:

The project aligns with the Virginia Statewide Comprehensive 9-1-1 Plan vision because it enables the 9-1-1 Center to receive, process, and dispatch requests for services quickly and accurately.

In order to maintain our current level of customer service to citizens and public safety providers, it is imperative for the ECC to continually analyze and replace aging equipment to ensure continuity of operations. Additionally, the avoidance of equipment failures associated with aging server hardware minimizes the risk to citizen seeking emergency assistance.

PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

Our objective is to resolve current and future deficits as it pertains to reliability of computers and servers, by replacing the hardware in use within the typical lifecycle of today's technology. Also, as software requirements evolve with each new version, hardware must be able to support the newer and any future versions.

The project associated with this the grant request will allow the ECC to support the next version of the InForm 911 software and enhance our capabilities for Text-to-911 by allowing us to transfer text messages between dissimilar CHE.



SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

[Click here to enter text](#)

Describe the intended collaborative efforts and resource sharing opportunities:

[Click here to enter text](#)



**IMPLEMENTATION PLAN
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the planned completion date.

PROJECT PHASE	PLANNED COMPLETION DATE
INITIATION – Project concept is documented, local board or governing authority approval or endorsement is received, PSAP grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	07 / 15 / 2017
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	08 / 15 / 2017
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	09 / 15 / 2017
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	01 / 04 / 2018
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	03 / 01 / 2018



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but a narrative is still required. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.

This grant request covers about 40% of the total cost of replacing the CHE hardware. The additional 60% of funding required for the project will be covered by the PSAP.

Due to obsolete equipment, Chesterfield County ECC will not be able to upgrade to the next version of Inform 911 (version 4.X), due to be released in early 2017.

The budgeted items outlined in the quote are needed to replace outdated CHE hardware and Avaya software. The quote includes a turnkey installation of quoted hardware, reinstallation of necessary software and upgraded software where noted. Additionally, all services for implementation, training, testing, live cutover have, hardware maintenance not covered under the current maintenance contract, are included. Five-year extended warranty for most hardware is included.

See attached quote QUO-45342-4LEHP4 for a detail breakdown of cost.



EVALUATION

How will the project as identified in the project description be evaluated and measured for achievement and success:

9-1-1 Server Hardware Refresh and Software Upgrade:

- *Each component will be in good working order upon delivery*
- *Vendor will install hardware, re-install or upgrade software, and test all systems.*
- *Prior to cutover, the ECC will test the systems functionality and correctness.*
- *Any training need will be provided by the vendor Prior to cutover.*
- *The systems will go through a 30-day acceptance period where the vendor will address issues as they arise.*
- *Systems will be accepted when all issues have been addressed and the systems operate for 30 days without issues.*

Evaluations will take place throughout each phase of the project to ensure that the proper steps are being taken and the best decisions are being made to ensure a successful completed project. Meetings between the PSAP, County IT Dept, and the vendor will provide project updates, address issue, and will help safeguard against a negative outcome.



CONSOLIDATION (Primary or Secondary) - (complete only if applicable)

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)

How should policies be made and changed:

[Click here to enter text](#)



CONSOLIDATION (Primary or Secondary) - (complete only if applicable) – con't

How should it be funded:

[Click here to enter text](#)

What communication changes or improvements should be made in order to better support operations:

[Click here to enter text](#)

Proposal/Sales Quotation	
Quotation QUO-45342-4LEHP4	Quotation Date: 9/28/2016

General & Client Information	
Agency Name: Chesterfield County	Bill To: 6610 Public Safety Way PO Box 40 Chesterfield VA USA 23832
System Description: Chesterfield 911 Server Refresh	
Client Contact: Allan Weese	Ship To: 6610 Public Safety Way Chesterfield VA USA 23832
Contact Phone: (804) 796-7065	
Contact Email: weesea@chesterfield.gov	
Expiration Date: 12/28/2016	
Presented By: Angie Shepherd	

Project Products & Services

TriTech Implementation Service Fee(s)

Inform 911 Implementation Service Fee(s)	Unit Price	Qty	Total Price
CPE Back room Installation and Testing (Large Implementation 21-40)	\$35,700.00	2	\$71,400.00
Project Management Inform 911 (Large Implementation 21-40 Positions)	\$24,000.00	1	\$24,000.00

Inform 911 Implementation Service Fee(s) Subtotal: \$95,400.00

TriTech Implementation Service Fee(s) Total: \$95,400.00

Project Related Fee(s)

Product Name	Unit Price	Qty	Total Price
Estimated Travel Expenses (To be billed as incurred)	\$28,400.00	1	\$28,400.00
Engineering Services	\$5,500.00	1	\$5,500.00
Systems Integration Fee	\$31,410.43	1	\$31,410.43

Project Related Fee(s) Total: \$65,310.43

Hardware

Product Name	Unit Price	Qty	Total Price
Avaya HW Total	\$43,283.06	1	\$43,283.06
Avaya Implementation Total	\$19,910.00	1	\$19,910.00
Avaya SW Totsl	\$22,841.40	1	\$22,841.40
Customer Specified Hardware	\$37,145.52	1	\$37,145.52
DR Backroom HW	\$23,009.47	1	\$23,009.47
Primary Backroom HW	\$23,009.47	1	\$23,009.47
Shipping	\$4,388.98	1	\$4,388.98

Hardware Total: \$173,587.90

Annual Maintenance Fee(s) (Year 1)

Product Name	Support Level	Total Price
Avaya HW Total	24 x 7 (911)	\$7,790.95
Avaya Implementation Total	24 x 7 (911)	\$3,583.80
Avaya SW Totsl	24 x 7 (911)	\$4,111.45
Customer Specified Hardware	24 x 7 (911)	\$6,686.19
DR Backroom HW	24 x 7 (911)	\$4,141.70
Primary Backroom HW	24 x 7 (911)	\$4,141.70

Annual Maintenance Fee(s) (Year 1): \$23,687.86
 Continuous Upgrade Fee(s) (Year 1): \$6,767.96

Annual Maintenance Fee(s) (Year 1) Total: \$30,455.81

Project Total: \$364,754.14

Estimated Sales Tax: (State: at %)	Taxable sales: \$0.00	Subtotal: \$364,754.14
		Sales Tax Amount: \$0.00

Quote Total: \$364,754.14

Optional Items

Product Name	Unit Price	Qty	Total Price
Optional Switches	\$26,560.00	1	\$26,560.00

Summary Information & Project Notes

NOTES/Assumptions:

- *TriTech does not provide infrastructure network cabling or electrical provisioning.
- *Backroom Dmarcs (Telco, CAD, ALI) must be in the same room, unobstructed and within 50' of TriTech solution rack
- *Backroom Power must be within 6' of TriTech provided Solution rack
- *Position Dmarcs (Power, Network, Logger, Radio) must be within 10' of TriTech provided position solution
- *Each position will require three Cat 5e drops within 10' of the position location and within a 10' service loop at backroom equipment location.
- ** Server HW Refresh Only - Customer will reuse VMware, OS License & CAL's, SQL & CAL's, and SRM software.

It is assumed that Chesterfield County is under current maintenance for all Software items below

- Microsoft SQL & CAL's
- Microsoft Windows Server & CAL's
- SRM
- VMware
- Customer will provide SAN

Terms and Conditions

Payment terms are as follows

50% of all Software, Services, Support and fixed travel fees are due at time of order -and- 50% of all Software, Services, Support, and fixed travel fees are due upon installation or completion of services (whichever comes later).

100% of Third Party amount will be invoiced upon acceptance of this quote and is due within 30 days.

Sales Tax:

Any estimated sales and/or use tax has been calculated as of the date of quotation and is provided as a convenience for budgetary purposes. TriTech reserves the right to adjust and collect sales and/or use tax at the actual date of invoicing, at the then current rates. Your organization must provide TriTech with a copy of a current tax exemption certificate issued by your state's taxing authority for the given jurisdiction, when your order is placed, if you are exempt from sales tax.

General Terms:

The items in this quotation are based upon meetings and communications with the Client and unless attached to a contract form the entirety of the deliverables from TriTech.

The scope of Deliverables for this order will be limited to the Software, Services, and Support and Maintenance that is explicitly listed herein for the listed quantities.

This order provides Software licenses as well as required deployment services only for the environments that are explicitly listed herein (Production, Test, Training, Disaster Recovery, etc.). These software licenses do not apply to any other existing environments, or environments that may be implemented in the future.

Changes in the scope of certain components of the System may impact the cost and timelines for other areas of the Project.

All services will be performed during normal business hours, unless otherwise stated in this quotation for specific service deliverables.

Deployment and implementation of TriTech Software and Services are based upon Client's provision and compliance with TriTech's System Planning Document.

TriTech reserves the right to adjust this Quotation as a result of changes including but not limited to project scope, deliverables (TriTech Software, or third party software or hardware, including changes in the hardware manufacturer's specifications), services, interface requirements, and Client requested enhancements.

Installation Services will be performed based on the quantities that are listed in this quotation, and as listed for each environment. One installation line item does not include installation services in multiple environments.

Quotation Issued by: Angie Shepherd Email: angie.shepherd@tritech.com Phone: (910) 602-4064	<u>Send Purchase Orders To:</u> TriTech Software Systems 9477 Waples Street, Suite 100 San Diego, CA 92121 Or Email: salesadmin@tritech.com Or Fax: (858) 799-7015
	<u>Remit Payments To:</u> TriTech Software Systems PO Box # 203223 Dallas, TX 75320-3223

Accepted for Client

By signing below, you are indicating that you are authorized to obligate funds for your organization. To activate your order, check the appropriate box below and, either, (i) attach a copy of this quotation to your purchase order when it is remitted to TriTech, or, (ii) if no additional authorizing paperwork is required for your organization to accept and pay an invoice, sign below and fax this quotation to 1-858-799-7015 or email to salesadmin@tritech.com to indicate your acceptance.

Purchase Order required and attached, reference PO# _____ on invoice.

No Purchase Order required to invoice.

Please check one of the following:

I agree to pay any applicable sales tax.

I am tax exempt. Please contact me if TriTech does not have my current exempt information on file.

Client Agency/Entity Name

Client Authorized Representative

Title

Signature Client Authorized Representative

Date

Weese, Allan

From: Angie Shepherd <Angie.Shepherd@tritech.com>
Sent: Friday, August 19, 2016 4:43 PM
To: Weese, Allan
Subject: Backroom Hardware Refresh

Follow Up Flag: Follow up
Flag Status: Flagged

Hey Allan,

The quote for the backroom refresh has been completed and sent for approval. It hasn't been approved yet but I wanted to send you the information I had so far.

The quote is running approximately \$190K. I will send you the quote so you will have exact numbers as soon as it is formally approved. Here are some of the points for why a refresh is needed for the upgrade. I can make this more presentable if you need me to so you can forward to your "powers that be". Just let me now.

Cost Justifications for Inform 3.X to Inform 4.X:

- New ground up UI
- New methods of communication between the backroom software (legacy) and the new front end software(new UI)
- Shift in storing user elements and common functions into integrated DB structures
- Blending these processes and concepts with TriTech's CAD solution for CAD+911
- Deployment of common elements and technologies requiring new install of several components as in place upgrade of software and DB not feasible
- Tech refresh timing on some of the existing hardware falls within the TriTech recommended 3-5 year window for refresh

Logistics:

- A parallel system will be stood up including the following servers
 - QR Connect/Inform Server
 - SQL Server
 - Proxy #1
 - Proxy #2
- Host servers CPU and RAM resources will need to be able to run both systems simultaneously and current structure is not supportive
- A parallel system must be stood up including the following servers
 - QR Connect/Inform Server
 - SQL Server
 - Proxy #1
 - Proxy #2
- Host servers need to have the CPU and RAM resources to run both systems simultaneously
- SAN must have enough space to create appropriate LUNS

Respectfully,

Angela L. Shepherd

Account Executive

TriTech Software Systems | www.tritech.com

Direct: (910) 602-4064 | Mobile: (910) 233-0759



Product Support Notice

© 2014 Avaya Inc. All Rights Reserved.

PSN # PSN004157u

Original publication date: 3-Mar-14. This is Issue #03, published date: 14-Mar-14. Severity/risk level Medium Urgency When convenient

Name of problem Avaya Aura 5.2.1 End of Manufacturer Support (EOMS) Update

Products affected

- Communication Manager (CM): Release 5.2.1
- Session Manager (SM): Release 5.2
- Call Center Elite: Release 5.2.1
- G430/G450 Media Gateway (BGW): Release 5.2.1

Problem description

- We are announcing an updated EOMS date for Aura 5.2.1 as August 31, 2014. This change is due to limitations in our ability to receive support from 3rd parties that provide software components used inside the release. These limitations inhibit our ability to provide a quality product going forward.
- This updated EOMS notice is applicable to CM 5.2.1, SM 5.2, CC 5.2.1 and BGW 5.2.1.
- When CM 5.2.1 went Generally Available in November 2009, it was placed into the "EMSSP" - Extended Manufacture Service and Support Policy which provides customers with a commitment of at least 3 years of additional bug fixing and support – which committed support for the release to November 2012. Corrective content was continued after that date and remains in effect until August 31, 2014. After August 31, 2014, no additional corrective content will be provided to the 5.2.1 release.
- Aura 6.2 FP2 was placed into the Extended Manufacturing Service and Support policy at its release in May 2013 with its constituent supported components as detailed below :

Product Component	Avaya Aura® 6.2 Feature Pack 2 GA 6 May 2013	Avaya Aura® 6.2 Feature Pack 3 GA October 2013
Communication Manager (CM)	CM 6.3.0	CM 6.3.2
Session Manager (SM)	SM6.3.2	SM 6.3.4
System Manager (SMGR)	SMGR 6.3.2	SMGR 6.3.4
System Platform (SP)	System Platform 6.3.0	System Platform 6.3.1
Presence Services (PS)	Presence Services 6.2.0	Presence Services 6.2.2
G430/G450 Media Gateway (BGW)	BGW 6.3.0	BGW 6.3.1
Application Enablement Services (AES)	Appl. Enablement Services (AES) 6.3.0	Appl. Enablement Services (AES) 6.3.1

- Avaya has delivered additional functionality to our current EMSPP in Feature Pack 3 in October 2013, while maintaining our support for the EMSSP. Customers get the comfort of EMSSP, but gain the ability to add new features through the Feature Packs.
- A move to Aura 6.2 FP3 provides customers a broad range of new capabilities including Collaboration Environment, a rich SIP platform, and new mobility capabilities such as multiple device access.
- This is an exception to the N-1 policy and it is necessitated due to the age of 5.2.1 and enabled by the maturity of the Aura 6.2 platform.

Resolution

n/a

Workaround or alternative remediation

n/a

Remarks

References

- Avaya Aura End of Sale Notice : <https://downloads.avaya.com/css/P8/documents/100145128>
- Services Support Notice: <https://downloads.avaya.com/css/P8/documents/100178878>
- Avaya Product Lifecycle Policy: <https://downloads.avaya.com/css/P8/documents/100081098>
- Lifecycle Summary Matrix: <https://downloads.avaya.com/css/P8/documents/100133536>

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.



End of Sale Notice

Notification Date: January 17, 2011

Revision Date: July 18, 2011 **

Effective Date: March 5, 2012

Subject: Avaya Aura® Application Enablement Services 5.2

Theatre/Region: All / All

Summary

**** Updated July 18, 2011:** The effective date of this end of sale notice is now March 5, 2012, in order to align with Communication Manager 5.2.1 and Mid-size Business Template 5.2.1 End of Sale Notice. This also impacts other key dates, which are revised in table in the Schedule section of this notice.

Effective **March 5, 2012**, Avaya will no longer sell (make commercially available) Avaya Aura Application Enablement Services 5.2 for new systems. Avaya will continue to sell Avaya Aura Application Enablement Services 6.1.

This end of sale announcement applies to all Application Enablement Services 5.2 offers (i.e. System Platform bundle as well as Software Only).

Avaya will continue to allow additions to existing Application Enablement Services 5.2 systems until the End of Manufacturer Support date.

Avaya Aura Application Enablement Services 5.2 is the final release of AES 5.x, and is designated as such under Avaya's Extended Manufacturer Software Support Policy (EMSSP). As there will be Avaya Aura Application Enablement Services 6.1 release, there will also be a future AES 6.x EMSSP-designated release as well.

Application Enablement Services 6.1 provides many new features, including the following:

- Link Core Survivability (Processor Ethernet support for Communication Manager 6.0 Enterprise Survivable Server (ESS) configs)
- DMCC API enhancements
- IPv6 support
- Conference and transfer enhancements supporting Avaya Aura Contact Center.

Please also refer to the Avaya Aura Communication Manager 5.2.1 end of sale notice for additional information on the end of sale of Mid-size Business Template 5.2.1, of which Avaya Aura Application Enablement Services 5.2 is a component.



Discontinued Order Codes and Migration Strategy

Discontinued Codes – New Systems (These codes will remain for Add-ons only)

Material Code	Description
227571	AES 5.X BSC TSAPI RTU
227572	AES 5.X PROPRIETARY TSAPI
227573	AES 5.X PARTNER APPL TSAPI
227574	AES 5.X BSC TSAPI HA
227575	AES 5.X PAR BSC TSAPI HA
227576	AES 5.X PROP BSC TSAPI HA
227577	AES 5.X BSC TSAPI ENTITLE
227570	AES 5.X BSC TSAPI UPG
229050	AES 5.X PROPRIETARY TSAPI UPG
229051	AES 5.X PARTNER APP TSAPI UPG
227593	AES 5.X ADV TSAPI RTU SML
227592	AES 5.X ADV TSAPI RTU MEDIUM
227591	AES 5.X ADV TSAPI RTU LG
227597	AES 5.X ADV TSAPI RTU SML HA
227598	AES 5.X ADV TSAPI RTU MEDIUM HA
227599	AES 5.X ADV TSAPI RTU LG HA
227594	AES 5.X ADV TSAPI RTU ENTITLE SML
227595	AES 5.X ADV TSAPI RTU ENTITLE MEDIUM
227596	AES 5.X ADV TSAPI RTU ENTITLE LG
227600	AES ADV TSAPI UPG TO 5.X SML
227601	AES ADV TSAPI UPG TO 5.X MEDIUM
227602	AES ADV TSAPI UPG TO 5.X LG
227603	AES 5.X PROPRIETARY BNDL SML
227604	AES 5.X PROPRIETARY BNDL MEDIUM
227605	AES 5.X PROPRIETARY BNDL LG
227578	AES 5.X CVLAN RTU
227581	AES 5.X CVLAN RTU HA
227580	AES 5.X CVLAN ENTITLE
227579	AES 5.X CVLAN UPG
227621	AES CVLAN FOR AVAYA IC
227582	AES 5.X DLG RTU
227585	AES 5.X DLG RTU HA
227584	AES 5.X DLG ENTITLE
227583	AES 5.X DLG UPG
227606	AES 5.X DMCC FULL LIC
227608	AES 5.X DMCC BASIC LIC
227611	AES 5.X DMCC PARTNER LIC
227587	AES 5.X DMCC FULL HA
227588	AES 5.X DMCC BASIC HA
227589	AES 5.X DMCC PARTNER HA
227616	AES 5.X DMCC FULL ENTITLE
227617	AES 5.X DMCC BASIC ENTITLE
227618	AES 5.X DMCC PARTNER ENTITLE
229053	AES 5.X DMCC FULL LIC UPG
229052	AES 5.X DMCC BASIC LIC UPG
229054	AES 5.X PARTNER LIC UPG
227613	AES 5.X UNFD DSKTP



227615	AES 5.X UNFD DSKTP HA
227614	AES 5.X UNFD DSKTP ENTITLE
229055	AES 5.X UNFD DSKTP UPG
227619	ASAI ALL FEAT FOR CM6+
227620	UPG ASAI ALL FEAT CM6+ ANY PLTFRM
227812	ASAI ALL FEAT FOR CM6+ LIC ENABLE
227607	AES 5.X DMCC PLDS ENABLE FOR CM6
227810	AES ASAI CORE RFA ENABLE FOR PRE-CM6
227811	AES ASAI PLUS RFA ENABLE FOR PRE-CM6
227622	CUST SFTW RTU RUSSIA SORM CV AES 5
226822	VP 4.X PER PORT CONN LIC UPG CM5.X

System Expansion post-End of Sale

New system sales will end on the date indicated, however, as noted above, the capacity of installed Application Enablement Services 5.2 systems may be increased through the end of the Manufacturers Support period.

Migration Strategy

Avaya offers Avaya Aura Application Enablement Services 6.1 as the going forward replacement product.

New Order Codes

Migration Codes – New Systems (GA Availability February 7, 2011)

Material Code	Description
229655	AES 6.X BSC TSAPI RTU
229656	AES 6.X PROPRIETARY TSAPI
229657	AES 6.X PARTNER APPL TSAPI
229658	AES 6.X BSC TSAPI HA
229659	AES 6.X PAR BSC TSAPI HA
229660	AES 6.X PROP BSC TSAPI HA
229661	AES 6.X BSC TSAPI ENTITLE
229665	AES 6.X BSC TSAPI HA ENTITLE
229666	AES 6.X PAR BSC TSAPI HA ENTITLE
229667	AES 6.X PROP BSC TSAPI HA ENTITLE
229654	AES 6.X BSC TSAPI UPG
229728	AES 6.X PAR BSC TSAPI UPG
229729	AES 6.X PROP BSC TSAPI UPG
229662	AES 6.X BSC TSAPI HA UPG
229663	AES 6.X PAR BSC TSAPI HA UPG
229664	AES 6.X PROP BSC TSAPI HA UPG
229681	AES 6.X ADV TSAPI RTU SML
229682	AES 6.X ADV TSAPI RTU MEDIUM
229684	AES 6.X ADV TSAPI RTU LG
229688	AES 6.X ADV TSAPI RTU SML HA
229689	AES 6.X ADV TSAPI RTU MEDIUM HA
229690	AES 6.X ADV TSAPI RTU LG HA



229685	AES 6.X ADV TSAPI RTU ENTITLE SML
229686	AES 6.X ADV TSAPI RTU ENTITLE MEDIUM
229687	AES 6.X ADV TSAPI RTU ENTITLE LG
229700	AES 6.X ADV TSAPI RTU ENTITLE SML HA
229701	AES 6.X ADV TSAPI RTU ENTITLE MED HA
229703	AES 6.X ADV TSAPI RTU ENTITLE LG HA
229691	AES ADV TSAPI UPG TO 6.X SML
229692	AES ADV TSAPI UPG TO 6.X MEDIUM
229693	AES ADV TSAPI UPG TO 6.X LG
229697	AES ADV TSAPI UPG TO 6.X SML HA
229698	AES ADV TSAPI UPG TO 6.X MEDIUM HA
229699	AES ADV TSAPI UPG TO 6.X LG HA
229694	AES 6.X PROPRIETARY BNDL SML
229695	AES 6.X PROPRIETARY BNDL MEDIUM
229696	AES 6.X PROPRIETARY BNDL LG
229668	AES 6.X CVLAN RTU
229671	AES 6.X CVLAN RTU HA
229670	AES 6.X CVLAN ENTITLE
229674	AES 6.X CVLAN HA ENTITLE
229669	AES 6.X CVLAN UPG
229672	AES 6.X CVLAN HA UPG
244831	AES 6 CVLAN FOR AVAYA IC
229675	AES 6.X DLG RTU
229678	AES 6.X DLG RTU HA
229677	AES 6.X DLG ENTITLE
229680	AES 6.X DLG HA ENTITLE
229676	AES 6.X DLG UPG
229679	AES 6.X DLG HA UPG
229704	AES 6.X DMCC FULL LIC
229705	AES 6.X DMCC BASIC LIC
229706	AES 6.X DMCC PARTNER LIC
229708	AES 6.X DMCC BASIC HA
229710	AES 6.X DMCC FULL ENTITLE
229711	AES 6.X DMCC BASIC ENTITLE
229712	AES 6.X DMCC PARTNER ENTITLE
229713	AES 6.X DMCC FULL HA ENTITLE
229714	AES 6.X DMCC BASIC HA ENTITLE
229715	AES 6.X DMCC PARTNER HA ENTITLE
229717	AES 6.X DMCC UPG
229720	AES 6.X DMCC HA UPG
229722	AES 6.X UNFD DSKTP
229724	AES 6.X UNFD DSKTP HA
229723	AES 6.X UNFD DSKTP ENTITLE
229727	AES 6.X UNFD DSKTP HA ENTITLE
229725	AES 6.X UNFD DSKTP UPG
229726	AES 6.X UNFD DSKTP HA UPG



227619	ASAI ALL FEAT FOR CM6+
227620	UPG ASAI ALL FEAT CM6+ ANY PLTFRM
227812	ASAI ALL FEAT FOR CM6+ LIC ENABLE
227607	AES 5.X DMCC PLDS ENABLE FOR CM6
227810	AES ASAI CORE RFA ENABLE FOR PRE-CM6
227811	AES ASAI PLUS RFA ENABLE FOR PRE-CM6
244833	CUST SFTW RTU RUSSIA SORM CV AES 6

Schedule

End of Sale Date (last day to order new systems)	05-Mar-2012
End of Manufacturer Support for SOFTWARE *	05-Mar-2013
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	05-Mar-2013
Last day to purchase a new Avaya services contract *	05-Mar-2013
Targeted End of Services Support**	05-Mar-2018

* Per Avaya Product Lifecycle Policy

**Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be allowed through the End of Services Support date noted above

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy

End of Sale Notice

Notification Date: April 1, 2013

Revision Date: October 16, 2015

Effective Date: June 3, 2013

Subject: End of Sale of Call Management System R16.3

Theatre/Region: All

Revision History

Revision Date	Reason for change
April 1, 2013	Initial Release
April 30, 2014	Updated End of Manufacturer Support Dates to 'To Be Announced'
August 10, 2015	Updated 'End of Manufacturer Support for SOFTWARE' date to 'Dec 14, 2015', 'End of Manufacturer Support for HARDWARE' date to 'June 3, 2016', and 'Targeted End of Services Support' date to 'June 3, 2019'. Removed 'Last day to purchase a new Avaya services contract' row.
October 12, 2015	Correct Revision Date and Revision History entries.

Summary

Given our plans to launch **CMS Release 17** on March 4th, 2013, order codes for CMS R16.3 will reach End of Sale on **June 3, 2013**. Capacity expansions to existing R16.x systems (such as additional CMS Supervisor licenses, additional agents, and features) will still be supported.

Effective **June 3, 2013**, Avaya will no longer support new or upgrade design orders for CMS R16.3. Existing quotes as of **May 31st, 2013** can be converted into orders for a period of **60 days** after end of sale (**until July 31st, 2013**)

Customers wishing to purchase new CMS systems beyond June 3, 2013 are encouraged to buy CMS R17 which is targeted for general availability on **March 7, 2013**.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Code	Description
AGENT LICENSES NEW	
228706	CMS R16.x PER NEW AGT LIC 1-100
228707	CMS R16.x PER NEW AGT LIC 101-250
228708	CMS R16.x PER NEW AGT LIC 251+



AGENT LICENSE UPGRADE	
245367	CMS R16.x UPG PER AGT 1-100
245368	CMS R16.x UPG PER AGT 101-250
245369	CMS R16.x UPG PER AGT 251+
CMS SUPERVISOR LICENSE AND MEDIA	
7005044640	CMS R16.3 R4 SFTW SUPV CD
NETWORK REPORTING CLIENT SOFTWARE	
700502992	CMS R16.3 R3 SFTW NTKW RPTG CD
HA/SURVIVABLE AGENT LICENSE NEW	
228709	CMS R16.x NEW AGT HA/SRV LIC 1-100
228720	CMS R16.x PER NEW AGT HA/SRV LIC 101-250
228721	CMS R16.x PER NEW AGT HA/SRV LIC 251+
HA/SURVIVABLE AGENT LICENSE UPGRADE	
245370	CMS R16.x UPG PER AGT HA/SRV 1-100
245371	CMS R16.x UPG PER AGT HA/SRV 101-250
245372	CMS R16.x UPG PER AGT HA/SRV 251+
LAB LICENSES	
700501724	CMS R16.3 SFTW PKG LAB
SYSTEM SOFTWARE	
700504639	CMS R16.3 R4 SFTW PKG
700504638	CMS R16.3 R4 CUE SFTW MEDIA
CMS HARDWARE PLATFORM	
267855	CMS R16.3 HDWR PLTFRM X4270
269540	CMS R16.3 HDWR PLTFRM ENTPRS T4-1
HARDWARE UPGRADE KITS (CUE)	
267851	CMS R15 TO R16.3 HDWR UPG KIT T5120
267850	CMS R15 TO R16.3 HDWR UPG KIT T5220
267853	CMS R16.X TO R16.3 HDWR UPG KIT T5120
267852	CMS R16.X TO R16.3 HDWR UPG KIT T5220



System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

Migration Strategy

Avaya Call Management System (CMS) Release 17 is now offered as a replacement solution to CMS Release 16.3

Schedule

End of Sale Date (last day to order new systems)	June 3, 2013
End of Manufacturer Support for SOFTWARE *	December 14, 2015
End of Manufacturer Support for HARDWARE *	June 3, 2016
Last day to purchase system expansions	N/A
Targeted End of Services Support	June 3, 2019

** Per Avaya Product Lifecycle Policy*

***Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*



Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy