State of Texas Department of Information Resources (DIR) TX DIR-CPO-5111 Software Solutions

Streamline your procurement and gain savings on Avaya Products and Services

Contract Information

Avaya Inc.
2605 Meridian Parkway Suite 200
Durham, NC 27713
www.avaya.com
Avaya Federal Tax ID: 22-3713430

Contact: Klara Reilly
(703) 390-8252
kbreilly@avaya.com

Contract #: DIR-CPO-5111
Contract Term: November 15, 2022, with optional extension to November 14, 2024

Warranty Information

- Avaya End User Warranty Policy

- Avaya Global Warranty Policy Clarification

The State of Texas has a robust Cooperative Contracting Program that allows eligible customers to buy IT products and services at aggressive discounts without the need for a lengthy procurement process. Additional information on this program can be found here.

Products and Services Offered

This contract offers software-based communications systems and and related services. Customers can purchase directly through this DIR contract. Contracts may be used by state and local government, public education, other public entities in Texas, as well as public entities outside the state. Resellers are available on this contract.

- TX DIR-CPO-5111 Software Solutions Price Catalog

How to Obtain Quotes and Place Purchase Orders

To obtain a quote or to place a direct order, please contact your Avaya State of Texas Account Manager.

Eric Oehlers – 972-745-5280 (o) / 571-294-4384 (m) - **oehlers@avaya.com**.

Or contact one of the approved Avaya resellers.

Generate a purchase order payable to the participating Order Fulfiller (reseller) of your choice (listed below).

You must reference contract number DIR-CPO-5111 on your purchase order.

Approved Avaya Resellers

Affiliated Telephone Inc Plano, TX (972) 852-4000	**Agility Communications Group** Dallas, TX (972) 715-8900
Altura Communications Houston, TX (832) 295-8600	**Bestline Communications LP** Austin, TX 512-328-9095
BlackBox Network Services Austin, TX 512-837-4400	**Carousel Industries** Plano, TX 800-401-0760
CenturyLink Communications Austin, TX 78758 888-738-1506	**ConvergeOne** Austin, TX 78746 518-309-6123
Datavox Communications Inc. Houston, TX 713-881-5300	**Excyte Solutions** Austin, TX 505-410-9472
Globalscope Communications San Antonio, TX (210) 321-3700	**Lantana Communications Corp.** Fort Worth, TX 866-553-2034
Luna Data Solutions Austin TX 512-828-7906	**Presidio Networked Solutions Gp LLC** Austin, TX (512) 795-8811
VOX Network Solutions San Francisco CA 877-869-8111	**Walkercom, Inc.** Pearland, TX 281-997-5700
Windstream Services Austin, TX 78701 800-347-1991	

Avaya OneCloud for Government

▪ Avaya OneCloud for Government is a FedRAMP based cloud solutions for Unified Communications and Contact Center applications. Avaya OneCloud for Government is geared toward federal, state and local Government customers with a need for increased security, such as FedRAMP Moderate. Users on the platform can take advantage of the cloud features such as cost effectiveness, elasticity, scalability, and up-to-date releases, all while not worrying about security or system downtime. Avaya OneCloud for Government provides geo-redundant data centers located in the United States. Users will have access to a management portal to make Moves, Adds, Changes, and Deletes (MACD) to their UCaaS and CCaaS systems. The web-based management portal will also provide reporting so administers can monitor the platform. With OneCloud for Government, customers can migrate their existing on-premises Unified Communications and Contact Center to the FedRAMP cloud.

Avaya Cloud Notification Solution (ACNS)

▪ The Avaya Cloud Notification Solution (ACNS) is a cloud-based notification service that allows administrators to broadcast mass notifications to users across dispersed systems. Whether by Calling, SMS, Email, Push Notification, or Instant Message, ACNS can deliver information to users in a real-time manner. ACNS can not only send notifications but can also receive responses to get feedback from the outbound session. ACNS provides an open web service API for integrations with third-party products and solutions, including the Business Process Management systems for improving process efficiencies. It also includes a management web portal interface for creating notifications and checking notification status. The ACNS portal can store user/group profiles and provide intelligent notifications such as message priority, escalation tree, transfer, ad-hoc conference, message retrieval security pin, etc. It can support custom application add-on to meet additional customer-specific requirements. It can be applied to the emergency broadcast, system alarming types of applications, as well as multiple additional public safety solutions.

SENTRY Enhanced Next Generation 911 (NG911)

▪ SENTRY™ NG911 is a next-generation 911 (NG911)solution that can help public safety organizations provide detailed location information to PSAPs in the event of an emergency and ensure full compliance with Kari's Law and Ray Baum's Act. This solution can help keep people safe regardless of where they are located geographically. NG911 is a modular framework designed to provide the functions needed to solve Enterprise NG (Next Generation) 9-1-1 phone tracking, 9-1-1 call routing, and on-site notification issues. NG911 Emergency Location Management application provides the ability to track IP/SIP endpoints location where required and offers On-Site Notification capability in the event of a 911 emergency call within the location identified in the locations section.

Communications Platform as a Service (CPaaS)

▪ Avaya OneCloud Communications Platform as a Service (CPaaS) enables our public safety customers and partners to integrate a wide range of features, including voice notification messaging, and API workflows into a new cloud or even their current communications systems. Simplify processes without complex programming or integrations and get right down to business. Avaya OneCloud CPaaS can be used in support of both cloud and premises solutions and helps to simplify the process and provide more complete customer experiences.

Avaya Value-added Technology, Products, and Services

▪ Many of Avaya's products and services are specifically tailored to support law enforcement, public safety, and first responder communities, including: E911 Services, Emergency Location Management Solutions, Avaya Notification Services , and Avaya Safe School Solutions. In addition to the public safety and law enforcement solutions described above, Avaya will be providing its product catalog to include its full suite of Unified Communications, Contact Center, and Video offerings to TX DIR members. The breadth of Avaya's catalog items enables public sector customers to create tailored digital solutions, augment existing solutions, or purchase individual catalog items, on a standalone basis..