



Contagem / MG, 26 de Maio de 2.022.

ATESTADO DE CAPACIDADE TÉCNICA

Atestamos para os devidos fins que a empresa BETTA SOLUCOES DE ATENDIMENTO LTDA., inscrita no CNPJ Matriz n.º 64.729.775/0001-85 e Filial MG n.º 64.729.775/0003-47 forneceu à **JAMEF TRANSPORTES LTDA**, CNPJ n.º **20.147.617/0001-41**, sediada à **Rua Dr. José Américo Cançado Bahia n.º 1.810, Cidade Industrial, Contagem/MG, CEP.: 32210-130**, através do Contrato de Locação e Manutenção BTA n.º 12645, firmado em 12/Novembro/2014, Locação de solução de Comunicação Unificada IP, para substituir o parque de equipamentos e soluções de telefonia, incluindo equipamentos, instalação, treinamento técnico operacional, e serviços de manutenção corretiva + preventiva, pelo período de 72 (setenta e dois) meses contados da assinatura do contrato.

Conforme segue:

ESCOPO DO PROJETO

Qtd Site	Localidade	Troncos Digitais	Troncos Analógicos	Ramais Analógicos	Ramais IP (já inclusoos ramais IP dos agentes)	Agentes	Supervisores	Qtd de ramais que serão gravados
1	BHZ	60	8	111	75	45	4	18
2	CPQ	60	8	20	38	27	3	11
3	CWB	30	8	28	35	25	4	10
4	FLN	30	0	23	16	12	1	5
5	POA	60	8	26	31	21	2	9
6	RIO	60	8	32	70	60	3	24
7	SAO	90	24	123	117	70	14	28
8	VIX	30	8	19	16	14	2	6
9	BNU	30	8	10	7	7	0	4
10	FOR	30	8	5	7	7	0	3
11	GYN	30	8	13	7	7	0	3
12	JOI	30	8	12	8	8	0	3
13	RAO	30	8	5	7	7	0	3
14	REC	30	8	6	8	8	0	3
15	SSA	30	8	8	8	8	0	3
16	AJU	30	0	11	0	0	0	0
17	BAR	30	0	10	0	0	0	0
18	BAU	30	0	15	0	0	0	0
19	BSB	30	8	13	0	0	0	0
20	CXJ	30	8	8	0	0	0	0
21	FES	30	8	11	0	0	0	0
23	MAO	30	8	4	0	0	0	0
24	MCZ	30	8	10	0	0	0	0

Rua Dr. José Américo Cançado Bahia n.º 1.810, Cidade Industrial, Contagem/MG, CEP.: 32210-130

<https://www.jamef.com.br>



25	SJK	30	8	10	0	0	0	0
26	SJP	30	8	13	0	0	0	0
27	UDI	30	8	13	0	0	0	0
28	VDC	30	8	6	0	0	0	0
	Total	990	200	565	450	326	33	133

Considerações:

- ☐ Os sites sinalizados em vermelho são com Call Center, incluso os 16 agentes setor cobrança e 03 setores pendência de BH.
- ☐ No projeto foi considerado o AES CTI Avaya com licença TSAPI Basic para integração com o WFO.
- ☐ Em ambos os cenários, consideramos servidores virtuais para a implantação da solução Avaya. Dois servidores em BH onde será instalado o CM, CMS, AES, Session Manager, Sytem Manager e para a URA no futuro.
- ☐ Foi considerado um WFO (Gravador) centralizado na Matriz BH que grava todos os sites de call center.
- ☐ Foi considerado sobrevivência LSP nos sites que contêm call center e SLS nos demais sites.
- ☐ Foram considerados Ramais IP e aparelho IP modelo (i1608I) para as PA's do Call Center e em substituição aos ramais Digitais existentes;
- ☐ A gravação é 100% voz.
- ☐ Consideramos uma média de 200 000 ligações mês com um TMA de 5 minutos.

Ocupação de banda na rede WAN

Chamada Resolução Média		Chamada Resolução Máxima	
Banda para voz/chamada	8 kbps	Banda para voz/chamada	8 kbps
Cabeçalho voz/chamada	2 kbps	Cabeçalho voz/chamada	2 kbps
Tela 1280/1024	32 kbps	Tela 1600/1200	41 kbps
Total	42 kbps	Total	51 kbps

Screen Resolution	Color Reduction	No Color Reduction
1024 x 768	200 KB / min	800 KB / min
1280 x 1024	239 KB / min	1200 KB / min
1600 x 1200	301 KB / min	1800 KB / min



INSTALAÇÃO

Serviços de instalação dos equipamentos Avaya até o DG/Rack, configuração, programações, testes, ativação, treinamento operacional para os usuários e Supervisores do Call Center.

TREINAMENTO TÉCNICO OPERACIONAL

Foi ministrado treinamento técnico operacional para profissional com perfil técnico da JAMEF para execução de Administração básico nível 1 da solução CM Avaya. O treinamento foi feito no site da JAMEF.

MANUTENÇÃO E SUPORTE

Com equipe capacitada e certificada na solução proposta, a BETTA GROUP prestou os serviços de manutenção, suporte e reposição de peças na mais alta performance e qualidade. Os serviços de manutenção relativos ao sistema proposto consistiram na manutenção preventiva e corretiva, local ou remota, bem assim em suporte telefônico.

Os atendimentos atenderam aos seguintes critérios:

- Atendimento NORMAL: Solicitação de configurações e manutenções básicas que não interferem na produtividade do cliente e foram atendidas em até 24 horas úteis, após a abertura do chamado.
- Atendimento URGENTE: Solicitação e manutenções que interfiram na produtividade, que não casam ônus ao cliente, foram atendidas em até 24 horas úteis, após a abertura do chamado.
- Atendimento CRÍTICO: Solicitação e manutenções que interfiram na produtividade, que casam ônus ao cliente, foram atendidas em primeiro atendimento remoto até 02 horas conforme prioridade do reparo a ser efetuado, com atendimento local em torno de 06 horas para os sites mais distantes, após a abertura do chamado.

O SLA de atendimento contemplou a modalidade 24x7 (vinte quatro) horas por dia (oito) dias da semana.

LISTA DE EQUIPAMENTOS

MCODE	DESCRIÇÃO	QUANTIDADE
225185	AVAYA AURATM R6 ANALOG NEW LIC	565
259401	MEDIA ENCRYPTION R6+/MBT	1
266453	AVAYA AURATM R6.2 UTILITY SVCS LIC	1
268680	AURA FOUNDATION SUITE R6 NEW SW LIC	450



269360	FND SUITE R6 MGMT SITE ADMIN LIC /IE	1
269362	FND SUITE R6 SYSTEM MANAGER LIC /E	1
269363	FOUNDATION SUITE R6SM SIPCONN LIC /E	450
269390	FND SUITE UCE R6 ONE-X COMMR6 LIC /E	450
269405	FOUNDATION SUITE R6 PS R6 LIC /E	450
269406	FND SUITE R6 PS SFTW DWNLD R6 LIC /E	1
269422	FND SUITE R6 ONE-XC VIDEO R6 LIC /E	450
270052	FOUNDATION SUITE CMM R6 LIC /E	450
270133	PLDS ENT CORE R6 BASE STATION	328
270528	AVAYA CCCM 7.X S8XX/S87XX CM	1
270558	AVAYA CCCM 7.X PER USER LIC INCLD	2
271023	ASBCE R6.2 CORE PORTWELL CAD-0208	1
271180	FND FLARE/COMM R1 CMR6 WNDWS LIC /E	450
271181	FND SUITE 1XC MAC OS R1 LIC /E	450
271437	AES R6 VE VAPP	1
271438	AES R6 VIRTUAL PLTFRM NEW SYS TRACK	1
271466	R6 CM VIRTUAL PLTFRM SOL TRK	1
271489	AVAYA AURATM PS R6 VE VAPP	1
271535	AVAYA AURATM CM R6 VE VAPP	1
271552	AVAYA AURATM SM R6 VE VAPP	2
271553	SM R6 VIRTUAL PLATFRM NEW SYS TRK	1
271781	AVAYA AURATM R6 UTILITY SVCS VE VAPP	1
271784	SYSTEM MNGR R6 VE VAPP	1
271841	AVAYA AURATM CMR6 DUP VE VAPP	1
272695	ACE R6 VE VAPP	1
272750	SAL R2 STDALN GATEWAY APP VAPP LIC	1
272783	FND SUITE R6 CA DCE ENBL R6 /E	450
272785	FND SUITE R6 CA OFFCE LYNC R6/E	450
272801	AVAYA WEBLM LICENSE MANAGER VE VAPP	1
273122	SAL STDALN GATEWAY LIC R2 DWNLD	1
274552	CC R6 ELITE MULT-CH VE VAPP	1
280697	ELITE-M R6 STD PKG	326
280698	ELITE-M R6 STD CMS R17 AGT/E	326
230699	ELITE-M R6 STD CMS R17 SUPV/E	33
302511	WFO R12 CR FOR ELITE-M BNDLS	326
306994	ASBCE R6.X ENCRYPTION LIC	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1



700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1



700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1



700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506958	G430 MP120 MEDIA GATEWAY NON GSA	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
229655	AES 6.X BSC TSAPI RTU	1
229704	AES 6.X DMCC FULL LIC	1
260051	AES 6.X PLDS ENABLE FOR APPL LIC	1
271524	AES R6 NEW SYS TRACKING	1
700012909	24 PORT LINE PATCH PANEL	5
700406101	DS1 LOOPBACK JACK 700A RHS	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	5
700506956	G450 MP160 MEDIA GATEWAY NON GSA	2
700508199	G450 160 CH DSP DGHTR BOARD NON GSA	2
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700459472	80 CHANNEL DAUGHTERBOARD	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	2
700406101	DS1 LOOPBACK JACK 700A RHS	1



700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700459472	80 CHANNEL DAUGHTERBOARD	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	2
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	2
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	2
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	2
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	2
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	6
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	3



700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	3
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	6
700506956	G450 MP160 MEDIA GATEWAY NON GSA	2
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1



193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956		1
193806	UTILITY TRIGGER REM GATEWAY NEW SITE	1
272731	APS NTWK READINESS ASSESSMENT-VENDOR PRV	1
700012909	24 PORT LINE PATCH PANEL	1
700406101	DS1 LOOPBACK JACK 700A RHS	1
700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	1
700463532	S8300D SERVER - NON GSA	1
700466626	MM711 ANLG MEDIA MOD 24FXS - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	1
700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1



700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
700406127	ANALOG MUSIC ON HOLD INTF RHS	1
265012	CMS ODBC JDBC SUBSCRIP	5
272750	SAL R2 STDALN GATEWAY APP VAPP LIC	1
274002	CMS R17 VE VAPP FOR LINUX	1
274003	CMS R17 VIRTUAL PLATFRM NEW SYS TRK	1
306706	CMS R17 INITIAL ACD	1
263952	WFO ORDER FOR CM-MBT	1
272946	WFO R12 CR PKG	1
262955	WFO R12 CNTRL REPLAY SRVR SFTW	1
272980	WFO R12 UNIFY EWARE VIEWER	1
184856	CALL MANAGEMENT SYSTEM UPGRADE MODEL	1
307098	AVAYA DIAGONSTIC SRVR SAL GATEWAY OVA LIC:DS	1
381831	CMS R18 PER SUPERVISOR UPGRADE LIC:CU	33
381834	CMS R18 INITIAL AUTOMATIC CALL DISTRIBUTION UPGRADE LIC:CU	1
381835	CMS R18 UPGRADE ACD QUANTITIES 2 THROUGH 8 LIC:CU	1
381839	CMS R18 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	1
382022	CMS R18 UPGRADE AGENT ENTITLE LIC:CU	326
399650	CMS R18.1 VE VAPP FOR LINUX SYSTEM LIC:DS,SR	1
259872	WORKFORCE OPT UPGRADE MODEL	1
192156	WORKFORCE OPT AFTERMARKET ORDER	1
263952	WORKFORCE OPT ORDER FOR CM-MBT	1
385915	WFO R15 CONTACT RECORDING PKG ENTITLE LIC:SR	326
400831	AVAYA AURA WORKFORCE OPTIMISATION 15.2 TRACKING CODE LIC:SR	1
184716	CM S8700 MULTI CONNECT MODEL UPGRADE	1
307098	AVAYA DIAGONSTIC SRVR SAL GATEWAY OVA LIC:DS	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	14
397097	AURA R8 FOUNDATION SUITE UPGRADE/UPLIFT ENTITLE SW LIC: NU;CU;SR	450
397110	AURA R8 ANALOG UPGRADE ENTITLE LIC: NU	565
397132	AURA SUITE R8 COMMUNICATOR FOR MS LYNC /E LIC:NU	450
397153	AURA SUITE R8 PRESENCE SERVICES R8 UPGRADE ENTITLE /E LIC:NU	450



397170	AURA R8 CM VIRTUAL PLATFORM SOLUTION UPGRADE TRACKING	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	15
397175	AURA R8 CM DUPLICATE MAC VE VAPPLIANCE SYS ENABLEMENT	1
397272	AURA SYSTEM MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	1
397279	AURA SYSTEM MANAGER R8 UPGRADE ENTITLE LIC:DS	1
397286	SYSTEM MANAGER R8 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	1
397503	CC R8 ELITE AGENT ENTITLE LIC:CU	326
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	14
397515	APPL ENBLMNT R8 BASIC TSAPI LIC:DS;CU	391
397517	APPL ENBLMNT R8 BASIC TSAPI UPGRADE ENTITLE LIC:DS;CU	1
397579	APPL ENBLMNT R8 VE VIRTUAL APPLIANCE ENABLEMENT	2
397580	APPL ENBLMNT R8 NEW SYSTEM TRACKING	1
397581	APPL ENBLMNT R8 UPGRADE SYSTEM TRACKING	1
397903	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	3
397931	SM BRANCH SESSION MANAGER (BSM) R8 VE VAPPLIANCE SYS ENABLEMENT	14
397937	DEVICE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT	2
397941	SESSION MANAGER R8 SYSTEM LIC:DS;NU;SR	2
397951	SESSION MANAGER R8 SYSTEM UPGRADE ENTITLEMENT LIC:DS;NU;SR	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
700514504	APPLICATION ENABLEMENT R8.0.1 SOFTWARE ONLY MEDIA	2
700508955	S8300E SERVER - NON GSA	14
389354	AVAYA MULTIMEDIA MESSAGING R3 VIRTUAL APPLIANCE LICENSE LIC:CU	1
389355	AVAYA MULTIMEDIA MESSAGING R3 PER SERVER INSTANCE LICENSE LIC:CU	1
293648J	SA PREFER SUPT CO-DEL AAVP R7 SINGLE CPU EMBD SRV 1YR PREPD	1
344345J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R8	1
230018J	SA PARTS NBD CO-DEL SUPT CM SMALL SERVER 1YR PREPD	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1



700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1



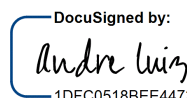
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1
381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	1
397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	1
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	1
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	1
405362641	POWER CORD USA	1
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	1
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	1
700508955	S8300E SERVER - NON GSA	1

Local de Execução: **Diversas Localidades**

Prazo de Execução: 45 (quarenta e cinco) dias para entrega e instalação dos equipamentos + 72 (setenta e dois) meses de manutenção corretiva e preventiva.

Aproveitamos a oportunidade para ATESTAR que o projeto foi executado em plena satisfação, atendendo em sua totalidade às necessidades expostas inicialmente. Não havendo nada que desabone a empresa BETTA.

Atenciosamente

DocuSigned by:

 1DFC0518BEE4473...

André Luiz Pereira David Costa
Gerente de TI – Infraestrutura & Telecom
Email: andreluiz@bhz.jamef.com.br
Fone: (31) 2102-8885
www.jamef.com.br