

Pre-Sales Survey



The information collected in this sheet drives the final quote that Customer will receive from Carousel Industries. It is the

Account			
Account Name:	*** Sample ***		
Install Address:			
Contact:			
Telephone:			
email:			
Overview			
replacing current system.			
System		Notes	
Single, Geo-Diverse, or Remote			
Current system:			
Model			
Software Level			
Annual Call Volumes			
Licensing:			
Reporting Package:(Vendor)			
Mapping:(Vendor)			
CAD: (Vendor)			
# of feeds for CAD			
Trunk			
911 /FXS: (actual number)			
Admin/FXO: (actual number)			
PRI/T1			
PBX integration:			
Connection Type:			
Quantity:			
Call Center - Dispatch			
Workstations:			
CommandPost:			
Headset or Handset:			
Radio integration:			
Arbitration radio or phone:			
Monitor size:			
KVM:			
Genovation keypad:			
IRR:			
Recorder :			
Recorder: (Vendor)			
Training:			
Agent:			
Admin:			
Infrastructure			

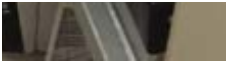
Enclosure:		
Cabling - 2 Drops each Workstation:		
UPS : Backroom/Workstation		
Time source:(Manufacturer and Model Number)		
New time source or reusing existing		
<i>If reusing Time Source further engineering will be necessary to ensure proper functioning</i>		
Network		
Security:		
Routers for remote:		
WAN:		
Multi Site/Geo Diverse		
# of sites		
Deliver		Service
Loading dock:		M&R, Patch, AV: (Yes/No)
Equipment room floor (which floor):		Coverage: (ie 24x7x365)
Elevator size (if applicable):		Term:
Any additional information or notes:		SLA Referenced in SOW

Pictures of Backroom: (Please include pictures of backroom here, examples below)









Site Survey Assessment



Customer Name: *** Sample ***

The information collected in this sheet drives the final quote that Customer will receive from Ca information is correct and accurate to ensure a proper quote from Carousel Industries.
 Any changes or deviations from this information will result in a change order being required for
 The requirements collected here will be represented in the final Statement of Work between the

	Recorder Information	Info
Recorder	Vendor	
	Analog, digital or IP	
	Station side recording	
	Trunk side recording	
	On hook - off hook or VOX?	
	Number of spare ports available (if any)	
	proximity to Vesta equipment	
	license capacity to support additional channels?	
	ANI/ALI CAD dump?	
ALI		
ALI	ALI Router or modem present?	
	new or reuse ALI circuits	
	Circuit ID's	
	distance from ALI router to new modem or rack?	
	ALI modem connectivity (serial or other)?	
	Any additional information or notes	
Radio Information		
Radio	Vendor	
	Headset arbitration required?	
	headset arbitration in use or new with Vesta?	
	Headsets currently in use with Radio or Mic?	
	Radio IRR required?	
	Underdesk jackboxes present?	
	Capability to add jackboxes?	
	Any additional information or notes	

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CAD - Computer Aided Dispatch		
CAD	Vendor	
	ALI spill required	
	Cable specs for connection to Vesta	
	Physical location relative to Vesta	
	Any additional information or notes	

Mapping		
MAPPING	Vendor	
	ALI Spill Required?	
	Cable specs for connection to Vesta	
	Physical location relative to Vesta	
	Vela Mapping?	
	Map data available?	
	Licensing in place?	

Net Clock		
Netclock	New or existing?	
	If New:	
	antenna location?	
	route and distance for co-axe cable run?	
	Number of Netclock connections?	
	Any additional information or notes	

Trunks and Admin Lines		
Trunking	Analog 911 new or existing?	
	number of trunks	
	Admin lines new or existing?	
	number of Admin lines	
	PRI or T1	
	number of PRI or T1 circuits	
	circuit ID	
	circuit protocol / provisioning information	
	DID or 800 numbers	

Equipment Space (space where equipment cabinet will be installed)		
	Equipment room	
	room dimensions	
	Floor type (raised, concrete, other)	

Equipment Room	provide room layout diagram	
	overhead cable racks / height of racks	
	space available to place new rack / cabinet	
	Rack / cabinet location identified	
	Wall space available for Vesta 66 blocks?	
	Distance from Vesta rack to wall field (actual cable route through cable trays, etc)	
	Power available	
	UPS in place (if not new)	
	Ground in place	
	Distance to ground termination	
	Lines and trunks clearly labelled on wall field?	
	Distance from 911 Trunk demark to Vesta	
	Distance from Admin line demark to Vesta	
	Distance from PRI/T1 demark to Vesta	
	Access requirements	
Any additional information or notes		

Training	Space identified	
	LAN cable available or required (2 drops) hub	
	Power available	
	Projector available	
	Any additional information or notes	

Delivery Details	Loading dock available?	
	Equipment room floor (which floor)	
	Size of elevator (if applicable)	
	Truck size limit constraints	
	Obstructions between delivery dock and equipment room? (narrow doors, other)	
	Any additional information or notes	

		Y/N
Dispatch Center	New or reuse furniture	
	Cable – new, partially new, reuse?	
	Enough power available at each work station?	
	Equipment mounting details	
	Monitor tower	
	CPU under mount brackets	
	Jack box mounts	
	Work station space to set up new equipment – is there space?	
	Cable management, need for cable extensions	
	Keyboard	
	Mouse	
	Monitor	
	Genovation Keypads	
	Access Requirements	
	headsets? (all positions) existing / new	
Any additional information or notes		

Cabling	new or re-use cable runs	
	number of cable runs per work station	
	If new cable	
	Carousel providing, customer or other?	
	If Carousel	
	color preference	
	jack type / color preference	
	access considerations (time of day, security, etc)	
	Any additional information or notes	

VPN	VPN new or existing?	
	VPN type (DSL, cable, other)	
	IP information	
	Publicly accessible IP address	
	Subnet	
	gateway	

	Any additional information or notes	



rousel Industries. It is the responsibility of the customer to ensure that all
the appropriate changes to the purchased system.
Customer and Carousel Industries.

Notes

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taken from Pre-sales checklist

Telco Demark- 9-1-1/Admin/ALI
Existing Cabinet/Rack Space

HVAC- Switch Room Adequate

Open
Completed
Other
Non-Applicable

Site Readiness Checklist



weekly updates critical to keeping the project on track.

Customer Name: *** Sample ***

Contact:

Address

Item	Description	Needed By	Status
Workstation Grounding	Please provide ground bus located in the call center that is accessible to each workstation. Provide #10 ground cable.		COMPLETE
Workstation Cabling	Provide (3) three CAT5e or CAT6 to each workstation from Equipment Room. Total of 9 CAT5e or CAT6 cables needed (three per workstation).		RISK
Dispatch Prep notes	Example : New furniture getting installed		ON TRACK
Trunk ID DMARK	Trunks are labeled clear and concise		
Equipment Room Power	Please provide 1 (one) 30 amp circuit available on one NEMA L5-30 with twist lock type receptacle. Locate behind existing rack.		
Equipment Room Grounding	Provide independent ground bus bar located within 12' of rack that is grounded to one common ground (building steel etc.).		
Equipment Room Prep notes	Clear out the area and make room for new rack adjacent to old rack.		
VPN Access Information Required *	VPN Requirements <ul style="list-style-type: none"> • A single public IP address accessible from outside. • Two (2) switch ports available for connection • IPSEC, SSH, HTTPS and tcp port 10443 open for administration and allowing site-to-site and SSL VPN protocols. 		
VPN Access location	Ensure VPN jack is located in the same room near new equipment rack.		
WAN Circuit Information (GEO ONLY)	All Circuit ID's required and proper labeling at the Demarcation point		
Delivery Notes	Entrance thru garage up 3 stairs and down hallway. Liftgate needed on truck.		