

**EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,  
AND SOLUTIONS REQUEST**



Company Name: **Newcastle Communications**

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed may or may not be accepted by Sourcewell or included in the final contract. Sourcewell will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

Section/page	Term, Condition, or Specification	Exception	Sourcewell ACCEPTS
<b>Form A/Q5</b>	<b>Demonstrate Financial Strength</b>	<b>Newcastle, as a privately held corporation, does not provide financial information.</b>	Sourcewell accepts
<b>Form A/Q15</b>	<b>Indicate separately what percentages of your sales are to the government and education sectors in the past three years</b>	<b>NEC considers the information about her market shares to be confidential.</b>	Sourcewell accepts
<b>Form A/Q16</b>	<b>List any state or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years.</b>	<b>Annual Volume sales are considered confidential. On a case by case basis, NEC can provide the information.</b>	Sourcewell accepts

Proposer's Signature: \_\_\_\_\_

Date: 2/25/2019



**Sourcewell's clarification on exceptions listed above:**

**Contract Award**  
**RFP #022719**



**FORM D**

**Formal Offering of Proposal**

(To be completed only by the Proposer)

**UNIFIED COMMUNICATIONS, CONTACT CENTER, AND RELATED SERVICES, EQUIPMENT, AND APPLICATIONS**

In compliance with the Request for Proposal (RFP) for UNIFIED COMMUNICATIONS, CONTACT CENTER, AND RELATED SERVICES, EQUIPMENT, AND APPLICATIONS, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.

Company Name: **Newcastle Communications**

Date: **2/25/2019**

Company Address: **1201 Broadway, Suite 1010**

City: **New York**

State: **NY**

Zip: **10001**

CAGE Code/DUNS: **N/A**

Contact Person: **Gioia Ambrette**

Title: **President**

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

**Gioia P. Ambrette**

(Name printed or typed)

**FORM E**

**CONTRACT ACCEPTANCE AND AWARD**



(Top portion of this form will be completed by Sourcewell if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

Sourcewell Contract #: 022719-NEW

Proposer's full legal name: Gioia P. Ambrette, Inc. dba Newcastle Communications

**Based on Sourcewell's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet all of the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by Sourcewell.**

The effective date of the Contract will be April 11, 2019 and will expire on April 11, 2023 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the Sourcewell Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at Sourcewell's discretion.

**Sourcewell Authorized Signatures:**

DocuSigned by:

Jeremy Schwartz

CDFD2A139D06489

SOURCEWELL DIRECTOR OF OPERATIONS AND  
PROCUREMENT/CPO SIGNATURE

DocuSigned by:

Chad Coauette

7E42B8F817A84CC

SOURCEWELL EXECUTIVE DIRECTOR/CEO SIGNATURE

Jeremy Schwartz

(NAME PRINTED OR TYPED)

Chad Coauette

(NAME PRINTED OR TYPED)

Awarded on April 8, 2019

Sourcewell Contract # 022719-NEW

GIOIA P. AMBRETTE INC D/B/A NEWCASTLE COMMUNICATIONS

**Vendor Authorized Signatures:**

The Vendor hereby accepts this Contract award, including all accepted exceptions and amendments.

Vendor Name GIOIA P. AMBRETTE INC D/B/A NEWCASTLE COMMUNICATIONS

Authorized Signatory's Title

PRESIDENT

[Signature]  
VENDOR AUTHORIZED SIGNATURE

GIOIA P. AMBRETTE

(NAME PRINTED OR TYPED)

Executed on APRIL 9, 2019

Sourcewell Contract # 022719-NEW



**Form F****PROPOSER ASSURANCE OF COMPLIANCE****Proposal Affidavit Signature Page****PROPOSER'S AFFIDAVIT**

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to Sourcewell members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of Sourcewell, or any person, firm, or corporation under contract with Sourcewell, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
4. The Proposer will, if awarded a Contract, provide to Sourcewell Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
5. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
7. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify Sourcewell for reasonable measures that Sourcewell takes to uphold such a data designation.

**[The rest of this page has been left intentionally blank. Signature page below]**



By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

Company name: **Gioia P Ambrette Inc., dba Newcastle Communications**

Address: **1201 Broadway, Suite 1010**

City/State/Zip: **New York, NY 10001**

Telephone Number: **(212) 780-9680**

Email Address: **[admin@nccomm.com](mailto:admin@nccomm.com)**

Authorized signature: \_\_\_\_\_

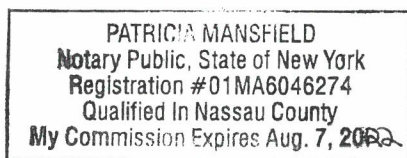


Authorized Name: **Gioia P Ambrette**

Title: **President**

Date: **2/25/2019**

**Notarized**



Subscribed and sworn to before me this Feb 25 day of Feb, 2019

Notary Public in and for the County of NASSAU State of NEW YORK

My commission expires: AUGUST 7, 2022

Signature: Patricia Mansfield

## **Form P**

### **PROPOSER QUESTIONNAIRE**

#### **Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions**

Proposer Name: **Gioia P. Ambrette, Inc DBA Newcastle Communications**

Questionnaire completed by: **Joseph Mansfield**

#### **Payment Terms and Financing Options**

- 1) What are your payment terms (e.g., net 10, net 30)?
  - a) **Our payment terms are flexible as different Cities, Counties, States, Healthcare Organizations, Schools and Nonprofits have very different requirements/guidelines they must adhere to by way of payment schedules.**
  - b) **Net 30-90 is typical of what we agree to but this is not cast in stone. If feasible, we will also break up purchase payments over an extended period of time.**

- 2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

**Yes, we do. There are Special NEC Government leasing packages from NEC Financial Services. The flexible terms of the Government financing packages are specifically tailored to the needs of government entities including equipment upgrades or expansions as adds to an existing Master Lease. These adds do not have to be for NEC products. Please see attached brochure**

- 3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to Sourcewell. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcewell Members' purchase orders.

**Newcastle will be responsible for all reporting to Sourcewell. All purchase orders will be placed in Newcastle's order tracking and accounting system even if another NEC dealer is providing the sales and installation support. Newcastle will do all the billing and collections for goods and services sold to Sourcewell members. Newcastle has been responsible for providing quarterly sales/revenue reports, that are required for the State and City of New York, for many years. Newcastle's order tracking and accounting system fully automates this process and provides the detailed reports. Name, address, goods and services sold, dates of transaction, payment terms and if payment has been received or not. These reports can be easily modified to meet Sourcewell's reporting requirements**

- 4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell Members for using this process?

**Yes, we accept P-cards.**

#### **Warranty**

- 5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.

- Do your warranties cover all products, parts, and labor?
  - **Yes, our warranties cover all parts and labor. All new & refurbished hardware and software purchased from Newcastle qualify.**
  - **Warranties cover hardware or software failures during the manufacturer's warranty period. Systems damaged due to fire, flood, storm, explosion etc. void the warranty.**
  - **All hardware and software have manufacturer warranties that range from 1-3 years after the date of client written acceptance acknowledging the system is in full production.**
  - **A unique aspect of Newcastle is our extended warranty program; warranties on all components will continue after the first year, and after the manufacturer's warranty ends, as long as an active annual or multi-year Newcastle service agreement is in place and will continue until hardware or**



software is EOL (end of life). As long as software has NEC's software assurance, software never should be EOL; all hardware will ultimately have an EOL date.

- Claims procedure, Hardware: Client calls Newcastle during normal business hours or after-hours if critical component failure, technician verifies that component needs to be replaced. If the client has a Newcastle supplied "inventory kit" on-site (described in section A 31c), the client merely takes the new component out of the box, plugs it in and our technical staff will immediately apply any programming that is required. The client will place the faulty component in the box with an RMA number that has been issued by Newcastle and sends it back to Newcastle using the supplied label in the box. Newcastle pays for the shipping. If the client does not have an "inventory kit" the procedure is the same except the local dealer will deliver the component within 1-3 hours and take care of the replacement. If it is a non-critical component such as a conference room phone and there is no sense of urgency Newcastle may opt to overnight the replacement.
- Claims procedure, Software: If there is a software issue, this can be taken care of remotely as typically a patch or upgrade will remedy the issue. If the system has to be taken out of service to remedy the issue the client selects a convenient maintenance window after normal business hours in order to apply the patch or upgrade. The NEC Univerge 3C due to its Active/Active architecture typically does not need to be taken out of service: we just failover to one of the active servers, do the patch/upgrade, failover to the next server and keep going until all virtual copies are patched/upgraded with no interruption to service. Our best practice is to do this after-hours even though there is no interruption in service.

- Do your warranties impose usage restrictions or other limitations that adversely affect coverage?  
No, our warranties do not impose usage restrictions and other limitations that adversely affect coverage. The following terms are standard and reasonable
  - Equipment Environment: The Purchaser must provide a suitable physical environment including UPS power and air conditioning as required per the manufacturer specifications.
  - Force Majeure: Newcastle shall not be liable for any failure of or delay in the performance of equipment covered in this Agreement for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders, electrical supply failure or interruption, fire, flood, storm, explosion, nuclear accident, sabotage, or any other force majeure event.
- Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?
  - Yes, warranties cover the expense of technicians travel time and mileage to perform warranty repairs
- Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell Members in these regions be provided service for warranty repair?  
As stated, if a Sourcewell member is remote, a no cost "inventory kit" from Newcastle's inventory will be placed at the client's location(s) so all necessary hardware will immediately be available if a component failure takes place. Newcastle Communications does have Remote technicians across the country to service most regions. 'Remote' is defined as an area that takes more than 3-5 hours to reach by Newcastle's technical staff or one of the selected NEC authorized dealers. Quite frankly, having inventory kits on site provides more effective service response than rolling a truck as we are always guaranteed the proper replacement equipment is on site and ready to go and our technical staff can get on-line and remedy an issue in 15-45 minutes versus waiting for an hour or more for a technician and truck to arrive; as stated earlier, it also facilitates a rapid expansion. We have had a number of counties and hospital systems use the inventory kit to provide extra phones for auditors and emergencies and several healthcare systems deploy phones and gateways to quickly expand clinics and other situations the IT/telecom staff was given short notice to allocate resources to.
- Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?
  - Yes, all hardware and software purchased through Newcastle is covered.
- What are your proposed exchange and return programs and policies?
  - As stated above, Newcastle will exchange or replace any manufacturer defeated hardware and will apply patches or upgrades to any defective software. The member will contact our technical staff and we will open an RMA case and we will handle the return and replacement of the equipment via an on-site "inventory kit", local dealer or for non urgent issues overnight the component. All



shipping costs are absorbed by Newcastle. As long as the components are under manufacturer warranty this applies. A unique aspect of Newcastle is our extended warranty program; warranties on all components will continue after the first year, and/or after the manufacturer's warranty ends, as long as an active annual or multi-year Newcastle service agreement is in place and will continue until hardware or software is EOL (end of life). As long as software has NEC's software assurance, software never should not be EOL; all hardware will ultimately have an EOL date.

- 6) Describe any service contract options for the items included in your proposal.
- A. After the first year 24x7x365 warranty support services are completed, we offer the following (these items can also be added as options at the time of initial purchase):
  - B. 1-5 year annual standard business hours or 24x7x365 support options. All these options include hardware and software warranties and annual software assurance where appropriate. The fact that Newcastle extends hardware and software warranties beyond what the manufacturer offers, makes our programs unique in the industry.
  - C. We offer optional Remote Monitoring systems to monitor the health of both client network and NEC hardware and software that go beyond the monitoring software that are built into the NEC systems. This is typically offered to larger Enterprise organizations.
  - D. We offer optional Managed Services agreement where Newcastle handles all Adds, Moves or changes of the system(s). Managed services can be delivered as a remote service and/or we offer technical on-site personnel to handle this work for as many days or weeks a month the client requires.
  - E. We offer an option to include the labor for remote or on-site annual software version upgrades for all the systems we sell to keep our customers up to date with the latest NEC software versions which always include new features and functions.

#### **Pricing, Delivery, Audits, and Administrative Fee**

- 7) Populate the Product/Service Matrix below with the information related to your solution offerings. In completing the Matrix, use the following key:

Manufacturer (M) – the Proposer is the manufacturer and/or developer of the particular component or element.

Third Party (3) – a third party provides the component or element that is included in the solution.

Value-Added Reseller/Systems Integrator (VS) – the Proposer is a value-added reseller (VAR) or systems integrator (SI) that will ensure the solution's various components are integrated to function as required.

Other (O) – the Proposer is not a manufacturer, or value-added reseller/systems integrator. Provide a brief description of the Proposer's business model and structure. Indicate also if the solution component is premises-based (P), cloud-based (C), or a hybrid (H) implementation.

Product or Service	Response (M, 3, VS, O)	Premises (P)	Cloud (C)	Hybrid (H)
● UC Hardware	VS	VS	VS	VS
● UC Software with comprehensive complement of features and functions	VS	VS	VS	VS
○ Voice – Basic feature set	VS	VS	VS	VS
○ Voice – Enhanced feature set	VS	VS	VS	VS
○ Messaging	VS	VS	VS	VS
○ Collaboration and conferencing	VS	VS	VS	VS
○ Mobility	VS	VS	VS	VS
○ Mass notification	VS	VS	VS	VS
○ CTI	VS	VS	VS	VS
● Data Networking Hardware	VS	VS	VS	VS



● Data Networking Software	VS	VS	VS	VS
● Trunking Facilities as part of the proposed solution	VS	VS	VS	VS
● Contact Center Hardware	VS	VS	VS	VS
● Contact Center Software	VS	VS	VS	VS
○ ACD, routing	VS	VS	VS	VS
○ Omnichannel	VS	VS	VS	VS
○ Analytics and reporting	VS	VS	VS	VS
○ Integration, CTI	VS	VS	VS	VS
○ Social media	VS	VS	VS	VS
○ IVR	VS	VS	VS	VS

#### PRODUCT/SERVICE MATRIX

- 8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

**The attached price book indicates MSRP and SKU numbers. There are line item discounts for software and hardware for each item.**

- 9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

**Discount range is predominantly from 41% on software and phones down to 3% on a small number of hardware components. Again, the pricing is always subject to quarterly system discount promotions, rebates, trade ins etc from NEC, so discounts are very likely to be more than listed. Newcastle can also ask for special discount considerations from NEC for all non-profit entities. This is submitted on a case by case basis.**

- 10) The pricing offered in this proposal is

- \_\_\_\_\_ a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- \_\_\_\_\_ b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- X   c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- \_\_\_\_\_ d. other than what the Proposer typically offers (please describe).

- 11) Describe any quantity or volume discounts or rebate programs that you offer.

**Newcastle listed pricing is a “not to exceed” cost. There are always additional discounts for bundles of system licenses and phones to be applied. These quantity discounts start at 50, 100, 150, 200 for licences, phones etc. but are dependent on the system size and the system configuration. Also, there are typically manufacturer rebate programs and trade in programs that are released quarterly. Newcastle can also ask for special discount considerations from NEC for all non-profit entities. This is submitted on a case by case basis**

- 12) Propose a method of facilitating “sourced” products or related services, which may be referred to as “open market” items or “nonstandard options”. For example, you may supply such items “at cost” or “at cost plus a percentage,” or you may supply a quote for each such request.



Newcastle's method would be to supply a quote for each such request. We usually can obtain reasonable pricing for open market/non standard options if this is not the case we add 3-5% or \$175 minimum to the disclosed cost of goods.

- 13) Identify any total cost of acquisition costs that are **NOT** included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

Installation and product training for all employees are the two items that are part of the cost of acquisition and are not included in our price list. Installation typically ranges from 3%-18% of the total cost of goods and is calculated on the final system configuration; of course this varies based on the scope of work a client wishes us to tackle. For instance, some of our clients do not have the internal resources to complete a network evaluation or network upgrade so, they may ask us to include that in our scope of work to insure their network is ready for the systems they wish to purchase and implement from us. Also, if a site is very remote, travel costs *may* be added. Administrator training for up to 5 system administrators and "train the trainer" are always included in our installation cost, but if employee training is required over a series of days there would be additional costs for a dedicated on-site employee trainer as a separate line item.

**PLEASE NOTE:** the 3-18% installation cost **INCLUDES** all travel for about 89% of all our installations.

- 14) If travel expense, delivery or shipping is an additional cost to the Sourcewell Member, describe in detail the complete travel expense, shipping and delivery program.

Shipping for hardware is always a line item on our quotes. Hardware includes but is not limited to, phones, gateways, servers, controllers etc. There are no shipping charges for software as this can be loaded on the client's virtual environment either on site or typically remotely. Having an all software application loaded in a client's data center on their virtual server may mitigate all travel expenses for a very remote, hard to reach client. Travel is only charged for locations that are very remote and difficult to access. As stated above, only about 11% of our installations. Travel charges are comprised of the following: airfare, rental cars, tolls and gas, \$40 dollar per diem for the technicians meals and hotel. This is billed at cost plus \$195 administration charge.

- 15) Specifically describe those travel expense, shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

Newcastle will be utilizing selected premium NEC dealers to cover Alaska, Hawaii and most of Canada. NEC has operations and product depots in Canada so Canadian dealers have ready access to all hardware and software listed in the attached product portfolio price book. The dealers in Alaska and Hawaii also have ready access to NEC hardware and software. The dealer Newcastle would use in Hawaii has an extensive operation which reaches all islands. He does charge additional travel expenses for about 13% of his installations and shipping would be comparable to the rest of the US. In Alaska, it is likely there will be remote areas that would warrant additional travel expenses and shipping costs. Probably about 35% of installations. We have been informed that shipping costs in Alaska, to remote areas, especially in the winter months can vary and tend to be higher than the rest of the US. In Canada, there may also be remote areas that warrant travel costs. In speaking with the NEC premium dealers in Canada they informed us they charged installation plus additional travel about 15% of the time. Again, if a client is purchasing an NEC software only product it can be remotely loaded on a client's virtual server, tested and training can be completed via WebEx so all travel could be eliminated. We have clients who are local and opt to do this to cut costs. It works well in many situations.

- 16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

To cut down on shipping costs all required hardware, such as phones and gateways etc., are drop shipped from NEC's closet warehouse in the US and Canada. Software applications are downloaded directly to a client's virtual server by our technical staff so there are no shipping charges related to the main component of the Univerge 3C for instance, as this is all software. Again, if a client is purchasing an NEC software only product it can be remotely loaded on a client's virtual server, tested and training can be completed via WebEx so all travel could be eliminated. We have clients who are local and opt to do this to cut costs. It works well in many situations.



- 17) Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell.

**Our accounting firm sends staff to our headquarters quarterly to informally audit the various financial aspects of our business. We will add the task of looking at all non-taxable entities that we have sold to that would potentially be Sourcewell members and cross reference this information with our Sourcewell reports that our CRM and billing system has identified.**

- 18) Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

**Newcastle has read RFP section 6.29 and agrees to a 2% administrative fee as calculated as a per-unit fee. We are also happy to discuss this and adjust if there is a preferred way Sourcewell wishes to calculate this fee.**

### **Industry-Specific Questions**

- 19) Describe time in market and development of your proposed solution(s).

**Newcastle Communications has been in business since 1980. We are proud, for the last 21 years, to carry NEC products as our flagship offering.**

**The NEC Corporation was founded in 1899 in association with the U.S. firm Western Electric Company to provide its customers with world-class telephony products and dependable follow-up service. Today, NEC Corporation is a leader in the integration of IT and network technologies and Unified Communications that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 100 years of expertise in technological innovation to empower people, businesses and society.**

**As the U.S. subsidiary of NEC Corporation, NEC Corporation of America leverages NEC's global network of resources and experience to help customers achieve a competitive edge. Comprised of business units and innovation centers throughout the United States, NEC Corporation of America offers its clients direct access to their market-leading technologies and resources, ranging from server and storage solutions to IP voice and data solutions, biometric identification, optical network and microwave radio communications solutions along with all of the Sourcewell applications required in this RFP.**

**NEC's portfolio is innovative and has grown out of years of development and feedback from their customers. NEC has been recognized as one of the top 50 most innovative companies by the Boston Consulting Group (BCG) in 2018.**

- 20) Provide a brief roadmap for the development and remaining product life cycles for any premises and/or cloud-based solutions.

**One of NEC's legacies is customer investment protection, by extending solution lifecycles and developing backwards compatibility, NEC has been able to extend our customer's investments long beyond the industry standard. The current NEC products included in response to this RFP are current and continue to be developed for new feature and functionalities.**



**Many of NEC's on premise software based systems, like the Univerge 3C, can now be easily moved to the cloud. This effort is continuing for all of NEC's product lines, giving clients more choices as business requirements change.**

21) How do you enable Member migrations/upgrades over time?

- Describe hardware and software upgrade strategies.
- How do you "future proof" Members' solutions?

**As investments in technology are important because of the potential of adding value and having a direct impact on an organization bottom line, we are committed to helping protect existing investments by providing clear migration paths that are both simple and cost-effective.**

**NEC is committed to being a trusted communications advisor and partner of our customers – today, tomorrow and for years to come. One that will help mitigate the uncertainty and risk plus empower with strategies that will help business thrive.**

**NEC's software subscription and support program, Software Assurance, is specially designed to "future proof" Sourcewell's members technology investments, ensure software is always current and provide software lifecycle management. Each year's software upgrades includes new features and functions at no additional costs and keeps the system current. Unlike old style TDM systems no "fork lift" upgrades are required for the latest industry applications.**

**As repeatedly stated, the Univerge 3C is totally software based so, with software assurance in place, it becomes a new system every year. This is truly "future proofing" a system. Also, the on site Univerge 3C database can be easily extracted to take an on-premise system to the NEC cloud, Univerge Blue, so there are lots of options as ones business requirements change moving into the future.**

**As hardware requires a technology refresh, or a Member wants to migrate to one of NEC's latest technologies, NEC offers promotions including discounts on applications, trade-in offers, licensing migrations, special financing and more.**

22) Describe the types of hardware and platforms upon which your UC and CC solutions work?

**The NEC Solutions listed in this RFP support a variety of hardware and platforms. The highly reliable architecture of NEC's Solutions ensures business continuity, while open, standards-based components enable interoperability and integration of communications into business processes. The majority of UC and CC solution are software based and operate in virtual environments with VMWare or Hyper-V with industry standard servers that can be provided by the client or purchased through Newcastle. Several of NEC's UC Platforms run on NEC Appliances providing a hardened environment.**

23) Describe the primary partners with whom you proposed UC and contact center solutions.

**Newcastle's primary partner in this proposal is NEC America Corporation and selected premium dealers in the US and Canada.**

- Do they have specific areas or vertical markets of expertise, particularly those in which Sourcewell Members are active?

**Yes. NEC and NEC dealers are dominant in Higher Education and Healthcare and has a very strong presence in city, state and local governments as does Newcastle. 71% of Newcastle's business is Healthcare, Education and government.**

- Describe options for Day 2 and after support and operations.

**After Installation, Setup and Configuration, Newcastle provides 1-7 days of help desk support. This depends on size of client and the various combinations of applications they purchased. Newcastle will remain responsible for Lights-On, Maintenance, Housekeeping**



**and Optimization of the implemented solution. All our installations include 24x7x365 service for the first year after complete installation.**

24) For cloud based solutions:

- What are the typical network connectivity configuration(s)?
- Do you offer “single instance” and/or “multi tenant” solutions?

**NEC’s UNIVERGE BLUE supports both OTT (Over the Top) and dedicated data connections depending on the needs of the Sourcewell Member. In many deployments multiple network connections are recommended and available with local survivability.**

**Both single instance and multi-tenant configurations are offered depending on the size and requirements of the Sourcewell member.**

25) What is the approximate percentage of premises versus cloud installations?

**Newcastle’s is 73% on premise, 27% cloud.**

26) Describe security and redundancy for your cloud-based solutions.

**The NEC UNIVERGE BLUE data centers are instantly backed up and mirrored in 4 data center locations in the US to ensure a disaster proof backbone for all vital business communications.**

**Each superior UNIVERGE BLUE data center features:**

- Fault Tolerant servers;
- The highest requirements for global cyber security;
- JITC (DoD) certified software;
- The latest encryption and security protocols;
- 24/7 Monitoring to protect your network from unwanted guests.
- 24/7 A live person at the other end of the line
- Issue resolution follow-up

27) Describe a typical implementation project from design, implementation, and operations and support aspects.

**All new installations are executed with the following procedure no matter how small or large. An initial conference call or on-site meeting is arranged with the client and we review a checklist provided by sales and sales engineering which is reviewed in detail with the client. The client’s timeline targets are discussed. A detailed summary of the call is sent to the client. If the client agrees that all information is included in the summary, we then work on a detailed project plan which is presented to the client during the next scheduled conference call or on-site meeting. Everything from training, to system programming is thoroughly documented for the client so by the time the system is in production the client has all pertinent details, diagrams, IP addresses, training materials etc.**

28) What is the primary growth area(s) for your solutions?

**NEC Corporation of America is developing product applications simultaneously several areas to include UC, the Internet of Things, Artificial Intelligence, Biometrics, Networking, Mobile, Security, Fiber Sensing and UAV Networking, from a solution perspective. NEC’s view is that all of these disciplines go hand in hand for producing “smart enterprise technology”**

**NEC has always focused heavily on vertical markets with Government, Education, Healthcare and Hospitality having the largest market share.**

29) How do your solutions “fit” within the Internet of Things (IOT)?



NEC understands the real value of sensor gathered information – that is its effectiveness is in applied analysis of the big data the sensors provide. NEC combines the integration of data analytics with unified communications and internet connectivity to enable the facilitation of a timely, actionable response to these results. By utilizing the Internet of Things, the sensors can measure anything from air quality to graffiti detection. When paired with video analytics, NEC has already helped cities achieve their goals of being smart without compromising safety. Solutions include:

- Video Analytics
- Flexible sensing platforms
- Pipeline Management
- Multimodal Transport and Pedestrian Counting
- HOV Passenger Detection

30) Please describe any other benefits, services, products, or differentiating factors about your solution(s).

- **CHOICES**
  - Our NEC portfolio of products and applications can be designed for on-site, cloud or as hybrid solutions (combination of both cloud and on-site applications). As we said, One Size does NOT Fit All. NEC's portfolio is EXTREMELY flexible.
- **ON-SITE INVENTORY KIT**
  - Newcastle's On-Site, No-Charge 'Inventory Kit' tailored to the specific needs of a specific enterprise or remote client is provided at no charge and facilitates extremely fast resolutions to any issue that may arise.
- **NEC FINANCIAL SERVICES**
  - NEC has a Financial arm in North America, NEC Financial Services. This is an added benefit as we can offer leasing and special government leasing products that NEC Financial Services offers. This gives Newcastle much more flexibility putting together quotes for cost sensitive organizations. NEC leasing also lets us easily add products for expansion of a system or other unrelated products from other manufacturers at any time during the life of the lease. (Please see the attached brochure).
- **FINANCIAL STABILITY AND RESEARCH & DEVELOPMENT**
  - For over 50 years in North America, NEC has been one of the most financially stable manufacturers in the Telephony/IT industry and now the converged Unified Communications space. In addition, NEC's R&D budget dwarfs the dollars put into R&D by other comparable organizations; both of these facts are critical for NEC to continue to be an innovative leader in Unified Communications and beyond.
- **BIOMETRICS**
  - NEC is the only Unified Communications manufacturer who also is THE world leader in facial recognition. The applications of facial recognition using a unified communications system or as a standalone application are extensive. Although this is not one of Sourcewell's listed applications in the scope of desired features it is an important add-on that has recently become very important to schools, hospitals and government buildings. This after all is your membership market.
- **EXCELLENT SALES & SERVICE COVERAGE FOR ALL OF NORTH AMERICA**
  - Newcastle will be able to leverage NEC's dealer network, 471 dealers strong, to cover all portions of North America that is required by Sourcewell. We will be very selective in this process.
- **WOMAN OWNED & CERTIFIED**
  - Newcastle Communications is a woman owned and certified company with 39 years specializing in Telephony/IT and then the converged Unified Communications space. This can be an advantage to Sourcewell members that have to meet certain minority business criteria as per mandates from their local and State governments. Newcastle has the woman owned certifications but most important: the skill sets to execute what is required for Sourcewell members.
- **UNIQUE PRODUCT ATTRIBUTES**

(Form P)

The NEC Univerge 3C has a number of important technical advances:

1. Univerge 3C is a 100% software based Unified Communications Application that can be placed in a virtual environment. There are NO proprietary controllers or any other proprietary hardware required.
2. Univerge 3C is network agnostic: Organizations can use HP, Dell, Cisco or any combination of switches in their network
3. The Univerge 3C is a real ACTIVE/ACTIVE system. Failover is totally transparent to the user population, calls stay in process in the event the primary system needs to failover to another virtual instance
4. Clients can make as many copies of the core Univerge 3C software at NO COST for failover/disaster recovery purposes. These are ACTIVE in the virtual environment and can help us design a "bullet proof" system
5. The Univerge 3C is JITC certified. This is a department of defense certification and there are only two other manufacturers who have been awarded this designation. The NEC Univerge 3C however is the only Unified Communications system, that we are aware of, that gives this version of software to every client at no additional cost, so security is greatly enhanced.
6. Univerge 3C can handle up to 30,000 users on one virtual server. Other manufacturers require multiple servers, so this reduces costs dramatically.

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



Date: 2/25/2019