

**SCHEDULE L– Training**

**11-X-21415 Telecommunication Equipment & Services**

**Annual Equipment Sales Spend Discount**

*Bidder to provide price list labeled Schedule L reflecting it's Section 3.2.14 Technical Support Pricing*

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## Training Overview

Samsung believes training is an integral part of customer support and experience and encourages both end users and customer Technical staff to be trained.

The objectives of these programs are:

- To ensure a smooth and organized transition to the new communications system.
- To assure total understanding, confidence and acceptance of the system by all members of the organization.
- To ensure all benefits are fully realized with maximum utilization of the system's features and capabilities.

Samsung offers multiple methods of training enables employees to perform their jobs more productively through effective use of the new system

- Onsite user training at Cutover inclusive of all training materials (N/C 5 hours)
- Onsite Tech staff training on system operation at cutover
- Online Web based Technical Training
- Offsite Instructor Led Training

Below please find our online and Instructor led course descriptions and pricing.

## Course Descriptions

<b>BASIC USER COURSE</b>	
<b>Course Name</b>	<b>End User Functional Training</b>
<b>Course Number</b>	<b>EUFT (INSTRUCTOR LED)</b>
<b>Description</b>	Designed for End users to enable them to understand all the Features sets and functionality of the system and station instruments. Includes, station functionality features like conference calling, hold, transfer, speed dial and Voice mail set-up.
<b>Course Content</b>	Includes, station functionality features like conference calling, hold, transfer, speed dial and Voice mail set-up. Call Center planning, ACD overview, Switch.
<b>Class Length</b>	5 hours

<b>Course Name</b>	<b>OfficeServ 7200/7400 System</b>
<b>Course Number</b>	<b>1020-01-IL (INSTRUCTOR LED)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ 7200 or OfficeServ 7400 Systems.
<b>Course Content</b>	OfficeServ 7200 and OfficeServ 7400 hardware overviews, hardware installation and configuration, user/administrator programming, and basic system programming including T1, PRI, COS, LCR, and CID/ANI.
<b>Certification</b>	OfficeServ 7200/7400 – technical support for the OfficeServ 7200 or OfficeServ 7400 Systems. <i>Excludes 7100, Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
<b>Class Length</b>	5 days
<b>Prerequisite</b>	Basic Telephony experience.
<b>SYSTEMS</b>	
<b>Course Name</b>	<b>OfficeServ 7100 System</b>
<b>Course Number</b>	<b>1030-04-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ 7100 system.
<b>Course Content</b>	OfficeServ 7100 hardware overview, hardware installation, and configuration, user/administrator programming, and basic system programming including LCR and basic Voice Mail/Automated Attendant functionality. For more complete Voice Mail/Automated Attendant training, technicians must enroll and complete the full SVMJ E-Series online certification course.
<b>Certification</b>	OfficeServ 7100 – technical support for the OfficeServ 7100 System. <i>Excludes Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	Basic Telephony experience.

<b>Course Name</b>	<b>SVMi E-Series Systems</b>
<b>Course Number</b>	<b>2010-03-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure and program SVMi Systems.
<b>Course Content</b>	Hardware description, installation and programming, system setup, user and administrator functions and features, programming for extensions, mailboxes, Auto Attendant, menus, directories, scheduling, and backup/restore.
<b>Certification</b>	SVMi – technical support for the SVMi-2E, SVMi-4E, SVMi-8E, SVMi-16E, and SVMi-20E Systems.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification.

<b>CTI APPLICATIONS</b>	
<b>Course Name</b>	<b>OfficeServ Link and Easy Set</b>
<b>Course Number</b>	<b>3010-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ Link and OfficeServ EasySet CTI applications on OfficeServ Systems.
<b>Course Content</b>	Installation, configuration and use of the OfficeServ Link software and OfficeServ EasySet including configuring features and button assignments on OfficeServ digital or IP keysets.
<b>Certifications</b>	OfficeServ Link/EasySet – technical support on the OfficeServ Link and OfficeServ EasySet CTI applications.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification.

<b>Course Name</b>	<b>OfficeServ Call</b>
<b>Course Number</b>	<b>3011-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ Call CTI applications on OfficeServ Systems.
<b>Course Content</b>	Installation, configuration and use OfficeServ Call including contact management, scheduling, call logging and access to some digital telephone facility programming.
<b>Certifications</b>	OfficeServ Call – technical support on the OfficeServ Call CTI application.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ Link/EasySet certification.

<b>CTI APPLICATIONS</b>	
<b>Course Name</b>	<b>OfficeServ Operator</b>
<b>Course Number</b>	<b>3012-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ Operator CTI applications on OfficeServ Systems.
<b>Course Content</b>	Installation, configuration and use of OfficeServ Operator's Windows based operator console.
<b>Certifications</b>	OfficeServ Operator – technical support on the OfficeServ Operator CTI application.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ Link/EasySet certification.

<b>Course Name</b>	<b>OfficeServ DataView</b>
<b>Course Number</b>	<b>3013-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ DataView CTI applications on OfficeServ systems.
<b>Course Content</b>	Installation, configuration and use of the OfficeServ DataView software. Provides information on current system usage as well as cumulative statistics on usage through web-based user interfaces.
<b>Certifications</b>	OfficeServ DataView – technical support on the OfficeServ DataView CTI application.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ Link/EasySet certification.

#### **ADVANCED COURSES**

<b>Course Name</b>	<b>OfficeServ Wireless</b>
<b>Course Number</b>	<b>3020-01-IL (INSTRUCTOR LED)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ Wireless applications on any of the OfficeServ systems.
<b>Course Content</b>	Planning, deployment, and management of OfficeServ VoWLAN products. Introduction to logical troubleshooting methodology and optimization of OfficeServ Wireless networks.
<b>Certification</b>	OfficeServ Wireless - technical support access for SMT-W5100E Phone and SMT-R2000 Wireless Access Point deployments.
<b>Class Length</b>	3 days
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ ITP certification.

<b>Course Name</b>	<b>OfficeServ ITP</b>
<b>Course Number</b>	<b>3030-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians involved in configuration and programming of OfficeServ systems utilizing IP phones and MGI cards.
<b>Course Content</b>	Hardware overview and configuration, installation requirements and programming OfficeServ systems for VoIP and Samsung IP phones for Local and/or Remote applications. The online course also has information pertaining to Samsung's older WIP-5000M phones that are no longer available and will be removed at a later date.
<b>Certification</b>	ITP – technical support for MGI cards and ITP keysets. <i>This course does NOT provide OfficeServ Wireless LAN certification.</i>
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and successful completion of the OfficeServ ITP Online Prerequisite Test.

#### ADVANCED COURSES

<b>Course Name</b>	<b>OfficeServ SPNet</b>
<b>Course Number</b>	<b>3035-01-IL (INSTRUCTOR LED)</b>
<b>Description</b>	Designed for technicians that will install, configure and program OfficeServ systems networked via PRI or IP using Samsung's Proprietary Networking Protocol SPNet.
<b>Course Content</b>	Installation, configuration and programming of PRI or IP interfaces that are networked using SPNet.
<b>Certification</b>	SPNet – technical support access for multi-node systems networked using SPNet on PRI or IP.
<b>Class Length</b>	4 days
<b>Prerequisite</b>	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ ITP certification.

<b>Course Name</b>	<b>OfficeServ 7000 Series Data Modules</b>
<b>Course Number</b>	<b>3040-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians that will install, configure, and program OfficeServ 7000 Series Data Modules which currently includes the WIM, LIM, GWIMT, GSIMT, GPLIMT and the OfficeServ 7150 PoE supply.
<b>Course Content</b>	Data modules overview, installation and configuration and programming of the WIM, LIM, GWIMT, GPLIMT, GSIMT data modules and OS-7150 and several common data applications.
<b>Certification</b>	OfficeServ Data - technical support for the WIM, LIM, GWIMT, GSIMT and GPLIMT modules in the OfficeServ 7200 and 7400 Systems.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 7200/7400 System certification and successful completion of the OfficeServ 7000 Series Data Online Prerequisite Test.

<b>ADVANCED COURSES</b>	
<b>Course Name</b>	<b>OfficeServ 7000 SIP Services</b>
<b>Course Number</b>	<b>3050-01-OL (ONLINE)</b>
<b>Description</b>	Designed for technicians involved in configuration and programming of OfficeServ 7000 systems utilizing SIP trunking and SIP phones.
<b>Course Content</b>	SIP service overview and configuration, installation requirements and programming of OfficeServ systems. Troubleshooting section covers both basic and in-depth level.
<b>Certification</b>	OfficeServ 7000 SIP Services – technical support for OfficeServ 7000 SIP trunking and SIP stations.
<b>Class Length</b>	At learners pace.
<b>Prerequisite</b>	OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ ITP certification.



<b>Course Name</b>	<b>OfficeServ IP-UMS</b>
<b>Course Number</b>	<b>2020-01-IL (INSTRUCTOR LED)</b>
<b>Description</b>	Designed for technicians who will install, configure/program, and create applications on the OfficeServ IP-UMS.
<b>Course Content</b>	OfficeServ IP-UMS software installation, hardware requirements and integration to OfficeServ switch family. OfficeServ IP-UMS block structure and application (call routing) development will be included.
<b>Certification</b>	OfficeServ IP-UMS – technical Support for OfficeServ IP-UMS application.
<b>Class Length</b>	5 days
<b>Prerequisite</b>	OfficeServ 7200/7400 certification, SVMi E-Series certification, OfficeServ ITP certification, and OfficeServ SPNet certification. Note: A strong working experience with SVMi applications as well as working knowledge of Exchange email server and Outlook email client is required.

<b>ADVANCED COURSES</b>	
<b>Course Name</b>	<b>OfficeServ ACD (FUTURE RELEASE)</b>
<b>Course Number</b>	<b>3045-01-IL (INSTRUCTOR LED)</b>
<b>Description</b>	Designed for technicians who will install, configure, and maintain OfficeServ ACD call centers.
<b>Course Content</b>	Microsoft SQL review, Microsoft IIS review, Web and Server management basics, Call Center planning, ACD overview, Switch preparation, ACD installation, ACD programming, ACD maintenance, ACD troubleshooting.
<b>Certification</b>	OfficeServ ACD – technical support for OfficeServ ACD application.
<b>Class Length</b>	3 days
<b>Prerequisite</b>	OfficeServ DataView certification and successful completion of the ACD/IVR Online Prerequisite Test.



Skill Set Description	Code	Std. Rate	After Hours	Sunday/Holiday	Comments
T&M RATES					
Professional Service Engineer	PSO	\$140.00/hr	\$210.00/hr	\$280.00/hr	2hr minimum
Data Engineer	DE	\$160.00/hr	\$240.00/hr	\$320.00/hr	2hr minimum
Wireless LAN Site Survey Engineer	WL	\$140.00/hr	\$210.00/hr	\$280.00/hr	
Voice Deployment Engineer	VD	\$140.00/hr	\$210.00/hr	\$280.00/hr	
Solutions Architect	SA	\$160.00/hr	\$240.00/hr	\$320.00/hr	
Network Integration Technician	NI	\$140.00/hr	\$210.00/hr	\$280.00/hr	
Technical Project Manager	PM 1	\$140.00/hr	\$210.00/hr	\$280.00/hr	
Program Manager	PGM	\$160.00/hr	\$240.00/hr	\$320.00/hr	

### Other Professional Services

Professional Services		
<u>Samsung Service</u>	<u>Service</u>	<u>Pricing</u>
VoIP Readiness Assessment	<p><b>Service Description:</b>                      The VoIP readiness test looks for common network problems that are "IP Telephony-killing impairments" and would prevent a successful IP Telephony deployment. The purpose is to identify these problems and recommend actions to resolve the identified impairments. It is a snapshot in time that will help ensure success; however, it is not a guarantee of a successful deployment, nor is it a certificate of fitness. This service provides the customer with a cost-effective review of its existing IP network's ability to support VoIP in association with the pending implementation of a converged solution.</p> <p><b>Value Proposition:</b>                      *Ensure an end-user's network is able to effectively handle voice calls</p>	\$2,325.00

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	<p>*Reduce finger pointing issues between the network and the end-user voice system</p> <p>*Helps avoid possible issues during and after the implementation of the VoIP solution</p>	
Audits/Assessments	<p><b>Service Description:</b>                  Before making any decisions regarding your communications, enlist Samsung's experts to provide a complete evaluation of your existing system and business requirements. Focusing on your technical configuration, administrative requirements, business objectives and personnel resource needs, we conduct a complete assessment. Samsung utilizes sophisticated diagnostic equipment that analyzes your core network and then recommends a best-practices solution that will ensure your network is capable of meeting future needs.</p> <p><b>Value Proposition:</b>                  *Solutions are provided that meet customer needs today and in the future                  *Can provide customer possible areas to reduce costs</p>	Call for Pricing
System Design & Architecture	<p><b>Service Description:</b>                  The solution design is critical to its longevity, flexibility, efficiency, and overall success. Our system PSO engineers will work closely with you to ensure that even the most complex configurations are clearly understood and properly documented.</p> <p><b>Value Proposition:</b>                  *Solutions are properly and validate for their overall operational success to ensure a customer's end costs are well defined and no possible additions are necessary in the near future when the solution is implemented.</p>	Call for Pricing

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<p>Advanced Application Implementation &amp; Support</p>	<p><b>Service Description:</b> Enterprises today are ready to capitalize on the efficiency and cost-savings of emerging applications. These businesses turn to Samsung to implement these complex solutions, including convergence technologies such as VoIP (voice-over Internet protocol); call center applications such as CRM (customer relationship management); DEFINITY® Wireless and UM (unified messaging) applications. In addition, Samsung utilizes its nationwide team of certified technicians to provide support on these advanced applications, ensuring you of uninterrupted and reliable service.</p> <p><b>Value Proposition:</b> *Provides an unbiased evaluation to a customer of emerging and advanced technologies in order to determine which technologies a customer can utilized in their environment today.</p>	<p>Call for Pricing</p>
<p>Integration</p>	<p><b>Service Description:</b> Samsung's team of engineers and technicians are certified and trained to ensure that all connections and migration issues are carefully planned prior to equipment assembly, set-up, configuration, burn-in and testing in the Samsung integration services lab prior to any system shipment and implementation.</p> <p><b>Value Proposition:</b> *Test multiple manufacturer equipment together to ensure the equipment is capability *Reduces future trouble-shooting of issues on customer equipment</p>	<p>Call for Pricing</p>
<p>Security</p>	<p><b>Service Description:</b> To protect your networks and applications from any vulnerability to criminal invasion and natural disaster, enlist Samsung to assess your security requirements and provide a blueprint that shows how they can protect your systems. Samsung will develop a security procedure and implement a firewall appliance for you, using state-of-the-art products.</p> <p><b>Value Proposition:</b> *Provide key recommendations to customers on vulnerabilities and how to reduce them in their network.</p>	<p>Call for Pricing</p>