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Ron DeSantis, Governor

Johnathan R. Satter, Secretary

20200626-4904

CONTRACT
FOR
SUNCOM COMMUNICATIONS SERVICES
CONTRACT NO: DMS-17/18-004B
BETWEEN
THE STATE OF FLORIDA
DEPARTMENT OF MANAGEMENT SERVICES
AND
AT&T CORP.

CONTRACT

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Exhibits:

Exhibit A – Request for Best and Final Offer to ITN DMS-17/18-004;

Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 and Contractor's Forms 1-7 submitted in response to ITN DMS-17/18-004;

Exhibit C – Invitation to Negotiate for ITN DMS-17/18-004, Attachment F for ITN DMS-17/18-004, and addenda 1, 2, and 4 for ITN DMS-17/18-004 in reverse order of issuance

This Contract is between the STATE OF FLORIDA, DEPARTMENT OF MANAGEMENT SERVICES (Department), an agency of the State of Florida with offices at 4050 Esplanade Way, Tallahassee, Florida 32399-0950, and AT&T Corp., (Contractor) with offices at 1820 East Park Avenue, Tallahassee, Florida, 32301, each a "Party" and collectively referred to herein as the "Parties".

The Parties enter into this Contract (hereinafter "the Contract") in accordance with Chapters 282 and 287, Florida Statutes, and with the negotiated terms and conditions of Invitation to Negotiate, DMS-17/18-004 SUNCOM Communication Services.

The Contractor was awarded to provide voice services and related communication services and features for the following Service Categories: Service Category 1: Unified Communications (Single and Multi-Tenant), Service Category 2: Session Initiation Protocol (SIP) Trunking, Service Category 3: Contact Center (Single and Multi-Tenant), and Service Category 4: Centrex Services.

SECTION 1. CONTRACT TERM AND TERMINATION

1.1 Initial Term

The initial term of the Contract will be five (5) years and will begin on the date the Contract is signed by all Parties.

1.2 Renewal

Upon written agreement, the Department and the Contractor may renew the Contract in whole or in part for up to five (5) renewal years in accordance with section 287.057(13), F.S., and Rule 60A-1.048, Florida Administrative Code (F.A.C.).

1.3 Transition Services

The Contractor will be required to perform transition services associated with the end of the Contract or breach of Contract and related to the transition between SCS and the replacement contract at no cost, which may take place at any time during the Contract term. The complete transition of existing services to replacement services or to replacement contracts is hereby explicitly made a criterion for completing the Contract.

As part of transition services, the Contractor shall:

- i) Provide sufficient efforts and cooperation to ensure an orderly and efficient transition of services to any replacement contract.
- ii) Deliver to the Department upon request, whether or not previously made available, the following on an as-needed basis:
 - a. Current operations guides and procedures the Contractor follows to provide the services; and
 - b. A disclosure of the equipment, software, and third-party contract services required to perform the services.
- iii) Assist the Department with migration of databases of information as needed in a format, method, and timeline acceptable to the Department that is consistent with current industry practices and standards.
- iv) Assist the Department with the installation of network-to-network connections to facilitate continuity for SUNCOM Communication Services (SCS) sites. Network-to-network connections shall be paid for by the Department at the current contract pricing.

- v) Promptly answer all questions related to the transition and migration of the SCS, upon request.
- vi) To the extent possible, provide such other services, functions, or responsibilities inherent or necessary to the transition of existing SCS to a replacement contract, provided that such services, functions, or responsibilities are limited to that which can be delivered with the then current Contractor team staffing and subcontractors, if required.

1.4 Suspension of Work and Termination

1.4.1 Suspension of Work

The Department may, at its sole discretion, suspend any or all services at any time, when in the best interest of the Department or Customer to do so. The Department will provide the Contractor written notice outlining the particulars of suspension and the effective date of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with the Contract. Within ninety (90) days, or any longer period agreed to by the Contractor, the Department will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract. Suspension of work will not entitle the Contractor to any additional compensation.

1.4.2 Termination for Convenience

The Contract may be terminated by the Department in whole or in part at any time, when it is in the best interest of the State of Florida. If the Contract is terminated before performance is completed, the Contractor will be paid only for that work satisfactorily performed, prior to the termination, for which costs can be substantiated. Such payment, however, may not exceed an amount which is the same percentage of the Contract price as the amount of work satisfactorily performed. All work in progress will become the property of the Customer and will be turned over promptly by the Contractor.

1.4.3 Termination for Cause

If the performance of the Contractor is not in compliance with the Contract requirements or the Contractor has defaulted, the Department may, following written notification to Contractor and a 10-day opportunity to cure, at its sole discretion, (a) immediately terminate the Contract, (b) notify the Contractor of the deficiency with a requirement that the deficiency be corrected within a specified time, otherwise the Contract will terminate at the end of such time, or (c) take other action deemed appropriate by the Department.

1.4.4 Termination Assistance

In case of termination, whether for cause or for convenience, the Contractor will provide prompt and thorough transition assistance and cooperation, including as specified in Attachment A – Final Statement of Work Section 3.46, and Contract subsection 1.3.

SECTION 2. CONTRACT DOCUMENTS AND HIERACHY

The Contract sets forth the entire understanding of the Parties and consists of the documents listed below. In the event any of these documents conflict, the conflict will be resolved in the following order of priority (highest to lowest):

1. This Contract document;
2. Exhibit A – Request for Best and Final Offer to ITN DMS-17/18-004;
3. Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 and Contractor's Forms 1-7 submitted in response to ITN DMS-17/18-004;
4. Exhibit C – Invitation to Negotiate for ITN DMS-17/18-004, Attachment F for ITN DMS-17/18-004, and addenda 1, 2, and 4 for ITN DMS-17/18-004 in reverse order of issuance

In accordance with Rule 60A-1.002(7), F.A.C., Form PUR 1000, is included herein by reference, but is superseded in its entirety by the Contract.

SECTION 3. PAYMENT AND FEES

3.1 Pricing

During the term of the Contract (including renewal years), the prices offered by the Contractor will not exceed the pricing set forth in Exhibit B – Contractor's Best and Final Offer to ITN DMS-17/18-004 unless an increase is authorized pursuant to Attachment A – Final Statement of Work Section 4.6.

3.2 Price Adjustments

During the term of the Contract (including renewal years), the Department encourages the Contractor to offer price decreases that are in line with increased efficiencies and added infrastructure enhancements. The Department reserves the right to further negotiate reduction in pricing for the renewal years.

3.3 Price Decreases

The following price decrease terms will apply to the Contract:

(a) Volume Discounts. Contractor may offer additional discounts for one-time delivery of large single orders.

(b) Preferred Pricing. The pricing indicated in the Contract is guaranteed, by the Contractor, to be a maximum price. Additionally, Contractor's pricing will not exceed the pricing offered by Contractor under comparable government contracts. Comparable government contracts are those government contracts that are similar in size, scope and terms. Contractor must annually submit an affidavit from the Contractor's authorized representative attesting that the Contract complies with this clause.

(c) Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period. A Contractor must submit documentation identifying the proposed (1) starting and ending dates of the promotion, (2) commodities or contractual services involved, and (3) promotional prices compared to then-authorized prices.

3.4 Purchase Order (CSA)

A Customer may use purchase orders, including Communication Service Authorizations, (CSAs), to buy commodities or services pursuant to the Contract. The Department may also execute purchase orders or CSAs on behalf of Customers. The Contractor must provide commodities or services pursuant to purchase orders or CSAs. The purchase order or CSA period of performance survives the expiration of the Contract. All terms and conditions of the Contract will be incorporated into the purchase orders or CSAs and will

survive the termination of the Contract. The duration of purchase orders or CSAs must not exceed the expiration of the Contract by more than twelve (12) months, unless they've been entered into pursuant to an Extended Pricing Plan, in which case they may not exceed the expiration of the Contract by more than thirty-six (36) months. Extended Pricing Plans are discounted prices offered in exchange for a Customer's commitment to lease commodities or purchase contractual services for an extended time.

3.5 Payment Invoicing

The Contractor shall submit invoices for fees or other compensation for services or expenses in detail sufficient enough for a proper pre-audit and post-audit and contain the Contract Number and the Contractor's Federal Employer Identification Number. The Department reserves the right to request additional documentation as needed and Contractor will follow all invoice directives in the Attachment A – Final Statement of Work. Invoices that must be returned to a Contractor due to preparation errors will result in a delay in payment. The Department also reserves the right to dispute any charge and withhold payment of the disputed amount until the dispute is settled. All payments will be in accordance with sections 215.422 and 287.0585, Florida Statutes, which govern time limits for payment of invoices. Failure to pay, or delay in payment, shall not constitute a breach of the Contract and shall not relieve the Contractor of its obligations to the Department or to other Customers.

3.6 Service Level Agreement

The damages resulting to the Department or Customer(s) from violations of SLAs are by their nature impossible to ascertain presently and will be difficult to ascertain in the future. The issues involved in determining such damages will be numerous, complex, and unreasonably burdensome to prove. The parties acknowledge that these financial consequences are liquidated damages, exclusive of any other right to damages, not intended to be a penalty and are solely intended to compensate for unknown and unascertainable damages. The Contractor therefore agrees to credit the Department consistently with the Contract, including as set forth in Attachment C - Final Service Level Agreements.

3.7 Travel

Travel expenses are not reimbursable unless specifically authorized by the Customer in writing, and may be reimbursed only in accordance with section 112.061, F.S.

3.8 Annual Appropriation

Pursuant to section 287.0582, F.S., if the Contract binds the State of Florida or an agency for the purchase of services or tangible personal property for a period in excess of one (1) fiscal year, the State of Florida's performance and obligation to pay under the Contract is contingent upon an annual appropriation by the Legislature.

3.9 Transaction Fees

The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system pursuant to section 287.057(22), Florida Statutes. All payments issued by Customers to registered Vendors for purchases of commodities or contractual services will be assessed Transaction Fees as prescribed by rule 60A-1.031, Florida Administrative Code, or as may otherwise be established by law. Vendors must pay the Transaction Fees and agree to automatic deduction of the Transaction Fees, when automatic deduction becomes available. Vendors will submit any monthly reports required pursuant to the rule. All such reports

and payments will be subject to audit. Failure to comply with the payment of the Transaction Fees or reporting of transactions will constitute grounds for declaring the Vendor in default and subject the Vendor to exclusion from business with the State of Florida.

3.10 Taxes

Taxes, customs, and tariffs on commodities or contractual services purchased under the Contract will not be assessed against the Customer unless authorized by Florida law.

3.11 Return of Funds

Contractor will provide the Department any credit(s) for any overpayments due to unearned funds or funds disallowed pursuant to the terms of the Contract that were disbursed to the Contractor by the Department or Customer. The Contractor must apply the credit within two billing cycles after either discovery by the Contractor, its independent auditor, or notification by the Department or Customer of the overpayment. In the event there is no invoice against which to provide a credit as set forth in this section, the Contractor will return any overpayments due to unearned funds or funds disallowed pursuant to the terms of the Contract that were disbursed to the Contractor by the Department or Customer. The Contractor must return any overpayment within two billing cycles after either discovery by the Contractor, its independent auditor, or notification by the Department or Customer of the overpayment.

SECTION 4. CONTRACT ADMINISTRATION

4.1 Department's Contract Administrator

The Department's Contract Administrator, whose primary responsibility will be to maintain the Contract file, is as follows:

Caitlen Boles
 Departmental Purchasing
 Florida Department of Management Services
 4050 Esplanade Way, Suite 335.2Y
 Tallahassee, Florida 32399-0950
 Telephone: (850) 410-1423
 Email: caitlen.boles@dms.myflorida.com

In the event that the Department changes the Department's Contract Administrator, the Department will notify the Contractor's Contract Manager in writing via email, and document such in the Contract file. Such changes do not require a formal written amendment to the Contract.

4.2 Department's Contract Manager

The Department's Contract Manager, who is primarily responsible for enforcing the performance of the Contract terms and conditions and will serve as a liaison with the Contractor will be as follows:

Jonathan Rakestraw
 Division of Telecommunications
 4030 Esplanade Way, Suite 180-P
 Tallahassee, Florida 32399-0950
 Telephone: (850) 921-0857

Email: jonathan.rakestraw@dms.myflorida.com

In the event that the Department changes the Department's Contract Manager, the Department will notify the Contractor in writing via email. Such changes do not require a formal written amendment to the Contract.

4.3 Contractor's Contract Manager

The Contractor's Contract Manager, who is primarily responsible for the Contractor's oversight of the Contract performance, will be identified in a separate writing to the Department upon Contract signing in the following format:

Jim Doherty
AT&T Corp.
6021 S Rio Grande
Orlando, Florida 32809
Telephone: (407) 491-9500
Email: jd0486@att.com

In the event that the Contractor changes its Contract Manager, the Contractor will notify the Department's Contract Manager in writing via email. Such a change does not require an amendment to the Contract.

4.4 Contractor's Account Manager

The Contractor's Account Manager, who will serve as a liaison with the Department's Contract Administrator, will be identified in a separate writing to the Department upon Contract signing in the following format:

Danny Adams
AT&T Corp.
1820 East Park Avenue, Suite 200
Tallahassee, Florida 32301
Telephone: (850) 617-1864
Email: Da3525@att.com

In the event that the Contractor changes its Account Manager, the Contractor will notify the Department's Contract Manager in writing via email. Such changes do not require a formal written amendment to the Contract.

SECTION 5. CONTRACT MANAGEMENT

5.1 Composition and Priority

The Contractor agrees to provide commodities or contractual services within the manner and at the location specified in the Contract and any exhibits to the Contract. Additionally, the terms of the Contract supersede the terms of any and all prior or contemporaneous agreements between the Parties.

5.2 Notices

All notices required under the Contract must be delivered to the designated Contract Manager by certified mail, return receipt requested, reputable air courier service, email, or personal delivery, or as otherwise identified by the Department.

5.3 Operational Changes

The Department's Contract Manager may authorize operational changes to services and infrastructure that do not have a pricing impact (non-billable changes). Such authorized operational changes do not require a contract amendment, but will be memorialized in writing and placed in the Contract Managers' files. The Department reserves the right to make the final determination if a change request or contract amendment is required. Any change that would allow the Contractor to offer less of any deliverable, including commodities, services, technology, or software, requires a contract amendment. Service Catalog updates must be made in accordance with the process set forth in Attachment A – Final Statement of Work, subsection 1.5, and may not require an Operational Change.

5.4 Diversity Reporting

The State of Florida supports its diverse business community by creating opportunities for woman-, veteran-, and minority-owned small business enterprises to participate in procurements and contracts. The Department encourages supplier diversity through certification of woman-, veteran-, and minority-owned small business enterprises, and provides advocacy, outreach, and networking through regional business events. For additional information, please contact the Office of Supplier Diversity (OSD) at osdinfo@dms.myflorida.com.

Upon request, the Contractor will report to the Department its spend with business enterprises certified by the OSD. These reports must include the time period covered, the name and Federal Employer Identification Number of each business enterprise utilized during the period, commodities and contractual services provided by the business enterprise, and the amount paid to the business enterprise on behalf of each Customer purchasing under the Contract.

5.5 RESPECT

Subject to the agency determination provided for in Section 413.036, F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES THAT ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM A NONPROFIT AGENCY FOR THE BLIND OR FOR THE SEVERELY HANDICAPPED THAT IS QUALIFIED PURSUANT TO CHAPTER 413, FLORIDA STATUTES, IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 413.036(1) AND (2), FLORIDA STATUTES; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THE STATE AGENCY INsofar AS DEALINGS WITH SUCH QUALIFIED NONPROFIT AGENCY ARE CONCERNED.

Additional information about the designated nonprofit agency and the commodities or contractual services it offers is available at <http://www.respectofflorida.org>.

5.6 PRIDE

Subject to the agency determination provided for in Sections 946.515 and 287.042(1), F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES WHICH ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM THE CORPORATION IDENTIFIED UNDER CHAPTER 946, F.S., IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 946.515(2) AND (4), F.S.; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THIS AGENCY INsofar AS DEALINGS WITH SUCH CORPORATION ARE CONCERNED.

Additional information about PRIDE and the commodities or contractual services it offers is available at <http://www.pride-enterprises.org>.

SECTION 6. COMPLIANCE WITH LAWS

6.1 Conduct of Business

The Contractor must comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and authority, as well as industry standard related to information technology security and cybersecurity. This requirement includes, but is not limited to, compliance with Chapters 282 and 287 of the Florida Statutes, Chapters 60FF and 60GG of the Florida Administrative Code, the Communications Assistance for Law Enforcement Act, the Payment Card Industry DSS, IRS Publication 1045, Section 274A of the Immigration and Nationality Act, the Americans with Disabilities Act, Health Insurance Portability and Accountability Act (HIPAA) (including executing any Business Associate Agreements as requested by Customers), if applicable, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, handicap, marital status, or veteran's status. Pursuant to subsection 287.058(1), F.S., the provisions of subparagraphs 287.058(1)(a)-(c), and (g), F.S., are hereby incorporated by reference, to the extent applicable. Contractor agrees to cooperate with the Department and Customers and perform all actions necessary to assist with all tasks in furtherance of the Department's and/or Customer's efforts to comply with the obligations under Chapters 60FF and 60GG of the Florida Administrative Code, as applicable. This includes, but is not limited to, adherence to the cloud computing requirements set forth in Rule 60GG-4, F.A.C. Additionally, Contractor must provide electronic and information technology resources in complete compliance with the accessibility standards provided in Rule 60-8.002, F.A.C. These standards establish a minimum level of accessibility.

6.2 Dispute Resolution, Governing Law and Venue

Any dispute concerning performance of the Contract shall be decided by the Department's Contract Manager, who will reduce the decision to writing and serve a copy on the Contractor. The decision of the Department's Contract Manager shall be final and conclusive. Exhaustion of this administrative remedy is an absolute condition precedent to the Contractor's ability to pursue legal action related to the Contract or any other form of dispute resolution. The laws of the State of Florida govern the Contract. The Parties submit to the jurisdiction of the courts of the State of Florida exclusively for any legal action related to the Contract. Further, the Contractor hereby waives any and all privileges and rights relating to venue it may have under Chapter 47, F.S., and any and all such venue privileges and rights it may have under any other statute, rule, or case law, including, but not limited to those based on convenience. The Contractor hereby submits to venue in the

county chosen by the Department. Any further limitations on available dispute resolution remedies must be explicitly agreed to in writing by both Parties.

6.3 Department of State, Registration

Consistent with Chapters 605 through 623, F.S., the Contractor and any subcontractors that assert status, other than a sole proprietor, must provide the Department with conclusive evidence of a certificate of status, not subject to qualification, if a Florida business entity, or of a certificate of authorization if a foreign business entity.

6.4 Suspended, Convicted, and Discriminatory Vendor Lists

In accordance with sections 287.042, 287.133, and 287.134, F.S., an entity or affiliate who is on the Suspended Vendor List, Convicted Vendor List, or the Discriminatory Vendor List may not perform work as a contractor, supplier, subcontractor, or consultant under the Contract. The Contractor must notify the Department if it or any of its suppliers, subcontractors or consultants have been placed on the Suspended Vendor List, Convicted Vendor List or the Discriminatory Vendor List during the term of the Contract.

6.5 Scrutinized Companies—Termination by the Department

The Department may, at its option, terminate the Contract if the Contractor is found to have submitted a false certification as provided under section 287.135(5), F.S., or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, or to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

Notwithstanding the foregoing, the Parties are aware of the Eleventh Circuit Court's decision in *Odebrecht Constr. v. Sec'y, Fla. DOT*, 715 F.3d 1268 (11th Cir. Fla. 2013), and agree that the provisions of sections 287.135(1)-(5), F.S., pertaining to a company engaged in business operations in Cuba or Syria shall not apply to this contract unless and until the Eleventh Circuit Court's decision in *Odebrecht Constr. v. Sec'y, Fla. DOT*, 715 F.3d 1268 (11th Cir. Fla. 2013) is overturned.

6.6 Cooperation with Inspector General and Records Retention

Pursuant to subparagraph 20.055(5), F.S., Contractor, and any subcontractor to the Contractor, understand and will comply with their duty to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. Upon request of the Inspector General or any other authorized State official, the Contractor must provide any type of information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but will not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor will retain such records for five (5) years after the expiration of the Contract, or the period required by the General Records Schedules maintained by the Florida Department of State (available at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>), whichever is longer. The Contractor agrees to reimburse the State of Florida for the reasonable costs of investigation incurred by the Inspector General or other authorized State of Florida official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State of Florida.

which results in the suspension or debarment of the Contractor. Such costs will include, but will not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees.

6.7 Inspection

Section 215.422, F.S., shall govern inspection and approval of goods and services.

SECTION 7. MISCELLANEOUS

7.1 Warranty of Contractor's Ability to Perform

The Contractor warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Contractor's ability to satisfy its Contract obligations. The Contractor warrants that neither it nor any affiliate is currently on the Suspended Vendor List, Convicted Vendor List, Discriminatory Vendor List, or on any similar list maintained by any other state or the federal government.

The Contractor shall notify the Department of any regulatory or legal actions filed by any federal, state, or local government entity and any other litigation that could impact the Contractor's ability to perform under the this contract within thirty (30) days of the action being filed. The Contractor must notify the Department of any legal actions filed against it for a breach of a contract of similar size and scope to this Contract within thirty (30) days of the action being filed. Failure to notify the Department of a legal action within thirty (30) days of the action will be grounds for termination for cause of the Contract.

The Contractor shall immediately notify the Department in writing if its ability to perform is compromised in any manner during the term of the Contract.

7.2 Subcontractors, Affiliates, Partners, Teammates, Third-Party Vendors

Any work performed in furtherance of the Contract by third-parties other than by the Contractor, subsequently referred to herein as subcontracted work, will be performed after receiving prior written consent from the Department. The Contractor's use of a subcontractor not approved by the Department will be considered a breach of Contract.

To subcontract any services to a subcontractor not originally identified, a Contractor must submit a written request to the Department's Contract Manager identified in the Contract. Submit the written request using Form 6 and a narrative including the following:

- The name, address, and other information identifying the subcontractor;
- Type of services to be performed by the subcontractor;
- Time of performance for the identified service;
- How the Contractor plans to monitor the subcontractor's performance of the identified services;
- How the Contractor will ensure that required Background Screening is completed by the identified subcontractor's employees;
- Certification that the subcontractor has all licenses and county authority, as applicable, and/or has satisfied all legal requirements to provide the services to the Department. Also, the Contractor shall certify that the subcontractor is approved by the Florida Department of State to transact business in the State of Florida. If the subcontractor is an out-of-state company, it must have a Florida Certificate of Authority from the Department of State, Division of Corporations, to transact business in the State

of Florida. For additional information, please visit the following website: www.sunbiz.org; and

- Acknowledgement from the subcontractor of the Contractor's contractual obligation to the Department and that the subcontractor agrees to comply with all terms and conditions of the resulting Contract.

By execution of a Contract, the Contractor acknowledges that it will not be released of its contractual obligations to the Department because of any subcontract. The Contract terms applicable to subcontractors shall apply to the Contractor's affiliates, partners, teammates, or any other third-party vendors performing services in furtherance of the Contract (herein referred to as subcontractors). The Contractor is fully responsible for satisfactory completion of all subcontracted work including, but not limited to, subcontractor adherence to the service level agreements set forth in Attachment C – Final Service Level Agreements. The Department supports diversity in its procurements and contracts, and requests that Contractor offer subcontracting opportunities to certified woman-, veteran-, and minority-owned small businesses. The Contractor may contact the OSD at osdhelp@dms.myflorida.com for information on certified small business enterprises available for subcontracting opportunities.

7.3 Assignment

The Contractor will not sell, assign, or transfer any of its rights, duties or obligations under the Contract without providing the Department prior written notice. Such an Assignment will be memorialized with an Amendment signed by all parties. However, the Contractor may waive its right to receive payment and assign same upon notice to the Department. In the event of any assignment, the Contractor remains responsible for performance of the Contract, unless such responsibility is expressly waived by the Department. The Department may assign the Contract with prior written notice to the Contractor.

7.4 Independent Contractor

The Contractor and its employees, agents, representatives, and subcontractors are not employees or agents of the Department and are not entitled to the benefits of State of Florida employees. The Department will not be bound by any acts or conduct of the Contractor or its employees, agents, representatives, or subcontractors. The Contractor agrees to include this provision in all of its subcontracts under the Contract.

7.5 Risk of Loss

Matters of inspection and approval are addressed in section 215.422, F.S. Until acceptance, risk of loss or damage will remain with the Contractor. The Contractor will be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer will: record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's Bill of Lading and damage inspection report. When a Customer or the Department rejects a commodity, Contractor will remove the commodity from the premises within ten (10) days after notification of rejection, and the risk of loss will remain with the Contractor.

Commodities not removed by the Contractor within ten (10) days will be deemed abandoned by the Contractor and the Customer or the Department will have the right to dispose of it as its own property. Contractor will reimburse the Customer or the Department for costs and expenses incurred in storing or effecting removal or disposition of rejected commodities.

7.6 Safety Standards

Performance of the Contract for all commodities or contractual services must comply with requirements of the Occupational Safety and Health Act and other applicable State of Florida and federal requirements.

7.7 Ombudsman

A Vendor Ombudsman has been established within the Department of Financial Services. The duties of this office are found in section 215.422, F.S., which include disseminating information relative to prompt payment and assisting contractors in receiving their payments in a timely manner from a Customer. The Vendor Ombudsman may be contacted at (850) 413-5516.

7.8 Time is of the Essence

Time is of the essence regarding each and every obligation of the Contractor. Each obligation is deemed material, and a breach of any such obligation (including a breach resulting from untimely performance) is a material breach.

7.9 Waiver

The delay or failure by the Department or Customer to exercise or enforce any rights under the Contract will not constitute waiver of such rights.

7.10 Modification and Severability

The Contract may only be modified by written agreement between the Department and the Contractor. Additional terms affixed to products or services prior to delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, service agreements, end user agreements, "clickwrap" agreements, "shrink wrap", "browserwrap", or terms accompanying or affixed to a product or service, whether written or electronic) incorporated onto the Contractor's or subcontractor's order or fiscal forms or other documents forwarded by the Contractor for payment will not be binding on the Department or Customer unless negotiated and agreed to in writing as specified in this section. A Customer may agree to additional terms and conditions specific to the Customer's order that are jointly negotiated and explicitly agreed upon by the Customer. A Customer's acceptance of a product or service or processing of documentation on forms furnished by the Contractor for approval or payment shall not constitute an acceptance of the Contractor's or subcontractor's proposed modification to terms and conditions or an agreement to modify or add additional terms to this Contract. For those Customers who request custom SLAs to meet the Customer's specific needs that are acceptable to the Contractor, Contractor is permitted to equitably adjust the price in correlation with such needs up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs. Customer-specific negotiated terms and/or SLAs shall not in any way supersede, modify, amend, or add additional terms to this Contract, except with respect to the specific Customer order to which the negotiated terms and/or SLAs apply, and shall not be binding on the Department or other Customers. Should a court determine any provision of the Contract is invalid, the remaining provisions will not be affected, and the rights and obligations of the Parties will be construed and enforced as if the Contract did not contain the provision held invalid.

7.11 Impact of State Performance on Contractor

The failure of the Department (or other entity assisting the State) to perform, or delay in performing, any of the State's responsibilities does not constitute grounds for the

Contractor to assert a claims for damages against the Department or other entity, or for the Contractor to terminate this Contract.

SECTION 8. WORKERS' COMPENSATION AND GENERAL LIABILITY INSURANCE, AND INDEMNIFICATION

8.1 Insurance

At all times during the duration of the Contract, the Contractor, at its sole expense, and its subcontractors, if any, shall carry insurance coverage of such types and with such terms and limits as may be reasonably associated with the Contract. The limits of coverage under each policy maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies must either be through insurers licensed, authorized, or otherwise eligible under Florida law to write policies in the State or through a self-insurance program established and operating under the laws of the State.

The Department is exempt from, and in no way liable for, any sums of money representing a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Contractor or subcontractor providing such insurance

The Contractor shall provide Certification(s) of Insurance evidencing that all appropriate coverage is in place and including the State of Florida to be an additional insured by endorsement as respects to this agreement. The Contractor must submit in writing, to the Department's Contract Manager, notice of any cancellation or nonrenewal at least ten (10) calendar days prior to cancellation or nonrenewal of any required coverage that is not replaced. In the event of cancellation or nonrenewal, the Contractor will be responsible for securing a replacement insurance policy in accordance with this section within fifteen (15) Business days and, within forty-five (45) Business days of obtaining replacement coverage, providing the Department with updated Certification(s) of Insurance evidencing the replacement insurance policy provides for all appropriate coverage and includes the State of Florida to be an additional insured. Providing and maintaining adequate insurance coverage is a material obligation of the Contractor and Subcontractors.

The following subsections contain the insurance requirements applicable to this Contract:

8.1.1 Workers' Compensation Insurance

The Contractor shall maintain Workers' Compensation insurance as required under the Florida Workers' Compensation Law or the workers' compensation law of another jurisdiction where applicable. The Contractor must require all subcontractors to similarly provide Workers' Compensation Insurance for all of the latter's employees. The insurance will cover all of Contractor's employees connected with the provision of services under this Contract. Contractor will require any subcontractor to provide workers' compensation insurance for all of the Subcontractor's employees unless such employees are covered by the Service Provider. In the event work is being performed by the Contractor under the resulting contract and any class of employees performing the work is not protected under Worker's Compensation statutes, the Contractor must provide, and cause each

subcontractor to provide, adequate insurance, satisfactory to the Department, for the protection of employees not otherwise protected.

8.1.2 Commercial General Liability Insurance

The Contractor shall carry and continuously maintain Commercial General Liability insurance sufficient in the amount of \$500,000 per occurrence and \$1,000,000 aggregate to protect the State of Florida from claims or liability for personal injury or property damage caused, in whole or in part, by: the performance of, or the operation of, the Contract. Applicable ISO Commercial General Liability Coverage Forms which comply with the insurance requirements set forth herein may be utilized.

8.2 Indemnification

The Contractor agrees to indemnify, defend, and hold the Department, Customer, the State of Florida, its officers, employees and agents harmless from all fines, claims, assessments, suits, judgments, or damages, including consequential, special, indirect, and punitive damages, including court costs and attorney's fees, arising from or relating to a third-party claim of violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right or out of any third-party claims, assessments, suits, judgments, or damages, including consequential, special, indirect, and punitive damages, arising from acts, actions, breaches, neglect or omissions of the Contractor, its employees, agents, subcontractors, assignees or delegates related to the performance of this Contract, as well as for any determination arising out of or related to the performance of this Contract that the Contractor or Contractor's employees, agents, subcontractors, assignees or delegates are not independent contractors in relation to the Department. However, the Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State, the Department, or a Customer, nor shall the foregoing indemnification obligations apply to a Customer's misuse or modification of Contractor's products or a Customer's operation or use of Contractor's products in a manner not contemplated by the Contract or the purchase order. The Contract does not constitute a waiver of sovereign immunity or consent by the Department or the State of Florida or its subdivisions to suit by third parties. Neither the Department nor Customers shall indemnify the Contractor, its affiliates, partners, or subcontractors.

If any product is the subject of an infringement suit or in the Contractor's opinion is likely to become the subject of such a suit, the Contractor may at its sole expense procure for the Department and Customer the right to continue using the product or to modify it, in accordance with the Contract terms and conditions, to become non-infringing. If the Contractor is not reasonably able to modify or otherwise secure the Customer and Department the right to continue using the product, the Contractor shall remove the product and refund the Customer and Department the amounts paid in excess of a reasonable rental for past use. The Department and Customer shall not be liable for any royalties.

The Contractor's obligations under the preceding two paragraphs with respect to any legal action are contingent upon the Department or State or Customer giving the Contractor: (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense.

SECTION 9. PUBLIC RECORDS, TRADE SECRETS, DOCUMENT MANAGEMENT AND INTELLECTUAL PROPERTY

9.1 Public Records

Solely for the purpose of this section, the Contract Manager is the agency custodian of public records. If, under this Contract, the Contractor is providing services and is acting on behalf of the public agency, as provided in section 119.0701, Florida Statutes, the Contractor shall.

(a) Keep and maintain public records required by the public agency to perform the service.

(b) Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law.

(c) Ensure that public records that are exempt or confidential and exempt from public records disclosure are not disclosed except as authorized by law for the duration of the contract term and following the completion of the Contract if the Contractor does not transfer the records to the public agency.

(d) Upon completion of the Contract, transfer, at no cost, to the public agency all public records in possession of the Contractor or keep and maintain public records required by the public agency to perform the service. If the Contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

(e) IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT THE TELEPHONE NUMBER, EMAIL ADDRESS AND MAILING ADDRESS PROVIDED FOR THE CONTRACT MANAGER.

9.2 Protection of Trade Secrets or Confidential Information.

If the Contractor considers any portion of materials made or received in the course of performing the Contract ("contract-related materials") to be trade secret under section 688.002 or 812.081, F.S., or otherwise confidential under Florida or federal law, the Contractor must clearly designate that portion of the materials as trade secret or otherwise confidential when submitted to the Department. The Contractor will be responsible for responding to and resolving all claims for access to contract-related materials it has designated trade secret or otherwise confidential.

If the Department is served with a request for discovery of contract-related materials designated by the Contractor as trade secret or otherwise confidential, the Contractor will be responsible for filing the appropriate motion or objection in response to the request for discovery. The Department will provide materials designated trade secret or otherwise confidential if the Contractor fails to take appropriate and timely action to protect the materials designated as trade secret or otherwise confidential.

The Contractor will protect, defend, indemnify, and hold harmless the Department for claims, costs, fines, and attorney's fees arising from or relating to its designation of contract-related materials as trade secret or otherwise confidential.

9.3 Document Management

The Contractor must retain sufficient documentation to substantiate claims for payment under the Contract and all other records, electronic files, papers and documents that were made in relation to the Contract. Contractor must retain all documents related to the Contract for five years after expiration of the Contract, or, if longer, the period required by the General Records Schedules maintained by the Florida Department of State available at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>. If the Contractor is required to comply with section 119.0701, F.S., then compliance with the retention of records in accordance with section 119.0701(2)(b)4., F.S., will fulfill the above stated requirement. If the Contractor's record retention requirements terminate prior to the requirements stated herein, the Contractor may meet the Department's record retention requirements for this Contract by transferring its records to the Department at that time, and by destroying duplicate records in accordance with section 501.171(8), F.S., and, if applicable, section 119.0701, F.S. The Contractor shall adhere to established information destruction standards such as those established by the National Institute of Standards and Technology Special Publication 800-88, "Guidelines for Media Sanitization" (2014). See <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>.

9.4 Intellectual Property.

The Parties do not anticipate that any intellectual property will be developed as a result of this Contract. Unless specifically addressed in the Contract, intellectual property rights to all property created or otherwise developed by the Contractor for the Department or the Customer will be owned by the Contractor at the completion of the Contract. Intellectual property rights to all property created or otherwise developed by the Department will be owned by the Department at the completion of the Contract.

Any inventions or discoveries developed by either of the Parties in the course of or as a result of services performed under the Contract which are patentable pursuant to 35 U.S.C. § 101 are the sole property of the developing Party.

All copyrights created or developed by either of the Parties in connection with the Contract are the sole property of the developing Party.

SECTION 10. DATA SECURITY

10.1 Duty to Provide Secure Data

The Contractor will maintain the security of State of Florida data which is identified by federal or state of Florida laws and regulations as confidential data, exempt data, or personal health data (hereinafter "State of Florida Data") including, but not limited to, a secure area around any display of such State of Florida Data or State of Florida Data that is otherwise visible. The State will remain the owner of all State of Florida Data made available by the State to the Contractor or its Subcontractors pursuant to this Contract. The Contractor will also comply with all HIPAA requirements and any other state and federal rules and regulations regarding security of information. If applicable, a Business Associate Agreement will be executed with the appropriate party.

10.2 Warranty of Security

Unless otherwise agreed in writing, the Contractor and its subcontractors will not perform any of the services from outside of the United States, provided, however, that ancillary services such as infrastructure support and IT, administrative, and billing support functions that do not involve direct communications with the Customer and which do not involve the transmittal of or access to State of Florida Data by offshore personnel may occur outside of the United States. The Contractor will not allow any State of Florida Data to be sent by any medium, transmitted, or accessed outside of the United States. For purposes of this subsection, "State of Florida Data" does not include media transmissions required to complete telephone or video calls for purposes of conducting business.

The Contractor agrees that a violation of items listed above will result in immediate and irreparable harm to the Customer and will entitle the Customer to a credit as provided in the Contract documents. This credit is intended only to cover the Customer's internal staffing and administrative costs as well as the diminished value of services provided under the Contract and will not preclude the Customer from recovering other damages it may suffer as a result of such violation. For purposes of determining the damages due hereunder, a group of violations relating to a common set of operative facts (e.g., same location, same time period, same off-shore entity) will be treated as a single event. A violation of this provision will also entitle the Customer to recover any damages arising from a breach of this section and constitutes an event of default.

The Contractor agrees that a violation of items listed above will result in immediate and irreparable harm to the Department and will entitle the Department to a credit of \$25,000 per violation, with a total cap of \$250,000 per event. This credit is intended only to cover the Department's internal staffing and administrative costs as well as the diminished value of Services provided under the Contract and will not preclude the Department from recovering other damages it may suffer as a result of such violation. For purposes of determining the damages due hereunder, a group of violations relating to a common set of operative facts (e.g., same location, same time period, same off-shore entity) will be treated as a single event. A violation of this provision will also entitle the Department to recover damages, if any, arising from a breach of this section and constitutes an event of default.

The Contractor must notify the Department and the Customer as soon as possible, in accordance with the requirements of section 501.171, F.S., if applicable, and in all events within one (1) Business day in the event Contractor discovers any State of Florida Data is breached, any unauthorized Access of State of Florida Data occurs (even by persons or

companies with authorized Access for other purposes), any unauthorized transmission of State of Florida Data occurs, or of any credible allegation or suspicion of a material violation of the above. This notification is required regardless of the number of persons or type of State of Florida Data affected. The notification must be clear and conspicuous and include a description of the following:

- (a) The incident in general terms.
- (b) The type of information that was subject to the unauthorized Access and acquisition.
- (c) The type and number of entities who were, or potentially have been affected by the breach.
- (d) The actions taken by the Contractor to protect the State of Florida Data from further unauthorized Access. However, the description of those actions in the written notice may be general so as not to further increase the risk or severity of the breach.

Upon becoming aware of an alleged security breach or security incident, the Contractor's Account Manager shall set up a conference call with the Department's Contract Manager. The conference call invitation shall contain a brief description of the nature of the event. When possible, a thirty (30) minute notice shall be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call shall be scheduled. All available information shall be shared on the call. The Contractor shall answer all questions based on the information known at that time and shall answer additional questions as additional information becomes known. The Contractor shall provide the Department with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business hours, the Contractor shall notify the Department's Contract Manager and, in all events, within one (1) Business day.

Access as referenced in this subsection shall mean review, inspect, approach, instruct, communicate with, store data in, retrieve data from, or otherwise make use of any data, regardless of type, form, or nature of storage. Access to a computer system or network includes local and remote access.

10.3 Indemnification (Breach of Warranty of Security)

The Contractor agrees to defend, indemnify, and hold harmless the Department, Customer, the State of Florida, its officers, directors and employees for any third-party claims, suits or proceedings related to a breach of the Warranty of Security by the Contractor or its subcontractor(s). The Contractor will include credit monitoring services at its own cost for those individuals affected or potentially affected by a breach of this warranty for a two (2) year period of time following the breach.

10.4 Annual Certification

The Contractor is required to submit an annual certification demonstrating compliance with the Warranty of Security to the Department by December 31st of each Contract year.

SECTION 11. GRATUITIES AND LOBBYING

11.1 Gratuities

The Contractor will not, in connection with the Contract, directly or indirectly (1) offer, give, or agree to give anything of value to anyone as consideration for any State of Florida

officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone anything of value for the benefit of, or at the direction or request of, any State of Florida officer or employee.

11.2 Lobbying

In accordance with sections 11.062 and 216.347, F.S., Contract funds are not for the purpose of lobbying the Legislature, the judicial branch, or the Department. Pursuant to subsection 287.058(6), F.S., the Contract does not prohibit the Contractor from lobbying the executive or legislative branch concerning the scope of services, performance, term, or compensation regarding the Contract, after the Contract execution and during the Contract's term.

SECTION 12. CONTRACT MONITORING

12.1 Performance Standards

The Contractor agrees to perform all tasks and provide deliverables as set forth in the Attachment A – Final Statement of Work and exhibits to the Contract. The Department and the Customer will be entitled at all times, upon request, to be advised as to the status of work being done by the Contractor and of the details thereof. Coordination must be maintained by the Contractor with representatives of the Customer, the Department, or of other agencies involved in the Contract on behalf of the Department.

12.2 Performance Deficiencies and Financial Consequences

SLAs dictate the levels of service delivery for individual services. One, multiple, or recurring violations of a Service Level Agreement (SLA) may be considered a breach of the Contract and may result in a suspension or cancellation of purchase order(s) or CSA(s). The Department reserves the right to determine when violation(s) of SLAs constitute a breach of the Contract or will result in a suspension or cancellation of purchase order(s) or CSA(s). The Department's determination of a breach of the Contract or suspension or cancellation of purchase order(s) or CSA(s) will depend on the number and severity of the SLA violation(s), disruption to service, Contractor's response, and other factors.

In addition to the processes set forth in the Contract (e.g., SLAs), if the Department determines that there is a performance deficiency that requires correction by the Contractor, then the Department will notify the Contractor. The correction must be made within a timeframe specified by the Department. The Contractor must provide the Department with a corrective action plan describing how the Contractor will address all performance deficiencies identified by the Department.

If the corrective action plan is unacceptable to the Department, or implementation of the plan fails to remedy the performance deficiencies, the Department will retain ten percent (10%) of the total invoice amount and may suspend or cancel purchase order(s) or CSA(s) or may suspend work or terminate the Contract as set forth in Contract section 1.4. The retainage will be withheld until the Contractor resolves the performance deficiencies. If the performance deficiencies are resolved, the Contractor may invoice the Department for the retained amount. If the Contractor fails to resolve the performance deficiencies, the retained amount will be forfeited in order to compensate the Department for the performance deficiencies and the Department may suspend or cancel purchase order(s) or CSA(s) or may terminate the Contract as set forth in Contract subsection 1.4.

12.3 Liquidated Damages

The Contractor will promptly notify the Department or Customer upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion (or delivery) of any commodity or contractual service. The Contractor will use commercially reasonable efforts to avoid or minimize any delays in performance and will inform the Department or Customer of the steps the Contractor is taking or will take to do so, and the projected actual completion (or delivery) time. If the Contractor believes a delay in performance by the Department or Customer has caused or will cause the Contractor to be unable to perform its obligations on time, the Contractor will promptly so notify the Department or Customer and use commercially reasonable efforts to perform its obligations on time notwithstanding the Department or Customer's delay.

The Contractor acknowledges that untimely performance or other material noncompliance will damage the Department or Customer, but by their nature such damages may be difficult to ascertain. Accordingly, any liquidated damages provisions stated in the solicitation will apply to the Contract. Liquidated damages are not intended to be a penalty and are solely intended to compensate for damages.

12.4 Force Majeure, Notice of Delay, and No Damages for Delay

The Contractor will not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the Contractor's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. In case of any delay the Contractor believes is excusable, the Contractor will notify the Department or Customer in writing of the delay or potential delay and describe the cause of the delay either (1) within 10 days after the cause that creates or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five days after the date the Contractor first had reason to believe that a delay could result. The foregoing will constitute the Contractor's sole remedy or excuse with respect to delay. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages will be asserted by the Contractor. The Contractor will not be entitled to an increase in the Contract price or payment of any kind from the Department or Customer for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor will perform at no increased cost, unless the Department or Customer determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State of Florida or to Customers, in which case the Department or Customer may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers with respect to commodities or contractual services subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the commodity or contractual services that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

SECTION 13. CONTRACT AUDITS

13.1 Performance or Compliance Audits

The Department may conduct, or cause to have conducted, at its own expense, either or both performance and compliance audits of the Contractor and subcontractors as determined by the Department. The Department will provide Contractor with fifteen (15) Business days advance written notice of any audit. In the event the audit reveals information the Contractor deems confidential or exempt under Chapter 119, F.S., the Contractor may provide the Department with a redacted and unredacted copy of the requested information.

The Department may conduct an audit and review all the Contractor's and subcontractor's data and records that directly relate to the Contract. To the extent necessary to verify the Contractor's claims for payment under the Contract, the Contractor's agreements or contracts with subcontractors, partners or agents of the Contractor, pertaining to the Contract, may be inspected by the Department upon fifteen (15) Business days' notice, during normal working hours and in accordance with the Contractor's facility access procedures where facility access is required. Release statements from its subcontractors, partners or agents are not required for the Department or its designee to conduct compliance and performance audits on any of the Contractor's contracts relating to the Contract. The State of Florida's Chief Financial Officer and the Office of the Auditor General also have authority to perform audits and inspections.

If the Department causes the audit to be conducted by a third-party auditor, the auditor must be an independent accounting firm mutually acceptable to the parties. The Department may employ at its own expense such assistance as it deems desirable to conduct such reviews, but may not employ the assistance of any entity that derives a substantial portion of its revenues from the provision of services that are substantially similar to those being provided under the Contract, or the affiliates of such entity, or employ the assistance of any person who a court or arbitrator has ruled previously made improper use of Contractor's confidential information. The auditor providing assistance may be asked to execute a non-disclosure agreement with Contractor that conforms with applicable statutory requirements including, but not limited to, Chapter 119, F.S.

In addition to the Department's audit abilities the Contractor is also responsible for performing at a minimum annual audits to verify that all Subcontractors comply with the terms applicable to them under the Contract. The Contractor shall provide the Department a copy of all annual audit results.

13.2 Payment Audit

Records of costs incurred under terms of the Contract will be maintained in accordance with Contract subsection 9.3. Records of costs incurred will include the Contractor's general accounting records, together with supporting documents and records of the Contractor and all subcontractors performing work, and all other records of the Contractor and subcontractors considered necessary by the Department, State of Florida's Chief Financial Officer or the Office of the Auditor General for audit; provided that any audit conducted under this Section is subject to the same requirements set forth in Contract Section 13.1.

SECTION 14. BACKGROUND SCREENING AND SECURITY

All Contractor employees, Subcontractors and agents performing work under the Contract must comply with all security and other requirements of the Department or the Customer.

14.1 Background Screening

In addition to any background screening required by the Contractor as a condition of employment, the Contractor warrants that it will conduct a criminal background screening of, or ensure that such a screening is conducted for, each of its employees, subcontractor personnel, independent contractors, leased employees, volunteers, licensees or other person, hereinafter referred to as "Person" or "Persons," operating under its direction with Access to State of Florida Data or who enter either the premises or facilities where State of Florida Data is stored or accessible. Contractor is not required to conduct the aforementioned background screening of a Person if that Person does not have Access to State of Florida Data and if that Person, whenever on Customer premises or facilities, is escorted by Customer authorized personnel.

The Contractor warrants that all Persons will have passed the Background Screening described herein before they have Access to State of Florida Data or begin performing services under the contract. The look-back period for such background screenings shall be for a minimum of six (6) years where six (6) years of historical information is available.

The minimum background check process will include a check of the following databases through a law enforcement agency or a Professional Background Screener accredited by the National Association of Professional Background Screeners or a comparable standard:

- Social Security Number Trace; and
- Criminal Records (Federal, State and County criminal felony and misdemeanor, national criminal database for all states which make such information available).

The Contractor agrees that each Person will be screened as a prior condition for performing services or having Access to State of Florida Data. The Contractor is responsible for any and all costs and expenses in obtaining and maintaining the criminal background screening information for each Person described above. The Contractor will maintain documentation of the screening in the Person's employment file. The Contractor will abide by all applicable laws, rules, and regulations including, but not limited to the Fair Credit Reporting Act and/or any equal opportunity laws, rules, regulations, or ordinances.

14.2 Disqualifying Offenses

If at any time it is determined that a Person has a criminal misdemeanor or felony record regardless of adjudication (e.g., adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict) within the last six (6) years from the date of the court's determination for the crimes listed below, or their equivalent in any jurisdiction, the Contractor is required to immediately remove that Person from any position with Access to State of Florida Data or directly performing services under the Contract. The disqualifying offenses are as follows:

(a) Computer related crimes

(b) Information technology crimes;

- (c) Fraudulent practices;
- (d) False pretenses;
- (e) Frauds;
- (f) Credit card crimes;
- (g) Forgery;
- (h) Counterfeiting;
- (i) Violations involving checks or drafts;
- (j) Misuse of medical or personnel records; and
- (k) Felony theft.

If the Contractor finds a Disqualifying Offense for a Person within the last six (6) years from the date of the court's disposition, it may obtain information regarding the incident and determine whether that Person should continue providing services under the Contract or have Access to State of Florida Data. The Contractor will consider the following factors only in making the determination: i.) nature and gravity of the offense, ii.) the amount of time that lapsed since the offense, iii.) the rehabilitation efforts of the Person and iv.) relevancy of the offense to the job duties of the Person. If the Contractor determines that the Person should be allowed Access to State of Florida Data, then Contractor shall maintain all criminal background screening information and the rationale for such Access in the Person's employment file. The Contractor will promptly notify the Department of any determinations made pursuant to this subsection. The Department reserves the right to require removal of any Persons from performing work on the Contract for any reason.

14.2.1 Refresh Screening

The Contractor will ensure that all background screening will be refreshed every five (5) years from the time initially performed for each Person during the Term of the Contract.

14.2.2 Annual Certification

The Contractor is required to submit an annual certification demonstrating compliance with Contract Section 14 to the Department by December 31 of each Contract year.

14.2.3 Self-Disclosure

The Contractor shall ensure that all Persons have a responsibility to self-report within three calendar days to the Contractor any updated court disposition regarding any disqualifying offense, regardless of adjudication (adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict). The Contractor shall immediately reassess whether to disallow that Person Access to any State of Florida premises or from directly performing services under the Contract. Additionally, the Contractor shall require that the Person complete an annual certification that they have not received any additional criminal misdemeanor or felony record regardless of adjudication (adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict) for the Disqualifying Offenses and shall maintain that certification in the employment file.

In addition, the Contractor shall ensure that all Persons have a responsibility to self-report to the Contractor within three calendar days, any arrest for any Disqualifying Offense. The Contractor shall notify the Department's Contract Manager within 24 hours of all details concerning any reported arrest.

14.3 Department's Ability to Audit Screening Compliance and Inspect Locations

The Department reserves the right to audit the Contractor's background screening process to ensure compliance with sections 14.1 and 14.2 and subsections 14.2.1, 14.2.2, and 14.2.3 upon two (2) days prior written notice to the Contractor during the Term of the Contract. For those Persons subject to the requirements set forth in Section 14.1 above, the Department will have the right to audit and inspect, at the Department's expense, the Contractor's working area, computer systems, and/or location(s) upon two (2) Business days prior written notice to the Contractor to ensure Contractor's compliance with sections 14.1 and 14.2 and subsections 14.2.1, 14.2.2, and 14.2.3 and that Access to State of Florida Data is secure and in compliance with the Contract and all applicable state and federal rules and regulations.

14.4 Data Access

State of Florida Data will consist of data which is identified by federal or state of Florida laws and regulations as confidential data, exempt data, or personal health data. The Contractor or its subcontractor, where applicable, shall retain a list of all Persons with Access to State of Florida Data, including a statement confirming that each Person has passed the Background Screening required herein. Such a statement shall not include the substance of the screening results, only that the Person has passed the screening.

The Contractor or its subcontractor, where applicable, shall create a written policy for the protection of State of Florida Data, including a policy and procedure for Access to State of Florida Data to ensure no unauthorized access to State of Florida Data. The policy will be created and executed in accordance with Rule 60GG-2, Florida Administrative Code and the Department's security policies. Alternatively, the Contractor or its subcontractor, where applicable, may utilize an existing written policy which includes terms that provide for the protection of State of Florida Data and includes policies and procedures that address Access to State of Florida Data to ensure no unauthorized access to State of Florida Data. The written policy required in this section will be maintained to ensure compliance with Rule 60GG-2, Florida Administrative Code and the Department's security policies. The Contractor or its subcontractor, where applicable, is responsible for ensuring its services comply with its written policy and that the written policy continuously adhere to the requirements set forth in this section throughout the Contract term.

The Contractor or its subcontractor, where applicable, shall retain the written policy and information required in this subsection for the duration of the Contract and a period of no less than five (5) years from the date of termination of the Contract and any Contract extensions. The written policy and information required in this subsection shall be included in the Department's audit and screening abilities. The written policy and information required in this subsection shall also be subject to disclosure upon written or oral demand at any time by the Department or its designated agents or auditors.

Access as referenced in this Section shall mean review, inspect, approach, instruct, communicate with, store data in, retrieve data from, or otherwise make use of any data,

regardless of type, form, or nature of storage. Access to a computer system or network includes local and remote access.

The Contractor, or its subcontractor, where applicable, shall document and record, with respect to each instance of Access to State of Florida Data:

1. The identity of all individual(s) who Accessed State of Florida Data in any way, whether those individuals are authorized Persons or not;
2. The duration of the individual(s)' Access to State of Florida Data, including the time and date at which the Access began and ended;
3. The identity, form, and extent of State of Florida Data Accessed, including, but not limited to, whether the individual Accessed partial or redacted versions of State of Florida Data, read-only versions of State of Florida Data, or editable versions of State of Florida Data; and
4. The nature of the Access to State of Florida Data, including whether State of Florida Data was edited or shared with any other individual or entity during the duration of the Access, and, if so, the identity of the individual or entity.

Notwithstanding any provision of the Contract to the contrary, the Contractor, or its subcontractor, where applicable shall notify the Department as soon as possible and in all events within one (1) Business day in the event it discovers any unauthorized Access of State of Florida State of Florida Data occurs, any unauthorized transmission of State of Florida Data, or any credible allegation or suspicion of a material violation of the above. This notification is required whether the event affects one employee/retiree or the entire population. The notification shall be clear and conspicuous and include a description of the following:

- (a) The incident in general terms.
- (b) The type of personal information that was subject to the unauthorized Access and acquisition.
- (c) The number of individuals who were, or potentially have been affected by the breach.
- (d) The actions taken by the Contractor to protect the State of Florida Data information from further unauthorized Access. However, the description of those actions in the written notice may be general so as not to further increase the risk or severity of the breach.

Upon becoming aware of an unauthorized Access to State of Florida Data, the Contractor's Account Manager shall set up a conference call with the Department's Contract Manager and the Contractor, or its subcontractor, where applicable. The conference call invitation shall contain a brief description of the nature of the event. When possible, a thirty (30) minute notice shall be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call shall be scheduled. All available information shall be shared on the call. The Contractor, or its subcontractor, where applicable, shall answer all questions based on the information known at that time and shall answer additional questions as additional information becomes known. The Contractor, or its subcontractor, where applicable, shall provide the Department with final documentation of the incident including all actions that took place. If the Contractor, or its subcontractor, where applicable, becomes aware of an unauthorized access to State of Florida Data outside of normal business hours, the Contractor, or its subcontractor, where applicable, shall notify the Department's Contract Manager and in all events, within one (1) Business day.

Failure to retain and disclose the written policy and information as required in this subsection shall be considered a breach of the Contract. The resulting damages to the Department and Customers from a breach of this subsection are by their nature impossible to ascertain presently and will be difficult to ascertain in the future. The issues involved in determining such damages will be numerous, complex, and unreasonably burdensome to prove. The parties acknowledge that these financial consequences are liquidated damages, exclusive of any other right to damages, not intended to be a penalty and solely intended to compensate for unknown and unascertainable damages. The Contractor therefore agrees to credit the Department the sum of \$10,000 for each breach of this subsection.

14.5 Indemnification

The Contractor agrees to defend, indemnify, and hold harmless the Department, the State of Florida, its officers, directors and employees for any third-party claims, suits or proceedings related to a breach of this section. The Contractor will include credit monitoring services at its own cost for those individuals affected or potentially affected by a breach of this section for a two (2) year period of time following the breach.

SECTION 15. E-VERIFY

In accordance with Executive Order 11-116, the Contractor agrees to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired during the term of the Contract for the services specified in the Contract. The Contractor must also include a requirement in subcontracts that the subcontractor must utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term. In order to implement this provision, the Contractor must provide a copy of its DHS Memorandum of Understanding (MOU) to the Department's Contract Manager within five days of Contract execution. If the Contractor is not enrolled in DHS E-Verify System, it will do so within five days of notice of Contract award, and provide the Department's Contract Manager a copy of its MOU within five days of Contract execution. The link to E-Verify is <http://www.uscis.gov/e-verify>. Upon each Contractor or subcontractor new hire, the Contractor must provide a statement within five (5) days to the Department's Contract Manager identifying the new hire with its E-Verify case number.

SECTION 16. COMMUNICATIONS AND CONFIDENTIALITY

The Contractor shall not, without first notifying the Department's Contract Manager and securing the Department's prior written consent, make public statements which concern the Contract or its subject matter, disclose or permit disclosure of any data or information obtained or furnished in accordance with the Contract, or use any statement attributable to the Department or its employees. Public statements include press releases, publicity releases, promotions, marketing materials, corporate communications, or other similar communications. The Department's written consent shall not be construed to supersede or waive the Contract requirements imposed on the Contractor to maintain confidential information.

The Contractor must maintain confidentiality of all confidential data, files, and records related to the services and commodities provided pursuant to the Contract and must comply with all state and federal laws, including, but not limited to Chapter 119, F.S., and sections 381.004, 384.29,

392.65, and 456.057, F.S. The Contractor's confidentiality procedures must be consistent with the most recent version of the Department security policies, protocols, and procedures. The Contractor must also comply with any applicable professional standards with respect to confidentiality of information.

Contractor will not use the State seal, name, or logo of the Department or State, or Contractor's relationship to the Department for any purpose without the prior written consent of the Department.

Contractor may refer to the Contract as an experience citation with other customers without prior approval.

Contractor shall not publicly disseminate any information concerning the Contract without prior written approval from the Department, including, but not limited to:

- 1) mentioning the Contract in a press release or other promotional material,
- 2) identifying the Department or the State as a reference, or
- 3) otherwise linking Contractor's name and either a description of the Contract or the name of the State, the Department or any SUNCOM Client in any material published, either in print or electronically, to any entity that is not a party to Contract, except potential or actual authorized distributors, dealers, resellers, or service representative.

SECTION 17. LICENSING

Except as otherwise set forth in Attachment A – Final Statement of Work, all SUNCOM services shall include all required licenses for Customers to utilize the SUNCOM services at no additional cost to the Customer. All third-party license costs for Contractor-provided hardware and/or software shall be the responsibility of the Contractor. The Contract terms will not be supplemented, modified, amended, or superseded by any and all End User License Agreement, regardless of any terms which may state otherwise, except as contemplated in Section 7.10. End User License Agreement (EULA) means any license or service agreement, regardless of how designated, pertaining to the right to use software, equipment, and/or services including, but not limited to, any such agreement proposed after execution of this Contract that is affixed to (e.g. "shrinkwrap" or "browsewrap"), imbedded in (e.g. "clickwrap"), or accompanies the software, equipment, or service. Any terms or conditions that would result in the Department or a Customer violating Florida Statutes is deemed null and void.

SECTION 18. BOND

18.1 Performance Bond

Customers shall have the ability to request from the Contractor a Performance Bond to be used to guarantee satisfactory performance by the Contractor for the term of the Customer's specific order. For those Customers who request a Performance Bond to meet the Customer's specific needs, Contractor shall deliver to the Customer a Performance Bond in the amount specified by the Customer and upload documentation demonstrating compliance with this section into CSAB.

- A. The Performance Bond shall be maintained throughout the term of the Customer's specific order, naming the Customer as the beneficiary. The Performance Bond must be issued

by an acceptable surety company, as determined by the Customer, and which surety must be licensed to do business in the State of Florida. The insurer or bonding company shall pay losses suffered by the State directly to the Customer.

- B. The Contractor and insurer or bonding company shall provide the Customer prior written notice or immediate notice upon knowledge of any attempt to cancel or to make any other material change in the status, coverage, or scope of the Performance Bond, or of the Contractor's failure to pay bond premiums.
- C. The Customer shall not be responsible for any premiums or assessments on or in relation to the Performance Bond. However, for those Customers who request a Performance Bond, Contractor is permitted to equitably adjust the Customer's prices in correlation with the requested Performance Bond, up to an additional 25% for the applicable service(s).
- D. The Performance Bond is to protect the Customer against any loss sustained through failure of the Contractor's performance in accordance with the Customer's specific order. No payments shall be made to the Contractor until the Performance Bond is in place and approved by the Customer in writing.
- E. Where applicable, the Contractor shall provide the Customer with a surety bond continuation certificate or other acceptable verification that the Performance Bond is valid and has been renewed for an additional year. Contractor shall also upload documentation demonstrating compliance with this section into CSAB.

The Performance Bond provided under this Section shall be used solely to the extent necessary to satisfy the damage claims made by the Customer pursuant to the terms of the Customer's specific order. In no event shall the Performance Bond be construed as a penalty bond.

18.2 Letter of Bondability

Prior to any renewal of the Contract in accordance with section 287.057(13), F.S., the Department reserves the right to request Contractor submit a letter of bondability from a surety company or bonding agent authorized to do business in the State of Florida and written on company letterhead indicating the Contractor's ability to obtain a performance bond in the amount of at least ten million dollars.

SECTION 19. CUSTOMER OF RECORD

The Department of Management Services is considered the customer of record for all services for the purposes of the Federal Communications Commission and Customer Proprietary Network Information.

SECTION 20. SPECIFIC APPROPRIATION

The following is the specific state funds from which the state will make payment under the first year of the contract:

General Appropriations Act (Florida Law)
2928 SPECIAL CATEGORIES
CENTREX AND SUNCOM PAYMENTS
FROM COMMUNICATIONS WORKING
CAPITAL TRUST FUND

SECTION 21. LIMITATION OF LIABILITY

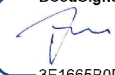
For all claims against the Contractor under any Customer agreement, purchase order, or this Contract, and regardless of the basis on which the claim is made, the Contractor's liability under this Contract or purchase order for direct damages shall be limited to the greater of \$100,000, the dollar amount of this Contract, or two times the charges rendered by the Contractor under the purchase order. This limitation shall not apply to the Service Level Agreements, claims arising under sections 8.2, 9.2, 10.3, and/or 14.5 contained in this agreement.

Unless otherwise specifically enumerated in the Contract (e.g. the Service Level Agreements, attached as part of this Contract) or in the negotiated purchase order, no party shall be liable to another for special, indirect, punitive, or consequential damages, even if the party has been advised that such damages are possible. No party shall be liable for lost profits, lost revenue, or lost institutional operating savings. The Department and Customer may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them. The Department may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due the Contractor under any contract with the Department.

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SO AGREED by the Parties' authorized representatives on the dates noted below:

FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

DocuSigned by:

3E1665B0DF8B411...

Jonathan Satter, Secretary

7/14/2020 | 10:45 AM EDT

Date

AT&T CORP.

Veronica Danao

Signature

Veronica Danao Contract Specilaist CGI

Print Name and Title

02 July 2020

Date

SS188Y

STATE OF FLORIDA
DEPARTMENT OF MANAGEMENT SERVICES
ITN NO: DMS 17/18-004 – SUNCOM COMMUNICATION SERVICES
REQUEST FOR BEST AND FINAL OFFER
DUE: MAY 13, 2020 BY 11:59 PM ET

Pursuant to the SUNCOM Communication Services ITN Sections 4.4.3., Revised Replies and Best and Final Offers, and 4.4.4, Other Department Rights During Negotiations, the Department requests a Best and Final Offer. **Please submit the Best and Final Offer by 11:59 PM ET on May 13, 2020, to the Procurement Officer, Jesse Marks, at Jesse.Marks@dms.myflorida.com**

Vendors must email the Best and Final Offer with files attached as a .pdf or in their native format (.docx or .xlsx where applicable) to the Procurement Officer. If the Best and Final Offer exceeds the file limit to submit via email, the Vendor must submit its Best and Final Offer on seven duplicate thumb drives to the Procurement Officer by the above-stated deadline.

Best and Final Offers are expressly understood to be for the provision of services and features with no minimum guaranteed purchase of services or features.

All revisions made by the Department to the attachments provided with this Request for Best and Final Offer are reflected in track changes or in an edited format for excel documents. Any Vendor proposed edits not reflected in the attachments were deemed not acceptable to the Department. Do not make any changes, revisions, exceptions, or deviations to the Department's language in the provided documents.

The Best and Final Offer must include the following requested documents:

A. ATTACHMENT A – FINAL STATEMENT OF WORK

Please submit a response to each subsection in the Attachment A – Final Statement of Work where a response is requested and where the subsection is applicable to the Respondent's proposed solution. Identify all modifications and/or revisions from the initial and revised replies via track changes.

B. ATTACHMENT B – FINAL CONTRACT

By submitting a Best and Final Offer, the Vendor confirms acceptance of the Attachment

B – Final Contract, as is; do not make any changes, revisions, exceptions, or deviations.

C. ATTACHMENT C – FINAL SERVICE LEVEL AGREEMENTS

By submitting a Best and Final Offer, the Vendor confirms acceptance of the Attachment C – Final Service Level Agreements, as is; do not make any changes, revisions, exceptions, or deviations.

D. ATTACHMENT G – FINAL COMPONENT PRICE SHEET AND VENDOR'S SERVICE CATALOG

Please complete the Attachment G – Final Component Price Sheet which has been provided by the Department as part of the Request for Best and Final Offer. The Vendor is required to submit a completed Attachment G – Final Component Price Sheet and a Vendor's Service Catalog that includes the Vendor's best pricing for the Department's consideration based on the revisions contained in the Request for Best and Final Offer and attachments. **Given these revisions made by the Department, the Department is anticipating reductions in the Vendor's pricing.**

The Vendor's completed Attachment G – Final Component Price Sheet and Vendor's Service Catalog must comply with ITN Sections 3.11, Vendor's Pricing, and 3.12, Component Price Sheet, respectively. Pricing in either document shall not include State of Florida and Federal Taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government. Government-sanctioned surcharges and fees are to be separately listed in the Vendor's Service Catalog in accordance with Attachment A – Final Statement of Work, Section 4.6, Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog.

In addition to the requirements set forth in ITN Section 3.11, a Vendor Service Catalog must adhere to the following:

- List all separate fees and/or charges and indicate which service(s) the fee and/or charge is applicable to. For government sanctioned fees and surcharges, list the current applicable amount.
- Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Charges for expedited shipping, where requested and authorized by the Customer, may be assessed and will be borne by the Customer.
- Any services, equipment and / or features provided at no cost should be identified as \$0.00.

In addition to the requirements set forth in ITN Section 3.12, a completed Attachment G – Final Component Price Sheet must adhere to the following:

- Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Charges for expedited shipping, where requested and authorized

- by the Customer, may be assessed and will be borne by the Customer.
- Any services, equipment and / or features provided at no cost should be identified as \$0.00.

E. SUPPLEMENTAL INFORMATION

The Best and Final Offer shall constitute the Vendor's final Reply to this ITN and should be reflective of all terms and conditions applicable to the Vendor's proposed services. Pursuant to ITN Section 3.4, Website References, do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply.

The Vendor is under no obligation to submit a Best and Final Offer; however, the Vendor will no longer be considered eligible for an award if the Department does not receive a Best and Final Offer by the above-stated deadline.

By the submission of its Best and Final Offer, the Vendor certifies that, if awarded a Contract, it will comply with all terms and conditions found in the aforementioned documents included with this Request for Best and Final Offer.

ATTACHMENT A – FINAL STATEMENT OF WORK
FOR
SUNCOM COMMUNICATION SERVICES
ITN NO: DMS-17/18-004
INVITATION TO NEGOTIATE
THE STATE OF FLORIDA
DEPARTMENT OF MANAGEMENT SERVICES

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1. Statement of Work

1.1 Introduction

The Department of Management Services (DMS or the Department) is seeking to procure through this Invitation to Negotiate (ITN), Unified Communication (UC) Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features. Hereinafter these will be collectively known as SUNCOM Communication Services (SCS). This procurement is intended to establish a multi-year Contract or Contracts which meet the goals of the ITN stated in section 1.4. Any contracted SCS services will be available for use by state agencies, political subdivisions of the state, municipalities, and nonprofit corporations in accordance with Chapter 282, Florida Statutes (F.S.).

This Attachment A – Final Statement of Work (SOW), contains operational and administrative objectives for SCS that will form the requirements for implementation and on-going support under any Contract resulting from this ITN.

This SOW is intended to reflect the requested service components DMS is seeking the Respondent to offer for SCS. The SOW includes references to service components that “must”, “shall”, or “will” be delivered; however, these SOW references to “must”, “shall”, “will” and “minimum requirements” will not affect DMS’s determination of a Respondent’s responsiveness. DMS intends for these SOW references to become mandatory at the time of Contract execution (as reflected in DMS’s Request for Best and Final Offer). However, these SOW references may be subject to negotiation during the procurement and will be resolved through the terms of DMS’s Request for Best and Final Offer.

The Request for Best and Final Offer may also identify contractual requirements in place of previous requests for responses. For example, the word ‘should’ may be replaced by the word ‘must’ in the final SOW prior to contract execution where applicable.

If more than one Contract is awarded, then the use of the terms “Contract,” “Contractor,” “Response,” and “Respondent,” include the plural when applicable.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.2 Instructions for Replies

The SOW contains response blocks where Respondents are to detail their replies or Respondents may attach a narrative with a reference to the corresponding SOW subsection. Base responses on the information provided in the applicable subsections and response blocks regarding operational and administrative processes and other aspects of the proposed services.

Failure to respond to any response block seeking a response will not be used to determine responsiveness. Respondents should provide responses to all response blocks seeking a response in the SOW. Respondents should provide responses for the Service Categories for which they are seeking to provide services.

If the Respondent is seeking to provide a Service Category, they should provide responses as requested. If the Respondent inserts "N/A" or leaves a block blank, they will receive zero points for that subsection. If the Respondent is not seeking to provide a Service Category, it should respond "N/A" and will receive a score of zero for those responses. Replies are to be submitted in accordance with the ITN.

The response blocks may contain approximate word counts in brackets, e.g., [Enter the response here – XXX words]. The word counts are provided as guidance to the length of the expected response; the word counts are neither minimum nor maximum limits.

See section 3.7, Tab 4, of the ITN for instructions on replying to the SOW.

By submitting a Reply to this ITN, the Respondent affirms that it has read, understood, and will comply with all of the statements, terms, and conditions contained in the SOW.

Do not provide pricing information in any SOW response block. Respondent is to submit pricing information in the Attachment G – Component Price Sheet and the Vendor's Service Catalog, separate from the response to the SOW in accordance with instructions in the ITN.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.3 Terminology

Various terms are provided in Attachment F – Definitions and Acronyms. Acronyms are generally expanded on first use.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.4 Service Objectives

This SCS procurement is envisioned to result in a Contract with a Contractor to provide secure, reliable, interoperable, scalable, manageable, feature rich, affordable, and advanced communications services for SUNCOM users.

SCS Customers range in size from small to very large with a wide diversity of communications requirements to meet their business needs. Respondents are therefore encouraged to offer more than one manufacturer platform (system) option.

While the word “system” is used within the SOW, DMS intends to contract for communications services. Individual devices, systems, and components are used to provide the various SCS.

The following are SCS objectives:

1. Provide migration and transition support for Customers from existing services to SCS.
2. Provide Single-tenant and Multi-tenant services.
3. Provide services using standards and designs detailed in the SOW, and increase integration of services.
4. Provide proactive service monitoring capabilities and tools to monitor service levels.
5. Provide inherent flexibility in services and equipment to keep pace with rapidly evolving technologies.
6. Provide services with a minimum 99.95% availability (uptime).
7. Provide accurate and simple invoicing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.5 Updates to Services or Equipment

DMS anticipates the service’s capabilities will change over the term of the Contract and should be flexible to remain current throughout the life of the Contract. Changes in services, features, equipment, or technology offered by Contractor in the same, alternative, or equivalent form and within the scope of the Contract are permissible updates. Updates may be prompted by the Contractor, DMS, or Customers. At DMS’s sole discretion, updates may require a Contract amendment, and any updates will not be incorporated into the Communications Service Authorization and Billing (CSAB) system without DMS’s approval. The CSAB is discussed in detail in section four (4).

When requested by DMS, the Contractor shall provide documentation on the proposed updates. This may include market research, service, equipment, and commodity specifications, industry research, and any other documentation requested by DMS. DMS may review information from Contractor, or any other source it deems necessary and appropriate.

For updates, Contractor will at a minimum include individual pricing, and may also include bundled pricing, or bundled pricing with existing services. All elements required by section 3.11 of the ITN shall be included in the proposed pricing for updates, unless waived by DMS. DMS will not deem the proposed pricing acceptable until and unless all the following criteria is met to its satisfaction:

1. The Contractor has substantially demonstrated the pricing is competitive to market rates.

2. The Contractor has fully demonstrated the pricing is related to and is in line with currently offered pricing for similar services and equipment within the CSAB Service Catalog.
3. Where applicable, Contractor has fully demonstrated that the same percentage discount off the Manufacturers Suggested Retail Price or Contractor's service price list, or greater, is applied to proposed equipment pricing for similar equipment, and proposed service pricing for similar service.
4. The Contractor has fully demonstrated the pricing will be in accordance with Contract section 3.3(b) Preferred Pricing, not exceeding, on an aggregate basis, the pricing offered under comparable contracts for public entities.
5. The Contractor shall not increase the pricing of any existing equipment, services, service packages, service bundles, or service options.
6. Contractor will not request, and DMS will not approve, charges for non-chargeable items contemplated in section 3.5 Technology Refresh.
7. DMS is solely responsible for the final determination on the fulfillment of the above criteria, and on accepted pricing.

If applicable, all SCS Contractors will be given the same opportunity to offer the updated, or new related service.

DMS will determine if the current Service Level Agreements (SLAs) for the CSAB Service Catalog update are appropriate and applicable, or determine new SLAs, which will become part of the Contract through a Contract amendment.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.6 MyFloridaNet

MyFloridaNet (MFN) and MyFloridaNet-2 (MFN-2) are the State's Multiprotocol Label Switching data networks. Generally, throughout the SOW, MFN is used as a generic term for both MFN and MFN-2. MFN allows State agencies and other authorized users to communicate with each other as well as SCS Contractors. Information about MFN is available at: https://www.dms.myflorida.com/business_operations/telecommunications/suncom2/data_services/myfloridanet

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.7 Current SUNCOM Voice Services

DMS currently manages the portfolio of voice services listed below.

1. Centrex
2. Hosted Voice over Internet Protocol (VoIP)
3. Premises-based Telephony Equipment Services
4. SIP Trunking
5. Audio Conferencing
6. Web Conferencing
7. Long Distance
8. Toll-Free
9. Contact Center.

See Attachment E – SUNCOM Voice Services for Calendar Year 2016, for information regarding 2016 contract spend for the above services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

2. Staffing

The Contractor shall provide sufficient, qualified personnel to oversee and carry out the services of this Contract.

The term “Contractor staff” includes all staff employed by the Contractor and by its subcontractors relevant to the Contract.

2.1 Contractor Staffing Responsibilities

1. The Contractor staff responsibilities include conducting all components of the Contract in a timely, efficient, productive, consistent, courteous and professional manner as representatives of the State.
2. The Contractor staff shall devote the time and resources necessary to successfully manage the State of Florida account, including being available for telephonic, email and on-site consultations.
3. The Contractor shall provide each Contractor staff member orientation and training on all components of the Contract prior to working on any component of the Contract. Documentation of this training shall be provided to DMS upon request.
4. The Contractor shall be required to employ the required key staff position described in this SOW.
5. It is understood and agreed that from time to time a vacancy may occur in required key staff positions. For purposes of this Contract, a vacant position is defined to occur when the position is not initially filled, the employee assigned to the position has resigned, been terminated, reassigned, or is filled with a person who does not possess the minimum qualifications required to perform the job duties. A vacancy does not occur when an employee is temporarily absent due to vacation, sick leave, or other temporary leave condition such as training. In the case of a vacancy, the Contractor may arrange for the job duties to be provided by another employee who meets the minimum job qualifications

until this position is filled. However, a temporary assignment will not put the SLA clock on hold.

6. The Contractor agrees to fill all required key staff positions within ninety (90) days after the date upon which the position becomes vacant, and within thirty (30) days from Contract execution. The Contractor may request a waiver from DMS if it believes it has good cause to not fill a required key staff position within the ninety (90) days allowance. Contractor will submit waiver requests to the DMS Contract Manager. DMS will review the requests on a case-by-case basis and respond within a reasonable timeframe. DMS reserves the right for final determination on all waiver requests. Positions not filled within the ninety (90) day timeframe, or otherwise waived by DMS, will incur an SLA violation.
7. The Contractor shall notify DMS of any vacancy of a required key staff position within two (2) weeks of the vacancy occurring.
8. The Contractor will only fill required key staff positions with persons that fulfill the minimum job qualifications set forth in this SOW section 2.
9. DMS reserves the right to review and approve candidates being considered by the Contractor for employment for a required key staff position described in this Contract.
10. DMS will have the right to request the replacement of any staff who serve in a required key staff position, as part of the Customer Support Team, or part of the Network Operations Center (NOC) or Security Operations Center (SOC) staff and Contractor will remove such staff within thirty (30) calendar days' or earlier upon DMS's notice to Contractor.
11. The Contractor must provide a sufficient number of Contractor Staff to handle the workload projected for the start of the Contract and shall be scalable and flexible, so it can be adapted as needed.
12. The Contractor must develop and maintain a final Staffing Organizational Chart that includes all staff resources that will be assigned to all components of the Contract to be approved by DMS no later than thirty (30) calendar days from Contract execution. The final Staffing Organizational Chart must contain names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida. The Contractor's final Staffing Organizational Chart shall include a justification for the number of staff, the percentage of time each staff person will devote to the Contract.
13. In the event DMS determines the Contractor's staff or staffing levels are not sufficient to properly complete the services specified in this Contract, it shall notify the Contractor in writing. The Contractor will have ninety (90) calendar days to remedy the identified staffing deficiencies.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this subsection.
2. Provide a detailed description of the following:
 - a. How Respondent will ensure the dedication of its proposed required key staff positions, including the proposed percent of time dedicated to DMS;
 - b. How Respondent will be prepared at all times to recruit credentialed, appropriately licensed and highly qualified staff;

- c. Respondent's orientation and training for Respondent's staff assigned to this Contract;
- d. How Respondent will ensure it employs all required positions and that there are sufficient staff to complete all requirements initially and throughout the duration of the Contract resulting from this ITN; and
- e. Respondent's recruitment process for Respondent's staff assigned to this Contract.

[Enter response here – 1,500 words]

2.2 Account Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Account Manager as the primary contact for DMS, unless DMS determines an exclusive Account Manager is in DMS's best interest. This is a required key staff position.

The Contractor is required to provide a full-time Account Manager for all contracted services. The Account Manager will be the senior manager primary contact with responsibility for all SCS issues, including, but not limited to, day-to-day coordination and resolution of all SCS activities. The Account Manager will be a senior staff member able to carry DMS concerns to the Contractor's management personnel. The Account Manager or designated backup(s) must be available twenty-four hours a day, 365 days of the year.

The Account Manager will be required to participate in all workgroups created by the Contractor or DMS related to SCS.

The Account Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with government clients in a government account management or sales role.
2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.
3. Minimum of three (3) years' work experience in the telecommunications industry.
4. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

2.3 Project Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Project Manager unless DMS determines an exclusive Project Manager is in DMS's best interest. This is a required key staff position.

The Project Manager shall to oversee and take on the responsibility for the success of all projects. Projects include, but are not limited to, Contract Implementation and Migration, agency specific Implementation and Migration. This individual will be the single point of contact to the State

coordinating all work and communications with DMS. This individual will manage and direct the planning of the Contractor's staff and resources.

The Project Manager will participate in various SCS workgroups.

The Project Manager shall possess the following minimum qualifications:

1. Ability to be responsible for all aspects of any projects related to this Contract.
2. Ability to lead and direct teams to deliver projects within the constraints of schedule, budget and resources.
3. Demonstrate sufficient knowledge and experience to appropriately apply a project management methodology to projects
4. Experience using Microsoft Project and the ability to keep all projects updated frequently and accurately.
5. Currently holds either Project Management Professional certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by DMS.

2.4 Business Operations Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Business Operations Manager unless DMS determines an exclusive Business Operations Manager is in DMS's best interest. This is a required key staff position.

The Business Operations Manager shall oversee business operations including billing, ordering, and related business operational procedures. The Business Operations Manager, acting as the DMS advocate, will be a Contractor senior staff member able to carry DMS concerns to the Contractor's management personnel. As the advocate, the individual must have the authority to direct the Contractor's staff to effect business operational procedures and related outcomes.

The Business Operations Manager will participate in various SCS workgroups.

The Business Operations Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with Government clients.
2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.
3. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

2.5 Engineering and Design Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Engineering and Design Manager unless DMS determines an exclusive Engineering and Design Manager is in DMS's best interest. This is a required key staff position.

The Engineering and Design Manager shall function as a single point of contact for all engineering and design issues. The individual will have responsibility to direct all aspects of engineering and design concerns for the service. The individual must have the authority to direct the Contractor's staff and subcontractors. The individual or a designated backup(s) must be available twenty-four hours a day, 365 days of the year as required to manage and oversee restoration of the service and respond to State requests.

The Engineering and Design Manager will participate in various SCS workgroups.

The Engineering and Design Manager shall possess the following minimum qualifications:

1. Minimum of three (3) years' experience leading an engineering team responsible for services similar in size and scope to SCS services
2. A Bachelor of Science degree or higher in an engineering discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.
3. Five (5) years or more of engineering work experience.

2.6 Operations and Security Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Operations and Security Manager unless the Department determines an exclusive Operations and Security Manager is in DMS's best interest. This is a required key staff position.

The Operations and Security Manager shall serve as the engineer capable of communicating with other engineers as needed to resolve day-to-day issues. The individual will communicate with DMS and engineers from other SUNCOM Contractors, if applicable, and subcontractors. The individual will function as a single point of contact for the day-to-day networking, service, and security issues, typically those involving real-time concerns. The individual must have the authority to direct the Contractor's staff. The Operations and Security Manager, or a designated backup(s), must be available twenty-four hours a day, 365 days of the year as required to manage the NOC and SOC concerns, and respond to State requests.

The Operations and Security Manager will participate in the various workgroups to accomplish SCS services.

The Operations and Security Manager shall possess the following minimum qualifications:

1. A Bachelor of Science degree or higher in a computer science, information technology, engineering, or similar discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.
2. Five (5) years or more of work experience.
3. Experience with business continuity and disaster recovery, including experience in development of disaster recovery plans.
4. Experience with information security architecture and security tools.

5. Knowledge of telecommunications industry best practices for service performance and security, and applicable laws and regulations as they relate to security.
6. Knowledge of current technologies and processes used to establish and maintain networks with respect to security of SCS.

The Operations and Security Manager should possess the following minimum qualifications:

1. Preferred but not required to hold Certified Information Security Manager, Certified Information Systems Security Professional, or other industry recognized security certification.

2.7 Customer Support Team

The Contract shall provide a Customer Support Team, which is not required to be full-time or dedicated to this Contract. This team is not considered a key staff position or positions. The Customer Support Team shall be sufficiently qualified and trained to provide the following:

1. Timely Customer training by the Contractor's team in reaction to changes in services and features offered.
2. Resolve service requests timely
3. Full staffing for projects to implement new technologies, related services, and equipment features that are supported by the industry
4. Timely closure for operational changes
5. Meet all service delivery due dates

The Customer Support Team shall include at least one (1) named individual to act as the CSAB Administrator, with responsibilities described in SOW 4.7.1.

2.8 Network Operations Center and Security Operations Center Staffing

The Contractor shall provide NOC and SOC staffing, which are not required to be full-time or dedicated to this Contract. This staffing is not considered a key staff position or positions. The NOC and SOC staffing shall be sufficiently staffed, qualified and trained to provide the following:

1. Staffing for the NOC and SOC twenty-four hours a day, 365 days of the year.
2. Proactive NOC and SOC monitoring including issue resolution, as described in SOW subsections 3.24 and 3.25.
3. Staffing for the NOC and SOC that are certified, experienced, well-trained, and well-equipped professionals.
4. NOC and SOC staff access to Contractor's advanced research team that will assist in identifying threats and developing preventative counter measures based on information collected from monitoring events worldwide. The Contractor's advanced research team will consist of cyber threat researchers that are assigned to the pursuit of existing and emerging global cyber threats. The advanced research team will research the global

landscape, perform in-depth analysis of emerging threats, and develop counter measures to protect SCS Customers.

Given the statements in 2.2 through 2.8:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;
3. Provide a detailed description of how the Contractor will staff the Customer Support Team, the NOC, and the SOC.
4. Provide a proposed Staffing Organizational Chart, including all staff resources that are anticipated to be assigned to the Contract, including names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida.
5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.

[Enter response here – 500 words, not including resumes]

3. General Services and Features for SUNCOM Communication Services

3.1 Applicability of Subsections

The subsections below will be applicable to all four Service Categories, unless stated otherwise in that subsection. Evaluation scoring for SOW section 3 will not be affected by whether Respondent offers four (4) or fewer Service Categories. Responses to subsections within SOW section 3 should not include any discussion of proposed Local Area Network (LAN) Support Services as described in SOW section 5.4.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.2 Operating In a Production Environment

The following are minimum requirements:

With the exception of the interfaces to CSAB and MFN, all proposed services, must be operating in a production environment. Any new services proposed by the Contractor after the completion of the Implementation Phase must be operating in a production environment. A production

environment is a setting where the Contractor can demonstrate their services in operation and are able to be viewed by or demonstrated to DMS' satisfaction. This will be provided at no cost to the State. There is no requirement that these proposed services be operating in the same (single) production network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.3 Flexibility to Quickly Modify Services

Contractor will provide the following in its delivery of the services and features for SCS:

1. A flexible administration of SCS services.
2. Prompt service updates, maintenance, modifications, and customizations.
3. Technically flexible designs, systems, and services
4. Mitigation of performance issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
5. Mitigation of security issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
6. The Contractor shall provide the Department with written notification of required maintenance a minimum of ten (10) calendar days before scheduled maintenance is to take place.

Given the statements in this subsection:

1. Describe how the Contractor will be flexible in its approach to delivering SCS services, in a manner that will minimally affect customer operations, including: maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests.

[Enter the response here - 250 words]

3.4 Completeness of Proposed Solutions

Respondents are responsible for the completeness of their proposed solutions in their Reply and in response to any Customer work orders or unique service requests, including all equipment, software, operational management, and IP network connectivity. Completeness will be determined by either the Department or by the Customer, as appropriate. All aspects of integration, performance, and back-office administrative functions are the responsibility of each Contractor, including functions provided by their subcontractor. Contractor is responsible for verifying that all equipment, software, systems, and services, as implemented, are compatible when integrated with Customer systems.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.5 Technology Refresh

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

The Contractor will provide technology refresh, which means providing the latest software and hardware releases, including updates and patches (excluding desktop equipment). With the exception of hardware costs listed in the CSAB Service Catalog, refresh is to be provided at no cost to the State. Technology Refresh is applicable once a Customer migrates to SCS.

The following is a minimum requirement:

- 1) The Contractor must refresh hardware and/or software provided by the Contractor under the SCS Contract before the End-of-Life date from the original equipment manufacturer provided by the Contractor.

Given the statements in this subsection:

1. Describe how technology refresh will be provided, including software and hardware.
2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software.

[Enter the response here – 1,000 words]

3.6 Standards

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to comply, at a minimum, with the following standards and subsequent updates for IP-based communications at no additional cost to the Customer:

1. Real-Time Transport Protocol (RTP)
2. RTP Control Protocol
3. H.323
4. Transmission Control Protocol/Internet Protocol
5. Simple Mail Transfer Protocol
6. Post Office Protocol (version 3)
7. Internet Message Access Protocol (version 4)
8. Lightweight Directory Access Protocol
9. Resource Reservation Protocol (RSVP)

10. Session Initiation Protocol
11. Session Description Protocol
12. Secure Real-Time Transport Protocol
13. ITU-T standards for G.711/G.722/G.729 (Audio Codecs)
14. H.263/H.264 (Video Encapsulation)
15. Internet Engineering Task Force (IETF) Request For Comment (RFC) 6716
16. Distributed Services Code Point
17. Link Layer Discovery Protocol
18. Transport Layer Security
19. Network Address Translation (NAT)
20. Interactive Connectivity Establishment, Session Traversal Utilities for NAT (STUN), and Traversal Using Relays around NAT
21. Web Real-Time Communications (WebRTC)
22. All standards for any application underlying SCS access and transport services
23. SIPconnect Version 2.0 and updates.
24. National Institute for Standards and Technology SP 800-58: Security Considerations for Voice Over IP Systems
25. 21st Century Communications and Video Accessibility Act of 2010
26. Institute of Electrical and Electronic Engineers 802.3

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.7 Emergency Services

Emergency services are a crucial aspect of SCS.

3.7.1 911 / E911

Contractor is required to fully comply with federal and state mandated emergency service requirements, including 911 and E911 services, at no additional cost to the Customer.

Contractor shall set up Customer number and location information (Automatic Number Identification and Automatic Location Identification) in the appropriate 911/E911 location database when services are provisioned.

Contractor shall provide timely updates to Customer locations in the 911/E911 location database.

Given the statements in this subsection:

1. Describe the process and time required to update Customer locations in the 911/E911 location database.

[Enter the response here – 250 words]

3.7.2 Department of Homeland Security Programs

The Department of Homeland Security Office of Emergency Communication (the Office) collaborates with the public and private sectors to ensure the national security and emergency preparedness communications community has access to priority telecommunications and restoration services to communicate under all circumstances. The Office manages the Government Emergency Telecommunications Service (GETS), Wireless Priority Services (WPS), Telecommunications Service Priority (TSP), and Next Generation Network Priority Service (NGN-PS) programs.

The following are minimum requirements:

1. Contractor shall participate in programs such as TSP, GETS, WPS and NGN-PS in support of Florida's emergency preparedness efforts. See <https://www.dhs.gov/oec-communications-portfolio-management>.

Given the statements in this subsection:

1. Describe the proposed functionality to address the elements of this subsection.
2. Describe how the Respondent's will participate in programs such as TSP, GETS, WPS and NGN-PS, plus other federal and state mandated emergency programs during the life of the contract.

[Enter the response here – 500 words]

3.7.3 Emergency Support Function 2

DMS provides communications assistance during emergencies and disasters. DMS is the lead agency for communications under direction of the Florida Division of Emergency Management. Subsection 282.702(7), F.S., directs DMS to cooperate with any federal, state, or local emergency management agency in providing for emergency communications services.

DMS is the first point of contact for telecommunications service providers for equipment and services coordination to provide communications support statewide before, during, and after emergencies or disasters. The National Response Framework is part of the United States National Strategy for Homeland Security, which details fifteen (15) Emergency Support Function Annexes. In Florida, the Emergency Support Function 2 (ESF-2) consists of a dedicated team of telecommunications professionals with expertise in radio systems, voice/data/network communications, and project management.

Contractor is required to participate in ESF-2 activities and respond to the needs of the State of Florida accordingly.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.8 Long Distance Services

The following are minimum requirements for long distance service components:

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.
2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.
3. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.
4. The capability to route calls to an operator for assistance.
5. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.
6. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.
7. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.
8. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.
9. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.
10. The ability to block calls with an invalid Automatic Number Identification (ANI). Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.
11. The ability to make and receive fax and modem calls.
12. Provision and activation of long distance services in a timely manner.
13. Restoration of services in a timely manner.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

3.9 Toll-Free Services

The following are minimum requirements;

Contractor is required to offer toll-free services for each proposed SCS service category and must provide the following in addition to the requirements provided in section 6, Business Operations:

1. The termination of toll-free service into all domestic exchanges.
2. All currently established toll-free numbers such as 1-800, 866, 877, 888, and all future toll-free numbers, as they become available.
3. Toll-free vanity numbers, if the number is available.
4. Toll-free services originated from any domestic exchange.
5. Answer and disconnect supervision. Calls are billed only from the time that the end-user answers the call and not bill for any calls not completed.
6. The ability to set up toll-free numbers or reroute numbers in the event of an emergency. An emergency contact must be made available twenty-four hours a day, 365 days of the year. Contractor will provide DMS an emergency contact number within 2 weeks of being awarded a contract and immediately notify DMS if the emergency contact number is changed.
7. All routing table information produced during the term of this Contract to DMS within three business days of request.
8. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.
9. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.
10. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry, 800-555-1212.
11. The inclusion of the old number in call announcement services and a new number intercepts with message and termination to new number.
12. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.
13. Emergency call rerouting in the event of a service disruption to a pre-planned number.
14. Dialed Number Identification Service.
15. The number of the calling phone (Automatic Number Identification), if known.
16. Routing services with announcement prompt. For this service, toll-free callers will be provided with a greeting announcement in order to choose how to route their call. An example would be a choice of English or Spanish and would route to the appropriate terminating number.
17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.
18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have

the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.

19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.
20. Intercept messaging under certain call conditions, as required by the Customer.
21. Route advance to an alternate termination number.
22. Percentage allocation routing.
23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.
24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.
25. Provisioning and activation of services in a timely manner.
26. Restoration of services in a timely manner.
27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.
28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

Given the requirements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

3.10 Call Quality

The following are minimum requirements:

For proposed services, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than a Mean Opinion Score of 4.0 as specified in ITU-T specification P.800 series. If Respondents use VoIP R-factor, per ITU-T Recommendation G.107, to measure call quality, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than the minimum score of 80.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

2. Describe the process for monitoring and reporting on call quality for all proposed services. [Enter the response here - 500 words]

3.11 Telephone Number Portability

Contractor is required to comply with Federal Communications Commission Local Number Portability requirements. Contractor is required to provide and support telephone number portability at no cost to the State and is expected to port telephone numbers to the service within 30 days.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.12 Temporary Suspension of Service

This subsection is applicable to all proposed functionality except Service Category 3, Contact Center Services, and Service Category 4, Centrex Services.

Respondent's proposed service must allow for the temporary suspension of service with an intercept message providing such notification. Temporary suspension of service may be enacted to provide seasonal services to the general public and then use the same telephone number during subsequent seasons.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.13 Intercept Messages

Respondent's proposed service must allow for intercept messages and referrals to be associated with a number that has been disconnected/suspended. Intercept messages and referrals must be provided for up to six months from the date of disconnection/suspension, unless otherwise specified by the Customer, and will be at no additional cost.

Intercept messages may include the following:

1. Number dialed is not in service.
2. Number dialed is not in service with referral to new number.
3. Number dialed is temporarily out of service.

Given the statements in this subsection:

1. Describe the Respondent's proposed process to provide services that allow for intercept messages and referrals to be associated with a number that has been disconnected or suspended.

[Enter the response here - 100 words]

3.14 Unlawful Activities

Under no circumstances will DMS or Customers be liable for any unlawful usage of SCS, including any charges. Unlawful usage of SCS shall include, but is not limited to, toll fraud. If the Contractor detects any potential toll fraud, then it must contact the DMS Contract Manager and the Customer to report the suspected toll fraud no later than 30 minutes from the detection of the activity.

Given the statements in this subsection:

1. Provide a plan for the prevention of unlawful use of SCS.
2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity.
3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity.

[Enter the response here - 500 words]

3.15 Connection with MyFloridaNet

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to connect with MFN and is responsible for paying all costs associated with the connection. The connections will meet the following minimum requirements:

1. Connect with MFN in at least two geographically diverse locations.
2. The connection design does not have any single points of failure.
3. Support both IPv4 and IPv6 and can communicate over IPv4-only, IPv6-only, and/or dual-stack networks.
4. Support the State's IP addressing including MFN's private addressing plan.
5. To the extent feasible, interoperate with MFN's time services and Domain Name Services.
6. To the extent feasible, interoperate with the Quality of Service schema utilized for MFN as set forth in the MFN2 User Guide and any revisions thereto. DMS will provide the Contractor with notice of any changes to the MFN2 User Guide.
7. Each connection must be provided with bandwidth sufficient to support all the concurrent call paths provisioned with the service.

The following are minimum requirements:

1. Work with DMS to engineer routing to respond to announcements (such as Border Gateway Protocol) and other issues involving non-contiguous IP address blocks provisioned on MFN.
2. Continuously monitor bandwidth utilization and provision adequate capacity to support peak hour demands plus projected growth over the 12 months.
3. Start planning for bandwidth upgrades when peak hour demand exceeds 60% of the bandwidth, and ensure upgrades are completed before peak hour demand exceeds 75% of the provisioned bandwidth.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.16 Service Interoperability

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is responsible for effective interoperability with all DMS SUNCOM services to the extent feasible. Contractor is responsible for understanding the requirements for their effective integration with other DMS SUNCOM services accessed using MFN and Remote Broadband Service.

Keeping all SCS sessions On-net must be a constant consideration during the SCS Contract. Respondents should propose options for supporting the On-net routing of sessions with other SCS Contractors if DMS issues multiple awards.

The following are minimum requirements:

1. Proposed services must interconnect with the Public Switched Telephone Network (PSTN).
2. IP-based services may be accessed via the internet. DMS approval for this access option is required.
3. Interoperability between all Customers utilizing the Respondent's proposed services.
4. If the Department issues multiple awards, all awarded SCS Contractors will support interoperability with services offered by other Contractors for calls between Contractors' SCS domains to remain On-net.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above
2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed services' connectivity with PSTN, MFN, and the internet.
3. Describe options available for securely accessing proposed services via the internet for remote workers.
4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net.
5. Provide options for interoperability between Respondent and other SCS Contractors (for use in the event DMS issues multiple awards) so sessions remain On-net.

[Enter the response here - 2,000 words]

3.17 Dedicated IP Access

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Respondents should offer dedicated IP access options with their proposed services. Some Customers are not required to use MyFloridaNet and may choose to purchase Contractor's dedicated IP access. For Non State Agency Eligible User Customers, Dedicated IP access may be used as an alternate method to MyFloridaNet when approved by DMS and must adhere to the Department established standards, policies, and procedures for interfacing with and accessing the SUNCOM Network.

State agencies may use Contractor's dedicated IP access to provide backup, survivability, and resiliency for their MFN connections. MFN connections will be the primary SCS access option.

If a Customer orders dedicated IP access at a site and the Contractor does not have the necessary network facilities to deliver IP access to a Customer's location, the Contractor may need to install additional network facilities to provide the Customer dedicated IP access at the location, also known as special construction. Special construction includes equipment, wiring, cables, inspection, and installation to provide connectivity to Contractor's dedicated IP access. Customer and Contractor shall negotiate and agree upon the delivery and installation timeframes for special construction which shall be set forth in the final work order issued in CSAB.

For a Customer order of a bandwidth speeds up to 12Mbps, there shall be no special construction charges permitted. The Contractor is responsible for building local loop access facilities to the Customer premises at no additional cost, regardless of whether access services are available, and must provide the service at the rates specified in the Vendor's Service Catalog.

For a Customer order of a bandwidth speeds above 12Mbps, all special construction will be handled on a case-by-case basis with a Customer service request quote. The Contractor may be required to provide additional details about the special construction to the Department including, but not limited to, a cost breakdown. Special construction must be provided at no more than the Contractor's cost.

Given the statements in this subsection:

1. Describe the proposed dedicated IP network access services, including all options Respondent proposes to provide.

[Enter the response here - 250 words]

3.18 Effectiveness within Customer-Specific Domains

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Functionality must be effective within the SCS domain as well as within Customer-specific domains.

The following are minimum requirements:

1. Provide Customers with their own administrative and operational individual service domain.
2. Each login requires a unique account.
3. Customer views should be customizable by the Customer.
4. Provide functionality to restrict Customers from being able to view other Customer domains; limitations on scope of view and scope of command are necessary.
5. Provide DMS with a global view of tools, equipment, services, and other related equipment.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains. [Enter the response here – 250 words]

3.19 Infrastructure Costs

Contractor shall be financially responsible for its connection to SUNCOM, including network-to-network connection facilities, circuits, and infrastructure component costs, including, but not limited to, bandwidth upgrades, equipment, software, trouble ticketing services, NOC and SOC,

tools, SLA services, interfacing to CSAB, and infrastructure connections; the State will not compensate Contractor for any of these costs.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.20 Testing Hardware and Software

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Contractor will be required to test and evaluate hardware and software appropriate to the related delivery of services prior to any change in service. Contractor will provide a presentation on testing and evaluation as requested by DMS at monthly meetings or as otherwise specified. Contractor will work with DMS to adjust testing and evaluation as needed.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.21 Inspection Process

DMS has the right to undertake inspections to verify that SCS components and services are being provided in accordance with the Contract. The inspection process permits DMS staff to visit facilities housing Contractor-provided SCS services. Contractor's security policies must not limit DMS staff from inspecting facilities. This is in addition to section 6.6, Cooperation with Inspector General, of Attachment B – Final Contract.

The following are minimum requirements:

1. Contractor will provide staff familiar with the equipment supporting the proposed services.
2. Contractor will provide DMS with full access to all equipment and applicable areas of the facilities.
3. When DMS has a legitimate SCS business need, upon request, Contractor will provide pictures of facilities and systems, and electronic versions of those pictures.
4. Full cooperation with inspections scheduled by DMS.
5. DMS may randomly select sites to be inspected.
6. DMS may conduct inspections prior to the initial migration of any Customers onto the Contractor's service.
7. Prior to migrating Customers onto the proposed service, the Contractor and DMS may develop a plan for inspections. The plan may include the areas to be inspected, a timeline for the inspections, and other administrative details such as Contractor staff available for the process.

8. After each inspection, DMS will provide results of the inspection to the Contractor.
9. The Contractor's trouble ticketing service will be the administrative record for inspections. After each inspection, DMS will notify the Contractor's NOC and close the trouble ticket indicating that the inspection has been completed.
10. Contractor will timely take corrective actions in accordance with Attachment B – Final Contract sections 13.2 and 13.3.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

[Enter the response here – 250 words]

3.22 Contractor Webpage

Contractor is responsible for the content and management of their respective SCS product webpages. This information is hosted by the Contractor. However, all content must be approved in writing by the DMS Contract Manager before publication in accordance with section 18 of Attachment B – Final Contract.

The following are minimum requirements:

1. An SCS service description with details including, but not limited to, services, features, activation codes, training, service ordering, trouble reporting, DMS rates, and Customer services information.
2. Web links to the CSAB order entry web page and ordering information.
3. All service options and not-to-exceed pricing for each option/features.
4. The Contractor's webpage must include a link to the SUNCOM webpage https://www.dms.myflorida.com/business_operations/telecommunications/suncom2
5. All point of contact information for DMS and the individuals providing Contractor support.
6. Basic trouble reporting and troubleshooting procedures.
7. A Frequently Asked Question section.
8. Other items requested by DMS.
9. DMS SUNCOM logo and branding.

The Contractor's webpage may include the following:

1. The Contractor's logo and branding.
2. CSAB Service Catalog, service definitions, available features, options, training materials, product support information, User Guides, System Administrator Guides, products/services ordering procedures, whitepapers, supplied equipment with

definitions/specifications, maintenance information related to supplied equipment, product configurations, and applicable diagrams.

3. Other information approved in writing by the DMS Contract Manager.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.23 Network Operations Center

DMS is seeking a NOC in the Contractor's organization dedicated to dealing solely with the support of SCS, as detailed below. The NOC acts as a single point of contact that addresses any trouble isolation and resolution. The NOC will function as the point of contact for SCS Customers when placing the initial call for assistance. The NOC location does not have to be dedicated to SCS; and can be implemented in a single facility, which may also include Contractor's SOC.

The following are minimum requirements:

Contractor must have a NOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.
2. Interface with the MFN NOC and DMS NOC to monitor SUNCOM's various operations services and processes.
3. NOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
4. A sufficiently staffed facility twenty-four hours a day, 365 days of the year, will respond to alarms, and receive and manage trouble ticket requests from Customers.
5. Contractor's staff will continuously monitor the services the Contractor provides.
6. Acceptance of trouble reports from the Customer or authorized representative by telephone or electronically (if access available).
7. Unlimited answering of calls to the Contractor's NOC.
8. A central point of control, responsible for coordination of all SCS service affecting operational issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
9. Customers will receive unlimited remediation support and consultation from operation experts at the NOC. Proactive monitoring of SCS functionality using centralized monitoring tools and a group of technical personnel.
10. Full-time operational monitoring and analysis of events from any sources.
11. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored by Contractor.

12. Ability to visibly display a form of SCS branding at the technical and Customer level, including a unique 800 number for Customer calls.
13. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
14. Monthly NOC Activity Report is due as a meeting material for the monthly operational meeting. This report must be accurate and reflective of all calls and emails, and is subject to DMS' acceptance. This report covers the activities of the NOC and SOC which will include, at a minimum:
 - a. Number of calls, duration of calls, time to answer calls, dropped calls, abandoned calls.
 - b. Number of emails, duration to respond to email.
 - c. Statistically valid calculation of speed to answer calls.
 - d. Statistically valid calculation of call abandonment rate.
 - e. Statistically valid sample of all calls and emails.
 - f. Statistically valid calculation of call and email accuracy.
15. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year for all services and components.
16. A primary and backup geographically redundant NOCs which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
17. Testing for all services and facilities as necessary to resolve the problem.
18. Proactive alarm checks.
19. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
20. Escalation of troubles to higher-level support upon the Customer's request.
21. NOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
22. Close all trouble tickets with the agreement of the Customer.
23. A single point of contact for NOC communications with the Customer.
24. For created trouble tickets, a detailed Reason for Outage (RFO) report in response to a request from DMS or the Customer.
25. A process which routinely reviews Contractor infrastructure components so DMS can determine when performance or capacity improvements are needed.
26. Tickets based on phone calls or emails from DMS and Customers are to be opened immediately by the Contractor's NOC staff.

Given the statements in the subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation.
3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers.
4. Provide a significant level of detail on how the NOC services will meet the State's expectations including, but not limited to:
 - a. Staffing
 - b. Monitoring capabilities.
 - c. Management of trouble reporting
 - d. Central point of control.
 - e. Remediation support
 - f. Proactive monitoring
 - g. Full-time monitoring
 - h. Coordination with all affected parties
 - i. SCS branding
 - j. Public Safety Customer precedence
 - k. Monthly reporting
 - l. Responses with resolution and updates
 - m. Geographic redundancy
 - n. Testing
 - o. Proactive alarms
 - p. Escalation processes
 - q. Monitoring and analysis from all sources
 - r. Working directly with Customer staff
 - s. Availability without limitation for operations, design and ad hoc tasks
 - t. Reporting, including RFOs and monthly reports

[Enter the response here - As needed to complete the response to this subsection.]

3.24 Security Operations Center

Security Operations Center services and functions are applicable to all proposed functionality, except for Service Category 4, Centrex Services.

DMS is seeking a SOC in the Contractor's organization dedicated to dealing solely with security issues, as detailed below. The SOC receives Customer requests for assistance via the NOC. The

SOC does not receive calls from Customers. The SOC location does not have to be dedicated to SCS; and can be implemented in a single facility which may also include Contractor's NOC.

The following are minimum requirements:

Contractor must have a SOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.
2. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
3. A sufficiently staffed facility twenty-four (24) hours a day, 365 days of the year, will respond to alarms, and receive and manage security related trouble ticket requests from the NOC.
4. Staff will continuously monitor the services the Contractor provides.
5. A central point of control, responsible for coordination of all SCS affecting security issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
6. Unlimited remediation support and consultation for Customers from operation experts at the SOC.
7. Proactive monitoring of security functionality using centralized monitoring tools and a group of technical personnel.
8. Full-time operational monitoring and analysis of security events from any sources.
9. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored.
10. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
11. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year, for all services and components.
12. Primary and backup geographically redundant SOC's which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
13. Testing for all services and facilities as necessary to resolve the problem.
14. Proactive alarm checks.
15. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
16. Escalation of troubles to higher-level support upon the Customer's request.
17. Full-time operational monitoring and analysis of events from any sources.
18. SOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
19. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
20. Continuous monitoring support of all services and network security components being managed and will respond and assist effectively to mitigate any threats.

21. SOC staff with the ability to make security changes in real-time in response to proactive and reactive security concerns.
22. Ongoing security service tuning as part of the SCS security service, including updates to attack signatures, thresholds, hardware, software, and procedures (day-to-day production implementation).
23. Address security threats originating within the State intranet, as well as from the internet, and be both proactive and reactive for both intranet and external connections. Upon receipt of an alert from equipment, or active verification by SOC personnel of a cyber-attack, the SOC opens an incident ticket to track the event through the mitigation process. An audio conference bridge may be established by the SOC and used during the mitigation process.
24. An alerting process, signaling an attack is in process. Alerts, distribution lists, and processes are related to the specific security service proposed by the Respondent; therefore final, detailed, operational procedures are to be developed during the implementation phase with DMS and Customers. Completed documented processes are required before Customers are migrated to SCS. Operational procedures will include but are not limited to the following:
 - a. A matrix of alert levels and corresponding notifications, including members of email distribution lists, subject to final approval by DMS.
 - b. Alert processes dependent on attack severity and type.
 - c. Various interactions between the SOC, DMS, and Customers depending on attack severity and type.
 - d. Notifications tailored to the type and severity of the attack and will be sent to various distribution lists.
 - e. Distribution lists to send information to specific individual staff informing them of attack types and severity.
 - f. Updated alert processes dependent on Customer needs, as agreed in writing by the Contractor and DMS.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.
3. Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.
4. Provide a significant level of detail on how the SOC services will meet the State's expectations including, but not limited to:
 - a. Staffing
 - b. Monitoring capabilities.
 - c. Management of trouble reporting
 - d. Central point of control

- e. Remediation support
 - f. Proactive monitoring
 - g. Full-time monitoring
 - h. Coordination with all affected parties
 - i. SCS branding
 - j. Public Safety Customer precedence
 - k. Responses with resolution and updates
 - l. Geographic redundancy
 - m. Testing
 - n. Proactive alarms
 - o. Escalation processes
 - p. Monitoring and analysis from all sources
 - q. Working directly with Customer staff
 - r. Availability without limitation for operations, design and ad hoc tasks
 - s. Continuous monitoring and threat mitigation
 - t. Real-time changes
 - u. Security service tuning
 - v. Scope of service, proactive resolution, security incident ticketing and tracking
 - w. Alerts, distribution lists, and security operational processes
5. As part of the response, discuss the use of:
- a. Geo blocking (ability to monitor and block traffic originating from specific locations throughout the world)
 - b. Reputation-based (detection and blocking of traffic from sites known to be “bad actors”; based on near real-time database updates)
 - c. Application blocking (blocking of undesired applications)
6. The Respondent's Response must include the following operational processes which will be finalized in the implementation phase:
- a. Alert levels and corresponding notifications
 - b. Interactions between the SOC, DMS, and Customers
 - c. Tailored notifications
 - d. Use of and construction of distributions lists

[Enter the response here - As needed to complete the response to this subsection.]

3.25 Highly Available and Highly Reliable Design Characteristics

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

SCS functionality provides support for mission critical agency Customers. Contractor is therefore required to provide hardware, software, and processes designed to be highly available and highly reliable (HA/HR).

The design characteristics for HA/HR are as follows:

1. Provides designs to eliminate single points of failure, including minimal convergence times.
2. Utilizes redundant hardware and software providing continuous availability when a critical component fails or is removed from service for maintenance.
3. Utilizes automated interactions between systems or services to detect when a component has failed.
4. Utilizes multiple physical data paths within an infrastructure to eliminate a potential impact on performance when a path fails or is taken out of service.
5. Utilizes equipment with dual power supplies plugged into separate sources of power, which may include the use of a generator for backup power.
6. Maintains the entire SCS infrastructure at normal operational functionality and must not impact performance, regardless of cause. Maintaining the infrastructure includes, but is not limited to, performing required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.
7. Conduct, at a minimum, annual failover testing, which will be scheduled in coordination with the Department, and provide the Department with a certification summarizing the results of the failover testing and collected data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.26 Cooperation with Other Contractors

DMS may award SCS to multiple Contractors, and each Contractor shall fully cooperate with such other Contractors, DMS, and Customers. The Contractor must not commit or permit any act which will interfere with the performance of work by any other Contractor or by DMS employees.

Given the statements in this subsection:

1. Describe the corporate commitment to interact and work collaboratively with other SUNCOM contractors and subcontractors, creating a team of SUNCOM service providers.

[Enter the response here - 100 words]

3.27 Monitoring and Operational Management

Proactive monitoring for system, component, or service functionality, referred to as up/down status, and general operational health for all service components utilized in providing SCS is the responsibility of the Contractor. The Contractor is required to provide daily operational management for all such service components. The Contractor must monitor SCS components with notifications, traps, and/or alerts provided from performance monitoring systems. The Contractor is also required to provide commercially reasonable and customary support for all end-to-end operational concerns, but is not directly responsible for addressing Customer LAN performance issues. These commercially reasonable support activities include, but are not limited to, interfacing with DMS, Customers, the MFN Contractors to the extent feasible, and any SUNCOM Contractor providing a component of SUNCOM service experiencing operational concerns. The Contractor is required to provide a final root cause determination if the cause is not within the Customer's LAN. If a Contractor identifies an operational concern as being within a Customer's LAN infrastructure, and DMS concurs with that assessment, the Contractor will notify the Customer, and close the ticket.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.28 Security

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex.

The following are minimum requirements:

1. Contractor is required to ensure that security practices and safeguards are provided to minimize susceptibility to security issues and prevent unauthorized access. This includes SIP-specific gateway security for SIP firewalls, where applicable. Contractor is required to ensure that security practices and policies are regularly updated and audited.
2. The general areas of security to be addressed are:
 - a. Denial of service: Contractor is required to provide safeguards to prevent hackers, worms, or viruses from denying legitimate users from SCS access.
 - b. Intrusion: Contractor is required to provide safeguards to mitigate attempts to illegitimately use SCS.
 - c. Invasion of Privacy: Contractor is required to ensure that SCS is private and that unauthorized third parties cannot eavesdrop or intercept communication sessions.
 - d. General assistance: Contractor is required to assist in investigating and remediating security concerns. This includes support with diagnostics to determine whether the root cause of an issue is within the Customer LAN.
3. Services and features for SCS that will be based on the topics listed below:

- a. Contractor's managed security services must interact with Customers and with other SUNCOM Contractors, such as MFN and its related security components, including the MFN NOC and SOC.
- b. Contractor must address security threats originating within the MFN and SCS intranet environments as well as from the PSTN and internet.
- c. Contractor must provide both proactive and reactive security efforts for both intranet and external connections.
- d. Contractor's security measures must include, at a minimum, deep packet inspection and options for media encryption.
- e. Systems and processes must be refreshed to mitigate the constantly changing threat environment.
- f. Contractor must provide the capability of capturing real-time information to consolidate log source event data from device endpoints utilized with SCS. Real-time information from log sources includes MFN and other SUNCOM contracted services.
- g. Contractor must provide various security notifications, reports and Dashboards for DMS and Customers.
- h. Contractor must comply with Customer-specific security policies and regulations. The security service protecting SCS can be part of the Respondent's commercial infrastructure and is not required to be a standalone implementation for SCS.
- i. To support the Customers, Contractor will participate in security compliance audits, training, awareness, policy development, and the development of best practices.
- j. Provide security for all their systems and services, which includes, but is not limited to, mitigation of volumetric attacks (sending a high amount of traffic, or request packets, to a targeted network in an effort to overwhelm its capabilities) and application-based attacks (exploiting vulnerabilities of an application), with a demarcation at the MFN network to the extent feasible.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe the security functionality of the proposed services and the related report(s) and Dashboard(s), including any real-time views, to be provided to DMS and Customers.
3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services.
4. Describe options for the various security notifications to DMS and Customers.
5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections.
6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment.
7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology.

8. Describe any proposed support for SIP signaling using Transport Layer Security.
9. Describe how encryption for media streams is offered.

[Enter the response here – As needed to provide a complete response]

3.29 Authentication Server

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services.

All SUNCOM network devices, security devices, and any network-related and tools servers are required to support dual factor authentication. The expectation is that this service will be used by other SUNCOM Contractors, DMS, and Customer staff, with the long-term objective of having as few different logons as possible. Single sign-on is preferred.

Given the statements in this subsection:

1. Describe the sign-on process and how that will interface and integrate with any related components of MFN and other SUNCOM contracted services.

[Enter the response here - As needed to provide a complete response]

3.30 Contractor Meetings with DMS

Contractor is required to attend all meetings referenced in this subsection. Meetings will be held at the DMS office in Tallahassee, Florida. DMS may, at its sole discretion, require the Account Manager and other Contractor's staff attend the meeting in person, or allow remote attendance via a mutually agreed upon conferencing service.

For all meetings referenced herein, Contractor is responsible for the business and administrative tasks associated with the meetings including, but not limited to, coordinating with the Department to schedule the required meetings, creation of a meeting agenda developed in conjunction with DMS, preparing of any materials, meeting minutes, and other meeting planning efforts. The Department, in its sole discretion, may request to reschedule the meeting.

3.30.1 Monthly Operational Meetings

The Contractor is required to meet at least monthly with DMS to review and audit, at least, NOC, SOC, security, and SLA reporting services. These meetings may include, but are not limited to, discussions of the network and all of its services, review of operational concerns (review of NOC / SOC tickets), technical updates/changes, SLA compliance, security, policy, design, and administrative topics. While there will be discussions of current and future services, these

meetings are not sales meetings. Agendas for these meetings will include operational and administrative items including, but not limited to, review of operational concerns (review of NOC / SOC tickets), review of NOC Activity Report, reviewing and auditing phone tree accuracy, updates to the staff notification process, and any proposed Operational Changes.

3.30.2 Project Management Monthly Review Meetings

The Contractor is required to meet monthly with DMS for project management during the Project Implementation Phase. The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist. The agendas for these meetings will include, at a minimum, details of the previous period's achievements, the progress on upcoming and existing activities, changes, identified risks and recommendations to mitigate risk, forecasts, project progress, a list of discussion points, and action items with the associated responsible party and due date.

3.30.3 Project Implementation Phase – Project Kickoff Meeting

The Project Kickoff Meeting will take place during the Project Implementation Phase and must occur within fifteen days of acceptance of the Project Charter. The agenda for this meeting will include, at a minimum, introductions, review of staffing roles, and review of project scope. The Contractor's Key Required Staff are required to attend the Project Kickoff Meeting in person.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.31 Management Service, Systems, and Associated Dashboards

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Various management systems must monitor in real-time the integrity of all major SCS components. To provide an effective monitoring service, Contractor, DMS, and Customers must have access to one or more status Dashboards that provide a status of the proposed services.

Monitoring the PSTN is not within the scope of SCS management systems.

The following are minimum requirements:

1. Real-time access to a reporting Dashboard with representations of system functionality for DMS and Customers. For example, a security Dashboard would show a visual representation of an attack in progress.

2. Provides views and reports which include real-time and historical information, and provides quality assurance.
3. The management system has multiple levels of security access. Management and configuration functions are password protected and logs are kept of all access and changes. Two-factor authentication is preferable.
4. The status Dashboard is generated by the management system or from the same data received by the management system. The status Dashboard is graphical in nature, depicting site locations on a geographic map. The status Dashboard utilizes icons, colors, and text as a means to relay information to the viewer.
5. Dashboard views for DMS are unrestricted, providing full view of management information. Dashboard views for Customers restrict visibility to that specific Customer. Dashboard views allow DMS and Customers to add and remove elements.
6. Access to the status Dashboards and management systems is unrestricted, read-only access via the internet using a wide range of web browsers which do not require the installation of plug-in modules.
7. Contractor is responsible for monitoring all components provided as part of SCS.
8. Provides read-only access to all management and system-level information about SCS services in its various forms.
9. The management system provides alerts for any down or degraded service via email with a description of the issue.
10. The management system proactively alerts when thresholds are exceeded. Thresholds will be determined during system implementation in conjunction with DMS or Customer input based on the specific threshold being set.
11. Thresholds can be set in advance; both for general use, as specific by Customers, and for those thresholds which are an SLA violation.
12. The management system can tie in directly to other tools, such as performance tools, by clicking on the network object icon.
13. DMS and Customer views of management system messages for each proposed service needs to be accessible through the management system, or a tool set within the operational suite of tools.
14. The management system is capable of doing analysis and severity summary of performance data (for example, system log).
15. The management system can provide web accessible view functionality from mobile devices.
16. The management system offers the ability for NOC and SOC personal, DMS staff, and Customer operations staff to generate reports used to analyze performance and for general diagnostic purposes. This may include:
 - a. Daily traffic reports.
 - b. Peak reports that indicate the day and hour when the most traffic occurred during the period of the traffic study.
 - c. Hourly reports can be generated that indicate the date the traffic occurred and the usage for each hour.

17. Access to a web-based Dashboard (screen view, and web accessible view), which includes a view of the management system across all Contractor's SCS applications, and views of generated reports.
18. There will be no limitation on the number of licenses to access the management system.
19. Each sign-on access requires a unique account and single sign-on.
20. The management systems should have the functionality for Customers to configure options related to emailing reports and alarms on a daily and weekly basis. This includes notifications based on performance at certain thresholds and other factors related to the critical nature of the report or alarm.
21. The management systems should have the ability for DMS and Customers to perform system performance tests.
22. Provides Customers flexible email distribution list functionality. For example each Customer has the ability to develop their own distribution list.
23. Provides DMS and Customers the ability to generate their own reports from the Dashboard on an ad hoc basis, or as part of a predefined automatically generated reporting set.
24. When a new device is added, as part of the installation process, Contractor should populate the new device in the management system within two (2) business days of the installation.
25. Contractor will work with DMS and the various subcontractors to develop and implement naming conventions to facilitate common conventions to be viewed on the related Dashboards and related publications.

Given the statements in this subsection:

To aid DMS in its review, separate the response to this subsection into two areas, 1) how the management systems function, and 2) how the management system will assist DMS and Customers in their quality assurance efforts.

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe how access to the management system will be provided to DMS and Customers via different levels of detail.
3. Describe the proposed reporting (e.g. Portable Document Format, Comma Separated Value, Structured Query Language), screen view, and web accessible view functionality to be provided.
4. Describe the proposed status Dashboard including, but not limited to, the status Dashboard views, the source of the underlying data, user access control, and customization options.
5. List the monitoring functionality for different devices such as SIP gateways and SBCs.
6. Describe where read-only access will be permitted.
7. Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports.

8. Provide information regarding the quality assurance testing of systems, if available.

[Enter the response here - As needed to provide a complete response]

3.32 Tools

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Contractor will utilize all tools at their disposal to assist with identifying and resolving issues impacting their services. This includes MFN tools if authorized by DMS, the Customer, and MFN Contractors. Functionality of tools is critical for DMS staff, and its Customers.

The following are minimum requirements:

1. The minimum number of licenses for security tools is two (2) accounts per Customer and fifteen (15) accounts for DMS.
2. Tools will provide the ability for DMS and Customers to have a different scope of view and scope of command
3. DMS and Customer will have real-time access to all operational and security tools twenty-four hours a day, 365 days of the year, via the internet using a standard web browser.
4. Provide quality assurance tools which include the ability to support the following required reporting and view options: total calls offered, total calls answered, total calls blocked and a description of why calls were blocked, average hold time for each call, total calls incomplete and a description of why the calls were not completed, and trunk utilization for dedicated services.
5. Provide traffic analysis tools which include the ability to provide DMS and Customers with the following required traffic analysis options: traffic patterns, feature usage, and hunt groups.
6. The lookback period for the tools will be, at a minimum, for the previous twelve (12) months of provided services and will provide the Customer the ability to download data from the tools at no additional cost.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the proposed tools including licensing.
3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation.
4. Describe how access to the tools will be provided via a standard web browser.

5. Describe how real-time access to the tools will be provided to DMS and Customers via different levels of detail; scope of view and scope of command.
6. List limitations on either the tools, or the technologies where performance issues can go undetected by the diagnostic tools. List any known issues preventing the SCS operational suite from detecting all service anomalies.
7. Describe how quality assurance tools can support the required reporting and view options, and any other reporting and view options. List the measurements that directly relate to SCS such as call setup time, call attempts, traffic loads, inbound/outbound calls, call completion, call busy, call drops, quality of the connection, or other indications that NOC/SOC personnel, DMS staff, and its Customers can utilize in their quality assurance efforts.
8. Provide information on the required options for traffic analysis, and any other options for traffic analysis.
9. Describe how traffic analysis tools can support traffic studies on all facilities dedicated to the SCS Contract on a quarterly basis and/or upon DMS request.
10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff.

[Enter the response here - As needed to provide a complete response]

3.33 Temporary Service Increase

There are times when Customers may require a temporary service change. The Contractor will work to expedite temporary service changes when required by the Customer. The temporary service(s) shall be performed by the Contractor in accordance with the terms of the SCS Contract which apply to the provided service.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.34 Online Portal for Self-Management

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The ability for Customers to accomplish self-managed changes via an easy to use portal is critical.

The following are minimum requirements:

1. Each service should have options for Customers to perform self-managed changes for global and end-user profiles. An example of a self-managed change is a move, add, change, and delete (MACD) of a billable feature in a user's profile.

2. As portal changes are made, the corresponding licensing updates CSAB inventory, either in real-time, or through a nightly batch run.
3. As portal changes are made, Contractor should provide appropriate notification of the corresponding license updates to the Customer and CSAB.
4. Contractor should provide daily management of the online portal.
5. Add, change, and delete licenses as requested by the Customer.
6. Provide Customers the capability to download data maintained in the portal at no additional cost.

In addition to these minimum requirements, the Contractor may, after written authorization from the Department, offer Customers the ability to, through the Contractor's online portal, place and cancel orders for services and equipment already in the CSAB Service Catalog, as well as view the Customer's billing information. Additional portal functionality offerings must be approved by the Department prior to being made available to Customers. The Contractor is responsible for ensuring the portal has the ability to accurately update the CSAB inventory either in real-time or through a nightly batch run with all Customer orders or cancellations of orders. Invoicing and payment transactions shall continue between the Department and the Contractor as set forth in Statement of Work subsection 4.2. Such functionalities shall not be made available to Customers through the Contractor's portal until the Contractor has demonstrated, to the satisfaction of the Department, the portal's ability to adhere to these requirements. CSAB, as the official record of the inventory and costs of SUNCOM services, has primacy when there are discrepancies between CSAB and the Contractor's portal. DMS will consider the Contractor's portal as a supplemental offering that does not displace any of the Contract terms and conditions regarding CSAB.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe how the Respondent's online portal will provide the following:
 - a. Station/user moves, adds, changes, and deletions
 - b. Call restriction assignments
 - c. Class of service definitions and assignments
 - d. Unified communications group definitions and assignments
 - e. Updates to endpoints/end-user profiles and parameters
 - f. Call admission control parameters
 - g. Addition of billable features and services
 - h. Dial plan and routing parameters
 - i. Updates to CSAB to reflect all changes which affect billing and are made in the online portal by the Customer
 - j. Notifications to Customer and CSAB
 - k. Day-to-day management activities. Include examples of day-to-day management activities and screen shots indicating the flow of the commands

needed to complete the various activities. An example of a day-to-day management activity is how the portal provides appropriate notification to the Customer and/or CSAB of a MACD event which impacts billing.

[Enter the response here - As needed to provide a complete response]

3.35 Logging and Archival

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

A critical requirement of SCS is logging and archiving data such as signaling, traps, alarms, and media.

The following are minimum requirements:

1. Provision of traffic studies, upon DMS request.
2. Components within SCS that are able to log files to the archive repository.
3. Functionality to store archived data for a minimum of twelve (12) months, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. Provide for the capability to download the archived data when requested by DMS or the Customer at no additional cost.
4. Tools and devices that are able to log files.
5. DMS has unlimited and immediate access to log files.
6. Ability to log and archive media and signaling traffic when requested by DMS or Customer.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe in detail the logging and archival components.
3. Provide the technical detail related to how the logging and archival service will be implemented and accessed by DMS, and its day-to-day functionality.
4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information.
5. Provide specifics of the logging and retention of archived information, including equipment specifications.
6. Describe how backups of archived information are accomplished.
7. Describe options to log and archive media and signaling traffic.

[Enter the response here - 500 words]

3.36 Review of Archived Information

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Review of archived information is of critical importance. Interpreting traffic flows is one of the most important operational tools used as part of the root cause analysis by Contractor during research on operational issues. SCS participants, including other awarded Contractors, DMS, and Customers, are potential users of this archived information. Contractor should provide tools, personnel resources, and monitoring processes that will be used to implement, maintain, and monitor any associated operational issues, including security of archived information.

The following are minimum requirements:

1. Provide unlimited and immediate access to archived information, including real-time and batch access.
2. Provide a robust review process for archived information.
3. Provide review services.
4. Provide active assistance reviewing logs and interpreting traffic flows.
5. Provide operational processes that limit access to archived data, as appropriate.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.
2. Explain how real-time access is provided.
3. Explain how batch access is provided.
4. Describe how backups of archived information are accomplished.
5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.
6. Explain how active assistance to review logs and interpret traffic flows is provided.
7. Explain the operational processes which limit access to archived data.

[Enter the response here - 1,500 words]

3.37 Trouble Ticketing Service

Contractor is required to provide a trouble ticketing service for the management of tickets related to performance concerns, and the Contractor's corresponding remediation efforts. Contractor will work to resolve tickets twenty-four hours a day, 365 days of the year.

The following are minimum requirements:

1. Allow Customer to create a trouble ticket in the following manner, twenty-four hours a day, 365 days of the year:
 - a. Calling a toll-free number and speaking to an agent.
 - b. Sending an email.
 - c. Through a web-based online portal, which provides guidance to the authorized Customer as to how to complete a trouble ticket request.
2. Provide access to tickets twenty-four hours a day, 365 days of the year, via the web-based online portal. Customers must be able to view their tickets only, but DMS must have a global view of all tickets.
3. Coordinate ticket resolution with the Customer or authorized representative. The Customer or authorized representative must agree to the closure of a trouble ticket, which will be confirmed by the system through a call, email, and/or text message.
4. Classify trouble tickets based on issue severity, using the severity levels in the table below, and Customer type, such as public safety.
5. Provide notifications to the SUNCOM NOC and all affected Customers based on the severity level until an acceptable resolution is implemented.
6. Allows for reporting options for use by DMS and Customers regarding the details and status of opened, closed, and cancelled trouble tickets.
7. Allows for prioritization of public safety-affecting trouble tickets.

Customer and SUNCOM NOC Notifications Table		
Severity Level	Notification Time	Notification Requirements
Critical	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every hour.
Major	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every two (2) hours unless waived as unnecessary by the Customer or DMS.
Minor	45 minutes	Initial contact with Customer within 45 minutes of a trouble report and updates when conditions change. Status updates will be provided every four (4) hours unless waived as unnecessary by the Customer or DMS.
Chronic	As appropriate	Customer will be advised of chronic status and updated as conditions change.

Informational	As appropriate	Contractor NOC will respond to information requests within 72 hours.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.
2. Describe in detail the ticketing components
3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation.
4. Describe the options for how the system can interface with other ticketing systems that may be in use by the Contractor, DMS, and its Customers.
5. Describe reporting options.
6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers.
7. Describe how public safety-affecting trouble tickets will be prioritized.

[Enter the response here - 300 words]

3.38 Monthly Maintenance Support Services

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Respondents should provide the option for Customers to purchase monthly maintenance support services. These services are above and beyond services managed by the NOC, manufacturer warranties and services contemplated in SOW section 3.6 Technology Refresh.

The following are minimum requirements for monthly maintenance support service components:

- 1) repair of defective equipment, beyond NOC diagnostics
- 2) service specific helpdesk support, beyond NOC helpdesk support
- 3) software upgrades
- 4) equipment maintenance, which must ensure that all equipment meets the applicable service standards, beyond NOC diagnostics
- 5) service will be available for the length of any rental terms
- 6) extension of service past the initial rental term, which may include reduced monthly support services beyond the initial rental term at a reduced price

DMS is also seeking services and features for SCS based on the topics listed below:

- 1) Options for annual preventative maintenance check and tune-up
- 2) Options for on-site maintenance and service depot maintenance
- 3) Options for multiple service depots within the State of Florida

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components.
2. Describe options for annual preventative maintenance check and tune-up.
3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies
4. Describe typical service and repair times, including how shipping will affect service and repair times.

[Enter the response here - 500 words]

3.39 Vendor Management

This subsection is applicable to proposed services for Service Category 1, Unified Communications Services, and Service Category 3, Contact Center.

Vendor Management is a minimum requirement. Vendor Management will always be provided to multi-tenant environments, and is an optional feature for single-tenant environments. All Single-tenant Customers will have the option to order Vendor Management. Vendor Management will be offered to Customers who utilize either the SCS purchase or rental options.

Vendor Management allows Customers to have a turnkey system solution, designed, supplied, built, or installed fully complete and ready to use upon delivery or installation, with the Contractor completely managing and operating the communication system when the Customer does not have the technical staff or does not wish to manage their own system. In providing Vendor Management, Contractor is to perform local and end-to-end site support for unlimited moves, adds, changes, monitoring, problem resolution, and reporting, and is completely responsible for the overall operations of the communication system. Contractors will perform operational-type systems programming, interface with other telecommunications contractors, and provide Customers with a services help desk.

For single-tenant Customers who order Vendor Management for the Customer's existing communication systems, Contractor will be given the opportunity to assess the Customer's communication system and can propose a one-time upgrade fee to bring the system up to a level sufficient to deliver the necessary Vendor Management. This will be priced on an individual case basis, must be priced in accordance with the current CSAB Service Catalog, must show the prices are reasonable, customary, and justified, and is subject to DMS written approval.

If a MACD order is considered extensive by both the Contractor and DMS, an agreement with the Customer and DMS will be developed in advance via a Specific Service Request, identifying the agreed upon deadlines and performance measures for the Contractor.

Given the statements in this subsection:

1. Describe the proposed provision of Vendor Management services for Multi-tenant and Single-tenant environments.

[Enter the response here - 500 words]

3.40 Professional Services

This subsection is applicable to all proposed functionality except Service Category 2, SIP Trunking, and Service Category 4, Centrex.

Contractor is to provide Professional Services including, but not limited to, activities related to data collection and analysis, Customer network assessment, system design, service implementation and delivery, system testing, project management, and system support.

Given the statements in this subsection:

1. Detail the professional services to be offered, including any catalog of options for professional services.

[Enter the response here -1,000 words]

3.41 Survivability Support

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Customers may choose to purchase features and services to accommodate survivability. Survivability is the ability of services to continue to operate effectively under adverse conditions, though portions of the system may not be working properly.

The following are minimum requirements:

1. Provides various configurations for Customer premises equipment (e.g. SBCs and local gateways) designed to avoid single points of failure.
2. Designs facilitating automatic survivability activation.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the topics listed above.
2. Describe survivability options including, at a minimum, hardware, software, configuration processes, and implementation strategies intended to provide continued operation for proposed services and diagrams to illustrate the proposed configuration.
3. Discuss both the administrative issues and technical issues.
4. Provide a list of the services/functions that are not available or have reduced functionality when site is operating in site survivability mode.

[Enter the response here - 500 words]

3.42 Service Level Agreement Performance Monitoring and Reporting

The Contractor will be required to provide and operate an SLA Performance Monitoring Service. The Contractor will be required to monitor performance of its services in relation to the respective SLAs through the use of the SLA Performance Monitoring Service. The SLA Performance Monitoring Service is a system that will track and log information on outages, Degradation, and other SLA requirements. The system's general functionality is to provide notifications to Customers.

The following are minimum requirements:

1. DMS and its Customers must have access to the SLA performance metrics of the Contractor-provided services. Contractor must provide DMS access to 100% of the raw data upon request.
2. SLA Performance Monitoring Service functionality will:
 - a. Accept information from the Contractor's management system and trouble ticketing system
 - b. Collect data on outages, Degradation, timely closure of CSAB entries, and other SLA requirements on a real-time basis
3. The SLA Compliance Report is a deliverable due to DMS on a monthly basis. The compliance report is the sole responsibility of the Contractor. The SLA Compliance Reports will:
 - a. Provide to the DMS Contract Manager within ten (10) days from the start of the calendar month, reporting on the prior calendar month. The first report is due within ten (10) days of the third full month after Contract execution. The final acceptance of this report is at the sole discretion of the DMS Contract Manager
 - b. Include all categories of applicable SLAs in Attachment C – Final Service Level Agreements

- c. Include N/A for SLAs where no services have been delivered during the project management Implementation Phase
- d. Be in a Microsoft Excel format, and shall not be locked or password protected
- e. Include adequate documentation to demonstrate the Contractor's reported monitoring

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of at least one production implementation of the proposed SLA Performance Monitoring Service and related SLA scrubbing process. Indicate the size and scope of the implementation. Respondents may be asked to demonstrate examples of these during negotiations.

[Enter the response here - As needed to provide a complete response]

3.43 Training

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Contractor is required to provide training on the use and administration of its proposed systems and services. Instructors must possess advanced knowledge and experience on the topic they present. Instructors can be from the Contractor's and subcontractor's teams. Contractor should consider the following training delivery methods:

1. Live, instructor-led training at the Customer site or a mutually agreed upon site.
2. Recorded, on-demand training.
3. Live, web-based training.

The following are minimum requirements:

1. Provide DMS staff with training that focuses on technologies, systems, tools, services, and security training. Security and SCS tools are two topics that will be offered frequently and on an ad hoc basis.
2. Provide system administration training to all Customers and DMS operations staff. System administration training for DMS operations staff will be more specific than the generalized Customer system administration training.
3. Provide end-user training with a focus on the use of the system and service features. The frequency and logistics will be coordinated with the Customer and DMS.
4. Where applicable, provide Contact Center training. The frequencies and logistics for this type of training will be coordinated with the Customer and DMS.

5. Provide “train the trainer” training, whereby Customers are trained to deliver internal trainings on SCS.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.
3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.
4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.
5. Provide specific detail on training for security, and SCS tools.
6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.

[Enter the response here - 750 words]

3.44 Project Management

The Contractor must provide project management services in accordance with the Florida Agency for State Technology regulations set forth in Chapter 60 GG-1.002, Florida Administrative Code (F.A.C.), for Project Management.

All Project Management documents must be submitted as either a Microsoft Word 2016 (or higher) document, or Adobe pdf. The Project Management Implementation Schedule shall be submitted as a Microsoft Project document. All project management documents will be submitted to the DMS Contract Manager and are subject to approval and acceptance by the Department. Any deliverables submitted but not accepted by the Department will be subject to the applicable financial consequences until the Department accepts the deliverable.

The following subsections contain the minimum requirements for SCS Project Management:

3.44.1 Project Charter and Project Management Plan

1. The Project Charter is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Charter within four weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Project Charter must formally authorize the existence of a project and provides the DMS and Contractor's Project Manager with the authority to apply organizational resources to project activities. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

2. The Project Management Plan is a deliverable subject to final acceptance by DMS. The Contractor must submit an acceptable Project Management Plan within 4 weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Project Management Plan is the document that describes how the project is monitored, controlled, and executed. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

The plans listed below may be considered as additional components of the Project Management Plan. However, DMS considers these plans listed below as deliverables separate from the Project Management Plan.

3. Readiness Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Readiness Plan within six weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed organizational readiness strategy and associated plans that outline a readiness methodology, approach, activities, dependencies, and assumptions for key stakeholders to successfully support project activities.
4. Communications Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Communications Plan within six weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor must develop a Communications Management Plan that defines all communication touch points between the Project and all impacted stakeholders. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
5. Risk Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Risk Management Plan within six weeks of the Contract execution.
6. The Contractor must submit an acceptable Requirements Management Plan within six weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor is responsible for managing all business requirements, including confirmation, design, development, testing, and validating that they are ultimately met during implementation. The Contractor's Project Manager will work with DMS to develop and administer a plan to effectively manage requirements throughout the Project.
7. The Disaster Recovery Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Disaster Recovery Plan within three months of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Disaster Recovery Plan and associated plans that outline a disaster recovery methodology, backup procedures, recovery plan, restoration plan, rebuilding process, testing of

the disaster recovery plan and record of plan changes. The plan will include the following at minimum:

1. Plan Objectives.
2. Assumptions.
3. Definition of Disaster.
4. Recovery Teams.
5. Team Responsibilities.
6. Internal and External Communications.
7. Federal, State, Local Roles and Responsibilities.
8. Services Restoration.
9. Support Timeline.

3.44.2 Project Management Implementation Phase

The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.

Project Management Implementation Phase - Schedule

1. Project Management Implementation Phase Schedule is a deliverable subject to final acceptance by the Department. Contractor must submit an acceptable Project Management Implementation Phase Schedule to the DMS Project Manager every two weeks by noon ET on Fridays. The document must be baselined, be resource loaded with predecessors, successors, durations, costs, and calculated earned value metrics Cost Performance Index (CPI) and Schedule Performance Index (SPI) and updated every two weeks as needed until the completion of the Project Implementation Phase. This should be accompanied with a narrative which includes the current status of the project, actions that have taken place in the last two weeks, any new risks and their associated risk mitigation plans, any new issues, and any tasks more than ten percent (10%) behind schedule and a plan to complete the task.
 - a. Minimum Acceptance Criteria: Create and maintain a Microsoft Project 2016 (or higher) schedule to incorporate all project activities to the agreed upon work breakdown structure level. The schedule must include at a minimum: task durations, start and finish dates (baseline and actual), predecessors and successors, resources, deliverables, and milestones, and must calculate CPI and SPI earned value metrics. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
2. Project Management Tracking Logs (Risks, Issues, Action Items, Decisions, and Operational Changes requested) are deliverables that are first due two weeks following the Project Kickoff Meeting, and shall be due every two weeks thereafter, until the completion of the Project Implementation Phase. These are updated as necessary, as determined by the Contractor and DMS.

- a. Minimum Acceptance Criteria: The Contractor must identify, assess, document, and recommend mitigation strategies by updating and submitting to DMS the tracking logs at a minimum of bi-weekly to reduce project risks and issues. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
3. Project Status Report is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Status Report to DMS. This deliverable is first due within two weeks of the Project Kickoff Meeting after Contract execution, and shall be due weekly thereafter, until completion of the Implementation Phase.
 - a. Minimum Acceptance Criteria: The Contractor must provide weekly Project Status Reports which are due via email to the DMS Contract Manager each Thursday by 5 PM Eastern time, and must include:
 - i. A narrative description of significant project activities that have been conducted or are underway.
 - ii. The progress-to-date on project activities.
 - iii. An explanation of any tasks/activities that are behind schedule and a plan to bring them current.
 - iv. Notification of issues or risks that have been encountered and their resolution or plan for future resolution.
 - v. Upcoming deadlines.

3.44.3 Project Management - Guides

The Contractor shall create the following guides. These guides are deliverables subject to final acceptance by DMS. The Contractor must submit acceptable guides to DMS within three (3) months of Contract execution, and will be updated as necessary during the Contract term. The guides are subject to the final acceptance of DMS.

1. SCS Operations Guide. The Contractor shall create a SCS Operations Guide. This will include engineering, operational, and business processes for service delivery. At a minimum, the guide includes ordering, trouble reporting, SLA monitoring, and invoicing processes.
2. SCS User Guide. The Contractor shall create a SCS User Guide, intended to provide a set of instructions for the Customer on how to use the services.
3. SCS System Administration Guide. The Contractor shall create a SCS Administration Guide for Customers and describe all administration processes for service delivery.

3.44.4 Project Management - Closure

1. The Contractor shall create a project closure documentation. This is a deliverable due to DMS one (1) month from the close of the Project Implementation Phase.

- a. Minimum Acceptance Criteria: The project closure documentation must include a lessons learned document, final schedule, and retrospective of the project.

3.44.5 Project Management Implementation and Migration Plans

1. Implementation Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Implementation Plan to DMS within six weeks of the Contract execution. The Implementation Plan will address all activities in the Project Implementation Phase, which starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.
 - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Implementation Plan that outlines an implementation, approach, activities, dependencies, and assumptions for key stakeholders to support a successful project implementation. Furthermore, the Implementation Plan shall include at a minimum:
 - i. Schedule of activities.
 - ii. Resource allocation.
 - iii. Implementation and migration preparation planning and impact analysis.
 - iv. System build out.
 - v. Acceptance.
 - vi. Migration cutover.
 - vii. Fallback to previous service.
 - viii. Interface with CSAB for billing and ordering.
 - ix. Interface with MFN (Network-to-Network Interface, day-to-day operations, and security).
 - x. Network support.
 - xi. Operations Centers (NOC and SOC).
 - xii. Day-to-day operational support services.
 - xiii. Training – cross reference training section.
2. Individual Customer Specific Migration Plans: The Contractor will be responsible for creating Individual Customer Specific Migration Plans as each existing and new Customer migrates to SCS. Additionally, a migration plan may be required if a Customer undertakes a significant or complex change in how it operates under SCS. The Individual Customer Specific Migration Plans are deliverables that must be developed in coordination with the Customer, and are subject to the acceptance of DMS and the Customer. These Individual Customer Specific Migration Plans will vary based on the proposed service and the complexity of the service migration. Contractor must submit plans acceptable to DMS and the Customer within four (4) weeks of Contractor's receipt of a written notification of the plan's requirement from DMS to the Contractor. Furthermore, the Individual Customer Specific Migration Plans shall include at a minimum:
 - i. Schedule of activities, which is consistent with the Project Implementation Phase schedule.
 - ii. Resource allocation.

- iii. Migration and preparation planning.
 - 1. Impact analysis.
 - 2. Stakeholder communications plan.
- iv. Migration management.
- v. Engineering.
- vi. System build out.
- vii. Acceptance (phase/final).
- viii. Migration cutover.
- ix. Fallback to previous service.
- x. Day-to-day operational support services.
- xi. Training – cross reference training section.

Given the statements in subsection:

1. Describe in detail how the Respondent will provide project management in accordance with the minimum requirements listed above.

[Enter the response here - 500 words]

3.45 Services Infrastructure Checklist

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The Contractor will be required to complete a series of readiness activities before DMS accepts services, systems, and processes as ready for production. The Project Implementation Phase will close only when all items on the Services Infrastructure Checklist are complete and accepted by DMS in writing. The Contractor will be required to provide DMS upon request with any documentation necessary to demonstrate Contractor's compliance with the Services Infrastructure Checklist prior to DMS written approval. The Contractor shall not deliver any services to Customers until the Project Implementation Phase is closed, or is otherwise permitted by DMS. The Contractor may engage with Customers for planning purposes before the close of the Project Implementation Phase.

All Requirements on the checklist must be fulfilled in accordance with the Contract including, but not limited to, the corresponding SOW sections referenced therein. Additional requirements may be added to the checklist at the discretion of DMS.

All items listed in the checklist must be successfully tested, or otherwise approved by DMS in writing, before the Contractor is permitted to go-live with any services to perform under the terms of the Contract. The timeline for checklist completion will be agreed in writing by the DMS Project Manager during development of the project Implementation Plan. Any changes to the Services Infrastructure Checklist, including requirements and timeline, will be done in writing between the DMS Project Manager and the Contractor, and is in DMS' sole discretion to approve.

Section Reference	Requirement
Statement of Work subsections 2.1 through 2.6	All required key staff positions have been filled with individuals who possess the applicable required minimum qualifications, and the final Staffing Organizational Chart has been approved by DMS.
Statement of Work subsection 2.7	Customer Support Team has been sufficiently staffed and trained.
Statement of Work subsections 2.8, 3.23, and 3.24.	Network Operations Center (NOC) and Security Operations Center (SOC) teams have been sufficiently staffed and trained.
Statement of Work subsection 3.2	A production environment is in operation and viewable by DMS for all proposed services, in accordance with the section reference.
Statement of Work subsection 3.8	The Contractor is capable of providing long distance services for all proposed service offerings, excluding Centrex, and is able to fulfill Customer orders.
Statement of Work subsection 3.9	The Contractor is capable of providing toll-free services for all proposed service offerings and is able to fulfill Customer orders.
Statement of Work subsection 3.10	The Contractor is capable of providing monitoring and reporting on call quality.
Statement of Work subsection 3.11	The Contractor is capable of providing telephone number portability for any Customer ordered service.
Statement of Work subsection 3.12	The Contractor is capable of providing temporary suspension of service for any Customer ordered service.
Statement of Work subsection 3.13	The Contractor is capable of providing all proposed service offerings for any Customer ordered service, including the ability to intercept messages.
Statement of Work subsection 3.15	The Contractor is capable of connecting with MyFloridaNet.
Statement of Work subsection 3.16	The Contractor is capable of providing service interoperability.

Statement of Work subsection 3.17	The Contractor is able of providing dedicated IP access.
Statement of Work subsection 3.18	The Contractor is able to provide services effectively within Customer-specific domains.
Statement of Work subsection 3.20	The Contractor is able to test hardware and software before making any change in service.
Statement of Work subsection 3.21	The Contractor and DMS have agreed upon the inspection process and any requested inspections have been completed including applicable remediation.
Statement of Work subsection 3.22	The Contractor's webpage content is accepted in writing and is published to the internet.
Statement of Work subsection 3.23	The Contractor's NOC is fully operational.
Statement of Work subsection 3.24	The Contractor's SOC is fully operational.
Statement of Work subsection 3.25	The Contractor's hardware, software, and processes are designed and implemented using HA/HR characteristics.
Statement of Work subsection 3.28	The Contractor is able to provide all security functionality.
Statement of Work subsection 3.31	The Contractor's management services are fully operational and have Dashboard capability.
Statement of Work subsection 3.32	The Contractor's tools are fully operational.
Statement of Work subsection 3.34	The Contractor's Online Portal for self-management is fully operational.
Statement of Work subsections 3.35 and 3.36	The Contractor's logging, archival, and review services are fully operational.
Statement of Work subsection 3.37	The Contractor's trouble ticketing service is fully operational.
Statement of Work subsection 3.40	The Contractor is ready to provide Professional Services.

Statement of Work subsection 3.41	The Contractor is able to provide configurations for Survivability.
Statement of Work subsection 3.43	The Contractor has provided training to DMS on the use and administration of its proposed services. All necessary training to support go-live operations has been completed to DMS' satisfaction.
Statement of Work subsection 3.44.1 (1)	The Contractor has provided an acceptable Project Charter.
Statement of Work subsection 3.44.1 (2)	The Contractor has provided an acceptable Project Management Plan.
Statement of Work subsection 3.44.1 (3)	The Contractor has provided an acceptable Readiness Plan.
Statement of Work subsection 3.44.1 (4)	The Contractor has provided an acceptable Communications Management Plan.
Statement of Work subsection 3.44.1 (5)	The Contractor has provided an acceptable Risk Management Plan.
Statement of Work subsection 3.44.1 (6)	The Contractor has provided an acceptable Requirements Management Plan.
Statement of Work subsection 3.44.1 (7)	The Contractor has provided an acceptable Disaster Recovery Plan.
Statement of Work subsection 3.44.3 (1)	The Contractor has provided a SCS Operations Guide.
Statement of Work subsection 3.44.3 (2)	The Contractor has provided a SCS User Guide.
Statement of Work subsection 3.44.3 (3)	The Contractor has provided a SCS Administration Guide.
Statement of Work subsection 3.44.5 (1)	The Contractor has provided the Implementation Plan.
Statement of Work subsection 4.4	The Contractor is ready to implement transactions utilizing the DMS approved method of implementation in CSAB.

Statement of Work subsection 4.7 (All)	The Contractor has demonstrated the ability to provide CSAB billing account and user management activities.
Statement of Work subsection 4.7.10	The Contractor has demonstrated the ability to provide a detailed billing file, and do so in a mutually agreed upon secured delivery method.
Statement of Work subsection 4.9	The Contractor has finalized with the Department the timeframe(s) for invoice submission(s) for the Contractor's proposed services.
Statement of Work subsection 5	The Contractor is capable of providing Unified Communication services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work subsection 5.4	The Contractor is capable of providing LAN Support Services. If the Contractor is not contracted for this optional service, this item does not apply.
Statement of Work section 6	The Contractor is capable of providing SIP Trunking services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 7	The Contractor is capable of providing Contact Center Services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 8	The Contractor is capable of providing Centrex services. If the Contractor is not contracted for this category of services, this item does not apply.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.46 Transition

This subsection is applicable to all proposed functionality.

This subsection includes technical, administrative, and contractual topics associated with the end of the Contract or breach of the Contract, and requirements relating to transition between SCS and the replacement Contract for future iterations of this service or a similar service.

The following are minimum requirements:

1. The Contractor will be required to perform end-of-service, which may take place at any time during the Contract term, and end-of-contract transition services prior to the expiration or termination of the SCS Contract at no cost. The full transition of existing services to replacement services or contracts is hereby explicitly made a criterion for completing the Contract. Extensions of the Contract are subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the Parties.
2. Upon request by DMS, the Contractor will be required to submit a transition plan.
3. As services migrate from SCS to any replacement service, DMS will continue to pay only for each service still served under the Contract.
4. Overlapping services may be required when transitioning from one large infrastructure to another, and transition may take multiple years to complete. DMS is not obligated to maintain SCS contracted services for any set number of users or locations.
5. The SCS Contractor is required to work with DMS and any other DMS Contractor as expeditiously as possible in order to transition which includes, but is not limited to:
 - a. Cooperation that will ensure an orderly and efficient transition of services. These efforts include taking all necessary steps, measures, and controls to ensure minimal disruption of services during the transition.
 - b. Maintaining staffing levels that are sufficient to handle a smooth, complete, and expedient transition.
 - c. Transferring all applicable knowledge including, but not limited to, the disclosure of the equipment, software, and third-party contract services.
 - d. Providing all data related to the delivery of services, requested by DMS, that is not a tangible or intangible licensed product that existed before Contract work began (Contractor shall bear the burden of proving existence before Contract work began), including, but not limited to, databases and other repositories of information (for example, operational, user, and administrative). Migration of databases of information will be performed in a format, method, and timeline acceptable to DMS that is consistent with current industry practices and standards.
 - e. Promptly delivering to DMS, upon request, whether or not previously made available, all up-to-date guides, manuals and training materials (for example, operational, user, and administrative) plus other guides and procedures the SCS Contractor follows. All documentation created for the purpose of supporting, operating, maintaining, upgrading, and enhancing services including, but not limited to, design documents, and device configurations for services, shall be promptly delivered to DMS upon request, whether or not previously made available.
 - f. Assisting DMS and any other DMS Contractor with the planning and installation of any services to facilitate business continuity.

- g. Responding promptly and completely to questions related to the transition on an as-needed basis.
- h. Providing the services and functions necessary for a complete, smooth, and expedient transition.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.47 Equipment and Licenses

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The following are minimum requirements:

- 1. Contractor must not propose equipment that is End-of-Sale by the equipment manufacturer.
- 2. Contractor will allow Customers who have purchased compatible equipment to transfer and reuse this equipment.
- 3. Contractor will allow Customers who have purchased compatible software licensing to transfer and reuse these licenses.
- 4. Contractor will allow Customers to transfer licenses and equipment between users.

Given the statements in this subsection:

- 1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.
- 2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.
- 3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.
- 4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

[Enter the response here - 150 words]

4. Business Operations

The following subsections contain the minimum requirements for SCS Business Operations:

4.1 General Description of the SUNCOM Business Model

In accordance with subsection 282.703(2), F.S., DMS has developed a system of equitable billings and charges for SCS. The Communications Service Authorization and Billing (CSAB) system is the ordering, billing, incident management, and inventory system referred to in Chapter 60FF-2, F.A.C., that the Contractor will be required to utilize.

When Customers log-in to CSAB, they can perform the following functions:

1. Establish and maintain Customer accounts.
2. Manage billing accounts.
3. View a comprehensive list of available SCS.
4. Place orders.
5. View their complete inventory of services and invoices with associated and detailed charges.

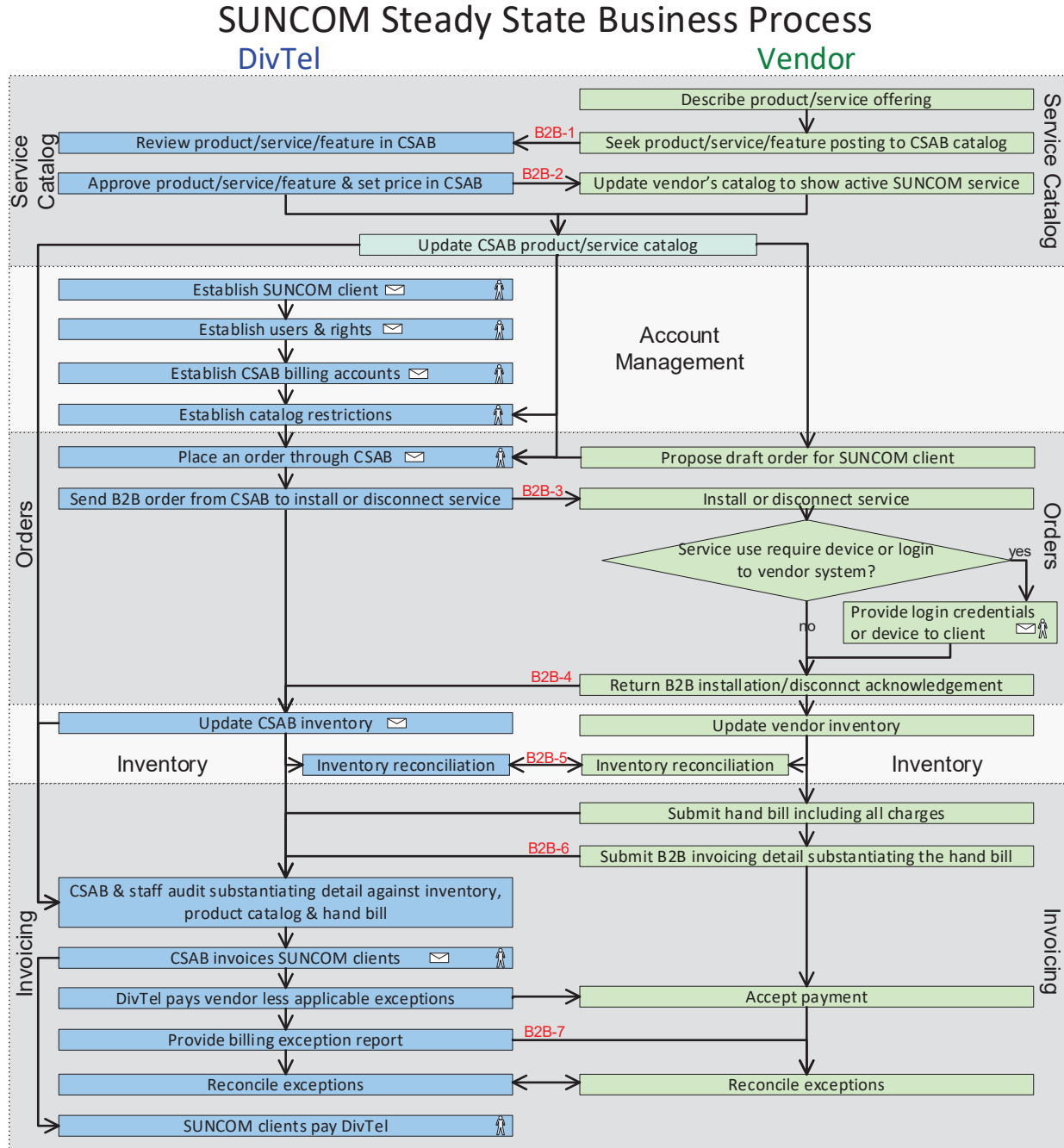
The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services) and service account.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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4.2 SUNCOM Communications Service Authorization and Billing Transaction Flowchart

The Contractor will use seven Business-to-Business (B2B) transactions between DMS and Contractor, as depicted below:



B2B means a Business to Business electronic messages, batch files and/or Application Program Interfaces (APIs) exchanging all of the electronic data necessary to the transaction. At DMS discretion, CSAB will provide alternative manual input options to the vendor for low volume transactions, but will not manually input any data on behalf of the vendor.

SUNCOM Client action required SUNCOM Client notified

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.3 Communications Service Authorization and Billing – Official Record

Communications Service Authorization and Billing (CSAB) is the authoritative source of all data. CSAB is the official record of the inventory and costs of SUNCOM services. If inaccuracies are found in the CSAB data, it will be considered accurate unless substantially proven otherwise, at DMS' sole determination.

The Contractor shall not propose as part of their response or instruct Customers to place orders or receive billing information from any system that is not CSAB without prior written authorization from the Department. Contractors shall not enable or ask DMS or Customers to input ordering and / or invoicing data into CSAB on behalf of Contractor.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4 Communications Service Authorization and Billing - Interfaces with Contractors

There are three primary ways to implement transactions between CSAB and the Contractor. The method of implementation used by the Contractor will be at DMS' sole discretion, which Contractor is required to use.

4.4.1 Application Programming Interfaces

The Contractors will utilize Application Programming Interfaces (APIs) with CSAB, that will have the following functions:

1. The Contractor's API enables data transfer between CSAB and the Contractor's system.
2. When data is sent from CSAB, the Contractor's API will send back an acknowledgement to CSAB.
3. The Contractor's API will perform functions automatically at near real-time.
4. The Contractor shall develop and maintain functional crosswalks between the Contractor's system and CSAB, which maps the data elements in CSAB to equivalent data elements in the Contractor's system. The Contractor will also support DMS' efforts to create functional crosswalks.
5. It is the Contractor responsibility to ensure data has been received by CSAB, including resending data that has not been acknowledged by CSAB.

6. The Contractor shall provide a testing environment for quality assurance, accessible by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.2 Batch Routines

A second way to implement transactions with CSAB is through batch routines which are periodic exchanges of data files containing a large number of records. An example of a batch routine is monthly delivery of invoicing substantiation files (B2B-6), due to the large volume of data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.3 Manual Review and Data Entry by Contractor Staff

The third method to implement transactions within CSAB is by manual review and data entry. Contractor can use CSAB screens to view a submitted order from a Customer and mark that order as fulfilled rather than use B2B-3 and B2B-4 transactions.

The Contractor shall only use manual review and data entry as a method of last resort, and only with prior written approval by DMS Contract Manager. Contractors shall not use manual review and data entry for invoicing substantiation (B2B-6).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.5 Communications Service Authorization and Billing Service Catalog

SUNCOM services must be approved by DMS and entered into the CSAB Service Catalog prior to making them available for use or purchase by any Customer. DMS will have sole discretion over the CSAB Service Catalog and any updates.

There are currently three different types of charges Contractors use for the billing of SUNCOM services:

1. One-time charge: a single payment for a service or item, e.g. hardware installation.
2. Subscription charge: monthly fixed and recurring charge for the right to use something without regard to how much it is used (such as local phone service).

3. Metered charge: incremental charge based strictly on how much the service is used (such as toll-free phone minutes).

See Chapter 60FF-2, F.A.C., for the Contractor's responsibilities related to CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.6 Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog

The Department and SUNCOM Customers do not pay State of Florida and Federal taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government.

The Department reserves the right to verify and substantiate all government-sanctioned surcharges and fees listed in the Vendor's Service Catalog prior to Contractor delivering any services to Customers. The Department reserves the right to dispute the applicability of or listed amounts for such surcharges or fees. Surcharges and fees approved by DMS as part of the Contract should be separately listed in a Customer's invoice. After Contract execution, any new or modified government-sanctioned surcharge or fee must be provided to DMS for review. The phrase "new or modified government-sanctioned surcharge or fee" does not include a change in the amount of fee or surcharge that is identified as variable based on pre-defined criteria set by a government entity. The Contractor must provide a complete explanation describing the basis for the new or modified surcharge or fee, whether the surcharge or fee is discretionary or required, and, if applicable, an affirmation that SUNCOM Customers are not exempt from payment. This explanation must be sufficient for DMS to determine whether the surcharge or fee is Contractor-specific. If the new or modified government-sanctioned surcharge or fee is approved by DMS, a Contract Amendment will be prepared to include the new or modified government-sanctioned surcharge or fee. Any such written approval or fully executed amendment must be provided to the Contractor before submitting a request to update the CSAB Service Catalog. The standard process whereby the Contractor submits a request for inclusion of services in the catalog and DMS approves them must be implemented for a new or modified surcharge or fee with the additional requirements:

1. The catalog item must be tagged as a new or modified government-sanctioned surcharge or fee.
2. The description field provided by the Contractor must clearly identify the new or modified surcharge or fee.

3. The Contractor must provide information sufficient for DMS to verify if the new or modified surcharge or fee is discretionary or required and whether it is in line with the surcharge or fee set by the governmental entity.
4. The Contractor must provide information sufficient for DMS to develop formulas that replicate the charges through calculations against invoicing substantiation data. The DMS product manager will approve the Contractor request if the update to the catalog is in accord with the proposed amendment.
5. The new or modified government-sanctioned surcharge or fee must be billed at the inventory ID level, and not billed as a lump sum.

After Contract execution, Contractor shall provide the Department with notice of any change in the amount of a government sanctioned surcharge or fee that is variable based on pre-defined criteria set by a government entity. Supporting documentation must be provided to the Department upon request.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7 Communications Service Authorization and Billing Account and User Management

4.7.1 Contractor User Communications Service Authorization and Billing Access Privileges

Contractor User CSAB access privileges must be approved and monitored by a Contractor-assigned CSAB Administrator. User access privileges allow the following functions:

1. Manually receive and close out orders to the Contractor.
2. Review past orders submitted to the Contractor.
3. Review a robust set of inventory data for services provided by the Contractor.
4. Other access as allowed by DMS.

DMS reserves the right to terminate the CSAB user access privileges of any Contractor staff without cause or notice.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7.2 Work Orders

Customer work orders are sent to Contractors as B2B-3 transactions. Contractor can log-on to CSAB as prompted by a CSAB email to see submitted orders. Contractor is required to timely respond to the Customer work order by rejecting the work order in CSAB or beginning to work the order. Where Contractor is working the order, Contractor is required to respond to the Customer with distinct B2B-4 fulfillment data for each item, or service, in a work order. Multiple item orders with only a single order number are not fulfilled until every item is delivered.

Some key data elements in addition to the CSAB-assigned Inventory ID are:

1. Order ID – identifies a request for one or more items. This ID is associated with everything in a “shopping cart” when a Customer “checks-out”.
2. Work Order ID – is associated with each item request within an Order that can be fulfilled separately from the rest of the Order, and requests action for one (1) Service Installation ID.
3. Installed Option ID – identifies the service, feature or hardware from the CSAB Service Catalog that was requested in the work order.
4. Service Installation ID – identifies the service account resulting from Order fulfillment. It is the unique inventory entry in CSAB and is equivalent to, but not the same as, distinct IDs used by Contractor to track status, usage and charges (e.g. circuit ID, phone number, hardware serial number, etc.).

Contractor is required to provide all of the required fulfillment data in CSAB.

DMS cannot invoice its Customers without associating key fields from orders to Customer invoicing accounts in CSAB, and therefore, will not pay for any services where such key fields data is missing or incorrect. Installation and disconnect dates are also critical to the inventory, as these dates are used during audits to verify that a service was active, or should not have been, during an invoicing period. The effective bill date cannot be more than 45 days from the date the order is closed. Orders must be closed in CSAB out no later than five (5) business days after installation and acceptance of the work performed by the Customer. Invoicing will not begin until the Customer work order is closed.

Some orders will include configuration data including IP addresses to enable establishing closed user groups on the State network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7.3 Credential Request Orders

Some of the orders submitted to the Contractor will require granting Customer password/PIN protected access to Contractor services. These are services that require Customers to log-in (or be electronically certified) to Contractor's systems before using a service. These services may be metered.

Like all other services, the right to access credentialed services will be ordered with B2B-3 transactions from CSAB providing the Contractor with necessary data to enable that access. Contractor is expected to respond by confirming to CSAB that the Customer has been provided access the credentialed services. However, CSAB will not hold user passwords and PINs for access to Contractor's systems; the Contractor is expected to provide the passwords and PINs to users directly using email addresses provided in the CSAB order. PIN and password changes will be handled outside of CSAB, as well.

SUNCOM Conferencing services are examples of credential request orders. Users of the service must login to a Contractor's system to reserve or initiate a conference. Thus, the Contractor issues login credentials to those users that were obtained after an order for them (B2B-3) was placed in CSAB. The order is fulfilled by the Contractor supplying a user ID and Personal Identification Number via email to the user, then confirming fulfillment to CSAB with a B2B-4 transaction. These transactions enable CSAB to have a complete inventory of all of the users of the service, which is periodically confirmed through B2B-5 transactions with the Contractor. The Contractor's system tracks usage that is attributable to each user, which is compiled in a B2B-6 monthly batch file of invoicing substantiation.

In all cases, the total cost of the proposed order must be defined and approved prior to submittal.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.8 Inventory

Every order and many other actions related to SUNCOM services are permanently logged into CSAB. This inventory is a basis for DMS audits of Contractor charges, i.e. if a billed service is not in the inventory or the inventory shows it was not active during the invoicing period, DMS will dispute the charge. The CSAB inventory is also a useful tool for DMS, Customers, and Contractor to see what has been ordered, its status, where its located, its cost, any associated comments, etc.

CSAB inventory is structured around key data elements. Inventory records are not valid without these key fields. CSAB by default has primacy when there are discrepancies between the inventories of the Contractor and CSAB.

Contractor is required to maintain a corresponding inventory as a basis for invoicing DMS. Periodic reconciliation may be implemented between CSAB and the Contractor's inventory

through B2B-5 transactions, at DMS' sole discretion. This will avoid waiting until the Contractor invoices DMS to discover these inconsistencies and having to resolve them through billing disputes. DMS will provide for an exchange of inventory data throughout the month using transaction B2B-4. There is no manual substitute for this process.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.9 Invoicing Requirements

Contractor shall submit invoices and electronic details to DMS monthly for all SCS and fulfilled orders within the agreed upon timeframe(s). DMS will make the final determination on the invoice submission timeframes. Contractor may only submit one invoice per Service Category, unless otherwise agreed to in writing by the Department, and the invoice will include the applicable Service Category billing information and credits. Invoices will consist of: 1) invoices for payment on unchangeable format (e.g. paper) (aka a "hand bill") which reflects the total charges for the applicable Service Category for the month; and 2) electronic detail files that substantiates all billable services for the applicable Service Category. The total of substantiated detail charges must match the payment requests on each of the handbills.

The invoice will include detailed service credits for the applicable Service Category uniquely identified by the applicable SLA. These credits will be audited by DMS through review of SLA reporting and invoice auditing. Since credits are applied retroactively, the Contractor is required to indicate on the invoice the actual month in which the service level violation occurred.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.10 Electronic Substantiating Detail File

The invoice substantiation file consists of electronic detail listing all billable services and activities with all unique IDs necessary to be auditable bases for all charges. The detail file must include all charge data on one-time purchases, active subscription periods, and incremental activities. All charges must be attributable to distinct identifiers from the services as negotiated in the CSAB Service Catalog, and each discrete charge must be distinguished by a service identifier. Metered charges must also include date/time stamps for each billing event, and the dates of the billing cycle (start and end). The file must be provided to DMS using a mutually agreed upon secured delivery method and mutually agreed upon format.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.11 Audit of Contractor Invoices

DMS will audit the invoice to match all charges against the current inventory of provided services and the prices associated with the CSAB Service Catalog. If the electronic substantiating detail provided by the Contractor contains some errors but is: a) complete (i.e. contains all of the required data elements); b) substantially corresponds with the CSAB inventory and CSAB Service Catalog; and c) matches the hand bill, then DMS will send an audit exception report (B2B-7) to the Contractor detailing any disputed charges. At this time this is a manual process. At any time during the Contract term this may become an electronic process, at DMS' sole discretion. DMS staff will request credits/debits for any audit exceptions on the current invoice and work with Contractor staff to reconcile charges and system data to resolve the exceptions within one (1) billing cycle. If Contractor has not resolved audit exceptions within the next billing cycle, the charges will be finalized as determined by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.12 Mandatory Interface with Communications Service Authorization and Billing

All work orders will be submitted to the Contractor via the CSAB or similar system as deployed by DMS. Only changes approved via a NOC ticket and not impacting invoicing charges may be an exception to the foregoing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.13 Mandatory Communications Service Authorization and Billing Order

No SCS service will be provisioned unless the Contractor has a properly authorized work order submitted by DMS through the CSAB except for those Customers utilizing the Contractor's online portal approved by the Department. Customer orders submitted through the Contractor's online portal will have a work order automatically generated by CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.14 Specific Service Requests

DMS will work with Contractors and Customers to establish service request quotes when Customer requests require specific service configurations, combinations, security, or quantities. In such situations, DMS will, as needed, receive service availability and pricing quotes to fulfill the specific Customer service needs.

The format of each service request quote will be left to the discretion of DMS and Customers have the option to request custom terms and conditions to meet Customer specific needs which includes, but is not limited to, security standards set forth in Chapter 60GG, Florida Administrative Code. In all cases, the total cost of the proposed service must be well defined and the prices will not exceed those in the CSAB Service Catalog with reasonable adjustments as necessary to accommodate the specific agency service needs that substantially increase the Contractor's contractual requirements. An adjustment in price for a Customer specific service should be commensurate with the Contractor's additional obligations but shall not result in an increase in pricing greater than 25% of the listed CSAB Service Catalog price(s). The service request quote must be accepted by DMS in writing before any implementation. The quote must contain all data needed for DMS to review and approve the service, including but not limited to, all support implementation requirements target installation dates, locations, configuration data, effective date, and documents containing diagrams as necessary. The quotes will contain sufficient detail necessary for audit processes.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.15 General Billing Requirements

Contractor will maintain a detailed database that uniquely identifies each pricing component. The CSAB Service Catalog contains unit prices, and all qualifiers that are applied to unit prices in order to create an unambiguous database of SCS billable line items. A tariff code shall have only one unit amount.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.16 Criteria for Installation Signoff and Billing Start

The Service Acceptance Checklist is used during the migration to SCS, and during production (steady-state), to certify when a service is accepted.

The following criteria must be met before an order is considered complete.

1. Contractor completes all requirements detailed in the work order.
2. The Customer and Contractor will certify acceptance by utilizing a Service Acceptance Checklist, as jointly developed by the Customer and DMS. It is the Contractor's responsibility to obtain the Customer's acceptance of the checklist at the time of turn-up.
3. The signed copy of the Service Acceptance Checklist is inserted into the CSAB.
4. Services requested by the work order have been provisioned by the Contractor.
5. The work order has been closed by the Contractor in CSAB by entering a completion date and effective bill date.
6. The Contractor's invoice must be provided after the completion date entered into CSAB. If the Contractor's invoice reflects billing prior to the acceptance date entered into CSAB, the charges will be deducted.
7. All dates in CSAB must be entered by the Contractor in real-time. CSAB does not permit a date entry to be backdated.
8. Orders must be closed out in CSAB no later than five (5) business days after installation and acceptance of the work by the Customer.

Invoicing will not begin until the Customer work order is closed in CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.17 Local Call Billing

If the Contractor charges Customers for Local calling, it is required to maintain a historical record for local billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Local call billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. Clearly differentiate between recurring and non-recurring charges.
3. Contractor is required to provide call details for all local calls.
4. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
5. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.

6. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
7. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
8. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.18 Long Distance Billing

The Contractor is required to maintain a historical record for long distance billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Long distance billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. DMS will not pay any charges for long distance calling that takes place on a phone line without an assigned long distance carrier or if no calling plan has been designated, referred to as "casual billing."
3. Clearly differentiate between recurring and non-recurring charges.
4. Contractor is required to provide domestic and international call details for all long distance calls.
5. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
6. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
7. If the rate for terminating an international call to a landline is not equal to the rate for terminating the call to a wireless line, the call details must indicate the number of minutes for both cases. A marker must be included in the file by call record indicating whether a call is terminated to a landline or wireless number.
8. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
9. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
10. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.19 Toll-Free Billing

The Contractor is required to maintain a historical record for toll-free billing of call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Toll-free billing will adhere to the following:

1. Calls are to be billed in six-second increments (tick).
2. Contractor is required to provide domestic and international call detail records for all toll-free calls.
3. Calls can be rounded up to the next six-second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
4. For each toll-free call, the associated billing record must indicate if the call was an Intrastate or Interstate call.
5. The Contractor is required to bill each toll-free number separately and not under a subaccount number or under a different billing number, unless requested by DMS.
6. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
7. The minimum information required for detailed call records includes, but is not limited to: calling party number, called toll-free number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.20 Direct Billing

Under Chapter 60FF-2, F.A.C., all SUNCOM services will be billed through DMS. Contractor, however, is required to offer the ability to provide direct billing to Customers if requested by the Customer and approved by DMS. If approved by DMS, direct billing shall be provided in accordance with Chapter 60FF-2, F.A.C., and must be provided at no additional cost.

1. An administration fee for DMS overhead will be factored into the billing amount directly billed to Customers.
2. Customers will review their direct bill invoices; however, DMS retains audit authority for all services provided.

3. The monthly bill for Customers who request direct billing must provide the following information: service order numbers, account numbers, bill number and/or invoice number, information to substantiate the charges, CSAB inventory ID, bill date, due date, bill remittance address and a summary record, which includes payments applied since the last monthly bill, adjustments, sub-total of current charges, and net amount due.
4. A summary record must be provided and identified by phone number, CSAB Inventory ID, and/or circuit number as identified by the Customer.
5. Contractor will collect the administration fee through their monthly invoiced payments from Customers, and remit the fee to DMS. This is submitted by check monthly to and made payable to DMS. Supporting documentation needs to be provided as a hardcopy with the check in the same envelope, and also by email to the DMS Contract Manager.
6. Contractor will electronically supply DMS with complete and accurate detail substantiating all of the charges to Customers in accordance with Chapter 60FF-2, F.A.C
7. Contractor will confirm with DMS any SLA credits due to a SUNCOM Customer prior to invoicing the Customer following DMS confirmation of the credits due.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.21 Service Level Agreement Operational Process

The terms regarding SLAs set forth herein shall apply to all SLAs listed in Attachment C – Final Service Level Agreements.

1. Credits must be applied to the appropriate account within the target time window provided within the SLA listed in Attachment C – Final Service Level Agreements.
2. SLAs are calculated, measured, and paid per incident.
3. SLA credits restart based on the review process and billing cycle.
4. Unless there is an explicit reference to “weekdays” or “business days”, all SLA credits are applicable based on calendar days. A calendar day starts at 12:00 AM and ends at 11:59 PM, Eastern Time.
5. The time between the start of an issue and before opening the trouble ticket is counted towards the SLA restoral time. For example, if an outage occurred at 1:00 PM (based on the alert data) and the trouble ticket was opened at 1:30 PM, the SLA clock starts at 1:00 PM.
6. Each month, the Contractor, any subcontractor, and DMS participate in a review and scrubbing of all data related to SLAs. Based on this review, credits are provided to DMS. DMS is not required to explicitly request or otherwise initiate the SLA review and validation process in order to receive SLA credits.
7. Service credits defined in Attachment C – Final Service Level Agreements, are applicable if performance metrics are not met by either the Contractor or subcontractor. Assessed service credits are to be applied as credits toward the impacted service on the Customer’s applicable Service Category invoice, or to DMS as appropriate. Service credits will be

explicitly identified as a line item for each impacted Customer on the Contractor's applicable Service Category invoice. Business and Operational SLAs apply to all Service Categories provided by the Contractor and these SLA credits will be assessed for the impacted service and applied to the applicable Service Category invoice.

8. Customers have the option to request custom SLAs to meet Customer's specific needs, which the Contractor may offer in addition to the Attachment C – Final Service Level Agreements. Contractors is permitted to equitably adjust the price in correlation with such need up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs.
9. For SLAs where time is a factor in the calculation of the credit, the SLA clock must not restart but can be suspended (hold time) for the reasons below. In order to qualify for an SLA suspension (hold time), one of the listed reasons must be documented in the Contractor's NOC ticketing system by the Contractor. For Operational MACD, the reason must be documented by the Contractor in the CSAB. The SLA hold times apply only when:
 - a. Incorrect information in Customer order, including incorrect address provided by the Customer.
 - b. Customer did not attend an agreed upon scheduled appointment.
 - c. Customer unresponsive to calls or emails placed to the appropriate Customer contact person, including onsite contact person not available.
 - d. Site readiness requirement not fulfilled by the Customer, including onsite contact not available.
10. The Contractor's NOC will troubleshoot to the fullest extent feasible even if the SLA clock is suspended; for example, on a dispatch where the site readiness requirement has not been fulfilled by the Customer (onsite contact is not available).
11. Contractor SLA Accountability:
 - a. SLAs will be applicable, whether or not the violation was a result of human error, poor engineering design, tardy dispatch, dispatch without required repair or diagnostic tools, exceeding the scope of an approved maintenance change request that causes performance Degradation, or any other reason. SLAs will be applicable where advance written notice of a repair is not provided to, and approved by, the Department.
 - b. SLAs will not apply during scheduled upgrade or maintenance windows (including emergency scheduled maintenance) for the service elements listed in the DMS-approved maintenance window request. SLAs will apply for all other service element impacts during and after the scheduled maintenance window and for any maintenance performed without advance notice to, and approval by, the Department.
12. DMS will make the final determination on the Contractor's compliance with SLAs.
13. The billing reconciliation for SLA violations takes place once final determination of SLA credits has been completed by the Department and will be applied to applicable invoices in a timely manner.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5. SERVICE CATEGORY 1 - UNIFIED COMMUNICATION

The Department is seeking Responses demonstrating how Unified Communication (UC) services will be delivered. This category includes both Single-tenant and Multi-tenant UC services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by the National Institute for Standards and Technology (NIST), at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST. UC is an evolving set of services providing an integration of real-time communication services, such as instant messaging (chat), presence information, voice, conferencing, data sharing, call control, and speech recognition, with non-real-time communication services, such as unified messaging (integrated voicemail, email, short message service, and fax. UC provides a consistent unified user-interface across multiple devices and media types. UC services are delivered over an IP network.

Unified Communications combines independently-run communications subsystems in order to streamline how Customers communicate and collaborate regardless of location.

Text provided within this section is intended to guide Respondents in understanding the desired UC scope. None of the information is intended to limit the Respondent in its effort to provide a solution for UC services and features.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5.1 Unified Communications System and Services – General Features

Respondents should propose UC services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondent will propose the location of the system in its response to this subsection.

Respondents submitting a response to Service Category One will demonstrate how the following minimum required SCS services or features will be delivered:

1. Provision of local, long distance, and toll-free access.

2. Operator Assistance services are required on a twenty-four hour a day, 365 days of the year, including holidays; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
3. Provision of the following features with Respondent's Multi-tenant and Single-tenant service offerings:
 - a. Caller ID
 - b. Three-way calling
 - c. Do Not Disturb
 - d. Call Forward (All, Busy, No Answer, Not Reachable)
 - e. Call Pickup
 - f. Class of Service Restriction
 - g. Call Hold
 - h. Conference Calling
 - i. Call Park
 - j. Distinctive Ringing
 - k. Directory Assistance
 - l. Call Transfer (blind, with consultation, and recall)
 - m. Call Waiting
 - n. Speed Dial
 - o. Call Number Suppression
 - p. Specific Call Rejection
 - q. Last Number Dialed
 - r. Call logs (missed, received, dialed)
 - s. Call Trace
 - t. Hunt Group
 - u. Remote access
 - v. Auto attendant
 - w. Busy Camp On
 - x. Busy Lamp Field
 - y. Call forward selective
 - z. Call notify
 - aa. Call screening
 - bb. Directed call pick-up with barge in
 - cc. Diversion inhibitor
 - dd. Music on hold
 - ee. Priority alert / ringing
 - ff. Push-To-Talk (intercom)
 - gg. Remote office
 - hh. Sequential ring
 - ii. Shared call appearance
 - jj. Simultaneous ring
 - kk. PC-based receptionist
 - ll. Voice mail
 - mm. Unified messaging
 - nn. Call Center
 - oo. Call Center desktop client
 - pp. Hoteling
 - qq. IP fax

- rr. Mobility
 - ss. UC faxing
 - tt. Instant group call / paging
 - uu. Operator Assistance
 - vv. Instant messaging
 - ww. Notification
 - xx. Team collaboration
 - yy. Audio conferencing
 - zz. Web conferencing
 - aaa. Video conferencing
 - bbb. Professional services
 - ccc. Intercom dialing
 - ddd. Message waiting indicator
4. Unified Messaging services which, at a minimum, include:
- a. User access to, and management of, voicemail, email, and fax messages through the same inbox or interface.
 - b. Modular messaging with access to messages from phones and PCs via various interfaces, including browsers.
5. Voicemail service which, at a minimum, includes:
- a. Storage of a minimum of 30 messages of 2 minutes in length or equivalent to 60 minutes of memory storage space for each mailbox.
 - b. Ability to program for the following conditions: busy, out of office, and no answer.
 - c. Audible and/or visual message waiting indicator.
 - d. Out-dial notification and ability to dial out to an attendant using "0".
 - e. Ability to broadcast messages within specified Customer groups.
 - f. Extended/Guest mailbox allowing multiple users voice messaging capabilities.
 - g. Access to the voicemail service internally or externally using a local number and toll-free number.
 - h. The ability to select a single or multiple level password protection.
6. Provides the capability to port telephone numbers to the Contractor's UC service at no additional charge to the State.

Given the statements in subsection:

- 1. Describe in detail the proposed offering addressing the minimum requirements listed above.
- 2. Describe the Contractor's system location(s).
- 3. Describe the Respondent's basic and enhanced offerings.

[Enter the response here – As needed to provide a complete response]

5.2 Unified Communications System and Services – Integration and Interface

The following are minimum requirements:

1. Integration with mobile devices as described below:
 - a. Users have a single identity that lets them handle business calls via their desk and mobile phones.
 - b. Allows calls to or from mobile devices to take place anywhere and anytime as if they are going to or coming from the desk phone numbers.
 - c. Users will have the ability to have calls forwarded to any phone and to use a single number for making and receiving all calls.
 - d. Supports handing off calls from cellular to Wi-Fi connections and vice versa on smart devices.
 - e. Enables users to initiate phone calls, retrieve voicemail and corporate directories, access instant messaging, and participate in video conferencing.
2. UC user interface as described below:
 - a. Allows users to access UC capabilities from a variety of devices in a variety of ways.
 - b. Offers access to features and services such as presence, instant messaging, integrated soft phones, voice conferencing, video calling, and conferencing.
 - c. Supports voice activation that integrates seamlessly with other business communication systems.
 - d. Supports real-time communications – instant messaging, presence that identifies which participant is speaking, voice calls to video, voice calls to email.
 - e. Supports non-real-time communications – email, text messaging, fax, voicemail.
 - f. Offers collaboration and data sharing – electronic bulletin boards, e-Calendar, Audio/Video/Web conferencing.
 - g. Provides users ability to access messages from the following: IP phones, mobile phones, web browsers, email clients, desktop clients, PCs, tablets.
 - h. Allows instant messaging between two users or multiparty (up to a Customer-defined number of participants).
 - i. Supports the ability for users to display their presence status (e.g., “Available,” “Away,” “Do Not Disturb,” “Busy,” or “Offline”) to let others know their availability for communication.
 - j. Offers presence integration with Customer collaboration applications, such as calendaring, that automatically updates presence when users are in a meeting.
 - k. Supports audio and video conversations between two users or multiparty (up to a Customer-defined number of participants), using web cameras, speakers and microphones.
 - l. Supports file transfer capabilities to send files between users, if requested by the Customer.
 - m. Supports scheduled and ad hoc web conferencing for conducting online presentations including audio, video, screen sharing, and a virtual whiteboard. PC-to-PC and multiparty data sharing capabilities including desktop sharing, application sharing, presentations, virtual whiteboard, annotations, and polling.
 - n. Supports contact groups that allow users to organize their contacts.

- o. Supports enhanced access to instant messaging from within the agency's network or from the internet, through a variety of devices and software, in a secured mode using encryption.
- p. Allows Customer-managed instant messaging administration (add/change/delete users).
- q. Supports single sign-in capabilities through the Customer's Active Directory system.
- r. Interconnection with MFN to the extent feasible.

Given the statements in subsection:

- 1. Describe in detail the proposed offering addressing the minimum requirements listed above.
- 2. Describe the system location(s).
- 3. Describe the interconnections with MFN.

[Enter the response here – As needed to provide a complete response]

5.3 Unified Communications System and Services – Conferencing

The following are minimum requirements:

- 1. Audio Conferencing service which:
 - a. Has a capacity of at least 150 participants.
 - b. Provides the ability for the conference host to dial-out to participants.
 - c. Provides the following commands via touchtone keypad:
 - i. Request Operator Assistance
 - ii. Dial-out to participants
 - iii. Begin and end conference recording
 - iv. Change participant entry and exit notification from one of the following: recording of the participant, tone, or no notification
 - v. Private roll call
 - vi. Mute and un-mute all participant lines
 - vii. Participant self-mute and un-mute
 - viii. Conference lock and unlock
 - d. Provides web-based access to the following commands for the conference host:
 - i. Dial-out to a participant
 - ii. Begin/end conference
 - iii. Mute and un-mute all participant lines
 - iv. Mute and un-mute individual participant lines
 - v. Disconnect any participant
 - vi. Conference lock and unlock
 - e. Provides the conference host the ability to create a security number in addition to the conference code that participants should input before entering the conference.

- f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording at no additional cost. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
 - g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
 - h. Provides operator assisted conferences where an operator provides live assistance with the conference.
 - i. Provides a capacity of at least 1,000 participants.
 - ii. Available twenty-four hours a day, 365 days of the year.
 - iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.
 - iv. Operators can dial out to participants, if requested.
 - v. Provides question and answer administration.
 - vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.
 - vii. Provides reports on conference attendees.
2. Offer a Web Conferencing Service which:
- a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.
 - b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.
 - c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.
 - d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80.
 - e. Provides compatibility with commercially available browser software.
 - f. Allows participants to join the conference using tablets and smart devices.
 - g. Supports document sharing, which is the ability to open and share a document with conference participants.
 - h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.
 - i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.
 - j. Allows the host to promote any other conference participant to presenter.
 - k. Provides drawing, annotation, and pointer tools.
 - l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host at no additional cost. When a Customer orders

additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.

- m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
- n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.
- o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no). Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
- p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.
- q. Allows the host to setup a password which participants should enter to join the conference.
- r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.
- s. Allows the host to initiate a conference with minimal notice.

Given the statements in this subsection:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

5.4 LAN Support Services

Local Area Network (LAN) support services are optional services within Service Category 1. Respondents are not required to propose LAN support services, and the portion of a Response which proposes LAN support services will not be used for determining the Respondent's

Responsiveness, evaluator scoring, or determination of competitive range. If the Respondent proposes LAN support services, the negotiation team may consider this as part of their recommended award.

These services are not considered mandatory for State Agency purchase, as directed in section 282.703, F.S. Customers will not be required to buy LAN support services under this Contract.

DMS is seeking to offer Customers a variety of LAN support services. Respondent's may propose all services below, some services below, or no services below:

1. Fully Managed LAN support services.
2. Customer-management LAN support services.
3. As-needed LAN Performance Assistance and Issue Remediation.

Given the statements in this subsection:

1. Describe the proposed LAN support services.

[Enter the response here -1,000 words]

6. SERVICE CATEGORY 2 - SIP TRUNKING

DMS is seeking Responses demonstrating how SIP trunking will be delivered. This category is a service which connects an agency's Single-tenant system to the Public Switched Telephone Network (PSTN) using IP transport and SIP as the signaling protocol.

SIP Trunking provides local, long distance, toll-free, and international long distance network access using an IP network for transport, either MyFloridaNet, Customer-provided via the Internet, or Contractor-provided. SIP Trunking is deployed in situations where Customers have premises-based voice (analog phones, key system, PBX equipment. SIP Trunking supports voice traffic, originated from the Customer's voice system or originating from the PSTN.

6.1 SIP Trunking Minimum Requirements

The following are minimum requirements:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).
2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing (TDM) signaling to interface with legacy key systems and TDM-PBXs.
3. Supports On-net and off-net calling. On-net is defined as calls between Customer locations that reside within the Contractor's SIP routing domain. Off-net is defined as calling from an SCS SIP Trunking Customer site to any U.S. or non-U.S. location not included within the Contractor's SIP routing domain.

4. Supports three categories of off-net calling: Local, Long Distance, and International.
 - a. Local (inbound and outbound) calling with full local service feature/functionality.
 - b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.
 - c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.
5. Supports, at a minimum, the following: G.711, G.729, and G.722.
6. Supports fax over G.711 and T.38 fax relay.
7. Supports Dual-Tone Multi-Frequency (DTMF).
8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.
9. Provides the capability to block numbers, including but not limited to:
 - a. 611.
 - b. 811.
 - c. 5XX.
 - d. 7XX.
 - e. NPA 555-XXXX (except NPA 555-1212).
 - f. 900/NPA 976-XXXX.
 - g. 08YY XXX-XXXX.
 - h. 0N11.
 - i. 0NPA 555-1212.
 - j. 0976 NXX-XXXX.
 - k. 0500 XXX-XXXX.
 - l. 0700 XXX-XXXX.
 - m. 0900 XXX-XXXX.
 - n. All 1010 dialing.
10. Provides 911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.
11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.
12. Supports the capability to port out numbers from the Contractor to another carrier.

13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.
14. Provides DMS new telephone numbers upon request.
15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extent feasible.
16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).
17. Allows access to operator services. All operator services calls are handled via the local network switch (local to the Customer site). Operator Assistance services are required on a twenty-four hour a day, 365 days of the year,; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
18. Supports toll-free termination on SIP Trunking telephone numbers.
19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.
20. Provides directory assistance listings at no additional cost.
21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.
2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.
3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point (PSAP).
4. Describe telephone number porting process with timeframes.
5. Identify all supported Codecs.
6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.
7. Provide service and configuration guides.
8. Discuss SIP methods and if they are allowed and denied per network.
9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.
10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

[Enter the response here - As needed to provide a complete response]

6.2 SIP Trunking Features

The following are minimum requirements:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.
2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.
3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.
4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7. SERVICE CATEGORY 3 - CONTACT CENTER

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

7.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.
2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers
3. Flexibility to comply with DMS and Customer defined security standards.
4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.
10. Integrated learning tools and coaching management tools for Customer use.
11. Support Contact Center functionality within the Customer locations and remote teleworker locations.
12. No charges for administrative tasks performed by Customer staff.
13. Options for verifying caller identity.
14. The ability to route calls as required by the Customer.
15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.2 Contact Center – Automatic Call Distribution (ACD)

The following are minimum requirements for ACD Contact Center service components:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.

2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.
3. The ability to manage the creation, modification and deletion of administration of features associated with agents.
4. The ability to force calls to agents.
5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).
6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.
7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.
8. The ability to route calls to different Customer groups.
9. The ability to force calls to agents without the agent having to signal to receive a call.
10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.
11. The ability for other persons, as appropriate, to listen to a call at any point during a call.
12. Alert when an agent is dropped from the ACD queue.
13. The ability to set thresholds on agent, application, and skillset levels.
14. The ability for a supervisor to log agents out of the Contact Center system.
15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.
16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

Given the statements in this subsection:

1. Describe in detail the proposed automatic call distribution services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

1. Automated speech recognition and text-to-speech, for multiple language.
2. Supports DTMF.
3. A call back/virtual queuing capability.
4. The ability to integrate with Customer applications and database systems.
5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and

intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.

6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.
7. Timely changes to IVR scripting functionality.
8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.
9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages
10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.
11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/recall.
12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.
13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

Given the statements in this subsection:

1. Describe in detail the proposed Auto-Attendant and IVR services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real-time industry standard call metrics.
2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.
3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.
4. Defines, builds, and runs custom reports supporting Contractor's business requirements.
5. Real-time access to reporting systems, restricted by access authentication.
6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.
8. Changes reporting metric requirements for agents in different skillsets (agent groupings).
9. Displays a prompt/message on agent desktop.
10. Performs call surveys to initiate, collect, and track information.
11. Provides an agent report that tracks the entire agency call flow for any single call.
12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.
13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center reporting and analytics services addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

7.5 Contact Center Recording

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.
10. The ability to search recordings by filters.
11. The ability to manage Contact Center recordings on an agent by agent basis.
12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

7.6 Contact Center – Workforce Management

Contractor will be responsible for managing the workforce for the Contact Center. The following are minimum requirements for management of call center agents:

1. Workforce management, including scheduling and agent training.
2. Monitoring the effectiveness of the call center.

Given the statements in this subsection:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.
2. Indicate whether Respondent's proposed monitoring can provide:
 - a. The ability to review and analyze data of caller interactions with agents.
 - b. The ability to leverage call data to adjust scheduling of agent shift assignments.
 - c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.
 - d. The ability to create role based score cards with key performance indicators.
 - e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.
 - f. Options for agent training.

[Enter the response here - As needed to provide a complete response]

7.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
2. Dedicated IP access.
3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompts to meet Customers' needs.

6. The ability to configure advanced call routing to meet Customers' needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.
10. User application testing and product lifecycle management.
11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
12. Compliance with DMS and each Customer's data integrity and privacy policies.
13. The ability to send voice, email, SMS, or fax notifications.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.
3. Describe how the service protects data for remote, at home agents.
4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.
5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

[Enter the response here - As needed to provide a complete response]

8. SERVICE CATEGORY 4 – CENTREX SERVICES

DMS is seeking proposals for Central Office-based Switching System Local Access Services, referred to within this document as Centrex Services, within the State of Florida. The awarded Contractor will provide Local Exchange Carrier services for Customers within their proposed service areas. DMS is seeking Responses demonstrating how Centrex Services will be delivered. For this procurement, Respondents must provide local, long distance, and toll-free access with their Centrex service offering.

8.1 Centrex Services Minimum Requirements

The following are minimum requirements:

1. Customers who receive DMS approval may use a different long distance carrier.
2. 911 calling capability.
3. Routes E911 calls to the Public Safety Answering Point.
4. Provides DMS access to N11 services.
5. Provides call traffic studies to DMS upon request at no additional cost.
6. Provides Presubscribed Interexchange Carrier changes at no additional cost to the State.
7. Operate voice switching facilities in Florida serving Customers with line-side (analog and digital) and trunk-side (analog and digital) facilities.
8. Keep the North American Numbering Plan (NANP) updated, in accordance with Federal Communications Commission requirements.
9. Timely deliver and install Primary Rate Interface (PRI) services.
10. Timely deliver and install a Centrex mainstation (analog or digital).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

8.2 Additional Centrex Services

The following are minimum requirements:

1. A minimum Customer order of five lines is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.
2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).
3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.
4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.
5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.
6. Mask dialed numbers when requested by DMS.
7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.
8. Provide directory assistance services.
9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.
2. Describe the Respondent's proposed coverage area.
3. Provide non-proprietary coverage maps of the Centrex service offering.

[Enter the response here - As needed to provide a complete response]

8.3 Centrex Features

The following are minimum requirements:

1. Provide all service features listed in the NANP Vertical Services features including, but not limited to, basic, enhanced, Caller ID, Caller ID with name, and Automatic Number Identification to caller ID. These features should be provided at no additional cost. A listing of these features, and their definitions, is available at http://www.nanpa.com/number_resource_info/vertical_service.html.
2. Provide an optional voicemail system with the following minimum requirements:
 - a. Minimum of thirty (30) messages of two (2) minutes length for a total of sixty (60) minutes storage.
 - b. Programable to display the following: busy, out of office, no answer.
 - c. Provide audible or visual message waiting indicator.
 - d. Ability to use the number "0" to speak to a call attendant.
 - e. Broadcast messages within specified Customers groups.
 - f. Extended/guest mailbox allowing multiple users voice messaging capabilities.
 - g. Access the voicemail system internally or externally using either a local number or toll-free number.
 - h. Capability to record Customer voicemail greetings.

Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

9. Experience and Ability

9.1 Contractor's Experience and Ability

SCS Contractors will be expected to possess the following:

1. Extensive experience providing:
 - a. Each of the categories of services offered in the Contractor's Reply.
 - b. Critical infrastructures in which highly-available, highly-reliable services are critical requirements.
 - c. Services to Customers at the state government level.

2. A demonstrated record providing:
 - a. Superior customer service at all levels: business and technical account team members and senior management.
 - b. Systems and staff driven to proactively address business and technical issues.
 - c. Proactive services and solutions addressing issues, such as through the provision of quality systems and staff.
 - d. Support for equipment and software systems from different manufacturers.
 - e. Sufficient staffing levels.

This Response can reference both the experience of the Contractor and their proposed Subcontractors.

Given the statements in this subsection, provide the following:

1. A narrative of Respondent's experience and ability to provide the proposed service categories, including a description of:
 - a. Respondent's market penetration for those service categories, and
 - b. Respondent's experience providing services of similar scope to other public sector clients comparable to the State of Florida.
2. Discuss Respondent's experience supporting equipment and software systems of different manufacturers. List similar or like systems the Respondent has supported in the last three years.
3. A description of Respondent's experience providing highly-available, highly-reliable communications services.
4. A description of Respondent's experience of providing sufficient to staffing levels, local staffing, and a quality staff driven to proactively address issues.

[Enter the response here – 1,500 words]

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SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Category 1 - Unified Communications (Single-tenant, multi-tenant, and LAN support)			1 to 100 Stations: Service installed within 30 days 101 to 400 Stations: Service installed within 45 days 401 to 1000 Stations: Service installed within 75 days Over 1000 Stations: Service installed within 90 days	1 to 100 Stations: 10% of service Monthly Recurring Charge (MRC) or the purchase price if delay > 30 days 25% of service MRC or the purchase price if delay > 35 days 50% of service MRC or the purchase price if delay > 40 days 100% of service MRC or the purchase price if delay > 45 days 101 to 400 Stations: 10% of service MRC or the purchase price if delay > 45 days 25% of service MRC or the purchase price if delay > 50 days 50% of service MRC or the purchase price if delay > 55 days 100% of service MRC or the purchase price if delay > 60 days 401 to 1000 Stations: 10% of service MRC or the purchase price if delay > 75 days 25% of service MRC or the purchase price if delay > 80 days 50% of service MRC or the purchase price if delay > 85 days 100% of service MRC or the purchase price if delay > 90 days Over 1000 Stations: 10% of service MRC or the purchase price if delay > 90 days 25% of service MRC or the purchase price if delay > 95 days 50% of service MRC or the purchase price if delay > 100 days 100% of service MRC or the purchase price if delay > 105 days	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. If there is a purchase price and an MRC, the financial consequence will be based on whichever is greater.
	SLA-1	Service Installation	Dedicated IP access installed within 60 days	Credit of \$200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See attachment A - Statement of Work (SOW) Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of \$200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.
	SLA-2	New Individual Feature Installation	New individual feature installation within 10 business days	10% of the MRC of feature ordered per business day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date the feature is installed and accepted in CSAB. For this SLA to apply, Customer must have Vendor Management.
			Move, add, change, or deletion affecting five devices or fewer within three Business Days	5% of the purchase price or MRC of service ordered, whichever is greater, per day	For a Customer order for a move, add, and/or change, the SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. For a Customer order for a deletion, the SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date the order is closed by the Contractor in CSAB.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Category Two - SIP Trunking	SLA-3	Operational Services	Move, add, change, or deletion affecting six devices or more within the customer and vendor mutually agreed upon timeframe	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	The move, add or change must be completed within the customer and vendor mutually agreed upon timeframe. If the Contractor or Customer cannot reach a mutually agreed upon timeframe, the dispute shall be decided by the Department's Contract Manager. The deletion must be completed within the Customer requested due date as stated in CSAB. For Customer orders for a move, add, and/or change, the SLA clock start and stop times will be validated using a the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. For Customer orders for a deletion, the SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date the order is closed by the Contractor in CSAB
			System Programming scheduled within five Business Days	5% of the MRC of Service ordered per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date the change is scheduled as verified by the Department. System programming includes, but is not limited to: new SBC, new gateways, new PSTN access method (trunk migration), adding a failover, and/or adding redundancy.
			Notification of Outages to impacted Customer and Suncom NOC/SOC within 30 minutes	5% of the MRC of Service per incident	The SLA clock start and stop times will be validated using the Contractor's proposed service monitoring tools and the email transmission timestamp for the notification sent to the impacted customers and SUNCOM NOC/SOC. This SLA applies to Managed Services only.
	SLA-4	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T coded(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. SOW section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
			Complete provisioning of SIP Trunk to customer premises equipment within 30 business days after receipt of order	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
Category Two - SIP Trunking			New telephone numbers assigned within 15 business days	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
	SLA-5	Service Installation	Provision additional call paths for an existing SIP Trunk within 15 business days after acceptance of order	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			Dedicated IP access installed within 60 days	Credit of \$200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See SOW Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of \$200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Category 3 Contact Center (Single-tenant and multi-tenant)	SLA-6	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T coded(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. Attachment A - Statement of Work (SOW) section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
			Individual case basis as agreed to by Customer and Contractor	Credit of 25% of the NRC if more than one day past the agreed upon date. An additional credit of 25% of the NRC is applicable for each additional week past the agreed upon date. If no NRC, then credits apply to MRC and are not capped.	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
	SLA-7	System Installation	Dedicated IP access installed within 60 days	Credit of \$200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location.
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of \$200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See SOW Section 3.17
	SLA-8	IVR Service	Service interruptions must not exceed one minute. Times are measured cumulatively	> 1 30 minutes to < 1 hour per month 1% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 1 hour to < 4 hours per month 5% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 4 hours to < 8 hours per month 10% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 8 hours to < 12 hours per month 25% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 12 hours to < 24 hours per month 50% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month > 24 hours per month 100% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month Cap of 100% per month	For this SLA, a service interruption occurs when the IVR service is unable to receive or process incoming calls. The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the IVR service stopped and resumed receiving or processing incoming calls.
	SLA-9	Interaction Routing Service Availability	Service interruptions must not exceed one minute. Times are measured cumulatively.	> 1 30 minutes to < 1 hour per month 1% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 1 hour to < 4 hours per month 5% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 4 hours to < 8 hours per month 10% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 8 hours to < 12 hours per month 25% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 12 hours to < 24 hours per month 50% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month > 24 hours per month 100% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month Cap of 100% per month	For this SLA, a service interruption occurs when the interaction routing service is unable to receive or process incoming calls. The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the interaction routing service stopped and resumed receiving or processing incoming calls.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria														
Category 4 -Centrex				<table><tr><td>> 30 minute to < 1 hour per month service</td><td>1% credit for all charges during the month of</td></tr><tr><td>1 hour to < 4 hours per month service</td><td>5% credit for all charges during the month of</td></tr><tr><td>4 hours to < 8 hours per month service</td><td>10% credit for all charges during the month of</td></tr><tr><td>8 hours to < 12 hours per month service</td><td>25% credit for all charges during the month of</td></tr><tr><td>12 hours to < 24 hours per month service</td><td>50% credit for all charges during the month of</td></tr><tr><td>> 24 hours per month service</td><td>100% credit for all charges during the month of</td></tr><tr><td>Cap of 100% per month</td><td></td></tr></table>	> 30 minute to < 1 hour per month service	1% credit for all charges during the month of	1 hour to < 4 hours per month service	5% credit for all charges during the month of	4 hours to < 8 hours per month service	10% credit for all charges during the month of	8 hours to < 12 hours per month service	25% credit for all charges during the month of	12 hours to < 24 hours per month service	50% credit for all charges during the month of	> 24 hours per month service	100% credit for all charges during the month of	Cap of 100% per month		For this SLA, a service interruption occurs when the notify service is unable to send outbound messages (text, email, fax, voice calls, etc.) The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the notify services stopped and resumed sending outbound messages.
	> 30 minute to < 1 hour per month service	1% credit for all charges during the month of																	
	1 hour to < 4 hours per month service	5% credit for all charges during the month of																	
	4 hours to < 8 hours per month service	10% credit for all charges during the month of																	
8 hours to < 12 hours per month service	25% credit for all charges during the month of																		
12 hours to < 24 hours per month service	50% credit for all charges during the month of																		
> 24 hours per month service	100% credit for all charges during the month of																		
Cap of 100% per month																			
	SLA-10	Availability of Notify Service	Service interruptions must not exceed one minute. Times are measured cumulatively																
	SLA-11	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. Attachment A - Statement of Work (SOW) section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.														
	SLA-12	Timely Service Installation	When adding Centrex Lines to an existing Centrex system, 1-3 Lines delivered and installed within 3 business days 4-9 Lines delivered and installed within 5 business days 10-24 Lines delivered and installed within 7 business days Above 25 Lines delivered and installed within 30 business days. When adding Centrex lines to a new Centrex system, delivered and installed within 30 business days PRIs installed within 30 calendar days	100% credit of installation charges	SLA is subject to the availability of contractor facilities at the customer location . SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. If the Contractor needs to install additional facilities to provide a PRI, the PRI will be installed within a total of 75 calendar days before this SLA is imposed.														
	SLA-13	Toll Fraud Notification	Report suspected Toll Fraud to the Department Contract Manager or delegate within 30 minutes of detection	\$1,000 per incident reported on a monthly basis. There is no cap.	To be validated using the Contractor's proposed tools and reports for monitoring, detecting, and remediating Toll Fraud.														

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-14	Local and International Exchange Delivery	Must be able to deliver calls in all domestic and international exchanges	\$100 per incident, when unable to deliver calls in all domestic and international exchanges	To be validated using the Contractor's proposed tools and reports.
	SLA-15	Detailed Call Records	Upon written request by the Department or Customer, provide call records for local, long-distance, and toll-free, including the minimum information required, within ten business days	\$100 per day until the call records are provided	The SLA clock starts upon Contractor's receipt of a written request from the Department or Customer for detailed call records and stops when the requestor receives a detailed call record which conforms with SOW sections 4.17, 4.18, and 4.19. The SLA clock is on hold when the requestor reviews. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met. This SLA does not apply to Category 4 services. Contractor is, however, required to provide long distance and toll free billing records required in SOW Sections 4.18 and 4.19.
	SLA-16	Timely Billing	Substantially complete and accurate invoices must be submitted within the agreed upon timeframe.	\$1,000 per day until a substantially complete and accurate invoice is submitted	The SLA clock is based upon the timestamp for when the substantially complete and accurate electronic billing file is submitted to the Department. The invoice submission timeframe will be established in accordance with SOW Section 4.9. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-17	End-of-Life Refresh	Upgrade or refresh hardware and software before OEM no longer offers support because the software or hardware is end-of-life	\$1000 per day for customer equipment not upgraded or refreshed	The SLA clock start times will be validated using the manufacturer's End of Life dates. SLA stop times will be validated through Service Acceptance in CSAB. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-18	Timely SLA Compliance Report	Beginning the third full month after Contract execution, within ten business days from the start of the calendar month, provide the SLA Compliance Report to the Department Contract Manager	\$100 per day for each day the report is not complete and accurate and accepted by the Department	Beginning the third full month after Contract execution, the SLA clock starts each month on the first day of the month and stops when the Department accepts the deliverable. The SLA clock is on hold while the Department reviews the final report. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-19	Timely Application of SLA Credits	Apply each credit within the second available applicable billing cycle after the credit has been determined. Application and determination of credits must be in accordance with SOW Section 4.21	\$1,000 for each credit for each month a credit is not applied in accordance with SOW section 4.21	The SLA clock start and stop times will be validated by the Department based on information contained in CSAB. The applicable billing cycle is a reference to the invoice for the applicable impacted service(s) for which the SLA credit shall be applied. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-20	Timely Application of Billing Credits	Apply each credit within the second available applicable billing cycle after the credit has been determined.	\$1,000 for each credit for each month a credit is not applied	The SLA clock start and stop times will be validated by the Department based on information contained in CSAB. The applicable billing cycle is a reference to the invoice for the applicable impacted service(s) for which the billing credit shall be applied. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-21	Updates to 911/E911 Location Database	Update accurate Customer number and location information within 3 business days after receipt of request from the Department	\$100 per day for each calendar day the address is not updated and closed in CSAB	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date closed in CSAB. The SLA will only apply to existing locations and will be applied to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Business and Operational (All Categories)	SLA-22	Timely Answering of Calls by NOC	Calls shall be answered within a monthly average of thirty (30) seconds or less	5% of the reporting months total invoiced payments for all services being reported.	The SLA will be validated using the Contractor's proposed service monitoring tools. Inbound customer calls received by the NOC shall be answered by a live agent within the specified target time threshold. Target time threshold is measured from time the call is presented in the call queue for an agent and stops when the call is answered by an agent. This SLA will apply to the Service Category(ies) being reported that is provided in the reporting month.
	SLA-23	Maintains HA/HR Design Characteristics of the SCS infrastructure components dedicated to the State of Florida	Maintains the capacity of the SCS infrastructure components dedicated to the State of Florida at levels sufficient to obtain normal operational functionality	\$5,000 per day	An infrastructure review is conducted during each monthly meeting. Review is based on Contractor's operational tools. Each review consists of five measurements taken five minutes apart. Normal operational functionality is less than 35% capacity of any pair of redundant connections that are components of the Contractor's network and are dedicated to SCS. When the average of five consecutive measurements exceeds 35%, The Department will notify the Contractor in writing of the required remediation. The Contractor has will have 45 days from the date of the Department's written notice to complete remediation to the satisfaction of the Department. If the Contractor's remediation has not been accepted by the Department within 45 days of the Department's written notice of remediation, financial consequences will be imposed until remediation has been accepted by the Department. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-24	Reason for Outage Documentation	The Final RFO report must be submitted to the Department within 10 business days of the trouble ticket being closed.	\$1,000 per 24-hour period	The SLA clock start and stop times will be validated using the Contractor's ticket system as well as the SUNCOM trouble ticket system and the time the RFO report is submitted to the Department. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-25	Repairs for Outages	Repairs for service outage or service degradation without dispatching a representative to the impacted site completed within four hours. Repairs for service outage or service degradation where dispatch to the impacted site is required or requested by the Department completed within eight hours.	Without Dispatch 10% of applicable Service Category MRC if outage > 4 hours 25% of applicable Service Category MRC if outage > 8 hours 50% of applicable Service Category MRC if outage > 12 hours 100% of applicable Service Category MRC if outage > 24 hours With Dispatch 10% of applicable Service Category MRC if outage > 8 hours 25% of applicable Service Category MRC if outage >12 hours 50% of applicable Service Category MRC if outage > 16 hours 100% of applicable Service Category MRC if outage > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools. The SLA will be applied unless the Contractor provides root cause analysis indicating that the Contractor (or any of its subcontractors) was not the root cause of the outage or service degradation. A service outage occurs when service is completely unavailable for all users at any customer location. Service degradation occurs when one or more critical business functions (e.g., voicemail, auto attendant, dial tone, toll free, unified communications) of the application is unavailable - affecting 52% or more of the lines at an agency location. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-26	Service Availability	Fully operational with full service outage(s) not exceeding 22 cumulative minutes per month	10% credit for applicable Service Category charges during the month of affected services for full service outage(s) that cumulatively exceeds 22 minutes in a calendar month. An additional 10% credit for applicable Service Category charges during the month of affected service for each additional full service outage(s) that cumulatively exceed 30 minutes in a calendar month. Capped at 200% of the applicable Service Category charges during the month of affected service	The SLA will be validated using the Contractor's proposed service monitoring tools. A full service outage is one where there is a 100% service failure. This financial consequence will be imposed for outages that cumulatively exceed 22 minutes in a calendar month and will continue to be imposed for every additional 30 minutes of cumulative outage thereafter. For example, for multiple outages lasting a total of 54 minutes, this financial consequence would be imposed twice, once for outages in excess of 22 minutes, and the second for outages exceeding 30 minutes. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-27	Response to repairs for an outage or degradation	Response to repairs for major service outage or degradation, i.e. the outage or degradation result in 10% call failure or feature failure in an hour	10% credit for all applicable Service Category charges during the month of service if response > 4 hours 25% credit for all applicable Service Category charges during the month of service if response > 8 hours 50% credit for all applicable Service Category charges during the month of service if response > 12 hours 100% credit for all applicable Service Category charges during the month of service if response > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM and Contractor's trouble ticket systems A major service outage or degradation is one where the outage or degradation results in more than 10% call failure or feature failure in an hour, or loss of tool functionality. A response to repair shall be when a technician is assigned. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-28	Response to repair for an outage or degradation	Response to repairs for minor service outage or degradation	20% credit for all applicable Service Category charges during the month if response > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM and Contractor's trouble ticket systems A minor service outage or degradation is one where the outage or degradation results in less than 10% call failure or feature failure in an hour. A response to repair shall be when a technician is assigned. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-29	Timely respond to Customer work orders	Customer work orders rejected by the Contractor within three (3) business days	\$100 per day until the order is rejected	The SLA clock starts upon the Contractor's receipt of a Customer work order in CSAB and stops when the Contractor rejects the Customer work order in CSAB. If the Contractor, in lieu of rejecting the work order, chooses to perform the requested services to completion and acceptance by the Customer and does not reject the Customer work order, this SLA will not apply. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-30	Timely close out Customer work orders	Close Customer work order within five (5) business days of installation and acceptance by the Customer.	\$100 per day until the order is closed.	The SLA clock starts upon installation and Customer acceptance of the work order and stops when the Contractor has uploaded the Customer signed Service Acceptance Checklist in CSAB and closed the Customer work order in CSAB. Customer acceptance of the work order is evidence by the Customer's execution of the Service Acceptance Checklist. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Contract and Project Management	SLA-31	Functionality of Contractor's proposed Customer facing service monitoring tools	Outage or Functionality of Contractor's proposed Customer facing service monitoring tools restored within 4 hours	\$100 per hour that Contractor's proposed Customer facing service monitoring tools are not functional Credit is not capped	An SLA violation occurs when functionality or outage of any of Contractor's proposed Customer facing service monitoring tools is not restored to normal operation within 4 hours or a loss of functionality or outage as reported by a Customer or the Department. Customer facing service monitoring tools are the tools required in the SOW to be provided for the Department's or Customer's use. The SLA clock starts when a trouble ticket is open in either the Contractor's or Department's ticketing system and stops when the Contractor has restored the outage or functionality as reported in the trouble ticket for the particular outage. The Department reserves the right to validate the Contractor's provided information and, where conflicting information exists regarding the time of tool restoration, such disputes shall be resolved in the favor of the Department. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-32	Project Management: Project Management Plan	A project management plan is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-33	Project Management: Project Charter	A project charter is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-34	Project Management: Readiness Plan	A readiness plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-35	Project Management: Communications Plan	A communications plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-36	Project Management: Risk Management Plan	A risk management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-37	Project Management: Requirements Management Plan	A requirements management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-38	Project Management: Disaster Recovery Plan	A disaster recovery plan is due to the Department within 3 months of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-39	Project Management: Project Management Implementation Phase Schedule	After the acceptance of the Project Charter, a Project Management Implementation Phase Schedule is due to the Department bi-weekly, per SOW section 3.44	\$250 per business day	Beginning after acceptance of the Project Charter, the SLA clock starts on the first day of the two week period and stops when the Department accepts the deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-40	Project Management: Project Tracking Logs	After the Project Kickoff Meeting, Project Tracking Logs must be submitted to the Department bi-weekly, per SOW section 3.44	\$250 per business day the tracking logs are not submitted. There is no cap.	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-41	Project Management: Project Status Reports	After the Project Kickoff Meeting, Project status reports must be submitted to the Department weekly, per SOW section 3.44	\$250 per business day the project status reports logs are not submitted	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-42	Contract Management: Operations Guides	Operation Guides must be provided to the Department within 3 months of Contract execution, per SOW section 3.44	\$250 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-43	Project Management: Project Closure Documentation	A project closure document must be provided to the Department within one month from the close of the Project Implementation Phase, per SOW section 3.44	\$250 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-44	Project Management: Implementation-Plan	A project implementation plan must be provided to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-45	Project Management: Individual Customer Specific Migration Plans	A individual Customer Specific Migration Plans must be provided to the Department within 4 weeks of written notification of the Contractor's receipt of requirement, per SOW section 3.44	\$500 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-46	Project Management: Services Infrastructure Checklist	A services infrastructure checklist must have all items completed and be accepted by the Department within the timeline agreed in writing, per SOW section 3.45	\$10,000 per day	The SLA clock starts in accordance with the timeline in the final agreed Implementation Plan and stops when the Department accepts the infrastructure checklist as complete.
	SLA-47	Contract Management: Final Staffing Organization Chart	The final Staffing Organizational Chart shall be submitted to the Department no later than 30 days from Contract execution	\$1,000 per business day	The SLA clock starts upon Contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-48	Contract Management: Filling Vacancies in Required Key Staff Positions	Key Staff positions will be filled within 90 days of vacancy or within the timeframe established by the Department after a waiver of the 90 day allowance, per SOW section 2.1	\$250 per business day	The SLA clock starts upon vacancy of the key staff position, and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.
	SLA-49	Contract Management: Remedy Identified Staff Deficiencies	Contractor must remedy the Department identified staffing deficiencies within 90 days of receipt of notice receipt	\$250 per business day	The SLA clock starts upon Contractor's receipt of a written notice from the Department identifying staffing deficiencies and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.



May 13, 2020

Jesse Marks
Procurement Officer
State Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 360G
Tallahassee, FL 32399-0950

Dear Ms. Marks,

AT&T values the relationship with the State of Florida / Department of Management Services and responds to the State of Florida DMS Request for Best and Final Offer regarding ITN DMS-17/18-004 for SUNCOM Communication Services. In addition, AT&T accepts the attached BAFO Attachment B – Final Contract and Attachment C – Final SLA document – both included with our response per DMS instructions.

As a trusted business partner with the State of Florida for many years, our recent work in support of the State's COVID-19 response includes:

1. Rapid deployment of HVS soft clients to support State of Florida remote workers.
2. AT&T FirstNet timely activations for front-line/first responders as well as AT&T wireless mobility/Wi-Fi support for various agencies and Governor's office.
3. Augmented/Increased local access trunking for Tallahassee in support of the unprecedented call volume from other areas of the State.
4. Consulted with DEO on their IPTF to assist in the unprecedented volume of unemployment claims during this crisis.
5. AT&T State of Florida president serving on Governor's reopen Florida Task Force.

Our experience with the unprecedented call volume impact with COVID-19 on the voice network has led to a revised AT&T engineering & design strategy within this BAFO, including additional capacity in preparation for any significant traffic demands on the voice network in the future.

AT&T and our partners are committed to providing innovative communications solutions to the State of Florida's evolving needs. We look forward to working together on contract execution and SCS implementation in support of the State.

Sincerely,

Danny R. Adams

Danny R. Adams
AT&T Client Solutions Executive
850-617-1864
DA3525@att.com



AT&T Response to Florida Department of Management Services' Final Statement of Work ITN # DMS-17/18-004 for SUNCOM





Connecting Your World

AT&T Response to Florida Department of Management Services' Final Statement of Work ITN # DMS-17/18-004 for SUNCOM Communication Services

Danny R. Adams
AT&T Client Solutions Executive

1820 E Park Ave
Tallahassee, FL 32301
Office: 850-617-1864
Mobile: 850-815-8267
da3525@att.com





Proposal Validity Period—The information and pricing contained in this proposal is valid for a period of 365 days from the date written on the proposal cover page unless rescinded or extended in writing by AT&T. While submission of this proposal does not obligate either party to enter a contract of any kind, upon being selected as your vendor under this RFP, AT&T will work cooperatively to negotiate provisions required for compliance with the RFP as responded to by AT&T. AT&T is open to incorporating the terms of the RFP, as responded to by AT&T, into the final contract, however, the final negotiated contract documents would take precedence over the RFP and Response documents. The pricing submitted in the Response assumes the use of the Proposed Contract Documents as part of any final, negotiated contract. Additionally, any Customer purchase orders issued for services as provided under this RFP must clearly provide that the purchase is made via the mutually agreed contract and not subject to the preprinted terms of that purchase order form. Any third-party software used with the Services (as defined in the Proposed Contract Documents) will be governed by the written terms and conditions of the third-party software supplier's software license documentation applicable to such software. Title to software remains with AT&T or its supplier. Customer as the licensee will be bound to all such terms and conditions, and they shall take precedence over any agreement between the parties as relating to such software. **Proposal Pricing**—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to the proposed terms and conditions of AT&T unless otherwise stated herein. Any changes or variations in AT&T proposed terms and conditions and the products, length of term, services, locations, and/or design described herein may result in different pricing. **Copyright Notice and Statement of Confidentiality**—© 2019 AT&T Intellectual Property. All rights reserved. AT&T, the Globe logo and other marks are trademarks and service marks of AT&T Intellectual Property. All other marks are the property of their respective owners. The information contained herein is not an offer, commitment, representation or warranty by AT&T and is subject to change. The contents of this document are proprietary and confidential and may not be copied, disclose or used, in whole or in part, without the express written permission of AT&T, except to the extent required by law and insofar as is reasonably necessary in order to review and evaluate the information contained herein.



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Ron DeSantis, Governor

Jonathon R. Satter, Secretary

ATTACHMENT A – FINAL STATEMENT OF WORK

FOR

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

INVITATION TO NEGOTIATE

THE STATE OF FLORIDA

DEPARTMENT OF MANAGEMENT SERVICES



May 13, 2020

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1. Statement of Work

1.1 Introduction

The Department of Management Services (DMS or the Department) is seeking to procure through this Invitation to Negotiate (ITN), Unified Communication (UC) Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features. Hereinafter these will be collectively known as SUNCOM Communication Services (SCS). This procurement is intended to establish a multi-year Contract or Contracts which meet the goals of the ITN stated in section 1.4. Any contracted SCS services will be available for use by state agencies, political subdivisions of the state, municipalities, and nonprofit corporations in accordance with Chapter 282, Florida Statutes (F.S.).

This Attachment A – Final Statement of Work (SOW), contains operational and administrative objectives for SCS that will form the requirements for implementation and on-going support under any Contract resulting from this ITN.

This SOW is intended to reflect the requested service components DMS is seeking the Respondent to offer for SCS. The SOW includes references to service components that “must”, “shall”, or “will” be delivered; however, these SOW references to “must”, “shall”, “will” and “minimum requirements” will not affect DMS’s determination of a Respondent’s responsiveness. DMS intends for these SOW references to become mandatory at the time of Contract execution (as reflected in DMS’s Request for Best and Final Offer). However, these SOW references may be subject to negotiation during the procurement and will be resolved through the terms of DMS’s Request for Best and Final Offer.

The Request for Best and Final Offer may also identify contractual requirements in place of previous requests for responses. For example, the word ‘should’ may be replaced by the word ‘must’ in the final SOW prior to contract execution where applicable.

If more than one Contract is awarded, then the use of the terms “Contract,” “Contractor,” “Response,” and “Respondent,” include the plural when applicable.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.



1.2 Instructions for Replies

The SOW contains response blocks where Respondents are to detail their replies or Respondents may attach a narrative with a reference to the corresponding SOW subsection. Base responses on the information provided in the applicable subsections and response blocks regarding operational and administrative processes and other aspects of the proposed services.

Failure to respond to any response block seeking a response will not be used to determine responsiveness. Respondents should provide responses to all response blocks seeking a response in the SOW. Respondents should provide responses for the Service Categories for which they are seeking to provide services.

If the Respondent is seeking to provide a Service Category, they should provide responses as requested. If the Respondent inserts "N/A" or leaves a block blank, they will receive zero points for that subsection. If the Respondent is not seeking to provide a Service Category, it should respond "N/A" and will receive a score of zero for those responses. Replies are to be submitted in accordance with the ITN.

The response blocks may contain approximate word counts in brackets, e.g., [Enter the response here – XXX words]. The word counts are provided as guidance to the length of the expected response; the word counts are neither minimum nor maximum limits.

See section 3.7, Tab 4, of the ITN for instructions on replying to the SOW.

By submitting a Reply to this ITN, the Respondent affirms that it has read, understood, and will comply with all of the statements, terms, and conditions contained in the SOW.

Do not provide pricing information in any SOW response block. Respondent is to submit pricing information in the Attachment G – Component Price Sheet and the Vendor's Service Catalog, separate from the response to the SOW in accordance with instructions in the ITN.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.



1.3 Terminology

Various terms are provided in Attachment F – Definitions and Acronyms. Acronyms are generally expanded on first use.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.4 Service Objectives

This SCS procurement is envisioned to result in a Contract with a Contractor to provide secure, reliable, interoperable, scalable, manageable, feature rich, affordable, and advanced communications services for SUNCOM users.

SCS Customers range in size from small to very large with a wide diversity of communications requirements to meet their business needs. Respondents are therefore encouraged to offer more than one manufacturer platform (system) option.

While the word “system” is used within the SOW, DMS intends to contract for communications services. Individual devices, systems, and components are used to provide the various SCS.

The following are SCS objectives:

1. Provide migration and transition support for Customers from existing services to SCS.
2. Provide Single-tenant and Multi-tenant services.
3. Provide services using standards and designs detailed in the SOW, and increase integration of services.
4. Provide proactive service monitoring capabilities and tools to monitor service levels.
5. Provide inherent flexibility in services and equipment to keep pace with rapidly evolving technologies.
6. Provide services with a minimum 99.95% availability(uptime).
7. Provide accurate and simple invoicing.



No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.5 Updates to Services or Equipment

DMS anticipates the service's capabilities will change over the term of the Contract and should be flexible to remain current throughout the life of the Contract. Changes in services, features, equipment, or technology offered by Contractor in the same, alternative, or equivalent form and within the scope of the Contract are permissible updates. Updates may be prompted by the Contractor, DMS, or Customers. At DMS's sole discretion, updates may require a Contract amendment, and any updates will not be incorporated into the Communications Service Authorization and Billing (CSAB) system without DMS's approval. The CSAB is discussed in detail in section four (4).

When requested by DMS, the Contractor shall provide documentation on the proposed updates. This may include market research, service, equipment, and commodity specifications, industry research, and any other documentation requested by DMS. DMS may review information from Contractor, or any other source it deems necessary and appropriate.

For updates, Contractor will at a minimum include individual pricing, and may also include bundled pricing, or bundled pricing with existing services. All elements required by section 3.11 of the ITN shall be included in the proposed pricing for updates, unless waived by DMS. DMS will not deem the proposed pricing acceptable until and unless all the following criteria is met to its satisfaction:

1. The Contractor has substantially demonstrated the pricing is competitive to market rates.
2. The Contractor has fully demonstrated the pricing is related to and is in line with currently offered pricing for similar services and equipment within the CSAB Service Catalog.
3. Where applicable, Contractor has fully demonstrated that the same percentage discount off the Manufacturers Suggested Retail Price or Contractor's service price list, or greater, is applied to proposed equipment pricing for similar equipment, and proposed service pricing for similar service.



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4. The Contractor has fully demonstrated the pricing will be in accordance with Contract section 3.3(b) Preferred Pricing, not exceeding, on an aggregate basis, the pricing offered under comparable contracts for public entities.
5. The Contractor shall not increase the pricing of any existing equipment, services, service packages, service bundles, or service options.
6. Contractor will not request, and DMS will not approve, charges for non-chargeable items contemplated in section 3.5 Technology Refresh.
7. DMS is solely responsible for the final determination on the fulfillment of the above criteria, and on accepted pricing.

If applicable, all SCS Contractors will be given the same opportunity to offer the updated, or new related service.

DMS will determine if the current Service Level Agreements (SLAs) for the CSAB Service Catalog update are appropriate and applicable, or determine new SLAs, which will become part of the Contract through a Contract amendment.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.6 MyFloridaNet

MyFloridaNet (MFN) and MyFloridaNet-2 (MFN-2) are the State's Multiprotocol Label Switching data networks. Generally, throughout the SOW, MFN is used as a generic term for both MFN and MFN-2. MFN allows State agencies and other authorized users to communicate with each other as well as SCS Contractors. Information about MFN is available at:

https://www.dms.myflorida.com/business_operations/telecommunications/suncom2/data_services/myfloridanet

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

1.7 Current SUNCOM Voice Services

DMS currently manages the portfolio of voice services listed below.



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1. Centrex
2. Hosted Voice over Internet Protocol(VoIP)
3. Premises-based Telephony Equipment Services
4. SIP Trunking
5. Audio Conferencing
6. Web Conferencing
7. Long Distance
8. Toll-Free
9. Contact Center.

See Attachment E – SUNCOM Voice Services for Calendar Year 2016, for information regarding 2016 contract spend for the above services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.



2. Staffing

The Contractor shall provide sufficient, qualified personnel to oversee and carry out the services of this Contract.

The term "Contractor staff" includes all staff employed by the Contractor and by its subcontractors relevant to the Contract.

2.1 Contractor Staffing Responsibilities

1. The Contractor staff responsibilities include conducting all components of the Contract in a timely, efficient, productive, consistent, courteous and professional manner as representatives of the State.
2. The Contractor staff shall devote the time and resources necessary to successfully manage the State of Florida account, including being available for telephonic, email and on-site consultations.
3. The Contractor shall provide each Contractor staff member orientation and training on all components of the Contract prior to working on any component of the Contract. Documentation of this training shall be provided to DMS upon request.
4. The Contractor shall be required to employ the required key staff position described in this SOW.
5. It is understood and agreed that from time to time a vacancy may occur in required key staff positions. For purposes of this Contract, a vacant position is defined to occur when the position is not initially filled, the employee assigned to the position has resigned, been terminated, reassigned, or is filled with a person who does not possess the minimum qualifications required to perform the job duties. A vacancy does not occur when an employee is temporarily absent due to vacation, sick leave, or other temporary leave condition such as training. In the case of a vacancy, the Contractor may arrange for the job duties to be provided by another employee who meets the minimum job qualifications until this position is filled. However, a temporary assignment will not put the SLA clock on hold.
6. The Contractor agrees to fill all required key staff positions within ninety (90) days after the date upon which the position becomes vacant, and within thirty (30) days from Contract execution. The Contractor may request a waiver from DMS if it believes it has good cause to not fill a required key staff position within the ninety (90) days allowance. Contractor will submit waiver requests to the DMS Contract



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Manager. DMS will review the requests on a case-by-case basis and respond within a reasonable timeframe. DMS reserves the right for final determination on all waiver requests. Positions not filled within the ninety (90) day timeframe, or otherwise waived by DMS, will incur an SLA violation.

7. The Contractor shall notify DMS of any vacancy of a required key staff position within two (2) weeks of the vacancy occurring.
8. The Contractor will only fill required key staff positions with persons that fulfill the minimum job qualifications set forth in this SOW section 2.
9. DMS reserves the right to review and approve candidates being considered by the Contractor for employment for a required key staff position described in this Contract.
10. DMS will have the right to request the replacement of any staff who serve in a required key staff position, as part of the Customer Support Team, or part of the Network Operations Center (NOC) or Security Operations Center (SOC) staff and Contractor will remove such staff within thirty (30) calendar days' or earlier upon DMS's notice to Contractor.
11. The Contractor must provide a sufficient number of Contractor Staff to handle the workload projected for the start of the Contract and shall be scalable and flexible, so it can be adapted as needed.
12. The Contractor must develop and maintain a final Staffing Organizational Chart that includes all staff resources that will be assigned to all components of the Contract to be approved by DMS no later than thirty (30) calendar days from Contract execution. The final Staffing Organizational Chart must contain names, titles, and number of staff (full- time and part-time) proposed to support the State of Florida. The Contractor's final Staffing Organizational Chart shall include a justification for the number of staff, the percentage of time each staff person will devote to the Contract.
13. In the event DMS determines the Contractor's staff or staffing levels are not sufficient to properly complete the services specified in this Contract, it shall notify the Contractor in writing. The Contractor will have ninety (90) calendar days to remedy the identified staffing deficiencies.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this subsection.



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2. Provide a detailed description of the following:

- a. How Respondent will ensure the dedication of its proposed required key staff positions, including the proposed percent of time dedicated to DMS;
- b. How Respondent will be prepared at all times to recruit credentialed, appropriately licensed and highly qualified staff;
- c. Respondent's orientation and training for Respondent's staff assigned to this Contract;
- d. How Respondent will ensure it employs all required positions and that there are sufficient staff to complete all requirements initially and throughout the duration of the Contract resulting from this ITN; and
- e. Respondent's recruitment process for Respondent's staff assigned to this Contract.

[Enter response here – 1,500 words]

AT&T Response:

1. Describe in detail the proposed offering for this subsection.

AT&T will staff the SCS ITN with qualified personnel and talent to meet the requirements of the ITN. It is our intent to use as many resources currently engaged with DMS in providing MFN-1 and the existing voice services as possible based on their State of Florida experience. AT&T has teamed with Hayes e-Government Resources to help deliver services as defined in Categories 1 through 4, and in addition to help staff a team of professionals that will support the required key staff positions listed in 2.2 through 2.8.

AT&T will provide sufficient, qualified personnel to oversee and deliver the services proposed in the Reply. We have extensive, decades-long experience with providing the State and its end-users with voice services across many technology platforms.

AT&T personnel are provided extensive orientation and training on products and services, but also compliance training centered on doing business with government. In addition, the staff supporting the AT&T reply are familiar with the CSAB system, and interact daily with the DMS staff to ensure services are implemented properly.



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AT&T maintains a deep bench of personnel across the State of Florida and has engaged Hayes as a subcontractor to bring additional flexibility to expand and contract staff as required.

AT&T will provide a final staffing / organizational chart within 30 days of contract award, as required.

2. Provide a detailed description of the following:

- a. How Respondent will ensure the dedication of its proposed required key staff positions, including the proposed percent of time dedicated to DMS;

The AT&T response to Section 2 Staffing provides details on the roles that will be staffed and designated for the State ITN contract, including but not limited to Account Manager, Project Manager, Business Operations Manager, Engineering and Design Manager, Operations and Security Manager, NOC & SOC staff and Customer Support Team. Many of the named resources will be familiar to DMS as experienced and trusted AT&T Tallahassee-based employees. The Account Manager title will encompass three individuals, all 100% dedicated to the State of Florida; in addition the Business Operations Manager and Engineering and Design Manager are also 100% designated to the Contract. As noted, the Customer Support and NOC-SOC staff will be designated but not exclusive to the State.

- b. How Respondent will be prepared at all times to recruit credentialed, appropriately licensed and highly qualified staff;

Regarding recruitment of qualified staff, AT&T currently employs over 250,000 employees and is continually recruiting and training new talent across the company. We have a Business Sales Leaders Development curriculum for new college-hires to ensure they are trained and ready for success. Specific to the State of Florida, under the leadership of Erik Lindborg, we maintain a pipeline of internal and external candidates and routinely review and update that list. In addition, the AT&T Human Resources organization maintains a database of current employee's competencies, skills, training, certifications and degrees, which provides a valuable and detailed searchable database of internal candidates.

- c. Respondent's orientation and training for Respondent's staff assigned to this Contract;



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Orientation and training specific to this ITN is incredibly important to maintain continuity and consistent delivery of services. AT&T provides government-specific training to all employees that may engage with or sell to a government entity. The AT&T Reply to this ITN includes personnel who are very familiar with DMS, CSAB, end users, agencies and the day-to-day operation of the Contract. As we make staff changes, for whatever reason, there is a smooth transition of responsibilities and a depth of DMS-specific knowledge within the AT&T team. More globally, AT&T has teamed up with University of Notre Dame to offer Data Science degrees, Oklahoma University to offer Data Science and Analytics, Georgia Tech for Analytics, and UTEP Master of Science in Systems Engineering.

- d. How Respondent will ensure it employs all required positions and that there are sufficient staff to complete all requirements initially and throughout the duration of the Contract resulting from this ITN; and

AT&T is responding in a very deliberate and clear manner to ensure we meet the ITN requirements. We have provided detail on the staffing roles and responsibilities and have engaged our partner Hayes to help add depth and flexibility to meet the requirement from the award through contract completion.

- e. Respondent's recruitment process for Respondent's staff assigned to this Contract.

AT&T maintains a robust and ongoing recruitment practices company-wide, including recruiting internal candidates for new assignment and external recruitment to ensure we have strong bench of talent. As described above in 2b, AT&T's recruitment practice is developed, in constant use and refinement. Specific to the State of Florida, we have internal candidates on a 'watch list' and utilize our employees, and partners for references of qualified personnel to refer to our AT&T Human Resources organization.



“For a company to be its best, it needs strong, engaged talent at every level. And that requires a workforce, leadership team and board of directors as diverse and inclusive as the customers and communities it serves.

We take this very seriously at AT&T. We know that a diversity of perspectives, experiences and backgrounds is an incredibly powerful way to unlock new ideas and better understand the needs of others.

That’s why we work so hard to recruit, develop and listen to diverse talent. Today, our workforce is nearly 44 percent people of color and 33 percent women. And our employee resource groups and employee networks are among the most engaged and effective anywhere.”

Randall Stephenson, Chairman and CEO, AT&T.

2.2 Account Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Account Manager as the primary contact for DMS, unless DMS determines an exclusive Account Manager is in DMS’s best interest. This is a required key staff position.



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The Contractor is required to provide a full-time Account Manager for all contracted services. The Account Manager will be the senior manager primary contact with responsibility for all SCS issues, including, but not limited to, day-to-day coordination and resolution of all SCS activities. The Account Manager will be a senior staff member able to carry DMS concerns to the Contractor's management personnel. The Account Manager or designated backup(s) must be available twenty-four hours a day, 365 days of the year.

The Account Manager will be required to participate in all workgroups created by the Contractor or DMS related to SCS.

The Account Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with government clients in a government account management or sales role.
2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.
3. Minimum of three (3) years' work experience in the telecommunications industry.
4. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.

2.3 Project Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Project Manager unless DMS determines an exclusive Project Manager is in DMS's best interest. This is a required key staff position.

The Project Manager shall to oversee and take on the responsibility for the success of all projects. Projects include, but are not limited to, Contract Implementation and Migration, agency specific Implementation and Migration. This individual will be the single point of contact to the State coordinating all work and communications with DMS. This individual will manage and direct the planning of the Contractor's staff and resources.

The Project Manager will participate in various SCS workgroups.

The Project Manager shall possess the following minimum qualifications:

1. Ability to be responsible for all aspects of any projects related to this Contract.



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2. Ability to lead and direct teams to deliver projects within the constraints of schedule, budget and resources.
3. Demonstrate sufficient knowledge and experience to appropriately apply a project management methodology to projects
4. Experience using Microsoft Project and the ability to keep all projects updated frequently and accurately.
5. Currently holds either Project Management Professional certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by DMS.

2.4 Business Operations Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Business Operations Manager unless DMS determines an exclusive Business Operations Manager is in DMS's best interest. This is a required key staff position.

The Business Operations Manager shall oversee business operations including billing, ordering, and related business operational procedures. The Business Operations Manager, acting as the DMS advocate, will be a Contractor senior staff member able to carry DMS concerns to the Contractor's management personnel. As the advocate, the individual must have the authority to direct the Contractor's staff to effect business operational procedures and related outcomes.

The Business Operations Manager will participate in various SCS workgroups.

The Business Operations Manager shall possess the following minimum qualifications:

1. Minimum three (3) years' experience working with Government clients.
2. Knowledge of government business practices, which is inclusive of State of Florida practices and practices of authorized users.
3. Strong verbal and written communication skills, including the ability to communicate effectively at all levels of the organization.



2.5 Engineering and Design Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Engineering and Design Manager unless DMS determines an exclusive Engineering and Design Manager is in DMS's best interest. This is a required key staff position.

The Engineering and Design Manager shall function as a single point of contact for all engineering and design issues. The individual will have responsibility to direct all aspects of engineering and design concerns for the service. The individual must have the authority to direct the Contractor's staff and subcontractors. The individual or a designated backup(s) must be available twenty-four hours a day, 365 days of the year as required to manage and oversee restoration of the service and respond to State requests.

The Engineering and Design Manager will participate in various SCS workgroups.

The Engineering and Design Manager shall possess the following minimum qualifications:

1. Minimum of three (3) years' experience leading an engineering team responsible for services similar in size and scope to SCS services
2. A Bachelor of Science degree or higher in an engineering discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.
3. Five (5) years or more of engineering work experience.

2.6 Operations and Security Manager

Contractor shall assign a dedicated, but not necessarily exclusive, Operations and Security Manager unless the Department determines an exclusive Operations and Security Manager is in DMS's best interest. This is a required key staff position.

The Operations and Security Manager shall serve as the engineer capable of communicating with other engineers as needed to resolve day-to-day issues. The individual will communicate with DMS and engineers from other SUNCOM Contractors, if applicable, and subcontractors. The individual will function as a single point of contact for the day-to-day networking, service, and security issues, typically those involving real-time concerns. The individual must have the authority to direct the Contractor's staff. The Operations and Security Manager, or a designated backup(s), must be available



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twenty-four hours a day, 365 days of the year as required to manage the NOC and SOC concerns, and respond to State requests.

The Operations and Security Manager will participate in the various workgroups to accomplish SCS services.

The Operations and Security Manager shall possess the following minimum qualifications:

1. A Bachelor of Science degree or higher in a computer science, information technology, engineering, or similar discipline. Equivalent foreign degrees are also acceptable. Equivalent work experience of five (5) years is acceptable.
2. Five (5) years or more of work experience.
3. Experience with business continuity and disaster recovery, including experience in development of disaster recovery plans.
4. Experience with information security architecture and security tools.
5. Knowledge of telecommunications industry best practices for service performance and security, and applicable laws and regulations as they relate to security.
6. Knowledge of current technologies and processes used to establish and maintain networks with respect to security of SCS.

The Operations and Security Manager should possess the following minimum qualifications:

1. Preferred but not required to hold Certified Information Security Manager, Certified Information Systems Security Professional, or other industry recognized security certification.

2.7 Customer Support Team

The Contract shall provide a Customer Support Team, which is not required to be full-time or dedicated to this Contract. This team is not considered a key staff position or positions. The Customer Support Team shall be sufficiently qualified and trained to provide the following:

1. Timely Customer training by the Contractor's team in reaction to changes in services and features offered.



2. Resolve service requests timely
3. Full staffing for projects to implement new technologies, related services, and equipment features that are supported by the industry
4. Timely closure for operational changes
5. Meet all service delivery due dates

The Customer Support Team shall include at least one (1) named individual to act as the CSAB Administrator, with responsibilities described in SOW 4.7.1.

2.8 Network Operations Center and Security Operations Center Staffing

The Contractor shall provide NOC and SOC staffing, which are not required to be full-time or dedicated to this Contract. This staffing is not considered a key staff position or positions. The NOC and SOC staffing shall be sufficiently staffed, qualified and trained to provide the following:

1. Staffing for the NOC and SOC twenty-four hours a day, 365 days of the year.
2. Proactive NOC and SOC monitoring including issue resolution, as described in SOW subsections 3.24 and 3.25.
3. Staffing for the NOC and SOC that are certified, experienced, well-trained, and well-equipped professionals.
4. NOC and SOC staff access to Contractor's advanced research team that will assist in identifying threats and developing preventative counter measures based on information collected from monitoring events worldwide. The Contractor's advanced research team will consist of cyber threat researchers that are assigned to the pursuit of existing and emerging global cyber threats. The advanced research team will research the global landscape, perform in-depth analysis of emerging threats, and develop counter measures to protect SCS Customers.

Given the statements in 2.2 through 2.8:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.



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2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;
3. Provide a detailed description of how the Contractor will staff the Customer Support Team, the NOC, and the SOC.
4. Provide a proposed Staffing Organizational Chart, including all staff resources that are anticipated to be assigned to the Contract, including names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida.
5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.

[Enter response here – 500 words, not including resumes]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T will provide the appropriate level of skilled staff and sufficient skill-mix and job class to satisfy the performance terms and obligations of the agreement for services. In the interest of maintaining and enhancing the quality of our relationship, AT&T whenever reasonably possible will consult with DMS regarding the addition or changes in staffing. AT&T will take DMS's advice and consent into consideration in its efforts to maintain the best possible working relationship. Because we understand the importance of personalized service, we give you an account team of specialists who will design and implement your new solution. You will receive ongoing, coordinated support from your account team for all your AT&T services.

2. Provide resumes of the required key staff positions. Resumes for the Customer Support Team and NOC and SOC are not required;

Account Team: AT&T's State of Florida account team is led by James Doherty with Robert Gass and Danny Adams, under the leadership of Regional Vice President Erik Lindborg. This team meets the requirements of this ITN, and is dedicated exclusively to the State of Florida, with exception of Lindborg who has additional responsibilities.



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Jim Doherty serves as the Sales Manager for AT&T's State, Local and Education (SLED) team responsible for servicing the State of Florida account. In his role, Jim provides strategic leadership and directs sales in the wireline, mobility, security, Internet of Things, and FirstNet lines of business. Our responsibility is to provide the State & its end-users with solutions that help solve problems, while helping ensure the safety of First Responders and serving the people of Florida. Jim has been with BellSouth / AT&T for 28 years in various roles, from sales, sales staff, cyber-security, sales management and deal strategy. He received an undergraduate degree from Florida Atlantic University in Boca Raton and a Master of Business Administration from Rollins College Crummer School of Management.

Robert Gass – Client Sales Executive – AT&T Florida Government Solutions

Rob Gass currently serves as a Client Sales Executive for AT&T Government Solutions dedicated to the State of Florida government account. His duties and responsibilities include the management of state agency accounts, focusing on locations throughout the state, outside of Tallahassee. Rob graduated with Honors from the University of Central Florida with a Bachelor of Science in Electrical Engineering in 1994. His telecom career began in 1995 with Sprint as a Central Office Engineer and later Data Network Engineer. Rob worked for two telecom equipment vendors before starting with BellSouth as a Network Sales Engineer in 1996 and becoming an account manager in 2010. He has eleven years' experience dedicated to the State of Florida government account. Certifications and training include CCNA, CCDA, CCDP, CCNP, BellSouth Data courses and Consultative Sales courses.

Danny Adams – Client Sales Executive – AT&T Florida Government Solutions

Danny Adams currently serves as a Client Solutions Executive for AT&T Public Sector Solutions, dedicated to the State of Florida government account. His duties and responsibilities include the management of state agency accounts, as well as the primary point of contact for Department of Management Services in Tallahassee, Florida for wireline voice and data network services. Danny graduated from Florida State University, College of Business, with a B.S. in Marketing Management.

Danny began his Telecom career in 1989 with U.S. Sprint, later to become Sprint-United, Embarq Communications, and CenturyLink. Danny most recently joined the AT&T State of Florida account team. During his 29-year career with these organizations, Danny served in various customer service, technical client support and sales roles, supporting national accounts, multinational enterprise accounts, and government accounts, as the client's trusted advisor. Danny has been recognized during his career with multiple President's Club awards



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for service and performance, and continues to participate in sales, service and technical solutions training.

Project Manager: AT&T will assign AT&T Project Managers to projects associated with the SCS ITN on a case-by-case basis. AT&T's partner, Hayes e-Government Resources will provide a Project Manager as well to support the ITN. Assigned Project Managers will possess the qualifications per this ITN.

John Strobel - Director of Strategic Initiatives - Hayes e-Government Resources

John Strobel currently serves as the Director of Strategic Initiatives for Hayes e-Government Resources (Hayes) where he has been employed since 1988. At Hayes, John oversees the management of several groups, including the Hayes Network Operations Center (NOC) and Hayes Engineering and Engineering Support groups. At Hayes, John worked on several important projects for the State of Florida including the deployment, management, and maintenance of the State's MFN-1 Tampa node, the State's Broadband Service (RBS-1 and RBS-2), and the State's Secure Remote Access Service (VPN). John also served as the State's point of contact for oversight of these services, new product development, and escalation for the numerous years these contracts were in place. John attended Florida State University and majored in Computer Science from 1977 - 1980.

Business Operations Manager: AT&T has divided this role into two job functions. 1) Ordering Manager staffed by the AT&T Program Manager (name to be provided after contract award), and 2) Billing Expert. The selected will be completely qualified to support the SCS ITN.

Lead Billing Operations Manager – AT&T Finance

This resource serves as the primary billing manager with AT&T Finance for the State of Florida. This resource has been employed in the Telecommunications Industry for over 40 years with extensive experience in managing Network Services installations, Billing, and Customer Service at all levels of the AT&T customer base. This resource has supported the State of Florida contracts and services for over 17 years and is located in Tallahassee.

Project Management Professional (PMP) certification, August 2006

Six Sigma Green Belt



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James Marshall – Engineering and Design Manager

AT&T Senior Consultant James Marshall CCIE#16695 has 20 years of experience working in the information technology and telecommunications industries. James provides technical design and operational support for Government and Education accounts in the state of Florida. For the past ten years, James was one of two chief design architects for AT&T's regional backbone in Florida the MyFloridaNet, FIRN, and was the chief architect of AT&T's Firewall in the Cloud offering for Florida K-12 clients. More recently, James has provided design and technical support for AT&T's integrated security in the cloud solutions for larger K-12 customers, cloud-hosted voice services, and cloud-hosted SIP-based PSTN services.

Operations and Security Manager: Hayes e-Government Resources will provide the Operations and Security Manager to support the SCS ITN. The Operations and Security Manager will be dotted-lined to the Engineering and Design Manager.

Ryan Harris – Network Security Engineer – Hayes e-Government Resources

Ryan Harris currently serves as a Network Security Engineer at Hayes e-Government Resources. His duties and responsibilities include the oversight, management, and enhancement of security engineering for the MyFloridaNet (MFN-1), as it relates to Vulnerability Assessment, Intrusion Detection, Firewall configuration and security architecture. Primary focus is directed toward Research and Development of current trends and best practices in Enterprise Infrastructure Security, as well as real-time monitoring and mitigation of network security issues. Ryan graduated from Florida State University with a bachelor's degree in Information Studies (IS), with a concentration in Information Systems, Web Development, and Research in 2003. Ryan began his full-time professional career in 2003 and currently has 16 years' experience in network management, security, and oversight. Certifications and training include GCFA GIAC Certified Forensic Examiner, GCED GIAC Certified Enterprise Defender, GMON GIAC Certified Continuous Monitoring, JNCIA Juniper Networks Certified Associate, MCSA Microsoft Certified Systems Administrator, and CompTIA Security Plus.

3. Provide a detailed description of how the Contractor will staff the Customer Support Team, the NOC, and the SOC.

Network Operations Center and Security Operations Center: Hayes E-Government Resources will utilize their existing NOC located in Tampa, Florida to support the NOC/SOC requirements of the SCS ITN. The Hayes operations center currently supports State of Florida customers on a 24x7x365 basis. The NOC will be staffed with additional resources to meet the SOC requirements of the SCS ITN. This NOC/SOC will



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serve as the SPOC for all SCS ITN operational support issues and will coordinate within AT&T as appropriate.

4. Provide a proposed Staffing Organizational Chart, including all staff resources that are anticipated to be assigned to the Contract, including names, titles, and number of staff (full-time and part-time) proposed to support the State of Florida.

Please refer to item 2 above. All key Positions are named, with the exception of the AT&T Program Manager.

5. Describe Respondent's Proposed Customer Support Team model, including staffing levels, minimum qualifications, and average years of experience of the team.

Customer Support Team: AT&T will continue to leverage the State of Florida Customer Care Support Center in Sunrise, Florida to meet the requirements of the SCS ITN. This center has been providing Customer Care Resources for the State of Florida MFN-1 for many years and meets the requirements of the SCS ITN.



3. General Services and Features for SUNCOM Communication Services

3.1 Applicability of Subsections

The subsections below will be applicable to all four Service Categories, unless stated otherwise in that subsection. Evaluation scoring for SOW section 3 will not be affected by whether Respondent offers four (4) or fewer Service Categories. Responses to subsections within SOW section 3 should not include any discussion of proposed Local Area Network (LAN) Support Services as described in SOW section 5.4.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.2 Operating In a Production Environment

The following are minimum requirements:

With the exception of the interfaces to CSAB and MFN, all proposed services, must be operating in a production environment.. Any new services proposed by the Contractor after the completion of the Implementation Phase must be operating in a production environment. A production environment is a setting where the Contractor can demonstrate their services in operation and are able to be viewed by or demonstrated to DMS' satisfaction. This will be provided at no cost to the State. There is no requirement that these proposed services be operating in the same (single) production network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.3 Flexibility to Quickly Modify Services

Contractor will provide the following in its delivery of the services and features for SCS:

1. A flexible administration of SCS services.



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2. Prompt service updates, maintenance, modifications, and customizations.
3. Technically flexible designs, systems, and services
4. Mitigation of performance issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
5. Mitigation of security issues in real-time, using all technical and administrative modifications necessary, and will respond to DMS direction in doing so for customers.
6. The Contractor shall provide the Department with written notification of required maintenance a minimum of ten (10) calendar days before scheduled maintenance is to take place.

Given the statements in this subsection:

1. Describe how the Contractor will be flexible in its approach to delivering SCS services, in a manner that will minimally affect customer operations, including: maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests.

[Enter the response here - 250 words]

AT&T Response:

1. Describe how the Contractor will be flexible in its approach to delivering SCS services, in a manner that will minimally affect customer operations, including: maintenance windows, notification of maintenance, updates, performance and security issues, customer concerns, and customer requests.

AT&T will provide flexibility in its approach to the administration of SCS services with the goal of minimizing customer operations. We plan to accomplish this through several developed processes, including using prescheduled maintenance windows to allow for minimally impacting upgrades, network grooming and standard maintenance.

AT&T's response in Section 2 Staffing also provides an experienced Engineering and Design Manager as well as 24x7x365 NOC and SOC support to address real-time



performance and security issues, concerns and requests. AT&T also provides a designated AT&T-badged Service Manager for the State of Florida, who is also reachable 24x7x365.

Often, but not always, scheduled maintenance windows are overnight Saturday to Sunday morning which presents the least intrusive time of day.

An example from the AT&T Global IP Voice Service, Service Guide:

"AT&T will carry out routine health checks and management tasks to ensure AT&T is delivering the highest standard of Global IP Voice Service to Customer.

Each month AT&T allocates a planned maintenance window which occurs at 11PM on Saturday to 11AM on Sunday for Global IP Voice platform maintenance. AT&T will send out an outage notification to customers in advance of the planned maintenance. This notification will include the outage period, customer impact and change duration."

Per the clarification response to DMS, AT&T is not able to commit to a two-week advanced notice (now 10-days). AT&T will provide as much advanced notice as possible. For maintenance windows that will be scheduled by the Hayes team for services managed by Hayes, a 10-day notification can be provided.

3.4 Completeness of Proposed Solutions

Respondents are responsible for the completeness of their proposed solutions in their Reply and in response to any Customer work orders or unique service requests, including all equipment, software, operational management, and IP network connectivity. Completeness will be determined by either the Department or by the Customer, as appropriate. All aspects of integration, performance, and back-office administrative functions are the responsibility of each Contractor, including functions provided by their subcontractor. Contractor is responsible for verifying that all equipment, software, systems, and services, as implemented, are compatible when integrated with Customer systems.



No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.5 Technology Refresh

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

The Contractor will provide technology refresh, which means providing the latest software and hardware releases, including updates and patches (excluding desktop equipment). With the exception of hardware costs listed in the CSAB Service Catalog, refresh is to be provided at no cost to the State. Technology Refresh is applicable once a Customer migrates to SCS.

The following is a minimum requirement:

- 1) The Contractor must refresh hardware and/or software provided by the Contractor under the SCS Contract before the End-of-Life date from the original equipment manufacturer provided by the Contractor.

Given the statements in this subsection:

1. Describe how technology refresh will be provided, including software and hardware.
2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software.

[Enter the response here – 1,000 words]

1. Describe how technology refresh will be provided, including software and hardware.

AT&T has proposed managed services to the State for the SCS ITN contract. As such, AT&T maintains responsibility for technology refresh as part of the managed service offered to our customers. The technology refresh occurs as needed, and if necessary, maintenance notifications are sent, and the refresh occurs during a scheduled



maintenance window. There is no additional price to the State for technology refresh activities that occur associated with the managed services.

2. Propose a process for technology refresh, which includes a description of ensuring a timely refresh of hardware and software.

AT&T understands the significant scope of what will be required to maintain a high-level of performance and integrity of the SCS network. During the many years AT&T provided MFN-1 services, we have demonstrated the ability to develop and put into practice, a documented upgrade policy that has been applied to all components of the MFN-1 infrastructure. From the assimilation of next generation Ethernet access, to the latest in security feature functionality, AT&T and DMS have collaborated to assure a refresh approach that meets the needs of DMS and its customers. AT&T will continue a joint effort with DMS for SCS that will provide a stable, supportable infrastructure to the entire SCS customer base.

3.6 Standards

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to comply, at a minimum, with the following standards and subsequent updates for IP-based communications at no additional cost to the Customer:

1. Real-Time Transport Protocol(RTP)
2. RTP Control Protocol 3. H.323
4. Transmission Control Protocol/Internet Protocol
5. Simple Mail Transfer Protocol
6. Post Office Protocol (version3)
7. Internet Message Access Protocol (version4)
8. Lightweight Directory Access Protocol
9. Resource Reservation Protocol(RSVP)
10. Session Initiation Protocol



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11. Session Description Protocol
12. Secure Real-Time Transport Protocol
13. [ITU-T standards for](#) G.711/G.722/G.729 (Audio Codecs)
14. H.263/H.264 (Video Encapsulation)
15. Internet Engineering Task Force (IETF) Request For Comment (RFC)6716
16. Distributed Services Code Point
17. Link Layer Discovery Protocol
18. Transport Layer Security
19. Network Address Translation (NAT)
20. Interactive Connectivity Establishment, Session Traversal Utilities for NAT (STUN), and Traversal Using Relays around NAT
21. Web Real-Time Communications (WebRTC)
22. All standards for any application underlying SCS access and transport services
23. SIP connect Version 2.0 and updates.
24. National Institute for Standards and Technology SP 800-58: Security Considerations for Voice Over IP Systems
25. 21st Century Communications and Video Accessibility Act of 2010
26. Institute of Electrical and Electronic Engineers 802.3

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.7 Emergency Services

Emergency services are a crucial aspect of SCS.



3.7.1 911 / E911

Contractor is required to fully comply with federal and state mandated emergency service requirements, including 911 and E911 services, at no additional cost to the Customer.

Contractor shall set up Customer number and location information (Automatic Number Identification and Automatic Location Identification) in the appropriate 911/E911 location database when services are provisioned.

Contractor shall provide timely updates to Customer locations in the 911/E911 location database.

Given the statements in this subsection:

1. Describe the process and time required to update Customer locations in the 911/E911 location database.

[Enter the response here – 250 words]

AT&T Response:

1. Describe the process and time required to update Customer locations in the 911/E911 location database.

With regard to categories 1 and 2, AT&T handles 911/E911 database changes, as follows:

For the SCS ITN contract, AT&T has included West Emergency Routing Services (ERS) and the Emergency Gateway (EGW). AT&T has included ERS for all 180,000 State of Florida telephone numbers in service at the time of this writing. The Emergency Gateways are scoped to handle 20% of the 180,000 State of Florida telephone numbers. AT&T or the State can make 911/E911 changes in a web portal which makes real-time updates to the 911/E911 location databases. The State can submit address change requests to AT&T or the State can have direct access to the portal.

Kari's Law – AT&T has verified that the E911 service offered in this ITN meets the requirements of Kari's Law.

Per the clarification response to DMS, AT&T is able to partition the West ERS portal such that each agency could have their own view. There would be a master account which Hayes/DMS have access to that allows the creation of subaccounts. These subaccounts can then be accessed by individual agency admins to maintain their specific TNs.



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ERS and EGW provides support for a specific set of soft clients. Where the soft client is supported and is integrated with the EGW, updates will be made in real-time. HVS users have access to ERS per the vendor catalog.

HVS mobile soft clients have a disclaimer advising the User to only make Emergency calls from their registered location, and 911 calls use the native dialer when available. They are required to order the ERS service, so that Emergency Locations can be updated by the User as needed. Avaya Equinox clients should not be used to make Emergency calls.

ERS is available and will be included as part of the service for Cat 1 and Cat 2 single and multi-tenant UC solutions. AT&T has made the determination that the EGW service is not a required service and will make EGW an optional service in the Vendor Services Catalog.

For services covered in Category 4 (Centrex), all 911/E911 database changes are handled automatically internal to the Customer Care team. The order submitted to move the service will automatically trigger the update to the 911/E911 database. These updates are usually completed within 48 hours.

AT&T has included West Emergency Gateways (EGWs) in the core design. The EGWs are an on-site appliance that streamlines E911 management. They ensure that the IP phone locations are updated and current and notify on-site security personnel any time 911 is dialed from within your enterprise. The EGWs help protect increasingly mobile end-users while ensuring E911 regulatory obligations are met with confidence.

With EGW deployed as a hardware appliance, you can:

- Automatically Track IP Phones Easily: Track and assign locations to IP hard phones, soft phones and wireless phones as they move on your corporate network (using layer 2, layer 3 or wireless LAN tracking).
- Support Remote Employees: Enable real-time location updates for off-campus users and teleworkers— directly from their IP phones (requires Emergency Routing Services).
- Manage User and Phone Mobility: Ensure accurate, uninterrupted E9-1-1 service availability for employees who move IP phones between locations, share line appearances between multiple devices or log into IP phones on the fly.
- Alert Your Security Team Instantly: Trigger 9-1-1 call notifications, three-way call monitoring and custom emails to security personnel along with the caller's precise location information.
- Additional Features Improve performance and ease administration using advanced E9-1-1 call management and reporting features such as misdial protection and call recording. EGW has been deployed across a variety of complex networks.



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We do not anticipate every customer will want to integrate their IP-PBX with our EGWs. Therefore, AT&T has included enough EGW capacity to support roughly 20% of the 180,000 TNs you have in service as of this writing. If future demands exceed the EGW capacity, additional EGW capacity can be ordered through the Vendor Services Catalog (Cat 2 SIP Trunking). If additional ERS capacity is needed above the 180,000 telephone numbers, ERS can be ordered through the Vendor Service Catalog (Cat 2 SIP Trunking).

Per the clarification response to DMS, EGW is an on-site appliance that ensures IP phone locations are updated automatically (similar to Cisco Emergency Responder but works with a whole list of manufacturers). ERS is the service that handles the routing of 911 calls and maintains the database of ELIN to ERL mappings (PS-ALI type service).

Per clarification response to DMS, AT&T will be able to meet SLA 37 in updating 911 addresses within 3 days. Additionally, AT&T supports the changes in the FCC 911 regulations and does not foresee any impacts to the SCS ITN from an AT&T perspective. The State will have to notify AT&T if there is a change in an address.

3.7.2 Department of Homeland Security Programs

The Department of Homeland Security Office of Emergency Communication (the Office) collaborates with the public and private sectors to ensure the national security and emergency preparedness communications community has access to priority telecommunications and restoration services to communicate under all circumstances. The Office manages the Government Emergency Telecommunications Service (GETS), Wireless Priority Services (WPS), Telecommunications Service Priority (TSP), and Next Generation Network Priority Service (NGN- PS) programs.

The following are minimum requirements:

1. Contractor shall participate in programs such as TSP, GETS, WPS and NGN-PS in support of Florida's emergency preparedness efforts. See <https://www.dhs.gov/oec-communications-portfolio-management>.

Given the statements in this subsection:

1. Describe the proposed functionality to address the elements of this subsection.



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2. Describe how the Respondent's will participate in programs such as TSP, GETS, WPS and NGN-PS, plus other federal and state mandated emergency programs during the life of the contract.

[Enter the response here – 500 words]

AT&T Response:

1. Describe the proposed functionality to address the elements of this subsection.

AT&T has participated in and will continue to participate in the US Department of Homeland Security Programs such as TSP, GETS, and WPS. Please note that TSP service requires the State to place an order for TSP and the associated price will be invoiced for the service.

2. Describe how the Respondent's will participate in programs such as TSP, GETS, WPS and NGN-PS, plus other federal and state mandated emergency programs during the life of the contract.

AT&T has participated in and will continue to participate in the US Department of Homeland Security Programs such as TSP, GETS, and WPS. Please note that TSP service requires the State to place an order for TSP and the associated price will be invoiced for the service.

The Telecommunications Service Priority (TSP) System provides a coding scheme for the priority provisioning and restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are those services critical to the maintenance of a state of readiness or response to and management of any event or crisis that causes or could cause harm to the population, damage property, or threaten the security of the United States.

The TSP system is the regulatory, administrative and operational system authorizing and providing priority treatment of NSEP telecommunications services. TSP provides the framework for telecommunications vendors to initiate, restore or otherwise act on a priority basis to ensure effective NSEP telecommunications services.

FIRSTNET: Built with AT&T

For the NGN-PS, AT&T FirstNet is a newer program where AT&T is building unique, purpose-made solutions exclusively for the public safety community. The 25-year contract includes a \$40B investment into FirstNet network by AT&T to provide a single, nationwide, interoperable, broadband network with priority and preemption 24x7x365. FirstNet is expected to create 10,000 U.S. jobs over the next two years. This standard represents the best available large-scale LTE network in the world today.



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A FirstNet solution includes:

- An unthrottled Evolved Packet Core (EPC) network that enables public safety voice, text, or data communications for receiving priority and pre-empt non-critical communication
- A network backbone that supports integration with Next Generation 9-1-1 and Smart Cities public safety applications
- A dedicated public safety application store that offers certified, public-safety relevant, highly secure, and interoperable applications
- A broad portfolio of public safety devices and a robust and highly secure device ecosystem enabled for multiple bands, including Band 14
- Local control capabilities to help agency administrators manage applications, users, and priority access to the network
- Ongoing consultations with states and public safety agencies to address evolving needs

In addition, AT&T worked closely with the State of Florida, DHS, and FEMA in responding to Hurricane Michael's devastating impact on the Panhandle. On May 16, 2019, we released the following announcement:

AT&T is the First Company Nationwide With Disaster Response Program Certified by Homeland Security, Designed to Keep Customers and First Responders Connected

Prioritizing first responder communications

We know how critical communications are to rescue and recovery efforts. That's why we partnered with the First Responder Network Authority (FirstNet Authority) – an independent agency within the federal government – to deliver the FirstNet communications platform to public safety. FirstNet gives first responders the unthrottled connectivity they need, no matter the emergency:

- **Priority & Preemption:** In emergencies and disasters, commercial networks can quickly become congested. That's why FirstNet is the only nationwide platform that gives first responders *always-on* priority and preemption. It puts them at the front of the "communications line," prioritizing their access to the network.
- **Greater Command & Control:** Public safety agencies have access to 75 mobile cell sites that link to FirstNet via satellite and do not rely on commercial power availability. And, to give first responders greater command and control of their network, the FirstNet Response Operations Program aligns with the National Incident Management System to better guide the deployment of these assets.



- **Enhanced Coverage and Capacity:** We've also deployed FirstNet Band 14 spectrum across 600+ markets nationwide. Band 14 is high-quality spectrum provided by the FirstNet Authority with special capabilities just for public safety. During an emergency, this band can be cleared and locked just for FirstNet subscribers. That means only those on FirstNet will be able to access that spectrum, further elevating their connected experience and emergency response. When not in use by FirstNet subscribers, AT&T customers can also enjoy Band 14's added coverage and capacity.

See Attachment tab following Section 2 for additional FIRSTNET details.

3.7.3 Emergency Support Function 2

DMS provides communications assistance during emergencies and disasters. DMS is the lead agency for communications under direction of the Florida Division of Emergency Management. Subsection 282.702(7), F.S., directs DMS to cooperate with any federal, state, or local emergency management agency in providing for emergency communications services.

DMS is the first point of contact for telecommunications service providers for equipment and services coordination to provide communications support statewide before, during, and after emergencies or disasters. The National Response Framework is part of the United States National Strategy for Homeland Security, which details fifteen (15) Emergency Support Function Annexes. In Florida, the Emergency Support Function 2 (ESF-2) consists of a dedicated team of telecommunications professionals with expertise in radio systems, voice/data/network communications, and project management.

Contractor is required to participate in ESF-2 activities and respond to the needs of the State of Florida accordingly.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.8 Long Distance Services

The following are minimum requirements for long distance service components:

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.



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2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.
3. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.
4. The capability to route calls to an operator for assistance.
5. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.
6. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.
7. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.
8. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.
9. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.
10. The ability to block calls with an invalid Automatic Number Identification (ANI). Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.
11. The ability to make and receive fax and modem calls.
12. Provision and activation of long distance services in a timely manner.
13. Restoration of services in a timely manner.

Given the statements in this subsection:



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1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

AT&T Response:

AT&T Business Long Distance (BLD) Outbound Calling Capability provides for the completion of domestic and international Long Distance calls for Business Customers via AT&T's telecommunications network. Service is available for use 24 hours a day, seven days a week, except that service to/from International locations may be restricted, from time to time, by the foreign company or administration providing service or by authorities in the foreign country.

Additionally, for customers who choose our SIP Trunking service, we have included unlimited domestic long distance in our rates. This not only removes the charges for domestic long distance but it simplifies billing for all parties involved.

1. The ability to dial domestic long distance in conformance with the 10-digit North American Dialing Plan.

AT&T long distance complies with this requirement.

2. International long distance service that conforms to the international dialing plan of the International Telecommunications Union (ITU) for all international calls.

AT&T long distance complies with this requirement.

4. Traffic studies on all dedicated State of Florida facilities on a quarterly basis and/or upon DMS request.

Traffic studies on voice transport services will be provided upon request from DMS. For long distance services, customers may find usage reports in the AT&T BusinessDirect® portal at any time.

5. The capability to route calls to an operator for assistance.

Operator assistance is offered under our UC, SIP Trunking, and Centrex services. It is not a feature of our Long Distance offer.



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6. Answer supervision and disconnect supervision. The Contractor cannot bill for incomplete or hung calls. Billing must not start until the call is answered.

AT&T Long Distance billing does not start until the call is answered and stops as soon as the call disconnects. Please note that answer and disconnect supervision are functions of the end-user equipment and not provided at the carrier level.

7. The capability to use authorization codes, whereby a Customer may place a long distance call from a different State line and charge that call to his or her line or account.

AT&T provides this capability. A customer may place a long distance call from a different State line and charge that call to his or her line or account by use of account codes.

8. The addition of new Number Plan Area (NPA) codes and local Exchange Code (NXXs) within 24 hours. NPA and NXX changes must be made to the routing database prior to actual change.

Additions to the Number Plan Area codes and local Exchange Codes are propagated, and all routing databases updated immediately upon implementation of those changes.

9. The ability to block calls system-wide by NPA. DMS will not be liable for any charges associated with calls made to blocked NPAs and/or NXXs that DMS has requested. All calls to the 700 and 900 NPA and the 976 NXX group must be blocked by the Contractor, unless DMS requests otherwise.

AT&T offers 700, 900 and 976 call blocking. Call Blocking is an optional feature that restricts access to 900/976 services provided by Interexchange Carriers (900) and Information Providers (976). Your PBX vendor can also block the dialing of these calls from their equipment and/or Hosted Services.

10. The capability to drop all calls in excess of 299 minutes. The State will not be liable for charges associated with long duration calls in excess of 299 minutes. All calls are subject to further investigation for their validity. If proven to be invalid, the cost will be borne by the Contractor.

AT&T can block calls in excess of 299 minutes for customers who choose our SIP Trunking service known as AT&T IP Flexible Reach (IP Flex) service, as well as our Unified Communication (UC) services. This capability is provided using the Acme Packet Session Border Controllers (or equivalent) detailed in our response to section 6.

For customers who choose our Centrex services, it is the responsibility of the terminating equipment to ensure calls do not exceed 299 minutes.



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11. The ability to block calls with an invalid Automatic Number Identification (ANI).
 Contractor may screen and block such calls or modify the call setup to provide a main billing number which can be used by DMS for rebilling. The State will not pay the Contractor for calls that are made from an invalid ANI.

AT&T uses screening tables to validate an ANI as part of an outgoing call. If the ANI is valid and in the screening table, the call is allowed to proceed. If the ANI is not valid, the call will be billed to a main billing number for that PRI.

For customers who choose our IP Flex service, we also have this same capability. Our Acme Packet Session Border Controllers (or equivalent) can validate an ANI against a customer specific list of numbers. If the ANI does not validate, we can choose to block the call or rewrite the ANI in the call such that it represents a main billing number for that customer.

12. The ability to make and receive fax and modem calls.

AT&T long distance complies with this requirement. Note that certain International countries may prohibit certain types of non-voice transmission, which is beyond AT&T's control.

13. Provision and activation of long distance services in a timely manner.

AT&T always strives to meet all customer installation timeline requests.

14. Restoration of services in a timely manner.

As described in the SLA section, AT&T employs critical staff and follows best practices to promptly respond to any service affecting issues.

3.9 Toll-Free Services

The following are minimum requirements;

Contractor is required to offer toll-free services for each proposed SCS service category and must provide the following in addition to the requirements provided in section 6, Business Operations:

1. The termination of toll-free service into all domestic exchanges.



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2. All currently established toll-free numbers such as 1-800, 866, 877, 888, and all future toll-free numbers, as they become available.
3. Toll-free vanity numbers, if the number is available.
4. Toll-free services originated from any domestic exchange.
5. Answer and disconnect supervision. Calls are billed only from the time that the end-user answers the call and not bill for any calls not completed.
6. The ability to set up toll-free numbers or reroute numbers in the event of an emergency. An emergency contact must be made available twenty-four hours a day, 365 days of the year. Contractor will provide DMS an emergency contact number within 2 weeks of being awarded a contract and immediately notify DMS if the emergency contact number is changed.
7. All routing table information produced during the term of this Contract to DMS within three business days of request.
8. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.
9. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.
10. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry, 800-555-1212.
11. The inclusion of the old number in call announcement services and a new number intercepts with message and termination to new number.
12. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.
13. Emergency call rerouting in the event of a service disruption to a pre-planned number.
14. Dialed Number Identification Service.
15. The number of the calling phone (Automatic Number Identification), if known.
16. Routing services with announcement prompt. For this service, toll-free callers will be provided with a greeting announcement in order to choose how to route their call.



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An example would be a choice of English or Spanish and would route to the appropriate terminating number.

17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.
18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.
19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.
20. Intercept messaging under certain call conditions, as required by the Customer.
21. Route advance to an alternate termination number.
22. Percentage allocation routing.
23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.
24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.
25. Provisioning and activation of services in a timely manner.
26. Restoration of services in a timely manner.
27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.
28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

Given the requirements in this subsection:



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- 1 Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

[Enter the response here - 1,000 words]

AT&T Response:

1. The termination of toll-free service into all domestic exchanges.

AT&T Toll-Free service complies with this requirement.

2. All currently established toll-free numbers such as 1-800, 866, 877, 888, and all future toll-free numbers, as they become available.

AT&T Toll-Free service complies with this requirement.

3. Toll-free vanity numbers, if the number is available.

AT&T Toll-Free service complies with this requirement.

4. Toll-free services originated from any domestic exchange.

AT&T Toll-Free service complies with this requirement.

5. Answer and disconnect supervision. Calls are billed only from the time that the end-user answers the call and not bill for any calls not completed.

AT&T Toll-Free billing does not start until the call is answered and stops as soon as the call disconnects. Please note that answer and disconnect supervision are functions of the end-user equipment and not provided at the carrier level.

6. The ability to set up toll-free numbers or reroute numbers in the event of an emergency. An emergency contact must be made available twenty-four hours a day, 365 days of the year. Contractor will provide DMS an emergency contact number within 2 weeks of being awarded a contract and immediately notify DMS if the emergency contact number is changed.

AT&T/Hayes NOC will be staffed 25x7x365 to receive calls from DMS. The NOC will maintain a POC list for emergency escalations.

7. All routing table information produced during the term of this Contract to DMS within three business days of request.

For any AT&T Toll-Free number, for which DMS is the customer of record, AT&T can share the toll-free routing tree information for that number upon request. Alternately, AT&T's "Route



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It" tool enables customers to self-manage their own toll-free routing and the pricing can be found in the Vendor Service Catalog (Cat 4 Centrex).

8. Responsible organization for toll-free numbers used by DMS. The Department will own the numbers and provide them to authorized users.

Globally speaking, for toll-free service, the carrier is the responsible organization. As the customer of record for all toll-free numbers under this contract, DMS will be authorized to provide them to authorized users as DMS chooses.

9. Conversion of toll-free numbers to their services within three (3) days after receipt of a DMS work order from CSAB.

The RESPOG process is governed by the FCC and mandates that carriers have 48 hours to release toll-free numbers from one RESPOG to another. Once that toll-free number is received by AT&T, and AT&T receives complete and correct information from the customer, provisioning is affected by several factors, including: if the number is being added to an existing service or if a new service needs to be created at a new location, the underlying transport (TDM or IP), if the toll-free number includes Advanced Features requiring the provisioning of a routing plan. AT&T will make all efforts to convert toll-free numbers to our services in a timely manner.

10. Directory assistance listing via the national toll-free calling directory, and made available to the public via a directory assistance inquiry, 800-555-1212.

AT&T Toll-Free service complies with this requirement.

11. The inclusion of the old number in call announcement services and new number intercepts with message and termination to new number.

With the AT&T Toll-Free feature, Courtesy Response, you have two options. First, callers can hear a message providing the new number and then the call is terminated. Second, callers hear a message providing the new number plus the option to hit press 1 to be connected to the new number.

12. Code blocking including the ability to block toll-free calls originating from either an area code or exchange code.

Calls into AT&T Toll-Free service can be blocked at the NPA/area code level. Additionally, they can be routed based on NPA-NXX, including to a recorded message. Blocking any calls based on area code should be given careful consideration, because cellphone numbers do not necessarily reflect the corresponding landline NPA-NXX where calls are originated. This could result in the unintentional blocking calls which would otherwise be valid.



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13. Emergency call rerouting in the event of a service disruption to a pre-planned number.

AT&T Toll-Free Advanced Features includes Alternate Destination Routing, which is available and can be implemented or adjusted via BusinessDirect® 24x7x365 days a year. Alternate Destination Routing automatically redirects calls to an alternate location if the primary location is busy or no answer. This allows the customer to pre-configure the emergency response, so no intervention necessary when disaster strikes.

14. Dialed Number Identification Service.

AT&T Toll-Free service complies with this requirement.

15. The number of the calling phone (Automatic Number Identification), if known.

AT&T Toll-Free service complies with this requirement.

16. Routing services with announcement prompt. For this service, toll-free callers will be provided with a greeting announcement in order to choose how to route their call. An example would be a choice of English or Spanish and would route to the appropriate terminating number.

AT&T Toll-Free service includes the Advanced Feature Call Prompter/Menu Based Routing. Callers select routing options by responding to a recorded menu.

17. Routing service to an announcement for toll-free callers, including the ability for Customers to change the announcement by electronically submitting audio files.

AT&T Toll-Free service includes the Advanced Feature Courtesy Response, which automatically answers all calls with a either a generic message, or a recorded customized message.

18. Redirection service. For example, the toll-free caller reaches a State terminating number and discovers that they have called the wrong agency. The terminating agency will have the ability to forward the caller to another agency's toll-free number. Toll-free charges will accrue to the number the call is transferred to and not the originally dialed number. It is understood that this requirement is limited by network capabilities and therefore will only apply when such capabilities permit this service.

AT&T Toll-Free service supports three options for transferring calls to another agency's toll-free number: Courtesy Transfer, Consult & Transfer, and Conference & Transfer. To the extent available by network capabilities, toll-free charges will accrue to the number the call is transferred to, not the originally dialed number.



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19. Custom call routing. This service will allow the Customer to route calls from their local exchange to another number or exchange or message based upon area code of the caller, time of day, day of week, holiday, and exchange code.

AT&T Toll-Free Advanced Features include Call Routing Feature, network-based routing options that allow the customer to route calls based on day of week, time of day, area code routing, exchange routing, country code routing. AT&T supports domestic exchange routing and supports toll-free terminations across the US or to International locations.

20. Intercept messaging under certain call conditions, as required by the Customer.

AT&T Toll-Free Advanced Features offer many call routing and intercept messaging options which address a wide range of customer situations. More information about the customer's specific call conditions are needed to determine which routing option best meets the customer's needs.

21. Route advance to an alternate termination number.

AT&T Toll-Free Advanced Features includes Next Available Agent Routing, which enables a customer to specify a sequence of terminations to be tried when the primary termination reaches its maximum call threshold. Up to 99 alternate termination numbers can be specified.

22. Percentage allocation routing.

AT&T Toll-Free Advanced Feature Quick Call Allocator distributes calls on a percentage basis, allowing adjustments to the percentages in a matter of minutes.

23. Take back and transfer, a feature which provides the capability to take back an already terminated call and redirect the call to another termination.

AT&T Toll-Free Advanced Feature Transfer Connect provides the capability for a terminated toll-free call to be transferred to a second AT&T Toll-Free or POTS number.

24. A management tool with the ability for both DMS and Customers to change the toll-free "ring to" number and other features.

AT&T via BusinessDirect® is available online 24x7x365 days a year. It allows customers to implement a wide range of changes to their Toll-Free service. Also, AT&T Route It can be used to self-manage Toll-Free routing trees, self-provision Toll-Free terminations and manage Toll-Free features, and the pricing can be found in the Vendor Service Catalog (all categories).

25. Provisioning and activation of services in a timely manner.

AT&T always strives to meet all customer installation timeline requests.



26. Restoration of services in a timely manner.

As described in the SLA section, AT&T employs critical staff and follows best practices to promptly respond to any service effecting issues.

27. Completion of toll-free calls in a timely manner. This includes the peak busy hours and is applicable on the inbound leg of the call once within the SCS infrastructure.

The AT&T Toll-Free network is designed to deliver calls nationwide and globally without delay, even during peak usage times. It is also incumbent on the customer to deploy sufficient call paths to their premises to deliver Toll-Free calls during that customer's peak busy hours.

28. Listing of the DMS and Customer toll-free numbers in a timely manner within the toll-free directory listing.

AT&T Toll-Free numbers are typically listed within three business days. This is a typical timeframe, and does not constitute a guarantee.

3.10 Call Quality

The following are minimum requirements:

For proposed services, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than a Mean Opinion Score of 4.0 as specified in ITU-T specification P.800 series. If Respondents use VoIP R-factor, per ITU-T Recommendation G.107, to measure call quality, DMS is seeking to provide a minimum voice quality level that is equivalent to or better than the minimum score of 80.



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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the process for monitoring and reporting on call quality for all proposed services.

[Enter the response here - 500words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

Call Quality is determined by several factors in packet networks, as noted in ITU Recommendation G.107 and other related ITU Recommendations.

Packet Loss, Packet delay, and Packet Jitter have long been known to negatively impact the quality of voice calls over packet networks such as envisioned by the State of Florida in this Invitation, and several portions of the end-to-end network path of a VoIP call are not under AT&T's control. Codec selection can also make a difference in the calculated MOS scores and R-Factors, and a significant number of current State customers use the ITU G.729a codec for Voice over IP transmissions, which at its best, on a clear network, would barely meet the State's goals.

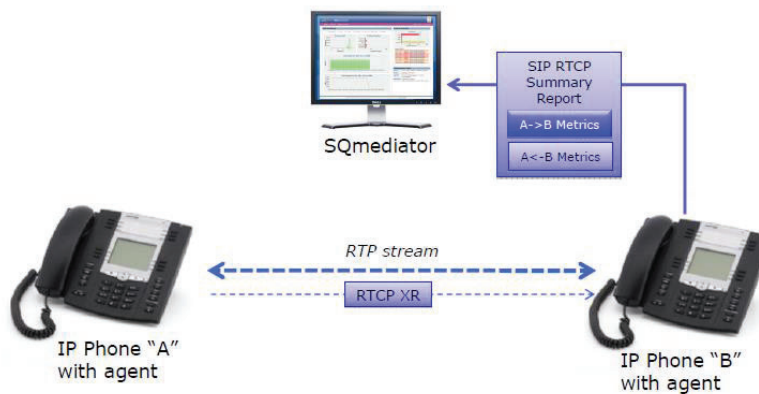
AT&T strives to achieve the same goals described by DMS in this section and will work with DMS to achieve these goals on the portions of the call path that AT&T can affect. The primary VoIP quality metrics are reported on each call via the RTP Control Protocol (RFC 3550), with additional metrics delivered via the RTCP-XR (eXtended Reports, RFC 3611).

2. Describe the process for monitoring and reporting on call quality for all proposed services.



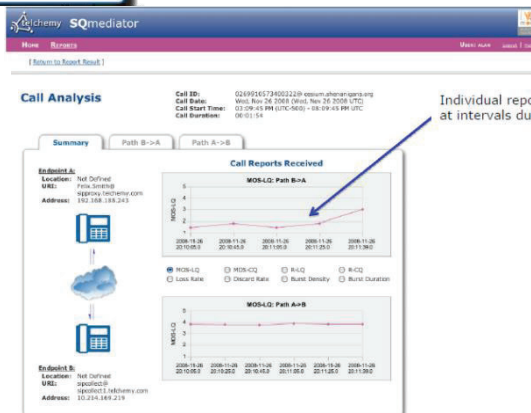
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AT&T has been providing monitoring capabilities and analysis tools to capture the relevant call quality metrics to the State of Florida for many years using the RTCP-XR protocol, leveraging capabilities of certain IP phones to generate RTCP-XR reports on the call quality of every call made, as part of the AT&T Hosted VoIP Service on State contract, since 2011. These reports are then collected on a Telchemy web server, for access by customers for voice quality assurance, alarming, and detailed analysis.



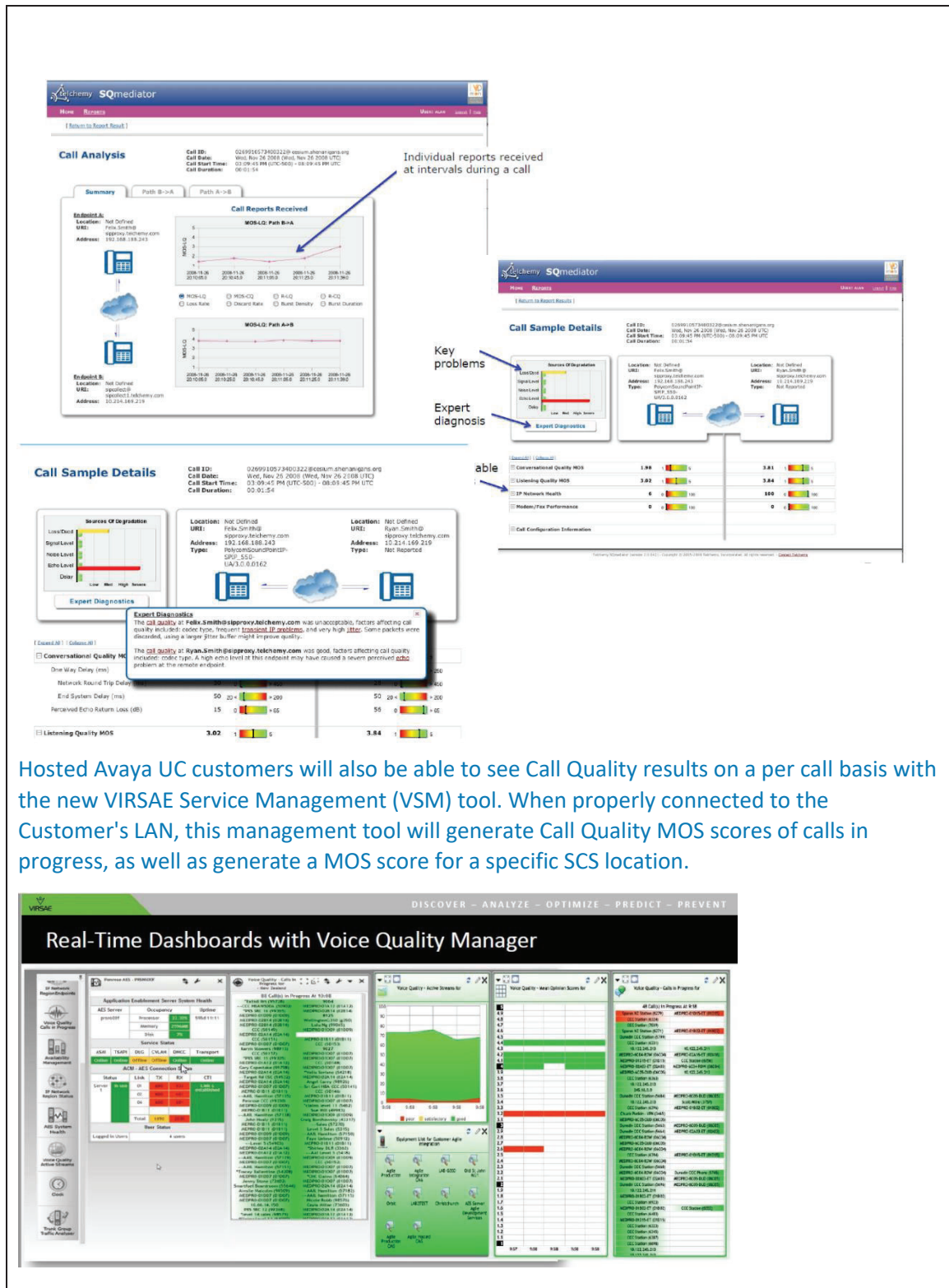
Call Sample Details

Call ID: 02699105734003228000um.shermanjones.org
 Call Date: Wed, Nov 26 2009 09:45, Nov 26 2009 UTC
 Call Start Time: 03:09:45 PM (UTC-500) - 08:09:45 PM UTC
 Call Duration: 00:01:54



Individual reports received at intervals during a call

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Hosted Avaya UC customers will also be able to see Call Quality results on a per call basis with the new VIRSAE Service Management (VSM) tool. When properly connected to the Customer's LAN, this management tool will generate Call Quality MOS scores of calls in progress, as well as generate a MOS score for a specific SCS location.

As part of this response, AT&T will be augmenting SCS locations with seven or more Lines of Service in Categories 1, 2, and 3 with an on-premises probe from ReplyCloud, and when properly connected to the Customer's LAN, will be able to monitor all the RTCP reports from registered devices on the premises, and report them to a central server. Results will be available for display via a concise administrative web site, including a running average MOS Score per device, as well as a 30-day average MOS Score for calls of the entire site. Customer-configurable Alerts via email can be sent when the average MOS score for calls at the Site drop below the configured level.

3.11 Telephone Number Portability

Contractor is required to comply with Federal Communications Commission Local Number Portability requirements. Contractor is required to provide and support telephone number portability at no cost to the State and is expected to port telephone numbers to the service within 30 days.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.12 Temporary Suspension of Service

This subsection is applicable to all proposed functionality except Service Category 3, Contact Center Services, and Service Category 4, Centrex Services.

Respondent's proposed service must allow for the temporary suspension of service with an intercept message providing such notification. Temporary suspension of service may be enacted to provide seasonal services to the general public and then use the same telephone number during subsequent seasons.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.



3.13 Intercept Messages

Respondent's proposed service must allow for intercept messages and referrals to be associated with a number that has been disconnected/suspended. Intercept messages and referrals must be provided for up to six months from the date of disconnection/suspension, unless otherwise specified by the Customer, and will be at no additional cost.

Intercept messages may include the following:

1. Number dialed is not in service.
2. Number dialed is not in service with referral to new number.
3. Number dialed is temporarily out of service.

Given the statements in this subsection:

1. Describe the Respondent's proposed process to provide services that allow for intercept messages and referrals to be associated with a number that has been disconnected or suspended.

[Enter the response here - 100 words]

AT&T Response:

1. Describe the Respondent's proposed process to provide services that allow for intercept messages and referrals to be associated with a number that has been disconnected or suspended.
 - AT&T Intercept provides a recording for disconnected telephone numbers. All Intercept Referral Services are fully automated.
 - Intercept is available in all states and all central offices.
 - Intercept is provided as facilities permit at the discretion of AT & T.
 - Calls can be referred to ANY number within North American Numbering Plan, including:
 - 800 numbers
 - Mobility
 - Pager
 - Voice Mail



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Description:

- Number Referral Service is a central office optional intercept arrangement for diversion of calls to a number which is no longer in service.
- In accordance with the Number Referral Service customer's instructions, a caller to a disconnected number with Basic Referral Service or Operator Referral Service is provided with information which may include: the called number, why the call was not connected, and what can be done to reach the called party.
- The following are number referral service options:
 - Basic Referral Service
 - An automated announcement system that repeats the called number, provides the status of the called number, and provides information on how to reach the called party.
 - One new number only will be provided with the referral service.
 - Extended Intercept Service (EIS)
 - Extended Intercept Service (EIS) provides an additional intercept other than non-working station announcement and reference to listed directory number.
 - EIS provides an intercept message for Direct Inward Dialing (DID) customers who disconnect or change telephone numbers.
 - EIS is designed to give a separate and discrete intercept message per affected DID number.
 - Calls to any number that have EIS on the DID service station line, shall, upon disconnection of these lines, be referred to individual intercept announcements which will provide the calling party with the called party's new individual line.
 - No Referral Service
 - An automated announcement which states that the called number has been disconnected. No further information is provided about the called number.
 - Sequential Referral Service
 - An automated announcement for Centrex and/or Direct Inward Dial customers that provides a new number to a calling part for a sequential range of two or more numbers that have been disconnected.
 - All of the customers numbers that have been disconnected with Sequential Referral Service are referred to the same new number.
 - Only one new number will be provided for all numbers disconnected.
 - Non-Sequential Referral Service



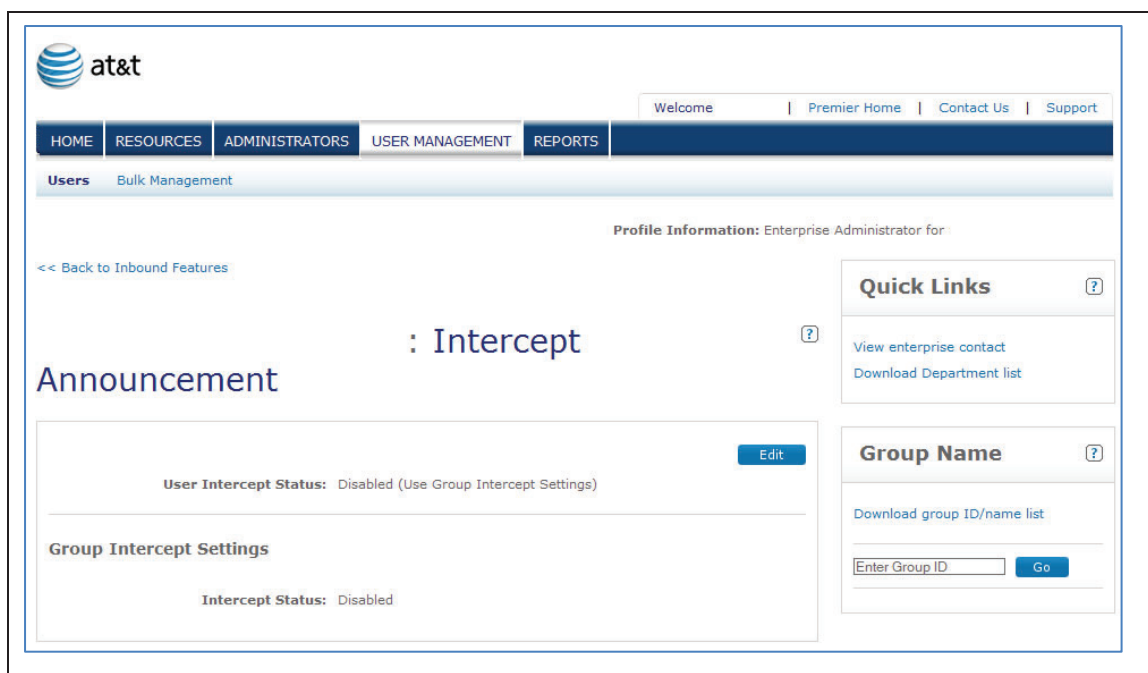
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- An automated announce for Centrex and/or Direct Inward Dial customers that provides a new number to a calling party for a non-sequential range of numbers that have been disconnected.
- All of the customers numbers that have been disconnected with Non-Sequential Referral Service are referred to the same new number.
- Only one new number will be provided for all numbers disconnected.
- Special Intercept Referral Services
 - This level of service provides the same information as Basic Intercept Referral Service using a recorded announcement. Plus, this level of service provides callers with the two types of additional information listed below:
 - Location Referral Service provides the caller with the customer's new street address, city, and/or state.
 - Multiple Referral Service accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement.
 - Name Intercept Referral Service provides the caller with the name of the customer's business and new telephone number.
- AT&T offers one free month of referral service. Beyond this, the service can be extended for up to a maximum of 365 days for an additional charge as detailed in the Vendor Service Catalog (Cat 4 Centrex).

For customers choosing our IP Flex (SIP Trunking) service, we offer Intercept Announcements as part of our Enhanced Features package included with our proposed solution and pricing. Intercept Announcement gives enterprises the ability to give callers useful information. The default announcement informs callers that the number they've called is out of service. Intercept Announcement can also give callers the user's new phone number and enable users to press 0 to be transferred to a new number that you determine. As an Enterprise Administrators for the AT&T IP Flexible Reach Customer Portal, you can also record and upload custom announcements.

Following is a sample screenshot of the web portal in which these settings can be configured:





The screenshot shows the AT&T User Management interface. The top navigation bar includes links for Welcome, Premier Home, Contact Us, and Support. The main menu has tabs for HOME, RESOURCES, ADMINISTRATORS, USER MANAGEMENT, and REPORTS. The 'Users' section is active, with a sub-tab for 'Bulk Management'. The main content area displays 'Profile Information: Enterprise Administrator for' followed by a large heading ': Intercept'. Below this, there is a section for 'User Intercept Status' which is 'Disabled (Use Group Intercept Settings)'. To the right, there are 'Quick Links' for 'View enterprise contact' and 'Download Department list'. Below that is a 'Group Name' section with a 'Download group ID/name list' link and a form to 'Enter Group ID' with a 'Go' button. At the bottom, there is a 'Group Intercept Settings' section with an 'Intercept Status' of 'Disabled'.

3.14 Unlawful Activities

Under no circumstances will DMS or Customers be liable for any unlawful usage of SCS, including any charges. Unlawful usage of SCS shall include, but is not limited to, toll fraud. If the Contractor detects any potential toll fraud, then it must contact the DMS Contract Manager and the Customer to report the suspected toll fraud no later than 30 minutes from the detection of the activity.

Given the statements in this subsection:

1. Provide a plan for the prevention of unlawful use of SCS.
2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity.
3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity.

[Enter the response here - 500 words]



**AT&T Response to Florida Department of Management Services'
Final Statement of Work RFP # DMS-17/18-004 for SUNCOM Communication Services****AT&T Response:**

1. Provide a plan for the prevention of unlawful use of SCS.

AT&T is providing the SecureLogix technology as a managed security service – voice. The SecureLogix gateways can identify and mitigate toll fraud and service abuse, using real-time anomaly detection and policy enforcement of calls that are part of a toll fraud attack. The gateways will send alarms/alerts and the AT&T/Hayes NOC/SOC will collaborate with the SecureLogix SOC and provide analysis/recommendations to the State on a course of action.

2. Describe the Respondent's proposed process for monitoring, detecting, and remediating unlawful activity.

In addition, AT&T is totally committed to the control of toll fraud. While no telecommunications system can be entirely free from risk of toll fraud, earnest attention to system security can reduce that risk considerably. AT&T devotes substantial resources to detect suspicious calling patterns, alert businesses, and catch violators. We call this program AT&T NetPROTECT Basic, and it is provided to all AT&T long distance business customers at no cost.

NetPROTECT Basic monitors both outbound domestic and international 24-hours a day, 7 days a week. We provide timely notification of suspicious calling patterns as soon as the customer can be reached. This program also includes customer education security seminars conducted throughout the country via web meeting. Additionally, security experts who can initiate investigations and answer questions regarding toll fraud staff a 24-hour hot line.

3. Describe the Respondent's proposed process for notifications to DMS and its Customers of potential unlawful activity.

AT&T's NOC/SOC will receive alerts and will provide notification to DMS via email and phone contact based on the severity of the alert.



3.15 Connection with MyFloridaNet

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is required to connect with MFN and is responsible for paying all costs associated with the connection. The connections will meet the following minimum requirements:

1. Connect with MFN in at least two geographically diverse locations.
2. The connection design does not have any single points of failure.
3. Support both IPv4 and IPv6 and can communicate over IPv4-only, IPv6-only, and/or dual- stack networks.
4. Support the State's IP addressing including MFN's private addressing plan.
5. To the extent feasible, interoperate with MFN's time services and Domain Name Services.
6. To the extent feasible, interoperate with the Quality of Service schema utilized for MFN as set forth in the MFN2 User Guide and any revisions thereto. DMS will provide the Contractor with notice of any changes to the MFN2 User Guide.
7. Each connection must be provided with bandwidth sufficient to support all the concurrent call paths provisioned with the service.

The following are minimum requirements:

1. Work with DMS to engineer routing to respond to announcements (such as Border Gateway Protocol) and other issues involving non-contiguous IP address blocks provisioned on MFN.
2. Continuously monitor bandwidth utilization and provision adequate capacity to support peak hour demands plus projected growth over the 12months.
3. Start planning for bandwidth upgrades when peak hour demand exceeds 60% of the bandwidth, and ensure upgrades are completed before peak hour demand exceeds 75% of the provisioned bandwidth.



No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.16 Service Interoperability

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Contractor is responsible for effective interoperability with all DMS SUNCOM services to the extent feasible. Contractor is responsible for understanding the requirements for their effective integration with other DMS SUNCOM services accessed using MFN and Remote Broadband Service.

Keeping all SCS sessions On-net must be a constant consideration during the SCS Contract. Respondents should propose options for supporting the On-net routing of sessions with other SCS Contractors if DMS issues multiple awards.

The following are minimum requirements:

1. Proposed services must interconnect with the Public Switched Telephone Network (PSTN).
2. IP-based services may be accessed via the internet. DMS approval for this access option is required.
3. Interoperability between all Customers utilizing the Respondent's proposed services.
4. If the Department issues multiple awards, all awarded SCS Contractors will support interoperability with services offered by other Contractors for calls between Contractors' SCS domains to remain On-net.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above
2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed services' connectivity with PSTN, MFN, and the internet.



**AT&T Response to Florida Department of Management Services'
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3. Describe options available for securely accessing proposed services via the internet for remote workers.
4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net.
5. Provide options for interoperability between Respondent and other SCS Contractors (for use in the event DMS issues multiple awards) so sessions remain On-net.

[Enter the response here - 2,000 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above

Over the past 13 years, AT&T has established and evolved a robust, geographically-redundant VoIP infrastructure in service to SUNCOM customers statewide. In this response, encompassing over 65,000 existing SUNCOM UC Lines, and 13,000+ existing SIP Trunk call paths, the Core infrastructure has been enhanced to the next level, standardizing on hardened Core facilities in Orlando and Jacksonville, with Highly Available Carrier-class Session Border Controllers from Oracle (Acme Packet) at the heart of SIP-based VoIP operations; and high speed trunks to the Internet, to MFN-2, and to the Dedicated IP Access networks proposed in section 3.17 of this response.

2. Provide diagrams, accompanied with relevant descriptions, illustrating proposed services' connectivity with PSTN, MFN, and the internet.



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3. Describe options available for securely accessing proposed services via the internet for remote workers.

With these facilities in place, Remote Teleworkers will be able to access SCS services in a variety of methods:

- Unified Communications customers may use endpoints that support the SIP-S (Secure SIP) protocol to communicate securely via the TLS and S-RTP protocols with other similarly equipped SCS customers/facilities.
- Unified Communications customers may use the existing SUNCOM VPN service to transport SCS traffic securely back to their Agency networks, and from there, to the registered SCS services.
- SIP Trunking Users will be able to access their Telephone Numbers and service securely via a free smartphone application, as an auxiliary method to control and utilize those services over the Internet.

The Core Acme Packet SBCs currently contain routing information on tens of thousands of SUNCOM SIP telephone numbers today, with additional capacity to easily add thousands more SIP Telephone Numbers, and further expand call routing capability using RFC 2916 (ENUM). All SCS services proposed in this response, will be able to reference call routing information from the Core SBCs, before taking any action to route a call Off-net, in compliance with the minimum requirements of this section.

4. Provide options for interoperability between SUNCOM Customers so sessions remain On-net.

The SCS infrastructure proposed by AT&T will also permit interoperability to other SCS Contractors via two paths, the MFN-2 network, or "private" (QoS required) Dedicated IP services proposed in this response. This inter-Contractor traffic would only be permitted via dedicated SIP "Business" Trunks (like an NNI or "tie" trunk facility), to maintain the security of the SCS services proposed herein. Call routing information would need to be statically provisioned/updated on a periodic basis to maximize On-net call routing probability.

Per the clarification response to DMS, Voice QOS is supported across all voice (VOIP) services associated with SCS. AT&T will support the existing QOS schema in place today supporting MFN2.



5. Provide options for interoperability between Respondent and other SCS Contractors (for use in the event DMS issues multiple awards) so sessions remain On-net.

AT&T certainly has the ability, the expertise, and the tools to provide the State an optional SUNCOM telephone number “clearinghouse” service, to provide all other SUNCOM Contractors call routing information and become the default “Telephony-route” for those other SCS services. The SIP interworking capabilities of the Core Acme Packet SBCs we have deployed, are designed to maximize service reach by ensuring interoperability with and between subscriber endpoints, softswitches, Call Session Control Function elements (IP-PBXes), application servers, media and recording servers, media gateways, and SBCs in peering networks and SIP-trunked networks. They enable sessions to traverse network address translation (NAT)/firewalls, IPv4 or IPv6 networks, public and private networks using overlapping IP addresses, and virtual private networks (VPNs). These Core SBCs may also mediate between different signaling, transport, and encryption protocols; and translates signaling-layer telephone numbers, addresses, and response codes. AT&T recommends that all SIP URIs contain E.164-formatted telephone numbers in all SCS interactions.

We look forward to further discussion with the State on how best to meet the State’s On-net calling goals for SCS services.

3.17 Dedicated IP Access

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Respondents should offer dedicated IP access options with their proposed services. Some Customers are not required to use MyFloridaNet and may choose to purchase Contractor’s dedicated IP access. For Non State Agency Eligible User Customers, Dedicated IP access may be used as an alternate method to MyFloridaNet when approved by DMS and must adhere to the Department established standards, policies, and procedures for interfacing with and accessing the SUNCOM Network.

State agencies may use Contractor’s dedicated IP access to provide backup, survivability, and resiliency for their MFN connections. MFN connections will be the primary SCS access option.



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If a Customer orders dedicated IP access at a site and the Contractor does not have the necessary network facilities to deliver IP access to a Customer's location, the Contractor may need to install additional network facilities to provide the Customer dedicated IP access at the location, also known as special construction. Special construction includes equipment, wiring, cables, inspection, and installation to provide connectivity to Contractor's dedicated IP access. Customer and Contractor shall negotiate and agree upon the delivery and installation timeframes for special construction which shall be set forth in the final work order issued in CSAB.

For a Customer order of a bandwidth speeds up to 12Mbps, there shall be no special construction charges permitted. The Contractor is responsible for building local loop access facilities to the Customer premises at no additional cost, regardless of whether access services are available, and must provide the service at the rates specified in the Vendor's Service Catalog.

For a Customer order of a bandwidth speeds above 12Mbps, all special construction will be handled on a case-by-case basis with a Customer service request quote. The Contractor may be required to provide additional details about the special construction to the Department including, but not limited to, a cost breakdown. Special construction must be provided at no more than the Contractor's cost.

Given the statements in this subsection:

1. Describe the proposed dedicated IP network access services, including all options Respondent proposes to provide.

[Enter the response here - 250 words]

AT&T Response:

1. Describe the proposed dedicated IP network access services, including all options Respondent proposes to provide.

AT&T proposes various service options for addressing the need for Dedicated IP access. As the vehicle for access to customer services, Dedicated IP Access is uniquely capable of assuring a controlled, end to end, VoIP service environment. As the underlying transport for voice services, Dedicated IP Access employs the necessary Class of Service mechanisms to assure an excellent user experience and is therefore the optimal connection method to assure service integrity. Dedicated IP Access is



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available at speeds from 1.5 M to 10 G and can be delivered using either AT&T's Public IP or Private IP Core. The most basic configuration can be delivered to a BGP capable, customer provided router, but in order to assure an excellent user experience, a managed router is highly recommended. The Dedicated IP Access basic managed router configuration will present an Ethernet handoff to the customer's LAN environment, but will be available in a variety of configurations. It is anticipated the State will provide additional guidance, regarding desired service options, in consideration of their vision for evolution of service.

Rate structure is based upon service characteristics which include, but are not limited to:

- Public IP or Private IP Core
- Bandwidth capacity
- Numbers/types of Interfaces on router
- General capabilities of router
- Requirements for adjunct connections to alternative paths
- Internet Overflow requirements

Initial standard configurations are available from 1.5 M to 1 Gig, with custom configurations available up to 10 G. Though the final structure of the AT&T Dedicated IP Access offering may be fine-tuned with DMS; envisioned initial services offerings can be found in the Vendor Service Catalog (Dedicated IP Access).

Per the clarification response to DMS, AT&T highly recommends OOB management but will not require it if the State elects not to have OOB in place.

AT&T will provide for bandwidth speeds up to 12Mbps, without special construction charges where the access services are available. If services are not available, AT&T will collaborate with DMS to determine if special construction charges will be paid by the Agency requesting service.

BAFO AT&T REPLY: AT&T cannot agree to provide speeds up to 12Mbps without considering potential special construction charges; there are simply too many scenarios where access facilities may not exist for AT&T to accept the substantial risk of construction charges. AT&T will provide for bandwidth speeds up to 12Mbps,



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~~without special construction charges where the access services are available. If services are not available, AT&T will collaborate with DMS to determine if special construction charges will be paid by the Agency requesting service.~~

AT&T requires a complete and accurate order detail prior to acceptance and once received, the CSAB clock will start.

3.18 Effectiveness within Customer-Specific Domains

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Functionality must be effective within the SCS domain as well as within Customer-specific domains.

The following are minimum requirements:

1. Provide Customers with their own administrative and operational individual service domain.
2. Each login requires a unique account.
3. Customer views should be customizable by the Customer.
4. Provide functionality to restrict Customers from being able to view other Customer domains; limitations on scope of view and scope of command are necessary.
5. Provide DMS with a global view of tools, equipment, services, and other related equipment.



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Given the statements in this subsection:

[Enter the response here – 250 words]

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains.

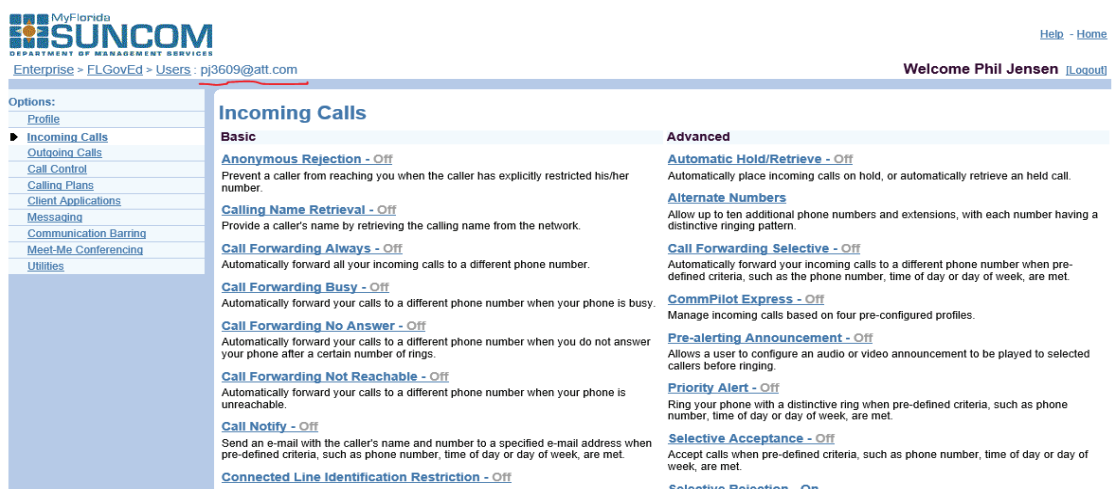
AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T Hosted VoIP Service (AT&T HVS) has always supported separate and distinct customer-domains for administrative and operational purposes since its inception in 2006. The initial provisioning of a Customer requires the Customer to provide a unique Fully Qualified Domain Name (FQDN), to be used as an internal identifier for all system data pertaining to that Customer, and the FQDN also becomes a part of all logins to the system for the Customer.

Each administrative and operational Login is created using the unique FQDN for each Customer, along with a unique User-portion to create a login that is unique system-wide.

User views in the principal operational portal are limited to the hierarchy each login is assigned to. Each web view is customized to include the DMS SUNCOM logo as per Section 3.22:



The screenshot displays the MyFlorida SUNCOM user interface. The top navigation bar includes the SUNCOM logo, the user's name 'Phil Jensen', and a 'Logout' link. The left sidebar contains a menu with options like Profile, Incoming Calls (selected), Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Communication Barring, Meet-Me Conferencing, and Utilities. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. The 'Basic' section includes settings for Anonymous Rejection, Calling Name Retrieval, Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Not Reachable, Call Notify, and Connected Line Identification Restriction. The 'Advanced' section includes settings for Automatic Hold/Retrieve, Alternate Numbers, Call Forwarding Selective, CommPilot Express, Pre-alerting Announcement, Priority Alert, and Selective Acceptance.

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Each domain limits administrators and end-Users of a specific Customer, using various web portals and clients, to access hierarchical system data to only the data belonging to that Customer – no other Customer’s data is accessible. The system also generates unique SIP Realms for each Site installed on the service, which are then used by various endpoints for access to Services affiliated with Users from the Site.

DMS will be provided access to tools to view SCS data for all Customer-domains.

2. Describe any limitations which encumber the overall effectiveness, of Customer-specific domains.

AT&T’s IP Flex service also offers individual service domains specific to each individual user. For example, users have the ability to login to the Enhanced Features portal and manage their features. On the following page is a screenshot that shows all the features end users can manage:

Manage Your Account	29
View and Edit Your Profile.....	30
Manage Your Assigned Inbound Call Features	31
View Your Outbound Call Features	33
View Your Call Logs	35
Search for and View Other Users	36
Place Calls Using Account Codes.....	37
Manage Your Inbound Call Features.....	39
About Inbound Call Features	40
Manage Inbound Call Features—Anonymous Call Rejection	45
Manage Inbound Call Features—Call Acceptance.....	46
Manage Inbound Call Features—Call Forwarding - Always.....	49
Manage Inbound Call Features—Call Forwarding - Busy.....	50
Manage Inbound Call Features—Call Forwarding - No Answer.....	51
Manage Inbound Call Features—Call Forwarding - Not Reachable	52
Manage Inbound Call Features—Call Forwarding - Selective	53
Manage Inbound Call Features—Call Rejection	56
Manage Inbound Call Features— Intercept Announcement.....	58
Manage Inbound Call Features—Sequential Ring.....	59
Manage Inbound Call Features—Simultaneous Ring	62
Using Schedules.....	65
About Schedules and Events	66
Search For and View Schedules	67
Create a Schedule	68
Edit a Schedule	69



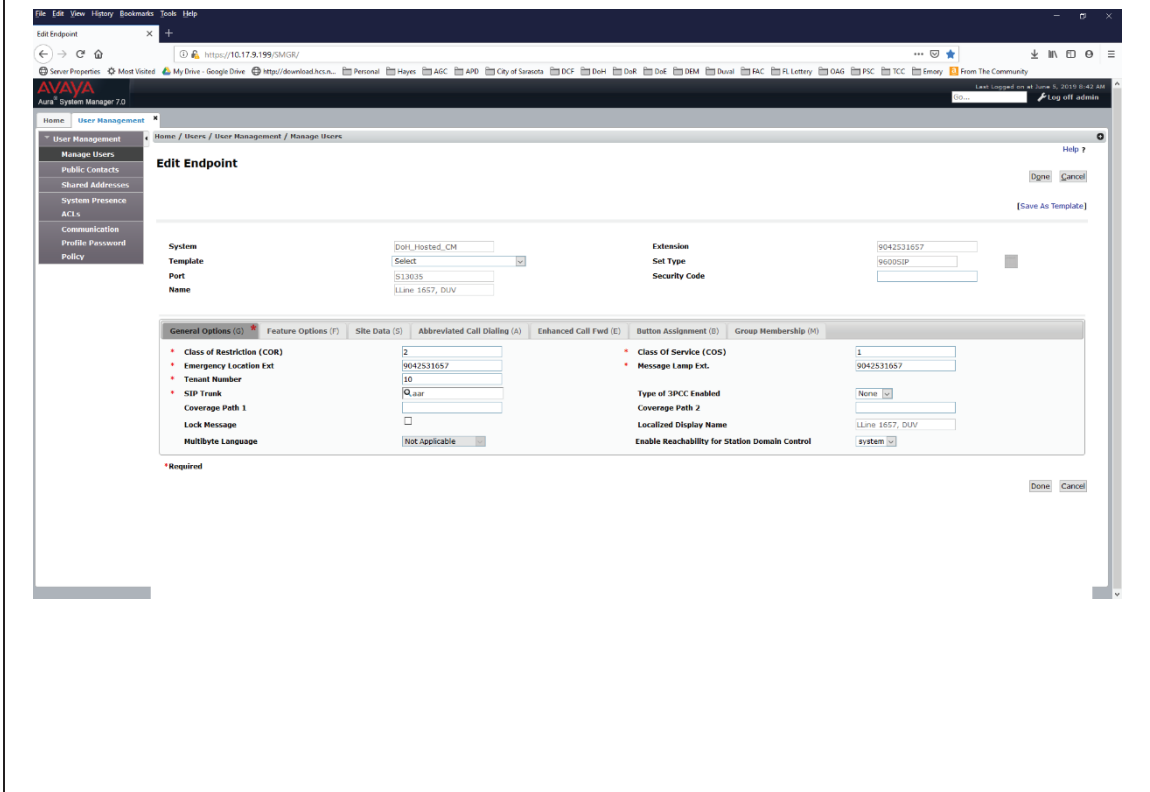
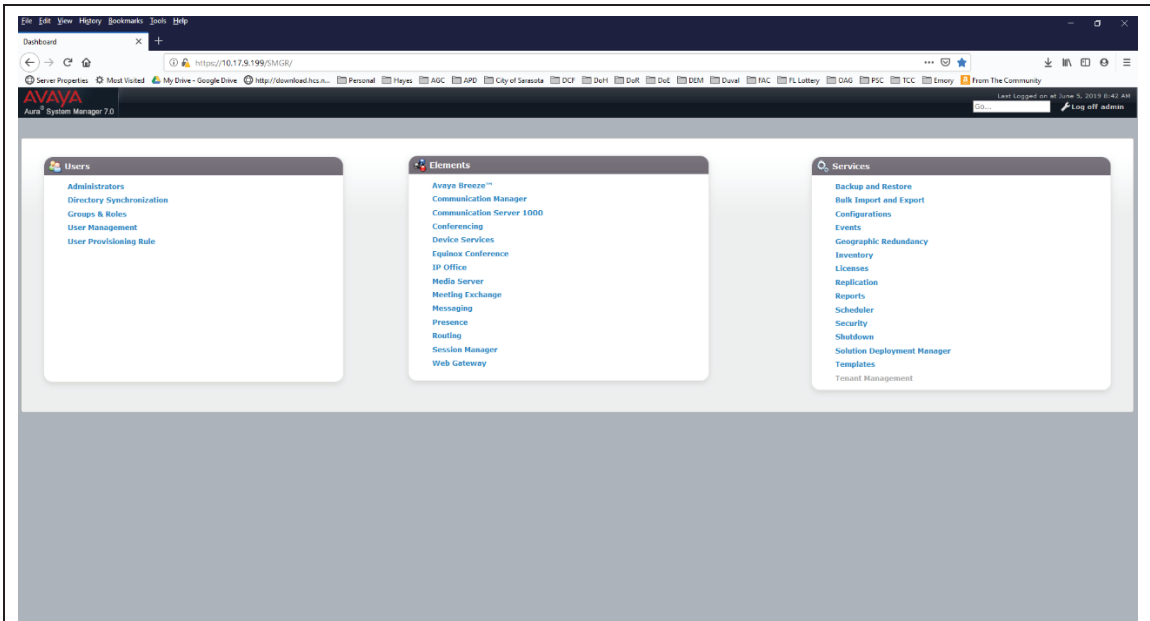
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Hayes will work with the customer to establish a dedicated customer domain for VoIP traffic. Hayes typically works with the customer to isolate VoIP traffic at multiple levels, including but not limited to, a separate SIP domain for traffic to the SBC, messaging, communication manager, remote workers, and each physical location. This allows for quicker isolation of network problems and provides a unique identifier for tagging calls to the PSAP, for 911 information.

Access is to Avaya System Manager and all programming is performed through a provided URL. The customer can have a login that is limited to each location or that is system wide. We will also provide account controls to administrators, to control the access for each additional user. Programming for users, trunks, announcements, agents, etc. is completed through system manager. Hayes will work with the customer to provide a working knowledge of these systems and continuing training as the customer desires additional knowledge transfers. Example images below.



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3.19 Infrastructure Costs

Contractor shall be financially responsible for its connection to SUNCOM, including network-to- network connection facilities, circuits, and infrastructure component costs, including, but not limited to, bandwidth upgrades, equipment, software, trouble ticketing services, NOC and SOC, tools, SLA services, interfacing to CSAB, and infrastructure connections; the State will not compensate Contractor for any of these costs.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.20 Testing Hardware and Software

This subsection is applicable to all proposed functionality except Service Category 4, Centrex Services.

Contractor will be required to test and evaluate hardware and software appropriate to the related delivery of services prior to any change in service. Contractor will provide a presentation on testing and evaluation as requested by DMS at monthly meetings or as otherwise specified. Contractor will work with DMS to adjust testing and evaluation as needed.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.21 Inspection Process

DMS has the right to undertake inspections to verify that SCS components and services are being provided in accordance with the Contract. The inspection process permits DMS staff to visit facilities housing Contractor-provided SCS services. Contractor's security policies must not limit DMS staff from inspecting facilities. This is in addition to section 6.6, Cooperation with Inspector General, of Attachment B – Final Contract.

The following are minimum requirements:



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1. Contractor will provide staff familiar with the equipment supporting the proposed services.
2. Contractor will provide DMS with full access to all equipment and applicable areas of the facilities.
3. When DMS has a legitimate SCS business need, upon request, Contractor will provide pictures of facilities and systems, and electronic versions of those pictures.
4. Full cooperation with inspections scheduled by DMS.
5. DMS may randomly select sites to be inspected.
6. DMS may conduct inspections prior to the initial migration of any Customers onto the Contractor's service.
7. Prior to migrating Customers onto the proposed service, the Contractor and DMS may develop a plan for inspections. The plan may include the areas to be inspected, a timeline for the inspections, and other administrative details such as Contractor staff available for the process.
8. After each inspection, DMS will provide results of the inspection to the Contractor.
9. The Contractor's trouble ticketing service will be the administrative record for inspections. After each inspection, DMS will notify the Contractor's NOC and close the trouble ticket indicating that the inspection has been completed.
10. Contractor will timely take corrective actions in accordance with Attachment B – Final Contract sections 13.2 and 13.3.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

[Enter the response here – 250 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.



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AT&T's Inspection process includes the following steps:

- 1) DMS will notify AT&T via email of the intended inspection by submitting an informational trouble ticket with subject heading "SCS Verification" three weeks in advance of the intent of verification.
- 2) DMS will identify the items needing verification and insert these as part of a checklist.
- 3) AT&T and DMS will develop a test plan,, if necessary based on the type of information on verification checklist. This test plan will lay out details such as diagrams and the requirements of the test.
- 4) After the test plan is complete and if one is needed, DMS will schedule a date with AT&T to conduct the visit based on the details of the checklist. This may require a visit to the Central Office (CO) or facility where the associated services are being hosted.
- 5) After the visit is complete, DMS should provide the results of the inspection to AT&T. At the same time, DMS will notify the SCS NOC to close the trouble ticket indicating that the inspection has been completed.
- 6) If AT&T agrees with the results, the corrective actions will be presented by AT&T to DMS for approval. A change request process will be utilized, where appropriate, to make the appropriate corrective changes.
- 7) If AT&T is not in agreement with results of inspection, further discussion and review of the results will be conducted with DMS to achieve better understanding and work toward a mutual agreed upon resolution.

3.22 Contractor Webpage

Contractor is responsible for the content and management of their respective SCS product webpages. This information is hosted by the Contractor. However, all content must be approved in writing by the DMS Contract Manager before publication in accordance with section 18 of Attachment B – Final Contract.

The following are minimum requirements:

1. An SCS service description with details including, but not limited to, services, features, activation codes, training, service ordering, trouble reporting, DMS rates, and Customer services information.
2. Web links to the CSAB order entry web page and ordering information.
3. All service options and not-to-exceed pricing for each option/features.



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4. The Contractor's webpage must include a link to the SUNCOM webpage
https://www.dms.myflorida.com/business_operations/telecommunications/suncom_2
5. All point of contact information for DMS and the individuals providing Contractor support.
6. Basic trouble reporting and troubleshooting procedures.
7. A Frequently Asked Question section.
8. Other items requested by DMS.
9. DMS SUNCOM logo and branding.

The Contractor's webpage may include the following:

1. The Contractor's logo and branding.
2. CSAB Service Catalog, service definitions, available features, options, training materials, product support information, User Guides, System Administrator Guides, products/services ordering procedures, whitepapers, supplied equipment with definitions/specifications, maintenance information related to supplied equipment, product configurations, and applicable diagrams.
3. Other information approved in writing by the DMS Contract Manager.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.23 Network Operations Center

DMS is seeking a NOC in the Contractor's organization dedicated to dealing solely with the support of SCS, as detailed below. The NOC acts as a single point of contact that addresses any trouble isolation and resolution. The NOC will function as the point of contact for SCS Customers when placing the initial call for assistance. The NOC location does not have to be dedicated to SCS; and can be implemented in a single facility, which may also include Contractor's SOC.

The following are minimum requirements:



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Contractor must have a NOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.
2. Interface with the MFN NOC and DMS NOC to monitor SUNCOM's various operations services and processes.
3. NOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
4. A sufficiently staffed facility twenty-four hours a day, 365 days of the year, will respond to alarms, and receive and manage trouble ticket requests from Customers.
5. Contractor's staff will continuously monitor the services the Contractor provides.
6. Acceptance of trouble reports from the Customer or authorized representative by telephone or electronically (if access available).
7. Unlimited answering of calls to the Contractor's NOC.
8. A central point of control, responsible for coordination of all SCS service affecting operational issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
9. Customers will receive unlimited remediation support and consultation from operation experts at the NOC. Proactive monitoring of SCS functionality using centralized monitoring tools and a group of technical personnel.
10. Full-time operational monitoring and analysis of events from any sources.
11. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored by Contractor.
12. Ability to visibly display a form of SCS branding at the technical and Customer level, including a unique 800 number for Customer calls.
13. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
14. Monthly NOC Activity Report is due as a meeting material for the monthly operational meeting. This report must be accurate and reflective of all calls and



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emails, and is subject to DMS' acceptance. This report covers the activities of the NOC and SOC which will include, at a minimum:

- a. Number of calls, duration of calls, time to answer calls, dropped calls, abandoned calls.
 - b. Number of emails, duration to respond to email.
 - c. Statistically valid calculation of speed to answer calls.
 - d. Statistically valid calculation of call abandonment rate.
 - e. Statistically valid sample of all calls and emails.
 - f. Statistically valid calculation of call and email accuracy.
15. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year for all services and components.
 16. A primary and backup geographically redundant NOCs which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
 17. Testing for all services and facilities as necessary to resolve the problem.
 18. Proactive alarm checks.
 19. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
 20. Escalation of troubles to higher-level support upon the Customer's request.
 21. NOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
 22. Close all trouble tickets with the agreement of the Customer.
 23. A single point of contact for NOC communications with the Customer.
 24. For created trouble tickets, a detailed Reason for Outage (RFO) report in response to a request from DMS or the Customer.
 25. A process which routinely reviews Contractor infrastructure components so DMS can determine when performance or capacity improvements are needed.



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26. Tickets based on phone calls or emails from DMS and Customers are to be opened immediately by the Contractor's NOC staff.



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Given the statements in the subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation.
3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers.
4. Provide a significant level of detail on how the NOC services will meet the State's expectations including, but not limited to:
 - a. Staffing
 - b. Monitoring capabilities.
 - c. Management of trouble reporting
 - d. Central point of control.
 - e. Remediation support
 - f. Proactive monitoring
 - g. Full-time monitoring
 - h. Coordination with all affected parties
 - i. SCS branding
 - j. Public Safety Customer precedence
 - k. Monthly reporting
 - l. Responses with resolution and updates
 - m. Geographic redundancy
 - n. Testing
 - o. Proactive alarms



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- p. Escalation processes
- q. Monitoring and analysis from all sources
- r. Working directly with Customer staff
- s. Availability without limitation for operations, design and ad hoc tasks
- t. Reporting, including RFOs and monthly reports

[Enter the response here - As needed to complete the response to this subsection.]

Given the statements in the subsection:

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T will use Hayes e-Government Resources' existing NOC that supports State of Florida for the SCS ITN contract. Hayes has two locations (Tampa and Tallahassee) to meet operational redundancy requirements. AT&T proposes this NOC because Hayes' organizational structure provides focused management to deliver a complete customer care package that includes 24x7x365 support. Teams of analysts with Tier 1 and Tier 2 skills own and manage a problem from its beginning to resolution. As necessary, Tier 3 analysts provide their experience and support.

Hayes will provide the Single Point of Contact (SPOC) for all customer interactions and will then coordinate with the appropriate AT&T operations center as necessary based on the service line impacted. Per the clarification response to DMS, as an example if there is a problem with HVS, Hayes will receive the trouble call, and then coordinate with Mitel for additional support.

AT&T will monitor the core infrastructure that will support the State's voice network. AT&T will develop a Service Assurance Interface Agreement (SAIA) that details the Day 2 support requirements that will include Hayes' NOC organization. Per the clarification response to DMS, AT&T has provided a Draft Example of the SAIA and will begin the process of finalizing the SAIA upon contract award.

Hayes will serve as the SPOC for all service lines and also be responsible for monitoring and Day 2 support for the Hayes Hosted Avaya solution that includes the



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ACME (or equivalent technology) session border controllers and the associated IP Flex infrastructure supporting the Hosted Avaya platform.

AT&T has included SecureLogix technology as part of the core network for voice security. AT&T will utilize the SecureLogix SOC located in San Antonio, Texas, to provide monitoring and SOC support related to the SecureLogix gateways. Hayes will coordinate with SecureLogix as needed.

2. Describe the existence of a production implementation of the proposed NOC. Indicate the size and scope of the implementation.

AT&T will use Hayes e-Government Resources' existing NOC that supports State of Florida for the SCS ITN contract. Hayes has two locations (Tampa and Tallahassee) to meet operational redundancy requirements. The AT&T/Hayes NOC primary location is in Tampa. The back-up location is in Tallahassee. The NOC is staffed 24x7x365.

3. Describe the proposed service including the interface with the SOC, DMS, MFN, and the Customers.

The AT&T/Hayes NOC will use existing tools, people, and processes to support the SCS ITN contract. Hayes has developed repeatable processes that provides the State today with exceptional customer care. AT&T and Hayes will create a Day 2 support model that will meet the State's requirements for SCS.

4. Provide a significant level of detail on how the NOC services will meet the State's expectations including, but not limited to:

a. Staffing

Hayes will continue to staff the NOC 24x7x365 with trained personnel. Hayes will expand the NOC functions to support the SCS. Hayes' NOC Manager will be responsible for hiring, training, and staffing the operations to meet the State's requirements. Escalation processes will be in place to handle any problem.

b. Monitoring capabilities.

Hayes will deploy VSM in support of the SCS ITN Contract. VSM is a cloud-based platform that will assist the NOC in gaining visibility and providing better customer care to the State customers. VSM provides a tool that will deliver details on monitoring, diagnosing, and reporting the service line elements associated with the State of Florida SCS ITN contract.



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AT&T has provided more information of the monitoring capabilities using VSM in sections 3.31 and 3.32.

c. Management of trouble reporting

VSM provides a capability for managing trouble tickets. The system will provide information from the time of the reported issue, through resolution/restoration of service. The NOC will provide details based on coordination with AT&T operation centers, as necessary. DMS will receive automated notifications from the VSM platform.

d. Central point of control.

The NOC will be the central point of control for all communications relating to the Service Lines associated with the ITN contract.

e. Remediation support

Once the ticket is logged, it will be assigned for quick and accurate remediation. Using the ticket system prior calls can be reviewed to assure assigned resources can look at past issue that may shortcut newly reported troubles, reducing repeat calls.

f. Proactive monitoring

VSM software will monitor all aspects of the solution on a 24x7x365 basis. Automated alerts will be generated and sent to the NOC for resolution.

g. Full-time monitoring

Full-time 24x7x365 monitoring is provided.

h. Coordination with all affected parties

The NOC will coordinate issues, even if they are with a third party. The ticket will remain open until the issue is resolved, no matter the vendor.

i. SCS branding

SCS branding can be added to both the trouble ticket system and the monitoring solution.

j. Public Safety Customer precedence

Public Safety precedence can be added to the trouble ticking system and the monitoring system.



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Monthly reports will come from both the ticketing system and the monitoring system. Hayes will coordinate with AT&T operation centers to incorporate monthly metrics as appropriate.

l. Responses with resolution and updates

Responses with resolution will come from the ticketing system with back up data from the monitoring system.

m. Geographic redundancy

Geographic redundancy is provided with two NOC locations.

n. Testing

The monitoring tool and the technical staff will provide testing on all applications provided.

o. Proactive alarms

Proactive alarms will come from the monitoring tool alerting the NOC staff, DMS and anyone else required to be notified.

p. Escalation processes

An escalation process will be provided to DMS upon contract award.

q. Monitoring and analysis from all sources

Monitoring with analysis on all applications, connectivity and devices is included.

r. Working directly with Customer staff

The NOC will work directly with customers and any staff required.

s. Availability without limitation for operations, design and ad hoc tasks

Hayes will serve as the SPOC for State of Florida service lines associated with the SCS ITN Contract. There are no restrictions placed on the State for support requirements.

t. Reporting, including RFOs and monthly reports

AT&T will provide RFOs and Monthly reports – the details of the reports can be agreed upon during negotiations.



3.24 Security Operations Center

Security Operations Center services and functions are applicable to all proposed functionality, except for Service Category 4, Centrex Services.

DMS is seeking a SOC in the Contractor's organization dedicated to dealing solely with security issues, as detailed below. The SOC receives Customer requests for assistance via the NOC. The SOC does not receive calls from Customers. The SOC location does not have to be dedicated to SCS; and can be implemented in a single facility which may also include Contractor's NOC.

The following are minimum requirements:

Contractor must have a SOC which provides the following:

1. A facility located within the United States of America which is physically secured to permit entry of only authorized personnel, as determined by the Contractor.
2. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
3. A sufficiently staffed facility twenty-four (24) hours a day, 365 days of the year, will respond to alarms, and receive and manage security related trouble ticket requests from the NOC.
4. Staff will continuously monitor the services the Contractor provides.
5. A central point of control, responsible for coordination of all SCS affecting security issues. Managing issues will routinely involve at a minimum opening tickets and escalations as needed.
6. Unlimited remediation support and consultation for Customers from operation experts at the SOC.
7. Proactive monitoring of security functionality using centralized monitoring tools and a group of technical personnel.
8. Full-time operational monitoring and analysis of security events from any sources.
9. Staff who will continuously coordinate with all affected parties during resolution of service affecting events by monitoring the service affecting events until performance is restored.



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10. A process which allows Public Safety Customers to take precedence within the Contractor's queue.
11. Resolutions and updates to any incoming phone calls and emails twenty-four hours a day, 365 days of the year, for all services and components.
12. Primary and backup geographically redundant SOC's which proactively monitor and protect network and data twenty-four hours a day, 365 days of the year.
13. Testing for all services and facilities as necessary to resolve the problem.
14. Proactive alarm checks.
15. Proactive escalation of trouble tickets through the various levels of technical support and as necessary to senior support, including the Contractor's Account Manager.
16. Escalation of troubles to higher-level support upon the Customer's request.
17. Full-time operational monitoring and analysis of events from any sources.
18. SOC staff who will be required to work directly with the Customer when necessary for resolution of trouble tickets, including working together to perform testing and diagnostics.
19. SOC staff who must be available, without limitation, to DMS and MFN Contractors (including MFN Contractor's SOC and NOC staff) for day-to-day operations, design discussions, and other ad hoc tasks.
20. Continuous monitoring support of all services and network security component being managed and will respond and assist effectively to mitigate any threats.
21. SOC staff with the ability to make security changes in real-time in response to proactive and reactive security concerns.
22. Ongoing security service tuning as part of the SCS security service, including updates to attack signatures, thresholds, hardware, software, and procedures (day-to-day production implementation).
23. Address security threats originating within the State intranet, as well as from the internet, and be both proactive and reactive for both intranet and external connections. Upon receipt of an alert from equipment, or active verification by SOC personnel of a cyber- attack, the SOC opens an incident ticket to track the event through the mitigation process. An audio conference bridge may be established by the SOC and used during the mitigation process.



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24. An alerting process, signaling an attack is in process. Alerts, distribution lists, and processes are related to the specific security service proposed by the Respondent; therefore final, detailed, operational procedures are to be developed during the implementation phase with DMS and Customers. Completed documented processes are required before Customers are migrated to SCS. Operational procedures will include but are not limited to the following:
- A matrix of alert levels and corresponding notifications, including members of email distribution lists, subject to final approval by DMS.
 - Alert processes dependent on attack severity and type.
 - Various interactions between the SOC, DMS, and Customers depending on attack severity and type.
 - Notifications tailored to the type and severity of the attack and will be sent to various distribution lists.
 - Distribution lists to send information to specific individual staff informing them of attack types and severity.
 - Updated alert processes dependent on Customer needs, as agreed in writing by the Contractor and DMS.

Given the statements in this subsection:

- Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
- Describe the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.
- Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.
- Provide a significant level of detail on how the SOC services will meet the State's expectations including, but not limited to:
 - Staffing
 - Monitoring capabilities.
 - Management of trouble reporting



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- d. Central point of control
 - e. Remediation support
 - f. Proactive monitoring
 - g. Full-time monitoring
 - h. Coordination with all affected parties
 - i. SCS branding
 - j. Public Safety Customer precedence
 - k. Responses with resolution and updates
 - l. Geographic redundancy
 - m. Testing
 - n. Proactive alarms
 - o. Escalation processes
 - p. Monitoring and analysis from all sources
 - q. Working directly with Customer staff
 - r. Availability without limitation for operations, design and ad hoc tasks
 - s. Continuous monitoring and threat mitigation
 - t. Real-time changes
 - u. Security service tuning
 - v. Scope of service, proactive resolution, security incident ticketing and tracking
 - w. Alerts, distribution lists, and security operational processes
5. As part of the response, discuss the use of:
- a. Geo blocking (ability to monitor and block traffic originating from specific locations throughout the world)



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- b. Reputation-based (detection and blocking of traffic from sites known to be "bad actors"; based on near real-time database updates)
- c. Application blocking (blocking of undesired applications)
- 6. The Respondent's Response must include the following operational processes which will be finalized in the implementation phase:
 - a. Alert levels and corresponding notifications
 - b. Interactions between the SOC, DMS, and Customers
 - c. Tailored notifications
 - d. Use of and construction of distributions lists

[Enter the response here - As needed to complete the response to this subsection.]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T will use Hayes e-Government Resources' existing NOC to support the SOC requirements. The details of section 3.23 apply to 3.24. Hayes will have on staff , Tier 3 Security Engineers, two resources that have historically supported the State of Florida under the AT&T MFN contract. The NOC will handle all Tier 1 and Tier 2 related tickets and escalate to Tier 3 as required.

AT&T/Hayes meets the requirements of this section but would like to have more technical discussion relating to requirement #8, as well as the overall security strategy (section 3.28, below) with the State. AT&T is providing a Core Network to support the UC and Contact Center services – the core is a private network with no public Internet advertisements. The security services provided will not touch the State's WAN, but be isolated to the AT&T core network.

1. Describe the existence of a production implementation of the proposed SOC. Indicate the size and scope of the implementation.

AT&T will use Hayes e-Government Resources' existing NOC that supports State of Florida for the SCS ITN contract. Hayes has two locations (Tampa and Tallahassee) to meet operational



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redundancy requirements. The AT&T/Hayes NOC primary location is in Tampa FL. The back-up location is in Tallahassee FL. The NOC is staffed 24x7x365.

3. Describe the proposed security service including the interface with the NOC, DMS, MFN, and the Customers.

As part of the proposed Core Network, AT&T will include AT&T Distributed Denial of Service (DDoS) Defense and AT&T Managed Security Service – Voice (SecureLogix gateways) as further described in Section 3.28 below. Hayes NOC/SOC personnel will interface with the AT&T Threat Management team located in Durham, North Carolina (staffed 24x7x365) for DDoS related issues and also with the SecureLogix operations center located in San Antonio, Texas (staffed 24x7x365) for Telephony DDoS related issues.

4. Provide a significant level of detail on how the SOC services will meet the State's expectations including, but not limited to:

- a. Staffing

Hayes will continue to staff the NOC 24x7x365 with trained personnel. Hayes will expand the NOC functions to support the SCS. Hayes NOC Manager will be responsible for hiring, training, and staffing the operations to meet the State's requirements. Escalation processes will be in place to handle any problem.

- b. Monitoring capabilities.

Hayes will deploy the VSM platform in support of the SCS ITN Contract. VSM is a cloud-based platform that will assist the NOC in gaining visibility and providing better customer care to the State customers. VSM provides a tool that will provide details on monitoring, diagnosing and reporting the service line elements associated with the State of Florida SCS ITN contract.

AT&T has provided more information of the monitoring capabilities using VSM in sections 3.31 and 3.32.

- c. Management of trouble reporting

VSM provides a capability for managing trouble tickets. The system will provide information from the time of the reported issue, through resolution/restoration of service. The NOC will provide details based on coordination with AT&T operation centers as necessary. DMS will receive automated notifications from the VSM platform.

- d. Central point of control.



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The NOC will be the central point of control for all communications relating to the Service Lines associated with the ITN contract.

e. Remediation support

Once the ticket is logged it will be assigned for quick and accurate remediation. Using the ticket system prior calls can be reviewed to assure assigned resources can look at past issue that may shortcut newly reported troubles. Reducing repeat calls.

f. Proactive monitoring

VSM software will monitor all aspects of the solution on a 24x7x365 basis. Automated alerts will be generated and sent to the NOC for resolution.

g. Full-time monitoring

Full-time 24x7x365 monitoring is provided.

h. Coordination with all affected parties

The NOC will coordinate issues even if they are with a third party. The ticket will remain open until the issue is resolved no matter the vendor.

i. SCS branding

SCS branding can be added to both the trouble ticket system and the monitoring solution.

j. Public Safety Customer precedence

Public Safety precedence can be added to the trouble ticketing system and the monitoring system.

k. Monthly reporting

Monthly reports will come from both the ticketing system and the monitoring system. Hayes will coordinate with AT&T operation centers to incorporate monthly metrics as appropriate.

l. Responses with resolution and updates

Responses with resolution will come from the ticketing system with back up data from the monitoring system.

m. Geographic redundancy



Geographic redundancy is provided with two locations of the NOC.

n. Testing

The monitoring tool and the technical staff will provide testing on all applications provided.

o. Proactive alarms

Proactive alarms will come from the monitoring tool alerting the NOC staff, DMS and anyone else required to be notified.

p. Escalation processes

An escalation process will be provided to DMS upon contract award.

q. Monitoring and analysis from all sources

Monitoring with analysis on all applications, connectivity and devices is included.

r. Working directly with Customer staff

The NOC will work directly with customers an any staff required.

s. Availability without limitation for operations, design and ad hoc tasks

Hayes will serve as the SPOC for State of Florida service lines associated with the SCS ITN Contract. There is no restrictions placed on the State for support requirements.

t. Reporting, including RFOs and monthly reports

AT&T will provide RFOs and Monthly reports – the details of the reports can be agreed upon during negotiations.

3.25 Highly Available and Highly Reliable Design Characteristics

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.



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SCS functionality provides support for mission critical agency Customers. Contractor is therefore required to provide hardware, software, and processes designed to be highly available and highly reliable (HA/HR).

The design characteristics for HA/HR are as follows:

1. Provides designs to eliminate single points of failure, including minimal convergence times.
2. Utilizes redundant hardware and software providing continuous availability when a critical component fails or is removed from service for maintenance.
3. Utilizes automated interactions between systems or services to detect when a component has failed.
4. Utilizes multiple physical data paths within an infrastructure to eliminate a potential impact on performance when a path fails or is taken out of service.
5. Utilizes equipment with dual power supplies plugged into separate sources of power, which may include the use of a generator for backup power.
6. Maintains the entire SCS infrastructure at normal operational functionality and must not impact performance, regardless of cause. Maintaining the infrastructure includes, but is not limited to, performing required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.
7. Conduct, at a minimum, annual failover testing, which will be scheduled in coordination with the Department, and provide the Department with a certification summarizing the results of the failover testing and collected data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

AT&T will conduct annual testing of the SCS mini-core network, schedule the failover test with DMS, and provide a document summarizing the results of the failover test.



3.26 Cooperation with Other Contractors

DMS may award SCS to multiple Contractors, and each Contractor shall fully cooperate with such other Contractors, DMS, and Customers. The Contractor must not commit or permit any act which will interfere with the performance of work by any other Contractor or by DMS employees.

Given the statements in this subsection:

1. Describe the corporate commitment to interact and work collaboratively with other SUNCOM contractors and subcontractors, creating a team of SUNCOM service providers.

[Enter the response here - 100 words]

AT&T Response:

1. Describe the corporate commitment to interact and work collaboratively with other SUNCOM contractors and subcontractors, creating a team of SUNCOM service providers

AT&T understands that DMS may award SCS to multiple vendors and commits to collaborating with other SUNCOM contractors and subcontractors. AT&T has a long history of working with the State on large scale projects with many entities; if awarded SUNCOM services, we will continue to work in a spirit of cooperation and professionalism. Due to customer privacy issues and laws, AT&T reserves the right to request / require a Letter of Authorization from DMS and/or end-users as part of the collaboration.

3.27 Monitoring and Operational Management

Proactive monitoring for system, component, or service functionality, referred to as up/down status, and general operational health for all service components utilized in providing SCS is the responsibility of the Contractor. The Contractor is required to provide daily operational management for all such service components. The Contractor must monitor SCS components with notifications, traps, and/or alerts provided from performance monitoring systems. The Contractor is also required to provide commercially reasonable and customary support for all end-to-end operational concerns, but is not directly responsible for addressing Customer LAN performance



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issues. These commercially reasonable support activities include, but are not limited to, interfacing with DMS, Customers, the MFN Contractors to the extent feasible, and any SUNCOM Contractor providing a component of SUNCOM service experiencing operational concerns. The Contractor is required to provide a final root cause determination if the cause is not within the Customer's LAN. If a Contractor identifies an operational concern as being within a Customer's LAN infrastructure, and DMS concurs with that assessment, the Contractor will notify the Customer, and close the ticket.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.28 Security

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex. The following are minimum requirements:

1. Contractor is required to ensure that security practices and safeguards are provided to minimize susceptibility to security issues and prevent unauthorized access. This includes SIP-specific gateway security for SIP firewalls, where applicable. Contractor is required to ensure that security practices and policies are regularly updated and audited.
2. The general areas of security to be addressed are:
 - a. Denial of service: Contractor is required to provide safeguards to prevent hackers, worms, or viruses from denying legitimate users from SCS access.
 - b. Intrusion: Contractor is required to provide safeguards to mitigate attempts to illegitimately use SCS.
 - c. Invasion of Privacy: Contractor is required to ensure that SCS is private and that unauthorized third parties cannot eavesdrop or intercept communication sessions.
 - d. General assistance: Contractor is required to assist in investigating and remediating security concerns. This includes support with diagnostics to determine whether the root cause of an issue is within the Customer LAN.
3. Services and features for SCS that will be based on the topics listed below:



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- a. Contractor's managed security services must interact with Customers and with other SUNCOM Contractors, such as MFN and its related security components, including the MFN NOC and SOC.
- b. Contractor must address security threats originating within the MFN and SCS intranet environments as well as from the PSTN and internet.
- c. Contractor must provide both proactive and reactive security efforts for both intranet and external connections.
- d. Contractor's security measures must include, at a minimum, deep packet inspection and options for media encryption.
- e. Systems and processes must be refreshed to mitigate the constantly changing threat environment.
- f. Contractor must provide the capability of capturing real-time information to consolidate log source event data from device endpoints utilized with SCS. Real-time information from log sources includes MFN and other SUNCOM contracted services.
- g. Contractor must provide various security notifications, reports and Dashboards for DMS and Customers.
- h. Contractor must comply with Customer-specific security policies and regulations. The security service protecting SCS can be part of the Respondent's commercial infrastructure and is not required to be a standalone implementation for SCS.
- i. To support the Customers, Contractor will participate in security compliance audits, training, awareness, policy development, and the development of best practices.
- j. Provide security for all their systems and services, which includes, but is not limited to, mitigation of volumetric attacks (sending a high amount of traffic, or request packets, to a targeted network in an effort to overwhelm its capabilities) and application-based attacks (exploiting vulnerabilities of an application), with a demarcation at the MFN network to the extent feasible.



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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe the security functionality of the proposed services and the related report(s) and Dashboard(s), including any real-time views, to be provided to DMS and Customers.
3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services.
4. Describe options for the various security notifications to DMS and Customers.
5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections.
6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment.
7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology.
8. Describe any proposed support for SIP signaling using Transport Layer Security.
9. Describe how encryption for media streams is offered.

[Enter the response here – As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

AT&T has reviewed the security requirements. Some require more in-depth technical discussions (i.e., #7 “Describe options to collect Layer 7 application payloads,” for example, “using deep packet inspection technology,” and #9 – “Describe how encryption for media streams is offered.” AT&T did not include technology to meet these requirements in the core network). AT&T’s core network will include two managed security services that will help protect the State’s communications infrastructure, 1) AT&T Standard DDoS that protects the two 10G Internet circuits that are part of the core network, and, 2) AT&T Managed Security – Voice (this platform is



a voice firewall). AT&T has partnered with SecureLogix and will integrate their SIP platform devices into the Core Network to provide a fraud management and Telephony Denial of Service (TDOS) capability that will reside north of the Session Border Controllers. AT&T would like to have a deep-dive technical discussion relating to the State's overall security strategy for SCS during the negotiation phase to ensure AT&T can meet the expectations of the State.

2. Describe the security functionality of the proposed services and the related report(s) and Dashboard(s), including any real-time views, to be provided to DMS and Customers.

AT&T Distributed Denial of Service (DDoS) includes the following components:

- Distributed Denial of Service (DDoS) Defense is a managed security service that is designed to detect and mitigate distributed denial of service attacks before they reach your network. DDoS Defense helps identify and block malicious packets in near real time to help you prevent possible negative affects regarding the flow of your business traffic.

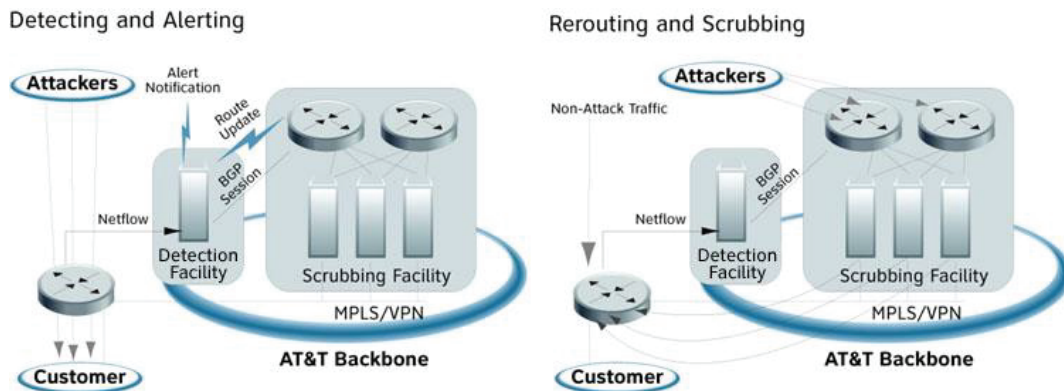


Figure 1: AT&T DDoS Defense Architecture Overview — With DDoS Defense, a network detection facility monitors your network traffic for a specified set of protected IP addresses.

The solution gives you the following features:

- DDoS Defense Reporting Portal—is available via BusinessDirect®. From this site, you can access anomaly reports, historical archived data, traffic information, and email trap alerts. You can find a variety of security information all in one place, accessible from the Internet.

- **Service Level Agreement (SLA)**—specifies mitigation starts within 30 minutes of identification, if you choose automatic attack mitigation. If you choose the manual/notification-first option, mitigation begins within 30 minutes of your concurrence. So, you get timely notification and mitigation in writing.

Benefits—DDoS Defense is a service designed to help detect and mitigate volumetric DDoS attacks. It uses a detection device that examines your NetFlow data. Within the AT&T IP backbone, DDoS Defense is designed to identify and mitigate known attacks to help prevent malicious traffic from reaching your network.

DDoS Defense helps keep your business running smoothly by filtering out known malicious traffic before it impacts your business.

How it Works — The DDoS Defense Service includes DDoS detection and mitigation that takes place within AT&T's backbone and provides protection against volumetric attack traffic before reaching the customer site. It consists of a network detection device, which examines samples of customer traffic flow data from the AT&T network for each IP address identified by customer. Upon detection, or customer notification of a perceived DDoS Attack, AT&T can reroute traffic targeted at an attacked host through the AT&T IP Backbone to a shared Scrubbing device which then 'scrubs' the rerouted traffic by dropping the suspected DDoS attack traffic. The DDoS Defense Service is designed to then pass valid traffic to the Customer access router. AT&T will resume the normal routing of customer traffic once AT&T determines the DDoS attack has subsided. The customer will have access to reports on the attack and mitigation activity through a customer-specific portal ("DDoS Defense Portal").

Additional Benefits

- During the first two (2) weeks following the Service Activation Date, examine samples of customer traffic flow data and analyze patterns within such data in order to baseline customer traffic patterns to assist in determining when a DDoS attack is occurring
- When AT&T believes that conditions so warrant; (a) issue Alert(s) to customer about IP Threat(s) which shall direct customer to the DDoS Defense Portal for further information; (b) provide information via the DDoS Service Portal to assist customer in addressing and/or mitigating IP Threats



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- Notify customer via email within fifteen (15) minutes, and where warranted, by telephone within twenty (20) minutes, when AT&T believes a DDoS attack is occurring
- Provide customer access to reports on specific attacks and mitigation activity through an AT&T specific website provided to customer; and
- Make available to customer the Traffic Anomaly Detection analysis and Traffic Anomaly Detection reports related to any DDoS Attacks on customer during the period in which DDoS Service is provided to customer. All reports are AT&T Proprietary Information and are subject to the terms and provisions of the Agreement.

Traffic Anomaly Detection — AT&T uses sampled traffic flow data from access routers within the AT&T network. This data is directed to the AT&T Anomaly Traffic Detection devices.

Traffic Anomaly Detection has two algorithms that run on a single detection portal. The first algorithm looks for “Misuse Anomalies” while the second algorithm looks for “Profiled Anomalies”. Traffic Anomaly Detection, using both algorithms, is designed to detect anomalous traffic patterns that are considered malicious and to alert Customer that mitigation may be warranted.

Detection Capabilities and Exclusions — The DDoS Defense Service is designed to detect and help protect against attacks that are volumetric in nature. A volumetric attack is defined as an attack that sends high volumes of traffic designed to over-utilize bandwidth and eventually deny access for legitimate users. Volumetric attacks include those attacks listed in the Volumetric Attack Types and Description table set forth below. Volumetric attacks do not include: (i) application layer attacks (those that primarily target applications); (ii) SSL attacks (those aimed at exploiting the CPU intensive nature of encrypting and decrypting packets); and (iii) “low and slow” attacks (those that consume a high number of connections and can exhaust server resources).

Volumetric Attack Types and Descriptions	
Attack Type	Description

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Spoofed	Sending packets with a forged source address
Malformed	Sending packets with abnormal bits or flags set
Floods	Sending high rates of legitimately formed packets
Null	Sending packets with no content or illegitimate protocol
Fragmented	Sending packet fragments that will never be completed
Brute Force	Sending packets that exceed defined flow rates threshold

DDoS Anomalies — Misuse Anomalies are traffic patterns that are of known DoS signatures, including high rates of protocol fragments, ICMP, SYNs, RSTs and Nulls (No payload).

Profiled Anomalies are traffic patterns that have exceeded the learned baselines that have been generated by AT&T, based on a sliding two-week interval of customer traffic flow. Profiled thresholds are set at certain levels of Packets Per Second ("PPS") or Bits Per Second ("BPS") in excess of the pre-determined baseline.

Both Misuse Anomalies and Profiled Anomalies have three severity levels: LOW, MEDIUM, and HIGH. Low level anomalies are generated when traffic exceeds a minimum threshold. Medium level anomalies occur when the traffic exceeds a higher threshold value. A High level anomaly occurs if the attack exceeds a higher threshold and is sustained for 300 seconds (5 minutes). An Alert is automatically generated in response to a High level anomaly. Low and Medium level anomalies can be viewed via the DDoS Defense Portal. Anomaly notifications will be deleted after thirty (30) days if Low level, sixty (60) days if Medium level and one year if High level.



Mitigation — Network Packet Scrubbing facilities use centralized DDoS mitigation devices to mitigate known malicious packets destined to the customer network. A predefined BGP speaker will instruct a facility to re-route customer traffic to one or more Scrubbing facilities. The BGP speaker will advertise the specific /32 address that is being attacked. This will reroute only that traffic targeted for the specific IP address to one or more of the AT&T Scrubbing facilities. After the Scrubbing facilities mitigate the malicious content, traffic determined to be valid will be forwarded back to the customer through a path that includes an AT&T managed virtual private network (“VPN”). Customer is not required to purchase VPN services from AT&T for mitigation to take place.

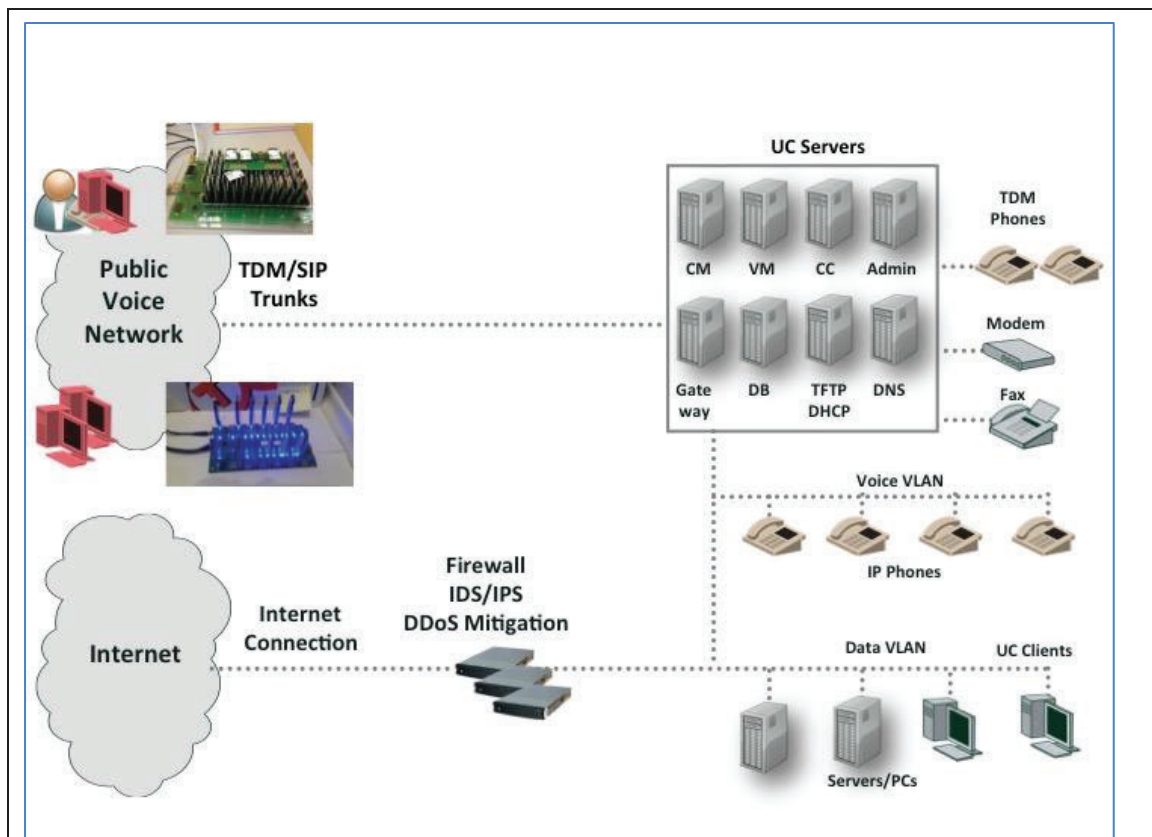
Methods of Triggering — AT&T will activate the DDoS Defense Service mitigation via BGP speaker within the AT&T network. During service enablement, customer may choose between Automatic Mitigation and Manual Mitigation.

- **Automatic Mitigation:** When the AT&T detection device identifies a volumetric attack and provides an Alert to the S/NOC and the customer, the work center will trigger the start of mitigation prior to notifying the customer.

AT&T Managed Security – Voice is provided by our Strategic Partner SecureLogix. Telephony Denial of Service (TDoS) is a form of DoS that affects government, enterprise, and small business voice systems. It is the most significant threat to voice systems and by far the most common form of voice-based DoS. The reason for this is that the Public Voice Network (PVN) is no longer a closed network. It uses VoIP heavily and connects more and more to the Internet through the Session Initiation Protocol (SIP). SIP is also increasingly used for enterprise SIP trunks, which connect voice networks to the PVN. The following figure illustrates the PVN, trunking, and target systems.



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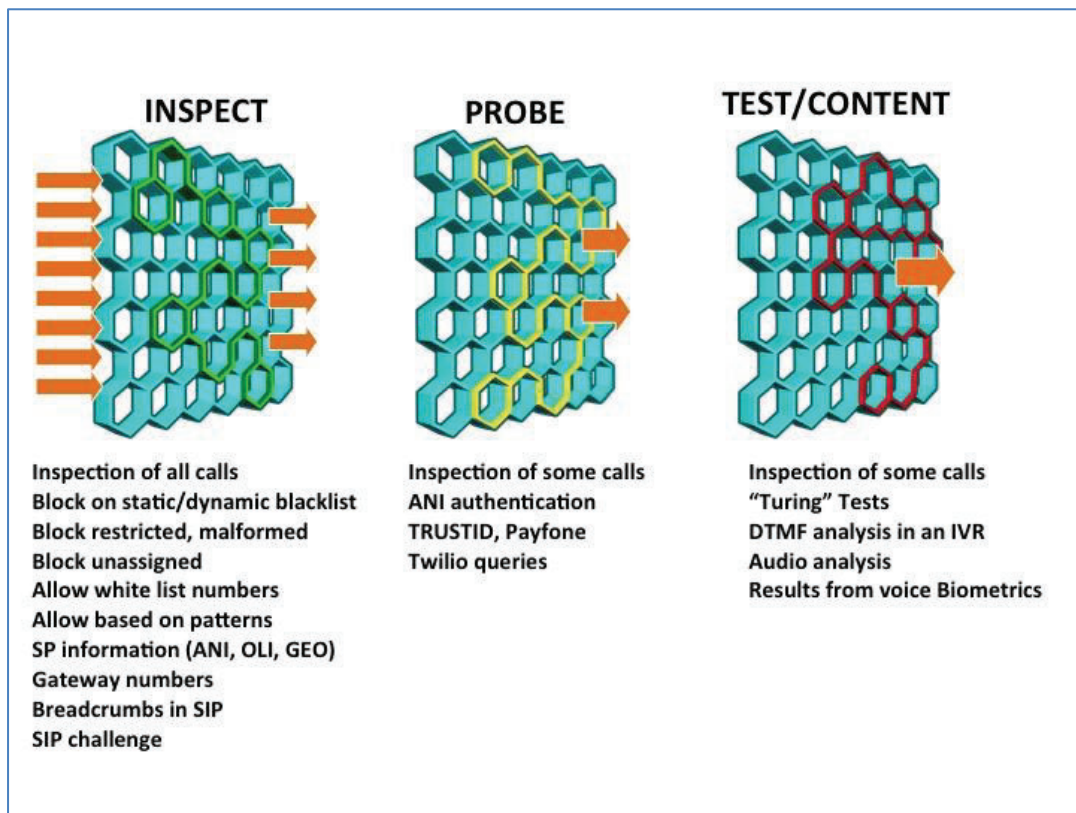


Despite the deployments of VoIP and SIP, end-to-end SIP is very rare. While an attacker may use SIP to generate calls, the victim government or enterprise is likely to use a combination of TDM and SIP trunking. This means that end-to-end Internet Protocol (IP)-based DoS techniques that rely on IP-level protocol issues are not effective. For example, SIP INVITE floods, REGISTER storms, and malformed or “fuzzed” packet attacks sent across the PVN are just not practical. The PVN contains many service providers, who may translate calls between SIP and TDM. Also, even within SIP networks, devices such as Session Border Controllers (SBCs) terminate and regenerate SIP messages, making it difficult to transmit packet-level attacks.

The primary attack unit is not an IP packet, but rather a malicious call. These calls are virtually always originated with SIP but will arrive at the victim site as a call, whether on SIP, TDM, or whatever mix of systems. SIP trunks, consumer/cable SIP offerings, Internet-based SIP services, softphones, and smart phones all combine to make automated call origination with spoofed or anonymous calling numbers cheap and easy. It is simple to use free software, such as the Asterisk IP PBX, the SIP call generator, and other freeware tools, to automatically generate calls. These tools make it possible to generate hundreds or thousands of concurrent

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solution allows new business rules and policies to be built without impacting the underlying software. All of the call attributes and, in the case of VoIP, SIP signaling attributes, are available to feed new business rules. Call control options are also available. Support for semi-static and dynamic white and black lists is also available. A set of network queries, to include source phone number checks, number type checks, and queries to call authentication services, are also available. This allows any combination of business rules for different signatures, vertical requirements (911, other emergency services, health care, or financial services), or specific customers to be built without changing software. Existing policies and rules implement TDoS mitigation by scoring all calls through an inspect, probe, and test/analyze set of filters. The following figure illustrates this concept:



In addition, AT&T is totally committed to the control of toll fraud. While no telecommunications system can be entirely free from risk of toll fraud, earnest attention to system security can reduce that risk considerably. AT&T devotes substantial resources to detect suspicious calling patterns, alert businesses, and catch violators. We call this program AT&T NetPROTECT Basic, and it is provided to all AT&T long distance business customers at no cost. NetPROTECT Basic monitors both outbound domestic and international 24-hours a day, 7 days a week. We provide timely notification of suspicious calling patterns as soon as the customer can be reached. This program also includes customer education security

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seminars conducted throughout the country via web meeting. Additionally, security experts who can initiate investigations and answer questions regarding toll fraud staff a 24-hour hot line.

(items #1-2 started on pages 99-100, respectively).

3. Describe how the MFN NOC and SOC, and Customers, will interface with these fully managed security services.

DMS Customers will be able to email and/or call the Hayes NOC/SOC for support.

4. Describe options for the various security notifications to DMS and Customers.

DMS will receive email notifications and alerts from the NOC/SOC.

5. Describe both the proactive and reactive methods of security efforts for both intranet and external connections.

AT&T would like to further discuss this requirement with the State. We want to ensure there is a clear view of what AT&T will be providing from a security perspective.

6. Describe how the services and processes are refreshed to mitigate the constantly changing threat environment.

AT&T Threat Management team updates the DDoS Filtering criteria as new information is learned. Additionally, the Threat Management team makes recommendations to our customers on security alerting thresholds based on changes to the threat environment. The SecureLogix SOC applies changes as well based on threat changes in the TDOS environment.

7. Describe options to collect Layer 7 application payloads, for example using deep packet inspection technology.

AT&T would like to discuss this requirement further with the State. We did not include any deep packet capture capability in the core network to support UC and SIP.

8. Describe any proposed support for SIP signaling using Transport Layer Security.



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Per the clarification response to DMS: **AT&T Response:** AT&T can support TLS for SIP trunking.

AT&T can support TLS in the Hosted Avaya solution at no additional cost to the State. This is how TLS and Certificates are used with Avaya:

- TLS encryption is used for secure connections across control links
 - CM 7.0.1 offers the ability to create TLS connections for:
 - CM to H.323 phone signaling channel
 - CM to H.248 control channel
 - CM may operate in FIPS mode or not in FIPS mode to support TLS.
- TLS is a client-to-server protocol
 - Exchanges crypto list and version
 - Exchanges identity certificates for validation
 - Name fields
 - Signing authority
 - Digital signature for this certificate
- Avaya's approach for cert management is to:
 - Offer new Product Identity certificates and Trusted CA certificates with enhanced signatures (SHA2 and 2048 key length)
 - Be able to receive and validate both:
 - Existing certificates with signature (SHA1-1024)
 - New certificates with signature (SHA2-2048).
- TLS links to phones and gateways, we are only concerned with the "C Identity certificate" on CM.

AT&T National HVS supports SRTP and TLS (or SIPS) Encryption as an Optional service. The optional service is priced per Subscriber at a given Location and is included in the Vendor Service Catalog (HVS Encryption) at \$1.75 per seat.

9. Describe how encryption for media streams is offered.

AT&T would like to discuss this requirement further with the State.



3.29 Authentication Server

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services.

All SUNCOM network devices, security devices, and any network-related and tools servers are required to support dual factor authentication. The expectation is that this service will be used by other SUNCOM Contractors, DMS, and Customer staff, with the long-term objective of having as few different logons as possible. Single sign-on is preferred.

Given the statements in this subsection:

1. Describe the sign-on process and how that will interface and integrate with any related components of MFN and other SUNCOM contracted services.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe the sign-on process and how that will interface and integrate with any related components of MFN and other SUNCOM contracted services.

The State will have access to several web portals based on the associated service line ordered from the SCS ITN contract. These web portals support single-sign on, and, in some cases, multi-factor authentication.

Accounts will be created for authorized users and training provided as needed. The number of authorized users the State can request is unlimited. AT&T will ask the State to provide a list of Users who will serve as the Administrator. The Administrators will receive training, so they can create accounts for new Users and manage the list of authorized Users.



3.30 Contractor Meetings with DMS

Contractor is required to attend all meetings referenced in this subsection. Meetings will be held at the DMS office in Tallahassee, Florida. DMS may, at its sole discretion, require the Account Manager and other Contractor's staff attend the meeting in person, or allow remote attendance via a mutually agreed upon conferencing service.

For all meetings referenced herein, Contractor is responsible for the business and administrative tasks associated with the meetings including, but not limited to, coordinating with the Department to schedule the required meetings, creation of a meeting agenda developed in conjunction with DMS, preparing of any materials, meeting minutes, and other meeting planning efforts. The Department, in its sole discretion, may request to reschedule the meeting.

3.30.1 Monthly Operational Meetings

The Contractor is required to meet at least monthly with DMS to review and audit, at least, NOC, SOC, security, and SLA reporting services. These meetings may include, but are not limited to, discussions of the network and all of its services, review of operational concerns (review of NOC/ SOC tickets), technical updates/changes, SLA compliance, security, policy, design, and administrative topics. While there will be discussions of current and future services, these meetings are not sales meetings. Agendas for these meetings will include operational and administrative items including, but not limited to, review of operational concerns (review of NOC/ SOC tickets), review of NOC Activity Report, reviewing and auditing phone tree accuracy, updates to the staff notification process, and any proposed Operational Changes.

3.30.2 Project Management Monthly Review Meetings

The Contractor is required to meet monthly with DMS for project management during the Project Implementation Phase. The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist. The agendas for these meetings will include, at a minimum, details of the previous period's achievements, the progress on upcoming and existing activities, changes, identified risks and recommendations to mitigate risk, forecasts, project progress, a list of discussion points, and action items with the associated responsible party and due date.



3.30.3 Project Implementation Phase – Project Kickoff Meeting

The Project Kickoff Meeting will take place during the Project Implementation Phase and must occur within fifteen days of acceptance of the Project Charter. The agenda for this meeting will include, at a minimum, introductions, review of staffing roles, and review of project scope. The Contractor's Key Required Staff are required to attend the Project Kickoff Meeting in person.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.31 Management Service, Systems, and Associated Dashboards

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Various management systems must monitor in real-time the integrity of all major SCS components. To provide an effective monitoring service, Contractor, DMS, and Customers must have access to one or more status Dashboards that provide a status of the proposed services.

Monitoring the PSTN is not within the scope of SCS management systems. The following are minimum requirements:

1. Real-time access to a reporting Dashboard with representations of system functionality for DMS and Customers. For example, a security Dashboard would show a visual representation of an attack in progress.
2. Provides views and reports which include real-time and historical information, and provides quality assurance.
3. The management system has multiple levels of security access. Management and configuration functions are password protected and logs are kept of all access and changes. Two-factor authentication is preferable.



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4. The status Dashboard is generated by the management system or from the same data received by the management system. The status Dashboard is graphical in nature, depicting site locations on a geographic map. The status Dashboard utilizes icons, colors, and text as a means to relay information to the viewer.
5. Dashboard views for DMS are unrestricted, providing full view of management information. Dashboard views for Customers restrict visibility to that specific Customer. Dashboard views allow DMS and Customers to add and remove elements.
6. Access to the status Dashboards and management systems is unrestricted, read-only access via the internet using a wide range of web browsers which do not require the installation of plug-in modules.
7. Contractor is responsible for monitoring all components provided as part of SCS.
8. Provides read-only access to all management and system-level information about SCS services in its various forms.
9. The management system provides alerts for any down or degraded service via email with a description of the issue.
10. The management system proactively alerts when thresholds are exceeded. Thresholds will be determined during system implementation in conjunction with DMS or Customer input based on the specific threshold being set.
11. Thresholds can be set in advance; both for general use, as specific by Customers, and for those thresholds which are an SLA violation.
12. The management system can tie in directly to other tools, such as performance tools, by clicking on the network objections.
13. DMS and Customer views of management system messages for each proposed service needs to be accessible through the management system, or a tool set within the operational suite of tools.
14. The management system is capable of doing analysis and severity summary of performance data (for example, system log).
15. The management system can provide web accessible view functionality from mobile devices.
16. The management system offers the ability for NOC and SOC personal, DMS staff, and Customer operations staff to generate reports used to analyze performance and for general diagnostic purposes. This may include:



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- a. Daily traffic reports.
 - b. Peak reports that indicate the day and hour when the most traffic occurred during the period of the traffic study.
 - c. Hourly reports can be generated that indicate the date the traffic occurred and the usage for each hour.
17. Access to a web-based Dashboard (screen view, and web accessible view), which includes a view of the management system across all Contractor's SCS applications, and views of generated reports.
18. There will be no limitation on the number of licenses to access the management system.
19. Each sign-on access requires a unique account and single sign-on.
20. The management systems should have the functionality for Customers to configure options related to emailing reports and alarms on a daily and weekly basis. This includes notifications based on performance at certain thresholds and other factors related to the critical nature of the report or alarm.
21. The management systems should have the ability for DMS and Customers to perform system performance tests.
22. Provides Customers flexible email distribution list functionality. For example each Customer has the ability to develop their own distribution list.
23. Provides DMS and Customers the ability to generate their own reports from the Dashboard on an ad hoc basis, or as part of a predefined automatically generated reporting set.
24. When a new device is added, as part of the installation process, Contractor should populate the new device in the management system within two (2) business days of the installation.
25. Contractor will work with DMS and the various subcontractors to develop and implement naming conventions to facilitate common conventions to be viewed on the related Dashboards and related publications.



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Given the statements in this subsection:

To aid DMS in its review, separate the response to this subsection into two areas, 1) how the management systems function, and 2) how the management system will assist DMS and Customers in their quality assurance efforts.

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe how access to the management system will be provided to DMS and Customers via different levels of detail.
3. Describe the proposed reporting (e.g. Portable Document Format, Comma Separated Value, Structured Query Language), screen view, and web accessible view functionality to be provided.
4. Describe the proposed status Dashboard including, but not limited to, the status Dashboard views, the source of the underlying data, user access control, and customization options.
5. List the monitoring functionality for different devices such as SIP gateways and SBCs.
6. Describe where read-only access will be permitted.
7. Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports.
8. Provide information regarding the quality assurance testing of systems, if available.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

- Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

The NOC will use the VIRSAE Service Management (VSM) platform to provide real time graphical views of data points as they stream in from supported systems. The dashboards are highly configurable and include Individual dashlets that target vital aspects of communications systems, and the interactions between the various technology components. Dashboards significantly reduces time to repair by pin-pointing the underlying cause of issues. They do this by automating the myriad of diagnostic commands experienced engineers run when they are identifying problems. These commands are run on a minute to minute basis,



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and the results are displayed on a dashboard, color-coded to reflect solution health. Management system dashboards significantly reduces time to repair by pin-pointing the underlying cause of issues – the item(s) on the dashboard that are amber or red are the most likely cause of an issue or impending issue. Items monitored include not only server hardware and Operating System, but also essential aspects of each Application which have their own specific requirements and capacity limitations. Application API's are also included.

The VSM system continually collects diagnostic data from a myriad of sources within system components to detect potential incidents. Incidents carrying sufficient priority are notified to DMS, as well as (if desired) advising the Customer using the Customer contact list. Notifications are delivered over webservices API, SMS, email, or push notification to an Android or Apple device. Notifications contain detailed descriptions and, in some cases, recommended actions.

The VSM system can trigger alarms when certain system capacities reach thresholds that could lead to system performance degradation. Usage statistics are retained for up to one year, so changes in usage over an extended period of time can be tracked. The VSM system thresholds can be applied across all DMS customers, individual customers, or individual administered components within customers. Incident management, and therefore SLA adherence, is not included in management system.

The VSM systems mobile device App shows alarms and details, and gives users the option to resolve one, or several alarms from their chosen device. The App retains a push notification history.

Per the clarification response to DMS, the following detail on VSM is provided:

VSM is a market driven, innovative service that cohesively delivers proactive service management across multi-vendor communication applications. It focuses on discovering, analyzing, optimizing, predicting and then prevention within complex environments. VSM applies and follows world leading best practices such as ITIL. By following the ITIL methodology the following areas of management are provided:

Availability Manager

Availability Manager increases application uptime. It goes beyond alarm monitoring – automatically performing corrective actions which greatly enhance availability. Availability Manager includes an ever-growing knowledgebase which links known problems with proven actions to quickly prevent business interruption. Availability Manager resolves 90% of issues without human intervention, reducing repetitive engineering effort, while increasing systems availability.

Configuration Manager

Configuration Manager provides a real-time view of your unified communications assets, providing valuable data for asset tracking, design and planning. Manually gathering configuration management data is time consuming, costly and quickly becomes out of date. VSM automates this function by continually collecting asset information and presenting it in a relevant and easily understandable Configuration Management Database (CMDB) along with schematics.

Capacity Manager

Capacity Manager provides real-time and historical capacity information of systems enabling you to forecast system resource needs. Capacity reports are aggregated from multiple sources then simplified into an easily understood graphical format. Capacity Manager delivers a valuable insight into hardware and software assets, network usage, internal resource utilization and individual component performance. Thresholds alarming can then be applied where necessary.

Continuity Manager

Continuity Manager assists with rapid systems recovery in the event of a catastrophic failure. Continuity Manager regularly collects and stores vital back up data along with configurations which can be used as part of the recovery process.

Change Manager

Change Manager maintains a common view of system changes and is the perfect tool for audit purposes and problem resolution. Change Management also provides a tool to manage the communication and process of changes within an environment.

Release Manager

Release Manager mitigates risk by managing software version control. Release Manager includes a configurable Definitive Software Library storing the latest releases from the manufacturer. Any variations between the Definitive Software Library and the CMDB are then reported to you via the Service Desk Portal.

Service Desk

Service Desk is VSM's centralized interface for communication, escalation, reporting and customer interaction. Service Desk also provides customizable and interactive real-time dashboards to monitor all facets of a complex environment for quick diagnosis and resolution.

Voice Quality Management

Voice Quality Manager monitors and reports on the clarity of audio of calls across distributed networks. It also isolates components of a network which are causing poor voice quality.



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Voice Quality Manager is a critical tool for converged networks as poor voice quality, echo, or distortion, are commonly reported problems by end users and can be very difficult to isolate.

AT&T will also provide a premises-based monitoring system from Reply Cloud, the Sidekick, a VoIP-focused IOT assessment, troubleshoot, and monitoring device that will be deployed at SCS locations with 7 or more Lines of service. The Sidekick provides several highly useful functions:



- Initial Site Network Assessment – verify a location’s firewall has been optimized to permit SCS service(s) to be successfully deployed, checking for open/closed UDP and TCP ports, SIP ALGs, and the current UDP Timeout settings on the customer network. The Assessment module will also evaluate bandwidth capacity, making a test VoIP call, injecting 15 concurrent calls on the network with load and reporting the voice quality results.
- Ongoing SCS performance baselines – any of the assessment tests described above can be scheduled to run periodically or ad hoc, to ensure customer network performance has not changed since initial assessment
- Voice Quality – as part of ongoing Performance Monitoring and analysis at each Location, the Sidekick makes periodic calls to a Hosted PBX in the ReplyCloud, and provides the Voice Quality metrics of those calls via the Portal, as well as through alerting emails configurable by the SCS Customer. When the ReplyPoint appliance becomes available and deployed in the SCS infrastructure, the SideKicks will be reconfigured to make periodic calls to the ReplyPoint, providing the same Voice Quality metrics, reports and visualizations as before; however more closely replicating the voice call paths that SCS Category 1, 2, and 3 solutions will employ.
- Remote Diagnostics – the Sidekick can remotely conduct timed packet-captures of any assigned device at a location, with the results emailed securely to a specified administrator email address and imported into popular packet analysis tools, such as Wireshark.

The Reply Dashboard provides both real time and historical reports of the 10 assessment tests that it provides. The Voice Quality module provides for email alerts if the running average MOS scores drop below a customer-configurable threshold. The Reply Dashboard can be configured to send email notifications when average MOS scores for voice quality drop below a customer-configurable threshold.



Reply already has a mobile app for easy installations of the Sidekick hardware.

Keeping it Simple



Activation through the Mobile App brings the simplicity of consumer IoT installations to an otherwise complex IT environment.



The Reply Dashboard is easily accessible from mobile browsers like Chrome and Safari.

Lastly, DMS representatives will have access to the AT&T BusinessDirect web portal. BusinessDirect® is a collection of powerful eServicing capabilities that empower customers to enhance productivity and reduce costs as they manage their AT&T services and accounts. The portfolio consists of the award-winning, secure AT&T BusinessDirect® Web Portal and its online tools, which deliver efficient, effective, convenient eServicing capabilities, 24x7x365.

Per clarification response to DMS, AT&T will provide access to the platform and all of the respective applications for the services ordered by the state where AT&T BusinessDirect maintains information, reporting metrics, etc for the associated service at no charge to the State.

On the AT&T BusinessDirect® Portal, customers can perform many customer care and network management functions. The functions include re-routing network traffic in real time, reporting service problems and tracking them through resolution, placing orders and checking their status, paying bills electronically, and performing other customer service-related tasks online. Each application, or e-tool, on AT&T BusinessDirect® offers its own set of benefits, but the applications collectively also offer the following benefits. They enable customers to:

- Manage their AT&T services conveniently via the web.



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- Improve productivity.
- Improve the speed and accuracy of transactions.
- Optimize network efficiency in real time.
- Reduce their costs.

Access to the platform and most of the applications is offered to customers at no charge. However, there are charges associated with a few of the network management and performance reporting tools.

2. Describe how access to the management system will be provided to DMS and Customers via different levels of detail.

VSM has two standard levels of security access, normal and administrator, each with different privileges. Logs are retained detailing access and changes. Two-factor authentication is not supported during the time of this response; however, there is a project in-progress to deliver a two-factor capability in the future.

The Reply Dashboard has two levels of access, Location Administrator, and Service Provider. A Location Administrator sign-on may have access to multiple locations, whereas a service provider sign-on will have access to see all locations deployed under the SCS contract, and will be utilized by AT&T, the SCS NOC, and DMS.

- Describe the proposed reporting (e.g. Portable Document Format, Comma Separated Value, Structured Query Language), screen view, and web accessible view functionality to be provided.

AT&T is able to provide reporting in a number of methods, including PDF, CSV, Web Reports, or Excel formats.

- Describe the proposed status Dashboard including, but not limited to, the status Dashboard views, the source of the underlying data, user access control, and customization options.

VSM system dashboards provide a real-time graphical view of data points as they stream in from supported systems. The dashboard uses icons, RAG color scheme, and text as a means to relay information to the user. Different sites are identified by name, not by map. VSM system dashboards are unrestricted and provide full view of management information to DMS. Dashboard views for customers restrict visibility to that specific customer. The number of dashboards set up by DMS and DMS customers is unlimited. Dashboards can be



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individually created or created and shared to other users. Dashboard views allow DMS and Customers to add and remove elements.

The Reply Dashboard provides status of all Locations assigned to a given Administrator sign-on – each Location entered into the system is required to contain a valid street address, which is then used to provide graphical representation on a map. The Reply Dashboard is a Multi-tenant website – information displayed is only that information on locations assigned to the Administrative sign-on. The Reply Dashboard uses only SSL-encrypted web access for added information security.

- List the monitoring functionality for different devices such as SIP gateways and SBCs.

Across all supported components, SNMP traps are used to create an alert. Active Monitoring extends these capabilities by including additional sources such as SNMP queries, ping tests, scripted CLI commands, Syslog, alarm logs, error logs, and protocol validation. When engineering teams are called upon to investigate a problem with that has occurred in the past, SIP Tracer enables the engineers to look back and see what has happened in the past. In an Avaya deployment, SIP traces are most easily captured from Session Manager. As Session Manager acts as a SIP Proxy, depending on configuration it can often “see” all SIP messages, including those on the PSTN side of the SBC. This helps engineers to retrospectively diagnose even the most complex call scenarios. SIP Tracer captures and stores SIP Signaling messages for 13 months.

- Describe where read-only access will be permitted.

Read only access is permitted with any management system authorized access. AT&T and Hayes will work with DMS representatives to create log-in access to the systems and tools used to support the SCS ITN Contract.

- Describe the reporting, screen view, and web accessible view functionality to be provided. Describe options for distribution of reports.

The management system delivers information at a user interface level by generating reports from historical data (historical being any data other than real-time), and by displaying real-time dashboards with constantly updating information. Information from the Availability module can be delivered to a mobile app. Reports can be generated for on-screen display or can be scheduled for delivery by email at scheduled times.

- Provide information regarding the quality assurance testing of systems, if available.



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The VSM platform will provide information in real time; this provides the ability at any time to test any of the monitored systems or applications and provide detailed reporting.

The Reply Sidekick can be remotely directed to run any of 10 quality assurance tests at any time (per the clarification response to DMS, the Reply SideKick will be included at no charge for SCS Categories 1 and 3 locations with 6 or more subscribers):

- Firewall Optimization – check for open/closed UDP and TCP sockets commonly used in VoIP, detect SIP ALGs, and discover any UDP Timeout metrics in the customer network path for VoIP
- Full Range UDP Scan – useful in discovering any discrepancies in UDP ports commonly used for media traffic.
- Call Test – Sidekick makes a synthetic call to any configured Device.
- Call Quality Measurement - evaluates the performance and quality of synthetic calls
- Concurrent Call Test – Sidekick makes 15 concurrent synthetic calls and evaluates their quality
- Concurrent Call Test with Load – Sidekick makes 15 concurrent synthetic calls, and creates some actual load, to observe and obtain MOS score calculations, and determine how quickly call quality may be degraded by Customer network load.
- Network Performance - derive metrics for Packet Loss and Jitter at a given Location.
- Speed Test – Run a speedtest at a given Location and report the Upstream and Downstream capacity results.
- DNS Test – This test uses the DHCP-assigned DNS server to perform a DNS lookup of the requested FQDN and reports the results and lookup time.
- VoIP Network Assessment – several of the tests mentioned above, all run in succession to provide a single metric for all factors that affect VoIP performance.

With regard to our SIP Trunking services, AT&T offers two primary tools that can be used to manage your service:

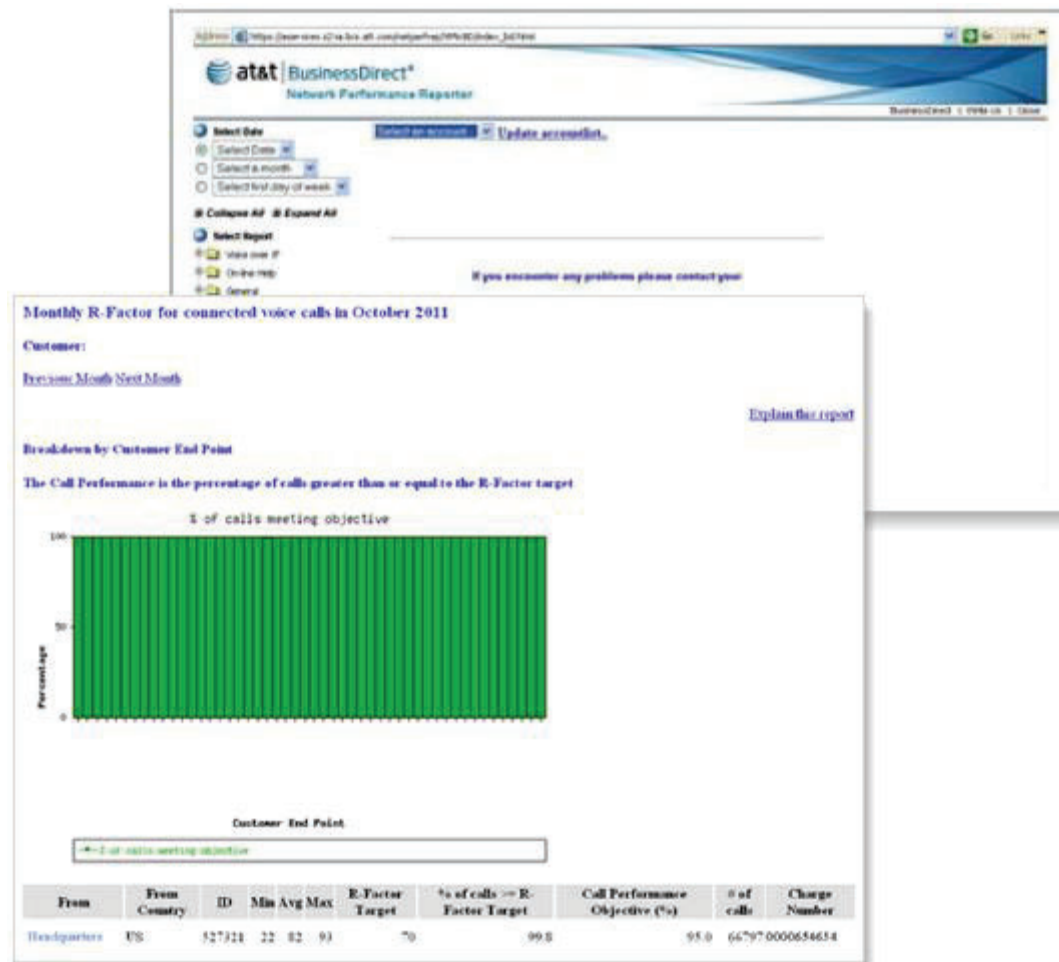


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- Network Performance Reporter
- Oracle Communications Operations Monitor (OCOM)

Network Performance Reporter

Network Performance Reporter is a web-based tool accessed via our BusinessDirect® portal. This tool will provide visibility into the aggregate trunks serving the State of Florida.



Key benefits of Network Performance Reporter:

- Gain the ability to monitor call quality and usage patterns.
- Use the data provided to predict capacity needs.

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- Access easy-to-interpret reports over various time periods.
- Quickly generate reports that show various levels of detail for selected parts of a network.
- Features / Capabilities:
- Access call usage and volume reports.
- Access reports of measured call quality compared to established standards.

Oracle Communications Operations Monitor

Oracle Communications Operations Monitor (OCOM) is the platform we're proposing in conjunction with our Acme Packet Session Border Controllers (SBCs). OCOM provides real-time, multi-vendor network analysis including:

- Monitoring
- Troubleshooting
- Reporting

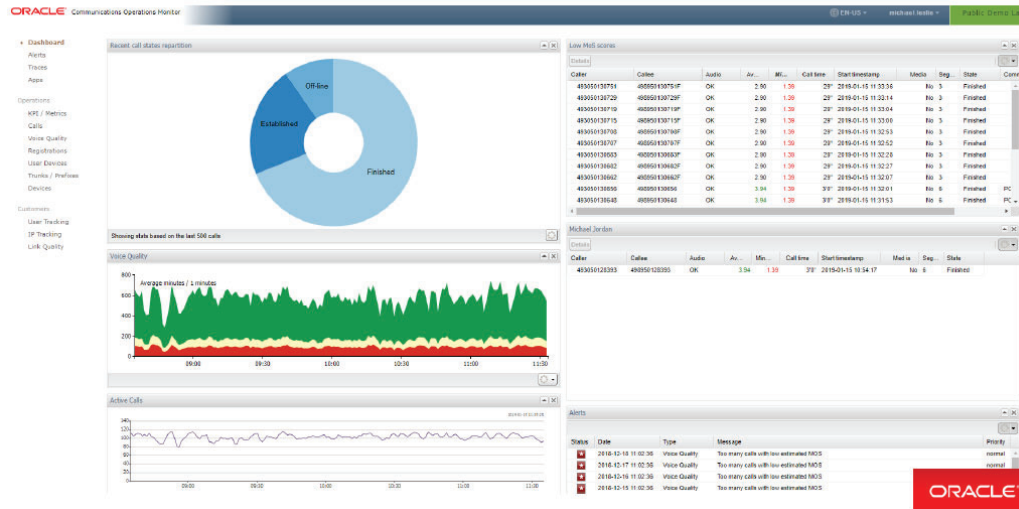
OCOM in a Nutshell:

- VoIP/UC monitoring tool
 - Real-time and full end-to-end correlation of sessions (as well as historic)
 - Even across different protocols and different equipment vendors
- Passive, non-intrusive data acquisition
 - Oracle Linux software-based solution
 - Stand-alone probes on Linux servers connected to network taps
- Presentation
 - Lightweight, modern, multiuser web-based GUI
 - Intuitive interface
- Proactive Alerts

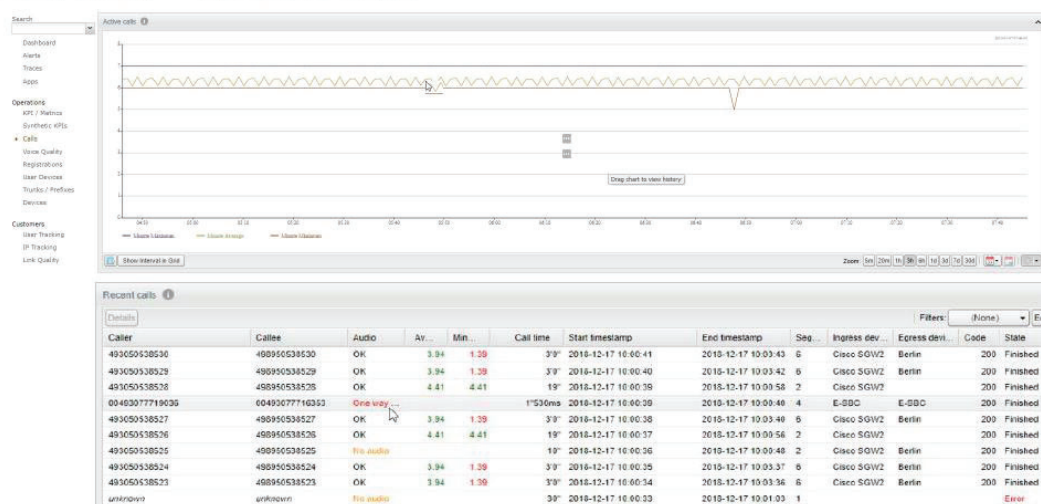


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Overview - Dashboard



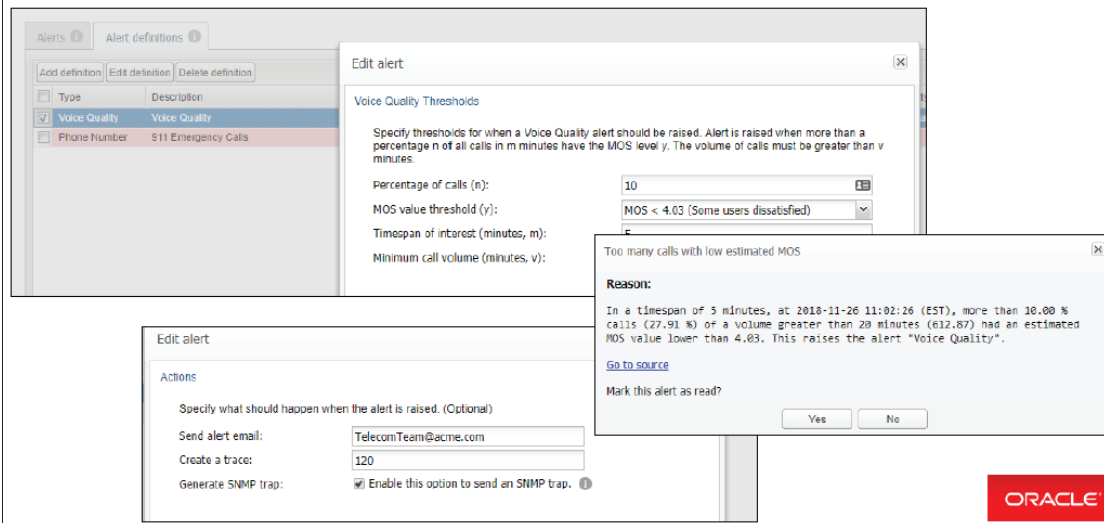
Overview – Recent Calls



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Personalized Alerts

Network-wide and trunk detail



The screenshot displays the Oracle Alerts configuration interface. On the left, a table lists alert types: 'Voice Quality' (selected) and 'Phone Number'. The main area shows the 'Edit alert' dialog for 'Voice Quality Thresholds'. It includes fields for 'Percentage of calls (n):' (10), 'MOS value threshold (y):' (MOS < 4.03 [Some users dissatisfied]), 'Timespan of interest (minutes, m):' (5), and 'Minimum call volume (minutes, v):' (120). Below this, the 'Actions' section shows 'Send alert email:' (TelecomTeam@acme.com), 'Create a trace:' (120), and 'Generate SNMP trap:' (checked). A 'Reason:' dialog box is open, stating: 'Too many calls with low estimated MOS. In a timespan of 5 minutes, at 2018-11-26 11:02:26 (EST), more than 10.00 % calls (27.91 %) of a volume greater than 20 minutes (612.87) had an estimated MOS value lower than 4.03. This raises the alert "Voice Quality".' It includes a 'Go to source' link and a 'Mark this alert as read?' prompt with 'Yes' and 'No' buttons. The Oracle logo is in the bottom right corner.

3.32 Tools

This subsection is applicable to all proposed functionality, except for Service Category 4, Centrex Services. For Service Category 4, Centrex Services, Contractor will provide reports as requested by DMS.

Contractor will utilize all tools at their disposal to assist with identifying and resolving issues impacting their services. This includes MFN tools if authorized by DMS, the Customer, and MFN Contractors. Functionality of tools is critical for DMS staff, and its Customers.

The following are minimum requirements:

1. The minimum number of licenses for security tools is two (2) accounts per Customer and fifteen (15) accounts for DMS.
2. Tools will provide the ability for DMS and Customers to have a different scope of view and scope of command.
3. DMS and Customer will have real-time access to all operational and security tools twenty- four hours a day, 365 days of the year, via the internet using a standard web browser.
4. Provide quality assurance tools which include the ability to support the following required reporting and view options: total calls offered, total calls answered, total calls blocked and a description of why calls were blocked, average hold time for each call, total calls incomplete and a description of why the calls were not completed, and trunk utilization for dedicated services.
5. Provide traffic analysis tools which include the ability to provide DMS and Customers with the following required traffic analysis options: traffic patterns, feature usage, and hunt groups.
6. The lookback period for the tools will be, at a minimum, for the previous twelve (12) months of provided services and will provide the Customer the ability to download data from the tools at no additional cost.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.



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2. Describe the proposed tools including licensing.
3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation.
4. Describe how access to the tools will be provided via a standard web browser.
5. Describe how real-time access to the tools will be provided to DMS and Customers via different levels of detail; scope of view and scope of command.
6. List limitations on either the tools, or the technologies where performance issues can go undetected by the diagnostic tools. List any known issues preventing the SCS operational suite from detecting all service anomalies.
7. Describe how quality assurance tools can support the required reporting and view options, and any other reporting and view options. List the measurements that directly relate to SCS such as call setup time, call attempts, traffic loads, inbound/outbound calls, call completion, call busy, call drops, quality of the connection, or other indications that NOC/SOC personnel, DMS staff, and its Customers can utilize in their quality assurance efforts.
8. Provide information on the required options for traffic analysis, and any other options for traffic analysis.
9. Describe how traffic analysis tools can support traffic studies on all facilities dedicated to the SCS Contract on a quarterly basis and/or upon DMS request.
10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

DMS representatives will have access to a number of tools available on-line. The AT&T BusinessDirect® Portfolio is a collection of powerful eServicing capabilities that empower customers to enhance productivity and reduce costs as they manage their AT&T services and accounts. The portfolio consists of the award-winning, secure AT&T BusinessDirect® Web Portal and its online tools, which deliver efficient, effective, convenient eServicing capabilities, 24x7x365.



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Per the clarification response to DMS, The following tools will be used to support the SUNCOM SCS ITN:

- a. Reply SideKick – Monitors the overall Voice Quality metric of “service assurance” calls made between the premises SideKick and a ReplyCloud test User Agent in the SCS Cores for all SIP-protocol-based Services. The Voice Quality metrics would be reported on the primary ReplyCloud Web page for each registered Location. Monitors the Registration status of all SIP End-Point Devices, defined per Location, in the ReplyCloud portal, and permits full or partial remote packet captures for any defined Device, per Location, when the SideKick is properly installed with a Mirror Port from the Customer LAN.
- b. Telchemy – Collects Voice Quality metrics from all end-points compliant with the RTPCP-XR protocol. These metrics are collected on SCS Service core server, which then permits registered customer Administrators to query, analyze, and visualize the Voice Quality results of any calls reported to the Collector server in the SCS Service Core.
- c. OpEasy – Collects and provides access to all Call Detail Records completed by the Category 1 MultiTenant - Hosted VoIP Service (HVS), searchable by Enterprise, Location (Group), or individual User.
- d. Virsae (VSM) – The VIRSAE Service Management (VSM) platform to provide real time graphical views of data points as they stream in from supported systems. The dashboards are highly configurable and include Individual dashlets that target vital aspects of communications systems, and the interactions between the various technology components. Dashboards significantly reduces time to repair by pin-pointing the underlying cause of issues. They do this by automating the myriad of diagnostic commands experienced engineers run when they are identifying problems. These commands are run on a minute to minute basis, and the results are displayed on a dashboard, color-coded to reflect solution health. Management system dashboards significantly reduces time to repair by pin-pointing the underlying cause of issues – the item(s) on the dashboard that are amber or red are the most likely cause of an issue or impending issue. Items monitored include not only server hardware and Operating System, but also essential aspects of each Application which have their own specific requirements and capacity limitations. Application API's are also included.
- e. Network Performance Reporter – The Network Performance Reporter is a web-based tool accessed via our BusinessDirect® portal. This tool will provide visibility into the aggregate trunks serving the State of Florida.



f. **Oracle Communications Operations Monitor (OCOM) – OCOM provides real-time, multi-vendor network analysis including:**

- Monitoring
- Troubleshooting
- Reporting

2. Describe the proposed tools including licensing.

On the AT&T BusinessDirect® Portal, customers can perform many customer care and network management functions. The functions include re-routing network traffic in real time, reporting service problems and tracking them through resolution, placing orders and checking their status, paying bills electronically, and performing other customer service-related tasks online. Each application, or e-tool, on AT&T BusinessDirect® offers its own set of benefits, but the applications collectively also offer the following benefits. They enable customers to:

- Manage their AT&T services conveniently via the web.
- Improve productivity.
- Improve the speed and accuracy of transactions.
- Optimize network efficiency in real time.
- Reduce their costs.

Access to the platform and most of the applications is offered to customers at no charge. However, charges are associated with a few of the network management and performance reporting tools.

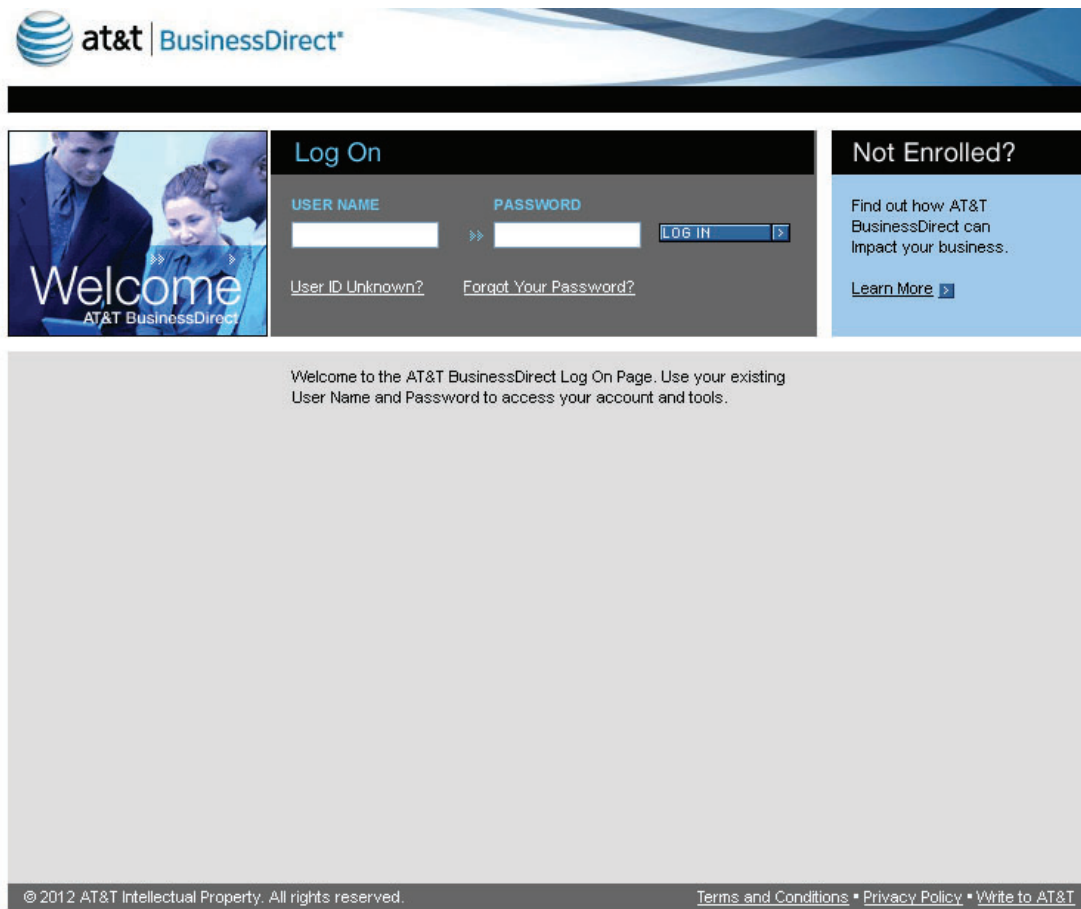
3. Describe the existence of a production implementation of the proposed tool suite. Indicate the size and scope of the implementation.

The AT&T BusinessDirect® platform is behind the AT&T firewall and uses passwords, IDs, and SSL (Secure Socket Layer) technology to ensure that customers have the utmost security. AT&T BusinessDirect® itself is active 24 hours a day, seven days a week, though some of the individual applications may have more limited hours.

4. Describe how access to the tools will be provided via a standard web browser.



The BusinessDirect® Web Portal is accessed by going to
<https://www.businessdirect.att.com>.



The screenshot shows the AT&T BusinessDirect Log On Page. At the top is the AT&T BusinessDirect logo. Below it is a 'Log On' section with fields for 'USER NAME' and 'PASSWORD', a 'LOG IN' button, and links for 'User ID Unknown?' and 'Forgot Your Password?'. To the right is a 'Not Enrolled?' section with text about finding out how AT&T BusinessDirect can impact business and a 'Learn More' link. Below the login section is a large grey area with the text: 'Welcome to the AT&T BusinessDirect Log On Page. Use your existing User Name and Password to access your account and tools.' At the bottom is a footer with copyright information and links for 'Terms and Conditions', 'Privacy Policy', and 'Write to AT&T'.

Figure 1 BusinessDirect® Logon Page

The Dynamically Generated Home Page

Each customer's home page is dynamically generated so that one customer's home page can be different from another's — all within the same look and feel. This dynamic generation of the home page is the cornerstone of AT&T BusinessDirect® — and it is the feature that enables AT&T to create one web site that is appropriate for business customers both large and small.



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Value-Added Information on the Home Page

The following kinds of value-added information can appear on customers' home pages:

- Notification of outages in their region(s) and other important events.
- Up-to-the minute AT&T network performance data.
- Up-to-date, account-specific information on trouble tickets and network outages.

Please note that not all capabilities are available to all customers. Figure 2 shows an example home page.



Figure 2 BusinessDirect® HomePage

Home Page Features:

Alerts: This is where important messages from AT&T will appear. The Alerts section will appear only when AT&T has important messages for the customer.

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Inside Tools: This section provides quick access to the tools and applications the user has been provisioned for. Only six tools will be displayed here; the rest can be found by selecting the 'Tools' menu ribbon option.

AT&T Security Center Icon: This is a quick access link to the security-related tools such as the MACD Portal, Security Reports, Security Self-Service, etc.

Shortcuts: A "shortcuts" window appears on the home page and, in fact, on every page of the web site, always giving customers one-click access to their favorite tools and web sites. Customers can create up to 15 shortcuts and the window will automatically resize to accommodate them.

Training: A link called "Training & Support Center" appears on the home page and leads customers to online tutorials for the various tools. The tutorials can be used not only to help customers get started on a tool they've chosen but also to preview other tools that might be of interest to them. For more specific instructions on finding the tutorials, see the training section.

BusinessDirect Tools

BusinessDirect contains many online tools that allow users to easily and securely manage their network operations on a 24x7x365 basis. While not all of these tools are provisioned for the a user, there are several that assist the customer in managing their network and devices. These tools fall into several categories:

- Performance Reporting
 - View Business Reports & Information
- Trouble Ticketing
 - Report & Track Troubles
- Network Management
 - View Internet Protect Service

Figure 3 below shows an example of the 'Tools' page on the BusinessDirect® Portal.



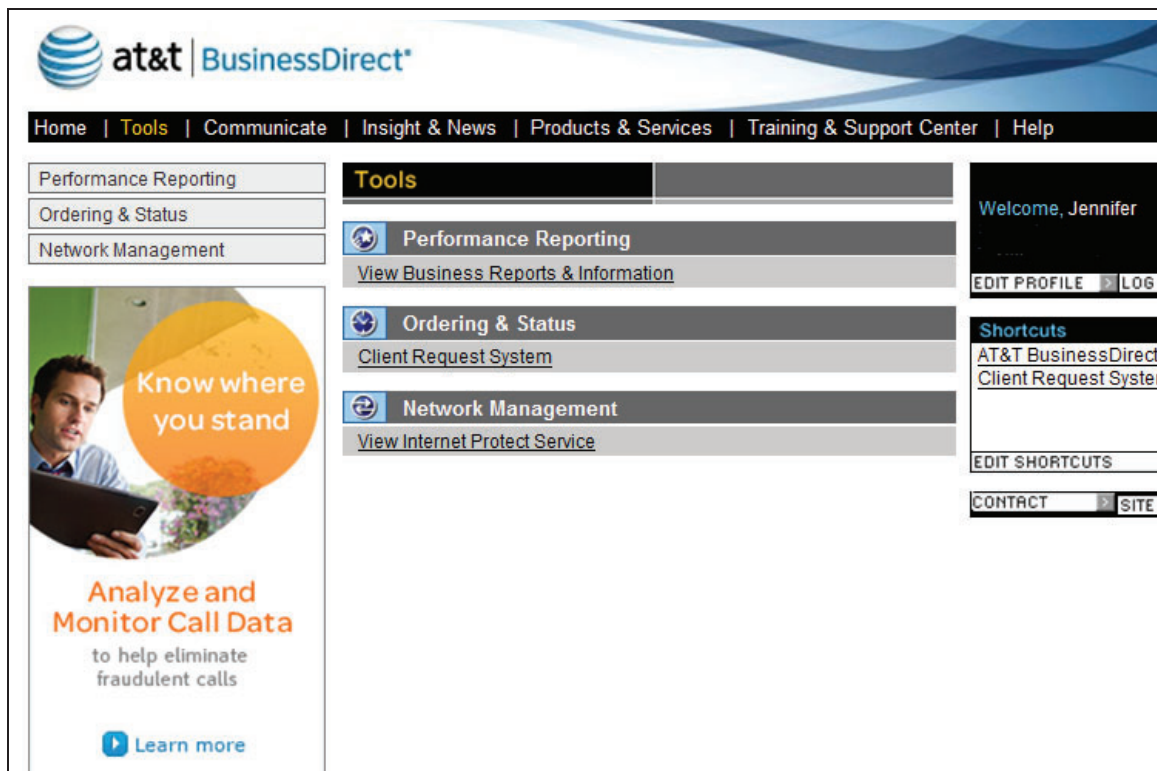


Figure 3 BusinessDirect® Tools Page

Performance Reporting Tools

The ability to monitor and report on network performance is a critical part of an agency's mission. AT&T's BusinessDirect® provides a wide array of tools to facilitate this endeavor. Below are descriptions of the tools available and what they can do for our customers.

View Business Reports and Information

This tool provides performance reporting to allow customers to analyze their AT&T VPN service quickly and easily. Users can view current or historical performance to help make informed decisions about their network. Monthly, weekly, daily and hourly reports are available for analysis including availability, utilization, latency, data delivery and Class of Service (CoS). Reports may be downloaded in a variety of formats. The View Business Reports and Information tool supports all AT&T VPN access types including:

- Frame Relay (FR)
- Asynchronous Transfer Mode (ATM)

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- Digital Subscriber Line (DSL) including ADSL
- Internet Protocol (IP) Ports including Point-to-Point Protocol (PPP), Multi-Link PPP (MLPPP), and FR Encapsulation
- Ethernet
- Ethernet VLANs

Note: every MPLS Port Logical Channel (LC) is reported separately.

AT&T Security Center

The Security Center is one of the most important tools available to DMS. DMS will access the AT&T Security Center to access the AT&T DDoS Dashboard. Choosing the icon indicated below from the BusinessDirect® Home Page opens up a new window (see Figure 4).



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Figure 4 AT&T Security Center Screen

The Security Center contains multiple tools for the AT&T security customers to monitor and control the security of their network. There are several menu options on this screen:

- My Services
- MSS Portfolio
- My Security Tools
- Help

The menu option predominately used by customers is 'My Services'. This option includes several sub-menu options:

- Manage My Network Security¹ – submit and monitor status of MACD tickets
- Security Reports – download various reports relating to agency security policy

¹ Additional information will be provided in later sections

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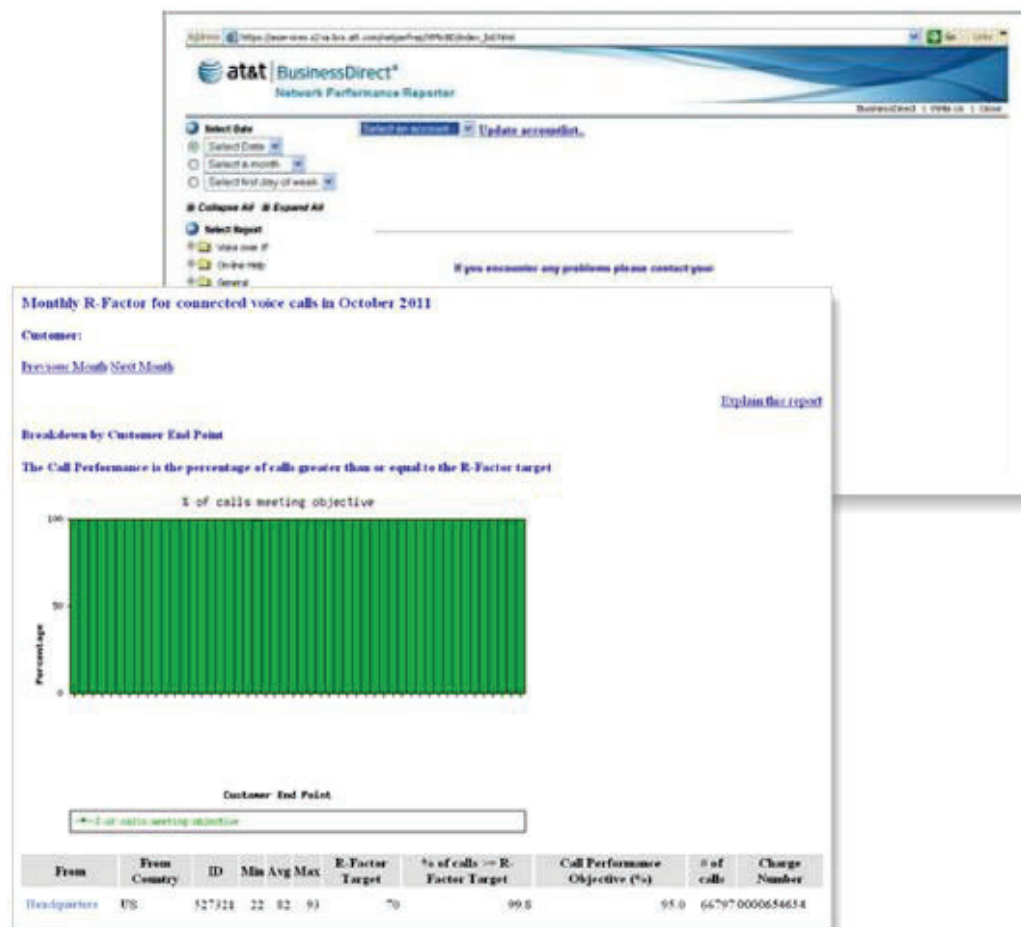
DMS will also be given access to the AT&T Managed Security Service – Voice web portal through SecureLogix.

With regard to our SIP Trunking services, AT&T offers two primary tools that can be used to manage your service:

1. Network Performance Reporter
2. Oracle Communications Operations Monitor (OCOM)

Network Performance Reporter

Network Performance Reporter is a web-based tool accessed via our BusinessDirect® portal. This tool will provide visibility into the aggregate trunks serving the State of Florida.



Key benefits of Network Performance Reporter:

- Gain the ability to monitor call quality and usage patterns.
- Use the data provided to predict capacity needs.
- Access easy-to-interpret reports over various time periods.
- Quickly generate reports that show various levels of detail for selected parts of a network.

Features / Capabilities:

- Access call usage and volume reports.
- Access reports of measured call quality compared to established standards.

Oracle Communications Operations Monitor

Oracle Communications Operations Monitor (OCOM) is the platform we're proposing in conjunction with our Acme Packet Session Border Controllers (SBCs). OCOM provides real-time, multi-vendor network analysis including:

- Monitoring
- Troubleshooting
- Reporting

OCOM in a Nutshell:

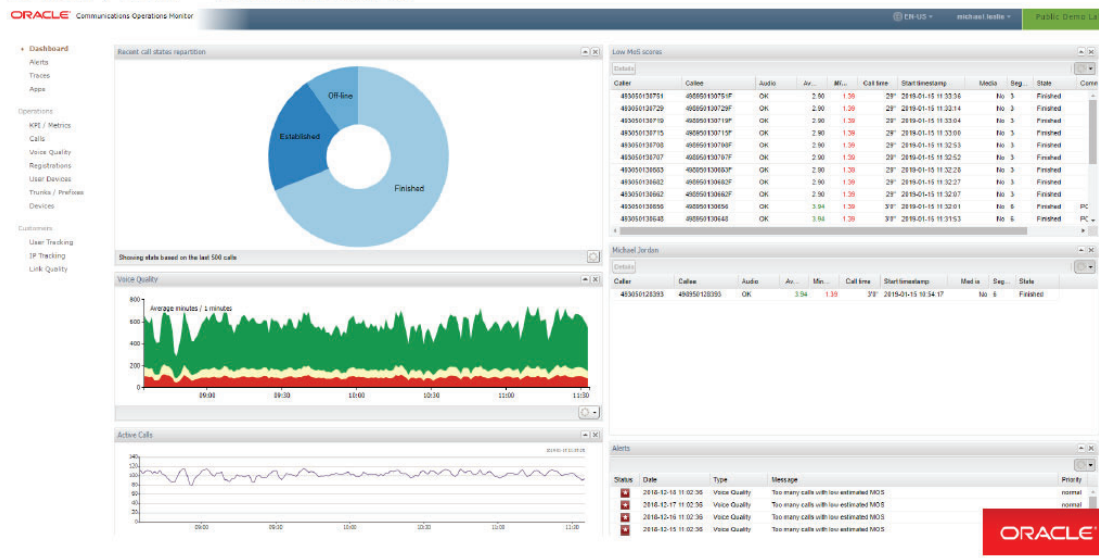
- VoIP/UC monitoring tool



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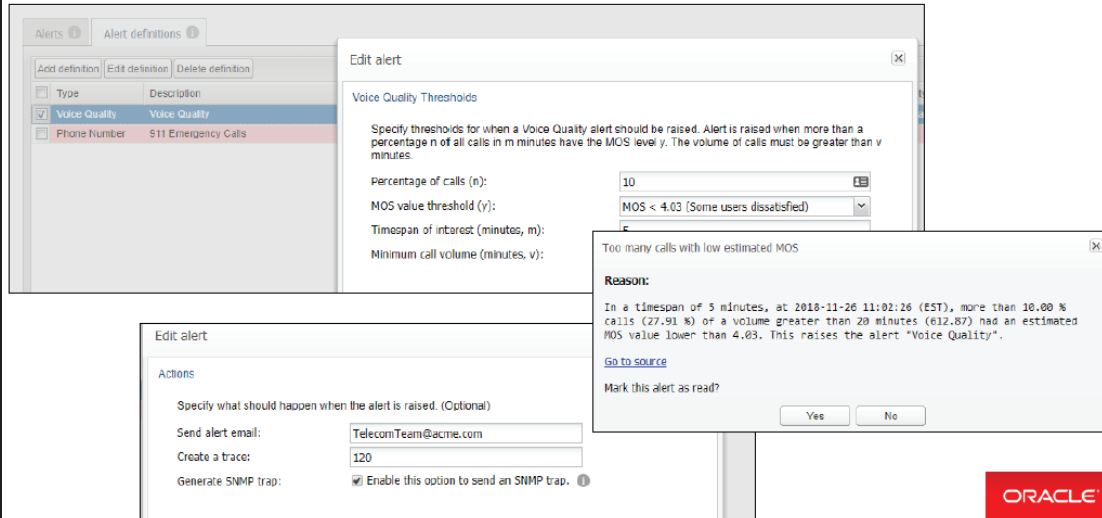
- Real-time and full end-to-end correlation of sessions (as well as historic)
- Even across different protocols and different equipment vendors
- Passive, non-intrusive data acquisition
 - Oracle Linux software-based solution
 - Stand-alone probes on Linux servers connected to network taps
- Presentation
 - Lightweight, modern, multiuser web-based GUI
 - Intuitive interface
- Proactive Alerts

Overview - Dashboard



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Personalized Alerts Network-wide and trunk detail



Edit alert

Voice Quality Thresholds

Specify thresholds for when a Voice Quality alert should be raised. Alert is raised when more than a percentage n of all calls in m minutes have the MOS level y. The volume of calls must be greater than v minutes.

Percentage of calls (n): 10

MOS value threshold (y): MOS < 4.03 (Some users dissatisfied)

Time span of interest (minutes, m): 5

Minimum call volume (minutes, v):

Reason:

In a timespan of 5 minutes, at 2018-11-26 11:02:26 (EST), more than 10.00 % calls (27.91 %) of a volume greater than 29 minutes (612.87) had an estimated MOS value lower than 4.03. This raises the alert "Voice Quality".

[Go to source](#)

Mark this alert as read?

Yes No

Actions

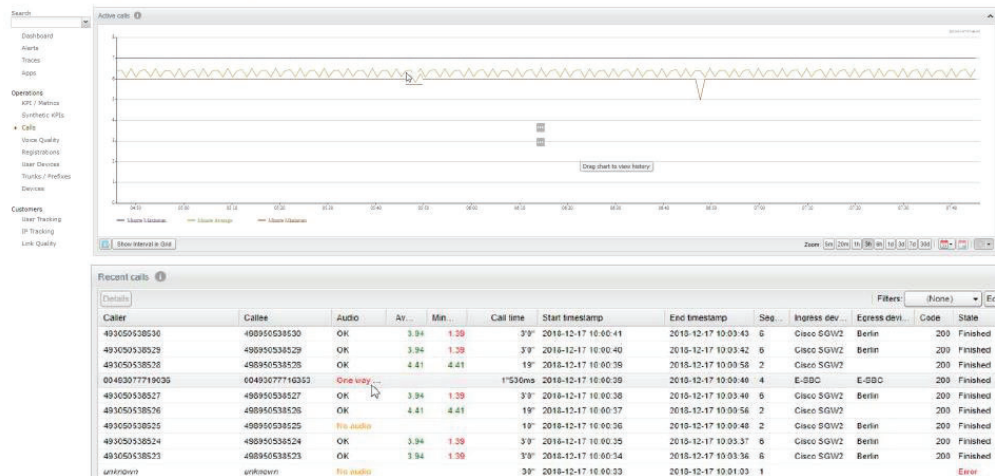
Specify what should happen when the alert is raised. (Optional)

Send alert email: TelecomTeam@acme.com

Create a trace: 120

Generate SNMP trap: ☒ Enable this option to send an SNMP trap.

Overview – Recent Calls



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5. Describe how real-time access to the tools will be provided to DMS and Customers via different levels of detail; scope of view and scope of command.

DMS will work with the AT&T Account Team for BusinessDirect access. The NOC/SOC will also provide access to the monitoring tools as needed.

6. List limitations on either the tools, or the technologies where performance issues can go undetected by the diagnostic tools. List any known issues preventing the SCS operational suite from detecting all service anomalies.

AT&T is unaware of any issues that may be undetected by the monitoring tools that will support the SCS ITN contract.

7. Describe how quality assurance tools can support the required reporting and view options, and any other reporting and view options. List the measurements that directly relate to SCS such as call setup time, call attempts, traffic loads, inbound/outbound calls, call completion, call busy, call drops, quality of the connection, or other indications that NOC/SOC personnel, DMS staff, and its Customers can utilize in their quality assurance efforts.

AT&T/Hayes NOC/SOC will be deploying monitoring tools that will capture metrics as outlined in this requirement.

8. Provide information on the required options for traffic analysis, and any other options for traffic analysis.

AT&T's tools will provide some of the metrics for traffic analysis. AT&T would like further discussion on this requirement.

Per the clarification response to DMS, there are a number of tools that can support Traffic Analysis:

- 1) Network Performance Reporter is a web-based tool accessed via our BusinessDirect® portal. This tool will provide visibility into the aggregate trunks serving the State of Florida.
- 2) Oracle Communications Operations Monitor (OCOM).
- 3) Virsae Service Management Tool for Hosted Avaya Customers.
- 4) Reply SideKick Tool for AT&T Hosted Voice Service Customers.



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9. Describe how traffic analysis tools can support traffic studies on all facilities dedicated to the SCS Contract on a quarterly basis and/or upon DMS request.

AT&T's tools will provide some of the metrics for traffic analysis. AT&T would like further discussion on this requirement.

10. Describe how tools provide various tests that can be accomplished by the NOC/SOC personnel, DMS staff, and Customer staff.

The AT&T/Hayes NOC/SOC will be able to support some tests based on the services provided. As an example, the AT&T DDoS service includes an annual test with the customer to verify the service is affective.

3.33 Temporary Service Increase

There are times when Customers may require a temporary service change. The Contractor will work to expedite temporary service changes when required by the Customer. The temporary service(s) shall be performed by the Contractor in accordance with the terms of the SCS Contract which apply to the provided service.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.34 Online Portal for Self-Management

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The ability for Customers to accomplish self-managed changes via an easy to use portal is critical. The following are minimum requirements:

1. Each service should have options for Customers to perform self-managed changes for global and end-user profiles. An example of a self-managed change is a move, add, change, and delete (MACD) of a billable feature in a user's profile.
2. As portal changes are made, the corresponding licensing updates CSAB inventory, either in real-time, or through a nightly batch run.



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3. As portal changes are made, Contractor should provide appropriate notification of the corresponding license updates to the Customer and CSAB.
4. Contractor should provide daily management of the online portal.
5. Add, change, and delete licenses as requested by the Customer. 6. Provide Customers the capability to download data maintained in the portal at no additional cost.

In addition to these minimum requirements, the Contractor may, after written authorization from the Department, offer Customers the ability to, through the Contractor's online portal, place and cancel orders for services and equipment already in the CSAB Service Catalog, as well as view the Customer's billing information. Additional portal functionality offerings must be approved by the Department prior to being made available to Customers. The Contractor is responsible for ensuring the portal has the ability to accurately update the CSAB inventory either in real-time or through a nightly batch run with all Customer orders or cancellations of orders. Invoicing and payment transactions shall continue between the Department and the Contractor as set forth in Statement of Work subsection 4.2. Such functionalities shall not be made available to Customers through the Contractor's portal until the Contractor has demonstrated, to the satisfaction of the Department, the portal's ability to adhere to these requirements. CSAB, as the official record of the inventory and costs of SUNCOM services, has primacy when there are discrepancies between CSAB and the Contractor's portal. DMS will consider the Contractor's portal as a supplemental offering that does not displace any of the Contract terms and conditions regarding CSAB.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe how the Respondent's online portal will provide the following:
 - a. Station/user moves, adds, changes, and deletions
 - b. Call restriction assignments
 - c. Class of service definitions and assignments
 - d. Unified communications group definitions and assignments



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- e. Updates to endpoints/end-user profiles and parameters
- f. Call admission control parameters
- g. Addition of billable features and services
- h. Dial plan and routing parameters
- i. Updates to CSAB to reflect all changes which affect billing and are made in the online portal by the Customer
- j. Notifications to Customer and CSAB
- k. Day-to-day management activities. Include examples of day-to-day management activities and screen shots indicating the flow of the commands needed to complete the various activities. An example of a day-to-day management activity is how the portal provides appropriate notification to the Customer and/or CSAB of a MACD event which impacts billing.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

The Avaya Aura® System Manager delivers an array of sophisticated and high value features, tools and capabilities that include:

Software Management: System Manager's Solution Deployment Manager (SDM) service enables administrators to centrally orchestrate and maintain software and firmware updates for the Avaya Aura® Platform, IP Office, TN Boards, Media Modules and Gateways.

Tenant Management: Partition Users, Administrators and Resources into tenant groups. Multi-tenant multiple Avaya Aura® Communication Managers across a single Avaya Aura® Session Manager network with coordinated tenanting, including presence and messaging.

Flexible Web Services Interface for User Management, Routing and Dial Plan Management: Enables developers to create custom applications to perform User Management functions such a querying, adding, modifying, and deleting users and associated attributes. Routing and Dial Plan Management provides similar capabilities for data types such as Domains, Locations, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, Dial Patterns, and Regular Expression data.



Configuration and Performance Reporting: Communication Manager configuration and performance reports can be generated and stored for future requirements.

2. Describe how the Respondent's online portal will provide the following:
 - a. Station/user moves, adds, changes, and deletions
 - b. Call restriction assignments
 - c. Class of service definitions and assignments
 - d. Unified communications group definitions and assignments
 - e. Updates to endpoints/end-user profiles and parameters
 - f. Call admission control parameters
 - g. Addition of billable features and services
 - h. Dial plan and routing parameters
 - i. Updates to CSAB to reflect all changes which affect billing and are made in the online portal by the Customer
 - j. Notifications to Customer and CSAB
 - k. Day-to-day management activities. Include examples of day-to-day management activities and screen shots indicating the flow of the commands needed to complete the various activities. An example of a day-to-day management activity is how the portal provides appropriate notification to the Customer and/or CSAB of a MACD event which impacts billing.

Common Console: A browser-based console that provides a single place for accessing all management needs including user administration, network routing policy, license management, trust management, and others.

Common User Provisioning: A single interface that provisions users on Avaya Aura[®] Session Manager, Avaya Aura[®] Communication Manager, Avaya Aura[®] Presence Services, Avaya Breeze[®], Avaya Aura[®] Messaging, Avaya IX Messaging (Officelinx), Avaya IX Workplace (Equinox), and Avaya Communication Server 1000.

Enterprise Lightweight Directory Access Protocol (LDAP) Synchronization: Enables the enterprise LDAP directory to be the single source of user management, automating and synchronizing user provisioning.



Bulk Import/Export: Enables bulk user provisioning via Extensible Markup Language (XML) based files and Excel based files.

Role Based Access Control: Provides access control to administrators based on assigned roles.

Single Sign On: Allows the user to launch Avaya management applications without the need to re-authenticate to each one. In addition, supports the use of an enterprise's authentication authority based on LDAP, Open SSO, and Radius, including, for example, Active Directory.

Trust Management: Establishes a Transport Layer Security (TLS) trust domain so that Avaya applications can communicate securely among themselves and with System Manager.

Logging and Alarming: Provides the ability to centrally view management logs and alarms generated by Avaya Aura[®] applications.

Discovery and Inventory: Discovers Avaya Aura[®] applications and displays their inventory, including application version, device configuration, and other pertinent data.

Central Licensing: Provides centralized viewing and management of Avaya application licenses.

Network Routing: Creates rules to cost effectively route calls using the enterprise's IP network.

Endpoint Management: Administers endpoint configurations, such as set type and button functions.

Central Management: Manage multiple Communication Managers including:

- Announcements and audio groups
- Coverage paths
- Call Center features
- Endpoints
- Groups
- Automatic Alternate Routing (AAR), Automatic Route Selection (ARS), route patterns, and signaling groups
- System Parameters



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Central Endpoint Maintenance: Manage operational and troubleshooting functions on endpoints including:

- Busy out station
- Release station
- Test station
- List trace station
- List usage extension
- Status station

Backup and Restore: Enables administrators to backup and restore all data that is stored in the System Manager database, including configuration files needed for System Manager to function.

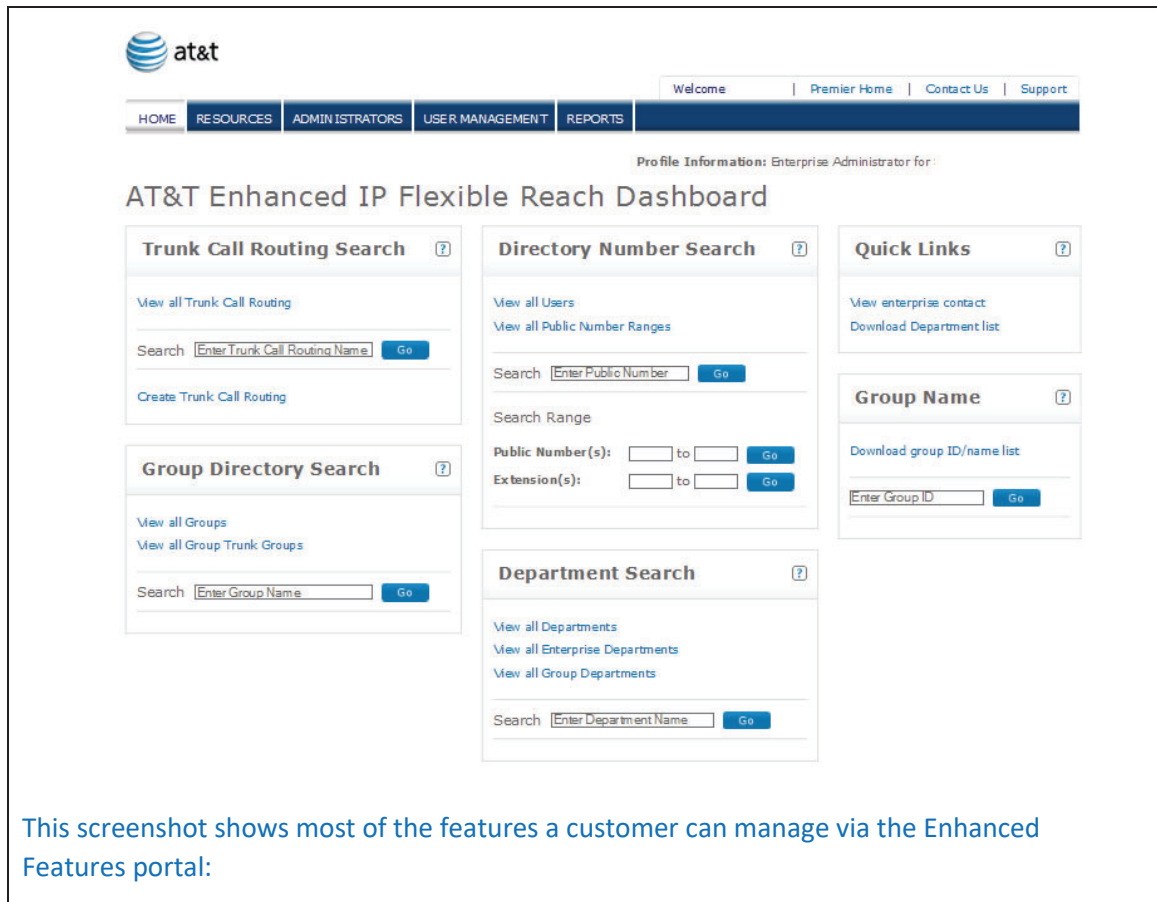
Geographic Redundancy: Allows Avaya Aura® element support from two geographically distant System Manager sites so that management services can be switched from one site to another, in the event of a WAN failure or the catastrophic failure of one of sites or System Manager servers.

End User Self Service Portal: Allows users to change or reset passwords and pins such as: H.323 Station Password, SIP Password, and Messaging Password/Pin without assistance from Help Desk.

For SIP Trunking customers, we have our Enhanced Features portal available to make changes to the various features of our service.



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The screenshot displays the AT&T Enhanced IP Flexible Reach Dashboard. At the top, the AT&T logo is on the left, and a navigation bar includes links for Welcome, Premier Home, Contact Us, and Support. Below this is a secondary navigation bar with tabs for HOME, RESOURCES, ADMINISTRATORS, USER MANAGEMENT, and REPORTS. The main header area shows "Profile Information: Enterprise Administrator for".

The dashboard is divided into several sections:

- Trunk Call Routing Search:** Includes links for "View all Trunk Call Routing" and "Create Trunk Call Routing". It features a search bar with the placeholder "Enter Trunk Call Routing Name" and a "Go" button.
- Group Directory Search:** Includes links for "View all Groups" and "View all Group Trunk Groups". It features a search bar with the placeholder "Enter Group Name" and a "Go" button.
- Directory Number Search:** Includes links for "View all Users" and "View all Public Number Ranges". It features a search bar with the placeholder "Enter Public Number" and a "Go" button. Below this is a "Search Range" section with fields for "Public Number(s)" and "Extension(s)", each with a "to" field and a "Go" button.
- Department Search:** Includes links for "View all Departments", "View all Enterprise Departments", and "View all Group Departments". It features a search bar with the placeholder "Enter Department Name" and a "Go" button.
- Quick Links:** Includes links for "View enterprise contact" and "Download Department list".
- Group Name:** Includes a link for "Download group ID/name list" and a search bar with the placeholder "Enter Group ID" and a "Go" button.

Below the dashboard screenshot, a caption reads: "This screenshot shows most of the features a customer can manage via the Enhanced Features portal:"

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Get Started - Log In - What You Can Do - About Premier - Use Premier - Use the Customer Portal - Search and Listing - What's New - Enterprise Administrator FAQ - Glossary - Support Resources - Print Manage Users - About Users - Manage Premier User Profiles - Edit User Profiles - Manage Two-Step Login - Users List Page - User Details Page - Search for Users - Manage Access - View Call Logs - Manage Mobile Client - Manage Inbound Features - Manage Outbound Features - Manage User Schedules - Reassign Users - Manage Users in Bulk Manage Inbound Call Features - About Inbound Features - Anonymous Call Rejection - Call Acceptance - Call Forwarding - Always - Call Forwarding - Busy - Call Forwarding - No Answer - Call Forwarding - Not Reachable - Call Forwarding - Selective - Call Rejection - Intercept Announcement - Max DID Policing - Sequential Ring - Simultaneous Ring	Manage Administrators - About Administrators - Administrator Details Page - Administrator List Page - Create an Administrator - Delete an Administrator - Manage an Administrator - View Administrators Group Management - About Groups - Intercept Announcement - Group List Page - Group Details Page - Search for Groups - Edit a Group Name - Download Group Names - Download Group Users - View a Group Trunk Group - Manage Group Users - Manage Group Schedules - FAC Codes - Manage Group Settings - Manage Users in Bulk Trunk Call Routing - About Trunk Call Routing - Trunk Call Routing List - Trunk Call Routing Details - View Trunk Call Routing Schemes - Create Trunk Call Routing Schemes - Edit Trunk Call Routing - Delete Trunk Call Routing Schemes - Reassign Users Group Trunk Groups - About Group Trunk Groups - Group Trunk Group List - Group Trunk Group Details - Search for Group Trunk Groups - Group Trunk Group Profile - About Trunk Bursts - Edit Trunk Call Routing - Assign Group Trunk Groups Manage Contacts - About Contacts - Edit the Support Email - Manage Contacts	Schedules - About Schedules - Schedule List Pages - Schedule Details Page - View Schedules - Create a Schedule - Edit a Schedule - Delete a Schedule - Manage Events - Create an Event Account Codes - About Account Codes - View Account Codes - Edit Account Codes - Manage Account Codes - Download Account Codes - Manage User Account Code Status - Download Account Code Users Authorization Codes - About Authorization Codes - Find Authorization Codes - Manage Authorization Codes - Download Authorization Codes - Sync Authorization Codes Dial Restrictions - About Dial Restrictions - Edit Dial Restrictions - View Dial Restriction Users - Download Dial Restriction Users - Assign Users to Dial Restrictions - Custom Dial Restrictions Reports - About Reports - Create a New Report - Download or Delete a Report - User Inventory Report - Group Inventory Report - Group Trunk Group Report - Trunk Call Summary Report - Trunk Call Users Report - Feature Configuration Report - Account Code Report - Authorization Code Report - Call Transfer/Forward Report - Inbound Call Report - Outbound Call Report	Manage Departments - About Departments - Create a Department - Manage a Department Public Number Ranges - View Public Number Ranges - Download Public Number Ranges

For AT&T HVS customers, AT&T offers the OpEasy management suite, as well as AT&T HVS Web Portals for self-management of the service.

OpEasy

OpEasy is a suite of applications that provide enhanced functionality for users, administrators, and operations personnel for the AT&T HVS system. These applications include Auto Install and XML features for Aastra phones, Bulk Provisioning and Template Builder for configuration and provisioning of the system, and SNMP Manager for monitoring and system error notification. The following figure shows the main screen after the OpEasy login.



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OpEasy

Choose an OpEasy application.

Administrative Tools

System Administration and Utilities

Emergency Gateway Manager

Display and Manage Emergency Gateways

Fault Monitor

Display and setup fault monitoring of Clearspan components.

Login Management

Display, add, and change OpEasy login user names and passwords.

Provisioning

Provision Clearspan Users and Phone Devices, both individually and from spreadsheets.

Reporting

Clearspan Reporting

SNMP Manager

Display received SNMP traps. Configure the filtering, throttling, and reporting of those traps.

System Status

Display System Status and Configuration Information.

The OpEasy management suite provides users with the following capabilities:

- Bulk Provisioning – Web application that provides functions to bulk insert provisioning data for users, phones and SurgeMail voicemail using Excel spreadsheets. Also provides an export function to extract user and phone information into a spreadsheet for review.
- Login Management – Web application that allows the ability to add, edit and delete OpEasy administrator accounts. This application also allows the ability to customize privileges per administrator.
- Provisioning - Web application that provides a more simplified method of manipulating users and their associated devices than the original Bulk Provisioning application. This application also allows the ability to add certain features to users and to create templates.
- Reporting - Web application that provides reporting capabilities. Currently three reports can be generated at an Enterprise level – the Inventory Report, the Enhanced Inventory Report and the License and Optional Services Report. In addition, the System License Report can be generated at a System level. These reports are generated in Excel spreadsheet format.
- Administrative Tools - Web application that allows access to System Administrative type activities.
- Fault Monitor - A web application that provides configuration for components to be monitored by the system. The status for all configured devices is displayed in the System Status application.



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- **SNMP Manager** - Web application that manages, displays, and reports received SNMP traps (event notifications) sent by HVS devices. The SNMP traps identify both normal and failure events that have occurred at the sending device. The SNMP Manager records traps in an OpEasy database and controls the subsequent reporting of those traps. Traps can be displayed, forwarded to other SNMP managers, and/or reported in e-mail messages to select users. Using the SNMP Manager, the user can display both recent and historical traps. In addition, the reporting of traps can be throttled to prevent over-notification.
- **System Status** - Web application that provides a view of various statuses including status of system services, components and last database audit. The system service display shows status for all services on both EMS servers and indicates if a service is active on the primary or secondary (in case a failure has caused the secondary to take over as active for a given service). The ability to run an on-demand database audit is also provided.

OpEasy Additional Features:

- **Auto Install** – A system service that works in conjunction with Aastra SIP terminals to greatly simplify the set, test and detail of the desktop phone.
- **Configuration File Manager** - A system service that automatically encrypts phone configuration files as they are updated from the system.
- **DB Optimizer** - A system service that periodically optimizes the database tables and prunes (the SNMP trap information) to configured limits.

AT&T HVS Web Portals

The web portals provide multiple tiers of secure, web interfaces that enable configuration and management of features for the end-user, group/enterprise administrator, and enterprise administrator. Specific layers in the administrative hierarchy are described as follows:

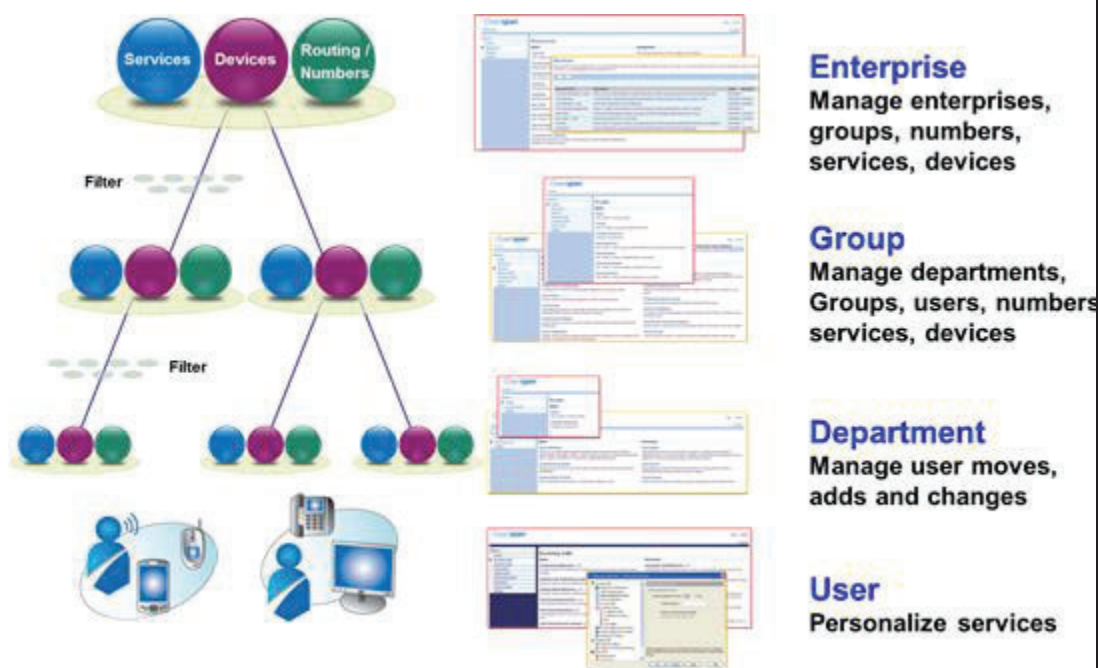
- **System Administrator Web Portal** - Allows access to all levels and pages in the system. These web pages permit offsetting responsibilities to enterprise administrators or user service representatives (provisioning administrator).
- **Enterprise Administrator Web Portal** - Allows enterprise administrator's access to system-level set-up and monitoring functions, as well as group and personal management. The enterprise administrator web portal differs from the system administrator access in that only tasks related to an enterprise administrator is accessible, rather than functions for monitoring and maintaining HVS.
- **Group Web Portal** - For business group administrators distributes some of the enterprise administrator responsibilities and management to the group



administrator, empowering the company to provision features to users and to manage group-related activities. Group administrators have the option of establishing an additional department layer of administration (for example, Sales or Engineering). This capability is especially useful for larger enterprises that want to distribute responsibilities for day-to-day administration to department administrators.

- **Personal Web Portal** - Grants easy access to feature configuration and management to individual users. Activating and customizing services such as Call Forwarding and Call Notification is simple and intuitive.

Hierarchy of the Web Portals:



3.35 Logging and Archival

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

A critical requirement of SCS is logging and archiving data such as signaling, traps, alarms, and media.

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The following are minimum requirements:

1. Provision of traffic studies, upon DMS request.
2. Components within SCS that are able to log files to the archive repository.
3. Functionality to store archived data for a minimum of twelve (12) months, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. Provide for the capability to download the archived data when requested by DMS or the Customer at no additional cost.
4. Tools and devices that are able to logfiles.
5. DMS has unlimited and immediate access to logfiles.
6. Ability to log and archive media and signaling traffic when requested by DMS or Customer.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.
2. Describe in detail the logging and archival components.
3. Provide the technical detail related to how the logging and archival service will be implemented and accessed by DMS, and its day-to-day functionality.
4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information.
5. Provide specifics of the logging and retention of archived information, including equipment specifications.
6. Describe how backups of archived information are accomplished.
7. Describe options to log and archive media and signaling traffic.

[Enter the response here - 500 words]



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AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements listed above.

Traffic data is constantly monitored and stored within the management system database(s). The data can be accessed at any time, over any period, and analyzed via the various reporting mechanisms within the management system. The management system also monitors traffic in real-time and generates events or alarms as traffic congestion or signaling errors occur. Logfiles are accessible through the various reporting mechanisms within the management system and available through the online portal or by scheduled request.

2. Describe in detail the logging and archival components.

All logged data is stored online within the management system database(s) for a period of 13-months in its raw data format and is accessible through the various reporting mechanisms within the management system. The management system does not archive data. Customers will work with the NOC to access information as required.

AT&T Hosted Voice Service – AT&T will use the Reply Sidekick devices for troubleshooting and logging. The Reply Sidekick stores data for a period of 30-days. Reply is working on an export function to support archiving.

NICE inContact Call Center solution stores call recording information and provides Call Analytic reporting through a web portal. For reporting, both standard and customer reports the data is stored for 25 months. For ACD recordings, it is a function of storage space, not time. 1Gb of storage per agent is included, and the storage is pooled (e.g., 100 agents = 100Gb which can be used across all agents). That 1Gb translates into 68 hours of recording. The State can download recordings and store indefinitely if desired.

ACME SBCs – OCOM is used to logging and reporting in support of the Session Border Controllers. The State currently has access to this platform and will maintain access through the SUNCOM ITN.

AT&T BusinessDirect will have some reporting available as well that user's will be able to access on a 24x7x365 basis.



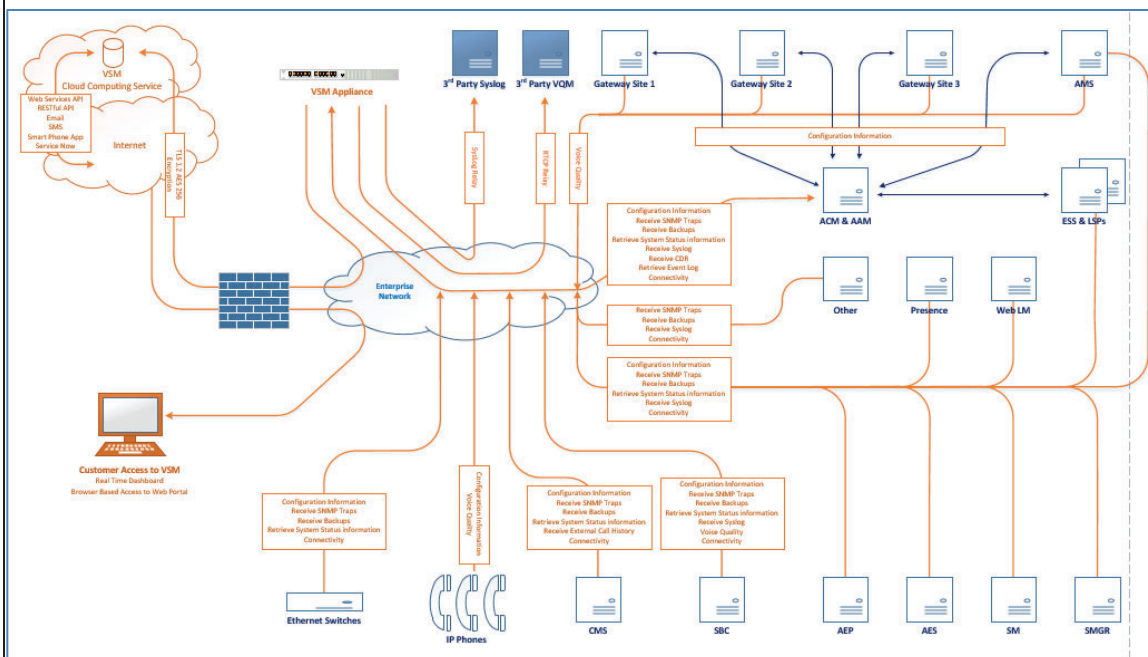
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3. Provide the technical detail related to how the logging and archival service will be implemented and accessed by DMS, and its day-to-day functionality.

Any component that creates logfiles and can make the logfile available to the management system via network access, can have the logfiles stored within the management system database(s). The management system does not archive data. All logged data is stored online for the duration of the contract term in its raw data format and may be accessed via the online portal or by scheduled request.

4. Discuss the service, systems, and processes Respondent proposes to use to log and archive information.

The management system proposed to log information is the VSM service provided by VIRSAE. All processes within the management system that gather logfile data are automated. The mechanisms used to gather the data are described in the graphic below.



5. Provide specifics of the logging and retention of archived information, including equipment specifications.

The NOC will retain information in the on-line portal for the entire contract term.

6. Describe how backups of archived information are accomplished.

The VSM platform maintains all information online, and, as such, does not archive the State's information.

7. Describe options to log and archive media and signaling traffic.

Signaling traffic is constantly monitored and logged to the management system database(s). The management system also monitors signaling in real-time and generates events or alarms as errors occur.

Restricting the logging of signaling traffic can be achieved by restricting the access of the management system to data streams. Signaling traffic is not archived and media is not logged or archived.

3.36 Review of Archived Information

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Review of archived information is of critical importance. Interpreting traffic flows is one of the most important operational tools used as part of the root cause analysis by Contractor during research on operational issues. SCS participants, including other awarded Contractors, DMS, and Customers, are potential users of this archived information. Contractor should provide tools, personnel resources, and monitoring processes that will be used to implement, maintain, and monitor any associated operational issues, including security of archived information.

The following are minimum requirements:

1. Provide unlimited and immediate access to archived information, including real-time and batch access.
2. Provide a robust review process for archived information.
3. Provide review services.
4. Provide active assistance reviewing logs and interpreting traffic flows.
5. Provide operational processes that limit access to archived data, as appropriate.



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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.
2. Explain how real-time access is provided.
3. Explain how batch access is provided.
4. Describe how backups of archived information are accomplished.
5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.
6. Explain how active assistance to review logs and interpret traffic flows is provided.
7. Explain the operational processes which limit access to archived data.

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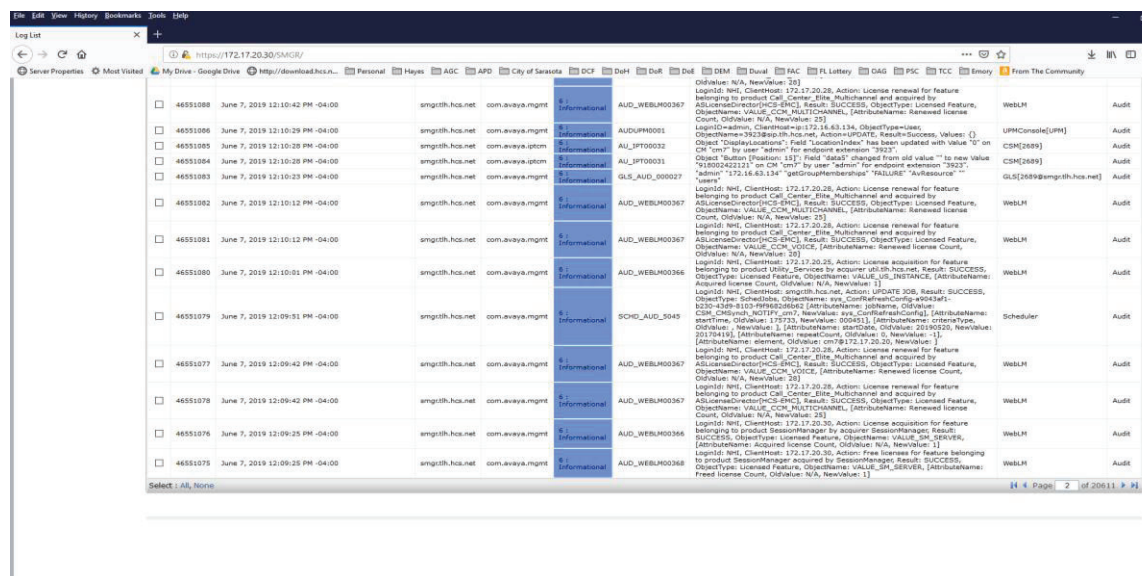
AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.

Hayes will provide access to multiple platforms for reviewing logs and historical information to the following, but not limited to, Avaya System Manager for historical changes in most Avaya systems. Avaya CMS will be used for any historical call center reporting. Oracle Operations Manager can be used to see SIP trunks to the telco. Avaya ACR may be used for agent call recordings. Calero eCAS may be used for CDR records and reports. Hayes also deploys monitoring servers that send email alerts for up/down states of important connections and services. Hayes will provide training on each of the systems deployed, and review how to access, view logs, and check archives. Hayes backs up each server for the period of the contract, but that can be extended. Hayes operates a 24x7x365 NOC for



providing customer assistance should a customer need additional support accessing any reporting information.



Checkbox	ID	Date	Time	Host	Event Details
☐	46551088	June 7, 2019	12:10:42 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551086	June 7, 2019	12:10:29 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551085	June 7, 2019	12:10:28 PM -04:00	smgrth.hcs.net	com.avaya.ipcom
☐	46551084	June 7, 2019	12:10:28 PM -04:00	smgrth.hcs.net	com.avaya.ipcom
☐	46551083	June 7, 2019	12:10:29 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551082	June 7, 2019	12:10:12 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551081	June 7, 2019	12:10:12 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551080	June 7, 2019	12:10:01 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551079	June 7, 2019	12:09:51 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551077	June 7, 2019	12:09:42 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551076	June 7, 2019	12:09:42 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551075	June 7, 2019	12:09:25 PM -04:00	smgrth.hcs.net	com.avaya.mgmt
☐	46551075	June 7, 2019	12:09:25 PM -04:00	smgrth.hcs.net	com.avaya.mgmt

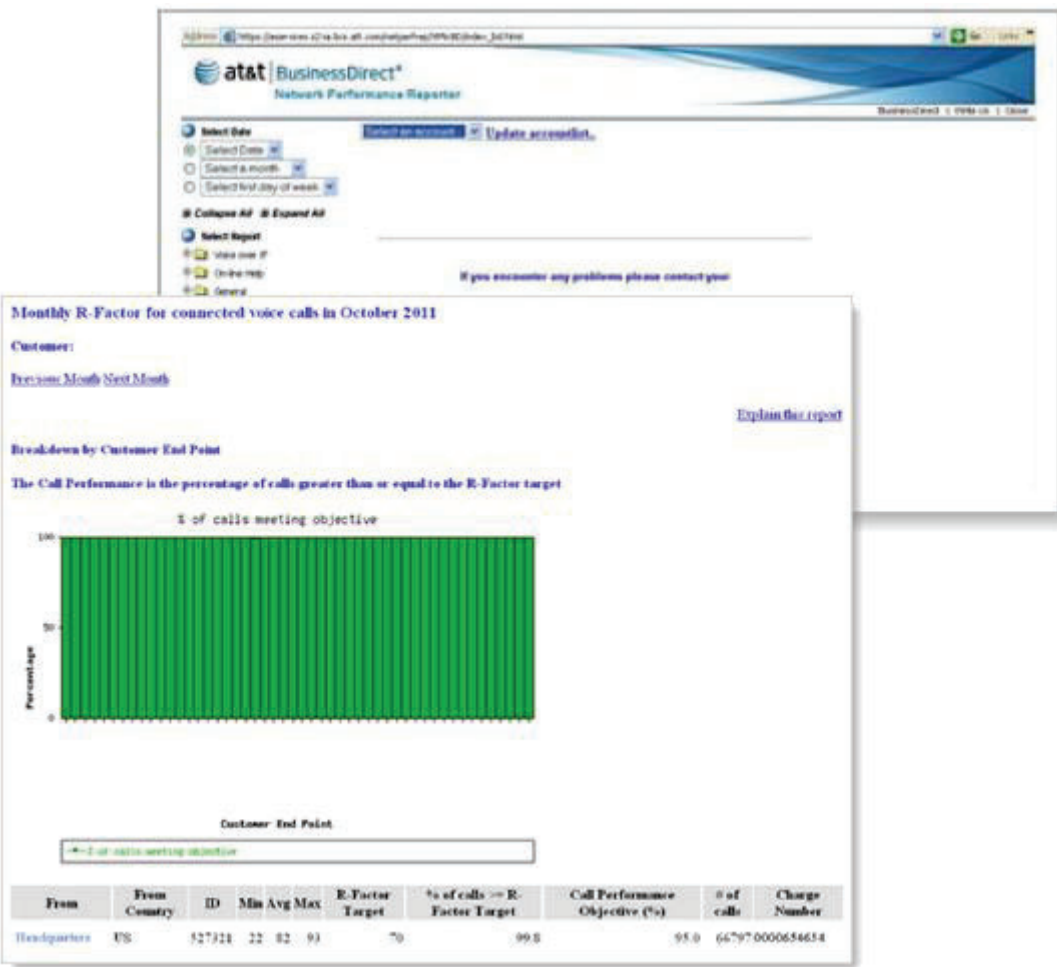
With regard to our SIP Trunking services, AT&T offers two primary tools that can be used to manage your service:

1. Network Performance Reporter
2. Oracle Communications Operations Monitor (OCOM)

Network Performance Reporter

Network Performance Reporter is a web-based tool accessed via our BusinessDirect® portal. This tool will provide visibility into the aggregate trunks serving the State of Florida.

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Monthly R-Factor for connected voice calls in October 2011

Customer: [Previous Month](#) [Next Month](#) [Explain this report](#)

Breakdown by Customer End Point

The Call Performance is the percentage of calls greater than or equal to the R-Factor target

% of calls meeting objective

Customer End Point:

From	From Country	ID	Min Avg Max	R-Factor Target	% of calls >= R-Factor Target	Call Performance Objective (%)	# of calls	Charge Number
Headquarters	US	527328	22 82 93	70	99.8	95.0	66797000654634	

Key benefits of Network Performance Reporter:

- Gain the ability to monitor call quality and usage patterns.
- Use the data provided to predict capacity needs.
- Access easy-to-interpret reports over various time periods.
- Quickly generate reports that show various levels of detail for selected parts of a network.

Features / Capabilities:

- Access call usage and volume reports.
- Access reports of measured call quality compared to established standards.

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Oracle Communications Operations Monitor

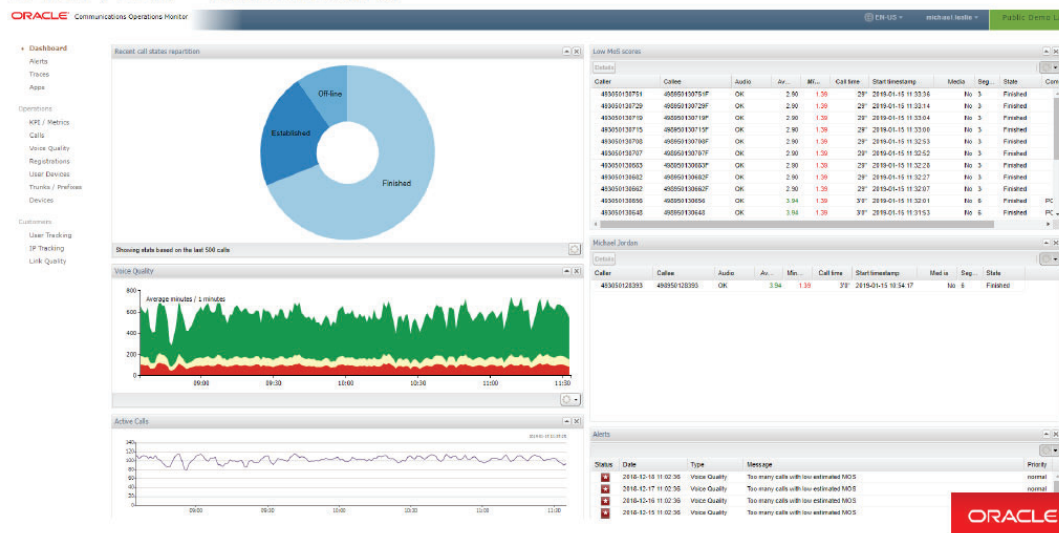
Oracle Communications Operations Monitor (OCOM) is the platform we're proposing in conjunction with our Acme Packet Session Border Controllers (SBCs). OCOM provides real-time, multi-vendor network analysis including:

- Monitoring
- Troubleshooting
- Reporting

OCOM in a Nutshell:

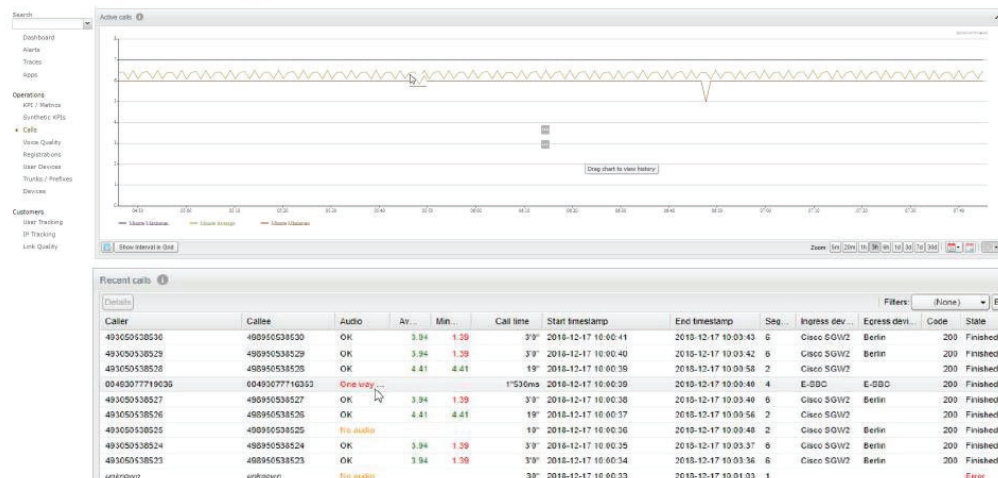
- VoIP/UC monitoring tool
 - Real-time and full end-to-end correlation of sessions (as well as historic)
 - Even across different protocols and different equipment vendors
- Passive, non-intrusive data acquisition
 - Oracle Linux software-based solution
 - Stand-alone probes on Linux servers connected to network taps
- Presentation
 - Lightweight, modern, multiuser web-based GUI
 - Intuitive interface
- Proactive Alerts

Overview - Dashboard



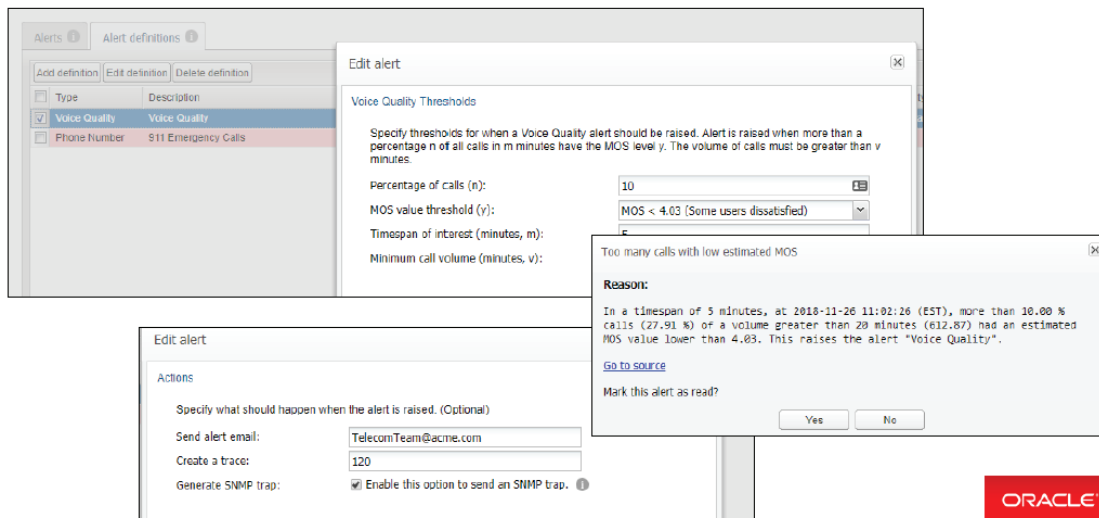
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Overview – Recent Calls



ORACLE

Personalized Alerts Network-wide and trunk detail



Alert definitions

Type	Description
☒ Voice Quality	Voice Quality
☐ Phone Number	911 Emergency Calls

Edit alert

Voice Quality Thresholds

Specify thresholds for when a Voice Quality alert should be raised. Alert is raised when more than a percentage n of all calls in m minutes have the MOS level y. The volume of calls must be greater than v minutes.

Percentage of calls (n):

MOS value threshold (y):

Timespan of interest (minutes, m):

Minimum call volume (minutes, v):

Actions

Specify what should happen when the alert is raised. (Optional)

Send alert email:

Create a trace:

Generate SNMP trap: ☒ Enable this option to send an SNMP trap.

Reason:

In a timespan of 5 minutes, at 2018-11-26 11:02:26 (EST), more than 10.00 % calls (27.91 %) of a volume greater than 20 minutes (612.87) had an estimated MOS value lower than 4.03. This raises the alert "Voice Quality".

[Go to source](#)

Mark this alert as read?

ORACLE

2. Explain how real-time access is provided.

The State will work with the AT&T Account Team and the AT&T/Hayes NOC/SOC for access to the multiple systems that will support the SCS ITN Contract.

3. Explain how batch access is provided.

The State will have access to the AT&T/Hayes NOC to support this requirement.

4. Describe how backups of archived information are accomplished.

The State will have access to online data through the NOC/SOC. This data is not archived, but made available through online web portals.

5. Provide information regarding how review of archived information will be managed when variances are necessary for viewing different types of data.

The State will have access to the AT&T/Hayes NOC to support this requirement.

6. Explain how active assistance to review logs and interpret traffic flows is provided.

The State will have access to the AT&T/Hayes NOC to support this requirement.

7. Explain the operational processes which limit access to archived data.

The State will have access to online data through the NOC/SOC. This data is not archived, but made available through online web portals.

3.37 Trouble Ticketing Service

Contractor is required to provide a trouble ticketing service for the management of tickets related to performance concerns, and the Contractor's corresponding remediation efforts. Contractor will work to resolve tickets twenty-four hours a day, 365 days of the year.

The following are minimum requirements:

1. Allow Customer to create a trouble ticket in the following manner, twenty-four hours a day, 365 days of the year:
 - a. Calling a toll-free number and speaking to an agent.



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- b. Sending an email.
 - c. Through a web-based online portal, which provides guidance to the authorized Customer as to how to complete a trouble ticket request.
2. Provide access to tickets twenty-four hours a day, 365 days of the year, via the web-based online portal. Customers must be able to view their tickets only, but DMS must have a global view of all tickets.
3. Coordinate ticket resolution with the Customer or authorized representative. The Customer or authorized representative must agree to the closure of a trouble ticket, which will be confirmed by the system through a call, email, and/or text message.
4. Classify trouble tickets based on issue severity, using the severity levels in the table below, and Customer type, such as public safety.
5. Provide notifications to the SUNCOM NOC and all affected Customers based on the severity level until an acceptable resolution is implemented.
6. Allows for reporting options for use by DMS and Customers regarding the details and status of opened, closed, and cancelled trouble tickets.
7. Allows for prioritization of public safety-affecting trouble tickets.

Customer and SUNCOM NOC Notifications Table

Severity Level	Notification Time	Notification Requirements
Critical	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every hour.
Major	15 minutes	Initial contact with Customer within 15 minutes of an outage. Status updates will be provided every two(2) hours unless waived as unnecessary by the Customer or DMS.
Minor	45 minutes	Initial contact with Customer within 45 minutes of a trouble report and updates when conditions change. Status updates will be provided every four (4) hours
		unless waived as unnecessary by the Customer or DMS.
Chronic	As appropriate	Customer will be advised of chronic status and updated as conditions change.
Informational	As appropriate	Contractor NOC will respond to information requests within 72 hours.



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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.
2. Describe in detail the ticketing components
3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation.
4. Describe the options for how the system can interface with other ticketing systems that may be in use by the Contractor, DMS, and its Customers.
5. Describe reporting options.
6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers.
7. Describe how public safety-affecting trouble tickets will be prioritized.

[Enter the response here - 300words]

AT&T Response:

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all minimum requirements.

The ticketing system meets all the requirements of this section. Hayes NOC/SOC will receive all tickets from the State. Hayes in turn will coordinate with AT&T operation centers for all AT&T service related tickets. Hayes will document all information related to a ticket in the VSM platform. The State will have access to the status of a ticket as needed.

In addition, AT&T uses various integrated customer-facing and internal trouble ticket management systems. The Hayes NOC will serve as the initial triage organization and interact with AT&T where appropriate. You can receive, review, and manage trouble ticket reports on your service via:



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1. **AT&T BusinessDirect® portal**—enables you to report and review the status of wireline service issues online
2. **Premier portal**—enables you to report and review the status of wireless service issues online

AT&T eBonding—enables your systems to exchange transaction request and response messages with our maintenance and ordering systems securely and directly

Whether a repair incident is automatically detected by AT&T or initiated by the customer, AT&T's ticket management systems generate a repair ticket. The ticket is routed to our remote diagnostic system for initial troubleshooting and resolution. If necessary, the ticket is sent to the local AT&T field center where a technician is dispatched to further isolate and resolve the problem. AT&T maintains a history of trouble tickets to help identify and prevent reoccurring problems in our network.



We manage your services and track and resolve troubles using the following systems:

- **AT&T One Ticket System (AOTS) and the Business Maintenance Platform (BMP)**—enable our Maintenance Centers of Excellence to manage trouble reports and to interface with the AT&T BusinessDirect® platform
- **Centralized Ticketing System (CTS)**—enables us to log and manage wireless services trouble tickets
- **Work Force Administration (WFA) system**—enables our maintenance teams to review and manage maintenance tickets and provisioning orders in our East, Midwest, Southwest, and West regions
- **Remedy-based Data Ticketing System (DTS)**—enables our technicians to access service reports, verify customer service information, and view maintenance tickets for customers with data products in the Southeast region

When you consider the importance of service continuity, these systems provide the integration and information necessary to clear troubles quickly.



Customer Service Guide

Your AT&T Service Manager prepares a detailed service guide that is provided to you each quarter. This service guide includes the latest information on your service history, important contact information and procedures. With this document, you have the most updated escalation processes and important contact information when an escalation is needed.

2. Describe in detail the ticketing components.

The State will have the options of calling the Hayes NOC/SOC to report a service related issues, sending an email to an email distribution, or logging into a web portal and submitting a ticket. This will be provided 24x7x365.

3. Describe the existence of a production implementation of the proposed ticketing service. Indicate the size and scope of the implementation.

Hayes will be able to onboard customers into the VSM platform within 24 hours. For the AT&T systems, the State will work with the AT&T Account Team to get the BusinessDirect® accounts created. That process can take up to 48 hours for the initial accounts, but once an Administrator account is created, the State administrator will be able to create new accounts real-time.

4. Describe the options for how the system can interface with other ticketing systems that may be in use by the Contractor, DMS, and its Customers.

For the VSM platform, the customer portal is completely customizable. What users can and cannot access, both globally and on an individual basis can be programmed.

Customers can easily open tickets, ask questions, search for answers, check the work performed, the status of a request and more. Customers can submit and monitor tickets, update tasks, review invoices and check project statuses anytime.

AT&T uses various integrated customer-facing and internal trouble ticket management systems.

You can receive, review, and manage reports on your service via

- AT&T BusinessDirect® portal—enables you to report and review the status of wireline service issues online
- Premier portal—enables you to report and review the status of wireless service issues online



- AT&T eBonding—enables your systems to securely and directly exchange transaction request and response messages with our maintenance and ordering systems

AT&T would like to learn more from the State on ticketing system integration requirements during contract negotiation.

5. Describe reporting options.

The VSM solution has a vast accurate real time reporting package. Custom reports can easily be generated.

6. Describe the proposed process for notifications to the SUNCOM NOC and all affected Customers.

The VSM system can process custom notifications to SUNCOM customers will be based any individual needs. Emails, phone calls or both can be sent as ticket information is update and closed

7. Describe how public safety-affecting trouble tickets will be prioritized.

All tickets can be tagged with priority. Notifications can be sent out based on ticket type as well. Public safety tickets would carry the highest priority.

3.38 Monthly Maintenance Support Services

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Respondents should provide the option for Customers to purchase monthly maintenance support services. These services are above and beyond services managed by the NOC, manufacturer warranties and services contemplated in SOW section 3.6 Technology Refresh.

The following are minimum requirements for monthly maintenance support service components:

- 1) repair of defective equipment, beyond NO diagnostics
- 2) service specific helpdesk support, beyond NOC helpdesk support
- 3) software upgrades



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- 4) equipment maintenance, which must ensure that all equipment meets the applicable service standards, beyond NO diagnostics
- 5) service will be available for the length of any rental terms
- 6) extension of service past the initial rental term, which may include reduced monthly support services beyond the initial rental term at a reduced-price

DMS is also seeking services and features for SCS based on the topics listed below:

- 1) Options for annual preventative maintenance check and tune-up
- 2) Options for on-site maintenance and service depot maintenance
- 3) Options for multiple service depots within the State of Florida

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components.
2. Describe options for annual preventative maintenance check and tune-up.
3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies
4. Describe typical service and repair times, including how shipping will affect service and repair times.

[Enter the response here - 500 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing all monthly maintenance support service components.

All monthly support and vendor management is included in our offer. Break fix, parts and remote MACD are included in the monthly rate to the customer. This will include any preventative maintenance, software update releases, etc.

2. Describe options for annual preventative maintenance check and tune-up.



The VSM Release Manager mitigates risk by managing software version control. It analyzes the current software and firmware versions of configuration items in VSM's CMDB. If the software or firmware version of a configuration item is not current, Release Manager recommends an update through the Suggested Software Updates report. Release Manager also ensures service providers are appropriately resourced with the correct versions of software to support their clients in the event of catastrophic outage - particularly when this requires reloading of precise releases of software, right down to specified patches and bug fixes.

3. Describe options for on-site and service depot maintenance, including locations of service depots and on-site maintenance policies

On-site service depots can be provided at an additional cost. Since all stocked parts are at our Florida locations next day delivery can be expected. Service and repair times will be handled within the requirements of the SLA's. Since most parts are warehoused at one of our Florida locations replacement parts will be shipped for next day delivery. If the serve call is received too late for next day delivery it will arrive the following business day.

4. Describe typical service and repair times, including how shipping will affect service and repair times.

On-site service depots can be provided at an additional cost. Since all stocked parts are at our Florida locations, next day delivery can be expected. Service and repair times will be handled within the requirements of the SLA's. Since most parts are warehoused at one of our Florida locations replacement parts will be shipped for next day delivery. If the serve call is received too late for next day delivery it will arrive the following business day.

3.39 Vendor Management

This subsection is applicable to proposed services for Service Category 1, Unified Communications Services, and Service Category 3, Contact Center.

Vendor Management is a minimum requirement. Vendor Management will always be provided to multi-tenant environments, and is an optional feature for single-tenant environments. All Single-tenant Customers will have the option to order Vendor Management. Vendor Management will be offered to Customers who utilize either the SCS purchase or rental options.



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Vendor Management allows Customers to have a turnkey system solution, designed, supplied, built, or installed fully complete and ready to use upon delivery or installation, with the Contractor completely managing and operating the communication system when the Customer does not have the technical staff or does not wish to manage their own system. In providing Vendor Management, Contractor is to perform local and end-to-end site support for unlimited moves, adds, changes, monitoring, problem resolution, and reporting, and is completely responsible for the overall operations of the communication system. Contractors will perform operational-type systems programming, interface with other telecommunications contractors, and provide Customers with a services help desk.

For single-tenant Customers who order Vendor Management for the Customer's existing communication systems, Contractor will be given the opportunity to assess the Customer's communication system and can propose a one-time upgrade fee to bring the system up to a level sufficient to deliver the necessary Vendor Management. This will be priced on an individual case basis, must be priced in accordance with the current CSAB Service Catalog, must show the prices are reasonable, customary, and justified, and is subject to DMS written approval.

If a MACD order is considered extensive by both the Contractor and DMS, an agreement with the Customer and DMS will be developed in advance via a Specific Service Request, identifying the agreed upon deadlines and performance measures for the Contractor.

Given the statements in this subsection:

1. Describe the proposed provision of Vendor Management services for Multi-tenant and Single-tenant environments.

[Enter the response here - 500 words]

AT&T Response:

1. Describe the proposed provision of Vendor Management services for Multi-tenant and Single-tenant environments.

Vendor management will be provided to both Multi-tenant or Single-tenant environments, in accordance with section 4.13 of this document. However, as Vendor Management is generally labor-intensive, Vendor Management from AT&T will



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provide the following changes to a Category 1, 2 or 3 Line or Seat, once the CSAB MACD request has been accepted by AT&T:

- Profile information: UC login ID, First Name/Last Name, External Calling Name, Calling Line ID, Network Class of Service
- Profile addresses: Telephone Numbers, Extensions, and Device Assignments
- Profile Passwords: Web and VM Passwords
- Profile Schedules: add, modify, remove schedules that apply to any UC seat feature
- Profile Privacy: change a User's visibility within the Agency or Location
- Incoming Calls features: Anonymous Call Rejection, Call Forwarding (all types), Do Not Disturb, Aliases, Alternate Numbers, Calling Line ID Delivery, Selective Acceptance, Selective Rejection, Simultaneous Ring, and Sequential Ring (Find Me Follow Me), etc.
- Outgoing Calls features: Call Return, Last Number Redial, Line ID Blocking, Speed Dial 8, Speed Dial 100, etc.
- Call Control features: Barge-in Exempt, Call Waiting, Directed Call Pickup with Barge-in, Call Transfer, Music/Video On Hold, Push-to-Talk (Intercom), Remote Office, Shared Call Appearance, etc.
- Calling Plans: Incoming Calling Plan, Outgoing Calling Plan, Outgoing Authorization Codes, Outgoing Digit Strings, etc.
- Client Applications: Busy Lamp Fields
- Messaging: Aliases, Distribution Lists, Greetings (settings only), Voice Management (MWI settings, VM notifications, VM carbon copies, Transfers on '0', Unified Messaging access credentials)
- Utilities: Authentication (for endpoints), Intercept User
- Almost any UC seat (User) feature that can be changed from the Self-Management web portals.

At a Location or Agency-wide level, Vendor Management will include changes to:



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- an existing AutoAttendant menu (but not the addition of more menus)
- Call Pickup groups, Hunt Groups, Group Paging
- Calling Plans: Calling Plans: Incoming Calling Plan, Outgoing Calling Plan, Outgoing Authorization Codes, Outgoing Digit Strings, etc.
- Communication Barring features for allowing/blocking certain calls for all UC seats at a Location or Agency-wide
- Utilities: Password/Passcode Rules for individual UC seat web/VM access, Device Template configurations, etc.
- Call Centers: adding or removing Agents from an ACD group, changing the Skill Level of an Agent, adding or removing Supervisors from an ACD group

AT&T considers the following actions to be extensive, and subject to a Specific Service Request, with performance measures and agreed-upon deadlines, and professional service charges listed in the Vendor Service Catalog (all categories), approved in advance:

- the creation or modification of media files for use in any announcements or greetings by an end-User or virtual-service
- any change to an IVR process/script
- any change to Call Recording features or settings
- any change to a Contact Center feature, application or call flow, not specifically included above
- any "business" SIP trunk creation or modification for UC/CC Service interaction with 3rd party devices or services, such as a Fax server, trunk to another PBX, server-based legacy IVR, etc.
- any other custom request, that is not specifically listed above.



3.40 Professional Services

This subsection is applicable to all proposed functionality except Service Category 2, SIP Trunking, and Service Category 4, Centrex.

Contractor is to provide Professional Services including, but not limited to, activities related to data collection and analysis, Customer network assessment, system design, service implementation and delivery, system testing, project management, and system support.

Given the statements in this subsection:

1. Detail the professional services to be offered, including any catalog of options for professional services.

[Enter the response here -1,000 words]

AT&T Response:

1. Detail the professional services to be offered, including any catalog of options for professional services.

Professional Service will be provided for all customers relating to the specific project. Data collection and analysis, Customer network assessment, system design, service implementation and delivery, system testing, project management, and system support.

AT&T has provided a rate for professional services in the Vendor Service Catalog (all categories).

3.41 Survivability Support

This subsection is applicable to all proposed functionality except Service Category 4, Centrex.

Customers may choose to purchase features and services to accommodate survivability. Survivability is the ability of services to continue to operate effectively under adverse conditions, though portions of the system may not be working properly.

The following are minimum requirements:



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1. Provides various configurations for Customer premises equipment (e.g. SBCs and local gateways) designed to avoid single points of failure.
2. Designs facilitating automatic survivability activation.

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the topics listed above.
2. Describe survivability options including, at a minimum, hardware, software, configuration processes, and implementation strategies intended to provide continued operation for proposed services and diagrams to illustrate the proposed configuration.
3. Discuss both the administrative issues and technical issues.
4. Provide a list of the services/functions that are not available or have reduced functionality when is site is operating in site survivability mode.

[Enter the response here - 500 words]

AT&T Response:

Given the statements in this subsection:

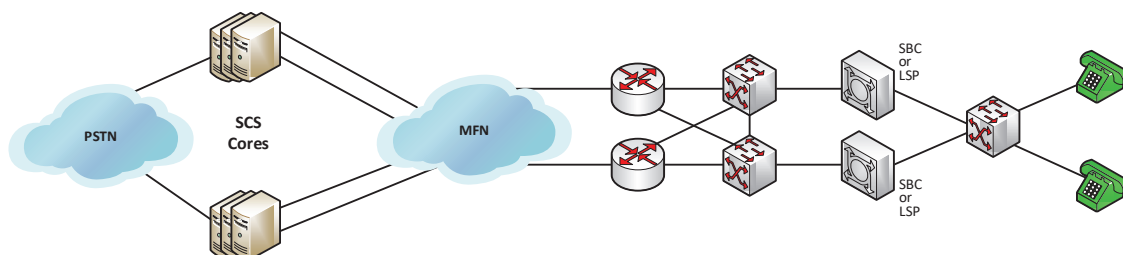
1. Describe in detail the proposed offering for this section, addressing the topics listed above.

With the advent of cloud-based Hosted Voice over IP Telephony (VoIP) services, VoIP Survivability solutions fall generally into two categories, based on the presumption that there exist adverse conditions affecting all or part of the network path from the Customer's premises to the Call Control Cores of a cloud-based SCS VoIP Service:

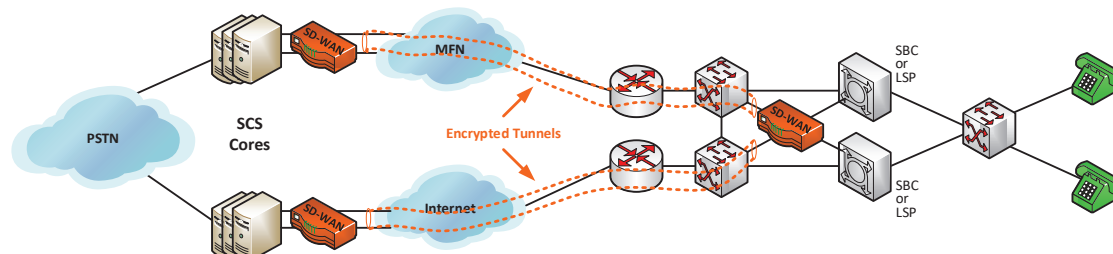
- 1) Deploy multiple network access paths from the customer's premises, using diverse physical access, diverse transport routing, and fine-tuning standards-based network failover protocols such as Border Gateway Protocol to minimize path convergence time. This category of solutions supports Survivability of all SCS Services in Categories 1, 2 and 3.



Network Redundancy/Resiliency-MFN



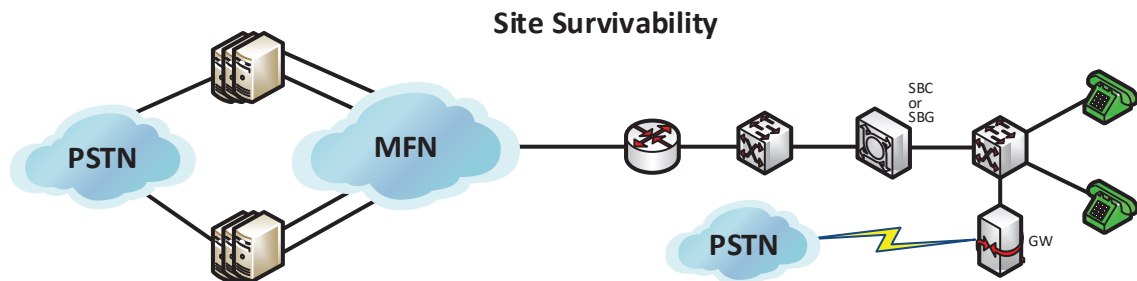
Network Redundancy/Resiliency-Disparate Networks



- 2) Order backup access trunks to the PSTN and deploy optional Survivability hardware/software (such as a Cisco Survivable Remote Site Telephone device, and Avaya Survivable Remote Gateway, or a SIP Session Border Controller) on the customer premises, to provide degraded access to UC services, also known as Site Survivability Mode

These backup trunks can maintain a customer's ability to receive inbound calls which is typically more difficult to maintain than outbound. IP Flex Enhanced Features can be configured to invoke Call Forwarding Not Reachable for a site that has lost its SIP Trunk (or

UC user that is unreachable). In this scenario, inbound calls will forward to a 10-digit TN provided by the customer (which can represent a TN on a PRI, cell phone, call center, etc).



If the customer orders a Single-tenant premises-based UC solution, HA-capable software will be provided at no additional cost; however, HA hardware solutions on a customer premises, will be the customer's responsibility.

UC equipment located on a customer's premises, will be configured to recognize if an active Call Control Core is not fully operational, and redirect signaling messages towards an alternate Call Control Core. There may be attempts to redirect signaling messages to multiple Call Control Cores; if optional Survivability equipment has also been deployed (option 2 above), it will be configured to provide limited UC service until at least one cloud-based Call Control Core becomes reachable again. There may be some momentary interruption of service in the unlikely event that an active Call Control Core becomes adversely affected; in a few cases, an SCS endpoint device/client may have to re-register its session to the subscribed SCS Service, but no degradation of UC service features will occur once a new session to an active UC Call Control Core is established.

2. Describe survivability options including, at a minimum, hardware, software, configuration processes, and implementation strategies intended to provide continued operation for proposed services and diagrams to illustrate the proposed configuration.

As stated above, Survivability strategies based on deploying additional Wide Area Network redundancy/resiliency don't require specific Survivability hardware/software, and therefore are easily implemented. Possible configurations include multiple trunks of the same type on the MFN network, or multiple trunks from multiple ISPs (even with unequal speeds), if using the Internet as a primary path to SCS VoIP Services, or even encrypted SD-WAN overlay networks (per the clarification response to DMS, any SD-WAN devices deployed at the SCS cores will be Shared, unless the State wishes to procure Dedicated SD-WAN devices for selected SCS customers), which can support VoIP resiliency across disparate underlay transport networks. Like all applications on a business grade Wide Area Network, the needs of an SCS service need to be taken into



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consideration along with the bandwidth, transport, and total utilization requirements of all other application(s) being served Over The Top (OTT) of these circuits.

Customers whom wish to deploy Site Survivability solutions, will need to order at a minimum, a premises Survivability device that interoperates with the SCS VoIP solution being deployed, and some number of analog or digital Telephony trunks from a SCS Centrex provider or Local Exchange Carrier. The number of trunks required will be determined by the business needs of the customer, and functionality required (Direct Inward Dialing being a prime consideration). In turn, the number and type of PSTN trunks needed will impact the configuration and count of all premises Survivability device(s) required to support those PSTN trunks.

In addition to these backup trunks, customers can configure call forward not reachable within our IP Flex Enhanced Features package. This will enable incoming calls unable to reach the customer to be forwarded to any 10-digit TN provided by the customer. This feature (and all other Enhanced Features) are managed via a web portal provided at no charge.

Next, more advanced Survivability functions (Call Distribution, Aliasing, Multiple/Shared Call Appearances, Local Conferencing etc) need to be included in the Survivability design, where available.

We also offer an IP Flex Mobile Client for Apple and Android smartphones. This app when enabled, will allow users to make and receive calls over their existing cellular service using their IP Flex business identity.

Lastly, the specific tuning of the Site Survivability feature itself needs to be designed and configured, based on device capabilities, network topology, local dial plans, and business requirements for endpoint availability. This must include the triggering metrics for entering Site Survivability operation, a minimum "hold" period where Site Survivability will remain enabled regardless of WAN availability, and the "fallback" metrics required to gracefully return the site to full operational status.

3. Discuss both the administrative issues and technical issues.

Once the UC solution signaling paths and Site Survivability parameters have been established, the only real Administrative issues to contend with are those based on use of FQDNs and the Domain Name Service to obtain the authorized list of Call Control peers to obtain SCS UC service from. When configuring the authorized Call Control peers in a premises device to use static IP addresses in the authorized list, the solution is immune to failures/degradations of the Domain Name Service, but also may not scale



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beyond primary/secondary peers. Remote access to any premises-based Survivability hardware is also recommended.

The most common Survivability Support technical issues are related to the speed of network convergence for deployments relying on redundant network paths to overcome loss of service; and the fine-tuning of the UC signaling stack to strike the delicate balance between entering and exiting Site Survivability Mode, the other major Survivability strategy.

In the case of the former, the speed of network convergence will determine the adverse effects on the end-Users, based on certain signaling time-out parameters of the individual SCS VoIP solutions employed. For standard SIP signaling services, the T1 and T2 timers in most implementations default to 500ms and 2000ms, so any network convergence slower than the signaling timers, would result in adverse effects (sessions dropped, non-responsive soft function keys, delays to dial tone, etc) to the end-User (impact on media is a different discussion). The positive aspect of relying on network convergence, is that once convergence is complete, all VoIP services/functions are fully operational with little to no degradation.

As many networks do not re-converge quite so quickly, the most immediate effect is usually a timeout on the receipt of a response to a signaling message, which triggers a retransmit of that message, potentially redirected to another signaling peer.

In the case of the latter (the fine-tuning of Site Survivability metrics), the dangers of intermittent network performance may wreak havoc on the premises Device's (LSP/SBC devices) Survivability process triggers, causing a VoIP service "flapping" condition which often frustrates end-Users even more than being out of service completely. Still, a positive aspect of Site Survivability is that basic UC service will still be available even with a total failure of wide area network transport at the adversely affected Site. All desk phones will be able to make and receive external calls but features that require access to cloud-based resources, may be degraded or unavailable.

Some Site Survivability devices offer more feature/functionality than others, AT&T will discuss Survivability hardware details with any SCS UC customer, based on the desired UC solution. AT&T has real-world experience with these issues over the past 13 years of offering UC service on State contract and will work with DMS to use that experience on behalf of SCS subscribers.



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4. Provide a list of the services/functions that are not available or have reduced functionality when is site is operating in site survivability mode.

Assuming that a UC Customer in Site Survivability mode will have alternative trunks for PSTN access and will be able to make and receive calls from the PSTN, the following UC features will not be available or have reduced functionality when an SCS site is operating in Site Survivability mode:

Authentication, Automatic Callback, Barge-in Exempt, Basic Call Logs, Busy Lamp Field, Call Center Monitoring, Call Forwarding Busy, Call Me Now, Call Notify, Call Return, Call Trace, Calling Name Delivery, Calling Name Retrieval, Calling Number Delivery, Calling Line ID Blocking, Calling Party Category, Charge Number, Connected Line Identification Presentation, Connected Line Identification Restriction, Custom Ringback User (all types), Directed Call Pickup, Directed Call Pickup with Barge-in, Executive, Executive – Assistant, Flash Call Hold, Flexible Seating Guest, Hoteling Guest, Hoteling Host, In-Call Service Activation, Last Number Redial, Malicious Call Trace, Multiple Call Arrangement, Music On Hold User, N-Way Call, Preferred Carrier User, Priority Alert, Privacy, Push to Talk, Security Classification, Sequential Ring, Shared Call Appearance, Silent Alerting, Simultaneous Ring Personal, Speed Dial 100, Speed Dial 8, Two-Stage Dialing, Video On Hold User, Virtual On-Net Enterprise Extensions, Voice Portal Calling, Zone Calling Restrictions.

With regard to SIP Trunking services, going into survivability mode will impact these features:

- 911 – This will have to be routed out another facility such as a local analog line, PRI, etc.
- On-net calling will not be available
- Trunking capacity will be diminished
- Call Quality Monitoring
- Call Detail Records will not be available



3.42 Service Level Agreement Performance Monitoring, and Reporting

The Contractor will be required to provide and operate an SLA Performance Monitoring Service. The Contractor will be required to monitor performance of its services in relation to the respective SLAs through the use of the SLA Performance Monitoring Service. The SLA Performance Monitoring Service is a system that will track and log information on outages, Degradation, and other SLA requirements. The system's general functionality is to provide notifications to Customers.

The following are minimum requirements:

1. DMS and its Customers must have access to the SLA performance metrics of the Contractor-provided services. Contractor must provide DMS access to 100% of the raw data upon request.
2. SLA Performance Monitoring Service functionality will:
 - a. Accept information from the Contractor's management system and trouble ticketing system
 - b. Collect data on outages, Degradation, timely closure of CSAB entries, and other SLA requirements on a real-time basis
3. The SLA Compliance Report is a deliverable due to DMS on a monthly basis. The compliance report is the sole responsibility of the Contractor. The SLA Compliance Reports will:
 - a. Provide to the DMS Contract Manager within ten (10) days from the start of the calendar month, reporting on the prior calendar month. The first report is due within ten (10) days of the third full month after Contract execution. The final acceptance of this report is at the sole discretion of the DMS Contract Manager
 - b. Include all categories of applicable SLAs in Attachment C – Final Service Level Agreements
 - c. Include N/A for SLAs where no services have been delivered during the project management Implementation Phase
 - d. Be in a Microsoft Excel format, and shall not be locked or password protected



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- e. Include adequate documentation to demonstrate the Contractor's reported monitoring

Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Describe the existence of at least one production implementation of the proposed SLA Performance Monitoring Service, and related SLA scrubbing process. Indicate the size and scope of the implementation. Respondents may be asked to demonstrate examples of these during negotiations.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T will assign an SLA Manager to support the SCS ITN Contract. The AT&T SLA Manager will have access to the internal reporting platforms associated with each service line supported under the SCS ITN Contract. The AT&T SLA Manager will be responsible to create the SLA Compliance reports defined in this section and will collaborate with the Hayes assigned SLA Manager to create the consolidated monthly reports. A full dashboard will be provided DMS as requested above.

- Per the clarification response to DMS, the State asked: This appears to be a manual process. Who will be handling this task?

AT&T Response: The response indicates that Hayes and AT&T will each have an SLA manager. These managers will collaborate on available analytical data. Some of the events that will exist will be outside of the control of the parties of this contract. For example, an MFN-2 outage will cause an apparent SLA event and may be noted in the SLA report but not necessarily used in the SLA payment calculations. The same is true for other network events such as latency and jitter within network elements not provided by this contract. For these reasons, there will be a certain amount of manual intervention.

2. Describe the existence of at least one production implementation of the proposed SLA Performance Monitoring Service, Dashboard, and related SLA scrubbing



process. Indicate the size and scope of the implementation. Respondents may be asked to demonstrate examples of these during negotiations.

AT&T will assign an SLA Manager to support the SCS ITN Contract. The AT&T SLA Manager will have access to the internal reporting platforms associated with each service line supported under the SCS ITN Contract. The AT&T SLA Manager will be responsible to create the SLA Compliance reports defined in this section and will collaborate with the Hayes assigned SLA Manager to create the consolidated monthly reports. A full dashboard will be provided DMS as requested above.

3.43 Training

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

Contractor is required to provide training on the use and administration of its proposed systems and services. Instructors must possess advanced knowledge and experience on the topic they present. Instructors can be from the Contractor's and subcontractor's teams. Contractor should consider the following training delivery methods:

1. Live, instructor-led training at the Customer site or a mutually agreed upon site.
2. Recorded, on-demand training.
3. Live, web-based training.

The following are minimum requirements:

1. Provide DMS staff with training that focuses on technologies, systems, tools, services, and security training. Security and SCS tools are two topics that will be offered frequently and on an ad hoc basis.
2. Provide system administration training to all Customers and DMS operations staff. System administration training for DMS operations staff will be more specific than the generalized Customer system administration training.
3. Provide end-user training with a focus on the use of the system and service features. The frequency and logistics will be coordinated with the Customer and DMS.
4. Where applicable, provide Contact Center training. The frequencies and logistics for this type of training will be coordinated with the Customer and DMS.



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5. Provide “train the trainer” training, whereby Customers are trained to deliver internal trainings on SCS.



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Given the statements in this subsection:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.
2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.
3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.
4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.
5. Provide specific detail on training for security, and SCS tools.
6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.

[Enter the response here - 750 words]

AT&T Response:

1. Describe in detail the proposed offering for this section, addressing the minimum requirements listed above.

AT&T offers a number of training options based on the product and service available on the SCS ITN Contract.

2. Discuss the process for providing training and detail on the potential suite of instructional topics that will be provided on an ongoing basis.

The training options offered by AT&T may vary based on the product and service. Because we offer various training options, you can choose the type of training that best meets your needs. Hayes is also able to provide face-to-face training and they are in Tallahassee for added convenience. AT&T is able to provide training at different locations throughout the State of FL.

The AT&T BusinessDirect® Learning Center provides multiple tools to help you use the portal. Available online at www.att.com/learningcenter, it provides self-help



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tools as well as instructor-led training, documents, and demonstrations. When you visit this website, you can access the following training methods:

Training Method	Description
Live Web Seminars	Instructor-led online seminars that let you capitalize on real-time Q&A sessions and follow-up
On-demand Seminars	Downloadable pre-recorded web seminars that enable you to view full sessions or view selected topics on your own time
Tutorials	Self-paced tutorials that focus on specific tasks like how to download call detail, request a credit, or place an order for service
Fact Sheets, Brochures and Other Documents	Information and how-to guides for users and administrators
Demonstrations	Step-by-step instructions on how to complete tasks and practice what you have learned
Live Classroom Training	Instructor-led classroom training by a certified instructor

In addition to the Learning Center, we provide

- **In-person support** coordinated via your sales representative, who can assist you with learning about, signing up for, and using these tools
- **Telephone support** via



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- AT&T BusinessDirect® Center at 800-221-0000 for technical assistance from 8 a.m. to 8 p.m. Eastern Standard Time

- **Online support.** While you're in the portal, via AT&T BusinessDirect® Chat Live

AT&T will provide DDoS Dashboard training and SecureLogix training to State designated personnel as part of the service delivery processes.

3. Discuss SCS related topics such as best practices, and the equipment utilized in SCS.

AT&T will provide training on the web portals and the managed security services offered as part of the core network.

4. Discuss the potential suite of training topics, general scope, delivery method, and timing of the classes.

DMS can access AT&T BusinessDirect as discussed in item 2, above to see a list of potential training topics. For ad hoc training request, please work with the AT&T Account Team for scheduling.

5. Provide specific detail on training for security, and SCS tools.

AT&T will provide training on the web portals and the managed security services offered as part of the core network.

6. Describe the distinctions between the training provided to DMS operations staff and the more generalized training for Customers.

DMS can access AT&T BusinessDirect as discussed in item 2, above to see a list of potential training topics. For ad hoc training request, please work with the AT&T Account Team for scheduling.



3.44 Project Management

The Contractor must provide project management services in accordance with the Florida Agency for State Technology regulations set forth in Chapter 60 GG-1.002, Florida Administrative Code (F.A.C.), for Project Management.

All Project Management documents must be submitted as either a Microsoft Word 2016 (or higher) document, or Adobe pdf. The Project Management Implementation Schedule shall be submitted as a Microsoft Project document. All project management documents will be submitted to the DMS Contract Manager and are subject to approval and acceptance by the Department. Any deliverables submitted but not accepted by the Department will be subject to the applicable financial consequences until the Department accepts the deliverable. The following subsections contain the minimum requirements for SCS Project Management:

3.44.1 Project Charter and Project Management Plan

1. The Project Charter is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Charter within four weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Project Charter must formally authorize the existence of a project and provides the DMS and Contractor's Project Manager with the authority to apply organizational resources to project activities. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
2. The Project Management Plan is a deliverable subject to final acceptance by DMS. The Contractor must submit an acceptable Project Management Plan within 4 weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Project Management Plan is the document that describes how the project is monitored, controlled, and executed. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.

The plans listed below may be considered as additional components of the Project Management Plan. However, DMS considers these plans listed below as deliverables separate from the Project Management Plan.

3. Readiness Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Readiness Plan within six weeks of the Contract execution.



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- a. Minimum Acceptance Criteria: The Contractor must deliver a detailed organizational readiness strategy and associated plans that outline a readiness methodology, approach, activities, dependencies, and assumptions for key stakeholders to successfully support project activities.
4. Communications Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Communications Plan within six weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor must develop a Communications Management Plan that defines all communication touch points between the Project and all impacted stakeholders. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
5. Risk Management Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Risk Management Plan within six weeks of the Contract execution.
6. The Contractor must submit an acceptable Requirements Management Plan within six weeks of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor is responsible for managing all business requirements, including confirmation, design, development, testing, and validating that they are ultimately met during implementation. The Contractor's Project Manager will work with DMS to develop and administer a plan to effectively manage requirements throughout the Project.
7. The Disaster Recovery Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Disaster Recovery Plan within three months of the Contract execution.
 - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Disaster Recovery Plan and associated plans that outline a disaster recovery methodology, backup procedures, recovery plan, restoration plan, rebuilding process, testing of the disaster recovery plan and record of plan changes. The plan will include the following at minimum:
 1. Plan Objectives.
 2. Assumptions.
 3. Definition of Disaster.



4. Recovery Teams.
5. Team Responsibilities.
6. Internal and External Communications.
7. Federal, State, Local Roles and Responsibilities.
8. Services Restoration.
9. Support TimeLine.

3.44.2 Project Management Implementation Phase

The Project Implementation Phase starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.

Project Management Implementation Phase - Schedule

1. Project Management Implementation Phase Schedule is a deliverable subject to final acceptance by the Department. Contractor must submit an acceptable Project Management Implementation Phase Schedule to the DMS Project Manager every two weeks by noon ET on Fridays. The document must be baselined, be resource loaded with predecessors, successors, durations, costs, and calculated earned value metrics Cost Performance Index (CPI) and Schedule Performance Index (SPI) and updated every two weeks as needed until the completion of the Project Implementation Phase. This should be accompanied with a narrative which includes the current status of the project, actions that have taken place in the last two weeks, any new risks and their associated risk mitigation plans, any new issues, and any tasks more than ten percent (10%) behind schedule and a plan to complete the task.
 - a. Minimum Acceptance Criteria: Create and maintain a Microsoft Project 2016 (or higher) schedule to incorporate all project activities to the agreed upon work breakdown structure level. The schedule must include at a minimum: task durations, start and finish dates (baseline and actual), predecessors and successors, resources, deliverables, and milestones, and must calculate CPI and SPI earned value metrics. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
2. Project Management Tracking Logs (Risks, Issues, Action Items, Decisions, and Operational Changes requested) are deliverables that are first due two weeks



following the Project Kickoff Meeting, and shall be due every two weeks thereafter, until the completion of the Project Implementation Phase. These are updated as necessary, as determined by the Contractor and DMS.

- a. Minimum Acceptance Criteria: The Contractor must identify, assess, document, and recommend mitigation strategies by updating and submitting to DMS the tracking logs at a minimum of bi-weekly to reduce project risks and issues. The deliverable must meet the Project Risk and Complexity Category 4 requirements of Chapter 60GG-1.002, F.A.C.
3. Project Status Report is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Project Status Report to DMS. This deliverable is first due within two weeks of the Project Kickoff Meeting after Contract execution, and shall be due weekly thereafter, until completion of the Implementation Phase.
 - a. Minimum Acceptance Criteria: The Contractor must provide weekly Project Status Reports which are due via email to the DMS Contract Manager each Thursday by 5 PM Eastern time, and must include:
 - i. A narrative description of significant project activities that have been conducted or are underway.
 - ii. The progress-to-date on project activities.
 - iii. An explanation of any tasks/activities that are behind schedule and a plan to bring them current.
 - iv. Notification of issues or risks that have been encountered and their resolution or plan for future resolution.
 - v. Upcoming deadlines.

3.44.3 Project Management - Guides

The Contractor shall create the following guides. These guides are deliverables subject to final acceptance by DMS. The Contractor must submit acceptable guides to DMS within three (3) months of Contract execution, and will be updated as necessary during the Contract term. The guides are subject to the final acceptance of DMS.

1. SCS Operations Guide. The Contractor shall create a SCS Operations Guide. This will include engineering, operational, and business processes for service delivery. At a



minimum, the guide includes ordering, trouble reporting, SLA monitoring, and invoicing processes.

2. SCS User Guide. The Contractor shall create a SCS User Guide, intended to provide a set of instructions for the Customer on how to use the services.
3. SCS System Administration Guide. The Contractor shall create a SCS Administration Guide for Customers and describe all administration processes for service delivery.

3.44.4 Project Management - Closure

1. The Contractor shall create a project closure documentation. This is a deliverable due to DMS one (1) month from the close of the Project Implementation Phase.
 - a. Minimum Acceptance Criteria: The project closure documentation must include a lessons learned document, final schedule, and retrospective of the project.

3.44.5 Project Management Implementation and Migration Plans

1. Implementation Plan is a deliverable subject to final acceptance by DMS. Contractor must submit an acceptable Implementation Plan to DMS within six weeks of the Contract execution. The Implementation Plan will address all activities in the Project Implementation Phase, which starts after the acceptance of the Project Charter and ends with the DMS acceptance of a completed Services Infrastructure Checklist.
 - a. Minimum Acceptance Criteria: The Contractor must deliver a detailed Implementation Plan that outlines an implementation, approach, activities, dependencies, and assumptions for key stakeholders to support a successful project implementation . Furthermore, the Implementation Plan shall include at a minimum:
 - i. Schedule of activities.
 - ii. Resource allocation.
 - iii. Implementation and migration preparation planning and impact analysis.
 - iv. System buildout.
 - v. Acceptance.



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- vi. Migration cutover.
 - vii. Fallback to previous service.
 - viii. Interface with CSAB for billing and ordering.
 - ix. Interface with MFN (Network-to-Network Interface, day-to-day operations, and security).
 - x. Network support.
 - xi. Operations Centers (NOC and SOC).
 - xii. Day-to-day operational support services.
 - xiii. Training – cross reference training section.
2. Individual Customer Specific Migration Plans: The Contractor will be responsible for creating Individual Customer Specific Migration Plans as each existing and new Customer migrates to SCS. Additionally, a migration plan may be required if a Customer undertakes a significant or complex change in how it operates under SCS. The Individual Customer Specific Migration Plans are deliverables that must be developed in coordination with the Customer, and are subject to the acceptance of DMS and the Customer. These Individual Customer Specific Migration Plans will vary based on the proposed service and the complexity of the service migration. Contractor must submit plans acceptable to DMS and the Customer within four (4) weeks of Contractor's receipt of a written notification of the plan's requirement from DMS to the Contractor. Furthermore, the Individual Customer Specific Migration Plans shall include at a minimum:
- i. Schedule of activities, which is consistent with the Project Implementation Phase schedule.
 - ii. Resource allocation.
 - iii. Migration and preparation planning.
 - 1. Impact analysis.
 - 2. Stakeholder communications plan.
 - iv. Migration management.
 - v. Engineering.



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- vi. System buildout.
- vii. Acceptance(phase/final).
- viii. Migration cutover.
- ix. Fallback to previous service.
- x. Day-to-day operational support services.
- xi. Training – cross reference training section.

Given the statements in subsection:

1. Describe in detail how the Respondent will provide project management in accordance with the minimum requirements listed above.

[Enter the response here - 500 words]

AT&T Response:

1. Describe in detail how the Respondent will provide project management in accordance with the minimum requirements listed above.

AT&T will provide a Project Manager to track and coordinate all the activities throughout this project and keep you constantly updated on the progress. AT&T brings the resources and technical expertise to deliver the following services in support of our proposed network solution.

- Develop detailed logical and physical diagrams for all network designs;
- Review designs with designated staff for approval and signoff;
- Order, configure, install, and test any equipment, software, and circuits;
- Implement production network;
- Facilitate migration of systems and services to new technologies;
- Follow DMS change management procedures;
- Coordinate with DMS for scheduling changes with a documented change and configuration management process;



- Thoroughly document all implemented configurations via the configuration management process;
- Turn over all documentation to DMS upon completion of project;
- Perform knowledge transfer to designated DMS staff for the implemented network technologies (designs, configurations, standards, management, etc.).
- Maintain the WAN, Internet, and Security services;

Installation, Implementation and Deployment

AT&T understands the importance of managing our customers network services. For this ITN Contract to be a success, an effective plan must be thoroughly designed, documented, and executed. These steps are critical in preventing any service disruption to your agencies/customers. We have an excellent record of managing large scale network installations, migrations and upgrades including multiple projects throughout the State of FL.

AT&T Global Program Management will assign resources as needed to support the contract. AT&T will use a Hayes Program Manager who is well-skilled in managing voice programs for the State.

Our Program Management team will work closely with your project team to develop and implement comprehensive project processes and plans. Project Management includes the Statement of Work, Master Schedule and site schedules, Project Acceptance Criteria, and other key deliverables that support your overall plan. Project Management provides a project or program manager who coordinates project resources including all project staff, other internal AT&T resources, WAN/remote access service providers, cabling contractors, and other 3rd party resources. They may be based onsite or work remotely depending on project requirements.

A project is a non-routine job with defined start and end dates, a scope, and a budget. In most cases, an ad-hoc organization executes a project and disbands once the project is over. Network integration projects require project management expertise. Our professional project managers in the World Wide Project Management Group are technical and logistical problem-solvers who are trained and experienced in planning and implementing integration projects.



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Project Management capabilities are reinforced by our expertise in networking, structured cabling, inventory management, and global logistics. Project Management complements the LAN, WAN, and remote access equipment configuration, staging, installation, and on-going support services.

We can combine Project Management with many network implementation services to deliver any size or scope of Network Integration project. We have broad expertise in technology deployments including IP Telephony, WiFi, IP video, cabling, data center build-outs, national and international local area network/wide area network installation, PBX, video, call centers, and security systems.

AT&T's Project Management uses experienced, specialized resources and standard, proven methodology to transition your network to an AT&T-managed service.

The AT&T project management organization has extensive experience with large, complex projects, and we use that knowledge to transition your network. As part of our methodology, we use field-proven deployment templates, documents, tools, and processes, which we base on our previous successful implementations and transitions.

We employ certified Project Management Professionals (PMPs) who can deliver projects and implementations using PMI Project Management Body of Knowledge (PMBok) methodologies. These methodologies help ensure a smooth transition of your managed network services to comprehensive AT&T management.

Our project team applies those methodologies to

- Work with your organization to create and implement the project plan
- Establish a web portal as a communication and collaboration tool for both parties
- Establish processes to manage risk, changes, communication, and transition governance

We assign a Project Manager as your SPOC to help ensure end-to-end responsibility and accountability for the successful delivery of the project. In addition, we staff the project team to meet the needs of your specific project, including the timing and required scope of work.



We regularly communicate with you throughout each transition phase and continually evaluate resources to help ensure adequate project coverage. And, we use the appropriate risk mitigation strategies to minimize end-user impact and to smoothly and successfully transition your services.

3.45 Services Infrastructure Checklist

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The Contractor will be required to complete a series of readiness activities before DMS accepts services, systems, and processes as ready for production. The Project Implementation Phase will close only when all items on the Services Infrastructure Checklist are complete and accepted by DMS in writing. The Contractor will be required to provide DMS upon request with any documentation necessary to demonstrate Contractor's compliance with the Services Infrastructure Checklist prior to DMS written approval. The Contractor shall not deliver any services to Customers until the Project Implementation Phase is closed, or is otherwise permitted by DMS. The Contractor may engage with Customers for planning purposes before the close of the Project Implementation Phase.

All Requirements on the checklist must be fulfilled in accordance with the Contract including, but not limited to, the corresponding SOW sections referenced therein. Additional requirements may be added to the checklist at the discretion of DMS.

All items listed in the checklist must be successfully tested, or otherwise approved by DMS in writing, before the Contractor is permitted to go-live with any services to perform under the terms of the Contract. The timeline for checklist completion will be agreed in writing by the DMS Project Manager during development of the project Implementation Plan. Any changes to the Services Infrastructure Checklist, including requirements and timeline, will be done in writing between the DMS Project Manager and the Contractor, and is in DMS' sole discretion to approve.

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Section Reference	Requirement
Statement of Work subsections 2.1 through 2.6	All required key staff positions have been filled with individuals who possess the applicable required minimum qualifications, and the final Staffing Organizational Chart has been approved by DMS.
Statement of Work subsection 2.7	Customer Support Team has been sufficiently staffed and trained.
Statement of Work subsections 2.8, 3.23, and 3.24.	Network Operations Center (NOC) and Security Operations Center (SOC) teams have been sufficiently staffed and trained.
Statement of Work subsection 3.2	A production environment is in operation and viewable by DMS for all proposed services, in accordance with the section reference.
Statement of Work subsection 3.8	The Contractor is capable of providing long distance services for all proposed service offerings, excluding Centrex, and is able to fulfill Customer orders.
Statement of Work subsection 3.9	The Contractor is capable of providing toll-free services for all proposed service offerings and is able to fulfill Customer orders.
Statement of Work subsection 3.10	The Contractor is capable of providing monitoring and reporting on call quality.
Statement of Work subsection 3.11	The Contractor is capable of providing telephone number portability for any Customer ordered service.
Statement of Work subsection 3.12	The Contractor is capable of providing temporary suspension of service for any Customer ordered service.
Statement of Work subsection 3.13	The Contractor is capable of providing all proposed service offerings for any Customer ordered service, including the ability to intercept messages.
Statement of Work subsection 3.15	The Contractor is capable of connecting with MyFloridaNet.
Statement of Work subsection 3.16	The Contractor is capable of providing service interoperability.
Statement of Work subsection 3.17	The Contractor is able of providing dedicated IP access.
Statement of Work subsection 3.18	The Contractor is able to provide services effectively within Customer-specific domains.
Statement of Work subsection 3.20	The Contractor is able to test hardware and software before making any change in service.
Statement of Work subsection 3.21	The Contractor and DMS have agreed upon the inspection process and any requested inspections have been completed including applicable remediation.
Statement of Work subsection 3.22	The Contractor's webpage content is accepted in writing and is published to the internet.



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Section Reference	Requirement
Statement of Work subsection 3.23	The Contractor's NOC is fully operational.
Statement of Work subsection 3.24	The Contractor's SOC is fully operational.
Statement of Work subsection 3.25	The Contractor's hardware, software, and processes are designed and implemented using HA/HR characteristics.
Statement of Work subsection 3.28	The Contractor is able to provide all security functionality.
Statement of Work subsection 3.31	The Contractor's management services are fully operational and have Dashboard capability.
Statement of Work subsection 3.32	The Contractor's tools are fully operational.
Statement of Work subsection 3.34	The Contractor's Online Portal for self-management is fully operational.
Statement of Work subsections 3.35 and 3.36	The Contractor's logging, archival, and review services are fully operational.
Statement of Work subsection 3.37	The Contractor's trouble ticketing service is fully operational.
Statement of Work subsection 3.40	The Contractor is ready to provide Professional Services.
Statement of Work subsection 3.41	The Contractor is able to provide configurations for Survivability.
Statement of Work subsection 3.43	The Contractor has provided training to DMS on the use and administration of its proposed services. All necessary training to support go-live operations has been completed to DMS' satisfaction.
Statement of Work subsection 3.44.1 (1)	The Contractor has provided an acceptable Project Charter.
Statement of Work subsection 3.44.1 (2)	The Contractor has provided an acceptable Project Management Plan.
Statement of Work subsection 3.44.1 (3)	The Contractor has provided an acceptable Readiness Plan.
Statement of Work subsection 3.44.1 (4)	The Contractor has provided an acceptable Communications Management Plan.
Statement of Work subsection 3.44.1 (5)	The Contractor has provided an acceptable Risk Management Plan.
Statement of Work subsection 3.44.1 (6)	The Contractor has provided an acceptable Requirements Management Plan.
Statement of Work subsection 3.44.1 (7)	The Contractor has provided an acceptable Disaster Recovery Plan.



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Section Reference	Requirement
Statement of Work subsection 3.44.3 (1)	The Contractor has provided a SCS Operations Guide.
Statement of Work subsection 3.44.3 (2)	The Contractor has provided a SCS User Guide.
Statement of Work subsection 3.44.3 (3)	The Contractor has provided a SCS Administration Guide.
Statement of Work subsection 3.44.5 (1)	The Contractor has provided the Implementation Plan.
Statement of Work subsection 4.4	The Contractor is ready to implement transactions utilizing the DMS approved method of implementation in CSAB.
Statement of Work subsection 4.7 (All)	The Contractor has demonstrated the ability to provide CSAB billing account and user management activities.
Statement of Work subsection 4.7.10	The Contractor has demonstrated the ability to provide a detailed billing file, and do so in a mutually agreed upon secured delivery method.
Statement of Work subsection 4.9	The Contractor has finalized with the Department the timeframe(s) for invoice submission(s) for the Contractor's proposed services.
Statement of Work subsection 5	The Contractor is capable of providing Unified Communication services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work subsection 5.4	The Contractor is capable of providing LAN Support Services. If the Contractor is not contracted for this optional service, this item does not apply.
Statement of Work section 6	The Contractor is capable of providing SIP Trunking services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 7	The Contractor is capable of providing Contact Center Services. If the Contractor is not contracted for this category of services, this item does not apply.
Statement of Work section 8	The Contractor is capable of providing Centrex services. If the Contractor is not contracted for this category of services, this item does not apply.



No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.46 Transition

This subsection is applicable to all proposed functionality.

This subsection includes technical, administrative, and contractual topics associated with the end of the Contract, or breach of the Contract, and requirements relating to transition between SCS and the replacement Contract for future iterations of this service or a similar service.

The following are minimum requirements:

1. The Contractor will be required to perform end-of-service, which may take place at any time during the Contract term, and end-of-contract transition services prior to the expiration or termination of the SCS Contract at no cost. The full transition of existing services to replacement services or contracts is hereby explicitly made a criterion for completing the Contract. Extensions of the Contract are subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the Parties.
2. Upon request by DMS, the Contractor will be required to submit a transition plan.
3. As services migrate from SCS to any replacement service, DMS will continue to pay only for each service still served under the Contract.
4. Overlapping services may be required when transitioning from one large infrastructure to another, and transition may take multiple years to complete. DMS is not obligated to maintain SCS contracted services for any set number of users or locations.
5. The SCS Contractor is required to work with DMS and any other DMS Contractor as expeditiously as possible in order to transition which includes, but is not limited to:
 - a. Cooperation that will ensure an orderly and efficient transition of services. These efforts include taking all necessary steps, measures, and controls to ensure minimal disruption of services during the transition.
 - b. Maintaining staffing levels that are sufficient to handle a smooth, complete, and expedient transition.



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- c. Transferring all applicable knowledge including, but not limited to, the disclosure of the equipment, software, and third-party contract services.
- d. Providing all data related to the delivery of services, requested by DMS, that is not a tangible or intangible licensed product that existed before Contract work began (Contractor shall bear the burden of proving existence before Contract work began), including, but not limited to, databases and other repositories of information (for example, operational, user, and administrative). Migration of databases of information will be performed in a format, method, and timeline acceptable to DMS that is consistent with current industry practices and standards.
- e. Promptly delivering to DMS, upon request, whether or not previously made available, all up-to-date guides, manuals and training materials (for example, operational, user, and administrative) plus other guides and procedures the SCS Contractor follows. All documentation created for the purpose of supporting, operating, maintaining, upgrading, and enhancing services including, but not limited to, design documents, and device configurations for services, shall be promptly delivered to DMS upon request, whether or not previously made available.
- f. Assisting DMS and any other DMS Contractor with the planning and installation of any services to facilitate business continuity.
- g. Responding promptly and completely to questions related to the transition on an as-needed basis.
- h. Providing the services and functions necessary for a complete, smooth, and expedient transition.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

3.47 Equipment and Licenses

This subsection is applicable to all proposed functionality, except Service Category 4, Centrex Services.

The following are minimum requirements:



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1. Contractor must not propose equipment that is End-of-Sale by the equipment manufacturer.
2. Contractor will allow Customers who have purchased compatible equipment to transfer and reuse this equipment.
3. Contractor will allow Customers who have purchased compatible software licensing to transfer and reuse these licenses.
4. Contractor will allow Customers to transfer licenses and equipment between users.



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Given the statements in this subsection:

1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.
2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.
3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.
4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

[Enter the response here - 150 words]

AT&T Response:

1. Describe in detail how the Respondent will provide the proposed offering in accordance with the minimum requirements listed above.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.

2. Describe how the Respondent will ensure that equipment proposed is not End-of-Sale.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.



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3. Describe how the Respondent will allow Customers to transfer and reuse existing compatible equipment.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.

4. Describe how the Respondent will allow Customers to leverage existing compatible software licenses.

As discussed in section 3.5 (Tech Refresh), AT&T maintains responsibility for all equipment that is part of a managed service offer. Hayes maintains responsibility for the Hosted Avaya offering. If the state needs to leverage existing licenses, that will need to be coordinated with AT&T to validate that AT&T has the hardware and/or software on an approved device/software supported list. There may be items that AT&T has not approved for our operation centers to support. These items are handled on a case-by-case basis.



4. Business Operations

The following subsections contain the minimum requirements for SCS Business Operations:

4.1 General Description of the SUNCOM Business Model

In accordance with subsection 282.703(2), F.S., DMS has developed a system of equitable billings and charges for SCS. The Communications Service Authorization and Billing (CSAB) system is the ordering, billing, incident management, and inventory system referred to in Chapter 60FF-2, F.A.C., that the Contractor will be required to utilize.

When Customers log-in to CSAB, they can perform the following functions:

1. Establish and maintain Customer accounts.
2. Manage billing accounts.
3. View a comprehensive list of available SCS.
4. Place orders.
5. View their complete inventory of services and invoices with associated and detailed charges.

The Contractor will bill DMS monthly for services rendered to all Customers and provide DMS with substantiating details in electronic files (for example comma delimited). The Contractor will include in the substantiating detail charges with unique identifiers for each transaction (for metered services) and service account.

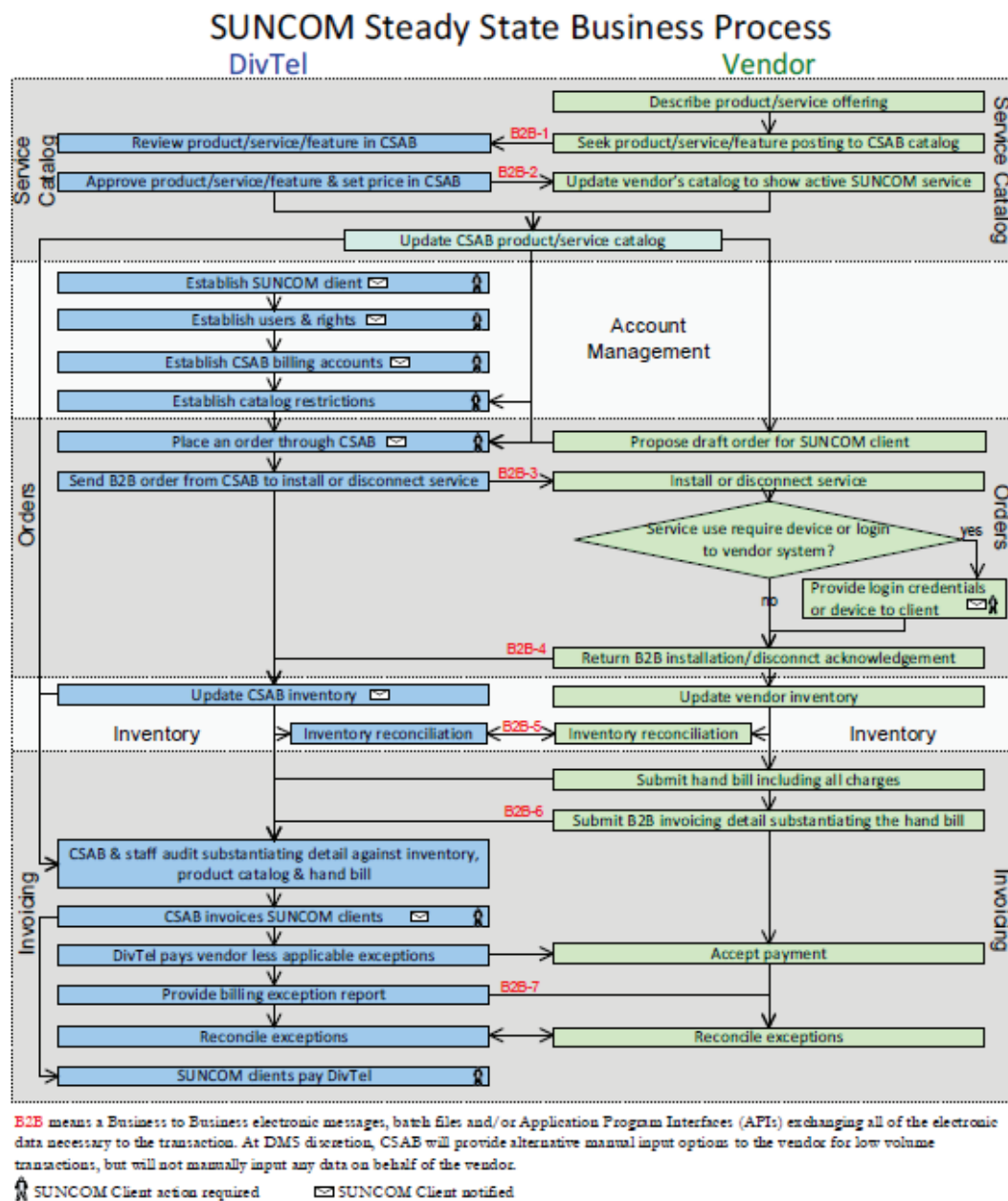
No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

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4.2 SUNCOM Communications Service Authorization and Billing Transaction Flowchart

The Contractor will use seven Business-to-Business (B2B) transactions between DMS and Contractor, as depicted below:



No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.3 Communications Service Authorization and Billing – Official Record

Communications Service Authorization and Billing (CSAB) is the authoritative source of all data. CSAB is the official record of the inventory and costs of SUNCOM services. If inaccuracies are found in the CSAB data, it will be considered accurate unless substantially proven otherwise, at DMS' sole determination.

The Contractor shall not propose as part of their response or instruct Customers to place orders or receive billing information from any system that is not CSAB without prior written authorization from the Department. Contractors shall not enable or ask DMS or Customers to input ordering and / or invoicing data into CSAB on behalf of Contractor.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4 Communications Service Authorization and Billing - Interfaces with Contractors

There are three primary ways to implement transactions between CSAB and the Contractor. The method of implementation used by the Contractor will be at DMS' sole discretion, which Contractor is required to use.

4.4.1 Application Programming Interfaces

The Contractors will utilize Application Programming Interfaces (APIs) with CSAB, that will have the following functions:

1. The Contractor's API enables data transfer between CSAB and the Contractor's system.



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2. When data is sent from CSAB, the Contractor's API will send back an acknowledgement to CSAB.
3. The Contractor's API will perform functions automatically at near real-time.
4. The Contractor shall develop and maintain functional crosswalks between the Contractor's system and CSAB, which maps the data elements in CSAB to equivalent data elements in the Contractor's system. The Contractor will also support DMS' efforts to create functional crosswalks.
5. It is the Contractor responsibility to ensure data has been received by CSAB, including resending data that has not been acknowledged by CSAB.
6. The Contractor shall provide a testing environment for quality assurance, accessible by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.2 Batch Routines

A second way to implement transactions with CSAB is through batch routines which are periodic exchanges of data files containing a large number of records. An example of a batch routine is monthly delivery of invoicing substantiation files (B2B-6), due to the large volume of data.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.4.3 Manual Review and Data Entry by Contractor Staff

The third method to implement transactions within CSAB is by manual review and data entry. Contractor can use CSAB screens to view a submitted order from a Customer and mark that order as fulfilled rather than use B2B-3 and B2B-4 transactions.

The Contractor shall only use manual review and data entry as a method of last resort, and only with prior written approval by DMS Contract Manager. Contractors shall not use manual review and data entry for invoicing substantiation (B2B-6).



No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.5 Communications Service Authorization and Billing Service Catalog

SUNCOM services must be approved by DMS and entered into the CSAB Service Catalog prior to making them available for use or purchase by any Customer. DMS will have sole discretion over the CSAB Service Catalog and any updates.

There are currently three different types of charges Contractors use for the billing of SUNCOM services:

1. One-time charge: a single payment for a service or item, e.g. hardware installation.
2. Subscription charge: monthly fixed and recurring charge for the right to use something without regard to how much it is used (such as local phone service).
3. Metered charge: incremental charge based strictly on how much the service is used (such as toll-free phone minutes).

See Chapter 60FF-2, F.A.C., for the Contractor's responsibilities related to CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.6 Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog

The Department and SUNCOM Customers do not pay State of Florida and Federal taxes. Taxes are defined here to include payments that the Contractor is required to collect by law and pay to public entities. Taxes do not include government-sanctioned surcharges and fees collected by the Contractor which are not remitted to the government.



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The Department reserves the right to verify and substantiate all government-sanctioned surcharges and fees listed in the Vendor's Service Catalog prior to Contractor delivering any services to Customers. The Department reserves the right to dispute the applicability of or listed amounts for such surcharges or fees. Surcharges and fees approved by DMS as part of the Contract should be separately listed in a Customer's invoice should be separately listed in a Customer's invoice. After Contract execution, any new or modified government-sanctioned surcharge or fee must be provided to DMS for review. The phrase "new or modified government-sanctioned surcharge or fee" does not include a change in the amount of fee or surcharge that is identified as variable based on pre-defined criteria set by a government entity. The Contractor must provide a complete explanation describing the basis for the new or modified surcharge or fee whether the surcharge or fee is discretionary or required, and, if applicable, an affirmation that SUNCOM Customers are not exempt from payment. This explanation must be sufficient for DMS to determine whether the surcharge or fee is Contractor-specific. If the new or modified government-sanctioned surcharge or fee is approved by DMS, a Contract Amendment will be prepared to include the new or modified government-sanctioned surcharge or fee. Any such written approval or fully executed amendment must be provided to the Contractor before submitting a request to update the CSAB Service Catalog. The standard process whereby the Contractor submits a request for inclusion of services in the catalog and DMS approves them must be implemented for a new or modified surcharge or fee with the additional requirements:

1. The catalog item must be tagged as a new or modified government-sanctioned surcharge or fee.
2. The description field provided by the Contractor must clearly identify the new or modified surcharge or fee.
3. The Contractor must provide information sufficient for DMS to verify if the new or modified surcharge or fee is discretionary or required and whether it is in line with the surcharge or fee set by the governmental entity.
4. The Contractor must provide information sufficient for DMS to develop formulas that replicate the charges through calculations against invoicing substantiation data. The DMS product manager will approve the Contractor request if the update to the catalog is in accord with the proposed amendment.
5. The new or modified government-sanctioned surcharge or fee must be billed at the inventory ID level, and not billed as a lump sum.

After Contract execution, Contractor shall provide the Department with notice of any change in the amount of a government sanctioned surcharge or fee that is variable



based on pre-defined criteria set by a government entity. Supporting documentation must be provided to the Department upon request.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7 Communications Service Authorization and Billing Account and User Management

4.7.1 Contractor User Communications Service Authorization and Billing Access Privileges

Contractor User CSAB access privileges must be approved and monitored by a Contractor- assigned CSAB Administrator. User access privileges allow the following functions:

1. Manually receive and close out orders to the Contractor.
2. Review past orders submitted to the Contractor.
3. Review a robust set of inventory data for services provided by the Contractor.
4. Other access as allowed by DMS.

DMS reserves the right to terminate the CSAB user access privileges of any Contractor staff without cause or notice.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.7.2 Work Orders

Customer work orders are sent to Contractors as B2B-3 transactions. Contractor can log-on to CSAB as prompted by a CSAB email to see submitted orders. Contractor is required to timely respond to the Customer work order by rejecting the work order in CSAB or



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beginning to work the order. Where Contractor is working the order, Contractor is required to respond to the Customer with distinct B2B-4 fulfillment data for each item, or service, in a work order. Multiple item orders with only a single order number are not fulfilled until every item is delivered.

Some key data elements in addition to the CSAB-assigned Inventory ID are:

1. Order ID – identifies a request for one or more items. This ID is associated with everything in a “shopping cart” when a Customer “checks-out”.
2. Work Order ID – is associated with each item request within an Order that can be fulfilled separately from the rest of the Order, and requests action for one (1) Service Installation ID.
3. Installed Option ID – identifies the service, feature or hardware from the CSAB Service Catalog that was requested in the workorder.
4. Service Installation ID – identifies the service account resulting from Order fulfillment. It is the unique inventory entry in CSAB and is equivalent to, but not the same as, distinct IDs used by Contractor to track status, usage and charges (e.g. circuit ID, phone number, hardware serial number, etc.).

Contractor is required to provide all of the required fulfillment data in CSAB.

DMS cannot invoice its Customers without associating key fields from orders to Customer invoicing accounts in CSAB, and therefore, will not pay for any services where such key fields data is missing or incorrect. Installation and disconnect dates are also critical to the inventory, as these dates are used during audits to verify that a service was active, or should not have been, during an invoicing period. The effective bill date cannot be more than 45 days from the date the order is closed. Orders must be closed in CSAB out no later than five (5) business days after installation and acceptance of the work performed by the Customer. Invoicing will not begin until the Customer work order is closed.

Some orders will include configuration data including IP addresses to enable establishing closed user groups on the State network.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.



4.7.3 Credential Request Orders

Some of the orders submitted to the Contractor will require granting Customer password/PIN protected access to Contractor services. These are services that require Customers to log-in (or be electronically certified) to Contractor's systems before using a service. These services may be metered.

Like all other services, the right to access credentialed services will be ordered with B2B-3 transactions from CSAB providing the Contractor with necessary data to enable that access. Contractor is expected to respond by confirming to CSAB that the Customer has been provided access the credentialed services. However, CSAB will not hold user passwords and PINs for access to Contractor's systems; the Contractor is expected to provide the passwords and PINs to users directly using email addresses provided in the CSAB order. PIN and password changes will be handled outside of CSAB, as well.

SUNCOM Conferencing services are examples of credential request orders. Users of the service must login to a Contractor's system to reserve or initiate a conference. Thus, the Contractor issues login credentials to those users that were obtained after an order for them (B2B-3) was placed in CSAB. The order is fulfilled by the Contractor supplying a user ID and Personal Identification Number via email to the user, then confirming fulfillment to CSAB with a B2B-4 transaction. These transactions enable CSAB to have a complete inventory of all of the users of the service, which is periodically confirmed through B2B-5 transactions with the Contractor. The Contractor's system tracks usage that is attributable to each user, which is compiled in a B2B-6 monthly batch file of invoicing substantiation.

In all cases, the total cost of the proposed order must be defined and approved prior to submittal.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.8 Inventory

Every order and many other actions related to SUNCOM services are permanently logged into CSAB. This inventory is a basis for DMS audits of Contractor charges, i.e. if a billed service is not in the inventory or the inventory shows it was not active during the invoicing period, DMS will dispute the charge. The CSAB inventory is also a useful tool for DMS, Customers, and Contractor to see what has been ordered, its status, where its located, its cost, any associated comments, etc.



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CSAB inventory is structured around key data elements. Inventory records are not valid without these key fields. CSAB by default has primacy when there are discrepancies between the inventories of the Contractor and CSAB.

Contractor is required to maintain a corresponding inventory as a basis for invoicing DMS. Periodic reconciliation may be implemented between CSAB and the Contractor's inventory through B2B-5 transactions, at DMS' sole discretion. This will avoid waiting until the Contractor invoices DMS to discover these inconsistencies, and having to resolve them through billing disputes. DMS will provide for an exchange of inventory data throughout the month using transaction B2B-4. There is no manual substitute for this process.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.9 Invoicing Requirements

Contractor shall submit invoices and electronic details to DMS monthly for all SCS and fulfilled orders within the agreed upon timeframe(s). DMS will make the final determination on the invoice submission timeframes. Contractor may only submit one invoice per Service Category, unless otherwise agreed to in writing by the Department, and the invoice will include the applicable Service Category billing information and credits. Invoices will consist of: 1) invoices for payment on unchangeable format (e.g. paper) (aka a "hand bill") which reflects the total charges for the applicable Service Category for the month; and 2) electronic detail files that substantiates all billable services for the applicable Service Category. The total of substantiated detail charges must match the payment requests on each of the handbills.

The invoice will include detailed service credits for the applicable Service Category uniquely identified by the applicable SLA. These credits will be audited by DMS through review of SLA reporting and invoice auditing. Since credits are applied retroactively, the Contractor is required to indicate on the invoice the actual month in which the service level violation occurred.

~~AT&T will work with DMS during project planning and implementation to determine the 'agreed upon timeframe' for invoice submission. We request that the following change be made, DMS will make the final determination on the invoice submission timeframes.~~



~~AT&T will collaborate with DMS on the number and format of invoices.~~

4.10 Electronic Substantiating Detail File

The invoice substantiation file consists of electronic detail listing all billable services and activities with all unique IDs necessary to be auditable bases for all charges. The detail file must include all charge data on one-time purchases, active subscription periods, and incremental activities. All charges must be attributable to distinct identifiers from the services as negotiated in the CSAB Service Catalog, and each discrete charge must be distinguished by a service identifier. Metered charges must also include date/time stamps for each billing event, and the dates of the billing cycle (start and end). The file must be provided to DMS using a mutually agreed upon secured delivery method and mutually agreed upon format.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.11 Audit of Contractor Invoices

DMS will audit the invoice to match all charges against the current inventory of provided services and the prices associated with the CSAB Service Catalog. If the electronic substantiating detail provided by the Contractor contains some errors but is: a) complete (i.e. contains all of the required data elements); b) substantially corresponds with the CSAB inventory and CSAB Service Catalog; and c) matches the hand bill, then DMS will send an audit exception report (B2B-7) to the Contractor detailing any disputed charges. At this time this is a manual process. At any time during the Contract term this may become an electronic process, at DMS' sole discretion. DMS staff will request credits/debits for any audit exceptions on the current invoice and work with Contractor staff to reconcile charges and system data to resolve the exceptions within one (1) billing cycle. If Contractor has not resolved audit exceptions within the next billing cycle, the charges will be finalized as determined by DMS.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.



4.12 Mandatory Interface with Communications Service Authorization and Billing

All work orders will be submitted to the Contractor via the CSAB or similar system as deployed by DMS. Only changes approved via a NOC ticket and not impacting invoicing charges may be an exception to the foregoing.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.13 Mandatory Communications Service Authorization and Billing Order

No SCS service will be provisioned unless the Contractor has a properly authorized work order submitted by DMS through the CSAB except for those Customers utilizing the Contactor's online portal approved by the Department. Customer orders submitted through the Contractor's online portal will have a work order automatically generated by CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.14 Specific Service Requests

DMS will work with Contractors and Customers to establish service request quotes when Customer requests require specific service configurations, combinations, security, or quantities. In such situations, DMS will, as needed, receive service availability and pricing quotes to fulfill the specific Customer service needs.

The format of each service request quote will be left to the discretion of DMS and Customers have the option to request custom terms and conditions to meet Customer specific needs which includes, but is not limited to, security standards set forth in Chapter 60GG, Florida Administrative Code. In all cases, the total cost of the proposed service must be well defined, and the prices will not exceed those in the CSAB Service Catalog with reasonable adjustments as necessary to accommodate the specific agency service needs that substantially increase the Contractor's contractual requirements. An



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adjustment in price for a Customer specific service should be commensurate with the Contractor's additional obligations but shall not result in an increase in pricing greater than 25% of the listed CSAB Service Catalog price(s). The service request quote must be accepted by DMS in writing before any implementation. The quote must contain all data needed for DMS to review and approve the service, including but not limited to, all support implementation requirements target installation dates, locations, configuration data, effective date, and documents containing diagrams as necessary. The quotes will contain sufficient detail necessary for audit processes.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.15 General Billing Requirements

Contractor will maintain a detailed database that uniquely identifies each pricing component. The CSAB Service Catalog contains unit prices, and all qualifiers that are applied to unit prices in order to create an unambiguous database of SCS billable line items. A tariff code shall have only one unit amount.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.16 Criteria for Installation Signoff and Billing Start

The Service Acceptance Checklist is used during the migration to SCS, and during production (steady-state), to certify when a service is accepted.

The following criteria must be met before an order is considered complete.

1. Contractor completes all requirements detailed in the workorder.
2. The Customer and Contractor will certify acceptance by utilizing a Service Acceptance Checklist, as jointly developed by the Customer and DMS. It is the Contractor's responsibility to obtain the Customer's acceptance of the checklist at the time of turn-up.
3. The signed copy of the Service Acceptance Checklist is inserted into the CSAB.



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4. Services requested by the work order have been provisioned by the Contractor.
5. The work order has been closed by the Contractor in CSAB by entering a completion date and effective bill date.
6. The Contractor's invoice must be provided after the completion date entered into CSAB. If the Contractor's invoice reflects billing prior to the acceptance date entered into CSAB, the charges will be deducted.
7. All dates in CSAB must be entered by the Contractor in real-time. CSAB does not permit a date entry to be backdated.
8. Orders must be closed out in CSAB no later than five (5) business days after installation and acceptance of the work by the Customer.

Invoicing will not begin until the Customer work order is closed in CSAB.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.17 Local Call Billing

If the Contractor charges Customers for Local calling, it is required to maintain a historical record for local billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Local call billing will adhere to the following:

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. Clearly differentiate between recurring and non-recurring charges.
3. Contractor is required to provide call details for all local calls.



4. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
5. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
6. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
7. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
8. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.18 Long Distance Billing

The Contractor is required to maintain a historical record for long distance billing call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Long distance billing will adhere to the following

1. Special Accounts: In certain cases, numbers will be grouped and billed on a separate special account and based on total usage per end-user/phone number.
2. DMS will not pay any charges for long distance calling that takes place on a phone line without an assigned long distance carrier or if no calling plan has been designated, referred to as "casual billing."
3. Clearly differentiate between recurring and non-recurring charges.
4. Contractor is required to provide domestic and international call details for all long distance calls.



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5. Calls should be billed in six (6) second increments. Initial periods up to eighteen (18) seconds are acceptable.
6. Calls can be rounded to the next six (6) second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
7. If the rate for terminating an international call to a landline is not equal to the rate for terminating the call to a wireless line, the call details must indicate the number of minutes for both cases. A marker must be included in the file by call record indicating whether a call is terminated to a landline or wireless number.
8. The Contractor is required to provide call details with the monthly invoices to support fees charged for all surcharges.
9. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
10. The minimum information required for detailed call records includes, but is not limited to: calling party number, called party number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.19 Toll-Free Billing

The Contractor is required to maintain a historical record for toll-free billing of call details for a minimum of twelve (12) months and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State record retention schedules, or longer if required by Federal law. The Contractor is required to be able to deliver this information upon DMS request. Toll-free billing will adhere to the following

1. Calls are to be billed in six-second increments(tick).
2. Contractor is required to provide domestic and international call detail records for all toll- free calls.



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3. Calls can be rounded up to the next six-second increment at any point within the six (6) second increment. For example, a 31 second call can be round to 6/10th of a minute.
4. For each toll-free call, the associated billing record must indicate if the call was an Intrastate or Interstate call.
5. The Contractor is required to bill each toll-free number separately and not under a subaccount number or under a different billing number, unless requested by DMS.
6. The Contractor is required to provide detailed call records upon written request by DMS or the Customer within ten (10) business days.
7. The minimum information required for detailed call records includes, but is not limited to: calling party number, called toll-free number, call end and start time, call date, and trunk group (if applicable).

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.20 Direct Billing

Under Chapter 60FF-2, F.A.C., all SUNCOM services will be billed through DMS. Contractor, however, is required to offer the ability to provide direct billing to Customers if requested by the Customer and approved by DMS. If approved by DMS, direct billing shall be provided in accordance with Chapter 60FF-2, F.A.C., and must be provided at no additional cost.

1. An administration fee for DMS overhead will be factored into the billing amount directly billed to Customers.
2. Customers will review their direct bill invoices; however, DMS retains audit authority for all services provided.
3. The monthly bill for Customers who request direct billing must provide the following information: service order numbers, account numbers, bill number and/or invoice number, information to substantiate the charges, CSAB inventory ID, bill date, due date, bill remittance address and a summary record, which includes payments



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applied since the last monthly bill, adjustments, sub-total of current charges, and net amount due.

4. A summary record must be provided and identified by phone number, CSAB Inventory ID, and/or circuit number as identified by the Customer.
5. Contractor will collect the administration fee through their monthly invoiced payments from Customers, and remit the fee to DMS. This is submitted by check monthly to and made payable to DMS. Supporting documentation needs to be provided as a hardcopy with the check in the same envelope, and also by email to the DMS Contract Manager.
6. Contractor will electronically supply DMS with complete and accurate detail substantiating all of the charges to Customers in accordance with Chapter 60FF-2, F.A.C
7. Contractor will confirm with DMS any SLA credits due to a SUNCOM Customer prior to invoicing the Customer following DMS confirmation of the credits due.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

4.21 Service Level Agreement Operational Process

The terms regarding SLAs set forth herein shall apply to all SLAs listed in Attachment C – Final Service Level Agreements.

1. Credits must be applied to the appropriate account within the target time window provided within the SLA listed in Attachment C – Final Service Level Agreements.
2. SLAs are calculated, measured, and paid per incident.
3. SLA credits restart based on the review process and billing cycle.
4. Unless there is an explicit reference to “weekdays” or “business days”, all SLA credits are applicable based on calendar days. A calendar day starts at 12:00 AM and ends at 11:59 PM, Eastern Time.
5. The time between the start of an issue and before opening the trouble ticket is counted towards the SLA restoral time. For example, if an outage occurred at 1:00



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PM (based on the alert data) and the trouble ticket was opened at 1:30 PM, the SLA clock starts at 1:00 PM.

6. Each month, the Contractor, any subcontractor, and DMS participate in a review and scrubbing of all data related to SLAs. Based on this review, credits are provided to DMS. DMS is not required to explicitly request or otherwise initiate the SLA review and validation process in order to receive SLA credits.
7. Service credits defined in Attachment C – Final Service Level Agreements, are applicable if performance metrics are not met by either the Contractor or subcontractor. Assessed service credits are to be applied as credits toward the impacted service on the Customer's applicable Service Category invoice, or to DMS as appropriate. Service credits will be explicitly identified as a line item for each impacted Customer on the Contractor's applicable Service Category invoice. Business and Operational SLAs apply to all Service Categories provided by the Contractor and these SLA credits will be assessed for the impacted service and applied to the applicable Service Category invoice.
8. Customers have the option to request custom SLAs to meet Customer's specific needs, which the Contractor may offer in addition to the Attachment C – Final Service Level Agreements. Contractors is permitted to equitably adjust the price in correlation with such need up to an additional 25% for the applicable service(s) subject to the applicable custom SLAs.
9. For SLAs where time is a factor in the calculation of the credit, the SLA clock must not restart but can be suspended (hold time) for the reasons below. In order to qualify for an SLA suspension (hold time), one of the listed reasons must be documented in the Contractor's NOC ticketing system by the Contractor. For Operational MACD, the reason must be documented by the Contractor in the CSAB. The SLA hold times apply only when:
 - a. Incorrect information in Customer order, including incorrect address provided by the Customer.
 - b. Customer did not attend an agreed upon scheduled appointment.
 - c. Customer unresponsive to calls or emails placed to the appropriate Customer contact person, including onsite contact person not available.
 - d. Site readiness requirement not fulfilled by the Customer, including onsite contact not available.



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10. The Contractor's NOC will troubleshoot to the fullest extent feasible even if the SLA clock is suspended; for example, on a dispatch where the site readiness requirement has not been fulfilled by the Customer (onsite contact is not available).
11. Contractor SLA Accountability:
- a. SLAs will be applicable, whether or not the violation was a result of human error, poor engineering design, tardy dispatch, dispatch without required repair or diagnostic tools, exceeding the scope of an approved maintenance change request that causes performance Degradation, or any other reason. SLAs will be applicable where advance written notice of a repair is not provided to, and approved by, the Department.
 - b. SLAs will not apply during scheduled upgrade or maintenance windows (including emergency scheduled maintenance) for the service elements listed in the DMS- approved maintenance window request. SLAs will apply for all other service element impacts during and after the scheduled maintenance window and for any maintenance performed without advance notice to, and approval by, the Department.
12. DMS will make the final determination on the Contractor's compliance with SLAs.
13. The billing reconciliation for SLA violations takes place once final determination of SLA credits has been completed by the Department and will be applied to applicable invoices in a timely manner.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5. SERVICE CATEGORY 1 - UNIFIED COMMUNICATION

The Department is seeking Responses demonstrating how Unified Communication (UC) services will be delivered. This category includes both Single-tenant and Multi-tenant UC services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by the National Institute for Standards and Technology (NIST), at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special



Publication 800-145 issued by NIST. UC is an evolving set of services providing an integration of real-time communication services, such as instant messaging (chat), presence information, voice, conferencing, data sharing, call control, and speech recognition, with non-real-time communication services, such as unified messaging (integrated voicemail, email, short message service, and fax. UC provides a consistent unified user-interface across multiple devices and media types. UC services are delivered over an IP network.

Unified Communications combines independently-run communications subsystems in order to streamline how Customers communicate and collaborate regardless of location.

Text provided within this section is intended to guide Respondents in understanding the desired UC scope. None of the information is intended to limit the Respondent in its effort to provide a solution for UC services and features.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

5.1 Unified Communications System and Services – General Features

Respondents should propose UC services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondent will propose the location of the system in its response to this subsection.

Respondents submitting a response to Service Category One will demonstrate how the following minimum required SCS services or features will be delivered:

1. Provision of local, long distance, and toll-free access.
2. Operator Assistance services are required on a twenty-four hour a day, 365 days of the year, including holidays; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
3. Provision of the following features with Respondent's Multi-tenant and Single-tenant service offerings:



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- a. Caller ID
- b. Three-way calling
- c. Do Not Disturb
- d. Call Forward (All, Busy, No Answer, Not Reachable)
- e. Call Pickup
- f. Class of Service Restriction
- g. Call Hold
- h. Conference Calling
- i. Call Park
- j. Distinctive Ringing
- k. Directory Assistance
- l. Call Transfer (blind, with consultation, and recall)
- m. Call Waiting
- n. Speed Dial
- o. Call Number Suppression
- p. Specific Call Rejection
- q. Last Number Dialed
- r. Call logs (missed, received, dialed)
- s. Call Trace
- t. Hunt Group
- u. Remote access
- v. Auto attendant
- w. Busy Camp On



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- x. Busy Lamp Field
- y. Call forward selective
- z. Call notify
- aa. Call screening
- bb. Directed call pick-up with barge in cc. Diversion inhibitor
- dd. Music on hold
- ee. Priority alert / ringing
- ff. Push-To-Talk (intercom)
- gg. Remote office
- hh. Sequential ring
- ii. Shared call appearance
- jj. Simultaneous ring
- kk. PC-based receptionist
- ll. Voice mail
- mm. Unified messaging
- nn. Call Center
- oo. Call Center desktop client
- pp. Hoteling
- qq. IP fax
- rr. Mobility
- ss. UC faxing
- tt. Instant group call / paging



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uu. Operator Assistance

vv. Instant messaging

ww. Notification

xx. Team collaboration

yy. Audio conferencing

zz. Web conferencing

aaa. Video conferencing

bbb. Professional services

ccc. Intercom dialing

ddd. Message waiting indicator

4. Unified Messaging services which, at a minimum, include:

- a. User access to, and management of, voicemail, email, and fax messages through the same inbox or interface.
- b. Modular messaging with access to messages from phones and PCs via various interfaces, including browsers.

5. Voicemail service which, at a minimum, includes:

- a. Storage of a minimum of 30 messages of 2 minutes in length or equivalent to 60 minutes of memory storage space for each mailbox.
- b. Ability to program for the following conditions: busy, out of office, and no answer.
- c. Audible and/or visual message waiting indicator.
- d. Out-dial notification and ability to dial out to an attendant using "0".
- e. Ability to broadcast messages within specified Customer groups.
- f. Extended/Guest mailbox allowing multiple users voice messaging capabilities.



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- g. Access to the voicemail service internally or externally using a local number and toll-free number.
 - h. The ability to select a single or multiple level password protection.
- 6. Provides the capability to port telephone numbers to the Contractor's UC service at no additional charge to the State.



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Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.
2. Describe the Contractor's system location(s).
3. Describe the Respondent's basic and enhanced offerings.

[Enter the response here – As needed to provide a complete response]

AT&T Response:

In the spirit of Section 1.4 of this document, AT&T and Hayes e-Government are pleased to respond with multiple manufacturers' solutions for Category 1 Services:

- 1) Single-tenant Solution: A hosted Avaya solution from Hayes, which has been in service to the State of Florida since 2011 and has the largest body of public sector Subscribers of any State of Florida voice contract offer, with over 35,000 subscribers statewide. In addition, per clarification response, Hayes will manage any Unify customers, but will not be able to monitor the Unify equipment with the VSM.
- 2) Multi-tenant Solution: AT&T HVS, an open-standards hosted Broadworks solution, is the longest running hosted VoIP service on the State voice contract, and which has been in service to the State since 2006, with over 30,000 Subscribers statewide.

The Hayes Avaya solution is being offered in the Single-tenant UC category, hosted in single customer environments at the Hayes data centers, with options to deploy Avaya call control elements at the customer premises if desired, providing flexible benefits to SCS Customers selecting this solution. By virtue of primarily being offered as cloud-based service, it is also capable of meeting Multi-tenant UC requirements.

The hosted Broadworks solution, AT&T HVS, is being offered in the Multi-tenant UC category, hosted in AT&T data centers in Atlanta and Dallas. It is the largest hosted UC service available from AT&T, presently in service to a number of state governments, including Oklahoma, Louisiana, Mississippi, Alabama, Georgia, South Carolina, and others. This proposed UC solution offers additional features such as Executive/Assistant, Instant Messaging and Presence, UC-One Collaboration, and Zoom conferencing, beyond what is currently available with the existing AT&T HVS service.



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In providing such as broad range of solutions to the State of Florida in response to this procurement, AT&T and Hayes e-Government are confident as a team, we have the solution to meet all of the State's UC needs.

Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.

For the Single-tenant solution, the Hayes Avaya platform provides the real-time foundation for UC and customer experience solutions, and it is the key enabling layer in the Avaya enterprise architecture that will meet 100% of the above requirements.

- Rich voice and video services: Over 700 communication features and services built on of customer feedback and software refinement.
- Mobility and Collaboration: Complete integration with the Avaya Equinox experience which provides a single, all channel calling, messaging, conferencing and collaboration solution for mobiles, browsers, desktops and room systems.
- Integrated Video: Making video as easy as a phone call by integrating desktop and conference video including via Avaya Equinox.
- Branch Solutions: Targeted capabilities for customer-facing branches and government offices requiring local customer service-oriented functionality combined with low-cost deployment, centralized management of thousands of locations, and enterprise-wide SIP networking.
- Enterprise-wide SIP session management: A single point of control for enterprise-wide dial plan and user profile management across a redundant distributed SIP network connecting thousands of multi-vendor systems, applications and service provider services.
- Multi-vendor presence aggregation: Combining user presence information from Microsoft, IBM, and SIP/SIMPLE, with real-time information from every phone and soft-client to deliver an actionable aggregated view for Avaya and third-party business user applications.



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For the Multi-tenant solution, the AT&T Hosted VoIP Service is a purpose-built carrier-class solution, capable of scaling to millions of subscribers, and offers a feature-rich and uniform user experience for deployments of all sizes, large and small.

- Truly open-standards SIP-based solution, supporting multiple IP endpoint devices from manufacturers such as Audiocodes, Avaya, Cisco, Mitel, Polycom, and Yealink.
- Geographically diverse, highly-available software-defined carrier-grade architecture allows for scaling up or down the solution to meet the State's needs whenever and wherever they arise.
- Compliant with regulatory policies such as CALEA Lawful Intercept and 911, HVS offers additional 911 capabilities for Customers to manage their 911 location information in near-real-time, with direct call routing to and web-portal administration from West.
- Full-featured video-telephony solution, including Video-Voicemail, Video-OnHold, and Video-CallCenter capabilities, down to the device, desktop and mobile client levels.
- Instant Message and Presence features available on desktop and mobile clients, integrating with common applications like Microsoft O365, Google, Box, Twitter, and Salesforce.

2. Describe the Contractor's system location(s).



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Single-tenant solution

Core (Basic): includes the complete Avaya Aura® Platform of Communication Manager, Session Manager, System Manager, Presence Services, Session Border Controller for Enterprise and user entitlements to Avaya Equinox clients. Not included. Team collaboration, Audio conferencing, Web conferencing and Video conferencing

Power (Enhanced): includes all the capabilities in Core plus Avaya Equinox Conferencing (Host) included. Team collaboration, Audio conferencing, Web conferencing and Video conferencing

Multi-tenant solution

The AT&T HVS Standard (Basic) offer includes the following features: Authentication, Barge-in Exempt, Basic Call Logs, Customer Originated Trace, Call Waiting, Calling Line ID Delivery Blocking, Calling Name Delivery, Calling Name Retrieval, Calling Number Delivery, Calling Party Category, Charge Number, Connected Line Identification Presentation, Connected Line Identification Restriction, External Calling Line ID Delivery, Intercept User, Internal Calling Line ID Delivery, Malicious Call Trace, Polycom Phone Services, Preferred Carrier User, Privacy, Third-Party MWI Control, Third-Party Voice Mail Support, Zone Calling Restrictions, Call Forwarding Always, Call Forwarding Always Secondary, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Not Reachable, Call Return, Call Transfer, Communication Barring User-Control, Do Not Disturb, Flash Call Hold, Last Number Redial, Three-Way Call

The AT&T HVS Premium (Enhanced) offer includes **all features in the Standard (Basic) offer plus:** Alternate Numbers, Anonymous Call Rejection, Automatic Callback, Automatic Hold/Retrieve, Busy Lamp Field, Call Center Monitoring, Call Forwarding Selective, Call Me Now, Call Notify, HVS Anywhere, CommPilot Express, Custom Ringback User, Custom Ringback User - Call Waiting, Custom Ringback User – Video, Directed Call Pickup, Directed Call Pickup with Barge-in, Diversion Inhibitor, Executive, Executive – Assistant, External Custom Ringback, Flexible Seating Guest, Group Night Forwarding, Hoteling Guest, Hoteling Host, In-Call Service Activation, Multiple Call Arrangement, Music On Hold User, N-Way Call, Pre-alerting Announcement, Priority Alert, Push to Talk, Remote Office, Security Classification, Selective Call Acceptance, Selective Call Rejection, Sequential Ring, Shared Call Appearance, Silent Alerting, Simultaneous Ring Personal, Speed Dial 100, Speed Dial 8, Two-Stage Dialing, Video On Hold User, Virtual On-Net Enterprise Extensions, Voice Messaging, Voice Messaging – Video, Voice Portal Calling.



5.2 Unified Communications System and Services – Integration and Interface

The following are minimum requirements:

1. Integration with mobile devices as described below:
 - a. Users have a single identity that lets them handle business calls via their desk and mobile phones.
 - b. Allows calls to or from mobile devices to take place anywhere and anytime as if they are going to or coming from the desk phone numbers.
 - c. Users will have the ability to have calls forwarded to any phone and to use a single number for making and receiving all calls.
 - d. Supports handing off calls from cellular to Wi-Fi connections and vice versa on smart devices.
 - e. Enables users to initiate phone calls, retrieve voicemail and corporate directories, access instant messaging, and participate in videoconferencing.
2. UC user interface as described below:
 - a. Allows users to access UC capabilities from a variety of devices in a variety of ways.
 - b. Offers access to features and services such as presence, instant messaging, integrated soft phones, voice conferencing, video calling, and conferencing.
 - c. Supports voice activation that integrates seamlessly with other business communication systems.
 - d. Supports real-time communications – instant messaging, presence that identifies which participant is speaking, voice calls to video, voice calls to email.
 - e. Supports non-real-time communications – email, text messaging, fax, voicemail.
 - f. Offers collaboration and data sharing – electronic bulletin boards, e-Calendar, Audio/Video/Web conferencing.
 - g. Provides users ability to access messages from the following: IP phones, mobile phones, web browsers, email clients, desktop clients, PCs, tablets.



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- h. Allows instant messaging between two users or multiparty (up to a Customer-defined number of participants).
- i. Supports the ability for users to display their presence status (e.g., "Available," "Away," "Do Not Disturb," "Busy," or "Offline") to let others know their availability for communication.
- j. Offers presence integration with Customer collaboration applications, such as calendaring, that automatically updates presence when users are in a meeting.
- k. Supports audio and video conversations between two users or multiparty (up to a Customer-defined number of participants), using web cameras, speakers and microphones.
- l. Supports file transfer capabilities to send files between users, if requested by the Customer.
- m. Supports scheduled and ad hoc web conferencing for conducting online presentations including audio, video, screen sharing, and a virtual whiteboard. PC- to-PC and multiparty data sharing capabilities including desktop sharing, application sharing, presentations, virtual whiteboard, annotations, and polling.
- n. Supports contact groups that allow users to organize their contacts.
- o. Supports enhanced access to instant messaging from within the agency's network or from the internet, through a variety of devices and software, in a secured mode using encryption.
- p. Allows Customer-managed instant messaging administration (add/change/delete users).
- q. Supports single sign-in capabilities through the Customer's Active Directory system.
- r. Interconnection with MFN to the extent feasible.



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Given the statements in subsection:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.
2. Describe the system location(s).
3. Describe the interconnections with MFN.

[Enter the response here – As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed offering addressing the minimum requirements listed above.

For the Single-tenant solution, the Hayes Avaya solution enables Digital Transformation by providing a comprehensive suite of advanced communications applications for voice, video, mobility, messaging, conferencing, customer contact and more.

The Avaya Equinox Experience, a UC tool that provides one-stop access to voice, video, instant messaging, calendar, meetings and more. Its “mobile-first” Top of Mind screen provides at-a-glance visibility to everything that a user needs in real time: schedule, contacts, messages, and call history.

Avaya Equinox now also enables users to achieve the full benefits of a cloud-based, fully integrated team collaboration environment. Users can create and enter team rooms organized by a variety of categories with members both inside and outside of the organization, essentially breaking down the boundaries of a company’s communications infrastructure. The enhanced, Avaya Equinox Experience supports persistent team messaging and chat, file sharing and task assignment and ad hoc and scheduled meetings, with audio / video conferencing, and screen sharing.

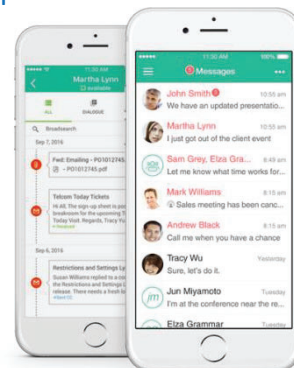
For the Multi-tenant solution, the AT&T HVS UC-One client is a UC desktop and mobile client that offers:

- Seamless access to voice and video calling, and access to all the features available with the UC Seat, with optional capabilities such as Call Recording,
- Instant messaging & presence, external XMPP-capable, containing Contacts and access to Directories, the Chat view facilitates secure file sharing,



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- A virtual meeting room (MyRoom) for team meetings, desktop sharing and collaboration, in conjunction with the MeetMe conference feature,
- A Hub view which unifies popular business applications, making it easy to find key information stored in those apps, while streamlining communications and business processes. Pre-integrated apps include Google G Suite, Microsoft Office 365, Outlook, Box, Salesforce, Concur, and Twitter.
- Contextual Search gadget, providing dynamic info in the Chat pane, displaying relevant information (emails, files, etc) shared previously with the remote user. Each character entered in the Search field dynamically regenerates the Contextual results, facilitating better collaboration within the UC-One client and enhancing productivity.



2. Describe the system location(s).



3. Describe the interconnections with MFN.

Our proposal to the State includes interconnects with MFN. We have designed the interconnects using AT&T's flagship ethernet service and an SCS dedicated Call Control Core to provide:

- Geo-diversity – Interconnects to MFN in Orlando as well as Jacksonville.
- Fiber-based network – To provide optimal performance.
- Class of Service (COS) – To ensure the performance of voice traffic.
- Scalable Bandwidth – We will deliver 10G circuits and have the ability to scale the Committed Information Rate (CIR) as demand grows.
- Hardened POPs – The interconnects to MFN originate out of hardened AT&T Central Offices built to withstand Category 5 hurricanes.
- Failover – We will use routing protocols and other methods to ensure traffic is rerouted in the event of a failure.

5.3 Unified Communications System and Services – Conferencing

The following are minimum requirements:

1. Audio Conferencing service which:
 - a. Has a capacity of at least 150 participants.
 - b. Provides the ability for the conference host to dial-out to participants.
 - c. Provides the following commands via touchtone keypad:
 - i. Request Operator Assistance
 - ii. Dial-out to participants
 - iii. Begin and end conference recording



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- iv. Change participant entry and exit notification from one of the following:
recording of the participant, tone, or no notification
- v. Private rollcall
- vi. Mute and un-mute all participant lines
- vii. Participant self-mute and un-mute
- viii. Conference lock and unlock
- d. Provides web-based access to the following commands for the conference host:
 - i. Dial-out to a participant
 - ii. Begin/end conference
 - iii. Mute and un-mute all participant lines
 - iv. Mute and un-mute individual participant lines
 - v. Disconnect any participant
 - vi. Conference lock and unlock
- e. Provides the conference host the ability to create a security number in additional to the conference code that participants should input before entering the conference.
- f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording at no additional cost. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
- g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.



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- h. Provides operator assisted conferences where an operator provides live assistance with the conference.
 - i. Provides a capacity of at least 1,000 participants.
 - ii. Available twenty-four hours a day, 365 days of the year.
 - iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.
 - iv. Operators can dial out to participants, if requested.
 - v. Provides question and answer administration.
 - vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.
 - vii. Provides reports on conference attendees.
- 2. Offer a Web Conferencing Service which:
 - a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.
 - b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.
 - c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.
 - d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80.
 - e. Provides compatibility with commercially available browser software.
 - f. Allows participants to join the conference using tablets and smart devices.
 - g. Supports document sharing, which is the ability to open and share a document with conference participants.
 - h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.



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- i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.
- j. Allows the host to promote any other conference participant to presenter.
- k. Provides drawing, annotation, and pointer tools.
- l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
- m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.
- n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.
- o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no).

Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting at no additional cost. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.



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- p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.
- q. Allows the host to setup a password which participants should enter to join the conference.
- r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.
- s. Allows the host to initiate a conference with minimal notice.



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Given the statements in this subsection:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

AT&T Response:

1. Describe in detail the proposed Conferencing offering addressing the minimum requirements listed above.

AT&T is proposing AT&T Global Audio-Conferencing service with Zoom to satisfy the requirements listed in 5.3. AT&T Audio Conferencing uses a Reservationless Service that is a network-based audio-conferencing solution providing enhanced features, optimized call flows, strengthened reliability and availability, advanced Web-based tools and integration with Web-based collaboration applications. At AT&T, conferencing is a core competence and we are committed to a long-term global VoIP strategy with audio conferencing as a key application, running on our leading IP-MPLS global infrastructure. Zoom allows users to connect from a client or via the web. The Zoom client can be installed on Windows, OSX, Linux and Chromebooks. The mobile client can be downloaded and installed from the relevant App store for the device. Supported operating systems are iOS, Android & Kindle Fire HD. For users that do not want to download and install the client or do not have permissions to install the client, Zoom offers a web client alternative.

1. Audio Conferencing service which:
 - a. Has a capacity of at least 150 participants.
 Yes, AT&T can support up to 200 participants.
 - b. Provides the ability for the conference host to dial-out to participants.
 Yes, AT&T can provide.
 - c.i-viii Provides the following commands via touchtone keypad
 Yes, AT&T can provide.
 - d. Provides web-based access to the following commands for the conference host:
 - i. Dial-out to a participant –
 Yes, AT&T can provide.
 - ii. Begin/end conference –
 Yes, AT&T can provide.
 - iii. Mute and un-mute all participant lines
 Yes, AT&T can provide.



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- iv. Mute and un-mute individual participant lines

Yes, AT&T can provide.

- v. Disconnect any participant

Yes, AT&T can provide.

- vi. Conference lock and unlock

Yes, AT&T can provide.

- e. Provides the conference host the ability to create a security number in additional to the conference code that participants should input before entering the conference.

When scheduling a meeting, you can add a password to the meeting in order to join. There a host of additional features that can also be enabled.

- f. Provides the capability for the conference host to record the conference. The host should have the capability to download the conference recording. Recordings should be retained by Contractor a minimum of 30 calendar days after the conference ends, and in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State.

Zoom has local and cloud recording options available. For local, Zoom can record locally to the machine that host is on. If local recording is used the file is saved and converted to an MP4 for the user after the meeting ends. For Cloud based recording, there is unlimited cloud storage available to the customer, the customer also has auto archiving option available to them to manage cloud storage. If a meeting is recorded to the cloud, the user can enable transcription services which pair with the cloud recording. Cloud recording can be downloaded or shared from the Zoom web portal.

- g. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.

Yes, AT&T complies with this requirement.

- h. Provides operator assisted conferences where an operator provides live assistance with the conference.

- i. Provides a capacity of at least 1,000 participants.



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Yes, Zoom can run up to 1000 participants in the meeting platform. If more than 1000 participants are required Zoom offers a webinar platform which scales up to 50,000.

- ii. Available twenty-four hours a day, 365 days of the year.

Yes, Zoom is available, 24x7x365 in the cloud.

- iii. DMS and the Customers are not charged for no shows, cancellation, or setup fees.

Zoom does not charge for no shows, cancellations or setup fees. There are charges for operator assisted calls.

- iv. Operators can dial out to participants, if requested.

Yes, if enabled for the meeting.

- v. Provides question and answer administration.

Chat is available in the meetings platform; Q&A is only available on the Webinar platform.

- vi. Provides continuous conference monitoring and manage any special requests from the conference host during the conference.

Yes, via Zoom's Enterprise Monitoring Dashboard.

- vii. Provides reports on conference attendees.

Yes - Zoom provides post meeting reports.

2. Offer a Web Conferencing Service which:

- a. Provides an integrated audio conference service allowing participants to listen to and speak with the host and other participants.

Yes, via AT&T's Global Audio-Conferencing platform that is integrated with Zoom.



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b. Provides a graphical user interface control panel for the host to administer, monitor, and control the web conference.

Yes, via the Participants panel within the meeting.

c. Provides the capability for participants to join the conference via a Universal Resource Locator address or a desktop client.

Yes, invites sent to participants have a "one click to join" URL. The participant can also connect to the meeting directly from the client.

d. Provides the capability to traverse and successfully interoperate with firewalls and security layers using standard ports such as https port 443 and http port 80. –

Yes, AT&T provides this capability.

e. Provides compatibility with commercially available browser software.

Yes, please see the following for supported browsers:



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Prerequisites

- Internet Explorer 10 or higher
- Microsoft Edge 38.14393.0.0 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 49.0 or higher

Features Across Browsers

	Chrome	Firefox	Safari	Edge	Internet Explorer
Share Video	✓	✓	✓	✓	
Share Screen	✓	✓		✓ *	
Join Computer Audio	✓	**	**	**	
Join Audio by Phone	✓	✓	✓	✓	✓
Meeting Host Controls	✓	✓	✓	✓	✓
View Shared Video	✓	✓	✓	✓	
View Shared Screen	✓	✓	✓	✓	✓
Request Remote Control	✓	✓	✓	✓	✓
In-meeting Chat	✓	✓	✓	✓	✓
Closed Captioning	✓	✓	✓	✓	✓
Webinar Q&A	✓	✓	✓	✓	✓

*Screensharing on Microsoft Edge requires Windows 10 Pro or Enterprise. It is not supported on Windows 10 Home. If you are running Windows 10 Home and need to share your screen, we recommend using Chrome or Firefox.

**Joining computer audio on Firefox, Safari, and Edge is only available for webinar attendees. Meeting participants and webinar hosts and panelists can also join computer audio on Firefox if they are using Linux.



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f. Allows participants to join the conference using tablets and smart devices.

Yes, AT&T offers this capability.

g. Supports document sharing, which is the ability to open and share a document with conference participants.

Yes, all participants have the ability to share screen or specific applications.

h. Supports desktop sharing, which is a common name for technologies and products that allow remote access and remote collaboration on a person's computer desktop with conference participants.

Yes, Zoom supports desktop sharing with remote collaboration.

i. Supports remote control of a participant's desktop. The participant should be notified if remote control of their desktop is requested and should have the capability to accept or reject the request.

Yes, Zoom supports remote control within a meeting. Anyone can ask for remote control assistance and if approved have full control over the remote PC.

j. Allows the host to promote any other conference participant to presenter.

Yes, AT&T offers this capability.

k. Provides drawing, annotation, and pointer tools.

Yes, Zoom supports annotations, whiteboarding with drawing tools.

l. Provides conference host the capability to record the conference and text chats. Recordings should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Recordings can be download by the conference host.

Yes, conferences and chats from the meeting can be recorded and saved to the cloud.



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m. Provides DMS and Customers the ability to ensure audio recordings are able to be done in a manner that does not violate section 934.03, F.S.

AT&T agrees and complies.

n. Supports text chats for conference participants. The chat will provide options for public chats for all participants or private chats between selected participants. The host can also disable chat.

Yes, chat is available in meeting and can be public or private. The host can disable in meeting chat if required.

o. Supports polling, which allows the host to pose questions and receive feedback with a variety of different answer sets (multiple choice, open ended, yes/no). Results will be provided to the host in real-time, may be shared in real time with participants, and should be retained by Contractor in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies as maintained by the State of Florida Department of State. Polling results retained by Contractor can be downloaded by the conference host after the meeting.

Yes, Polling is supported in meetings and results can be shared real-time with all participants.

p. Supports the delivery of video to participants from sources such as an external USB webcam or embedded camera in the device which connects to the conference.

Yes, AT&T supports this type of delivery.

q. Allows the host to setup a password which participants should enter to join the conference.

Yes, AT&T meets this requirement.

r. Provides a scheduling system allowing hosts to schedule or cancel web conference for up to one year in advance. Scheduling can be by time and day of the week either as a single event or recurring on a daily, weekly, monthly, or other periodic basis.



Yes, the host can schedule a meeting from within the client or Zoom web portal. If the customer has Exchange/Outlook/Gmail, Zoom also has a one-click to schedule plugin that can be used.

s. Allows the host to initiate a conference with minimal notice.

Notice is not required to start a Zoom meeting. The host can open up the Zoom client and start an ad-hoc meeting with a click of a button.

5.4 LAN Support Services

Local Area Network (LAN) support services are optional services within Service Category 1. Respondents are not required to propose LAN support services, and the portion of a Response which proposes LAN support services will not be used for determining the Respondent's Responsiveness, evaluator scoring, or determination of competitive range. If the Respondent proposes LAN support services, the negotiation team may consider this as part of their recommended award.

These services are not considered mandatory for State Agency purchase, as directed in section 282.703, F.S. Customers will not be required to buy LAN support services under this Contract.

DMS is seeking to offer Customers a variety of LAN support services. Respondent's may propose all services below, some services below, or no services below:

1. Fully Managed LAN support services.
2. Customer-management LAN support services.



**AT&T Response to Florida Department of Management Services'
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Given the statements in this subsection:

1. Describe the proposed LAN support services.

[Enter the response here -1,000 words]

AT&T Response:

1. Describe the proposed LAN support services.

Hayes e-Government Resources, Inc. (Hayes) will continue to provide fully Managed LAN support services, Custom-management LAN support services and as-needed LAN Performance Assistance and Issue Remediation services in the same manner they do today for the State and will carry those services to the SCS ITN contract.

AT&T will provide alternative solutions in the Vendor Service Catalog (Cat 1 UC Single).

Per the clarification response to DMS, AT&T often finds that customers migrating away from traditional TDM services and implementing VoIP infrastructure may not have the necessary LAN equipment to support the implementation. This option provides a mechanism for the customer to replace old or obsoleted equipment such as ethernet switches with new and supported Power-over-Ethernet switches. It also provides for the installation, management and maintenance of this equipment.



6. SERVICE CATEGORY 2 - SIP TRUNKING

DMS is seeking Responses demonstrating how SIP trunking will be delivered. This category is a service which connects an agency's Single-tenant system to the Public Switched Telephone Network (PSTN) using IP transport and SIP as the signaling protocol.

SIP Trunking provides local, long distance, toll-free, and international long-distance network access using an IP network for transport, either MyFloridaNet, Customer-provided via the Internet, or Contractor-provided. SIP Trunking is deployed in situations where Customers have premises- based voice (analog phones, key system, PBX equipment). SIP Trunking supports voice traffic, originated from the Customer's voice system or originating from the PSTN.

6.1. SIP Trunking Minimum Requirements

The following are minimum requirements:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).
2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing (TDM) signaling to interface with legacy key systems and TDM-PBXs.
3. Supports On-net and off-net calling. On-net is defined as calls between Customer locations that reside within the Contractor's SIP routing domain. Off-net is defined as calling from an SCS SIP Trunking Customer site to any U.S. or non-U.S. location not included within the Contractor's SIP routing domain.
4. Supports three categories of off-net calling: Local, Long Distance, and International.
 - a. Local (inbound and outbound) calling with full local service feature/functionality.
 - b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.
 - c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.
5. Supports, at a minimum, the following: G.711, G.729, and G.722.
6. Supports fax over G.711 and T.38 fax relay.



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7. Supports Dual-Tone Multi-Frequency (DTMF).
8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long-distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.
9. Provides the capability to block numbers, including but not limited to:
 - a. 611.
 - b. 811.
 - c. 5XX.
 - d. 7XX.
 - e. NPA 555-XXXX (except NPA555-1212).
 - f. 900/NPA976-XXXX.
 - g. 08YY XXX-XXXX. h. 0N11.
 - i. 0NPA 555-1212.
 - j. 0976NXX-XXXX.
 - k. 0500XXX-XXXX.
 - l. 0700XXX-XXXX.
 - m. 0900XXX-XXXX.
 - n. All 1010dialing.
10. Provides 911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking



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Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.

11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.
12. Supports the capability to port out numbers from the Contractor to another carrier.
13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.
14. Provides DMS new telephone numbers upon request.
15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extent feasible.
16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).
17. Allows access to operator services. All operator services calls are handled via the local network switch (local to the Customer site). Operator Assistance services are required on a twenty-four hour a day, 365 days of the year,; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
18. Supports toll-free termination on SIP Trunking telephone numbers.
19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.
20. Provides directory assistance listings at no additional cost.
21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).



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Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.
2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.
3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point (PSAP).
4. Describe telephone number porting process with timeframes.
5. Identify all supported Codecs.
6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.
7. Provide service and configuration guides.
8. Discuss SIP methods and if they are allowed and denied per network.
9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.
10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed SIP trunking offering addressing the minimum requirements listed above.

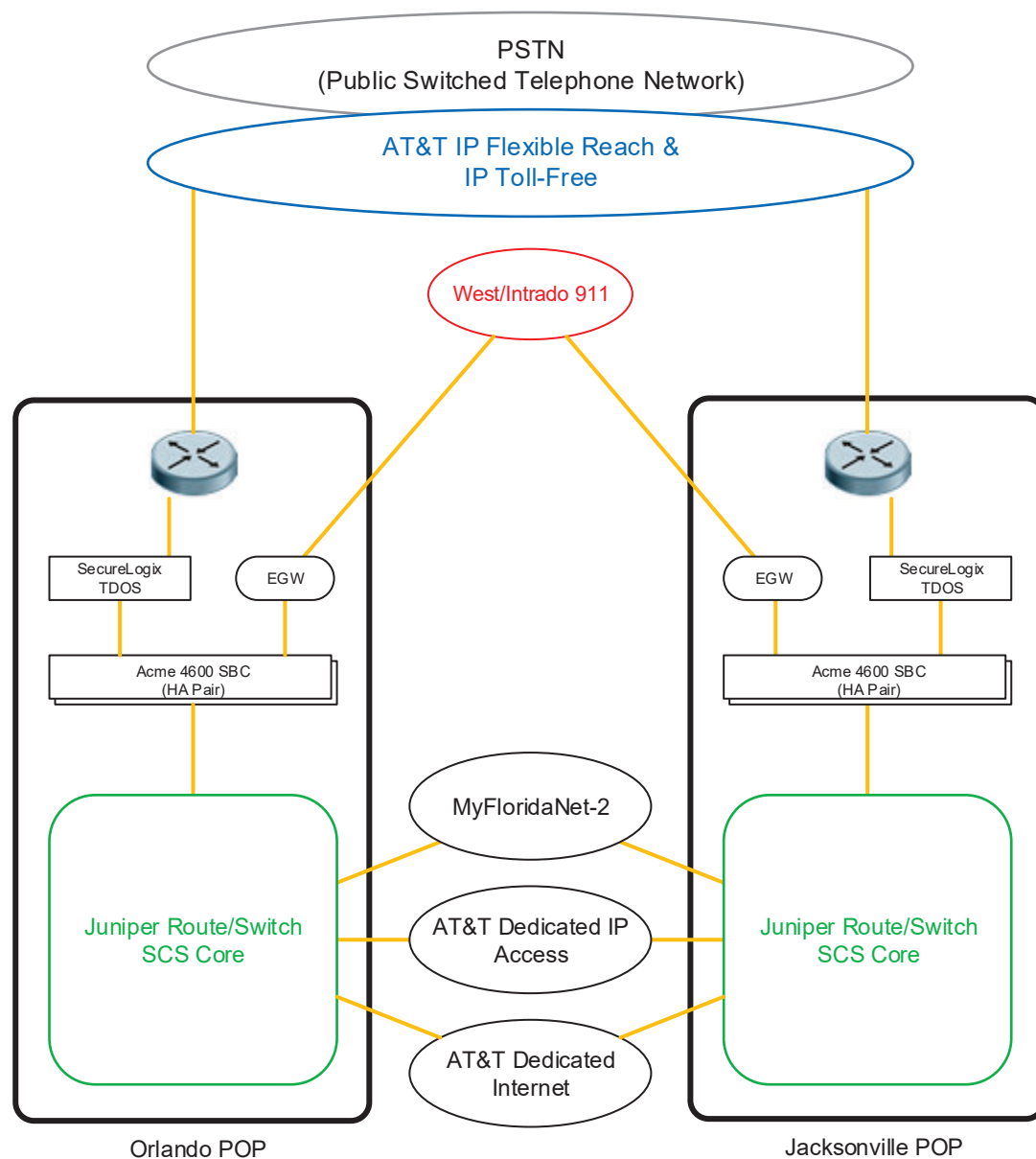
Response to item 1 of 10:

AT&T is pleased to offer the State of Florida a robust SIP Trunking solution built upon AT&T's IP Flex service, IP Toll-Free service, Acme Packet Session Border Controllers, SecureLogix TDOS protection, and West Emergency Gateways and Routing Services, and/or equivalent vendors. All of these services and components come together to



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create a solution that provides the State with peace of mind, security, and reliability. The diagram below presents an overview of the solution we're proposing:



Our solution meets the minimum requirements in this section as follows:

1. Provides the capability to interface with the State's existing embedded base of IP-PBX systems (Avaya, Cisco, and Unify).

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IP Flex service has been certified by AT&T Labs to work with many different IP-PBX systems including Avaya, Cisco, and Unify. We conduct interoperability testing to ensure compatibility with our service. We maintain a growing list of certified IP-PBX systems and as of this writing, we currently support 125 different configurations across Avaya, Cisco, Unify and various SBCs.

AT&T is currently serving multiple Avaya, Cisco, and Unify customers across the State of Florida with our IP Flex service and interoperability has not been an issue. We have been doing this for roughly eight years now.

While we support Avaya, Cisco, and Unify, we also support many other configurations from different manufacturers not limited to:

3COM, Aastra, Acme Packet, Adtran, Alcatel, Allworx, Asterisk, Barracuda, DeltaPath, Dialogic, Edgewater, FaxBack, Genband, Genesys, Ingate, Interactive Intelligence, Microsoft, Mitel, NEC, Nortel, OpenText, Oracle, ShoreTel, Sagemcom, Sonus, Toshiba, Vertical Networks.

2. Offers and manages devices which convert SIP signaling to Time-Division Multiplexing (TDM) signaling to interface with legacy key systems and TDM-PBXs.

Our response includes the option to rent a managed SBC for this exact purpose. The SBC will have the ability to deliver PRI, FXO, and/or FXS. In addition, the SBC is able to operate as a probe to provide additional call information and statistics for troubleshooting.

3. Supports On-net and off-net calling.

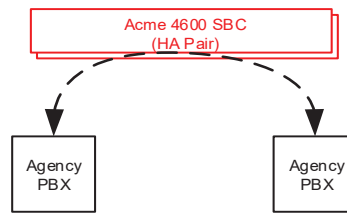
Both of these call types are supported. On-net calls are processed through our Acme Packet 4600 SBCs and/or natively through our IP Flex service (if the remote party was connected using IP Flex). For example, a call from one agency to another would traverse our Acme Packet SBCs and would never traverse any off-net routes. In another example, if a State agency called an entity outside the State government that was also connected to IP Flex, the call would never leave the AT&T network.

Depiction of an On-net call flow. This drawing does not include all network elements.



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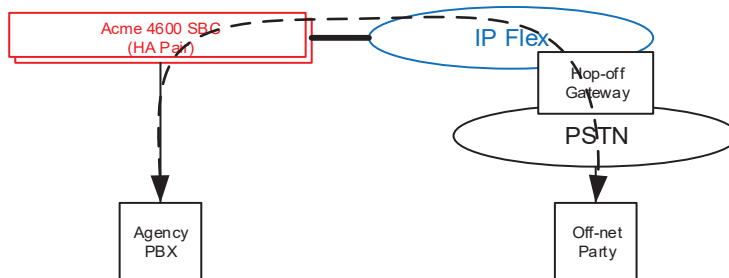
On-net call



Off-net calls, by nature, follow a different path. A call from a customer to an off-net destination is routed through the Acme Packet SBCs and up to the AT&T IP Flex service. IP Flex then determines the appropriate PSTN gateway to route the call to. The call then hops off the AT&T IP network and is routed through the PSTN similar to any other PSTN call.

Depiction of an Off-net call flow. This drawing does not include all network elements.

Off-net call



4. Supports three categories of off-net calling: Local, Long Distance, and International.
 - a. Local (inbound and outbound) calling with full local service feature/functionality.

Local calling, both inbound and outbound, is fully supported. We provide full local service feature and functionality with the IP Flex Enhanced Features which is included in our solution. These features include call forwarding, call rejection, sequential ring, simultaneous ring, and many others.

- b. Off-net domestic long distance calling via the Contractor's network-based hop-off gateways, which are connected to the PSTN for calling termination to any location.

Domestic long distance is fully supported and is an inherent component of our IP Flex service. Long distance calls are carried across our IP backbone to the appropriate network-based hop-



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off gateway where the call is delivered to the PSTN (or endpoint if the destination is also an IP Flex customer).

- c. Off-net International calling from the Contractor's network-based hop-off gateways provides International per minute calling.

International calling is also fully supported and is an inherent component of our IP Flex service. International calls are carried across our IP backbone to the appropriate network-based hop-off gateway where the call is delivered to the PSTN (or endpoint if the destination is also an IP Flex customer).

5. Supports, at a minimum, the following: G.711, G.729, and G.722.

AT&T fully supports G.711, G.729 and all its variants, as well as G.722. However, G.722 to the PSTN is not possible so our support of G.722 is limited to On-net calls.

6. Supports fax over G.711 and T.38 fax relay.

Faxing using G.711 and T.38 is fully supported and is recommended by AT&T.

7. Supports Dual-Tone Multi-Frequency (DTMF).

DTMF is fully supported.

8. SUNCOM Customers configure their CPE at each VoIP site to transmit a Calling Party Number (CPN) for all outbound calls placed over their SIP trunk. The CPN should be one of the valid Contractor provided telephone numbers associated with the physical location of the VoIP site. If the Customer sends a CPN that is not valid, or has not been provisioned for the SIP Trunk, the Contractor must insert a valid main billing number for the Customer's SIP Trunk into the diversion header of the SIP Invite. This main billing number will appear in the call details records for all outbound local and long distance calls where an invalid CPN is sent. Respondents may propose alternate methods to this function.

AT&T fully supports this method. In addition, we currently deploy this method on your existing AT&T IP Flex service.

9. Provides the capability to block numbers, including but not limited to.

- a. 611.
- b. 811.
- c. 5XX.
- d. 7XX.
- e. NPA 555-XXXX (except NPA555-1212).
- f. 900/NPA976-XXXX.



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- g. 08YY XXX-XXXX.
- h. 0N11.
- i. 0NPA 555-1212.
- j. 0976NXX-XXXX.
- k. 0500XXX-XXXX.
- l. 0700XXX-XXXX.
- m. 0900XXX-XXXX.
- n. All 1010 dialing.

AT&T IP Flex fully supports the capability to block these numbers. In addition, the Acme Packet SBCs we've incorporated into your solution provide additional capabilities to block any number you choose.

- 10. Provides 911/E911 calling capability. For E911 calling, provides calling capabilities where the physical address for the SIP Trunking site is within the area where Contractor has the ability to provide E911 service. E911 calls are to be routed to the Public Safety Answering Point (PSAP). All E911 service is based on the SIP Trunking Site Registered Location information provided to Contractor by the Customer. Customers are required to specify a physical address per telephone number to be used for 911 purposes. When a 911 or E911 call is made, the Contractor should, where technically feasible, provide the Site Registered Location information to the appropriate PSAP.

911/E911 is fully supported by AT&T.

- 11. Provides the capability to port telephone numbers to the Contractor's SIP Trunking service at no additional charge.

AT&T fully supports the porting of telephone numbers to our IP Flex service. We do not charge for porting.

- 12. Supports the capability to port out numbers from the Contractor to another carrier.

AT&T fully supports numbers being ported out from our IP Flex service to another carrier.

- 13. If a N11 number (211, 311, 511, and 711) is supported in the particular local area in which the Customer is located, the Contractor completes the call via the local network switch.

- a. AT&T fully supports N11 and uses the local network switch to complete these calls.

- 14. Provides DMS new telephone numbers upon request.

AT&T fully supports new telephone numbers subject to availability. If new numbers for a given area are not available, we have the ability to request a new range be opened.



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15. Cooperates with DMS requests for numbers to fit logically within the Customer's dial plan, to the extent feasible.

Your AT&T account team will be happy to work with you and your customers to find new numbers that fit within a customer's dial plan. This is especially important for customers with dial plans that are not 10-digits.

16. Allows access to directory assistance. All directory assistance calls are to be handled via the local network switch (local to the Customer site).

AT&T fully supports directory assistance. Calls to directory assistance are handled via the local network switch.

17. Allows access to operator services.

Customers can reach operator services by dialing 0 or 00. AT&T will provide operator services for so long as we are providing it to our retail end user customers. When/if we stop offering this service to our retail customers, we will provide the State with advanced notification.

18. Supports toll-free termination on SIP Trunking telephone numbers.

AT&T fully supports toll-free termination on SIP Trunking telephone numbers.

19. Supports privacy suppression of Calling Party Number, which allows caller information to be withheld when a number is called.

AT&T fully supports the suppression of Calling Party Number. This can be accomplished by the customer configuring their system to leave blank the SIP FROM field in the SIP INVITE.

20. Provides directory assistance listings at no additional cost.

AT&T does not charge for directory listings.

21. Supports Customers who have more than one voice core by configuring the SIP trunking service to failover between the Customer's primary and backup core(s). If the trunk to the Customer's primary core fails, the service should automatically start routing calls to the Customer's backup core(s).

AT&T fully supports this requirement. Our service operates in this manner at multiple levels.

First, the AT&T IP Flex service and the Acme Packet SBCs use SIP OPTIONS pings to determine each other's availability. If IP Flex does not receive a response to a SIP OPTIONS ping, it determines the site to be down. Calls will automatically reroute to the alternate core site in Jacksonville (or Orlando). This reroute can also occur due to a trunk being at capacity. The rerouting feature is called Trunk Call Routing (TCR) and is part of the solution we're proposing.



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Further, a similar mechanism is configured in the Acme Packet SBCs to detect failures between itself and your customer's PBX's. If the customer is setup with more than one core we can easily reroute calls to the surviving core should one fail (either due to being unavailable or a trunk being at capacity).

2. Provides the list of IP-PBXs, IP-PBX clusters, and Session Border Controllers (SBC) which are for use with the proposed service.

Here is the latest list of IP-PBX and SBC manufacturers we support with our service. In addition to this list, we also offer a self-certification program where customers who have systems other than these can become certified.

Supported Manufacturers:

- 3COM
- Aastra
- Acme Packet
- Adtran
- Alcatel, Allworx
- Asterisk
- Avaya
- Barracuda
- Cisco
- DeltaPath
- Dialogic
- Edgewater
- FaxBack
- Genband
- Genesys
- Ingate
- Interactive Intelligence



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- Microsoft
- Mitel
- NEC
- Nortel
- OpenText
- Oracle
- ShoreTel
- Sagemcom
- Sonus
- Toshiba
- Unify
- Vertical Networks

3. Provides a description of how E911 calls will be routed to the Public Safety Answering Point(PSAP).

AT&T will route 911 calls using the West EGWs. Advantages of the West method:

1. Real-time address change updates made via web portal.
2. More granular location information (useful for multi-story building and/or campus environments).
3. 9-1-1 Call Notification – where an email alert can be sent with location details for a given 911 call.
4. Security Desk Call Monitoring – where security personnel can be conferenced in with the 911 call using one-way or two-way audio.

West E911 call flow:

1. End user dials 911.
2. Call is routed through their IP-PBX (or hosted UC service if applicable).



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3. IP-PBX routes the call to the AT&T managed Acme Packet Session Border Controllers (SBCs).
4. SBCs route the call to a local West Emergency Gateway (or the alternate if unavailable).
5. The West Emergency Gateways route the call directly to West.
6. Call is routed to the nearest emergency assistance via a network of more than 6,000 PSAPs across North America.
7. PSAP operator receives the call, source TN, and executes a database dip to get location information.

AT&T has included West Emergency Gateways (EGWs) in the core design. The EGWs are an on-site appliance that streamlines E911 management. They ensure that the IP phone locations are updated and current and notify on-site security personnel any time 911 is dialed from within your enterprise. The EGWs help protect increasingly mobile end-users while ensuring E911 regulatory obligations are met with confidence.

With EGW deployed as a hardware appliance, you can:

- Automatically Track IP Phones Easily: Track and assign locations to IP hard phones, soft phones and wireless phones as they move on your corporate network (using layer 2, layer 3 or wireless LAN tracking).
- Support Remote Employees: Enable real-time location updates for off-campus users and teleworkers— directly from their IP phones (requires Emergency Routing Services).
- Manage User and Phone Mobility: Ensure accurate, uninterrupted E9-1-1 service availability for employees who move IP phones between locations, share line appearances between multiple devices or log into IP phones on the fly.
- Alert Your Security Team Instantly: Trigger 9-1-1 call notifications, three-way call monitoring and custom emails to security personnel along with the caller's precise location information.
- Additional Features Improve performance and ease administration using advanced E9-1-1 call management and reporting features such as misdial protection and call recording. EGW has been deployed across a variety of complex networks.

We do not anticipate every customer will want to integrate their IP-PBX with our EGWs. Therefore, AT&T has included enough EGW capacity to support roughly 20% of the ~~128,695~~ 180,000 TNs you have in service as of this writing. If future demands exceed the EGW capacity, additional EGW capacity can be ordered through the Vendor Services Catalog



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(Cat 2 SIP Trunking). If additional ERS capacity is needed above the ~~128,695~~ 180,000 telephone numbers, ERS can be ordered through the Vendor Service Catalog (Cat 2 SIP Trunking).

Please note that ERS is available and will be included as part of the service for Cat 1 and Cat 2 single and multi-tenant UC solutions. AT&T has made the determination that the EGW service is not a required service and will make EGW an optional service in the Vendor Services Catalog.

4. Describe telephone number porting process with timeframes.

CSAB Order Process for Porting (on the following page):



	Step	Activity	Business Day of Interval (Target)	Responsible
SoF Order Processing Interval Not Governed by NANC or NPAC	1	DMS submits CSAB to old carrier to remove freezes, move TNs to AAN, and provide a CSR.	X	DMS
	1a	DMS submits CSA to AT&T for porting with port date, time, and CSR attached.	X	DMS
	2	AT&T Local Service submits to Hayes for review & Customer Contact.	1	AT&T Local Service
	3	Hayes contacts customer to review CSA for accuracy and set expectation for port. CSA will be returned if no port time is on the CSA.		HAYES
	3a	Confirm address for 911 purposes.		HAYES
	3b	Confirm TNs to Port and any special handling.		HAYES
	3c	Validate the address with USPS.		HAYES
	3d	If any information is incorrect or incomplete, HAYES returns CSA to DMS, <i>GO TO STEP 1</i> .		HAYES
	3e	Hayes Adds to SIP Tracker.	3	HAYES
	4	AT&T Porting Team receives Tracker Notification and creates Service Request.		AT&T Porting Team
	4a	Pulls CSR in VIT.		AT&T Porting Team
	4b	Creates MDS for request.		AT&T Porting Team
	4c	Attaches service availability check.		AT&T Porting Team
	5	AT&T Porting Team submits order to the Front-Door with an approximate 15 day interval to Port.	12	AT&T Porting Team
	6	BVOIP OM Receives Service Request and creates order request for the LSR Agent.		AT&T BVOIP OM
Governed by NANC & NPAC Guidelines	7	LSR Agent submits Port Order to LEC, ILEC, CLEC.		LSR Agent
	7a	BVOIP OM creates "Invitation to Port pending FOC".		AT&T BVOIP OM
	7b	BVOIP OM Receives FOC from LEC, ILEC, CLEC.		AT&T BVOIP OM
	7c	NPAC Activation of TNs valid for 4 days.		
	7d	Port Appointment held with BVOIP, CSR, Vendor and Hayes.		AT&T BVOIP OM
	7e	PORT complete	30	AT&T BVOIP OM

The success of any given port is heavily dependent upon accurate information including but not limited to:

- CSRs must be accurate
- CSRs must not have any freezes on them
- Valid addresses are required
- Accurate list of porting telephone numbers is provided

5. Identify all supported Codecs.

AT&T's IP Flex service supports G.729 (all variants), G.711, and G.726. However, additional CODECs are supported for calls remaining within the State's network.

6. Identify areas of the state where SIP Trunking service is provided. Explain how DMS will be able to determine if SIP Trunking service is available at a specific location and/or address.

There are 281 total rate centers in the State of Florida. AT&T's IP Flex service is available in 274 of these rate centers at the time of this writing. We anticipate having coverage in 276 rate centers by the time this bid is awarded, contracted, etc.

In addition, the State and/or your customers are welcome to contact your account team for additional information and service availability checks.

Per the clarification response with DMS, the following rate centers are not covered (updated since the clarification response): MACCLENNY, SANDERSON.

7. Provide service and configuration guides.

AT&T provides excellent resources to our customers to assist them in getting the most out of our services. Below are some of the resources we make available.

AT&T BusinessDirect® Learning Center which contains a service overview, live webinars, and access to many of the tools we offer such as the Network Performance Reporter.



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The screenshot displays the AT&T BusinessDirect Learning Center. The header includes the AT&T logo, the text "BusinessDirect®", and a "Premier" status with a site search bar. A navigation bar contains links: HOME, OVERVIEW, ORDERING & STATUS, TROUBLE TICKETING, ACCOUNT & BILLING, NETWORK MANAGEMENT, PERFORMANCE REPORTING, OTHER TOOLS, and PREMIER.

The main content area features a large green banner for the "AT&T BusinessDirect® Learning Center" with the text: "Explore a full suite of learning materials for your AT&T BusinessDirect tools." Below this is a section titled "Need help with Business Center?" which provides instructions on how to access help resources. To the right, a "What's New" section lists recent quick guides. Further right, there are sections for "AT&T BusinessDirect Support Request" and "AT&T BusinessDirect Live Webinars".

At the bottom, there are "Quick Links" and "All Tools by Category" tabs. A dropdown menu is open for "IP Flexible Reach - AT&T Business Voice over IP (BVOIP) Services". Below this, a yellow box titled "IP Flexible Reach - AT&T Business Voice over IP (BVOIP) Overview" contains links to various guides and presentations. At the very bottom, a list of "All tools for IP Flexible Reach - AT&T Business Voice over IP (BVOIP) Services" is provided.

The following are How to Guides for the various features of AT&T IP Flex service.

We also offer a wide variety of customer configuration guides:

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- Cisco Unified Communications Manager with AudioCodes Mediant series SBC Customer Configuration Guide can be downloaded [here](#).
- Cisco Unified Communications Manager with Sonus SBC, Customer Configuration Guide (CCG) can be downloaded [here](#).
- Configuration Guide for Cisco Unified Communications Manager Express R. 8.5 and higher can be found [here](#)
- The configuration guide for the Cisco Smart Business Communication System (UC500) is available from Cisco Systems, Inc. It may be downloaded from [here](#)
- Download the [Media Flow Around Addendum for Cisco Unified Border Element \(CUBE\) Customer Configuration Guide with AT&T Certified IP-PBX Solutions](#) for instructions on how to configure Media Flow Around on a CUBE.
- Download the [Encryption Addendum for Cisco Unified Border Element \(CUBE\) Customer Configuration Guide with AT&T Certified IP-PBX Solutions](#) for instructions on how to configure Encryption on a CUBE.
- DeltaPath frSIP Customer Configuration Guide can be downloaded [here](#). Note: Please select "Documentation" under the "Support" heading.
- Dialogic Dialogic SDK 5.1, IMG1004 10.5.x with SIP for use with AT&T IP Flexible Reach Service (DOC, 867K v. 2, 6/30/08)
- Genband AS 10.4 and GIS Directory Server (SBC) 8.3 Configuration Guide
- Genesys Config Guide can be downloaded from [here](#) (Requires Genesys id and password)
- Genesys Configuration Guide with an AudioCodes SBC can be downloaded from [here](#).
- Interactive Intelligence IP Configuration Guide for IPTF and IPFR Services can be downloaded from [here](#).
- Interactive Intelligence Customer Configuration Guide with Sonus SBC on IPFlexible Reach can be downloaded [here](#).
- Microsoft Lync with an Acme SBC – Customer Configuration Guide can be downloaded [here](#).
- Microsoft Lync 2013 (Wave 15) with Sonus SBC, Customer Configuration Guide can be downloaded [here](#).
- Microsoft Lync 2010 & 2013 with AudioCodes Mediant SBC Customer Configuration Guide can be downloaded [here](#).
- Microsoft Lync 2010 (Wave 14) with Cisco ASR CUBE Customer Configuration Guide can be downloaded [here](#)
- Microsoft Lync 2010 (Wave 14) with Cisco CUBE v. 8.6, Customer Configuration Guide
- Microsoft Lync 2010 (Wave 14) with Sonus (Formerly NET) UX and VX products, Customer Configuration Guide can be downloaded [here](#).
- Microsoft OCS 2007 R. 2 with Cisco CUBE v. 1.4 SBC Customer Configuration Guide
- Microsoft OCS with NET Quintum VX gateway – The Customer Configuration Guide for the NET Quintum VX 1200 & 1800 R.4.7v102 or later for use with Microsoft OCS 2007 R2 can be downloaded [here](#)
- Mitel IP PBX, Customer Configuration Guides can be downloaded [here](#). An ID and Password are required to access this Mitel website; if necessary please contact your Mitel associate or dealer.
- "NEC SIP Customer Configuration Guides can be downloaded [here](#). An ID and Password are required; if necessary please contact your NEC associate or dealer".
- [NET SatifFAXtion; Configuration Guide For Use with AT&T's IP Flexible Reach Service and IP Toll Free Service](#) (PDF, 602K v0.9b, 2/01/08)
- Network Equipment Technologies, Quintum Tenor Configuration Guide (Release P104.12.02) – The Customer Configuration Guide for the NET Quintum AX & AF Configuration Guide can be downloaded [here](#).
- Network Equipment Technologies, Quintum Tenor Configuration Guide (Release P108.09.07) – The Customer Configuration Guide for the NET Quintum AX & AF Configuration Guide can be downloaded [here](#).
- Nortel (Avaya) CS1000 Release 7.0 with Acme 3000/4000 series SBC, SIP Customer Configuration Guide (CCG) for AT&T IP Flexible Reach can be downloaded [here](#)
- [Nortel BCM 50 Version 3.0 SIP Configuration Guide For Use with AT&T IP Flexible Reach Service](#) (PDF, 1.0Mv0.7 12/26/07)



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- Nortel BCM 200/400 Version 4.0 Configuration Guide For Use with AT&T IP Flexible Reach Service (PDF, 700Kv1.2. 3/2/07)
- OpenText RightFax IP Fax Server, Customer Configuration Guide can be downloaded [here](#). Note: OpenText website is for customers / partners & requires an ID and Password.
- Sagemcom XMediusFAX Fax Server R. 7.0 Customer Configuration Guide can be downloaded [here](#).
- ShoreTel IP PBX Customer Configuration Guide can be downloaded [here](#). An ID and Password are required; if necessary please contact your ShoreTel representative.
- ShoreTel IP PBX with Sonus SBC, Customer Configuration Guide can be downloaded [here](#).
- Siemens HiPath 4000 Release, SIP on AT&T IP Flexible Reach Service, Customer Configuration Guide can be downloaded [here](#). Please note that a user name and password are required. These can be obtained from your Siemens representative.
- The configuration guide for the Toshiba CIX 40/100/200/670 and IPedge IP PBXs can be downloaded by authorized Toshiba dealers from [here](#). Click on "Strata Documentation"; then click on "Information Bulletins" and then select the appropriate guide. A dealer login and password is required.
- Unify (Formerly Siemens) OpenScape Voice with SIP on AT&T IP Flexible Reach Service; Customer Configuration Guide can be downloaded [here](#). Please note that a user name and password are required. These can be obtained from your Unify representative.
- Vertical Communications IP PBX Customer Configuration Guides are available from your local Vertical dealer.

AT&T provided the embedded brochure for IP Flexible Reach Enhanced Features to DMS as part of the clarification response:



IPFLEX Enhanced
Features.pdf

8. Discuss SIP methods and if they are allowed and denied per network.

AT&T's IP Flex service supports INVITE, BYE, ACK, CANCEL, PRACK, INFO, and REFER. IP Flex is only delivered across AT&T managed transport so we do not allow/deny particular methods based on the network. However, we do understand customers can sometimes have unique requirements which is another reason why the Acme Packet SBCs in our solution are so valuable. These SBCs provide us with the ability to modify SIP messages as needed to better serve your customers.

9. Discuss authentication and if it is allowed or disallowed per network and per SIP method.

AT&T's IP Flex service does not authenticate customers from a SIP perspective. However, we do authenticate users by IP address. We only deliver IP Flex across AT&T managed transport which allows us to use packet and route filters to ensure packets are not spoofed on our network.



If we do run into a situation where we feel SIP authentication is needed we can handle this in our Acme Packet SBCs.

10. For SIP messages, discuss whether it is possible to filter on content type and how it is accomplished.

AT&T does support filtering based on content-type. We support this via our Acme Packet 4600 SBCs which allow us to apply various treatments to a given SIP message based on content-type.

6.2 SIP Trunking Features

The following are minimum requirements:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.
2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.
3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.
4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

Given the statements in this subsection:

1. Describe in detail the proposed SIP trunking features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

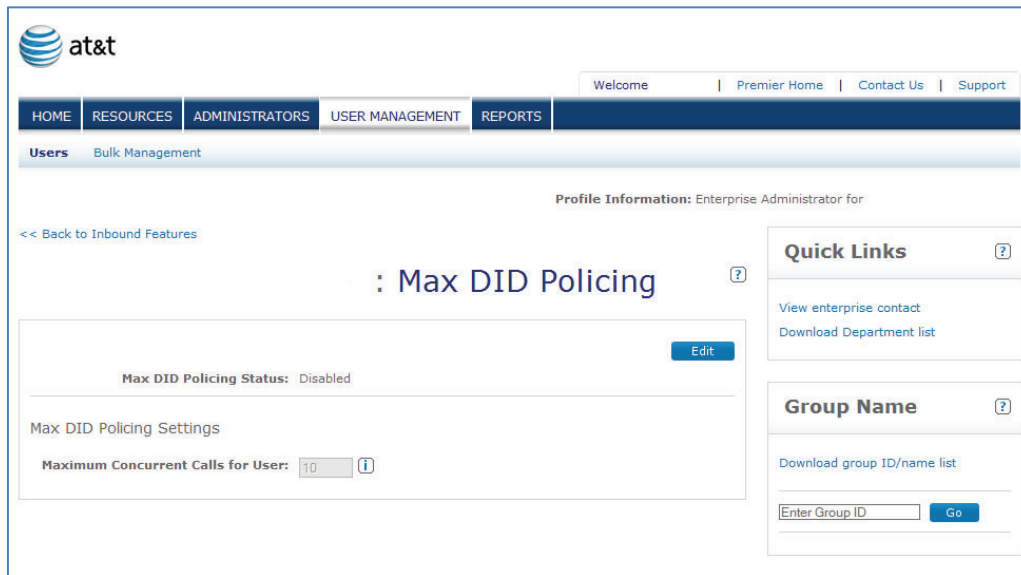


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AT&T Response:

1. Provide maximum Direct Inward Dial (DID) policing which limits the maximum number of inbound concurrent calls to a specific DID.

This feature is fully supported by AT&T's IP Flex service. It is called Max DID Policing and allows the customer to define the maximum number of concurrent calls per DID. This includes inbound, outbound and redirected calls. Here is a screenshot of the web portal in which this setting can be changed:



2. Provide call forwarding not reachable which redirects incoming calls to an alternate phone number if the SIP Trunk DID is not reachable.

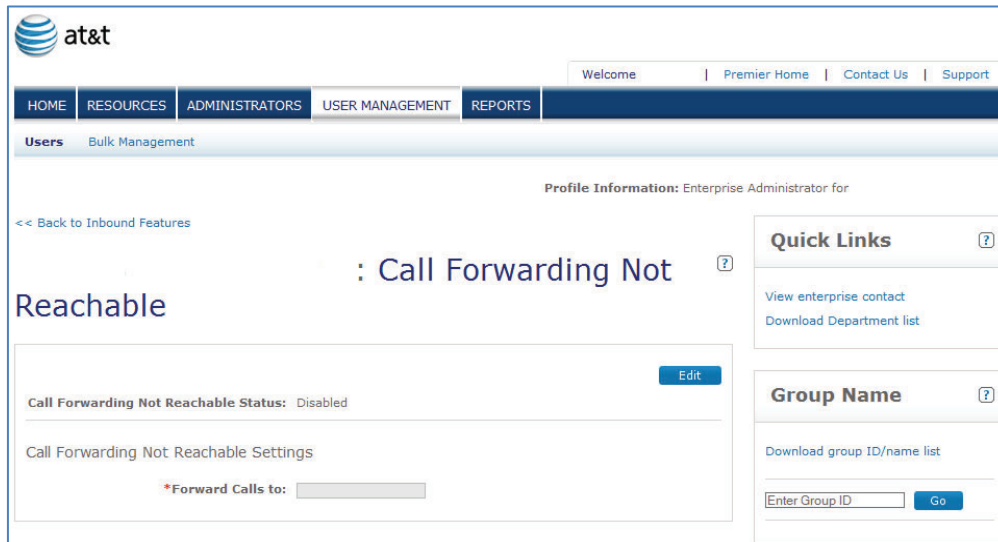
This feature is fully supported by AT&T's IP Flex service. Call forwarding not reachable allows for configuring a destination (for example, cell phone, PRI DID, etc) where a call should be redirected when the IP Flex telephone number is unreachable. We also offer these types of call forwarding:

- CFA – Always - Enables a user to redirect all incoming calls to another phone number.
- CFB – Busy - Enables a user to redirect calls to another destination when an incoming call encounters a busy condition.
- No Answer - Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.
- Selective - Enables a user to define criteria that causes certain incoming calls to be redirected to another destination.



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Here is an example screenshot of the web portal in which these settings can be configured:



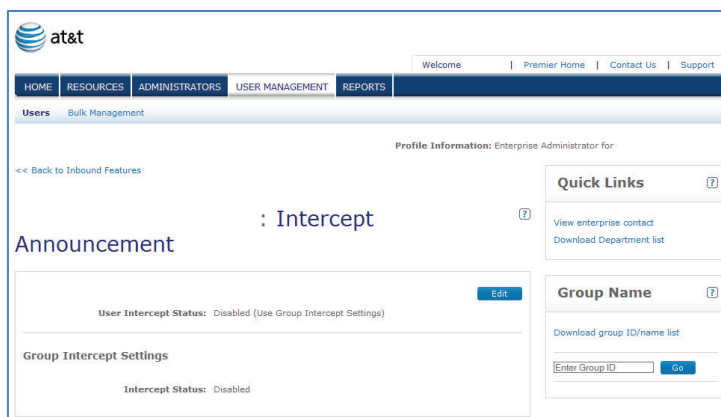
3. Offer capability to intercept calls and play announcements for any SIP Trunk phone number.

This feature is fully supported by AT&T's IP Flex service. Intercept Announcements allow customers to intercept calls routed to a non-working internal line with informative announcements (default or custom) and alternate routing options. The service can be assigned to an individual user's telephone number (for example, when they have left the company).

Here is an example screenshot of the web portal in which these settings can be configured:



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The screenshot shows the AT&T User Management interface. The top navigation bar includes links for HOME, RESOURCES, ADMINISTRATORS, USER MANAGEMENT, and REPORTS. The main content area displays the 'Intercept' status for a user, with a section for 'Group Intercept Settings' showing the status as 'Disabled'. There are also 'Quick Links' and a 'Group Name' section on the right.

4. Allow the use of a virtual phone number which allows Customers to request a local phone number at locations where they do not have physical office.

This feature is fully supported by AT&T's service. AT&T offers new telephone numbers but also the ability to port numbers in from another carrier. Every number we provision has to be associated with a 911 address provided by the State and the address doesn't have to be a physical office building.

Please note, AT&T also supports virtual telephone numbers in the sense that we can provision numbers associated with addresses that are outside the native rate center for the telephone number.

7. SERVICE CATEGORY 3 - CONTACT CENTER – SINGLE TENANT

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

No response required. By submitting a Reply, Respondent has read, understands, and will comply with the statements contained in this subsection.

7.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.
2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers
3. Flexibility to comply with DMS and Customer defined security standards.



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4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.
10. Integrated learning tools and coaching management tools for Customer use.
11. Support Contact Center functionality within the Customer locations and remote teleworker locations.
12. No charges for administrative tasks performed by Customer staff.
13. Options for verifying caller identity.
14. The ability to route calls as required by the Customer.
15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

AT&T is proposing an Avaya solution for Single-tenant Contact Center. The Avaya solution provides customers with a smart, positive experience every time. The platform offers fast and efficient self-service functionality that puts the control back into the customers hands



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through a self-service IVR with an agent available to help as needed. It's always seamless and context-driven.

Agents also need to stay in sync and keep pace with customer expectations. With a consolidated view of relevant information, they can exceed expectations and reach great outcomes, faster. As you gain a deeper understanding of customer needs, your teams become more efficient and effective. Avaya is the leader in Contact Center Solutions and can deliver it the way you need it—on premise or private, public or hybrid cloud.

AT&T proposed Contact Center solution is the Avaya Contact Center solution. The content provided to address the requirements of section 7 will focus on how the AT&T Avaya offer meets or exceeds the State's requirement.

Section 1.4 indicated that "Respondents are therefore encouraged to offer more than one manufacturer platform (system) option". AT&T inserted a Section 7.A for Multi-tenant Contact Center highlighting the NICE inContact solution.

Additionally, AT&T will provide an option in the Vendor Service Catalog (Cat 3 Contact Center Multi) for the Genesys Contact Center solution.

1. The ability to increase or decrease the number of Contractor's Contact Center agents.

Avaya offers various flexible licensing agreements for customers requiring scalability.

2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers

Avaya's solution supports multisite configurations. Avaya Servers may be used to enable remote agents (agents working from a remote location or from home). These Servers can support two types of remote agents – those using IP hard phones/Softphones phones and those using phones over the PSTN network.

3. Flexibility to comply with DMS and Customer defined security standards.

Avaya will work to meet these security requirements. During the requirements phase the Security Architect maps suite wide security objectives to product specific requirements. During the design phase, Security is a required element of design documents. During the test cycle, Static Code Analysis and Peer Code Inspection are part of processes as well as functional verification of actual security features such as Role Based Access, Password Rules, and TLS.



4. Contact center agents with the flexibility to interact with other Contact Centers.

System administrators can control the agent's ability to communicate with other contact centers.

5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.

AT&T meets geographically diverse locations, please see section 5.1 response on page 213.

6. The ability to offer TDM and VoIP as methods for access to agents.

Avaya solution routing works independently of the underlying infrastructure. This allows organizations to move seamlessly from a TDM architecture to an IP/SIP based architecture, taking advantage of the customer service advantages of SIP while making good use of existing, non-depreciated TDM infrastructure. Customer data and other relevant customer information is delivered to the best possible agent based on a single routing strategy regardless of the whether the target agent is using SIP or TDM equipment.

Hybrid TDM/IP solutions: Using a hybrid solution allows your organization to transition agent positions to IP at its own pace, utilizing existing TDM switches. The Avaya solution provides consistent, integrated routing/reporting capabilities while you begin the transition of the contact center to IP. The call center can route calls using circuit-switched infrastructure to traditional phones, or packet-switched infrastructure to IP hard phones or softphones on a PC. This option is useful for organizations that want to maintain existing investments while undertaking a gradual migration to IP infrastructure.

Pure IP solutions: Pure Avaya IP solution uses no circuit-switched infrastructure. Incoming voice calls are converted to IP on a gateway, and travel in the packet-switched network within the contact center. These are often proprietary solutions; proprietary gateways, IP-PBXs and software may require a CTI link to support third-party applications.

Open standards IP solution (SIP-based): It is possible to deploy an IP-based infrastructure using open, standards-based solutions that support the latest SIP RFC



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standards. SIP-based solutions can be deployed with or without a SIP soft switch. This standards-based approach is gaining in popularity because it is highly flexible and adaptable, and simplifies application deployments. Interoperability testing is simpler and faster than lengthy integration efforts.

7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.

Media gateways are used to convert from TDM (T1/E1/analog (FXS/FXO), ISDN, and so on) to and from VoIP (SIP and RTP). The media gateway can also be used to provide SIP Server with access to the PSTN to support remote PSTN using Avaya SIP Server's remote agent capability.

8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.

The hosted Avaya solution supports an entire range of devices, to include soft phones.

9. Soft phones that have minimal impact on existing desktop real estate environment.

Avaya offers a softphone imbedded in certain desktops. Therefore, there is a zero-foot print impact.

10. Integrated learning tools and coaching management tools for Customer use.

Supervisors can silently monitor agents-customer interactions (Voice and Web Chat) and agents can be aware when they are being silently monitored.

11. Support Contact Center functionality within the Customer locations and remote teleworker locations.

The Avaya solution fully supports virtual contact centers involving multiple locations and remote agents.

12. No charges for administrative tasks performed by Customer staff.

Avaya provides management interfaces for administrators to perform common tasks without requiring PS and associated costs.

13. Options for verifying caller identity.



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Common telephone identification information gathered by the Avaya Routing Server includes:

ANI

DNIS

CED

IVR data

Avaya ensures that any interaction, or business data collected during the routing process (including those listed above), is available for routing decisions and is passed to the desktop application of the agent receiving the interaction. (Interaction data collected during the call-routing process is called "attached data" and it can be used by any Avaya-enabled application. It is attached to the interaction in the form of key-value pairs that can be parsed for screen pops, routing, or reporting needs.)

14. The ability to route calls as required by the Customer.

The Avaya solution provides virtually unlimited flexibility to incorporate routing logic into your environment, based on your business rules. We have the most comprehensive set of routing capabilities in the industry, bundled with the solution. Core routing capabilities offered through both the Avaya Customer Management Platform include:

Data-driven Routing

Skills-based Routing (Agent Profile)

Agent-level Routing (Last agent/relationship-based)

Service Level Routing

Agent Capacity Routing

Interaction Lifecycle Management Routing

Multimedia Routing (Omnichannel)

Workforce Schedule-based Routing

Multi-site/Virtual Contact Center Routing

Business Priority Routing

Cost-based Routing



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Shared Agent by SLA Routing

Proactive Outbound Routing

Net Promoter Score Routing

Pseudo Statistic Routing

Load Balancing Routing

15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Avaya provides adapters that provide integrations to the most common CRM platforms, including Oracle, SAP, IBM and several other CRM providers.



7.2 Contact Center – Automatic Call Distribution (ACD)

The following are minimum requirements for ACD Contact Center service components:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.
2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.
3. The ability to manage the creation, modification and deletion of administration of features associated with agents.
4. The ability to force calls to agents.
5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).
6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.
7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.
8. The ability to route calls to different Customer groups.
9. The ability to force calls to agents without the agent having to signal to receive a call.
10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.
11. The ability for other persons, as appropriate, to listen to a call at any point during a call.
12. Alert when an agent is dropped from the ACD queue.
13. The ability to set thresholds on agent, application, and skillset levels.
14. The ability for a supervisor to log agents out of the Contact Center system.



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15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.
16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.



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Given the statements in this subsection:

1. Describe in detail the proposed automatic call distribution services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.

Avaya Oceana[®] is a single integrated solution for servicing the needs of the entire customer engagement strategy. This next-generation, open, omni-channel contact center solution is context- driven, fully integrated, and fully customizable through our open, easy-to-use development platform.

Avaya Oceana[®] enables any business to deliver and manage exceptional personalized customer experiences. The inherent flexibility of Avaya Oceana[®] allows businesses to quickly innovate in response to dynamic customer expectations and provides the adaptability to connect and integrate third party technologies for optimal effectiveness. It allows customers to:

- **Cultivate the ultimate customer journey** by enabling businesses to personalize every step and possibility of customer-agent interactions. This purpose-built single omni-channel solution provides complete integration and management of your traditional phone and digital channels.
- **Take a holistic view of your customer contact world.** Address customer touchpoints, routing, resource matching, leverage context, and acknowledge preferences— capturing every detail along the way.
- **Capitalize on big data across your entire enterprise.** Get real-time, fully meshed insights into customers. Avaya Analytics[®] breaks down the silos around traditional analytics tools. You'll have rich visualization of data to fuel real-time, smarter decision making that shapes business strategies and ultimately drives customer satisfaction and improves agent experience.

Avaya Oceana[®] Solution, including Avaya Analytics[®], is built on Avaya Breeze[®], making it easier for companies to extend and manage unified support of customer



centric business and customer journeys across all relevant stakeholders across the enterprise.

Avaya Oceana[®] Key Capabilities:

- **Omnichannel support:** Voice, Web Chat, Chatbot, SMS, Social, WebRTC Audio,
- **Attribute based Matching for all channels:** Avaya Oceana[®] has powerful attributes based resource selection capabilities, which assign the right work to the right resource available resulting in improved first call resolution. Avaya Work Assignment, embedded in Avaya Oceana[®], uses attribute-based resource selection for all interactions, regardless of the channel used for that interaction. Voice calls, using Elite Adjunct Routing, are routed using attribute-based matching instead of Elite's skill-based routing. Digital channels, using WebRTC voice or chat, Email, SMS, and Social are all matched with the best resources using Avaya Work Assignment (included in Avaya Oceana[®]).
- **Omnichannel Journey and Visualization:** Enables complete 360-degree view of the customer journey across all touch points and multiple interactions in agent desktop

Oceana[®] helps organizations deliver a seamless customer experience across multiple Avaya channels of the customer's choosing. Avaya Oceana[®] provides the right media at the right time, every time, applying all relevant information and context to deliver a unique, personalized and enduring experience across the customer's journey. In addition, Avaya Oceana[®] makes it easy to bring knowledge workers across the enterprise into call center routing strategies to improve customer service and sales outcomes.

- **Context Preservation:** Creates a consistent, personalized Omnichannel customer experience by having access to all the information so that the better-informed decisions can be made.
- **Omnichannel intuitive UX for Agents and Supervisors:** HTML 5 based modern Omnichannel desktop that empowers users with context across channels and customer journey. Powerful driver of Agent Productivity.
- **Blended Agents:** Support for blended agent that can handle PSTN & WebRTC inbound calls, chat, email, SMS, and Social at same time.
- **Powerful Omnichannel Analytics:** Real-time and Historical reporting tools that help to track trends and to improve the overall performance. Real-time access to enterprise wide information that captures, consolidates, and normalized data.
- **Platform for Innovation:** Built on the Avaya Breeze[®] Platform using modular snap-ins that can be scaled, managed and extended independently and can be combined with third party and custom developed snap-ins.



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AVAYA OCEANA: END TO END SOLUTION FOR OMNICHANNEL CUSTOMER EXPERIENCE



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2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.

Oceana Omnichannel support provides seamless and consistent Omni-channel customer experiences across all digital channels and devices. Omnichannel capabilities allowing customer tracking across multiple media types. Real-time data analytics find the best match between work items and customer inquiries and makes 1:1 matching based on key attributes: Status, language, skills, proficiency, program training, location, and more all from a single resource pool. Single Unified Desktop that empowers users with context across digital channels and complete journey history with a new intuitive interface that improves user performance. Empowers agents with context across all channels and brings key customer data from multiple sources into one area. Agents have a view of the full customer journey from one intuitive interface. Avaya Oceana® collects, stores and tracks all information instantly which can be easily accessible and shared across the enterprise. Creates a consistent, personalized Omnichannel customer experience by having access to all customer information so that better informed decisions can be made. Avaya Analytics® included with Avaya Oceana® Solution is open, modular and extensible analytics framework.

3. The ability to manage the creation, modification and deletion of administration of features associated with agents.

Supervisors or administrators can add/delete/modify a skill associated with an agent

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through our centralized configuration application.

4. The ability to force calls to agents.

Avaya can force the call to route to a direct number. When using this routing type, Avaya routes the call in a way that is like how an interaction is redirected by Route Point routing

5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).

The Avaya Desktop supports reason codes so agents can specify details about their Not Ready status. The system administrator creates the reason codes.

6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.

The Avaya email routing takes advantage of routing capability, allowing customers to implement business rules that intelligently route interactions to the best qualified, currently available agent to handle their customers' interactions. This capability is done regardless of agent location.

7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.

If you are configured as a supervisor for an agent group, you can monitor or coach agents. If you accept the interaction, an interaction window is displayed on your desktop, and you are connected to the call or chat interaction. Coaching an agent enables you to hear the interaction between an agent and a contact without the contact being able to hear you coach the agent; or read the transcript of the interaction between an agent and a contact and send chat messages to the agent without the contact being aware that you are reading the transcript and communicating with the agent.

8. The ability to route calls to different Customer groups.

Our routing solution can treat agents performing similar functions on the same team, or having similar skill sets, as a single pool of resources, even if they are located at geographically dispersed sites.

9. The ability to force calls to agents without the agent having to signal to receive a call.



This is generally done using a ZIP tone.

10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.

Avaya executes a set of routing rules called a routing strategy designed by the enterprise to meet the needs of the business. These rules can evaluate telephony data, customer IVR menu selections, time of day/week/year, real-time virtual contact center statistics, agent skills and customer profile data held in corporate databases or other enterprise systems.

11. The ability for other persons, as appropriate, to listen to a call at any point during a call.

Call supervision functionality is designed to enable contact center managers to monitor agents, and it also enables agents to invite their supervisors to the call when dealing with a customer. Silent monitoring hides the supervisor's presence from all call participants, including the monitored agent who is the target of supervisor's attention.

12. Alert when an agent is dropped from the ACD queue.

A statistics server is a core component of the Avaya Platform. This server tracks statistic for contact center objects such as agents, agent groups, places, groups of places, queues and route points. An alert will be generated when an agent is dropped from the ACD queue.

13. The ability to set thresholds on agent, application, and skillset levels.

The Avaya platform provides the ability to set thresholds on agent, application, and skillset levels.

14. The ability for a supervisor to log agents out of the Contact Center system.

Using the Avaya Platform and a softphone, supervisors can logout an agent without going to the agent's desk. This functionality can be accomplished from a remote location with TCP/IP connectivity to the Avaya Platform.

15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.

The Avaya Platform evaluates the profiles of the virtual contact center agents to select the appropriate target for an interaction. Factors, such as the service request type, customer profile, or account history determine what skills are needed to best serve



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the customer.

16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

The Avaya Platform does offer a capability to place calls in a virtual queue and return the call when an agent is available.



7.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

1. Automated speech recognition and text-to-speech, for multiple language.
2. Supports DTMF.
3. A call back/virtual queuing capability.
4. The ability to integrate with Customer applications and database systems.
5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.
6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.
7. Timely changes to IVR scripting functionality.
8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.
9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages
10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.
11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.
12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.



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13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

Given the statements in this subsection:

1. Describe in detail the proposed Auto-Attendant and IVR services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Automated speech recognition and text-to-speech, for multiple language.

The Avaya Voice Platform incorporates the very latest ASR and TTS technology offered by Nuance Communications into its Voice Self Service platform. Nuance optimizes their speech technology for VoiceXML-based applications, with performance enhancements in dynamic grammar support, reduction in memory requirements, and support to the World Wide Web Consortium (W3C) standard Speech Recognition Grammar Specification (SRGS) grammar format.

2. Supports DTMF.

The Avaya solution supports DTMF as well as ASR and speech synthesis (TTS) as part of a VoiceXML dialog, through supported third-party ASR and TTS engines. Speech and DTMF can be used within an application simultaneously.

3. A call back/virtual queuing capability.

Avaya Callback Assist is part of the Avaya Platform. It can intelligently route requests to the most appropriate agents, leading to reductions in customer effort, and a much better brand image. Each channel can check and display agent availability and estimated wait times.

4. The ability to integrate with Customer applications and database systems.

The Avaya suite of products is built as an application layer that lets customers manage its call centers/enterprise separate from its underlying infrastructure. Built to operate on virtually any underlying infrastructure, Avaya is a software-only solution that operates on industry-standard hardware. We also support several APIs to integrate to existing desktop



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applications through ActiveX, Java, .NET, Web Services, and C/C++ libraries, along with a number of out-of-the-box adapters to integrate to large CRM systems such as Siebel, SAP, Microsoft CRM, Salesforce.com, and so on.

5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.

The Avaya solution includes Avaya Orchestration Designer which consolidates both our AAEP and Routing APIs into a single user interface. Avaya Orchestration Designer is an integrated development environment tool used to develop applications for the AAEP and the Avaya Orchestration Server (Routing). Avaya Orchestration Designer provides both drag-and-drop graphical development of voice applications (or "call flows") and routing strategies (or "workflows"), as well as syntax-directed editing of these applications. For AAEP applications, Composer supports editing of VoiceXML 2.1, CCXML1.0 and SRGS 1.0. For ORS 8.1 applications, Composer supports the editing of SCXML 1.0.

6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.

Avaya Orchestration Designer provides a drag-and-drop based interface for creating VXML and SCXML applications. Users can easily create flow diagrams by placing and connecting blocks and configuring properties. This approach also provides an easy mechanism for invoking Web Services and doing database lookups from the Application server-side.

7. Timely changes to IVR scripting functionality.

The Avaya platform allows for timely changes to the IVR scripting.

8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

With Avaya Orchestration Designer you have the option of working in different perspectives. A perspective is an arrangement of different sections of the GUI in a manner that facilitates easy use of a particular feature, such as design or debugging.

9. The ability to establish and follow Customer approval process for changes to IVR



scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages

The solution includes tools available to the Customer to make changes to the IVR without the need for PS Resources. Avaya/Hayes PS always requires customer approval of all change requests.

10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.

Administrators have the ability to use parameters to invoke audio files into the routing strategy.

11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.

Avaya/Hayes Care is available 24x7x365.

12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.

This is available on the Avaya platform.

13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

AT&T meets this requirement with the Avaya Contact Center solution

7.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real-time industry standard call metrics.
2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.



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3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.
4. Defines, builds, and runs custom reports supporting Contractor's business requirements.
5. Real-time access to reporting systems, restricted by access authentication.
6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.
7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.
8. Changes reporting metric requirements for agents in different skillsets (agent groupings).
9. Displays a prompt/message on agent desktop.
10. Performs call surveys to initiate, collect, and track information.
11. Provides an agent report that tracks the entire agency call flow for any single call.
12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.
13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center reporting and analytics services addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real-time industry standard call metrics.



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Avaya Analytics® complements Avaya Oceana® by breaking down the silos around traditional analytics tools through flexible collection, processing and analysis and generating rich visualization of data to fuel real-time decision making from across the enterprise. With event processor and presentation layer, Avaya Analytics® delivers a full operational reporting solution. Avaya Analytics® is Avaya's next generation, unified reporting and analytics solution designed to provide cradle-to-grave reporting for end-to-end customer journey on multichannel sources. Avaya Analytics® takes data from relevant sources and collects, correlates and presents this data in a unified interface for meaning analysis in real-time and historical trending scenarios. With this analyzed information, supervisors can understand current and historical trends for customer preferences, agent and contact center performance

2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.

Avaya provides a Single Real-Time and Historical Operational Reporting solution. Reports by Agent, Channel, Routing for Avaya Oceana® across all interaction types. Modern UI both Real-Time and Historical reporting.

3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.

The Avaya Analytics® Open Real-Time interface is the key interface for integration with WFO applications and Wallboard Integrations enabling a maximum of 3 subscriptions to the real-time measures produced by Avaya Analytics® by third party applications. For each subscription, a unique Kafka topic is created for that subscription. All real-time measures for each of the intervals and dimensions will be exposed on the Avaya Analytics® open interface. Start of day is the 12.00am of the server time and moving window is for the last 10 minutes. Data is published on the Real-Time interface when the measure is updated.

4. Defines, builds, and runs custom reports supporting Contractor's business requirements.

Avaya Analytics® enables access to data that is available for custom reporting.

5. Real-time access to reporting systems, restricted by access authentication.

Avaya Analytics® provides supervisors and contact center managers with an effective tool for use in analyzing contact center data to gain the necessary insight to reduce costs, increase revenues and improve customer satisfaction. Avaya Analytics® provides ability to analyze agent behaviors and performance, access to



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cradle-to-grave call detail records to understand what the impact of individual interactions are having in the context of the overall contact center performance. Across most enterprises data environments are siloed and can be complex and there could be multiple reporting platforms that have different reporting formats, different GUI's, different reports along with multiple points of administration and management. Avaya Analytics® provides a single reporting platform that can support multiple sources (Oceana® initially, with plans to extend to support other sources) with an open extensible framework, facilitating a modular approach to enable organizations to capture and capitalize on data across the enterprise.

6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

Avaya Analytics® included with Avaya Oceana® Solution is open, modular and extensible analytics framework that brings together data from disparate data sources. A single Real-time monitoring and Historic Reporting solution across multiple interaction types allowing better forecasting.

7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.

Omnichannel Journey and Visualization: Enables complete 360-degree view of the customer journey across all touch points and multiple interactions in agent desktop.

8. Changes reporting metric requirements for agents in different skillsets (agent groupings).

Avaya Analytics® is a growing market opportunity for Avaya. Organizations require capabilities to dig even deeper into, and gain business intelligence from their data by providing insights into the overall customer experience as well as the organizational performance. Organizations need to look for context, customer intention, behavior patterns, satisfaction, revenue value, and other metrics that will determine how well the organization is delivering against its strategic objectives. By mining big data gleaned from all customer interactions including voice calls, email, social media postings, chats, or comments, organizations can identify trends and respond and make adjustments accordingly.

9. Displays a prompt/message on agent desktop.

Single Unified Desktop that empowers users with context across digital channels and complete journey history with a new intuitive interface that improves user performance.



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Empowers agents with context across all channels and brings key customer data from multiple sources into one area. Agents have a view of the full customer journey from one intuitive interface.

10. Performs call surveys to initiate, collect, and track information.

Avaya Survey is a simple survey application you can use to gather customer feedback directly after an interaction completes. You can easily modify the survey packaged as a web page sample to fit the customer's needs.

11. Provides an agent report that tracks the entire agency call flow for any single call.

Avaya Analytics® is Avaya's next generation, unified reporting and analytics solution designed to provide cradle-to-grave reporting for end-to-end customer journey on multichannel sources. Avaya Analytics® takes data from relevant sources and collects, correlates and presents this data in a unified interface for meaning analysis in real-time and historical trending scenarios. With this analyzed information, supervisors can understand current and historical trends for customer preferences, agent and contact center performance.

12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.

Open framework for customers to subscribe to data from multiple data sources and make the data available for reporting purposes. Avaya Analytics® enables access to raw data on the Eventing framework to build services to enable cradle to grave reporting across channels.

13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Avaya Analytics® enables access to raw data on the Eventing framework to build services to enable cradle to grave reporting across channels. This will be accessible for 12 months or longer if requested.



7.5 Contact Center Recording

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.
10. The ability to search recordings by filters.
11. The ability to manage Contact Center recordings on an agent by agent basis.
12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Given the statements in this subsection:



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1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.

The Avaya solution supports selective recording. The decision to record a party in the call is determined at a route point and the recording starts as soon as the call is established (record = destination). Percentage based selective recording is achieved via % objects within the strategies themselves.

2. Online storage to hold at least thirty (30) days of recording per agent.

Avaya Recording storage is configured by calendar/time-based rolling storage of call recordings and associated metadata by metadata criteria. You can configure rolling time periods (such as 90 days for example).

3. An interface to archive recording to Customer provided storage.

The Avaya solution, by default, is scheduled to generate an archive file every day based on the retention period. Each time the archival process is run, the output file is saved to a compressed file. The compressed file contains the recorded files and the metadata. Avaya supports central online storage and archiving. Once online storage reaches its timeline, the solution automatically moves the files to a temporary archive file for the customer to move to physical storage.

4. A method for appropriately adjusting monthly online storage needs.

The Avaya solution, by default, is scheduled to generate an archive file every day, based on the retention period. Each time it runs the archival process, it saves the output file as a compressed file. The compressed file contains the recorded files and the metadata.

This may vary based on the Avaya platform deployed, but in any case, adequate storage can be provided.



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5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.

When a conference or monitoring supervisor requests to start recording, a participant can request the conference to be recorded through the recording service.

- Recording Conference – Recording is a mixed output of the customer and agent, plus a separate stream of the supervisor.

- Dialog – Structure of the dialog when recording a conference.

Monitor/ Coach / Barge features are supported for a supervisor.

6. The ability to record one agent during a workday and not impact the 25% random call recording time.

The Avaya solution supports Selective recording. The decision to record a party in the call is determined at a route point and the recording starts as soon as the call is established (record = destination). Percentage based selective recording is achieved via % objects within the strategies themselves.

7. The ability to listen to recorded calls from any location via web-based call recording.

An agent, supervisor, or an administrator uses the playback interface to search, query, report, and retrieve call and screen recordings from Web Services. The Recording Server retrieves all recordings from Web services, and automatically decrypts recordings that are encrypted.

8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.

Recordings can be shared and sent through email to agents, managers or customers, as required.

Encryption is provided for meeting security standards. Interaction Recorder enables system administrators to configure rules for encrypting select recordings. Encryption selection rules are granular in nature and can include any combination of entities (agents, workgroups, roles, stations and/or lines),



interaction types (inbound/outbound call, web chat, and/or email) and selection criteria (defined attributes, date/time, random selection, and more).

The encryption extends security further for organizations dealing with sensitive data, such as credit card or healthcare information. Encryption of recordings will strengthen confidentiality of customer data.

9. The ability for an agent to initiate recording their own call.

The Avaya solution supports Dynamic recording. The decision to start and/or stop recording a party in the call can be triggered at any time after the call is established. Dynamic recording also allows pause and resume features to mask sensitive information from the call recording.

10. The ability to search recordings by filters.

You can use several search options to filter massive quantities of interaction data to find interactions that are most related to the business issue you are investigating.

For searching, you can use one of the following criteria, as this is the type of information that is stored as metadata:

- Date/time range
- Agent ID
- Agent group
- Call type – Attached data KVPs
- ANI/DNIS
- Agent extension DN

You can also access any section of the recording directly.

11. The ability to manage Contact Center recordings on an agent by agent basis.

You can configure the starting and stopping of call recording in a number of ways:

- Via the agent, who can use the Avaya Desktop to pause and resume.
- Via configuration based on several criteria:
 - All calls



- Calls by dialed number
- By line of business
- By trunk
- Agent extension
- ACD position
- Via commands in a routing strategy, as well as attached data.

12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

The Avaya solution supports Full-time recording or 100% / Total recording. Specific DN is configured to enable recording for all calls for the specific DN (example: record=true).

7.6 Contact Center – Workforce Management

Contractor will be responsible for managing the workforce for the Contact Center. The following are minimum requirements for management of call center agents:

1. Workforce management, including scheduling and agent training.
2. Monitoring the effectiveness of the call center.

Given the statements in this subsection:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.
2. Indicate whether Respondent's proposed monitoring can provide:
 - a. The ability to review and analyze data of caller interactions with agents.
 - b. The ability to leverage call data to adjust scheduling of agent shift assignments.
 - c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.



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- d. The ability to create role based score cards with key performance indicators.
- e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.
- f. Options for agent training.

AT&T Response:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.

1. Workforce management, including scheduling and agent training.

The Avaya WFM solution is designed to provide planners with the tools they need to better manage their workforce. The product offers the ability to create accurate staffing plans that consider not only projected contact volumes and average handle times, but also the various skills and skill levels of their agent population. This is achieved through advanced forecasting, scheduling, and real-time adherence capabilities. Avaya WFM has been designed to integrate tightly with the Framework components of the Avaya Platform. Agents and their skill sets are entered and maintained in one Avaya Configuration Management application. This integration also allows contact centers to leverage the real-time statistics and adherence data across all communication channels.

2. Monitoring the effectiveness of the call center.

There are two components for monitoring the effectiveness of the call center with historical reporting: forecasting information and agent activity. Forecasting information details the call types received, time and duration of those calls and the speed of response by contact center agents. This information is used to predict the number and type of agents required for any time period that the contact center is open. Agent activity information consists of the call types and duration of the calls that agent receives as well as keeping track of the amount of time that the agent is logged in and available to receive a call. This information will highlight an agent's efficacy with different call types and provide confirmation that the agent is performing their duties when scheduled. Agent activity information can also be used to improve the management



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of individual agents by indicating where additional training or other actions may be required.

2. Indicate whether Respondent's proposed monitoring can provide:

a. The ability to review and analyze data of caller interactions with agents.

Avaya Contact Recording includes an intuitive, web-based search and replay GUI that allows users access to recordings according to the station or agent that made the call. They can search on call party details.

b. The ability to leverage call data to adjust scheduling of agent shift assignments.

Scheduling and Work Rules define the ways in which employees may be assigned work. This includes time spent at work or length of shift, breaks, lunches, and other types of work. It also includes when shifts should be assigned and special rules that the scheduler should follow when creating schedules.

c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.

Avaya Enterprise WFM provides several out-of-the-box reports that help you understand individual and group performance and perform activity analysis. The standard reports deliver information related to employee time record details, summaries of activity data, and administrative information. Adherence reports deliver information related to employee schedule adherence and adherence exceptions. Each of these reports can be run as needed or scheduled to run at a later time. You can save the reports, export them easily for use in other applications and share them with others, if desired.

d. The ability to create role-based score cards with key performance indicators.

The Avaya Enterprise WFM provides a capability to establish role-based score cards with key performance indicators.

e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.

Avaya Enterprise WFM provides considerable flexibility allowing users to come up with the most accurate forecasts across multiple queues and channels. It provides



users with a variety of forecasting methods and techniques to match the needs of different users and their organization's sophistication and operational requirements. Forecasters can apply simple weighted average techniques or sophisticated regression analysis-based statistical analysis of time series data (in Strategic Planning) to factor in trends and special events or use a combination of both.

f. Options for agent training.

The Avaya Lesson Management or Coaching modules assign eLearning lessons or coaching sessions to employees, it automatically sends the learning break and coaching session requests to WFM. The request includes the employee name, length of learning break or coaching session, and time by which the employee needs to complete the training or have the coaching session. The scheduler is notified of the assignment requests and can then schedule them at the most optimal time, minimizing the impact on service levels.

7.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
2. Dedicated IP access.
3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompters to meet Customers' needs.
6. The ability to configure advanced call routing to meet Customers' needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.



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8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.
10. User application testing and product lifecycle management.
11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
12. Compliance with DMS and each Customer's data integrity and privacy policies.
13. The ability to send voice, email, SMS, or fax notifications.

Given statements the in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.
3. Describe how the service protects data for remote, at home agents.
4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.
5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

AT&T Response:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
 1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
 2. Dedicated IP access.



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3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompters to meet Customers' needs.
6. The ability to configure advanced call routing to meet Customers' needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.

Requirements 1 – 8 above will be determined by the solution and network carrier selected.

9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.

AT&T/Hayes will provide a certified Program Manager for the SCS ITN contract. AT&T will assign additional Project Managers on a project-by-project basis.

10. User application testing and product lifecycle management.

We perform informal reviews during each development lifecycle and then formal testing to address improvements for next cycle.

Typically, code reviews will occur at various times during the coding phase. We perform the static code analysis on a daily (nightly) basis. Manual source code peer reviews are mandatory at least once per release coding phase. Additional code reviews may occur at integration, when different code modules are brought together. After integration, testing focuses on verification and validation, regression, and security auditing of the applications.

11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.

This will be determined by the solution and network carrier selected.

12. Compliance with DMS and each Customer's data integrity and privacy policies.



Avaya will work with DMS and their customers to assure security procedures are followed.

13. The ability to send voice, email, SMS, or fax notifications.

The Avaya solutions are omnichannel and offers various capabilities.

2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.

AT&T is offering SIP trunking options under Category 2 of the ITN. The Hayes NOC will monitor and make capacity recommendations to the customer.

3 Describe how the service protects data for remote, at home agents.

AT&T expects that a remote user will use a VPN client for the protection of traditional data and AT&T can provide encrypted SIP sessions to protect voice.

4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.

The ACME SBCs manage this by not allowing a customer to exceed contracted trunk sessions.

5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

As described in section 5.2 (pages 219 and 220), AT&T has designed a fully redundant network to support the SCS ITN contract.

7.A. SERVICE CATEGORY 3 - CONTACT CENTER – MULTI-TENANT SOLUTION

AT&T added Section 7.A for Multi-tenant Contact Center highlighting the NICE inContact solution.

DMS is seeking Responses demonstrating how Contact Center services will be delivered. This category includes both Single-tenant and Multi-tenant Contact Center services. Generally Single-tenant implementations are deployed through a private cloud model, as described in Special Publication 800-145 issued by NIST, at a Customer specified location. Multi-tenant systems are generally deployed through a public cloud model, as



described in Special Publication 800-145 issued by NIST, at a Contractor location. A Contact Center handles a high volume of incoming calls from callers accessing State agency services. The Customer communication channels are not only voice, but may also include chat, web browser, video, text, email, and mobile apps. Contact centers support inbound, outbound, and self-service customer interactions.

Text provided within this section is intended to guide Respondents in understanding the desired scope of Contact Center services.

7.A.1 Contact Center – General

Respondents should propose Contact Center services for Single-tenant and Multi-tenant environments. For a Single-tenant environment, the system will be hosted at a location agreed upon by Contractor, DMS, and Customer. For Multi-tenant environments, Respondents will propose the location of the system. If Respondent is offering Contact Center Services, it will offer all Customer premises equipment including, but not limited to, phones, gateways, monitoring equipment, and SBCs that Customer's will use with the proposed service.

The following are minimum requirements for Contact Center service components:

1. The ability to increase or decrease the number of Contractor's Contact Center agents.
2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers
3. Flexibility to comply with DMS and Customer defined security standards.
4. Contact center agents with the flexibility to interact with other Contact Centers.
5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.
6. The ability to offer TDM and VoIP as methods for access to agents.
7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.
8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.
9. Soft phones that have minimal impact on existing desktop real estate environment.



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10. Integrated learning tools and coaching management tools for Customer use.
11. Support Contact Center functionality within the Customer locations and remote teleworker locations.
12. No charges for administrative tasks performed by Customer staff.
13. Options for verifying caller identity.
14. The ability to route calls as required by the Customer.
15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center offering addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:**NICE inContact solution:**

1. The ability to increase or decrease the number of Contractor's Contact Center agents.

The CXone platform provides a sound, proven platform that is engineered to be scalable to meet the capacity needs of our customer base. Generally speaking, there is not a limit to the number of agents or calls per second that we "could" make, since our architecture allows us to scale to the capacity of our customers. Our NOC is monitoring this capacity regularly, as well as staying in communication with our customer base to understand any future needs that would necessitate a capacity increase.

NICE inContact has a number of customers whose business is seasonal and needs to be scaled up within minutes or as planned. One notable customer scales 5x due to increased holiday volume.



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2. Support multiple Contact Center partitions. Contractor may use common equipment to support multiple Contact Centers

The CXone platform is very flexible. A single business unit can support multiple contact centers or separate business units can be configured for each contact center each with varying needs.

For a single business unit model, CXone can see all the individual 'sites' as one large virtual contact center and will route to any site, any agent based upon your routing needs. The ACD features of CXone allow for agent 'groups' to be located across several different sites or a skill to be assigned to agents across multiple sites. This allows CXone to route to the most appropriate skill regardless of whether the agent with the skill is in site A, site B or any site.

Additionally, CXone is a true cloud platform, there is zero hardware or other equipment to deploy and manage. Everything needed is completely hosted in our data centers and provided on a subscription basis. This includes all system management applications, agent and supervisor tools, etc.

3. Flexibility to comply with DMS and Customer defined security standards.

Security is taken very seriously at NICE inContact. Security measures include intrusion detection/intrusion protection devices and software, IP screening, port filtering, and other industry standard measures.

Security on applications which customers will have access to will include application password encryption by means of salted hashes, and access links to CXone via https:// and/or SSL. Typically customers use the http:// url and CXone does a redirect to the HTTPS site.

Discussion would be required for exact security standards required by Florida Department of Management Services.

4. Contact center agents with the flexibility to interact with other Contact Centers.

CXone sees all the individual 'sites' as one large virtual contact center and will route to any site, any agent based upon your routing needs. The ACD features of CXone allow for agent 'groups' to be located across several different sites or a skill to be



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assigned to agents across multiple sites. This allows CXone to route to the most appropriate skill regardless of whether the agent with the skill is in site A, site B or any Site.

Additionally agents are able to see the status of other agents in the platform and are able to directly call or transfer to other agents knowing their status prior to transferring.

5. Redundancy in geographically diverse locations for Multi-tenant Contact Center services.

The CXone platform runs in an Active/Active configuration and is designed for seamless redundancy and failover. The core IP network is connected via a dual SONET ring backbone, (IE. two redundant fiber links). Along with redundant edge routers, core routers, firewalls and VoIP hardware, multiple ISP and diverse toll-free carriers, our network infrastructure provides reliable, stable, service-rich benefits. Geographically diverse data centers (Los Angeles and Dallas), EMEA (Frankfurt and Munich) and Australia (Melbourne and Sydney). High availability design is applied to carriers, networks, hardware and applications.

The CXone system is a true cloud based, Multi-tenant SaaS system. Each customer (or tenant) has a Business Unit (or instance). The Business Units are kept separate for security reasons so there is no reporting functionality that spans multiple tenants. If a customer has multiple Business Units, the CXone Data Download functionality can be used to download the information from each Business Unit. The data from the individual Business Units can be combined using a third party system for reporting purposes. If our customers need separation of information for individual business groups but don't need the separation provided by unique instances, we recommend using separate skills or campaigns for each business group. This separation can be used to provide reporting for individual business groups while still allowing the roll up of all information at the enterprise level. A single report covering multi channels for a business unit can be created at no additional cost. However a single report across multiple 'tenants' is not standard.

6. The ability to offer TDM and VoIP as methods for access to agents.

Yes, NICE inContact offers dedicated TDM, PSTN, VoIP and SIP trunking solutions. Transport can be via Public Internet and MPLS.



CXone uses SIP as the underlying protocol for our VoIP and SIP trunking solutions.

From a PBX layer, CXone is agnostic and can deliver calls via TDM or IP (SIP trunks over public internet or MPLS). Without an existing PBX, CXone supports VoIP, with SRTP and TLS for added security, directly to the agent desktop (with a hardphone or softphone) or WebRTC in the browser. This can be done over the open internet or an MPLS as well.

7. The ability to route calls to PSTN for call termination on Customer provided TDM systems.

As a carrier, NICE inContact fully supports both TDM and IP technology. Implementations can be TDM, VoIP, SIP or a combination.

NICE inContact uses best practices to provide voice services using PSTN/MPLS/VoIP/SIP/PRI which allows for exceptional voice call quality for delivery of calls. With our cloud-based solution, all applications/components of NICE inContact reside in the cloud, providing a seamless solution no matter the number of facilities or the location of your agents.

NICE inContact fully supports the prioritizing and transport of IP communications. The MPLS private network connectivity option allows implicit QoS as only voice traffic at the network level. Additionally, at the hardware level various QoS mechanisms may be implemented such as: priority queuing, traffic shaping, diffserv and marking/policing in order to meet the required quality of service (QOS). NICE inContact monitors call quality data in real-time using Network Time Machine. Upon further discovery with you, NICE inContact will recommend the most efficient methods and provide detailed specifications on any circuit provisioning and/or network connectivity that is required.

8. Supports agents using either a VoIP phone, soft phone (software phone), or other approved device.

CXone can use any communications device with a dialable number. This can be an IP soft phone, an IP hard phone, a PBX phone, a mobile phone or even a home phone. The CXone solution is agnostic to the phone device used. NICE inContact can provide Softphones that are VoIP based, or you may choose to continue to use the telephony infrastructure that exists today.



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9. Soft phones that have minimal impact on existing desktop real estate environment.

Yes, the Agent UI can be run in a minimized state during call to allow full desktop real estate to be utilized by agent.

10. Integrated learning tools and coaching management tools for Customer use.

We provide an optional CXone Quality Management solution that is fully integrated into our CXone ACD/IVR solution. Monitor your agents' performance and give them helpful coaching and training with our Quality Management solution. Capture multi-media customer interactions and quickly score them against pre-defined criteria using our flexible and customizable evaluation forms. Improve employee performance with personalized coaching sessions as well as optionally adding Analytics for deeper insight into your largest call drivers.

11. Support Contact Center functionality within the Customer locations and remote teleworker locations.

CXone provides multi-channel routing to agents located virtually anywhere in the world. At-home agents process interactions such as voice, email, chat or social media alerts via an intuitive web interface to ensure easy maintenance of home computers.

12. No charges for administrative tasks performed by Customer staff.

Being a SaaS (Software as a Service) application the call center administrator can use our administrative functions in our web-based application to very easily Move/Add/Change agents as the administrator sees fit. CXone has been designed to empower our customers to make many changes to their contact center environment themselves with tools such as Studio and Central.

Clients also have the option to use NICE inContact's Professional Services organization for moves, adds, or changes. The choice is up to you.

13. Options for verifying caller identity.

Authentication is typically done via a self-service IVR. When the member calls in, they can be asked to input certain information (e.g., account number, personal ID, or other number) or if the customer database can be triggered from the customer telephone



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number (ANI) then we can use this automatically captured number to provide basic client identification. After we have the ANI or the account number, the CXone platform would verify the number in the system and would then continue on in the authentication, provided the number is valid. The IVR could then ask them any other question for authentication. Typically, we encourage these entry points to be numbers only, rather than letters or words that are used for authentication. After the caller has passed the criteria in the authentication process, they would then be presented to the next available agent for whatever purpose they are calling in for (e.g., press 1 for sales, 2 for service).

Additionally, NICE Voice Biometrics supports passive enrollment, and allows for real-time authentication to remove the hassle of authentication from the customer experience. Using voice biometrics, it combines a full set of technologies, real-time decisioning capabilities and unique know how to automatically verify the callers claimed identity during the first few seconds of every call and, if needed, trigger agent guidance or fraud protection actions.

14. The ability to route calls as required by the Customer.

CXone has the ability to identify callers based on ANI, DNIS or other user defined entries, and provide different prompts or options to callers based on this information. With a method to identify callers defined, CXone has the ability to read from or write database entries on caller activity. CXone can support automated customer / caller interactions that save time and money by allowing agents to focus on callers most in need.

CXone, as part of handling a contact (across any media type) is able to initiate requests to third party systems through our contact flow design tool, Studio, over any number of technologies. Some of the most common methods are via web services, both REST and SOAP can be consumed natively, via direct database queries such as a SELECT or INSERT (using a Windows ODBC DB Connector) or through HTTP URL calls. These requests can be generated at any point in the contact flow. Any data captured from within the IVR (including omnichannel media if applicable) can be delivered to the agent's interface or via a 3rd party solution for a screen pop.

Additionally, by utilizing database dips into your CRM or database, information regarding the customer's value, entitlement or expectations can be utilized in determining the specific call flow for that customer.



15. The ability to integrate with a Customer's end-user's Customer Relationship Management system, as required by the Customer.

NICE inContact is committed to providing integration capabilities that enable customer interaction management centers to leverage the best CRM products together with the industry's best SaaS-based CIM platform. CXone has integrated with over 100 CRM's in the over 2500+ deployments we have done over the past 10 years. We currently provide deep CRM integrations with Salesforce.com and Oracle RightNow. These integrations are built on CXone's CRM integration API.

CXone has a variety of differing methods for integrating with CRMs. Should the CRM in question match our integration qualifications, then CXone can utilize the information to screen pop that information to the agent or even memorialize the call data into a CRM record. The memorialization process will depend on the integration method used and CXone's access given as a result of the integration. If the CRM gives us sufficient access, then we can also screen pop the CRM itself to provide info to the agent and to automate workflows.

7.A.2 Contact Center – Automatic Call Distribution (ACD)

The following are minimum requirements for ACD Contact Center service components:

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.
2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.
3. The ability to manage the creation, modification and deletion of administration of features associated with agents.
4. The ability to force calls to agents.



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5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).
6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.
7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.
8. The ability to route calls to different Customer groups.
9. The ability to force calls to agents without the agent having to signal to receive a call.
10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.
11. The ability for other persons, as appropriate, to listen to a call at any point during a call.
12. Alert when an agent is dropped from the ACD queue.
13. The ability to set thresholds on agent, application, and skillset levels.
14. The ability for a supervisor to log agents out of the Contact Center system.
15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.
16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

Given the statements in this subsection:

1. Describe in detail the proposed automatic call distribution services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]



AT&T Response:**NICE inContact solution:**

1. Multi-channel (omni-channel) routing, basic and advanced call routing, skills-based routing, and call back/virtual queuing.

CXone is a multi-channel or omni-channel platform. An agent could have phone calls, chats, emails, text messages, or work items from a CRM routed to them for handling based upon their skill sets.

Inherent in CXone's skills-based routing system is the ability to provide several skill groups per agent working in a multimedia skill. The skills are created within *Central*, CXone's web-based administration tool. The skills are then assigned to agents. Agents can be assigned multiple skills with various media types.

CXone also provides call/back/virtual queuing.

2. Route and queue incoming contacts from the following communication channels: calls transferred from Interactive Voice Response (IVR), direct dialed toll-free number, chat, email, and social media.

CXone is a dynamic multimedia cloud-based software suite that supports intelligent omni-channel delivery of contacts over various media types, including voice, email, voicemail, chat, SMS and social media CIM.

In addition, CXone supports generic Work Item routing. Work items can be injected into the system using the flexible, easy to use API's. Once the work item is in the system, it is routed, queued and reported on like any other contact. This makes it ideal for integration to new up and coming media channels.

3. The ability to manage the creation, modification and deletion of administration of features associated with agents.

CXone *Central* is the management and reporting tool for CXone that is simple to use and contains wizards to help guide Administrators. CXone Studio is the easy to use, graphical scripting tool for creating and modifying call flows and interactions from all channels. CXone Central facilitates the management of:



Campaigns: An organizational group of skills that can be reported on.

Skills: A category of contact type and agent abilities – sometimes referred to as queues. Agents can be assigned multiple skills based on their abilities. Proficiency grading within each skill can provide additional control in contact routing.

Contacts: A mapping relationship between a specific phone number, email address or internet Chat and a specific script.

Scripts: Are managed within CXone Central but created with CXone Studio. Scripts are media based and define what happens when a new contact arrives. They are your contact flows.

Stations: Represents the physical location where an agent will work and the relationship between the agent's computer and phone.

Teams: A team is any grouping of agents.

Agents: A user login account to CXone. Each agent has a unique Agent ID, a customizable password, a team assignment, and optionally one or more skill assignment(s).

Unavailable Codes: These are optional, customizable reasons that the agents use to indicate why they are unavailable.

Manage Files: Files that are stored within CXone can be managed here. For example, these would include prompts, logged calls, etc.

Manage Ports: Port management allows you to see the number of voice and non-voice ports that are available. A daily graph shows the maximum number of ports used, broken down by half-hour.

My Reports: Allows you to see several real time reports for the day.

Messaging: The agent messaging interface allows you to send a marquee message to be displayed on the CXone Agent console. You can send message to one, some or all agents.

Software Update: This provides the means to download NICE inContact's customers.

4. The ability to force calls to agents.

CXone has the ability to force an agent to receive a call. This process requires custom scripting. Generally speaking, this practice is not part of the best practice methodologies and leads to increased rejected, refused, or



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abandoned calls.

5. The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break codes (when an agent is on break).

After a call is completed an agent is automatically put back into an available state, unless agents have been given a pre-designated amount of time to complete after call work (ACW). ACW can be programmed to occur immediately after each call, or it can be programmed to occur after calls for a particular skill/queue. When the pre-designated amount of time has elapsed, agents can automatically be put back into an available state. If agents are not done with all the tasks associated with their ACW, they can click on unavailable and select the appropriate unavailable code to put themselves back into an unavailable state.

Note: While handling an interaction and before finishing this interaction, the agent will have the ability to set its next status into the system, so that instead of being available to handle the next interaction in queue, the system will turn the agent unavailable at the end of the current interaction.

6. Email routing to agents that are marked as having multiple skill sets, which includes being able to respond to emails.

CXone offers sophisticated skills-based routing. Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level. An incoming contact (voice, email, voicemail, social media CIM and chat, customer SMS response) is then routed to the next available agent with the highest proficiency—regardless of their physical location.

7. Whisper functions for agents, which allows them to communicate with other call center agents without the caller hearing the interaction.

CXone does support one-way agent messaging intended for supervisors to send internal messages directly to the agent user interface.

Additionally, CXone offers the ability for the supervisor to whisper, barge in, or take over the call as needed.



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8. The ability to route calls to different Customer groups.

Routing decisions are made in the cloud using Florida's Department of Management Services established business rules that then determine which group or agent actually receives the call.

9. The ability to force calls to agents without the agent having to signal to receive a call.

Agents do not have to signal to receive a call. The Agent interface communicates to CXone as to whether the user is available or unavailable, and through this interface, allows the agent to execute various tasks such as answering calls, transferring calls, putting calls on hold, conferencing, and managing e-mails, voicemails and chats.

10. The ability to change routing division that allows contacts arriving on specific telephone trunks or by transaction type to be routed and answered by specific groups of agents.

Routing of an inbound contact may have several factors utilized in how and where a contact is delivered to the best target. Factors external to CXone (DNIS and ANI) are two initial factors. Once "inside" CXone, the contact may be analyzed by factors that are incorporated into the routing scheme that was configured in Studio based on factors generated by conditions within CXone (all agents busy, heavy call volume, etc.) or factors that are obtained by investigation of corporate databases (most favored client as identified by DNIS, ANI, caller entered data gathered along the routing path), and the availability of the best skilled agent at that moment.

11. The ability for other persons, as appropriate, to listen to a call at any point during a call.

Supervisors will have seamless visibility to the agents, whether remote or on-site using the Supervisor interface and other associated dashboards and real-time reporting widgets.

Supervisors have the ability to monitor, whisper coach, barge agent and takeover conversations once they have established a connection to the agent leg from the MAX supervisor interface. They can sort agents by teams.



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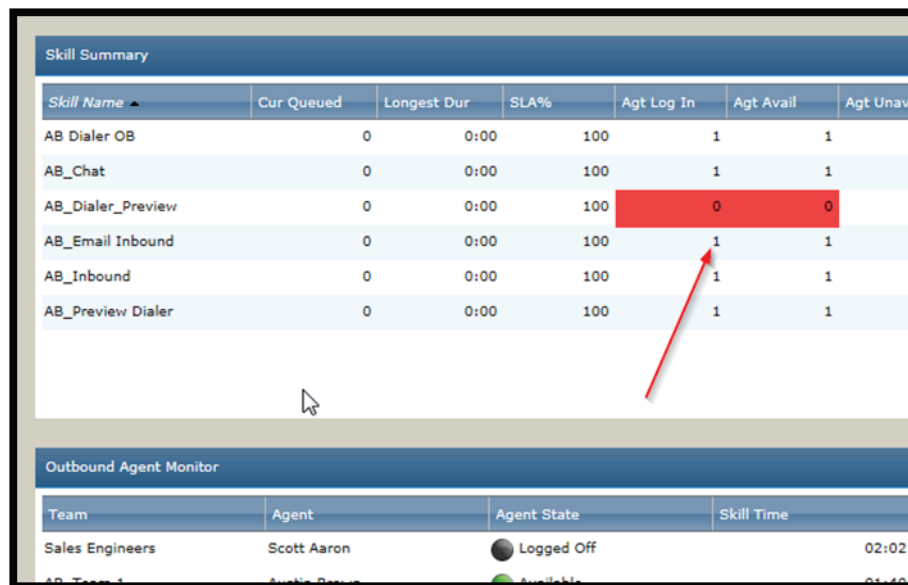
Other persons with appropriate 'permissions' could listen to calls.

12. Alert when an agent is dropped from the ACD queue.

Within the Real Time Dashboard, visual thresholds can be created so a supervisor with the necessary permissions can view when service level is impacted.

CXone has the ability to send alerts, when certain thresholds are met. Some of those thresholds would be size of the queue, time of the queue, agents logged into the queue, and voice port capacity. Alerts can be sent via email, outbound phone call, push notification, toast message to agent desktop (with audible alert), zip tone or whisper to an agent headset, etc.

CXone's real time dashboards allow the user to customize each dashboard to set threshold limits on some of the metrics. If the metric triggers the threshold alerts can be sent.



Skill Summary						
Skill Name ▲	Cur Queued	Longest Dur	SLA%	Agt Log In	Agt Avail	Agt Unav
AB Dialer OB	0	0:00	100	1	1	
AB_Chat	0	0:00	100	1	1	
AB_Dialer_Preview	0	0:00	100	0	0	
AB_Email Inbound	0	0:00	100	1	1	
AB_Inbound	0	0:00	100	1	1	
AB_Preview Dialer	0	0:00	100	1	1	

Outbound Agent Monitor			
Team	Agent	Agent State	Skill Time
Sales Engineers	Scott Aaron	Logged Off	02:02:10
AD Team 1	Austin Brown	Available	01:49:10

13. The ability to set thresholds on agent, application, and skillset levels.

CXone supports a threshold where additional callers overflow to another call center within the same organization, another skill group, a second call center, voicemail box or external telephone number. The routing decision can be

based on expected wait times in the queue, or other parameters that are dictated by your business requirements.

Within each contact flow you will have the ability to define unique routing logic based on custom business rules. The system can be configured in a way to personalize the experience of each and every contact. Dynamically. For example, targeted messaging, music on hold, priority, acceleration, target agent rerouting, etc. In addition, you can enable or disable certain functions of the IVR. Such as, offering a customer the ability to leave a voicemail, schedule a callback, virtual hold, removing an IVR menu, etc. Please note voice mails can have associated SLAs and can be routed to either a specific agent or a group of agents

CXone can route calls based on wait times in the queue to different destinations. Furthermore, CXone can re-route the call to a different skill or agent should the wait time exceed a pre-defined threshold, giving you flexibility in maintaining the prescribed service levels.

14. The ability for a supervisor to log agents out of the Contact Center system.

Contact center supervisors have the ability to force the log out of an agent. This is typically happens when the agent has left his post without logging out of the Agent. Force Log Out allows the supervisor, whether connected or not, to log out an agent in their list. When the supervisor hovers over a row in the agent list, the Force Log Out button will appear on the right-hand side of the interface. When the supervisor clicks the Force Log Out button, they will receive a validation message "Are you sure you want to force log out this agent?" and they can choose to force log out the agent or cancel the process.

15. The ability to automate interactions with callers based upon Customer defined business rules and requirements.

CXone supports a universal queue, which allows your business rules to determine which contact is most important and should be delivered at any given time.

Adding in Workforce Intelligence to apply your business rules for 'What If' scenarios allows your contact center to be pro-active if you have higher than normal call volumes (Rule can be set to add additional agents to a skill if this



occurs, for example).

With CXone, each channel can have a single queue / skill or multiple queues / skills. For example, with Phone skills, there could be a single skill per channel or there could be multiple skills per channel. Each Priority Management within CXone Skills (inbound or outbound) allows different contacts to move more quickly through a queue and reach an agent. A value is initially assigned to a contact, then added to as the contact waits in queue. The higher the value a contact has, the sooner it will be connected to an agent.

An example would be a Gold member versus a regular customer. The Gold member would have a greater initial priority or a greater acceleration. This would cause the Gold member to be connected to an agent sooner than a regular customer that started with a lower initial priority.

As a result of priority management, managers have the ability to better manage agent utilization through the CXone system. For example, if agents have the ability to handle both inbound and outbound calls, the system can ensure these agents are being used as efficiently as possible. Therefore, as inbound volume exceeds available resources, the system will help the manager leverage the properly-skilled outbound agents. Based on pre-defined priorities, the system will deliver the highest priority work to the agents available to take a call.

Contact Priority can be set on a skill level (statically) or dynamically set on a per-contact basis in real-time by leveraging business rules defined. For example, when a contact comes into the platform perform a data dip to a backend system to determine the value of the contact and dynamically assign a priority to the contact. Another example would be to analyze an inbound email for sentiment and dynamically set a priority.

16. The ability to place calls in a virtual queue and return the call when an agent is available, also referred to as virtual hold.

CXone supports prompting a caller to confirm or enter a number in which to be called back at, along with an extension at predefined intervals while in queue. The callback also maintains the caller's place in queue and will reach out to the caller when the agent becomes available. Callbacks can be scheduled in scripting via a CXone *Studio* action called Promise Keeper.



Callbacks can also be configured to be delayed, so an agent can review the account prior to the system automatically dialing the callback number. International numbers for callbacks are also supported.

7.A.3 Contact Center – Auto-Attendant and Interactive Voice Response

The following are minimum requirements for IVR components:

1. Automated speech recognition and text-to-speech, for multiple language.
2. Supports DTMF.
3. A call back/virtual queuing capability.
4. The ability to integrate with Customer applications and database systems.
5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.
6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.
7. Timely changes to IVR scripting functionality.
8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.
9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages



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10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.
11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/ recall.
12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.
13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

Given the statements in this subsection:

1. Describe in detail the proposed Auto-Attendant and IVR services and features addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

NICE inContact solution:

1. Automated speech recognition and text-to-speech, for multiple language.

In presenting announcements, menus, prompts, etc., CXone is language agnostic. Announcements can be built and recorded in English, Spanish, German or any other language that NICE inContact's customers would want. There's no limit on the way in which menus or announcements are recorded. For example, a menu could have an English prompt to #1, a Spanish language prompt to #2 and a Japanese prompt to #3.

For ASR requirements, CXone supports the following languages via Nuance for directed-dialogue speech recognition:

US Clusters

- English
- American Spanish

European Clusters



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- German
- English - Great Britain
- Castilian Spanish
- French
- Italian

For TTS, NICE inContact uses the Acapela TTS solution :

Current TTS Language Support:

- UK English
- Swedish
- German
- Italian
- French

2. Supports DTMF.

Yes the IVR supports DTMF and Speech recognition entry (customer call to CXone) as well as the ability for the agent to pass DTMF tones from the agent interface. If speech recognition is not interpreting the caller correctly, it can be configured to revert to DTMF only.

3. A call back/virtual queuing capability.

CXone enables you to enhance your customer's experience by providing an option called Callback. CXone's callback function offers callers a virtual queue position where CXone can prompt the caller to validate their call back number and allow the caller to hang up, while retaining their place in queue. When the caller's position reaches the front of the queue and an agent becomes available, the agent is presented a call that is automatically placed to the caller at the number they've provided. This allows your caller to continue with their day while waiting for the call back, and saves on your long distance charges.

4. The ability to integrate with Customer applications and database systems.

The CXone platform, as part of handling a contact (across any media type) is



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able to initiate requests to third party systems through our contact flow design tool, Studio, over any number of technologies. Some of the most common methods are via web services, both REST and SOAP can be consumed natively, via direct database queries such as a SELECT or INSERT or through HTTP URL calls. These requests can be generated at any point in the contact flow. Any data captured from within the IVR (including omnichannel media if applicable) can be delivered to the agent's interface or via a 3rd party solution for a screen pop.

Additionally, by utilizing database dips into your CRM or database, information regarding the customer's value, entitlement or expectations can be utilized in determining the specific call flow for that customer.

5. Set up, support, operate, and maintain the IVR system and related call routing/mapping logic. This includes caller menu selections, all voice message scripts, prompts, and intelligent call routing or routing to call queues/agencies based on type or characteristics of inbound call.

CXone Studio our rapid application development tool has a visual drag-and-drop programming interface for creating or modifying contact handling processes. Using this tool custom IVR and skills-based routing applications can be created. Entire contact handling processes can be built that does everything from check for menu options and play a specific message, to asking the caller for some kind of identifier input in order to more intelligently process the call. CXone Studio is the starting point for creating the user application. CXone Studio accesses your scripts/call flows via the internet.

NICE inContact encourages our customers to become fully trained in the administration of its software. There are various training opportunities which would allow a customer to become proficient in both the administration of the platform as well as the development and/or modification of contact flows or "scripts" as they are referred to in our terminology. It is in NICE inContact's best interest to make our customers as self-sufficient as possible.

6. The ability to make changes to the IVR system on a regular basis as required or as requested by Customer.

Through Studio you will be able to administer the IVR system remotely, and will be able to record and change prompts, commands and messaging, and



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make ad hoc changes as needed.

Studio is the same tool that NICE inContact's own Professional Services consultants use to create IVR solutions for our customers. The full Studio solution is made available to our customers. In developing Studio, measures were taken to enable the creator of any IVR flow to debug, validate (script errors, actions, variables, dependencies), test, and even revert back to a previous flow. Should a change be made to a production IVR script and it causes a result that the scripter really didn't want, they can immediately revert back to the previous IVR script.

7. Timely changes to IVR scripting functionality.

Yes. CXone Studio, our call flow design tool, supports a drag and drop environment of pre-programmed widgets to allow for easy changes and additions to the IVR. In depth changes made at a developer level can be made through the use of Professional Services, or your own internal team. This gives you access to make, easy non-developmental changes and sweeping deep dive developer changes all in one platform.

8. The ability to create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

The CXone platform is designed to allow our customers the ability to make real-time changes to the platform. When a "change" is "saved" it is immediately available for the next contact. Messages can be pre-recorded/staged or created on the fly.

The combination of CXone's flexible IVR and Studio interface will allows users to easily build a library of pre-recorded messages which can then be chosen from a menu and played when appropriate. These recordings can be applied to specific phone numbers and/or options chosen in the IVR (i.e. "Press 1 for Operating Hours", "Press 2 for Show Times", etc.). This will provide the most natural sounding message, yet still allow the management (even those that are not traditional contact center managers) the ability to quickly change what is being played, dynamically and remotely. It should be noted that there is an ability to have numbers (for times, money, etc.) read by the system, and while an automated voice, it would not be for the entire



message. This is often an acceptable experience for customers.

Audio files can also be created separate from the CXone platform and uploaded by simply navigating to the files location with Studio's file browser.

9. The ability to establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after hours emergency messages

Being a SaaS (Software as a Service) application the call center administrator can use our administrative functions in our web-based application to very easily Move/Add/Change agents as the administrator sees fit. CXone has been designed to empower our customers to make many changes to their contact center environment themselves with tools such as Studio and Central.

Clients also have the option to use NICE inContact's Professional Services organization for moves, adds, or changes. The choice is up to you.

There are two types of changes: "script specific" and system wide. System wide changes are deployed via system upgrades, and as such are made available to all NICE inContact clients at "no charge" as these services are included as part of the monthly usage fees. Feature enhancements are gathered by a variety of methods: (customer requests, evaluation of competitive solutions and market forces. All feature changes are approved by a "change control panel" within NICE inContact that is comprised of representative from all customer facing departments within the firm.

NICE inContact customers have a wide latitude in implementing new "functionality" within a customer specific script by implementing features within the "Studio" scripting tool. If you do not feel comfortable performing a CXone script modification, a NICE inContact Support Representative will engage the services of an NICE inContact Sales Engineer and, in concert with you, will develop a Business Requirements Document that will detail the changes being requested. This document will be reviewed by you; a cost estimate will be developed and the necessary modifications will be made, tested, and implemented into your call scripting.

10. The ability to make emergency (short notice) changes in the IVR systems to address business problems, service issues, outages, or to other items that may impact contact volumes.



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Florida Department of Management Services will have the ability to develop call flows for the various scenarios expected including holidays, and disasters or emergencies. The call flows can contain pre-recorded messages and alternate routing based on the situation encountered.

In addition, within CXone Central ACD, supervisors (or individuals with the permitted permissions) are able to apply override branches such as weather, meeting, emergency or other to the hours of operations profiles.

11. Twenty-four hours a day, 365 days of the year automated IVR support, including retrieval/recall.

Administration of CXone is accomplished through the use of a browser-based application known as CXone Central and a client that works through your internet connection, known as CXone Studio. These applications can be accessed regardless of location, 24x7x365, and provide complete control of your CXone Business Unit. All user/routing/admin/reporting activities are through the Central point of administration.

12. The capability for Customers to update their own recorded messages and route messages without needing to contact the Contractor.

As stated previously, being a SaaS (Software as a Service) application the call center administrator can use our administrative functions in our web-based application to very easily Move/Add/Change agents as the administrator sees fit. CXone has been designed to empower our customers to make many changes to their contact center environment themselves with tools such as Studio and Central.

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13. A redundancy capability to an alternate system during a storm / disaster event including alternative messaging, remote phone capability, etc.

NICE inContact maintains a redundancy level for CXone that includes, but not limited to, servers, power systems, communications ports, databases, and other key components. If one element suffers a failure, the level of redundancy affords that, through load sharing, a customer does not have all of their critical components (ports, data storage devices, etc.) located on a single device, but spread over several devices to minimize the effect of a service outage of a single component. The system is distributed and mirrored across multiple sites and run in an active/active configuration with stateful replication.

Many NICE inContact customers have worked with us to develop emergency notification processes. These processes notify them when queuing becomes excessive, no agents are signed in, when database issues arise, etc. This notification can be done electronically (email) or via the phone. When an emergency arises the plan can be put into action automatically.

7.A.4 Contact Center - Reporting and Analytics

The following are minimum requirements for Reporting and Analytics components:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real- time industry standard call metrics.



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2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.
3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.
4. Defines, builds, and runs custom reports supporting Contractor's business requirements.
5. Real-time access to reporting systems, restricted by access authentication.
6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.
7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.
8. Changes reporting metric requirements for agents in different skillsets (agent groupings).
9. Displays a prompt/message on agent desktop.
10. Performs call surveys to initiate, collect, and track information.
11. Provides an agent report that tracks the entire agency call flow for any single call.
12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.
13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center reporting and analytics services addressing the minimum requirements listed above.

[Enter the response here - As needed to provide a complete response]



AT&T Response:

NICE inContact solution:

1. Industry standard reporting and analytics for system, agents, ACD and IVR, including real-time industry standard call metrics.

CXone tracks 270 metrics and provides over 40 standard reports; standard reports are customizable. In addition, CXone provides 15 real-time reporting modules, which can be customized, as well as around 50 raw reports. CXone has also made its reporting platform open via our API framework which contains dozens of additional reports. CXone allows organizations to create an unlimited number of custom reports using the extensive array of available metrics.

CXone provides a data dictionary of all the metrics and their descriptions tracked on the CXone platform.

The data dictionary provides details about every data attribute and metric available in the CXone analytics suite of features and products. With this topic, you can determine the definition of a particular attribute or metric, its calculation if applicable, and details about where to find it and how to use it.

2. Baseline, canned, ad hoc, historical and real-time reports supported by Dashboards with graphs and charts.

Several pre-built reports can be displayed as graphs or charts .

CXone provides extremely robust reporting tools (e.g. Dashboards, CXone Central Prebuilt Reports, Custom Reporting, Data Download and Direct Data Access) which not only gives customers access to the raw data, but the analytical tools designed to empower the customer with insight into the contact center data as they have never had before. These tools are fully integrated into the CXone solution.

Reports are permissions-based, so only the reports the person is authorized to view are displayed. We have standardized reports, and reports that you can configure on-the-fly. We have a rich selection of real time, historical, standardized, and ad hoc options available. Since CXone *Central* is a browser-based client, they're available on any internet-connected computer.



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Real-Time reports (widgets) display in real-time the data about agents, the states the agents are in, the number of agents who are in the different states, detailed information about contacts, and current queue information. Real time reporting is available within CXone Central. These reports are always run in real-time and are updated from the Internet every five to seven seconds.

The following is a list of the available real-time widgets:

- Agent Count by State
- Agent Counter
- Agent List
- Agent Zoom
- Contact List
- Contact Zoom
- Contact States by Skill
- Queue Counter
- Queue Trend
- Service Level
- Skill Summary
- Outbound Agent Performance (Personal Connection)

Widgets can be added to a dashboard and then customized based on its report settings. This enables many combinations of data choices based on your call center setup (Campaigns, Skills, Agents, Teams, etc.) for each widget type.

Historical Widgets use your dashboard to display valuable historical data, which is available in the Data Warehouse every five minutes. Historical widgets enable you to select a date range and generate the data for that date range.

The following is a list of the historical widgets:

- Agent Performance
- Agent Performance by Hour
- Other State Statistics
- Unavailable Statistics
- Agent WFO Performance

With regards to reporting visualization preferences, any of this data can be exported to an external reporting tool. This could include NICE inContact's



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Advanced Performance Management solution (inView), use of Direct Data Access for integration to MS Excel Pivot Tables, other BI Platforms such as Tableau, Domo, etc.

3. Supports wallboard displays in the contact center for Dashboard performance metrics including displays of calls answered, emails answered, service levels, call abandon rates, calls waiting, call hold times, view all agents' statuses, and banner messages.

CXone provides Real Time Dashboards that can be displayed on wallboards/contact center walls, supervisor & agent displays, or anywhere that is needed with appropriate web access. The dashboards can be customized to display historical or real-time data and can be filtered by team or skill to display any of the information that is pertained to the viewer(s). CXone also has flexible, REST APIs that can be consumed to feed directly into wallboards, desktop widgets, and OLAP cubes, if applicable.

Additionally, through the inView solution NICE inContact provides the ability to create wallboards showing data from NICE inContact, but also data pulled from other third-party applications such as CRMs. This capability allows managers to truly understand what is occurring in their call center in real-time.

4. Defines, builds, and runs custom reports supporting Contractor's business requirements.

CXone provides extremely robust reporting tools (e.g. CXone Central, Custom Reporting Data Download and Direct Data Access) which not only gives customers access to the raw data, but the analytical tools designed to empower the customer with insight into the contact center data as they have never had before. These tools are fully integrated into the CXone solution. Central Reports allows business users to run real-time and historical reports on key metrics important for their contact center operation. These analytics tools are part of the default core platform and are fully customizable.

Custom Reporting is CXone's primary tool for ad-hoc reporting today, allowing customers to determine which filters to use and which metrics from those available that they would like to add to the report output. Additionally, Custom Reporting offers interval reporting, allowing a client to view metrics



and performance down to the 15-minute interval making it possible to optimize their contact center operations.

Data download is the primary method for accessing detail data today. These are most often used by data analysts to create custom reporting outside of the CXone platform. These custom reports may also involve the blending of data with that originating from other third-party sources. It is also used as a primary method of performing user-initiated localized backups.

5. Real-time access to reporting systems, restricted by access authentication.

Yes, CXone provides granular security access. There are various permission levels within CXone. Administrators, Agents, Supervisors and Managers can be given access to data for certain teams or campaigns as well as be restricted from that data. A security profile tells the system what a user is allowed to see and do and what they are not allowed to see and do. The real strength of the security profile, however, is that you can apply it to many users. For example, if you have data that you do not want to be seen by a certain group in your organization, then you can create a security profile that prevents that group of users from seeing or using that data. Administrators can be very granular in regards to who is granted access to what areas, modules and reports.

6. Enhanced correlation of reporting, optimization, and forecasting of key performance indicators.

Custom Reporting provides for not only ad hoc reports on over 200 metrics that you select for you reports, but definitions and formulas for computation of the metric are available when the user hovers over the question mark icon.

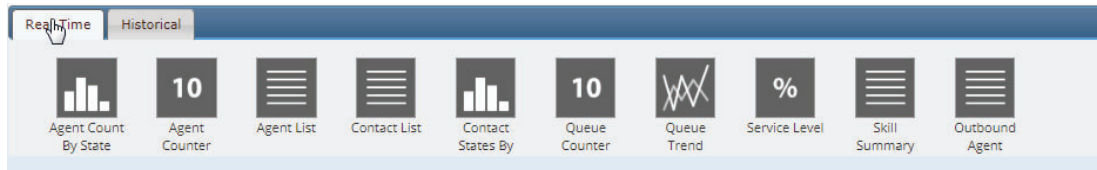
The inView performance dashboard solution aggregates your businesses KPIs into a consolidated, integrated solution. With real-time, personalized performance data you can identify correlations easily across data sets, take action with proactive problem notifications to supervisors via automated alerts, foster empowerment and focus with customized employee dashboards, and reduce operating costs through maximum visibility. There are no limitations on KPI measurements, including the ability to create global performance scores using weighted KPIs for a unified performance score.



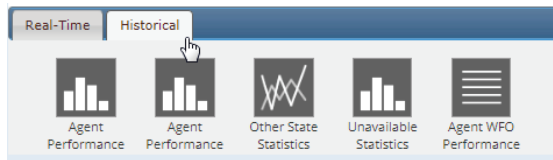
7. Customer views of their individual call metrics (real-time, historical, and baseline) on their desktop.

Widgets can be added to a dashboard and then customized based on its report settings. This enables many combinations of data choices based on your call center setup (Campaigns, Skills, Agents, Teams, etc.) for each widget type. Historical Widgets use your dashboard to display valuable historical data, which is available in the Data Warehouse every five minutes. Historical widgets enable you to select a date range and generate the data for that date range.

CXone's Real Time Dashboard is accessed via a web browser. Various Real Time and Historical widgets can be added to a view and customized per the requirements of the Creator. Real Time widgets include:



and Historical:



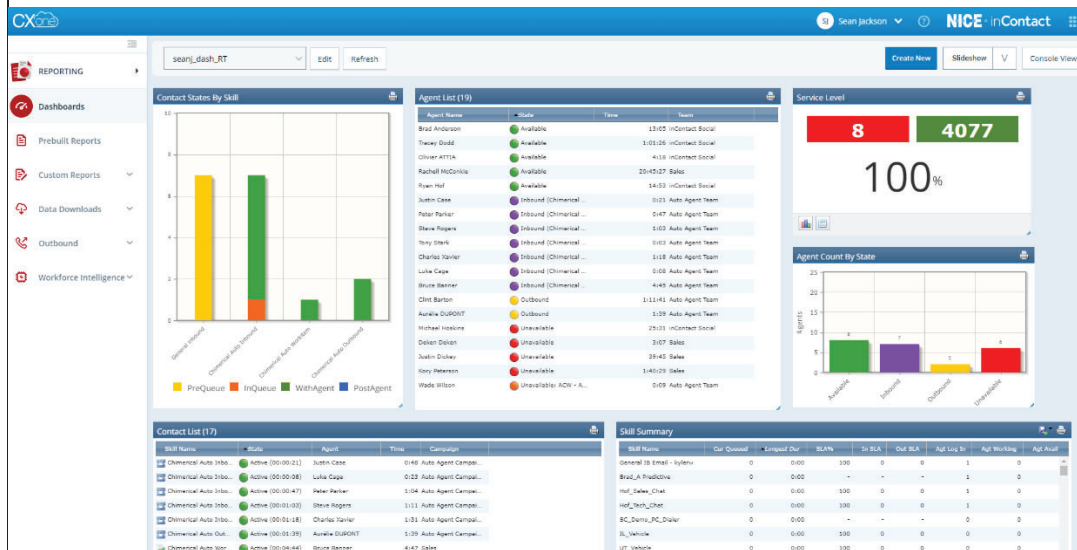
The creator of the dashboard views can share their dashboards with other team members by selecting the option to 'share' when editing or creating the dashboard. Once a dashboard is shared, everyone in your organization with access to the dashboard will be able to view (but not edit) the shared dashboard. Only the creator of the dashboard can edit the shared dashboard.

For clients that want to display their information to the whole call center, we provide the option of using a customer provided large wall-mounted monitor that displays the CXone real time reporting information that is important to the call center staff and agents. This method provides the same, or better, data as would typically be displayed on a wallboard. Here is an example of a



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real time dashboard:



8. Changes reporting metric requirements for agents in different skillsets (agent groupings).

CXone reporting allows you to pull for specific teams, agents, groups, skills for selected periods of time. This will give you access to your data when you need it. Further, as a permissions-based solution, CXone reporting can be configured so that specific supervisors only have access to relevant data, such as teams, groups, locations, etc.

9. Displays a prompt/message on agent desktop.

Metrics can be displayed on the agent desktop. Also, a call center supervisor can communicate to the agent using the marquee available through the CXone Agent application. The Supervisor would have the ability to send a text message to the agent to pass the necessary information. Marquee messages can be sent to individual agents, to groups of agents by skill / team, or to all agents.

10. Performs call surveys to initiate, collect, and track information.

We provide an optional Feedback Management solution. Surveys are built within the platform within minutes for any channel- email, SMS, IVR, web pop-up/slider, In-App, chat. You can take advantage of one of our pre-built

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relationship or transactional survey templates, and questions can be clicked and dragged into surveys from our certified question bank right within the survey builder. Our questions are designed to collect all CX measurements that are important to your business- NPS, CES, CSAT, eNPS, etc. We pride ourselves in providing our customers with self-service capabilities and flexibility, while also bringing industry expertise to your program. Your designated Technical Account Manager will be your source of ongoing guidance and will ensure your program is built with best practices, including the setup of your initial surveys.

11. Provides an agent report that tracks the entire agency call flow for any single call.

CXone provides a reporting solution that is a centralized, standardized repository for data including all interactions types (voice, email, voicemail, SMS, chat, social media, and work item routings.)

All reporting and dashboards have been updated to reflect customer sessions that include multiple simultaneous channels and agents that handle multiple customers across channels – providing true reporting on the omni channel customer experience and the productivity of agents

CXone provides reporting on all calls from cradle to grave. This begins the moment the caller connects to the IVR down to the millisecond. For example, the Date/Time a call enters the IVR, how long they're in the IVR, Options they selected, where the call was routed and time to route, Queue Time Ring Time, Agent Talk Time, Hold Time, Call End Date/Time, After Call Work Time.

This would also include any transfers including the above details. Once the call is transferred to a 3rd party outside of the CXone ACD platform the call will no longer be tracked by the ACD.

The benefits of our multi-channel reporting solution, is that all contacts can be viewed on a holistic basis giving perfect visibility into customer interactions and trends. This will allow you to make better decisions on how to handle each media type and plan for future interactions for each customer.

Each omni channel interaction that involves "one conversation" via multiple channels (a chat which is elevated to a phone call and/or an email) is reported



on using a MasterID and child IDs that allow us to view the interaction as ONE. Simultaneous interactions with different customers using the same or different media types are all listed as separate interactions and are reported as such.

12. Reporting system and business intelligence application will be able to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior.

CXone provides over 40 standard reports and each standard report is customizable. In addition, CXone provides 15 Real Time Reporting Modules, which can be customized. CXone also provides Raw Data reports, of which there are around 50 reports. CXone has also made its reporting platform open via our API Framework. The Framework contains dozens more reports.

CXone allows Florida Department of Management Services to custom create an unlimited # of custom reports. Of which, there are over 200 Call Center Metrics available when to choose from when creating the custom report.

Note: There is a Data Dictionary for the call center metrics available in the help section of the platform. The Data Dictionary not only includes a verbal description of the metric, but it also provides the mathematical equation used to calculate the metric. This provides greater clarity into the metric.

Our optional CXone inView® Performance Management module provides cloud based performance management, dashboards, data analysis, and business intelligence. The inView performance dashboard solution aggregates your businesses KPIs into a consolidated, integrated solution, with real-time, personalized performance data you can identify correlations easily across data sets, take action with proactive notifications to supervisors, foster empowerment and focus with customized dashboards, and reduce operating costs through maximum visibility.

13. Exports raw data and analytic data from Contact Center for Customer use for a minimum of twelve (12) months, or longer if requested by Customer.

CXone supports automated data export via web services along with automated scheduled delivery of reporting data, for data warehousing. Through the reporting tool scheduler within CXone's Central, Florida Department of Management Services will have the ability to customize



reports based on their needs and have the reports scheduled based on their data needs for frequency as well as output desired.

CXone retains data for 25 Months. Contact Centers needing to retain the data for longer periods of time can export the data out to their own external database.

7.A.5 Contact Center Recording

The following are minimum requirements:

1. Capability for a minimum of 25% random call recording with screen capture per agent per day.
2. Online storage to hold at least thirty (30) days of recording per agent. When a Customer orders additional retention services from the Contractor, the Customer shall have the capability to classify a record and designate the timeframe for retention of such a record based on its classification. Contractor must confirm with the Customer the retention period for the applicable record prior to any deletion of the recording by the Contractor.
3. An interface to archive recording to Customer provided storage.
4. A method for appropriately adjusting monthly online storage needs.
5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.
6. The ability to record one agent during a workday and not impact the 25% random call recording time.
7. The ability to listen to recorded calls from any location via web based call recording.
8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.
9. The ability for an agent to initiate recording their own call.



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10. The ability to search recordings by filters.

11. The ability to manage Contact Center recordings on an agent by agent basis.

12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center Call Recording services addressing the minimum requirements above.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

NICE inContact solution:

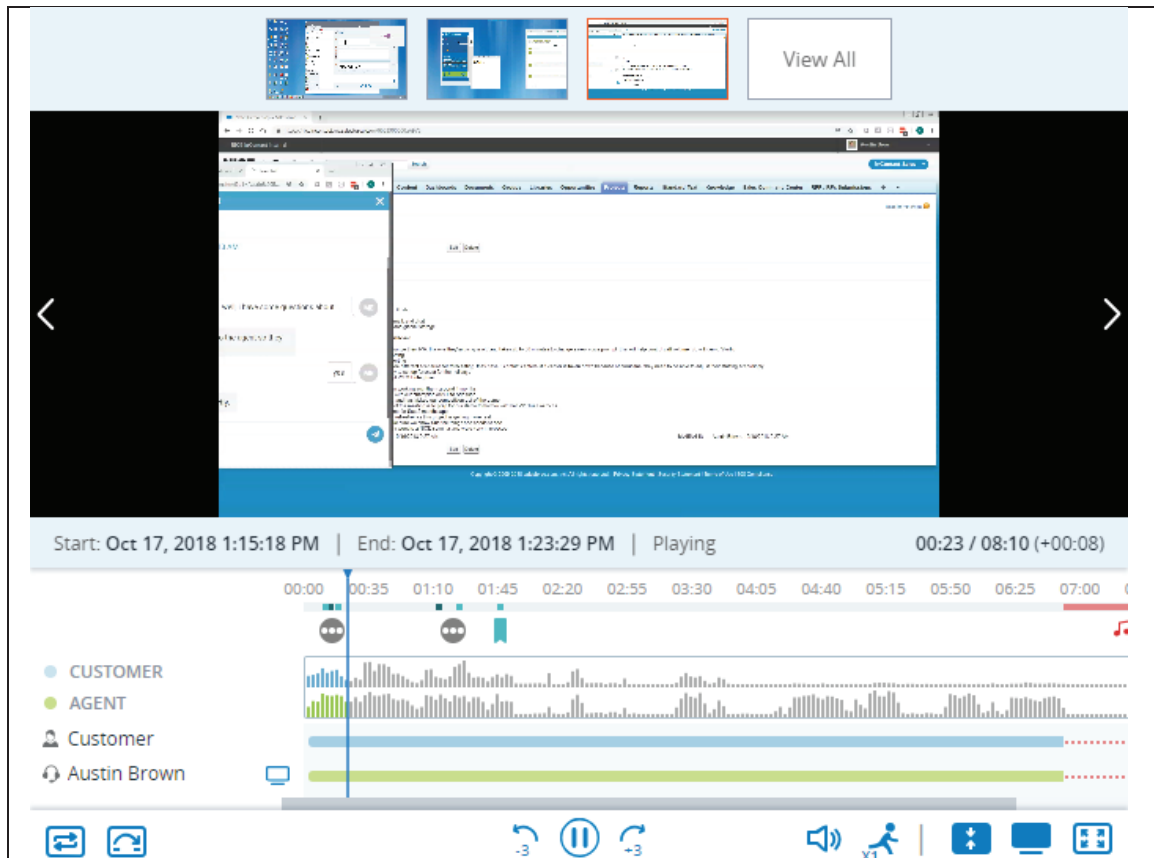
1. Capability for a minimum of 25% random call recording with screen capture per agent per day.

CXone Quality Management can be configured to record 100% of the voice and screen recordings for incoming, outgoing, and agent to agent calls. The screen capture recording length can be pre-set. It can be set to continue to record screen capture 5, 10 or ...X minutes after the interaction with the customer has completed.

Our QM tool provides for monitoring of live calls to include live screen monitoring



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- Online storage to hold at least thirty (30) days of recording per agent.

Within the CXone QM Enterprise solution, the data retention for voice and screen recordings is currently defaulted to 90 days.

If needed, audio recordings can also be set up to record in the ACD. NICE inContact Cloud Storage Services allow you to set up and manage both active and long-term cloud storage for audio call recordings. Active file storage provides immediate access to files, while long-term storage requires a retrieval process which makes files available to you in 3-5 hours. Retention times for file storage is determined by customer requirements. Secure External Access (SEA) allows you to securely retrieve files from Active Storage so that you can save them on your own server. Files are automatically deleted from the SEA bucket after 30 days, but you can manually delete them sooner. Once your system is configured to use NICE inContact Cloud Storage Services, you can

manage your active and long-term file storage settings and rules in Central. Please note that additional storage fees will apply.

3. An interface to archive recording to Customer provided storage.

As stated above, currently QM recordings are stored by default for 90 days.

If needed, audio recordings can also be set up to record in the ACD. NICE inContact Cloud Storage Services allow you to set up and manage both active and long-term cloud storage for audio call recordings. Active file storage provides immediate access to files, while long-term storage requires a retrieval process which makes files available to you in 3-5 hours. Retention times for file storage is determined by customer requirements. Secure External Access (SEA) allows you to securely retrieve files from Active Storage so that you can save them on your own server. Files are automatically deleted from the SEA bucket after 30 days, but you can manually delete them sooner. Once your system is configured to use NICE inContact Cloud Storage Services, you can manage your active and long-term file storage settings and rules in Central. Please note that additional storage fees will apply.

4. A method for appropriately adjusting monthly online storage needs.

See above.

5. The ability for a supervisor to join (barge in) a call to coach, conference, or take over a call and record it.

CXone enables supervisors to conduct live monitoring, coaching, agent assistance (barge) or supervisor takeover of calls from any location. These functions (monitor, coach, barge and takeover) are permission based so that certain users or roles will have the appropriate access that your business rules determines.

6. The ability to record one agent during a workday and not impact the 25% random call recording time.

Recordings can be configured with business rules to be configured by queues, groups, percentage of calls or pre-determined by your business processes.

7. The ability to listen to recorded calls from any location via web based call recording.

Supervisors and Managers will have real-time access to the Quality Management platform from their web based Administration access.



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8. The ability to email downloaded recordings, and ensure the emails and attached documents are maintained in accordance with the appropriate State and Federal standards for information security.

CXone has the ability to meet this requirement.

9. The ability for an agent to initiate recording their own call.

CXone has the ability to provide on-demand call recordings, meaning the call recording can be initiated manually by the agent. This allows your agents to start a recording at any point in during the conversation. Initiating the recording mid conversation will not record the beginning portion prior to the manual starting of the recording.

10. The ability to search recordings by filters.

CXone's Central, the administrative application, provides the ability to search for recordings by unique call identifier (ContactID), date, call, Media type, Skill, Agent, Team, Scored, DNIS, ANI, Logged/Recorded, Scored (if using QM) or Refused, and replay the recorded .wav or .wma file of the call.

11. The ability to manage Contact Center recordings on an agent by agent basis.

The solution can be configured to record 100% of the voice and screen recordings for incoming, outgoing, and agent to agent calls. The screen capture recording length can be pre-set. It can be set to continue to record screen capture 5, 10 or ...X minutes after the interaction with the customer has completed.

Our QM tool provides for monitoring of live calls to include live screen monitoring

Agents, as well as supervisors, have the ability to start a voice recording on demand by using the record button on the Agent interface. If this is not desired, contact recording can be managed via CXone scripting to ensure certain calls are always recorded.

Alternatively Supervisors can use Agent Zoom from the Dashboard to Monitor, record or logout an agent that has left for the day.



12. The ability to designate, per agent, the frequency of recording calls, up to 100%.

Please see response to item 11 above.

7.A.6 Contact Center – Workforce Management

Contractor will be responsible for managing the workforce for the Contact Center. The following are minimum requirements for management of call center agents:

1. Workforce management, including scheduling and agent training.
2. Monitoring the effectiveness of the call center.

Given the statements in this subsection:

1. Describe in detail the proposed call center workforce management offerings addressing the minimum requirements above.
2. Indicate whether Respondent's proposed monitoring can provide:
 - a. The ability to review and analyze data of caller interactions with agents.
 - b. The ability to leverage call data to adjust scheduling of agent shift assignments.
 - c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.
 - d. The ability to create role based score cards with key performance indicators.
 - e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.
 - f. Options for agent training.

[Enter the response here - As needed to provide a complete response]



AT&T Response:**NICE inContact solution:****1. Workforce management, including scheduling and agent training.**

CXone WFM Enterprise is a contact center solution that enables easy and efficient agent scheduling. It allows you to staff the right people, with the right skills, at the right time of day.

The WFM solution delivers:

- Single- and multi-skill forecasting
- Accurately forecast customer demand
- Make real-time decisions with real-time visibility into staffing and call volumes
- Intraday management
- Agent scheduling
- Time off management
- Rules based configuration for agent schedule change requests (both manual and automated)
- Scheduling of WFM reports
- Agent Webstation interface
- Supervisor Webstation interface

We've designed an intuitive, user-friendly workforce management tool that's fully integrated with our Workforce Optimization suite, facilitating the sharing of data among components and providing a comprehensive view of your entire contact center operation.

CXone Workforce Management is fully integrated with the CXone Platform. Our offering combines two Market Leaders into one complete solution. This integration includes data synchronization from the ACD/IVR to minimize administrative tasks and includes out-of-the-box data feeds for Real-time-Adherence and historical data. The integration is bi-directional, to allow data to flow from WFM back into the CXone Platform. For example, allowing



agents to view their work schedules or receive alerts on shift changes.

2. Monitoring the effectiveness of the call center.

CXone Workforce Management enables achievement in balance of employee needs, customer satisfaction, and cost containment by ensuring the right agents with the right skills are available at the right time. By matching customer demand to your scheduled workforce, CXone's call center workforce management system assists you in creating the best-case staffing scenario, and ensuring adherence with real-time visibility into staffing and call volumes.

Indicate whether Respondent's proposed monitoring can provide:

a. The ability to review and analyze data of caller interactions with agents.

Quality Management (QM) and QM Analytics provide flexible tools that help you monitor and improve agent performance. The system offers the ability to define different recording rules video, voice, chat, email, etc. For example, you may want to record 100% of voice recordings, but only 50% of screen recordings. Additionally, the system does allow for agents to initiate on-demand recordings. Using QM, you can build evaluation forms and plans and then distribute the plans along with a form to evaluate agent interactions. Based on the evaluation results, you might decide to design coaching sessions for employees to improve their skills.

QM Analytics provides you with further insights into agent performance by using categories to analyze all your voice and text interactions. Those insights enhance coaching effectiveness and quality assurance processes.

Keep track of Agent Performance:

QM Analytics provides you with further insights into agent performance by using categories to analyze all your voice and text interactions. Those insights enhance coaching effectiveness and quality assurance processes.

Automatically analyze and tag contacts by sentiment category. For example, the system can automatically identify when a customer is having a first call resolution if the agent is being dismissive or not polite. These tags can be combined for adhoc searching capabilities or to help automate a



Quality Plan. Skip random evaluations and become more targeted. For example, have the system automatically detect when an agent is "unable to assist" and create a task to have a supervisor evaluate the interaction. Conversely, have the system automatically detect when agents are performing well. Note - The platform supports both system Defined or Custom Categories.

Improve employee performance with personalized coaching sessions and eLearning assignments, as well as optionally adding Analytics for deeper insight into your largest call drivers.

With CXone Omni-Channel Analytics, interactions can be segmented and searched by conversational data (word, phrases), Sentiment, teams, agents, skills, any capture metadata (interaction duration, tags, dispositions, etc.)

- b. The ability to leverage call data to adjust scheduling of agent shift assignments.

CXone Workforce Management Enterprise is fully integrated with the CXone Platform (ACD/IVR). Our offering combines two Market Leaders into one complete solution. This integration includes data synchronization from the ACD/IVR to minimize administrative tasks and includes out-of-the-box data feeds for Real-time-Adherence and historical data.

- c. The capability for the reporting system and business intelligence application to identify an individual Customer, Customers in aggregate, an individual agent, and agent group behavior using data up to 12 months in arrears.

Relevant historical ACD data can be imported into the WFM Enterprise system as part of implementation. Ideally this should include skill/queue based contact volumes, AHT and SL% (15 minute intraday data) for 12+ months.

Additionally, Historical factors, seasonal trends, holidays, special days, and forecasting objectives are taken into account when running forecasts. Administrators are also able to manually weight certain intervals when forecasting.

- d. The ability to create role based score cards with key performance indicators.

CXone Quality Optimization comes with some out of the box KPIs, which can be pulled onto a Scorecard. The customer can choose which one(s) go



on the Scorecard. Scorecards cannot create custom KPIs or custom KPI formulas with CXone QM Enterprise. That would typically come from a full Performance Management product (inView).

- e. The ability to perform short-term and long-term forecasting of call volume and agent staffing requirements.

The system's short-term forecasting capabilities allow the center to produce forecasts for up-to 18 months in advance in either 15 or 30 minute intervals. The system's long-term forecasting capabilities allow the center to forecast up-to five years into the future.

The system can produce forecasts based on what-if scenarios for either 15 or 30 minute intervals. The following forecast parameters can be adjusted prior to generating either a short or long-term forecast:

- Forecast objectives for varying service level, maximum occupancy and average speed of answer (ASA)
- Historical data forecast weightings
- Percent of abandoned contacts included in the forecast
- Contact volume percent adjustment
- Contact volume rate of change
- AHT percent adjustment
- AHT rate of change
- Budget factors (for the long-term forecast)

- f. Options for agent training

CXone can help you monitor your agents' performance and give them helpful coaching and training with our Quality Management solution. Capture multi-media customer interactions and quickly score them against pre-defined criteria using our flexible and customizable evaluations. Improve employee performance with personalized coaching sessions and eLearning assignments, as well as optionally adding Analytics for deeper insight into your largest call drivers.



7.A.7 Contact Center – Miscellaneous

The following are additional components which are minimum requirements for the provision of Contact Center services:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.
2. Dedicated IP access.
3. Tools for assessing bandwidth usage and voice quality performance.
4. The ability to program network-based routing.
5. The ability to configure call prompts to meet Customers 'needs.
6. The ability to configure advanced call routing to meet Customers 'needs.
7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.
8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.
9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire implementation of Customer's Contact Center.
10. User application testing and product lifecycle management.
11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.
12. Compliance with DMS and each Customer's data integrity and privacy policies.



13. The ability to send voice, email, SMS, or fax notifications.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.
2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.
3. Describe how the service protects data for remote, at home agents.
4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.
5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.

NICE inContact solution:

1. A trunking functionality that can be shared between Customers but should not impact performance of individual Contact Centers.

SIP trunking is one of multiple connectivity options supported by NICE inContact. NICE inContact uses the E.164 format with a leading '+' for numbering in all of our call switching facilities for SIP trunking. SIP trunking can be done over the Internet, IPsec or MPLS transport. Should a connectivity model with trunking or gateways be required, NICE inContact would define and configure any SIP or PRI based trunk parameters within our software platform and SIP gateways to ensure proper delivery of voice calls. Florida Department of Management Services would be responsible for configuring any trunking or SIP gateways within the Florida Department of



Management Services network, should a connectivity model requiring those components be desired.

2. Dedicated IP access.

Yes, NICE inContact offers dedicated TDM, PSTN, VoIP and SIP trunking solutions. Transport can be via Public Internet and MPLS.

CXone uses SIP as the underlying protocol for our VoIP and SIP trunking solutions.

From a PBX layer, CXone is agnostic and can deliver calls via TDM or IP (SIP trunks over public internet or MPLS). Without an existing PBX, CXone supports VoIP, with SRTP and TLS for added security, directly to the agent desktop (with a hardphone or softphone) or WebRTC in the browser. This can be done over the open internet or an MPLS as well.

3. Tools for assessing bandwidth usage and voice quality performance.

High quality voice is key to enabling better customer interactions. It can be extremely frustrating to have an interaction with an agent over a poor quality connection with garbled voice. IT executives, and managers responsible for ensuring voice quality and availability often spend a lot of their time troubleshooting and investigating issues with voice quality and often struggle to pinpoint the problem. We provide a solution to simplify these processes and empower our customers to have easy visibility into call quality issues. Using inContact's Voice as a Service™ (VaaS) offering they will be in a much better position to manage voice quality for their contact centers.

Voice as a Service is a network connectivity suite delivering flexible and reliable telephony services built specifically for the contact center. CXone delivers a full range of telephony options, with guaranteed voice quality, backed by the industry's only voice service level agreement (SLA) based on the Mean Opinion Score (MOS). Every day, for every call, CXone is measuring voice quality. Customers are given access to our Trust Site where they gain access to CXone's platform status history and Business Unit / NICE inContact Network MOS scores.



MOS metrics are available on both an aggregate level and "call-by-call level". This data is part of our standard reporting and does not require any extra involvement from NICE inContact. This data can be examined in the Call Quality Explorer.

Call Quality Explorer

Contact / Call Quality Explorer

Contact ID(s)

37235985673

Contact ID:	Start Time:	End Time:	DNIS:	ANI:	Business Unit:	Traffic Type:	Line Type:	MOS:
37235985673	Sep 29, 2017 7:38:25 PM	Sep 29, 2017 7:40:14 PM	+19054777876	+18013203200	4594685: inContact SE team	DefaultOutbound	PSTN_Landline	4.41

Contact ID: 37235985673

Traffic Type: DefaultOutbound

Agent: Coury Lloyd (couryl@b2.com) 37235988945

Skill: Chimerical PRESET CallOut (280223)

Script: PlaceOBCall

Start Time: Sep 29, 2017 7:38:25 PM

End Time: Sep 29, 2017 7:40:14 PM

Duration: 00:01:49

Call Events: (5) Details

Event	Timestamp	Duration
LINKED_TO	9/29/17 7:38:25 PM	00:00:00
OUTBOUND_CALL_PLACED	9/29/17 7:38:25 PM	00:00:06
OUTBOUND_CALL_CONNECTED	9/29/17 7:38:31 PM	00:00:00
LINKED_TO_BY	9/29/17 7:38:31 PM	00:01:42
CALL_DISCONNECTED	9/29/17 7:40:14 PM	N/A

HOME > TRUST

TRUST

Account

4594685 - INCONTACT SE TEAM

Status	Maintenance	MOS Scores												
Mean Opinion Score (MOS) provides a numerical measure of the quality of voice transmissions at pre-defined points on a voice network. The scores are mathematically averaged to obtain a quantitative indicator of system performance.														
Business Unit Score		inContact Network Score												
AVERAGE MOS 4.410		OVERALL NETWORK(Avg.) 4.405												
THIS IS FOR YOUR BUSINESS UNIT TRAFFIC IN AND OUT OF THE INCONTACT NETWORK. AVERAGE MOS: Average of MOS measurements for all BU-specific calls as they entered and exited the inContact network between 12:00 AM and 11:59:59 PM (GMT) yesterday. Click on the MOS FAQ link for additional information.		<table border="1"> <tr> <th>MOS</th> <th>Quality</th> </tr> <tr> <td>5.0</td> <td>Excellent</td> </tr> <tr> <td>4.0</td> <td>Carrier Grade</td> </tr> <tr> <td>3.0</td> <td>Cell Phone - LTE Grade</td> </tr> <tr> <td>2.0</td> <td>Poor</td> </tr> <tr> <td>1.0</td> <td>Bad</td> </tr> </table>	MOS	Quality	5.0	Excellent	4.0	Carrier Grade	3.0	Cell Phone - LTE Grade	2.0	Poor	1.0	Bad
MOS	Quality													
5.0	Excellent													
4.0	Carrier Grade													
3.0	Cell Phone - LTE Grade													
2.0	Poor													
1.0	Bad													
Voice as a Service (VaaS) Enhancing the Contact Center Experience with our commitment to Carrier-Grade Telecommunications														

NICE inContact uses carrier-grade monitoring tools to support its Voice as a Service (VaaS) solution. These tools have been deployed throughout the network to measure voice quality for all legs of every call. This allows NICE inContact to observe and correct voice quality issues within our network, typically before agents notice impact. NICE inContact publishes rolling MOS metrics for both the NICE inContact Network as a whole and also for individual customer business units. Customers can review these scores through access provided to them for the NICE inContact Trust site.

Our Connectivity Design team would insure that the right network

architecture is put into place to insure the best QoS delivery. NICE inContact insures the Telephony QoS through two methods:

1) We own our own infrastructure and backbone. We constantly monitor through our Network Operations Center that:

- We have adequate capacity
- That there are no lost packets
- That there is no jitter
- That redundant hot standby routes are planned
- That we work with multiple carriers and have fault tolerant and redundant systems

All of this significantly improves and insures ongoing excellent QOS.

2) NICE inContact employs Network Time Machine to provide MOS measurements. It scores the MOS performance of calls providing summary MOS data to our NOC. Individual call metrics can be reviewed as needed.

4. The ability to program network-based routing.

Managing network traffic is native to the NICE inContact product suite. It is designed to handle single and multi-site contact centers distributing call traffic based on least cost routing, agent skill, agent proficiency, and availability regardless of the agent location.

5. The ability to configure call prompters to meet Customers' needs.

CXone has the standard capability (designed in CXone Studio) to play various announcements to a contact that may inform them that "all agents are busy", "please wait while your call is transferred", "you are the seventh caller in queue" or "you may expect a three minute wait for an agent." These announcements can be customized and played at varying intervals.

Options can be given to callers base on queue times or queue numbers and can include a unique feature referred to call back or virtual hold, where, based on call flow logic and time in queue, a customer can be given the choice to hang up while maintaining their place in queue until the next agent is available to call them back directly.

Different announcements associated with different queues can also be

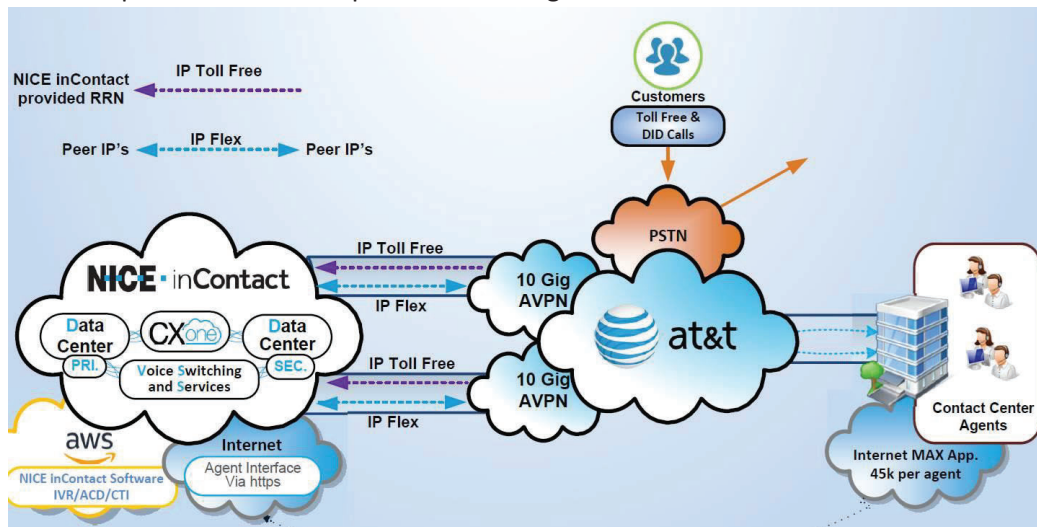


used. As an example, you can have announcements and music played while calls are in queue, or when a customer is put on hold. Marketing messages, or general announcements, can be interlaced with the music at predetermined intervals. Each skill can have its own unique offerings of the options mentioned above.

6. The ability to configure advanced call routing to meet Customers' needs.

Routing of an inbound contact may have several factors that can be utilized in determining how and where a contact is to be delivered to the best possible target. Factors external to CXone (DNIS and ANI) are two initial factors. Once "inside" CXone, the contact may be analyzed by factors that are incorporated into the routing scheme that was configured in CXone Studio based on factors generated by conditions within CXone (all agents busy, heavy call volume, SLAs, etc.) or other factors that are obtained through integration with other 3rd party sources (most favored client as identified by DNIS, ANI, caller entered data gathered along the routing path), and the availability of the best skilled agent at that moment across any channel.

AT&T provided the following illustration as part of the Clarification responses to DMS. The illustration is provided to show options for routing calls to inContact.



NICE inContact has an extensive set of API's which make integrating to most CRM's possible. All of NICE inContact's API's are open and can be reviewed

at <https://developer.niceincontact.com/>

7. The ability to develop and implement call routing processes, including maintaining call routing tables based on criteria defined by the Customers to route calls to agents based on skillsets and availability.

The core of our ACD advanced skills based routing natively directs and performs contact routing based on agent skill assignment, queue priority, and agent proficiency, and availability within that skill level. Our ACD automatically monitors these metrics and adapts in real-time, including when a change is made within the IVR call flow. With our automatic call distribution software, you have complete control over how customers interact with your multi-channel call center.

The CXone Studio environment (our Graphical customer experience builder) provides the ability to create pre-defined conditions which are also addressed in real time, including live update to the call routing.

8. The ability to develop and maintain routing tables which map inbound numbers to centers and within centers to appropriate queues.

Within each contact flow you will have the ability to define unique routing logic based on custom business rules. The system can be configured in a way to personalize the experience of each and every contact. For example: targeted messaging, music on hold, priority, acceleration, target agent rerouting, etc. In addition, you can enable or disable certain functions of the IVR--such as, offering a customer the ability to leave a voicemail, schedule a callback, virtual hold, removing an IVR menu, etc. Note voice mails can have associated SLAs and can be routed to either a specific agent or a group of agents

CXone can route calls based on wait times in the queue to different destinations. Furthermore, CXone can re-route the call to a different skill or agent should the wait time exceed a pre-defined threshold, giving you flexibility in maintaining the prescribed service levels.

9. A certified project manager (certification from the Project Management Institute, a Certified Scrum Master from Scrum Alliance, CompTIA Project+ certification from CompTIA, a Lean Six Sigma certification, or other equivalent project management certification approved in writing by the Department) to manage the entire



implementation of Customer's Contact Center.

NICE inContact feels their customers should carry the highest expectations for customer service from us, being that we are call center experts. Initially we will have your sales agent, via conference call, introduce you to your project manager who will see you through from concept to implementation. Your project manager will host meetings with a sales engineer, offer suggested course of actions, and make sure the project moves from one stage to the next.

Core Skills of the PS Project Manager:

- Project Management expertise
- Knowledge of best practices
- Resource coordination
- Industry experience

10. User application testing and product lifecycle management.

NICE inContact uses a "sprint" or "scrum" methodology. Each quarter as requirements are defined and documented, the development organization works in 30 day cycles to complete them. Each requirement must then pass QA testing to reach a "beta" stage. However, in the event that it fails QA testing additional development may be required to debug the issue or insure that the defined requirements are met.

A release candidate will spent 30-60 days in a beta stage before being release in one of the three major releases provided by NICE inContact each year.

11. Implemented procedures for re-routing calls in the event of Contact Center outages, emergencies, and unexpected call volume.

Emergency routing is fully supported by CXone. For example, when a call comes in CXone is able to count the agents signed in, the agents available, on inbound calls and on outbound calls. If during business hours, this process identifies that there are no agents signed in, then it is likely that there is an emergency in process. From this point, an emergency process would engage



to route the contact appropriately.

Alternatively, an Administrator can use the Hours of Operation capabilities in CXone Central and Studio for Emergency Routing. For example, if you select the Emergency Override Branch in your Hours of Operation Profile in Central, the Script will follow the Emergency Branch set up in the call flow.

Otherwise, the script will follow the normal Default Branch / Call Flow.

Another example of an emergency process which is typically very relevant to NICE inContact's customers is in passing data between systems. CXone can make routing decisions based on receiving an error on a data query or if no data was received from a query. This would allow continued routing of the contact as well as sending voice alerts, email alerts or both to our customer's designated emergency response team.

12. Compliance with DMS and each Customer's data integrity and privacy policies.

NICE inContact maintains compliance and certifications with various industry standards to assist customers in verifying security policies and processes.

PCI: NICE inContact offers a Payment Card Industry ("PCI") Level 1 compliant environment under the Payment Card Industry Data Security Standards ("PCI DSS") that has been validated by an experienced Qualified Security Assessor ("QSA") from The Cadence Group. This is a key assurance instrument NICE inContact provides as customers evaluate the strength of our security, performance, and reliability practices. PCI compliance refers to implementing and adhering to the PCI DSS defined by the PCI Security Standards Council. Businesses that store, process, or transmit payment card information are required to report PCI compliance. The level of PCI compliance for each business is determined by how the card data is handled and by the number of electronic credit card transactions processed each year. Our PCI compliant environments emphasize our commitment to information and data security at every level. Offering deployment in a PCI compliant environment makes it easier for our customers to implement PCI DSS compliant solutions according to their needs. Customers are responsible to obtain and maintain their own PCI certification.

GDPR: The General Data Protection Regulation (GDPR) has been called the most important change in data privacy in years. It applies directly to



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companies located in the EU and extends to multinational companies that do business in the EU. For contact center operations this means that even if there is no physical presence within the EU, they could be subject to the requirements if they handle interactions with EU citizens. The specific impact that the GDPR will have on a business will vary.

We help our customers in their efforts to comply with the GDPR. We ensure our development and operational processes comply with regulations, such as SOC2, HITRUST, PCI, and Privacy Shield, however there is no standardized audit for GDPR compliance. NICE inContact also provides a variety of product features that can help with GDPR consent and data access requirements, if it is determined these apply to your business.

SOC 2: NICE inContact publishes an annual Service Organization Controls 2 ("SOC 2") type 2 report, also referred to as an AT 101 report. The NICE inContact SOC 2 report is an attestation report that validates the effectiveness of our operating controls as a service organization to the criteria set forth by the American Institute of Certified Public Accountants ("AICPA") Trust Services Principles. Our SOC 2 report is available upon request.

SOX: NICE inContact, is part of a public consolidated group publicly traded under NICE Ltd. (NASDAQ: NICE). NICE inContact annually evaluates and reviews its information technology and administrative controls related to financial reporting. This audit is performed by our internal audit department and by an external auditor, EY. Our annual report is available on our NICE's website under Investor Relations.

CPNI: NICE inContact complies with all Federal Communications Commission ("FCC") regulations including protecting Customer Proprietary Network Information ("CPNI") which is data we obtain in the normal course of providing customers with telecom services. This type information includes where, when, and whom you call and the types of service offerings and products you obtain from us.

Under the FCC guidelines, we store all customer data in a secure, monitored database. NICE inContact will not sell, lend, or license CPNI information to a third-party. Third-party contractors must sign a Non-Disclosure Agreement and cannot improperly use CPNI.



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Privacy Shield: NICE inContact complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, retention of personal data transferred from European Union member countries to the United States. NICE has certified to the Department of Commerce that it adheres to the Privacy Shield Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement for which NICE inContact is a covered entity. To learn more about Privacy Shield, and to view NICE's certification, please [click here](#).

Other Industry Standards

Although some industry standards may not apply directly to NICE inContact, we take our customers' compliance needs seriously. Standards such as the Health Insurance Portability and Accountability Act ("HIPAA"), Gramm–Leach–Bliley Act ("GLBA"), Dodd–Frank Wall Street Reform and Consumer Protection Act ("Dodd Frank"), and Federal Deposit Insurance Corporation ("FDIC") are similar and closely related to requirements for PCI, SOX, and SOC. We help our customers design solutions that ensure compliance with the industry standards most important to their business needs.

HIPAA: When a HIPAA compliant solution is requested, the resulting discussion centers around privacy and security protections under HIPAA and the Health Information Technology for Economic Clinical Health ("HITECH") Act. For covered entities and business associates subject to HIPAA, NICE inContact offers solutions for processing, transmitting, and storing protected health information ("PHI"). Upon request, NICE inContact will sign a business associate agreement ("BAA") according to the services NICE inContact provides our customers.

Section 508: Section 508 of the Rehabilitation Act of 1973 requires all federal agencies to make information technology accessible to people with disabilities. In order to demonstrate Section 508 compliance, the product or service will have a completed Voluntary Product Accessibility Template ("VPAT"). Upon request, NICE inContact offers available VPATs.

Quality management at NICE inContact begins with a company-wide drive to improve customer satisfaction by supporting our customers' business goals. We develop effective processes for everything from research and development and product implementation, to sales and customer support,



strive to create high-quality products and services, and implement ongoing improvements that will meet or exceed customer needs. Our quality management system is based on the ISO 9001:2000 standard, and NICE submits itself to regular ISO audits. The audits examine processes within the company and confirm that they comply with ISO standards and requirements.

Typically these audits cover processes such as:

- Sales, services, R&D and manufacturing process methodology.
- Quality management, including analysis and corrective action methodologies for different processes and quality key performance indicators (KPIs) that reflect product quality throughout the product lifecycle.
- Version/product release process methodologies.
- New service/product version plans.
- Requirements management, work flows and implementation.
- Master plan training guidelines

The requirements in ISO 9001:2008 are implemented by NICE inContact in the following ways:

- All key processes in the company are covered by a set of procedures.
- Monitoring procedures are implemented to ensure that the processes are effective.
- Adequate records are kept in line with ISO 9001 requirements.
- Company control mechanisms check all output for defects with appropriate corrective action where necessary.

There is a regular review of individual processes in the company and the quality system itself to assure its effectiveness. NICE facilitates a continuous improvement process throughout the company.

13. The ability to send voice, email, SMS, or fax notifications.

CXone is a dynamic multimedia cloud-based software suite that supports intelligent delivery of contacts of various media types, including voice, email, chat, voicemail, web form, social media, and customer SMS



response.

CXone does not offer Fax contacts natively on our platform. We suggest possibly using eFAX, and then to have eFAX send an email to a configured CXone Email Point of Contact for distribution through the ACD to an agent.

Given the statements in this subsection:

1. Describe in detail the proposed Contact Center services and features addressing the minimum requirements above.

Please refer to sections 7.1 through 7.6.

2. Describe how the service will manage and deliver capacity for trunking services such as TDM, SIP, data, and toll-free.

NICE inContact is constantly evaluating the status of our network and how “saturated” it is. Because of this we are constantly adding additional capacity as needed, to support our customers. In addition, NICE inContact routinely includes a capacity notification alert when setting up a customer. For example, when 80% or 85% utilization occurs the system will contact a designated distribution list with a warning that capacity is running out and where to reach out for assistance. In addition, NICE inContact can rapidly add additional capacity as needed with a simple phone request to either a designated Service Delivery Manager or our 24x7x365 Tech Support line.

System Utilization is monitored around the clock: SolarWinds, IPMonitor watching network, drive space and Trunking capacities are monitored continually, SSMon and Equinox. In addition, we have a dedicated resource at NICE inContact who studies capacity.

The CXone platform is provisioned using a geo-redundant environment segmented with both active/active and active/hot standby configurations based on application. Call distribution across geo-redundant data centers is managed at no greater than 40% max capacity in order to facilitate survival should site isolation in one site occur. Capacity is monitored and managed



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on a daily basis and augmentation is facilitated through a change control process which governs acceptance criteria for production readiness based on industry standard best practices.

3. Describe how the service protects data for remote, at home agents.

All agents, regardless of location by default will connect via an HTTPS or secure session connection. This provides bidirectional encryption of all communication between the two end-points (or between the link). HTTPS is standard for all data transport between NICE inContact and the customer over the public Internet. IPsec is an additional option for secure transport, which is a Virtual Private Network (VPN) established between CXone's cloud and your site(s) enabling secure IP connection that can be used to transport voice traffic, data traffic or both.

4. In a multi-tenant environment, describe how the service will ensure that Customers will not impact the performance of other Customers during unexpected surges in traffic.

NICE inContact provides a Multi-tenant environment for our customers and maintains a high degree of security to ensure that no customer data is ever available to another customer. We use a Multi-tenant SQL architecture with robust active-active database replication for backup and redundancy. Each client's data is housed in a "Business Unit" that only they have access to via unique logins and passwords that are all permissions driven; allowing users to see only the information they are authorized to view.

5. Describe the failover design with sufficient detail for DMS to assess the design's ability to obtain the proposed service level commitment.

The CXone platform runs in an Active/Active configuration and is designed for seamless redundancy and failover. The core IP network is connected via a dual SONET ring backbone, (IE. two redundant fiber links). Along with redundant edge routers, core routers, firewalls and VoIP hardware, multiple ISP and diverse toll-free carriers, our network infrastructure provides reliable, stable, service-rich benefits. Geographically diverse data centers (LA and DALLAS), EMEA (Frankfurt and Munich) and Australia (Melbourne and Sydney) High availability design applied to carriers, networks, hardware and applications.

Internally NICE inContact uses sophisticated replication, database mirroring



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and ETL processing to maintain two synchronized copies of its databases in geographically separated data centers. The databases are configured Active - Active and intelligent health checks are used to transparently move database access should a failure occur.

NICE inContact SBC's leverage high availability and have the ability to failover from primary to hot standby without impacting calls. NICE inContact also leverages proprietary media gateways leveraging stateful replication. In the event a media gateway is lost, calls on that media gateway are redistributed to surviving media gateways in the cluster pool.



8. SERVICE CATEGORY 4 – CENTREX SERVICES

DMS is seeking proposals for Central Office-based Switching System Local Access Services, referred to within this document as Centrex Services, within the State of Florida. The awarded Contractor will provide Local Exchange Carrier services for Customers within their proposed service areas. DMS is seeking Responses demonstrating how Centrex Services will be delivered. For this procurement, Respondents must provide local, long distance, and toll-free access with their Centrex service offering.

8.1 Centrex Services Minimum Requirements

The following are minimum requirements:

1. Customers who receive DMS approval may use a different long-distance carrier.
2. 911 calling capability.
3. Routes E911 calls to the Public Safety Answering Point.
4. Provides DMS access to N11services.
5. Provides call traffic studies to DMS upon request at no additional cost.
6. Provides Presubscribed Interexchange Carrier changes at no additional cost to the State.
7. Operate voice switching facilities in Florida serving Customers with line-side (analog and digital) and trunk-side (analog and digital) facilities.
8. Keep the North American Numbering Plan (NANP) updated, in accordance with Federal Communications Commission requirements.
9. Timely deliver and install Primary Rate Interface (PRI)services.
10. Timely deliver and install a Centrex main station (analog or digital).

8.2 Additional Centrex Services

The following are minimum requirements:



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1. A minimum Customer order of five lines is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.
2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).
3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.
4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.
5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.
6. Mask dialed numbers when requested by DMS.
7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.
8. Provide directory assistance services.
9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year; Operator Assistance in both English and Spanish is required. Automated operator assistance is permissible.
10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

Given the statements in this subsection:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.
2. Describe the Respondent's proposed coverage area.



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3. Provide non-proprietary coverage maps of the Centrex service offering.

[Enter the response here - As needed to provide a complete response]

AT&T Response:

1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

1. A minimum Customer order of five lines or less in order to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

AT&T only requires a minimum of five Centrex lines in order to establish a new Centrex system. The monthly recurring line charge is inclusive of all service components.

2. Customer access to the ports and local loops on the line side (main station) as well as the trunk side (Centrex PRI).

AT&T complies with this requirement.

3. All voice switches will be digital and capable of providing Integrated Services Digital Network (ISDN) PRI services.

AT&T's Central Office switches support ISDN. Should we have an area where the serving CO is not supported, we will provide ISDN from the nearest CO to that customer location.

4. If the Contractor's Central Office switch is not programmed for ISDN services, the nearest Central Office to the Customer location should be used to provision ISDN service at no additional cost.

AT&T's Central Office switches support ISDN. Should we have an area where the serving CO is not supported, we will provide ISDN from the nearest CO to that customer location. There is no additional charge for the foreign office connection.

5. Centrex systems configured with sufficient quantities of network access registers at no additional cost.



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AT&T continuously monitors Centrex call quality to assure P.01 grade of service. Additional NAR's are added to a customer's Centrex block as needed, at no additional cost, to maintain a P.01 grade of service.

6. Mask dialed numbers when requested by DMS.

AT&T supports masked dialed numbers.

7. Provide directory listings in both the general and government sections of phone books. The cost of the listing will be included in the proposed rates. There should be no additional charges for unpublished/private numbers.

The customer is allowed one free listing in the white and yellow page directories for each account/sub-account. Any other applicable rates will be identified in the Vendor Service Catalog (Cat 4 Centrex).

8. Provide directory assistance services.

AT&T Centrex supports directory assistance services.

9. Provide operator assisted services. Operator Assistance services are required twenty-four hour a day, 365 days of the year, and a live operator will timely respond to calls; Operator Assistance in both English and Spanish is required.

AT&T will provide operator services for so long as we are providing it to our retail end user customers. When/if we stop offering this service to our retail customers, we will provide the State with advanced notification.

10. Provide required repairs for outages to ensure normal operational functionality. Repairs may be performed remotely, where applicable, but the Department reserves the right to request Contractor dispatch a representative to a specified location to facilitate the repair to the impacted site.

AT&T will provide for required repairs for outages to ensure normal operational functionality.

1. Describe the Respondent's proposed coverage area.

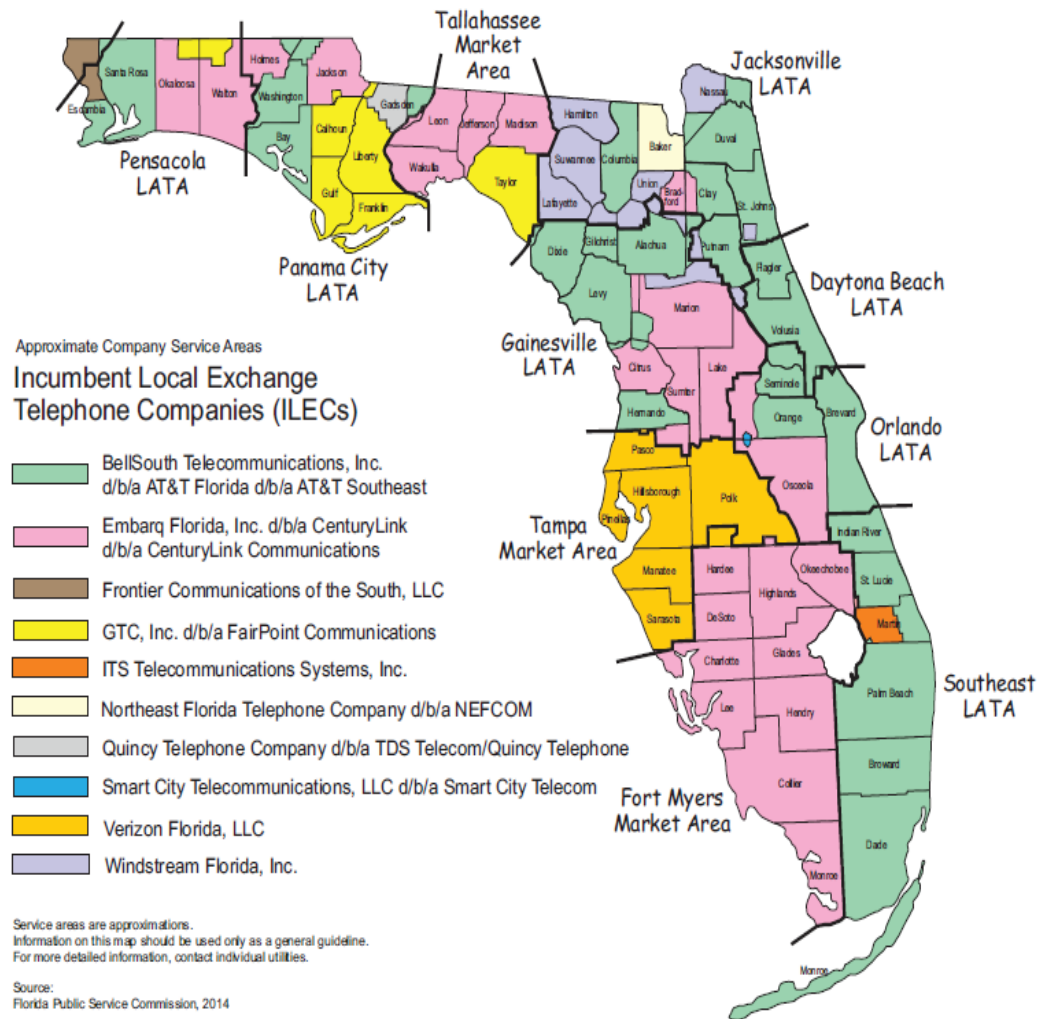
AT&T and Hayes will provide Centrex services throughout the entire AT&T and Frontier/Verizon footprint in Florida. Please see coverage map below.

2. Provide non-proprietary coverage maps of the Centrex service offering.



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Please see the coverage map below. We provide Centrex service in all AT&T and Frontier territories. Note that Verizon is now Frontier.



Centrex Service Description

AT&T® Centrex service are central office based telecommunications services. These services are provided primarily through switching equipment and software located in

AT&T's central offices (DMS, 5ESS, and Siemens).

The major components which make up an AT&T® Centrex service arrangement are as follows:

AT&T® Centrex Service Common Equipment

Common equipment, often referred to as the “common block”, represents that portion of AT&T's central office software which is used to provision your service. This common block defines your specific AT&T® Centrex service arrangement including:

- the range of telephone numbers in your system;
- number of digits (2-7) for your abbreviated dialing plan;
- which system features are active; and
- dial codes for access to outside lines and features.

Your common block is configured and installed when your AT&T® Centrex service arrangement is first established.

AT&T® Centrex Service Links

- Links are the physical connections between AT&T's central office equipment and your company's location.
- Links may be provided individually over standard local facilities or combined on one or more high-speed transmission facilities.
- AT&T® Centrex services uses directory (telephone) numbers to assist in identifying links or terminal equipment connected to your service arrangement. Directory numbers are also the numbers dialed by parties outside of your AT&T® Centrex service arrangement when placing calls to your telephone.
- For basic AT&T® Centrex service individual lines/links or lines in a basic hunting arrangement, a one-to-one relationship exists between directory numbers and links. Each link is assigned a unique seven-digit number and area code.

Terminal Equipment

Terminal equipment includes any telecommunications equipment located on your company's premises that is connected to an AT&T® Centrex service link. Terminal equipment is required for your company to make use of its AT&T® Centrex service.

Some equipment may be dedicated to a single user or employee (e.g. desktop telephones or modems attached to personal computers). Other terminal equipment such as facsimile machines or voice mail systems may be shared by a group of users or employees.

Certain specific types of terminal equipment are required by some AT&T® Centrex service capabilities. This is the case with Electronic Business Sets and ISDN terminal equipment. Each



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has its own unique operating characteristics and must be compatible with AT&T® Centrex service provided from the DMS-100 Central Office Switching Equipment in order to work properly.

Terminal equipment is not provided as part of AT&T® Centrex. You, the customer, are responsible for obtaining compatible terminal equipment to be used in conjunction with AT&T® Centrex service. The type and quantity of equipment you select will vary based on your specific business needs and the functionality required by your employees or users.

Network Access Registers

Network Access Registers or NARs are provided with AT&T® Centrex service to permit concentration of access to the public switched network. The amount of NARs installed with your AT&T® Centrex service determines the number of simultaneous outside calls that can be placed or received by users within your system.

Network Access Registers are required with AT&T® Centrex service. There is a minimum of one NAR for AT&T® Centrex.

Centrex PRI

AT&T will offer Primary Rate (PRI) ISDN tie line terminating in AT&T Centrex service systems where infrastructure exists to accommodate the service. Transport for the

Centrex PRI tie lines would be via T1 (MegaLink) service. The PRI B channels terminated in Centrex as tie lines would be used for calls incoming to and outgoing from the PBX.

The PBX PRI telephone numbers would be translated in the Centrex common block.

Public switched network access to and from the PBX lines would be via Centrex Network Access Registers (NARs). Calls dialed to the PBX numbers would be routed to the tie line trunk group. The AT&T Centrex Automatic Route Selection (ARS) would route outgoing PBX calls to Centrex NARs, ETN/TSF or other private facilities, or central office announcements.

Features such as call transfer and call forwarding from PBX to Centrex stations would be activated using PBX feature capabilities. For calls from Centrex stations to PBX stations, Centrex feature activation would be used. Transferred or forwarded calls would complete using channels on the PRI. In the DMS-100 switch, the feature Release Link Trunking, also called two B-Channel Transfer, would be provisioned to prevent multiple PRI channels from being used in multiple forward or transfer situations. No equivalent feature is available in the SESS central office.

Four or five digit dialing from Centrex stations to the PRI numbers used for PBX stations would also be provisioned under Special Service Arrangement. With the PBX PRI telephone



numbers translated in the Centrex common block and represented on the AT&T® Centrex records, SMDR-RAO would be collected for long distance calls in the same manner that SMDR-RAO would be collected for stations in the Centrex.

8.3 Centrex Features

The following are minimum requirements:

1. Provide all service features listed in the NANP Vertical Services features including, but not limited to, basic, enhanced, Caller ID, Caller ID with name, and Automatic Number Identification to caller ID. These features should be provided at no additional cost. A listing of these features, and their definitions, is available at http://www.nanpa.com/number_resource_info/vertical_service.html.
2. Provide an optional voicemail system with the following minimum requirements:
 - a. Minimum of thirty (30) messages of two (2) minutes length for a total of sixty (60) minutes storage.
 - b. Programable to display the following: busy, out of office, no answer.
 - c. Provide audible or visual message waiting indicator.
 - d. Ability to use the number "0" to speak to a call attendant.
 - e. Broadcast messages within specified Customers groups.
 - f. Extended/guest mailbox allowing multiple users voice messaging capabilities.
 - g. Access the voicemail system internally or externally using either a local number or toll-free number.
 - h. Capability to record Customer voicemail greetings.

Given the statements in this subsection:



1. Describe in detail the proposed Centrex services and features addressing the minimum requirements above.

AT&T Response:Centrex Features

Centrex is a voice communications system that uses the power of the AT&T network to provide you with internal and external communications services with valuable features. Centrex operates out of our local central offices and provides you with a powerful and flexible alternative to premises-based switching systems. Centrex minimizes expensive switching equipment and the need for additional floor space. Because Centrex is inherently scalable, your business can expand without adding or replacing communications equipment in your building. Instead, we can make all those changes at the AT&T central office.

We monitor and maintain each AT&T central office 24x7x365, so you have the continuity and protection you need. We've also worked to ensure that the systems in the serving central office are reliable and redundant. Because the equipment that drives Centrex is in our central office, we'll promptly repair any unforeseen problems in our lines at no charge.

Centrex is perfect for multiple-location businesses (based upon service address location, within the same serving area) wanting a single, easy-to-use system.

Centrex gives you these features:

- Savings and Low Start-Up Costs—are possible because Centrex works with most standard touchtone phones. Centrex doesn't require you to buy any expensive equipment.
- Dedicated Phone Number for Each Employee—is possible with Centrex, enhancing productivity. Premise-based systems typically share phone lines among several stations, which can result in blocked calls.
- Professional Quality Call Handling—gives you the look and support of a large business without the investment in time and money. Your customers will notice how professionally you handle their calls.



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- **Call Management**—Easy-to-use features allow you to redial automatically, block calls, forward calls, forward select calls, prioritize calls, know who's calling, use Call Waiting, and conference call. Business as usual with Centrex will be more efficient. Call handling, control, and routing will look professional, sound professional, and be professional.
- **Flexibility**—With a single call you can choose from numerous standard and optional features, and it's easy to expand or reduce your system. All features can operate at every phone. You can adapt your communication needs when you get new employees and extend your features to more locations as you expand. Everyone in your organization can use and benefit from the time- and money-saving conveniences Centrex offers.
- **Electrical Backup**—We house the system and provide 24-hour maintenance by skilled technicians. If there's a power outage, dial tone remains available, except for phone sets that require power units. If there's a brownout or a storm at your location, Centrex continues to function because it runs on the power at our central office. Your communications will function smoothly because our technicians spot potential trouble and correct problems before they occur. Now you can invest your capital, time, and talent in your own business.

Features

The standard features menu of AT&T Centrex includes common features which can be assigned on a per station basis. You may choose from one or more features from the menu, limited only by your switch configuration and feature incompatibilities. These features, of which there are 99 to choose from, include:

- Enhance your capability to make, receive and return calls (such as Call Waiting, Caller ID and Call Hold);
- Control your telecommunications efficiency and costs (such as Authorization Codes and Station Restrictions); and
- Ensure that all your call are covered and answered/received in a timely manner usually for a Call Center arrangement (such as Hunting and Call Forwarding Busy/Don't Answer).

Optional End User Features;

Optional System Features;



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- Tandem Switching Features;
- Miscellaneous Line and Private Facilities Access Terminations;
- Electronic Business Set Lines and Features;
- Integrated Services Digital Network Lines and Features; and
- AT&T® Centrex Control of Feature Assignment

AT&T® Centrex Control is an optional capability that permits you to change feature assignments for lines in your common block. The service utilizes a computer-based operations system accessed from a terminal located on your premises.

You may add, change or remove most end user features, as needed on AT&T® Centrex services lines.

See Attachment “AT&T Centrex Service Features” for a complete list of AT&T Centrex Features.

Optional Voicemail System

AT&T MemoryCall

AT&T Memory Call service provides central office based voice processing capabilities via numerous Network Systems Access NP platforms in South Carolina. These voice

messaging platforms are integrated into the AT&T network by way of Interswitch

Simplified Message Desk Interface (I-SMDI) links and multiline hunt groups.

The various messaging services are integrated with the associated line. They allow

subscribers to personalize greetings and retrieve messages via a user-friendly interface accessed via any touch-tone telephone.

Message waiting indication can be provided via stutter dial tone and a light (if the appropriate customer premise equipment is available), while remote notification of new messages can be provided via a pager and/or an automatic call to another telephone number.

Voice storage per mailbox is dependent upon the actual MemoryCall voice mail service(s) selected by the State. AT&T MemoryCall voice mail services are the most reliable and flexible way to handle voice messaging. It ensures all calls are answered—with your personal greeting—when a live operator isn’t available. It lets outside callers and in-house associates leave detailed messages using a variety of features and delivery options—from sending a single message from mailbox to mailbox to group list distribution to message receipt confirmation to pager notification of messages.



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MemoryCall voicemail services offer an all in one, automated system for answering calls, collecting and routing messages, replying to messages and broadcasting notices to multiple recipients within your organization.

With MemoryCall services, you never have to worry about power outages or mechanical failures like you do with traditional answering machines. Besides being a more reliable alternative, Memory Call services let you perform a variety of advanced features easily from any touch-tone phone. The features available to you depend on your business needs and the types of MemoryCall service you select.

MemoryCall® Answering Service

MemoryCall Answering Service is the ideal choice if you need a basic telephone answering system. When combined with one or more of our Call Forwarding services, MemoryCall Answering Service allows callers to leave messages when you're away from the office, on the phone, or unable to answer. Callers won't have to endure frustrating busy signals, because the service forwards automatically to your voice mailbox - with a personal greeting that you record yourself. Messages continue to be received even if there is a power failure at your office.

MemoryCall® Answering Service - Business Extension Mailbox

If you want to have one telephone number for your organization and still provide separate mailboxes for key employees and/or departments, this service is the way to go. The Business Extension Mailbox lets you divide a single voice mailbox into a main mailbox and up to three sub-mailboxes - each with its own unique, personal greeting and password. You and your callers get all the benefits of MemoryCall Answering Service (see above), plus the convenience and assurance of being able to leave messages in private, individual mailboxes. Employees will not have to wade through all the messages sent into the company just to receive their own.

MemoryCall® Voice Messaging Service

With MemoryCall Voice Messaging Service, you get the features and flexibility of



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MemoryCall Answering Service (see above)—and then some. This service also includes:

Call Return To Operator. Gives callers the option to press "0" to be routed to another telephone number (e.g., a receptionist or live answering service) instead of leaving a voice mail.

Urgent/Private Message flag. A message may be marked as "urgent" and/or "private" by a caller upon leaving the message as well as by the subscriber upon creating and sending a message to another subscriber. "Private" prevents the message from being forwarded from the recipient to anyone else.

Pager Notification. Works in conjunction with your pager to alert you of all, or just urgent, messages.

Outdial Notification. Automatically calls a subscriber-changeable telephone number to alert you of all, or just urgent, messages.

Send/Reply/Forward. Messages may be created and sent, replied to, or forwarded to another AT&T MemoryCall subscriber served via the same voice messaging platform.

MemoryCall® Deluxe Voice Messaging Service

The MemoryCall Deluxe Voice Messaging Service is our most feature-rich choice.

Deluxe mailboxes offer all the capabilities of MemoryCall Voice Messaging service (see above) with the following additional features:

Future Delivery. Enables messages to be delivered up to 30 days from the date recorded. Up to five "future delivery" messages may be pending at a time.

Message Confirmation. Lets callers who are also AT&T MemoryCall voice mail subscribers request a confirmation of message receipt or notification of nonreceipt.

Group Distribution. Allows you to send the same message to many individuals at one time. You may have up to 15 distribution lists with each list capable of handling 25 mailbox subscribers.



9. EXPERIENCE AND ABILITY

9.1 Contractor's Experience and Ability

SCS Contractors will be expected to possess the following:

1. Extensive experience providing:
 - a. Each of the categories of services offered in the Contractor's Reply.
 - b. Critical infrastructures in which highly-available, highly-reliable services are critical requirements.
 - c. Services to Customers at the state government level.
2. A demonstrated record providing:
 - a. Superior customer service at all levels: business and technical account team members and senior management.
 - b. Systems and staff driven to proactively address business and technical issues.
 - c. Proactive services and solutions addressing issues, such as through the provision of quality systems and staff.
 - d. Support for equipment and software systems from different manufacturers.
 - e. Sufficient staffing levels.

This Response can reference both the experience of the Contractor and their proposed Subcontractors.

Given the statements in this subsection, provide the following:

1. A narrative of Respondent's experience and ability to provide the proposed service categories, including a description of:
 - a. Respondent's market penetration for those service categories, and



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- b. Respondent's experience providing services of similar scope to other public sector clients comparable to the State of Florida.
2. Discuss Respondent's experience supporting equipment and software systems of different manufacturers. List similar or like systems the Respondent has supported in the last three years.
3. A description of Respondent's experience providing highly-available, highly-reliable communications services.
4. A description of Respondent's experience of providing sufficient to staffing levels, local staffing, and a quality staff driven to proactively address issues.

[Enter the response here – 1,500 words]

AT&T Response:

AT&T Corp. is a wholly owned subsidiary of AT&T, Inc. and is a member of the AT&T, Inc. family of companies. AT&T has been in business for over 141 years and we serve millions of customers around the world, including global, national, mid-size, regional, and government, and educational customers. Currently we provide service for all the Fortune 1000 companies.

When you select AT&T as your service provider, you get service from a staff with unparalleled credentials, knowledge, financial strength, and experience.

Our global IP backbone network reaches 99% of the world's economies. With an extensive portfolio of products that we deliver over our global MPLS-based core network, we can provide you with globally consistent services on a converged network infrastructure. Along with our core network service, we support integrated services such as



**AT&T Response to Florida Department of Management Services'
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- IP telephony
- Hosting
- Disaster recovery
- Remote access
- Videoconferencing
- Managed telepresence
- Managed security
- Wireless services

In addition, analyst surveys from sources like Gartner, Yankee Group, IDC, OVUM, Current Analysis, and Forrester declare AT&T a leader in areas that include VPN, IP, managed services, and IPT.

Examples include

- Forrester, In-Stat, and IDC have recognized AT&T as the industry leader in providing VPNs that create secure, cost-effective business networks.
- According to the ForresterWAVE™ North American MPLS Services report, our superior operational support system (OSS), portfolio breadth, e-servicing options, and market-differentiating security features position AT&T as the overall leader among 11 North America-based providers. These providers were evaluated across 56 categories covering areas like market presence, strategy, and product offering.
- Current Analysis identified AT&T IP VPN services as "threatening to competitors" due to reach, reliability, and a vast portfolio of services.

So, these third-party evaluations support our position as the leading provider of global enterprise network solutions.

1. A narrative of Respondent's experience and ability to provide the proposed service categories

AT&T has a long history of providing the very products and services requested in this bid, not just to similar public sector clients, but specifically to the State of Florida and local government entities. The proposed collaboration with Hayes provides the State



of Florida an even greater breadth and depth of services, all managed under a single NOC and billed via a single invoice.

Our experience, ability and coverage of the combined AT&T / Hayes proposal is detailed below, for each service category:

Category 1: Unified Communication

AT&T and Hayes have been providing hosted and premises-based UC service for over 12 years. With a current subscriber base of approximately 65,000 users, we can provide these services anywhere throughout the state of Florida.

Category 2: SIP Trunking

AT&T has provided SIP trunking to the State of Florida for nearly eight years, with over 13,000 concurrent call paths currently deployed to the various state agencies via stand-alone SIP trunks, and in support of our hosted voice services.

Category 3: Contact Center

AT&T and Hayes have provided hosted and premises-based Call Center services to Florida state and local government for over 12 years. We currently manage over 4,200 call center seats for Florida state government, and the service is available anywhere in the state of Florida.

Category 4: Centrex

For over 20 years, AT&T has provided Centrex services throughout the AT&T footprint. With the AT&T and Hayes partnership proposed in this bid, we will also include the Frontier territory, thus servicing over 30,000 current Centrex users, and covering over 65% of the state.

2. Discuss Respondent's experience supporting equipment and software systems of different manufacturers. List similar or like systems the Respondent has supported in the last three years

The combined forces of AT&T and Hayes have a very long history of providing services over a wide range of equipment manufacturers. The same team that proposes the



**AT&T Response to Florida Department of Management Services'
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SCS response has for years successfully provided hosted and prem-based VoIP services over MFN consisting of equipment from Juniper, Cisco, Acme, Broadsoft, Mitel, Avaya, Edgemark, Polycom and Inference. Combined, AT&T and Hayes currently support multi-vendor platforms providing voice services to over 70,000 state and local government entities throughout Florida. We have additional implementations of Shoretel, inContact, Genesys, Brocade, and more.

3. A description of Respondent's experience providing highly-available, highly-reliable communications services.

AT&T and Hayes bring decades-long experience supplying the State of Florida with highly available and highly reliable voice and data communications services. All IP-based voice services from AT&T and Hayes are provided over diverse and redundant networks, maintained by our Data Network and Security Engineers and monitored 24x7x365 at our NOC.

High availability and reliability are engineered into our VoIP data network by use of

- Secure, hardened, hurricane-rated Central Offices
- Core node diversity
- Ethernet edge switch redundancy
- Central Office battery rooms, backed up by diesel generators
- Fiber route/path diversity
- Best practice policies for traffic thresholds

Even with the most robust network, disasters do strike, and when they do, AT&T is ready. AT&T plans and responds to external crises without hesitation, and prepares and dispatches in advance for forecasted events. AT&T's National Disaster Recovery (NDR) teams are expertly trained for restoration of all types of services and operational environments. Recently, the State of Florida witnessed the impressive capabilities of the NDR team after Hurricane Michael with the swift restoral of service AT&T accomplished there.

The NDR solution combines network infrastructure, support trailers, recovery engineering software applications and a response team with both full-time and volunteer members from AT&T. The trailers provide the physical components that



**AT&T Response to Florida Department of Management Services'
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carry the restored network traffic. The team members create, connect, turn up and manage the recovery.

More than 10,000 communications lines can be provided anywhere in AT&T's region within 78 hours. The AT&T network infrastructure is designed specifically to allow rerouting over the alternate routes for emergency optimization. Emergency service (fire, rescue, police, hospital, etc.) is the first to be restored. AT&T maintains disaster recovery trailers for use in restoring service in the event that a central office or terminal room is lost due to fire, flood, or other disaster. These trailers are designed to be quickly deployed, together or separately.

The NDR recovery fleet has more than 320 pieces of recovery equipment today, including thirteen trailers dedicated to the restoration of the IP network, as well as high-speed fiber-optic transport trailers. These IP recovery trailers support the Common Backbone Network (CBB) with traffic traversing at data rates as high as 100 gigabits. When fully-equipped, the IP trailers can scale up to a capacity of over 15 terabits per second. The AT&T NDR fleet also includes five large command centers that can support a twelve-person staff and have room for additional members during briefings. All the command centers have on-board generators and HVAC units. These trailers contain LAN switches, PBXs, and HF (high-frequency) radio base stations, and fixed satellite phones. As part of the public-private partnership to deliver FirstNet's nationwide public safety broadband network, in the coming months and years AT&T will be increasing its NDR fleet with new deployable to support first responders. AT&T will have more than 700 pieces of equipment, including Cell on Wheels (COWs), Cell on Light Trucks (COLTs), trailers, and generators.

AT&T has invested more than \$600 million in its U.S. NDR program. Team members have spent more than 145,000 working hours on field exercises and deployments over the last two decades. **AT&T is the first telecommunications company nationwide to receive United States Department of Homeland Security's (DHS) Private Sector Preparedness Program (PS-Prep) certification.** NDR's recovery equipment is maintained in warehouses across the United States—positioned strategically so the equipment can reach AT&T's network offices quickly. The equipment is kept powered-up and on-network so updates can be installed and so it can be tested both on-site and remotely.





**AT&T Response to Florida Department of Management Services'
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4.0 A description of Respondent's experience of providing sufficient staffing levels, local staffing, and a quality staff driven to proactively address issues.

AT&T has maintained a well-staffed and highly experienced account team dedicated solely to the State of Florida for over 20 years. This team includes Client Solutions Executives, Technical Sales Consultants, Application Sales Consultants, Data Network and Security Engineers, a Service Executive, a Billing Specialist and Customer Care Associates. Field Technicians are deployed across the state and trained extensively on all SUNCOM products. This robust team has enabled AT&T to consistently meet SUNCOM SLA's for service installation and repair.

Please refer to FIRSTNET attachment in Section 3.7.2

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.



FORM 1 – CONTACT INFORMATION

For solicitation purposes, the Respondent's contact person will be:

Should the Respondent be awarded the Contract, the Account Manager's contact information will be:

Name	<u>James Doherty</u>	<u>Danny R. Adams</u>
Title	<u>Client Solutions Executive</u>	<u>Account Manager</u>
Company Name	<u>AT&T Corp.</u>	<u>AT&T Corp.</u>
Address	<u>6021 S Rio Grande Ave., Rm 1W6364, Orlando, FL 32809</u>	<u>1820 E. Park Ave., Tallahassee, FL 32301</u>
Telephone	<u>1 (407) 826-6627</u>	<u>1 (850) 617-1864</u>
Fax	<u></u>	<u></u>
E-mail	<u>james.p.doherty@att.com</u>	<u>danny.adams@att.com</u>
FEID #	<u>13-4924710</u>	<u></u>

AT&T Corp.

Name of Respondent's Organization



June 7, 2019

Signature of Authorized Representative and Date

James Doherty

Print Name

FORM 2 - NOTICE OF CONFLICT OF INTEREST

Company Name AT&T Corp.

For the purpose of participating in the solicitation process and complying with the provisions of Chapter 112, Florida Statutes, the company states the following conflict(s) of interest exists as noted below (if none, write N/A in the applicable section(s) below):

The persons listed below are corporate officers, directors or agents and are currently employees of the State of Florida or one of its agencies:

None

_____	_____
_____	_____
_____	_____

The persons listed below are current State of Florida employees who own an interest of five percent (5%) or more in the company named above:

None

_____	_____
_____	_____
_____	_____

AT&T Corp.

Name of Respondent's Organization



June 7, 2019

Signature of Authorized Representative and Date

James Doherty

Print Name

FORM 3 - NON-COLLUSION STATEMENT

I state that I James Doherty of AT&T Corp.,
(Name and Title) (Name of Firm)

am authorized to make this statement on behalf of my firm and its owner, directors and officers. I am the person responsible in my firm for the price(s) and amount(s) of this Reply, and the preparation of the Reply. I state that:

1. The price(s) and amount(s) of this Reply have been arrived at independently and without consultation, communication or agreement with any other Provider, potential provider, Reply, or potential Reply.
2. Neither the price(s) nor the amount(s) of this Reply, and neither the approximate price(s) nor approximate amount(s) of this Reply, have been disclosed to any other firm, vendor, Respondent, or potential Respondent, and they will not be disclosed before Reply opening.
3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Reply for this contract, or to submit a price(s) higher than the prices in this Reply, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Reply.
4. The Reply of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
5. AT&T Corp., its affiliates, subsidiaries, officers, director, and employees
(Name of Firm)
are not currently under investigation, by any governmental agency and have not in the last ten years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to Reply, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the State of Florida for which this Reply is submitted. I understand and my firm understands that any misstatement in this statement is, and will be treated as, fraudulent concealment from the State of Florida of the true facts relating to the submission of Replies for this contract.

Dated this 7th day of June 2019

Name of Firm: AT&T Corp.



Signed by: _____

Print Name James Doherty

FORM 4 - STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT

I, as an authorized representative of the Respondent, certify that nothing in section 287.057(17)(c), Florida Statutes (below), prohibits the Respondent's entry into any Contract resulting from this solicitation.

287.057 Procurement of commodities or contractual services. —

(17)(c) A person who receives a contract that has not been procured pursuant to subsections (1)-(3) [of s. 287.057, F.S.] to perform a feasibility study of the potential implementation of a subsequent contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to contract with the agency for any other contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to contract with an agency.

AT&T Corp.

Name of Respondent's Organization



June 7, 2019

Signature of Authorized Representative and Date

James Doherty
Print Name

FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM

This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

Addendum No. 1 - Updates to the ITN and
Respondent Questions and Department Answers

Attachment G – Second Revised Component
Price Sheet

Addendum No. 2 - Updates to the ITN Timeline

AT&T Corp.

Name of Respondent's Organization



June 7, 2019

Signature of Authorized Representative and Date

James Doherty

Print Name

FORM 6 – SUBCONTRACTING

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

Please complete a separate sheet for each subcontractor.

There will be subcontractors for this solicitation YES X NO _____ (place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service: Network Operations Center, Security Operations Center, Staffing and Network Services

Company Name: Hayes e-Government, Inc.

Contact: John Strobel

Address: 2551 Welaunee Blvd.

Telephone: Local: 850.297.0551 Toll-free: 800.825.9390

Fax: _____

Current Office of Supplier Diversity certification of woman-, veteran, or minority-owned small business enterprise Yes X No _____

W-9 verification: Yes X No _____

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

The scope of work performed by Hayes in response to ITN DMS-17/18-004 will include the establishment and staffing of a
24x7x365 Network Operations Center (NOC) and Security Operations Center (SOC), and providing staff as part of the section
two (2) response. In addition, Hayes will be providing its respected hosted Avaya platform via the AT&T
response and contract

SCS FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

The person submitting the Reply certifies that the person is authorized to respond to this solicitation on behalf of the Respondent.
The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.
The Respondent certifies that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
The Respondent certifies that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: www.sunbiz.org
The Respondent certifies it has provided the Department with an Attachment G – Component Price Sheet.
The Respondent certifies it has provided the Department with a Vendor's Service Catalog.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf, and certifies conformance with all Responsiveness Requirements listed above.

AT&T Corp.
Name of Respondent's Organization

James Doherty
Printed Name of Organization's Authorized Representative



Signature of Organization's Authorized Representative June 7, 2019
Date

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

System Requirements	System Capacity (# Lines)	Monthly Price Per Line for System Capacity
Single Unified Communication system with: caller ID, three-way calling, do not disturb, call forward - all, call-forward - busy, call forward - no answer, call forward - not reachable, call pickup, class of service restriction, call hold, distinctive ringing, directory assistance, call transfer (blind), call waiting, speed dial, call number suppression, specific call rejection, last number dialed, call logs (missed, received, dialed), call trace, hunt group, remote access, auto attendant, auto callback, busy camp on, busy lamp field, call forward selective, call notify, call park, call screening, call transfer with recall, call transfer (consultation), distinctive ringing, diversion	up to 10 lines	\$ 43.0900
	up to 50 lines	\$ 43.0900

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

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Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

inhibitor, music on hold, conference calling, priority alert / ringing, push-to-talk (intercom), remote office, sequential ring, shared call appearance, simultaneous ring, voice mail, unified messaging, hoteling, operator assistance, instant messaging, notification, team collaboration, audio conferencing, web conferencing, video conferencing, message waiting indicator. **Phone equipment included.**

up to 200 lines \$ 43.0900

up to 500 lines \$ 43.0900

up to 1,000 lines \$ 43.0900

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Single Unified Communication system with: caller ID, three-way calling, do not disturb, call forward - all, call-forward - busy, call forward - no answer, call forward - not reachable, call pickup, class of service restriction, call hold, distinctive ringing, directory assistance, call transfer (blind), call waiting, speed dial, call number suppression, specific call rejection, last number dialed, call logs (missed, received, dialed), call trace, hunt group, remote access, auto attendant, auto callback, busy camp on, busy lamp field, call forward selective, call notify, call park, call screening, call transfer with recall, call transfer (consultation), distinctive ringing, diversion inhibitor, music on hold, conference calling, priority alert / ringing, push-to-talk (intercom), remote office, sequential ring, shared call appearance, simultaneous ring, voice mail, unified messaging, hoteling, operator assistance, instant messaging, notification, team collaboration, audio conferencing, web conferencing, video conferencing, message waiting indicator. **Phone equipment not included.**

up to 10 lines	\$	32.3700
up to 50 lines	\$	32.3700
up to 200 lines	\$	32.3700
up to 500 lines	\$	32.3700

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

	up to 1,000 lines	\$ 32.3700

Call rates for system access		
Per minute pricing for local calls		0
Per minute pricing for toll-free		0.011
Per minute pricing for domestic long distance		0

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Single-Tenant

Instructions:

Provide a monthly price per line for the system capacities in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

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Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*Monthly Price Per Line for System Capacity as listed are per line.

*Rates include PSTN access, unlimited local, and domestic long distance.

*UC Single-Tenant users integrating with call center applications may be required to purchase additional trunking out of Cat 2.

*Per minute pricing for local calls and domestic long distance are \$0 and are included in our Per Line pricing.

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Instructions:

Mark X in the blue cells if that service is provided as part of the plan indicated by that column; otherwise, leave the blue cell blank. Provide a monthly per line (i.e., per seat) price in the yellow cells, which are provided for a la carte, basic plan, gold plan, and platinum plan pricing. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Plan Pricing (plan offerings to be indicated below)	
BASIC PLAN PRICE	N/A
GOLD PLAN PRICE	\$ 13.0600
PLATINUM PLAN PRICE	\$ 14.0200

DMS-17/18-004
Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Service or Feature Name	Services or features included in plans as priced above (Mark X where offered in that plan; otherwise leave blank.):			A la carte price
	Basic Plan	Gold Plan	Platinum Plan	
Caller ID		X	X	
Three-way calling		X	X	
Do Not Disturb		X	X	
Call Forward – All		X	X	
Call Forward – Busy		X	X	
Call Forward – No Answer		X	X	
Call Forward - Not reachable		X	X	
Call Pickup			X	
Class of Service Restriction		X	X	
Call Hold		X	X	
Call Park			X	
Distinctive Ringing			X	
Directory Assistance		X	X	
Call Transfer (Blind, with consultation and recall)		X	X	
Call Waiting		X	X	
Speed Dial			X	
Call Number Suppression			X	
Specific Call Rejection			X	
Last Number Dialed		X	X	
Call logs (Missed, Received, Dialed)		X	X	
Call Trace		X	X	
Hunt Group		X	X	
Remote Access			X	
Auto Attendant		X	X	
Auto callback			X	
Busy Camp On			X	

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Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Busy Lamp Field			X	
Call Forward Selective			X	
Call Notify			X	
Call Screening		X	X	
Intentionally left blank			X	
Diversion Inhibitor			X	
Music On Hold		X	X	
Conference calling			X	
Priority Alert/Ringing			X	
Push-to-Talk (Intercom)			X	
Remote Office			X	
Sequential Ring			X	
Shared Call Appearance			X	
Simultaneous Ring			X	
PC-Based Receptionist				
Voice Mail			X	
Unified Messaging			X	
Local Calls		X	X	
Long Distance - Domestic		X	X	
Toll Free				\$ 0.0110
Intentionally left blank				
Intentionally left blank				
Intentionally left blank				
Intentionally left blank				
Hoteling			X	
IP Fax			X	
Mobility			X	
UC Faxing			X	
Instant Group Call/Paging		X	X	
Operator Assistance		X	X	
Instant Messaging				\$ 2.0000
Notification				\$ 2.0000
Team Collaboration				\$ 2.0000

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Attachment G - Final Component Price Sheet
Service Category 1 - Unified Communications - Multi-Tenant

Audio conferencing				\$	15.7500
Web conferencing				\$	15.7500
Video conferencing				\$	42.2500
Intercom Dialing		X	X		
Message Waiting Indicator			X		
Professional Services				\$	250.0000

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*The Professional Services rate is a per unit rate.
 *The toll-free rate is a per minute rate.
 *Gold Plan = HVS Standard Service, Platinum Plan = HVS Premium Service.
 *Call Center is HVS Call Center - Standard Service.
 *Call Center Desktop Client license includes Call Center Supervisor Desktop license.
 *Instant Messaging, Notification, and Team Collaboration are all included in one license, \$2.00 MRC.
 *All a la carte prices are Monthly Recurring unless otherwise noted.
 *Directory Assistance refers to internal directory only.
 *Operator Assistance refers to internal operator only.
 *IP Fax and UC Faxing are the same feature.
 *Audio Conferencing and Web Conferencing are the same service.
 *Per seat pricing includes surcharges and fees and will appear as separate line items on your bill(s).
 *HVS users who are utilizing NICE inContact services are required to purchase trunk seats. Pricing can be found in the Vendor Service Catalog.
 *The Client initially proposed to provide "Instant Messaging", "Notification", and "Team Collaboration" was manufacturer-discontinued during the procurement period. AT&T will submit to DMS a substitute client and price when available from the manufacturer.
 **N/A" indicates AT&T is not proposing this option.

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Attachment G - Final Component Price Sheet
Service Category 2 - SIP Trunking

Instructions:

Provide a price per unit for all items below in the yellow cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

	Unit	Price per unit
Concurrent call path rate	per call path, per month	\$ 9.8100
DID rate	per DID, per month	\$ -
Local call rate	per minute	\$ -
Toll free rate	per minute	\$ 0.0110
Long distance rate	per minute	\$ -
Call forwarding not reachable	per month, per trunk	\$ -
Intercept announcement	per month, per trunk	\$ -
Virtual phone number	per month, per trunk	\$ -
Limit the volume of calls to a specific DID	per month, per trunk	\$ -

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*The Toll free rate assumes the customer has already purchased a SIP Trunk as the transport for our Toll free service.

*Rates include PSTN access, unlimited local, domestic long distance, and Enhanced Features.

*SIP Trunking requires a customer connection to MFN-2, RBS, and/or Dedicated IP Access.

*A price of "\$ - " indicates the feature is included in our Concurrent call path rate.

DMS-17/18-004**Attachment G - Final Component Price Sheet
Service Category 3 - Contact Center - Single-Tenant**

Instructions: Provide a monthly price per agent for the system as described below. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

System Requirements	System Capacity	Monthly Price Per Agent for System Capacity
Single tenant contact center with: skills based routing, IVR with speech recognition with multiple language support (English, Spanish and Creole), IVR with text to speech, call recording with screen capture, 1 terabyte of storage of call recordings, workforce management, Computer Telephony Integration, Multi-channel (omni-channel) (email, web portal, etc), and virtual hold.	up to 50 agents	\$ 1,001.6000
	up to 100 agents	\$ 1,001.6000
	up to 300 agents	\$ 1,001.6000

Call rates for system access	
Per minute pricing for local calls	0
Per minute pricing for toll-free	0.011
Per minute pricing for domestic long distance	0

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Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

*Per minute pricing for local access assumes the customer has purchased a Cat 2 SIP Trunk and is represented as "0" above.

*Per minute pricing for toll-free assumes the customer has purchased a Cat 2 SIP Trunk.

*Per minute pricing for domestic long distance assumes the customer has purchased a Cat 2 SIP Trunk and is represented as "0" above.

*Speech recognition is not available for Creole.

*Professional services are not included in these rates but are available via the Vendor Service Catalog.

*These rates are per agent.

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Attachment G - Final Component Price Sheet
Service Category 3 - Contact Center - Multi-Tenant

Instructions: Provide a monthly price per measurement unit for all items below in the yellow cells. For the items below with green cells, provide a monthly price per port or a monthly price per minute, or both a monthly price per port and price per minute. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Service or Feature Name	Measurement Unit	Monthly Price
Agent	per agent	\$ 80.9900
Supervisor	per supervisor	\$ -
Interactive Voice Response Dual-Tone Multi-Frequency	per port	\$ -
Interactive Voice Response Dual-Tone Multi-Frequency	per minute	N/A
Interactive Voice Response with speech recognition	per port	\$ 0.0400
Interactive Voice Response with speech recognition	per minute	N/A

Interactive Voice Response text to speech	per port	\$ -
Interactive Voice Response text to speech	per minute	N/A
Interactive Voice Response speech recognition with multiple language support	per port	\$ 0.0400
Interactive Voice Response speech recognition with multiple language support	per minute	N/A
Computer Telephony Integration	per agent	ICB
Skills based routing	per agent	\$ -
Multi-channel (omni-channel) Access	per agent	*See Assumptions
Virtual Hold	per port	\$ -
Virtual Hold	per minute	\$ -
Workforce Management	per agent	\$ 22.5000
Desktop Agent Client	per client	\$ -
Mobile Agent Client	per client	\$ -
Call Recording with Screen Capture	per agent	\$ 40.2500
Storage of Call recordings	per gigabyte	\$ 1.5600
Voice Notifications	per minute	*See Assumptions
Email Notifications	per email	\$ 0.0250
Short Message Service Notifications	per text	\$ 0.0250
Fax Notifications	per fax	\$ 0.0250
Local calls	per minute	*See Assumptions
Long Distance - Domestic	per minute	*See Assumptions
Toll Free	per minute	\$ 0.0110
Professional Services	per hour	\$ 250.0000

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

- *Supervisor is free except if Supervisor also works as an agent, then price is same as Agent
- *IVR DTMF and Text to Speech included, IVR speech rec and speech rec with multiple language support is \$0.04/minute.
- *CTI capability IS INCLUDED, but custom development costs may apply
- *Multi-channel access is inherent in platform, see Price Catalog for pricing for individual channel addition.
- *Call Recording with Screen Capture: Price includes Full Quality Management package in order to do Screen Capture. CALL RECORDING ONLY W/O SCREEN CAPTURE IS \$5.35.
- *Storage of recordings price is for over and above the included 1G/agent which is included. Customers can download recordings to avoid this charge.
- *Voice Notifications included. To add email, SMS, and Fax requires a \$16.00 per configured user monthly charge which adds all three channels, plus usage charges indicated above.
- *Local access included in agent price, must port number to SIP.
- *Destination number (local and long distance) must also be an AT&T SIP number.
- *Cat 3 Multi-Tenant users may be required to purchase additional trunking.
- *"N/A" indicates AT&T is not proposing this option.
- *A price of "\$ - " indicates the feature is included in our per agent rate.

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Attachment G - Final Component Price Sheet
Service Category 4 - Centrex

Instructions:

Provide a price per unit for all items below in the yellow cells. Respondents may also detail out any assumptions they have made in the blue cells.

Address other pricing options such as tiered pricing in the service category of the Vendor's Service Catalog. Prices for additional services contemplated in the Final Statement of Work and within the scope of the Final Contract should be shown in the Vendor's Service Catalog. All prices should be in U.S. dollars. Prices can be provided to the fourth decimal place.

All submitted prices will be considered ceiling pricing. Surcharges and fees should be separately listed out in the Vendor Service Catalog in accordance with the ITN subsection 3.11.1.2 and the Request for Best and Final Offer. After the initial reply, Respondents may submit only price reductions. However, if revisions are made to aspects of this price sheet during the negotiation process, Respondents will be permitted to make adjustments to their pricing based on the revisions. Respondents are encouraged to demonstrate the best possible pricing at all times, and to further demonstrate price savings opportunities in Vendor's Service Catalog. Any services or features provided at no cost should be identified as \$0.00.

Respondent's proposed prices must comply with the terms in Section 3.12 of the ITN and the Request for Best and Final Offer.

Do not alter any cells in the Component Price Sheet. Do not modify formatting in the Component Price Sheet. The Respondent can add but not delete rows.

Service or Feature Name	Measurement Unit	Unit Cost
New System Installation		
System Installation	Entire system installation at one location, non-recurring cost	\$ -
Mainstation Installation	Installation of single Centrex line, non-recurring cost	\$ -
PRI Installation	Installation of a single PRI, non-recurring cost	\$ -
Line access		
Mainstation line charge	per line, per month	\$ 17.6400
PRI	per PRI, per month	\$ 412.1600
Call rate		
Local Calls	per minute	\$ -
Long Distance - Domestic	per minute	\$ 0.0145

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Toll Free	per minute	\$ 0.0110
Voice Mail		
Voice Mail Service Charge, Mailbox	per mailbox, per month	\$ 3.5000
Voice Mail Answer Only Service Charge, Mailbox	per mailbox, per month	\$ 7.9600
Operator Assistance		
Operator Assistance	per request	\$ 3.4900
Directory Assistance		
Directory Assistance Service	per request	\$ 2.4900

Assumptions: State all assumptions, if any, upon which the proposed pricing is based. Insert as many lines as necessary to ensure all assumptions are fully disclosed.

**AT&T'S VENDOR SERVICE CATALOG IN RESPONSE TO:
STATE OF FLORIDA, DEPARTMENT OF MANAGEMENT SERVICES
ITN NO: DMS 17/18-004 - SUNCOM COMMUNICATION SERVICES**

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Service Category 1 - UC Multi-Tenant

<u>Part Number</u>	<u>Description</u> <u>Polycom</u>	<u>NRC</u>	<u>Rent-12mo*</u>	<u>Rent-36mo*</u>	<u>Rent-60mo*</u>
2200-48300-00	VVX 301 6-line Desktop Phone with HD Voice. Ships with universal power supply with NA power plug.	\$93.00	\$8.14	\$3.04	\$2.04
2200-48300-02	VVX 301 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	\$80.00	\$7.00	\$2.61	\$1.75
2200-48350-00	VVX 311 6-line Desktop Phone Gigabit Ethernet with HD Voice. Ships with universal power supply with NA power plug.	\$108.00	\$9.45	\$3.53	\$2.37
2200-48350-02	VVX 311 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	\$95.00	\$8.32	\$3.10	\$2.08
2200-48400-00	VVX 401 12-line Desktop Phone with HD Voice. Ships with universal power supply with NA power plug.	\$125.25	\$10.96	\$4.09	\$2.74
2200-48400-02	VVX 401 12-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	\$112.50	\$9.85	\$3.67	\$2.46
2200-48450-00	VVX 411 12-line Desktop Phone Gigabit Ethernet with HD Voice. Ships with universal power supply with NA power plug.	\$143.00	\$12.52	\$4.67	\$3.13
2200-48450-02	VVX 411 12-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	\$130.00	\$11.38	\$4.24	\$2.85
2200-48500-00	VVX 501 12-line Business Media Phone with HD Voice. Ships with universal power supply with NA power plug.	\$227.00	\$19.87	\$7.41	\$4.97
2200-48500-02	VVX 501 12-line Business Media Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	\$211.00	\$18.47	\$6.89	\$4.62
2200-48600-00	VVX 601 16-line Business Media Phone with built-in Bluetooth and HD Voice. Ships with universal power supply with NA power plug.	\$283.00	\$24.77	\$9.24	\$6.20
2200-48600-02	VVX 601 16-line Business Media Phone with built-in Bluetooth and HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	\$266.00	\$23.29	\$8.68	\$5.83
2200-46350-02	VVX Color Expansion Module for VVX 300 Series, 400 Series, 500 Series and 600 Series. Includes AUX cable and attachment hardware.	\$175.00	\$15.32	\$5.71	\$3.83
2200-48840-02	POLYCOM INC. : VVX 450 12-line Desktop Business IP Phone with dual 10/100/1000 Ethernet ports. PoE only. Ships without power supply.	\$149.00	\$13.04	\$4.86	\$3.26
2200-48830-02	POLYCOM INC. : VVX 350 6-line Desktop Business IP Phone with dual 10/100/1000 Ethernet ports. PoE only. Ships without power supply.	\$127.00	\$11.12	\$4.15	\$2.78
2200-48820-02	POLYCOM INC. : VVX 250 4-line Desktop Business IP Phone with dual 10/100/1000 Ethernet ports. PoE only. Ships without power supply.	\$93.50	\$8.18	\$3.05	\$2.05
2200-48810-02	POLYCOM INC. : VVX 150 2-line Desktop Business IP Phone with dual 10/100 Ethernet ports. PoE only. Ships without power supply.	\$48.50	\$4.25	\$1.58	\$1.06
2200-48872-00	Universal Power Supply for VVX 150, 250, 350, 450, CCX 400. 1-pack, 5V, 3A, NA, power plug. Fixed blade. 1pk	\$13.50	n/a	n/a	n/a
2200-49230-00	POLYCOM INC. : VVX D230 DECT Base Station with DECT Handset. 1920-1930Mhz DECT. Ships with universal power supply with NA Adapter.	\$132.50	\$11.60	\$4.32	\$2.90
2200-49235-00	POLYCOM INC. : VVX D230 DECT Handset and charging cradle. 1920-1930Mhz. Ships with universal power supply with NA Adapter	\$75.50	\$6.61	\$2.46	\$1.65
2200-48890-02	Color Expansion Module for VVX 450	\$167.50	\$14.66	\$5.47	\$3.67
2200-85010-00	POLYCOM INC. : EE Mini USB camera for use with the VVX 501 and VVX 601 Business Media phones. Includes mount/adaptor for the phone.	\$96.00	n/a	n/a	n/a
2200-66070-00	Polycom Trio 8800 IP conference phone with built-in Wi-Fi, Bluetooth and NFC. Power over Ethernet. Includes 7.6m/25ft Ethernet cable, 1.8m/6ft USB 2.0 cable and setup sheet. POWER KIT NOT INCLUDED.	\$835.25	\$73.12	\$27.26	\$18.29
7200-23490-00	Power Kit for Polycom Trio 8800 and Trio Visual+. Incl. 100-240V, 0.8A, 55V/36W, IEEE 802.3at compliant mid-span power injector for 10/100/1000 Mbps Ethernet. Ships with 2.7m/9ft power cord with NA plug and 2.1m/7ft Ethernet cable.	\$110.00	\$9.63	\$3.59	\$2.41
2200-66700-02	Polycom Trio 8500 openSIP conference phone, built-in Bluetooth, Power over Ethernet. Includes: 7.6m/25ft Ethernet cable and Setup Sheet. CHINA: Incl. 3 yr Partner Premier. POWER KIT NOT INCLUDED	\$635.00	\$55.59	\$20.73	\$13.91
7200-85330-02	Polycom Trio 8500 Collaboration Kit. Incl. Trio 8500 PoE, Visual+, EagleEye Mini, Ethernet (2.1m/4.5m/7.6m), HDMI 1.8m, VESA mount. Incl 1yr Prem for Maint Cont Req. PWR KIT NOT INCLUDED.	\$1,267.00	\$110.91	\$41.35	\$27.75
2200-66740-00	Power Kit for Polycom Trio 8500. Incl. 100-240V, 0.8A, 56V/30W, IEEE 802.3at compliant mid-span power injector for 10/100/1000 Mbps Ethernet. Ships with 1.8m/6ft power cord with NA plug and 2.1m/7ft Ethernet cable.	\$103.50	\$9.06	\$3.38	\$2.27
2200-17670-00	Universal Power Supply for SPIP 560, SPIP 670, VVX 500/600 and VVX 1500. 5-pack, 48V, 0.4A, NA power plug.	\$86.00	n/a	n/a	n/a
2200-46170-00	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 48V, 0.4A, NA power plug.	\$19.50	n/a	n/a	n/a
2200-42740-00	AC Power Kit for SoundStation IP 6000, RP Touch and PLCM Touch Control. Includes 100-240V, 0.4A, 48VDC power supply, 6ft/1.8m power cord with NA plug and Power-over-Ethernet Insertion Cable (PIC).	\$85.00	n/a	n/a	n/a
2200-48560-00	Universal Power Supply for VVX 301/311/401/411/501/601. 1-pack, 48V, 0.52A, NA, Taiwan and Japan power plug.	\$23.50	n/a	n/a	n/a
2200-17671-00	Universal Power Supply for SoundPoint IP 560 and 670, VVX 500/600 and VVX 1500 Product Family. 1-pack, 48V, 0.4A, NA power plug.	\$27.22	n/a	n/a	n/a
2200-17680-00	5-pk HDVoice handset and cord for VVX 30x/31x, 40x/41x, 50x, and 60x series.	\$70.00	n/a	n/a	n/a
2200-40350-00	Universal Power Supply for VVX 100 and 200 Series. 5-pack, 12V, 0.5A, NA power plug.	\$58.33	n/a	n/a	n/a
2200-44405-02	Desk Stand for use with VVX300/400/500. 5-Pack.	\$31.11	n/a	n/a	n/a
2200-44415-02	Desk Stand for use with VVX600. 5-Pack.	\$31.11	n/a	n/a	n/a
2200-44514-00	New VVX Wallmount Bracket kit. For use with VVX 3xx/4xx/500/600 phone. 5-pack.	\$31.11	n/a	n/a	n/a
2200-46175-00	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 48V, 0.4A, NA power plug.	\$70.00	n/a	n/a	n/a
2200-46320-00	Wallmount Bracket Kit for all VVX Expansion Modules. 1-pk.	\$15.56	n/a	n/a	n/a
2200-17681-00	5-pk handset and cord for VVX 101	\$70.00	n/a	n/a	n/a
2200-17682-00	5-pk HD-Voice handset and cord for VVX 201	\$70.00	n/a	n/a	n/a

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2200-17683-02	Desk Stand/Wall Mount for use with VVX 101/201. 5-Pack.	\$31.11	n/a	n/a	n/a
2200-48570-00	Universal Power Supply for VVX 301/311/401/411. 1-pack, 48V, 0.3A, NA, Taiwan and Japan power plug.	\$19.50	n/a	n/a	n/a
2200-12770-02	SoundPoint IP Color Display Expansion Module for SoundPoint IP 670 SIP desktop IP phone.	\$213.00	n/a	n/a	n/a
2200-11611-00	SoundPoint IP Wallmount Bracket kit. For use with SoundPoint IP450 phone.	\$14.50	n/a	n/a	n/a
2200-12611-00	SoundPoint IP Wallmount Bracket kit. For use with SoundPoint IP 550, 560, 650 and 670 phones.	\$14.50	n/a	n/a	n/a
2200-85010-00	EE Mini USB camera for use with the VVX 501 and VVX 601 Business Media phones. DOES NOT INCLUDE MOUNTING-KIT	\$87.00	n/a	n/a	n/a
2200-49780-01	CCX 600 Business Media Phone. Microsoft Teams/SFB. PoE only. Ships without power supply	\$360.50	\$31.56	\$11.77	\$7.89
2200-49720-01	CCX 500 Business Media Phone. Microsoft Teams/SFB. PoE only. Ships without power supply	\$278.00	\$24.34	\$9.07	\$6.09
2200-49700-01	CCX 400 Business Media Phone. Microsoft Teams/SFB. PoE only. Ships without power supply	\$195.70	\$17.13	\$6.39	\$4.29
<u>Polycom Maintenance</u>		<u>NRC</u>			
4870-48300-16	VVX 301 one year maintenance- support and replacment	\$8.47			
4870-48300-36	VVX 301 three year maintenance- support and replacment	\$21.88			
4870-48350-36	VVX 311 one year maintenance -support and replacment	\$8.47			
4870-48350-36	VVX 311 three year maintenance -support and replacment	\$21.88			
4870-48400-16	VVX 401 one year maintenance -support and replacment	\$8.47			
4870-48400-36	VVX 401 three year maintenance -support and replacment	\$21.88			
4870-48450-16	VVX 411 one year maintenance -support and replacment	\$8.47			
4870-48450-36	VVX 411 three year maintenance -support and replacment	\$21.88			
4870-48500-16	VVX 501 one year maintenance -support and replacment	\$8.47			
4870-48500-36	VVX 501 three year maintenance -support and replacment	\$22.59			
4870-48600-16	VVX 601 one year maintenance -support and replacment	\$8.47			
4870-48600-36	VVX 601 three year maintenance -support and replacment	\$22.59			
4870-49230-16	VVX D230 DECT IP Phone KIT One Year Support and replacment	\$8.47			
4870-17821-36	VVX D230 DECT IP Phone KIT Three Year Support and replacment	\$21.88			
4870-66070-16	Trio 8800 one year maintenance on coference phone	\$28.24			
4870-66070-36	Trio 8800 three year maintenance on coference phone	\$22.65			
4870-66700-16	Trio 8500 one year maintenance on coference phone	\$28.24			
4870-66700-36	Trio 8500 three year maintenance on coference phone	\$77.65			
<u>Poly Studio Group Conference Devices for Huddle Space and medium size conference rooms</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
POLYCOM INC. : Studio: Audio/Video USB Soundbar, with auto-track 120 FOV 4K Camera, USB stereo speakerphone, BT speakerphone, Wi-Fi device					
7200-58530-00	management, remote, Cable: 5m USB Type-A to Type-C , Power: AMER-Type B, NEMA 5-15	\$812.00	\$71.08	\$26.50	\$17.78
POLYCOM INC. : POLY STUDIO X30 & POLY TC8;All-in-one 4K Video Conf/Collaboration/Wireless Presentation Sys:Touch Cntrl,4K 5x auto-track 120-deg					
2200-86260-00	FOV Cam,Codec,IP Stereo Spkrphone,Monitor Clamp;Cables:1 HDMI 1.83M,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr:Amer-Type B,NEMA 5-15.	\$1,784.00	\$156.17	\$58.23	\$39.07
POLYCOM INC. : POLY STUDIO X50 & POLY TC8 All-in-one 4K Video Conf/Collaboration/Wireless Presentation Sys:Touch Cntrl,4K 5x EPTZ auto-track 120-					
2200-86270-00	deg FOV Cam,Codec,IP Stereo Spkrphone,Wall Mount;2 HDMI 1.83m,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr: Amer-Type B,NEMA 5-15.	\$2,605.00	\$228.04	\$85.03	\$57.05
<u>Poly Studio X30 for Huddle Rooms Supporting Teams</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
POLYCOM INC. : POLY STUDIO X30 & POLY TC8;All-in-one 4K Video Conf/Collaboration/Wireless Presentation Sys:Touch Cntrl,4K 5x auto-track 120-deg					
2200-86260-00	FOV Cam,Codec,IP Stereo Spkrphone,Monitor Clamp;Cables:1 HDMI 1.83M,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr:Amer-Type B,NEMA 5-15.	\$1,784.00	\$156.17	\$58.23	\$39.07
POLYCOM INC. : RealConnect for Office 365. Enterprise User License,1-499 licenses. Pre-paid 1yr plan effective on service commitment.Service includes					
4870-09900-60	premier support. No cancellation or reduction of the plan or scope allowed	\$96.00	\$8.40	\$3.13	\$2.10
4877-86260-51	X30-Polycom Advantage, One Year,Poly Studio X30,Poly TC8	\$260.00	n/a	n/a	n/a
4877-86260-53	X30-Polycom Advantage, Three Year,Poly Studio X30,Poly TC8	\$700.00	n/a	\$22.85	n/a
<u>Poly Studio X50 for Huddle Rooms supporting Teams. Contact AT&T for quote above 500 units</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
POLYCOM INC. : POLY STUDIO X50 & POLY TC8 All-in-one 4K Video Conf/Collaboration/Wireless Presentation Sys:Touch Cntrl,4K 5x EPTZ auto-track 120-					
2200-86270-00	deg FOV Cam,Codec,IP Stereo Spkrphone,Wall Mount;2 HDMI 1.83m,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr: Amer-Type B,NEMA 5-15.	\$2,605.00	\$228.04	\$85.03	\$57.05
POLYCOM INC. : RealConnect for Office 365. Enterprise User License,1-499 licenses. Pre-paid 1yr plan effective on service commitment.Service includes					
4870-09900-60	premier support. No cancellation or reduction of the plan or scope allowed	\$96.00	n/a	n/a	n/a
4877-86270-51	X50-Polycom Advantage, One Year,Poly Studio X50,Poly TC8	\$405.00	\$35.45	n/a	n/a
4877-86270-53	X50-Polycom Advantage, Three Year,Poly Studio X50,Poly TC8	\$1,095.00	\$95.86	\$35.74	n/a

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<u>Poly G7500 (large conferene rooms) supporting Teams</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
Poly G7500 4k Codec-Wireless Presentation System, Eagle Eye IV-12x cam, IP Mic,remote,NTSC/PAL; Cables: 2 HDMI 1.8m, 1 CAT 5E LAN 3.6m, 1 CAT 5E					
7200-85760-00:SHLD 25ft, 1 HDCI 6ft, 1 HDCI Mini 3m, Power: Amer - Type B, NEMA 5-15. Maintenance Contract Required		\$6,751.00	\$590.98	\$220.35	n/a
POLYCOM INC. : RealConnect for Office 365. Enterprise User License,1-499 licenses. Pre-paid 1yr plan effective on service commitment.Service includes					
4870-09900-60(premier support. No cancellation or reduction of the plan or scope allowed		\$96.00	n/a	n/a	n/a
4877-85760-51:G7500-Polycom Advantage, One Year, Poly G7500 4k CODEC-Wireless Presentation System, Eagle Eye IV-12x camera		\$1,135.00	\$99.36	\$37.05	n/a
4877-85760-53:G7500-Polycom Advantage, Three Year, Poly G7500 4k CODEC-Wireless Presentation System, Eagle Eye IV-12x camera		\$3,065.00	\$268.31	\$100.04	n/a
<u>Wired Headsets</u>		<u>NRC</u>			
207577-01 PLANTRONICS, INC. : BLACKWIRE 5210,C5210,USB-A,WW		\$72.00			
207576-01 PLANTRONICS, INC. : BLACKWIRE 5220,C5220,USB-A,WW		\$79.00			
<u>Bluetooth Headsets</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
211317-01 PLANTRONICS, INC. : VOYAGER 4210 UC,B4210 USB-A,WW		\$115.50	\$10.11	\$3.77	\$2.53
211996-01 PLANTRONICS, INC. : VOYAGER 4220 UC,B4220 USB-A,WW		\$127.00	\$11.12	\$4.15	\$2.78
206110-101 PLANTRONICS, INC. : VOYAGER 5200 UC,B5200,WW		\$139.50	\$12.21	\$4.55	\$3.06
202652-01 PLANTRONICS, INC. : VOYAGER Focus, Stereo Bluetooth headset with Active Noise Canceling (ANC)		\$173.50	\$15.19	\$5.66	\$3.80
208769-01 PLANTRONICS, INC. : VOYAGER 8200 UC,B8200,BLACK,WW		\$244.00	\$21.36	\$7.96	\$5.34
<u>DECT Headsets</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
207309-01 W8210,SAVI 3IN1,OTH MON,UC,DECT 6.0,NA		\$257.00	\$22.50	\$8.39	\$5.63
207325-01 W8220,SAVI 3IN1,OTH STEREO,UC,DECT 6.0,NA		\$268.00	\$23.46	\$8.75	\$5.87
<u>Speakerphones</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
210902-01 PLANTRONICS, INC. : CALISTO 5200,USB-A+3.5mm		\$107.50	\$9.41	\$3.51	\$2.35
207913-01 PLANTRONICS, INC. : Calisto 7200, P7200,WW		\$191.00	\$16.72	\$6.23	\$4.18
<u>Accessories</u>		<u>NRC</u>			
38439-11 PLANTRONICS, INC. : APP-51		\$50.00			
207414-03 PLANTRONICS, INC. : MDA220 USB		\$87.00			
<u>Mitel</u>		<u>NRC</u>	<u>Rent-12mo</u>	<u>Rent-36mo</u>	<u>Rent-60mo</u>
80C00003AAA-#Charcoal, 6869i No AC Adapter		\$239.99	\$21.01	\$7.83	\$5.26
50006790 Charcoal, 6873i No AC Adapter		\$339.99	\$29.76	\$11.10	\$7.45
50006921 Charcoal, 6900/6800 Wall Mount Kit 10Pk		\$200.00	\$17.51	\$6.53	\$4.38
80C00010AAA-#For 6865i, 6867i and 6869i phones. 16 keys with LED, dynamically changes PoE class for 6867i & 6869i, M680i Expansion Module (Paper Label)		\$65.99	\$5.78	\$2.15	\$1.45
80C00007AAA-#For 6865i, 6867i and 6869i phones, 28 keys with LED dynamically changes PoE class for 6867i & 6869, M685i Expansion Module (Colour LCD)		\$159.99	\$14.01	\$5.22	\$3.50
D6700-0131-48:AC Adapter-Universal, AC Adapter-Universal		\$28.40	n/a	n/a	n/a
80C00011AAA-#2 piece slide & lock design, 1 fixed 10 degree phone angle, includes security screw feature and small Ethernet cable, 6800i Wall Mount Kit		\$2.00	n/a	n/a	n/a
80C00008AAA-#For 6867i and 6869i phones. Magnetically connects, no cables or batteries required, K680i QY Keyboard		\$43.99	n/a	n/a	n/a
80C00013AAA-#For 6867i and 6869i phones. Magnetically connects, no cables or batteries required, K680i QZ Keyboard		\$43.99	n/a	n/a	n/a
80C00014AAA-#For 6867i and 6869i phones. Magnetically connects, no cables or batteries required, K680i AY Keyboard		\$43.99	n/a	n/a	n/a
87-00083AAA-A Clear Plastic Cover (Package Qty 25), 6863i		\$32.00	n/a	n/a	n/a
87-00084AAA-A Clear Plastic Cover (Package Qty 25), 6865i		\$32.00	n/a	n/a	n/a
87-00085AAA-A Clear Plastic Cover (Package Qty 25), M680i		\$32.00	n/a	n/a	n/a
87-00077AAA-A HD handset (Package Qty 10), 6800i		\$200.00	n/a	n/a	n/a
87-00078AAA-A Handset Cord (Package Qty 10), 6800i		\$80.00	n/a	n/a	n/a
87-00079AAA-A Stand, 6863i Stand		\$96.00	n/a	n/a	n/a
87-00080AAA-A Stand (Package Qty 10), 6865/6867i		\$96.00	n/a	n/a	n/a
87-00081AAA-A Stand (Package Qty 10), 6869i		\$96.00	n/a	n/a	n/a
87-00086AAA-A Stand (Package Qty 10), M680i/M685i		\$96.00	n/a	n/a	n/a
A1736-0000-10:Formerly 536M, M670i Expansion Module		\$119.99	n/a	n/a	n/a
A1760-0000-10:Formerly 560M, M675i Expansion Module		\$159.99	n/a	n/a	n/a
50006763 BT Cordless handset for 6800 series phones, BlueTooth coordless handset for 6800 phones		\$120.00	n/a	n/a	n/a
50006822 6755i, 6757i, 6757i CT, 6735i, 6737i, 6739i, 6731i, Lync Phones: 6721, 6725, Praxis Phones: 6863i, 6865i, 6867i, 6869i, AC Adapter - North American		\$20.00	n/a	n/a	n/a
D0023-1051-00: 6755i, 6757i, 6757i CT, 6735i, 6737i, 6739i, 6731i, Lync Phones: 6721, 6725, AC Adapter - Universal		\$26.40	n/a	n/a	n/a
D0080-1659-00: Black, High Angle Stand		\$16.00	n/a	n/a	n/a
D0080-1260-00: 675xi Series, Stand Assembly (2 Legs/Rubber Feet)		\$4.00	n/a	n/a	n/a

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D0062-0011-34iEHS Operation w/Wireless Headsets, DHSG Cable Kit	\$20.00	n/a	n/a	n/a
D0063-1342-00i 675xi Series, 673xi Series, Replacement Handset	\$10.20	n/a	n/a	n/a
D0063-2000-00i 675xi Series, 673xi Series, Lync Phones, HD Phone Handset (Wideband)	\$20.00	n/a	n/a	n/a
D0061-1093-00i 675xi Series, 673xi Series, Lync Phones, Handset Cord	\$4.20	n/a	n/a	n/a
D0067-0001-00i 6725i Lync Phone, USB Cable	\$8.00	n/a	n/a	n/a
D0067-0002-00i 6721i/6725i Lync Phones Only, Wall Mount	\$20.00	n/a	n/a	n/a
D0031-1374-01i 6753i (MOQ 100), Blank Logo Plate	\$1.33	n/a	n/a	n/a
D0031-1368-01i 6755i (MOQ 100), Blank Logo Plate	\$1.33	n/a	n/a	n/a
D0031-1379-00i 6757i/6757i CT (MOQ 100), Blank Logo Plate	\$1.33	n/a	n/a	n/a
D0031-1542-00i 6730i/6731i (MOQ 100), Blank Logo Plate	\$1.33	n/a	n/a	n/a
D0031-1374-05i 6739i (50 Piece Kit), Blank Logo Plate	\$160.00	n/a	n/a	n/a
87-00082AAA-A 6800i Blank Logo Plate (Package Qty 50), Blank Logo Plate	\$100.00	n/a	n/a	n/a
50006863 Charcoal & Silver, 612d Handset	\$191.99	n/a	n/a	n/a
50006864 Charcoal & Silver, 622d Handset	\$255.99	n/a	n/a	n/a
50006865 Charcoal & Silver, 632d Handset	\$439.99	n/a	n/a	n/a
68980 610d, 612d, 620d, 622d, 630d, 632d, Charging Cradle/AC Adapter	\$36.00	n/a	n/a	n/a
68773 620d, 622d, 630d, 632d - Requires Power Battery Cover, Power Battery Pack	\$79.20	n/a	n/a	n/a
68772 620d, 622d, Power Battery Cover	\$6.80	n/a	n/a	n/a
68771 630d, 632d, Power Battery Cover	\$6.80	n/a	n/a	n/a
68770 610d, 612d, 620d, 622d, Rotary Belt Clip	\$12.00	n/a	n/a	n/a
68668 630d, 632d, Rotary Belt Clip	\$12.00	n/a	n/a	n/a
68759 620d, 622d, 630d, 632d, Mini USB Service Cable	\$39.20	n/a	n/a	n/a
68762 610d, 612d, 620d, 622d, Leather Pouch/Belt Clip	\$64.00	n/a	n/a	n/a
68761 630d, 632d, Leather Pouch/Belt Clip	\$64.00	n/a	n/a	n/a
68768 610d, 612d, 620d, 622d, 630d, 632d, Standard Battery Pack	\$39.20	n/a	n/a	n/a
68765 610d, 612d, 620d, 622d, Standard Belt Clip	\$8.00	n/a	n/a	n/a
68764 630d, 632d, Standard Belt Clip	\$16.80	n/a	n/a	n/a
68637 Indoor Access Point - Unlicensed, System Licensing Priced Separately, RFP 35 IP	\$599.99	n/a	n/a	n/a
68635 Outdoor Access Point - Unlicensed, System Licensing Priced Separately, PoE, RFP 36 IP	\$679.99	n/a	n/a	n/a
D4602-286D-00 For RFP 36 Outdoor Access Point, Wall Mount Kit	\$8.40	n/a	n/a	n/a
87-00002AAA-A RFP L35 and RFP35 Universal, AC Adapter for RFP 35/L35	\$20.00	n/a	n/a	n/a
4602437 RFP L36 65mm, RFP Outdoor Mast Mount	\$19.11	n/a	n/a	n/a
4602285 RFP L36 >65mm, RFP Outdoor Mast Mount	\$38.20	n/a	n/a	n/a
86-00071AAA-A SIP-DECT Lite System Unlock License, SIP-DECT Lite Unlock License	\$480.00	n/a	n/a	n/a
68632 12 Mos SW Upgrades - Required to upgrade from 2.1 (or later) 12 mos after system activation. , OMM SW Upgrade Subscription	\$208.00	n/a	n/a	n/a
68667 SIP DECT Licensing for up to 10 RFPs, OMM License 10	\$821.60	\$71.92	\$26.82	\$17.99
68666 SIP DECT Licensing for up to 20 RFPs, OMM License 20	\$1,341.80	\$117.46	\$43.80	\$29.39
68665 SIP DECT Licensing for up to 50 RFPs, OMM License 50	\$2,089.60	\$182.92	\$68.20	\$45.76
68664 SIP DECT Licensing for up to 100 RFPs, OMM License 100	\$3,733.60	\$326.84	\$121.86	\$81.77
68663 SIP DECT Licensing for up to 250 RFPs, OMM License 250	\$8,309.60	\$727.42	\$271.23	\$181.98
68662 SIP DECT Licensing for up to 500 RFPs, OMM License 500	\$14,549.60	\$1,273.67	\$474.90	\$318.64
68661 SIP DECT Licensing for up to 1000 RFPs, OMM License 1000	\$25,989.60	\$2,275.13	\$848.30	\$569.17
68660 Messaging & Alerting System License - 1 Required per system, OMM Messaging & Alerting	\$5,200.00	\$455.21	\$169.73	\$113.88
68659 Messaging Licensing - up to 10 Handsets, OMM Messaging 10	\$301.60	\$26.40	\$9.84	\$6.61
68658 Messaging Licensing - up to 20 Handsets, OMM Messaging 20	\$540.80	\$47.34	\$17.65	\$11.84
68657 Messaging Licensing - up to 50 Handsets, OMM Messaging 50	\$1,144.00	\$100.15	\$37.34	\$25.05
68656 Messaging Licensing - up to 100 Handsets, OMM Messaging 100	\$2,059.20	\$180.26	\$67.21	\$45.10
68655 Messaging Licensing - up to 250 Handsets, OMM Messaging 250	\$3,640.00	\$318.65	\$118.81	\$79.72
68649 Locating Server License - 1 Required Per System, OMM Locating Server License	\$2,437.50	\$213.38	\$79.56	\$53.38
68654 Locating Licensing for up to 10 RFPs, OMM Locating 10	\$1,684.00	\$147.42	\$54.97	\$36.88
68653 Locating Licensing for up to 20 RFPs, OMM Locating 20	\$3,328.00	\$291.33	\$108.63	\$72.88
68652 Locating Licensing for up to 50 RFPs, OMM Locating 50	\$7,800.00	\$682.81	\$254.59	\$170.82
68651 Locating Licensing for up to 100 RFPs, OMM Locating 100	\$14,580.00	\$1,276.33	\$475.89	\$319.30

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68650 Locating Licensing for up to 250 RFPs, OMM Locating 250	\$31,200.00	\$2,731.25	\$1,018.37	\$683.28
86-00016AAA-A G.729 License - System with Non L RFPs - Requires Concurrent Call Licensing, OMM G.729 License Mini	\$114.40	\$10.01	\$3.73	\$2.51
86-00012AAA-A G.729 License 5 Concurrent Calls, OMM G.729 License 5	\$150.80	\$13.20	\$4.92	\$3.30
86-00013AAA-A G.729 License 10 Concurrent Calls, OMM G.729 License 10	\$301.60	\$26.40	\$9.84	\$6.61
86-00014AAA-A G.729 License 20 Concurrent Calls, OMM G.729 License 20	\$603.20	\$52.80	\$19.69	\$13.21
86-00015AAA-A G.729 License 50 Concurrent Calls, OMM G.729 License 50	\$1,508.00	\$132.01	\$49.22	\$33.03
86-00257AAA-A AMR License (MAC) , AMR License (MAC)	\$8.00 n/a	n/a	n/a	
86-00258AAA-A AMR License (site) , AMR License (site)	Custom	Custom	Custom	Custom
80E00011AAA-#1 Year Enhanced Warranty, DECT Handset 612d	\$7.68	\$0.67	n/a	n/a
80E00011AAA-#3 Year Enhanced Warranty, DECT Handset 612d	\$17.28	n/a		\$0.56
80E00011AAA-#5 Year Enhanced Warranty, DECT Handset 612d	\$19.20	n/a	n/a	\$0.42
68850W1 1 Year Enhanced Warranty, DECT Handset 620d	\$10.28	\$0.90	n/a	n/a
80E00012AAA-#1 Year Enhanced Warranty, DECT Handset 622d	\$10.28	\$0.90	n/a	n/a
80E00012AAA-#3 Year Enhanced Warranty, DECT Handset 622d	\$23.08	n/a		\$0.75
80E00012AAA-#5 Year Enhanced Warranty, DECT Handset 622d	\$25.60	n/a	n/a	\$0.56
80E00013AAA-#1 Year Enhanced Warranty, DECT Handset 632d	\$17.60	\$1.54	n/a	n/a
80E00013AAA-#3 Year Enhanced Warranty, DECT Handset 632d	\$39.60	n/a	\$1.29	n/a
80E00013AAA-#5 Year Enhanced Warranty, DECT Handset 632d	\$44.00	n/a		\$0.96
85-00010AAA-A 1 Year Enhanced Warranty, 6863i No AC Adapter	\$8.80	\$0.77	n/a	n/a
85-00011AAA-A 3 Year Enhanced Warranty, 6863i No AC Adapter	\$19.20	n/a	\$0.63	n/a
85-00012AAA-A 5 Year Enhanced Warranty, 6863i No AC Adapter	\$29.60	n/a		\$0.65
85-00013AAA-A 1 Year Enhanced Warranty, 6865i No AC Adapter	\$8.80	\$0.77	n/a	n/a
85-00014AAA-A 3 Year Enhanced Warranty, 6865i No AC Adapter	\$19.20	n/a	\$0.63	n/a
85-00015AAA-A 5 Year Enhanced Warranty , 6865i No AC Adapter	\$29.60	n/a		\$0.65
85-00016AAA-A 1 Year Enhanced Warranty, 6867i No AC Adapter	\$8.80	\$0.77	n/a	n/a
85-00017AAA-A 3 Year Enhanced Warranty, 6867i No AC Adapter	\$19.20	n/a	\$0.63	n/a
85-00018AAA-A 5 Year Enhanced Warranty, 6867i No AC Adapter	\$29.60	n/a		\$0.65
85-00019AAA-A 1 Year Enhanced Warranty, 6869i No AC Adapter	\$8.80	\$0.77	n/a	n/a
85-00020AAA-A 3 Year Enhanced Warranty, 6869i No AC Adapter	\$19.20	n/a	\$0.63	n/a
85-00021AAA-A 5 Year Enhanced Warranty, 6869i No AC Adapter	\$19.20	n/a		\$0.42
85-00022AAA-A 1 Year Enhanced Warranty, M680i Expansion Module (Paper)	\$8.80	\$0.77	n/a	n/a
85-00023AAA-A 3 Year Enhanced Warranty, M680i Expansion Module (Paper)	\$19.20	n/a	\$0.63	n/a
85-00024AAA-A 5 Year Enhanced Warranty, M680i Expansion Module (Paper)	\$29.60	n/a		\$0.65
85-00025AAA-A 1 Year Enhanced Warranty, M685i Expansion Module (Colour LCD)	\$8.80	\$0.77	n/a	n/a
85-00026AAA-A 3 Year Enhanced Warranty, M685i Expansion Module (Colour LCD)	\$19.20	n/a	\$0.63	n/a
85-00027AAA-A 5 Year Enhanced Warranty, M685i Expansion Module (Colour LCD)	\$29.60	n/a		\$0.65
51303911 Mitel DECT 112 Base Station, Mitel DECT 112 Base Station	\$140.00	n/a	n/a	
51303913 Mitel DECT 112 Handset, Mitel DECT 112 Handset	\$160.00	n/a	n/a	
51303922 Mitel DECT 112 Repeater, Mitel DECT 112 Repeater	\$250.00	n/a	n/a	
<u>Cisco</u>	<u>NRC</u>			
CP-8811-3PCC-#Cisco IP Phone 8811 shipped with multiplatform phone firmware	\$337.76			
CP-8832-3PCC-#Cisco IP Conference Phone 8832 shipped with multiplatform phone firmware	\$940.96			
CP-8841-3PCC-#Cisco IP Phone 8841 shipped with multiplatform phone firmware	\$351.41			
CP-8845-3PCC-#Cisco IP Video Phone 8845 shipped with multiplatform phone firmware	\$392.35			
CP-8851-3PCC-#Cisco IP Phone 8851 shipped with multiplatform phone firmware	\$419.65			
CP-8861-3PCC-#Cisco IP Phone 8861 shipped with multiplatform phone firmware	\$518.59			
CP-8865-3PCC-#Cisco IP Video Phone 8865 shipped with multiplatform phone firmware	\$542.47			
CP-BEKEM-3PCC Cisco IP Key Expansion Module for multiplatform phones	\$410.78			
CP-8811-3PW-N Cisco IP Phone 8811 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America	\$368.47			
CP-8841-3PW-N Cisco IP Phone 8841 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America	\$382.12			
Cisco IP Video Phone 8845 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America (Available after August				
CP-8845-3PW-N 2018)	\$392.35			
CP-8851-3PW-N Cisco IP Phone 8851 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America	\$388.94			

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CP-8861-3PW-N	Cisco IP Phone 8861 shipped with multiplatform phone firmware, and with a power cube and a power cord for North America	\$518.59
	Cisco IP Video Phone 8865 shipped with multiplatform phone firmware, and a power cube and a power cord for North America (Available after August	
CP-8865-3PW-N	2018)	\$616.25
	<u>SBCs and Gateways</u>	<u>NRC</u>
900 0111 550	Mediant 500L MSBR with 4 FXS Voice Interfaces, 1000Base-T WAN , 10 SIP Session, 50 Registrations	\$773.33
900 0111 552	Mediant 500L MSBR with 4 FXS + 4 FXO Voice Interfaces, 1000Base-T WAN , 10 SIP Session, 50 Registrations	\$642.67
900 0111 580	Mediant 500 single E1/T1 voice interface, 4 GE ports, a single AC power supply (MoQ: 50 Units)	\$1,265.33
900 0111 560	Mediant 500 Licensing, 5 ESBC Sessions	\$300.00
900 0111 561	Mediant 500 Licensing, 10 ESBC Sessions	\$450.00
900 0111 562	Mediant 500 Licensing, 15 ESBC Sessions	\$600.00
900 0111 563	Mediant 500 Licensing, 20 ESBC Sessions	\$750.00
900 0111 564	Mediant 500 Licensing, 25 ESBC Sessions	\$900.00
900 0111 565	Mediant 500 license add 30 E-SBC sessions	\$1,050.00
900 0111 566	Mediant 500 license add 50 E-SBC sessions	\$1,800.00
900 0111 567	Mediant 500 license add 60 E-SBC sessions	\$2,150.00
900 0111 568	Mediant 500 license add 100 E-SBC sessions	\$3,400.00
900 0111 570	Mediant 500 Licensing, 50 Registrations	\$100.00
900 0111 571	Mediant 500 Licensing, 50 Registrations (MSBR)	\$100.00
900 0112 200	Mediant 800 ESBC with survivability - with 5 SIP sessions /50 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$910.80
900 0112 201	Mediant 800 ESBC with survivability - with 10 SIP sessions/100 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$1,246.67
900 0112 202	Mediant 800 ESBC with survivability - with 25 SIP sessions/250 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$2,340.80
900 0112 203	Mediant 800 ESBC with survivability - with 30 SIP sessions/500 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$3,000.80
900 0112 204	Mediant 800 ESBC with survivability - with 50 SIP sessions/500 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$3,954.13
900 0112 100	Mediant 800 MSBR with survivability - with 5 SIP sessions /50 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$1,130.80
900 0112 101	Mediant 800 MSBR with survivability - with 10 SIP sessions/100 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$1,466.67
900 0112 102	Mediant 800 MSBR with survivability - with 25 SIP sessions/250 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$2,560.80
900 0112 103	Mediant 800 MSBR with survivability - with 30 SIP sessions/500 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$3,091.00
900 0112 104	Mediant 800 MSBR with survivability - with 50 SIP sessions/500 survivable registrations, 6 PR GE/FE (APPLIANCE)	\$4,174.13
900 0112 131	Mediant 800 MSBR with 4 FXO Voice Interfaces, 2 PR GE (APPLIANCE)	\$1,482.07
900 0112 132	Mediant 800 MSBR with 4 FXO and 4 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$1,556.87
900 0112 133	Mediant 800 MSBR with 4 FXO and 8 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$1,630.93
900 0112 135	Mediant 800 MSBR with 1 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$2,565.93
900 0112 136	Mediant 800 MSBR with 2 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$3,413.67
900 0112 137	Mediant 800 MSBR with 1 E1/T1 Voice Interface, 2 PR GE/FE (APPLIANCE)	\$2,436.13
900 0112 231	Mediant 800 with 4 FXO Voice Interfaces, 2 PR GE (APPLIANCE)	\$1,262.07
900 0112 232	Mediant 800 with 4 FXO and 4 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$1,336.87
900 0112 233	Mediant 800 with 4 FXO and 8 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$1,410.93
900 0112 235	Mediant 800 with 1 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$2,345.93
900 0112 236	Mediant 800 with 2 E1/T1 and 4 FXS Voice Interfaces, 2 PR GE (APPLIANCE)	\$3,193.67
900 0112 237	Mediant 800 with 1 E1/T1 Voice Interface, 2 PR GE/FE (APPLIANCE)	\$2,216.13
900 0112 140	Mediant 800 software license for initial or additional 5 E-SBC sessions (APPLIANCE)	\$450.00
900 0112 141	Mediant 800 software license for initial or additional 25 E-SBC sessions (APPLIANCE)	\$2,000.00
900 0112 142	Mediant 800 software license for initial or additional 50 E-SBC sessions (APPLIANCE)	\$3,700.00
900 0112 145	Mediant 800 software license for enabling 50 SIP registrations on E-SBC (APPLIANCE)	\$100.00
900 0112 160	Mediant 1000B with Single T1/E1 Span, 4 FXS, 100 SIP/600 Survivable Sessions, single AC power supply and fans (APPLIANCE)	\$13,706.67
900 0112 161	Mediant 1000B with Dual T1/E1 Span, 8 FXS, 150 SIP/600 Survivable Sessions, single AC power supply and fans (APPLIANCE)	\$18,040.53
900 0111 001	Mediant 1000 VoIP Network Gateway, 1 E1/T1, SIP pkg w/Dual PS (APPLIANCE)	\$4,662.40
900 0111 002	Mediant 1000 Network Gateway, 2 E1/T1, SIP pkg w/Dual PS (APPLIANCE)	\$6,253.87
900 0111 003	Mediant 1000 VoIP Network Gateway, 4 E1/T1, SIP pkg w/Dual PS (APPLIANCE)	\$10,570.67
900 0111 006	Mediant 1000 VoIP Network Gateway, 1 E1/T1, SIP pkg w/Dual PS 1PRI, 4 FXO, SAS (APPLIANCE)	\$5,539.20
900 0111 007	Mediant 1000 VoIP Network Gateway, 1 E1/T1, SIP pkg w/Dual PS 1PRI, 4 FXS, SAS (APPLIANCE)	\$5,521.07
900 0112 180	Mediant 4000 Upgrade for 50 SIP sessions	\$2,368.00
900 0112 181	Mediant 4000 Upgrade for 100 SIP sessions	\$4,160.00

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900 0112 182	Mediant 4000 Upgrade for 250 SIP sessions	\$8,800.00
900 0112 183	Mediant 4000 Upgrade for 500 SIP sessions	\$12,800.00
900 0112 184	Mediant 4000 Upgrade for 1000 SIP sessions	\$16,640.00
900 0112 185	Mediant 4000 Upgrade for 2000 SIP sessions	\$28,160.00
900 0112 186	Mediant 4000 Upgrade for 4000 SIP sessions	\$38,400.00
900 0112 189	Mediant 4000 Upgrade for 1000 SIP Registrations	\$1,280.00
900 0112 170	Mediant 4000 DP Enterprise Session Border Controller (ESBC) - 100 SIP sessions, scalable to 1000 sessions. 500 Registrations. Dual PS. (APPLIANCE)	\$5,968.00
900 0112 173	Mediant 4000 DP Enterprise Session Border Controller (ESBC) - 100 SIP sessions, scalable to 1000 sessions. 1000 Registrations. Dual PS. (APPLIANCE)	\$6,432.00
900 0112 171	Mediant 4000 DP Software Upgrade for 25 SBC Sessions	\$430.67
900 0112 172	Mediant 4000 DP Software Upgrade for 100 SBC Registrations	\$65.73
900 0112 174	Mediant 4000 DP Software Upgrade for 100 SBC Sessions	\$1,722.67
900 0112 175	Mediant 4000 DP Software Upgrade for 500 SBC Sessions	\$8,613.33
900 0112 176	Mediant 4000 DP Software Upgrade for 300 SBC Registrations	\$197.20
900 0112 177	Mediant 4000 DP Software Upgrade for 500 SBC Registrations	\$328.67
900 0112 178	Mediant 4000 DP Software Upgrade for 1000 SBC Registrations	\$657.33
900 0112 300	Mediant 9000 chassis with dual AC power supply with 12 networking 1000Base-T GE copper interfaces. NEBS certified. Includes 1000 SIP Sessions & 10000 SIP Registrations. (Appliance)	\$52,700.00
900 0112 301	Mediant 9000 chassis with dual AC power supply with 12 networking 1000Base-T GE copper interfaces. NEBS certified.(Appliance)	\$22,000.00
900 0112 310	Mediant 9000 Software Upgrade for 250 SBC Sessions	\$7,440.00
900 0112 311	Mediant 9000 Software Upgrade for 1000 SBC Sessions	\$18,186.67
900 0112 312	Mediant 9000 Software Upgrade for 2000 SBC Sessions	\$25,326.67
900 0112 313	Mediant 9000 Software Upgrade for 5000 SBC Sessions	\$47,120.00
900 0112 314	Mediant 9000 Software Upgrade for 10000 SBC Sessions	\$71,920.00
900 0112 320	Mediant 9000 Software Upgrade for 1000 SIP Registrations	\$1,818.67
900 0112 321	Mediant 9000 Software Upgrade for 10000 SIP Registrations	\$7,192.00
900 0112 322	Mediant 9000 Software Upgrade for 50000 SIP Registrations	\$10,746.67
900 0110 001	VoIP Gateway (MP-112), including 2 FXS analog lines, single 10/100 BaseT (APPLIANCE)	\$204.80
900 0110 002	VoIP Gateway (MP-114), including 4 FXS analog lines, single 10/100 BaseT (APPLIANCE)	\$398.93
900 0110 003	VoIP Gateway (MP-118), including 8 FXS analog lines, single 10/100 BaseT (APPLIANCE)	\$712.53
900 0110 004E	VoIP Gateway (MP-124E), including 24 FXS analog lines, single 10/100 BaseT (APPLIANCE)	\$1,568.00
900 0110 010	VoIP Gateway (MP-114), including 4 FXO analog lines, single 10/100 BaseT (APPLIANCE)	\$439.47
900 0110 011	VoIP Gateway (MP-118), including 8 FXO analog lines, single 10/100 BaseT (APPLIANCE)	\$777.60
900 0110 020	VoIP Gateway (MP-114), including 2 FXO and 2 FXS analog lines, single 100/10 BaseT (APPLIANCE)	\$419.20
900 0110 021	VoIP Gateway (MP-118), including 4 FXO and 4 FXS analog lines, single 100/10 BaseT (APPLIANCE)	\$744.53
900 0110 110E	VoIP Gateway (MP-124E) 24-Port FXS with Short Cable Installation Kit	\$1,918.93
900 0110 111E	VoIP Gateway (MP-124E) 24-Port FXS with Long Cable Installation Kit (Note - Includes Lightning Protection)	\$1,910.40
900 0110 112E	VoIP Gateway (MP-124E) 24-Port FXS with 10M Cable Installation Kit (without lightning protection)	\$1,676.80
900 0110 001R	VoIP Gateway (MP-112), including 2 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports (APPLIANCE)	\$211.20
900 0110 002R	VoIP Gateway (MP-114), including 4 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports (APPLIANCE)	\$411.73
900 0110 003R	VoIP Gateway (MP-118), including 8 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports (APPLIANCE)	\$738.13
900 0110 004RE	VoIP Gateway (MP-124E), including 24 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports (APPLIANCE)	\$1,644.80
900 0110 010R	VoIP Gateway (MP-114), including 4 FXO analog lines, single 10/100 BaseT with RTCP-XR Reports (APPLIANCE)	\$452.27
900 0110 011R	VoIP Gateway (MP-118), including 8 FXO analog lines, single 10/100 BaseT with RTCP-XR Reports (APPLIANCE)	\$803.20
900 0110 020R	VoIP Gateway (MP-114), including 2 FXO and 2 FXS analog lines, single 100/10 BaseT with RTCP-XR Reports (APPLIANCE)	\$432.00
900 0110 021R	VoIP Gateway (MP-118), including 4 FXO and 4 FXS analog lines, single 100/10 BaseT with RTCP-XR Reports (APPLIANCE)	\$770.13
900 0110 110RE	VoIP Gateway (MP-124E) 24-Port FXS with Short (3 meter) Cable Installation Kit, with RTCP-XR Reports (APPLIANCE)	\$1,995.73
900 0110 111RE	VoIP Gateway (MP-124E) 24-Port FXS with Long Cable Installation Kit (Note - Includes Lightning Protection), with RTCP-XR Reports, (APPLIANCE)	\$1,987.20
900 0110 112RE	VoIP Gateway (MP-124E) 24-Port FXS with Long Cable Installation Kit (without lightning protection), with RTCP-XR Reports, (APPLIANCE)	\$1,753.60
900 0110 001BF	VoIP Gateway (MP-112), including 2 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports for Basic Retail (APPLIANCE)	\$217.87
900 0110 002BF	VoIP Gateway (MP-114), including 4 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports for Basic Retail (APPLIANCE)	\$418.40

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900 0110 003BF	VoIP Gateway (MP-118), including 8 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports for Basic Retail (APPLIANCE)	\$744.80
900 0110 020BF	VoIP Gateway (MP-114), including 2 FXO and 2 FXS analog lines, single 10/100 BaseT with RTCP-XR Reports for Basic Retail (APPLIANCE)	\$438.67
900 0120 100	VoIP Gateway (MP-1288) High density analog gateway with 72 FXS ports and dual AC power supply, (APPLIANCE)	\$6,912.00
900 0120 101	VoIP Gateway (MP-1288) High density analog gateway with 144 FXS ports and dual AC power supply, (APPLIANCE)	\$12,288.00
900 0120 102	VoIP Gateway (MP-1288) High density analog gateway with 216 FXS ports and dual AC power supply, (APPLIANCE)	\$17,280.00
900 0120 103	VoIP Gateway (MP-1288) High density analog gateway with 288 FXS ports and dual AC power supply, (APPLIANCE)	\$21,226.67
900 0120 100R	VoIP Gateway (MP-1288) High density analog gateway with 72 FXS ports and dual AC power supply, with RTCP-XR Reports, (APPLIANCE)	\$7,142.40
900 0120 101R	VoIP Gateway (MP-1288) High density analog gateway with 144 FXS ports and dual AC power supply, with RTCP-XR Reports, (APPLIANCE)	\$12,748.80
900 0120 102R	VoIP Gateway (MP-1288) High density analog gateway with 216 FXS ports and dual AC power supply, with RTCP-XR Reports, (APPLIANCE)	\$17,971.20
900 0120 103R	VoIP Gateway (MP-1288) High density analog gateway with 288 FXS ports and dual AC power supply, with RTCP-XR Reports, (APPLIANCE)	\$22,148.27
900 0110 104	MP-124 Centronics connector to open lead patch panel (10 meters)	\$102.00
900 0110 105	MP-124 Outdoor Lightning Protection Unit for 25 ports	\$219.00
900 0110 106	MP-124 Outdoor Lightning Protection Unit for 100 ports	\$787.00
900 0110 107	MP-124 Outdoor Lightning Protection Unit for 25 ports, including 1x 3 meter Centronics cable assembly	\$329.00
900 0110 108	MP-124 Outdoor Lightning Protection Unit for 100 ports, including 4x 3 meter Centronics cable assemblies	\$1,127.00
900 0110 109	MP-124 Plugs for the Outdoor protection units kit	\$107.00
900 0110 115	VoIP Gateway 6-Port Lightning Protection 66 Block, No Cover	\$102.62
900 0110 116	VoIP Gateway 12-Port Lightning Protection 66 Block, No Cover	\$174.32
900 0110 118	VoIP Gateway Lightning Protection Module - Solid State, 240V	\$10.64
900 0110 122	Circa 4B3S-75 Digital protection module	\$6.12
900 0110 123	MP112 (2-line) Lightning Protection add-on kit	\$112.86
900 0110 124	MP114 (4-line) Lightning Protection add-on kit	\$123.10
900 0110 125	MP118 (8-line) Lightning Protection add-on kit	\$215.28
900 0110 126	MP124 (24-line) Lightning Protection add-on kit	\$399.20
900 0111 110	M500 RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0111 111	M800 RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0111 112	M1K RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0111 113	M2K RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0111 114	M4K RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0111 116	MediaPack RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0111 117	MP-1288 RTCP-XR Extended Reports (per gateway channel)	\$3.00
900 0110 100	Rack mounting shelves for MP 11x VoIP gateways (10 pack) (APPLIANCE)	\$217.00
900 0110 101	Rack mounting shelves for MP 124 VoIP gateways (10 pack) (APPLIANCE)	\$102.00
900 0110 102	Lifeline cables for VoIP gateways (25 pack) (APPLIANCE)	\$55.00
900 0110 119	MP124 Telephony Cable Safety Locker, Velco, 10 Units per package	\$240.00
900 0110 120	Mediant 1000B Digital Voice Module with single E1/T1 span	\$2,300.00
900 0110 121	Mediant 500L MSBR Replacement Power Supply with NA cable (2PK)	\$80.00
900 0120 200	VoIP Gateway (MP-1288) MP-1288 analog FXS blade supporting 72 FXS ports	\$4,700.00
900 0120 201	VoIP Gateway (MP-1288) Three patch panels units, applicable for a single MP-1288 FXS blade	\$1,133.00
900 0120 202	VoIP Gateway (MP-1288) MP-1288 Spare Part - Power Supply unit AC power	\$700.00
900 0120 203	VoIP Gateway (MP-1288) Three Centronics Cables (10 meters each) for a single MP-1288 FXS blade	\$400.00
900 0120 204	VoIP Gateway (MP-1288) 5 air filter units for MP-1288	\$250.00
	<u>Maintenance for SBCs and Gateways</u>	<u>NRC</u>
909 0111 550 0:	Annual support for part number 909 0111 550 01	\$299.06
909 0111 552 0:	Annual support for part number 909 0111 552 01	\$248.53
909 0111 580 0:	Annual support for part number 909 0111 580 01	\$474.38
909 0111 560 0:	Annual support for part number 909 0111 560 01	\$61.88
909 0111 561 0:	Annual support for part number 909 0111 561 01	\$92.81
909 0111 562 0:	Annual support for part number 909 0111 562 01	\$123.75
909 0111 563 0:	Annual support for part number 909 0111 563 01	\$154.69
909 0111 564 0:	Annual support for part number 909 0111 564 01	\$185.63
909 0111 565 0:	Annual support for part number 909 0111 565 01	\$216.56
909 0111 566 0:	Annual support for part number 909 0111 566 01	\$374.25

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909 0111 567 0:Annual support for part number 909 0111 567 01	\$443.44
909 0111 568 0:Annual support for part number 909 0111 568 01	\$701.25
909 0111 570 0:Annual support for part number 909 0111 570 01	\$20.63
909 0111 571 0:Annual support for part number 909 0111 571 01	\$20.63
909 0112 200 0:Annual support for part number 909 0112 200 01	\$256.16
909 0112 201 0:Annual support for part number 909 0112 201 01	\$350.63
909 0112 202 0:Annual support for part number 909 0112 202 01	\$658.35
909 0112 203 0:Annual support for part number 909 0112 203 01	\$843.98
909 0112 204 0:Annual support for part number 909 0112 204 01	\$1,112.10
909 0112 100 0:Annual support for part number 909 0112 100 01	\$318.04
909 0112 101 0:Annual support for part number 909 0112 101 01	\$412.50
909 0112 102 0:Annual support for part number 909 0112 102 01	\$720.23
909 0112 103 0:Annual support for part number 909 0112 103 01	\$869.34
909 0112 104 0:Annual support for part number 909 0112 104 01	\$1,173.98
909 0112 131 0:Annual support for part number 909 0112 131 01	\$416.88
909 0112 132 0:Annual support for part number 909 0112 132 01	\$437.87
909 0112 133 0:Annual support for part number 909 0112 133 01	\$458.70
909 0112 135 0:Annual support for part number 909 0112 135 01	\$721.67
909 0112 136 0:Annual support for part number 909 0112 136 01	\$960.09
909 0112 137 0:Annual support for part number 909 0112 137 01	\$658.16
909 0112 231 0:Annual support for part number 909 0112 231 01	\$354.96
909 0112 232 0:Annual support for part number 909 0112 232 01	\$375.99
909 0112 233 0:Annual support for part number 909 0112 233 01	\$396.83
909 0112 235 0:Annual support for part number 909 0112 235 01	\$659.79
909 0112 236 0:Annual support for part number 909 0112 236 01	\$898.22
909 0112 237 0:Annual support for part number 909 0112 237 01	\$623.29
909 0112 140 0:Annual support for part number 909 0112 140 01	\$92.81
909 0112 141 0:Annual support for part number 909 0112 141 01	\$412.50
909 0112 142 0:Annual support for part number 909 0112 142 01	\$763.13
909 0112 145 0:Annual support for part number 909 0112 145 01	\$20.63
909 0112 160 0:Annual support for part number 909 0112 160 01	\$2,650.31
909 0112 161 0:Annual support for part number 909 0112 161 01	\$3,488.31
909 0111 001 0:Annual support for part number 909 0111 001 01	\$901.52
909 0111 002 0:Annual support for part number 909 0111 002 01	\$1,209.24
909 0111 003 0:Annual support for part number 909 0111 003 01	\$2,043.94
909 0111 006 0:Annual support for part number 909 0111 006 01	\$1,071.06
909 0111 007 0:Annual support for part number 909 0111 007 01	\$1,067.55
909 0112 180 0:Annual support for part number 909 0112 180 01	\$763.13
909 0112 181 0:Annual support for part number 909 0112 181 01	\$340.63
909 0112 182 0:Annual support for part number 909 0112 182 01	\$835.94
909 0112 183 0:Annual support for part number 909 0112 183 01	\$4,125.00
909 0112 184 0:Annual support for part number 909 0112 184 01	\$5,362.50
909 0112 185 0:Annual support for part number 909 0112 185 01	\$9,075.00
909 0112 186 0:Annual support for part number 909 0112 186 01	\$12,375.00
909 0112 189 0:Annual support for part number 909 0112 189 01	\$412.50
909 0112 170 0:Annual support for part number 909 0112 170 01	\$1,923.28
909 0112 173 0:Annual support for part number 909 0112 173 01	\$2,072.81
909 0112 171 0:Annual support for part number 909 0112 171 01	\$195.94
909 0112 172 0:Annual support for part number 909 0112 172 01	\$29.91
909 0112 174 0:Annual support for part number 909 0112 174 01	\$783.75
909 0112 175 0:Annual support for part number 909 0112 175 01	\$3,918.75
909 0112 176 0:Annual support for part number 909 0112 176 01	\$89.72
909 0112 177 0:Annual support for part number 909 0112 177 01	\$149.53

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909 0112 178 0:Annual support for part number 909 0112 178 01	\$299.06
909 0112 300 0:Annual support for part number 909 0112 300 01	\$10,869.38
909 0112 301 0:Annual support for part number 909 0112 301 01	\$4,587.50
909 0112 310 0:Annual support for part number 909 0112 310 01	\$1,856.25
909 0112 311 0:Annual support for part number 909 0112 311 01	\$4,537.50
909 0112 312 0:Annual support for part number 909 0112 312 01	\$6,393.75
909 0112 313 0:Annual support for part number 909 0112 313 01	\$11,756.25
909 0112 314 0:Annual support for part number 909 0112 314 01	\$17,943.75
909 0112 320 0:Annual support for part number 909 0112 320 01	\$453.75
909 0112 321 0:Annual support for part number 909 0112 321 01	\$1,794.38
909 0112 322 0:Annual support for part number 909 0112 322 01	\$2,681.25
909 0110 001 0:Annual support for part number 909 0110 001 01	\$39.60
909 0110 002 0:Annual support for part number 909 0110 002 01	\$77.14
909 0110 003 0:Annual support for part number 909 0110 003 01	\$137.78
909 110 004E 0:Annual support for part number 909 110 004E 01	\$303.19
909 0110 010 0:Annual support for part number 909 0110 010 01	\$84.98
909 0110 011 0:Annual support for part number 909 0110 011 01	\$150.36
909 0110 020 0:Annual support for part number 909 0110 020 01	\$81.06
909 0110 021 0:Annual support for part number 909 0110 021 01	\$143.96
909 110 110E 0:Annual support for part number 909 110 110E 01	\$371.04
909 110 111E 0:Annual support for part number 909 110 111E 01	\$369.39
909 110 112E 0:Annual support for part number 909 110 112E 01	\$324.23
909 0110 001R Annual support for part number 909 0110 001R 01	\$40.84
909 0110 002R Annual support for part number 909 0110 002R 01	\$79.61
909 0110 003R Annual support for part number 909 0110 003R 01	\$142.73
909 0110 004RIAnnual support for part number 909 0110 004RE 01	\$318.04
909 0110 010R Annual support for part number 909 0110 010R 01	\$87.45
909 0110 011R Annual support for part number 909 0110 011R 01	\$155.31
909 0110 020R Annual support for part number 909 0110 020R 01	\$83.53
909 0110 021R Annual support for part number 909 0110 021R 01	\$149.91
909 0110 110RIAnnual support for part number 909 0110 110RE 01	\$385.89
909 0110 111RIAnnual support for part number 909 0110 111RE 01	\$384.24
909 0110 112RIAnnual support for part number 909 0110 112RE 01	\$339.08
909 0110 001BIAnnual support for part number 909 0110 001BR 01	\$40.84
909 0110 002BIAnnual support for part number 909 0110 002BR 01	\$79.61
909 0110 003BIAnnual support for part number 909 0110 003BR 01	\$142.73
909 0110 020BIAnnual support for part number 909 0110 020BR 01	\$83.53
909 0120 100 0:Annual support for part number 909 0120 100 01	\$1,336.50
909 0120 101 0:Annual support for part number 909 0120 101 01	\$1,276.00
909 0120 102 0:Annual support for part number 909 0120 102 01	\$3,341.25
909 0120 103 0:Annual support for part number 909 0120 103 01	\$4,104.38
909 120 100R 0:Annual support for part number 909 120 100R 01	\$1,381.05
909 120 101R 0:Annual support for part number 909 120 101R 01	\$2,465.10
909 120 103R 0:Annual support for part number 909 120 103R 01	\$4,282.58
909 0110 104 0:Annual support for part number 909 0110 104 01	\$21.04
909 0110 105 0:Annual support for part number 909 0110 105 01	\$45.17
909 0110 106 0:Annual support for part number 909 0110 106 01	\$162.32
909 0110 107 0:Annual support for part number 909 0110 107 01	\$67.86
909 0110 108 0:Annual support for part number 909 0110 108 01	\$232.44
909 0110 109 0:Annual support for part number 909 0110 109 01	\$22.07
909 0110 115 0:Annual support for part number 909 0110 115 01	\$21.17
909 0110 116 0:Annual support for part number 909 0110 116 01	\$35.95
909 0110 118 0:Annual support for part number 909 0110 118 01	\$2.19

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909 0110 122 0:	Annual support for part number 909 0110 122 01	\$1.26
909 0110 123 0:	Annual support for part number 909 0110 123 01	\$25.28
909 0110 124 0:	Annual support for part number 909 0110 124 01	\$35.39
909 0110 125 0:	Annual support for part number 909 0110 125 01	\$44.40
909 0110 126 0:	Annual support for part number 909 0110 126 01	\$82.34
909 0111 110 0:	Annual support for part number 909 0111 110 01	\$0.62
909 0111 111 0:	Annual support for part number 909 0111 111 01	\$0.62
909 0111 112 0:	Annual support for part number 909 0111 112 01	\$0.62
909 0111 113 0:	Annual support for part number 909 0111 113 01	\$0.62
909 0111 114 0:	Annual support for part number 909 0111 114 01	\$0.62
909 0111 116 0:	Annual support for part number 909 0111 116 01	\$0.62
909 0111 117 0:	Annual support for part number 909 0111 117 01	\$0.62
909 0110 100 0:	Annual support for part number 909 0110 100 01	\$26.19
909 0110 101 0:	Annual support for part number 909 0110 101 01	\$21.04
909 0110 102 0:	Annual support for part number 909 0110 102 01	\$11.34
909 0110 119 0:	Annual support for part number 909 0110 119 01	\$49.50
909 0110 120 0:	Annual support for part number 909 0110 120 01	\$474.38
909 0110 121 0:	Annual support for part number 909 0110 121 01	\$16.50
909 0120 200 0:	Annual support for part number 909 0120 200 01	\$969.38
909 0120 201 0:	Annual support for part number 909 0120 201 01	\$233.68
909 0120 202 0:	Annual support for part number 909 0120 202 01	\$144.38
909 0120 203 0:	Annual support for part number 909 0120 203 01	\$82.50
909 0120 204 0:	Annual support for part number 909 0120 204 01	\$51.56

HVS Service FeaturesMRC

A1M0001	5000 and greater Total Seats / Total Seats / HVS Voicemail Only with UM & Fax / Per Seat / 139507	\$4.00
A1M0002	5000 and greater Total Seats / Total Seats / HVS SIP Trunk Seat / Per Seat / 140050	\$12.00
A1M0003	5000 and greater Total Seats / Total Seats / HVS SIP Trunk user charge (in addition to SIP trunk seat) / Per TN	\$0.00
A1M0004	5000 and greater Total Seats / HVS Features / Call Center Standard Agent / Per Seat / 140056	\$5.88
A1M0005	5000 and greater Total Seats / HVS Features / Call Center Premium with Agent Client / Per Seat / 140059	\$13.00
A1M0006	5000 and greater Total Seats / HVS Features / Call Center Supervisor PC Client / Per Seat / 140062	\$13.00
A1M0007	5000 and greater Total Seats / HVS Features / Lync Client Integration / Per Seat / 140069	\$0.00
	5000 and greater Total Seats / HVS Features / Broadtouch Communicator Client (PC and/or Mobile) includes Lync Integration with 365 / Per Seat / 140072** (see below)	\$2.00
A1M0008		
A1M0009	5000 and greater Total Seats / HVS Features / Receptionist Enterprise / Per Seat / 140053	\$15.00
A1M0010	5000 and greater Total Seats / HVS Features / AT&T Advanced E911 / Per Seat / 140068	\$0.40
A1M0011	5000 and greater Total Seats / HVS Features / Meet-Me-Conferencing / Per Port / 140065	\$8.00
A1M0012	5000 and greater Total Seats / HVS Features / Auto Attendant / Per Seat / 142629	\$0.00
A1M0013	5000 and greater Total Seats / HVS Features / HVS Encryption / Per Seat / 157123	\$1.75
A1M0014	5000 and greater Total Seats / HVS Features / Call Recording / Per Seat / 157113	\$10.92
A1M0015	5000 and greater Total Seats / HVS Features / Quality Assurance Agent (Subscription License) / Per Seat / 157114	\$17.00
A1M0016	5000 and greater Total Seats / HVS Features / Desktop Analytics Agent (Subscription License) / Per Seat / 157115	\$30.00
A1M0017	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 1 Year / Per Seat / 157116	\$4.00
A1M0018	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 2 Year / Per Seat / 157117	\$7.00
A1M0019	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 3 Year / Per Seat / 157118	\$10.00
A1M0020	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 4 Year / Per Seat / 157119	\$12.00
A1M0021	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 5 Year / Per Seat / 157120	\$15.00
A1M0022	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 6 Year / Per Seat / 157121	\$18.00
A1M0023	5000 and greater Total Seats / HVS Features / Geo Redundant Storage 7 Year / Per Seat / 157122	\$19.50

Zoom Conferencing

<u>Part Number</u>	<u>Description</u>	<u>Per Minute</u>
A1M0028	USA - Operator Dial-Out / USA - Operator Dial-Out / Operator Dial-Out / United States / USA	\$0.19
A1M0029	IP to IP Access / IP to IP Direct Dial/Reservationless / IP to IP Access / United States / USA	\$0.02
A1M0030	Exec, Event & Premier / Executive Tconf Svc. / Toll Free Dial-In / United States / USA	\$0.30

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A1M0031	Exec, Event & Premier / Executive Tconf Svc. / Caller Paid Dial-In / United States / USA	\$0.25
A1M0032	Exec, Event & Premier / Premier Tconf. Svc. / Toll Free Dial-In / United States / USA	\$0.25
A1M0033	Exec, Event & Premier / Premier Tconf. Svc. / Caller Paid Dial-In / United States / USA	\$0.23
A1M0034	Web Meeting Service / Web Meeting Service / Internet	\$0.10
A1M0035	Executive Web Conference Service / Executive Web Conference Service / Internet	\$0.37
A1M0036	Digitized Replay / Digitized Replay / Toll Free Dial-In	\$0.22
A1M0037	Digitized Replay / Digitized Replay / Caller Paid Dial-In	\$0.17
A1M0038	Operator Assisted Dial In (OADI) / United States / USA / Caller Paid / Standard	\$0.07
A1M0039	Operator Assisted Dial In (OADI) / United States / USA / Toll Free / Standard	\$0.08
A1M0040	Reservationless Automated Dial In (RADI) / United States / USA / Caller Paid / Standard	\$0.02
A1M0041	Reservationless Automated Dial In (RADI) / United States / USA / Toll Free / Standard	\$0.02
A1M0042	Reserved Automated Dial In (ADI) / United States / USA / Caller Paid / Standard	\$0.05
A1M0043	Reserved Automated Dial In (ADI) / United States / USA / Toll Free / Standard	\$0.06
A1M0044	Dial-Out (Call Me) / United States / USA / Dial-Out / Standard	\$0.02

* Maintenance must also be purchased when renting devices

**This item was manufacturer-discontinued during the procurement period. AT&T will submit to DMS a substitute client and price when available from the manufacturer.

Service Category 1 - UC Other

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>	<u>MRC</u>
	<u>Cloud Station Bundles</u>		
400122	Basic Voice Bundle	\$0.00	\$20.00
390346	UCaaS Core Bundle	\$0.00	\$31.56
390352	UCaaS Power Bundle	\$0.00	\$38.44
303674	Attendant Bundle	\$0.00	\$204.99
400190	3rd Party Recording for CC	\$0.00	\$15.00
400191	Cloud Call Recording for UC	\$0.00	\$15.63
	<u>STATION OPTIONS a la Carte</u>		
398960	OFFICELINX R10 SR140 FAX PORT /H	\$0.00	\$139.50
398962	DOUBLE-TAKE AVAIL STD ED /H	\$0.00	\$750.00
398964	DOUBLE-TAKE AVAIL ADV ED /H	\$0.00	\$1,091.25
398966	DOUBLE-TAKE AVAIL VIRTUAL ED /H	\$0.00	\$142.50
	<u>EQUINOX CONFERENCING a la Carte</u>		
398392	Equinox Streaming and Recording All-in-one 5 port bundle	\$0.00	\$2,231.25
398394	Equinox Streaming and Recording Manager for Distributed Deployment	\$0.00	\$1,487.50
398396	Equinox Streaming and Recording Media Node for Distributed Deployment	\$0.00	\$3,718.75
398398	SBCE R7 Scopia License for SIP based room endpoints	\$0.00	\$62.50
398400	Equinox Edge (formerly PathFinder) 10 Port Bundle	\$0.00	\$650.00
398402	Equinox Edge (formerly PathFinder) Instance License	\$0.00	\$75.00
398404	Equinox Remote Site Management Node	\$0.00	\$187.50
398406	Equinox Conferencing API Download	\$0.00	\$412.50
398408	Equinox 3rd Party Videoconferencing Connectivity 10 port bundle	\$0.00	\$375.00
398410	Equinox Web Collaboration Instance for Elite 6000 Power Suite	\$0.00	\$750.00
	<u>Training</u>		
FRPN001	AOS UCAAS IPT USER MANAGED OPERATE STD	\$0.00	\$5.00
FRPN002	UCAAS HELP DESK USER	\$0.00	\$1.56
FRPN003	UCAAS CAPACITY MGMT	\$0.00	\$234.38
FRPN004	UCAAS AVAILABILITY MGMT	\$0.00	\$362.50
	<u>Hardware</u>		
700459498	G450 POWER SUPPLY 1YR MOINTHLy	\$787.50	\$62.31
700459498-3	G450 POWER SUPPLY 3YR MOINTHLy	\$0.00	\$0.00

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700459498-5	G450 POWER SUPPLY 5YR MOINTHL	\$0.00	\$0.00
700507394	G450 R2 POWER SUPPLY 1YR MONTHLY	\$787.50	\$62.31
700507394-3	G450 R2 POWER SUPPLY 3YR MONTHLY	\$0.00	\$0.00
700507394-5	G450 R2 POWER SUPPLY 5YR MONTHLY	\$0.00	\$0.00
700510107	G450 V1 MEMORY KIT 1YR MONTHLY	\$1,181.25	\$93.47
700510107-3	G450 V1 MEMORY KIT 3YR MONTHLY	\$0.00	\$0.00
700510107-5	G450 V1 MEMORY KIT 5YR MONTHLY	\$0.00	\$0.00
700476419	BRANCH GATEWAY MEMORY KIT 1YR MONTHLY	\$1,181.25	\$93.47
700476419-3	BRANCH GATEWAY MEMORY KIT 3YR MONTHLY	\$0.00	\$0.00
700476419-5	BRANCH GATEWAY MEMORY KIT 5YR MONTHLY	\$0.00	\$0.00
700476385	20 CHANNELS DSP DAUGHTERBOARD 1 YR MONTHLY	\$787.50	\$62.31
700476385-3	20 CHANNELS DSP DAUGHTERBOARD 3 YR MONTHLY	\$0.00	\$0.00
700476385-5	20 CHANNELS DSP DAUGHTERBOARD 5 YR MONTHLY	\$0.00	\$0.00
700508199	G450 160 CHANNEL DSP DAUGHTER BOARD NON GSA 1YR MONTHLY	\$3,945.38	\$312.18
700508199-3	G450 160 CHANNEL DSP DAUGHTER BOARD NON GSA 3YR MONTHLY	\$0.00	\$0.00
700508199-5	G450 160 CHANNEL DSP DAUGHTER BOARD NON GSA 5YR MONTHLY	\$0.00	\$0.00
700506956	G450 MP160 MEDIA GATEWAY NON GSA 1YR MONTHLY	\$8,288.44	\$655.82
700506956-3	G450 MP160 MEDIA GATEWAY NON GSA 3YR MONTHLY	\$0.00	\$0.00
700506956-5	G450 MP160 MEDIA GATEWAY NON GSA 5YR MONTHLY	\$0.00	\$0.00
700506957	G430 MP120 MEDIA GATEWAY 1YR MONTHLY	2047.5	162.0084
700506957-3	G430 MP120 MEDIA GATEWAY 3YR MONTHLY	\$0.00	\$0.00
700506957-5	G430 MP120 MEDIA GATEWAY 5YR MONTHLY	\$0.00	\$0.00
700508198	G430 MP120 DSP DAUGHTER BOARD NON GSA 1YR MONTHLY	\$1,890.00	\$149.55
700508198-3	G430 MP120 DSP DAUGHTER BOARD NON GSA 3YR MONTHLY	\$0.00	\$0.00
700508198-5	G430 MP120 DSP DAUGHTER BOARD NON GSA 5YR MONTHLY	\$0.00	\$0.00
700466626	MM711 ANALOG MEDIA MODULE - NON GSA 1YR MONTHLY	\$1,260.00	\$99.70
700466626-3	MM711 ANALOG MEDIA MODULE - NON GSA 3YR MONTHLY	\$0.00	\$0.00
700466626-5	MM711 ANALOG MEDIA MODULE - NON GSA 5YR MONTHLY	\$0.00	\$0.00
700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA 1 HYR MONTHLY	\$2,362.50	\$186.93
700466642-3	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA 3 HYR MONTHLY	\$0.00	\$0.00
700466642-5	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA 35 HYR MONTHLY	\$0.00	\$0.00
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA 1YR MONTHLY	\$2,362.50	\$186.93
700466634-3	MM710B E1/T1 MEDIA MODULE - NON GSA 3YR MONTHLY	\$0.00	\$0.00
700466634-5	MM710B E1/T1 MEDIA MODULE - NON GSA 15YR MONTHLY	\$0.00	\$0.00

700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA 1YR MONTHLY	\$787.50	\$62.31
700466618-3	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA 3YR MONTHLY	\$0.00	\$0.00
700466618-5	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA 5YR MONTHLY	\$0.00	\$0.00
700508955	S8300E SERVER - NON GSA 1YR MONTHLY	\$2,835.00	\$224.32
700508955-3	S8300E SERVER - NON GSA 3YR MONTHLY	\$0.00	\$0.00
700508955-5	S8300E SERVER - NON GSA 5YR MONTHLY	\$0.00	\$0.00
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA 1YR MONTHLY	\$590.63	\$46.73
700476401-3	EM200 BRANCH EXPANSION UNIT NON-GSA 3YR MONTHLY	\$0.00	\$0.00
700476401-5	EM200 BRANCH EXPANSION UNIT NON-GSA 5YR MONTHLY	\$0.00	\$0.00
400553	DAAS B109 CONFERENCE PHONE SUBSCRIPTION 1YR MONTHLY	\$129.80	\$7.19
400554	DAAS B109 CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY	\$0.00	\$6.50
400555	DAAS B109 CONFERENCE PHONE SUBSCRIPTION 5YR MONTHLY	\$0.00	\$5.88
400556	DAAS B169 CONFERENCE PHONE W/O BASE STA US SUBSCRIPTION 1YR MONTHLY	\$715.38	\$40.00
400557	DAAS B169 CONFERENCE PHONE W/O BASE STA US SUBSCRIPTION 3YR MONTHLY	\$0.00	\$36.00
400558	DAAS B169 CONFERENCE PHONE W/O BASE STA US SUBSCRIPTION 5YR MONTHLY	\$0.00	\$32.50
400745	DAAS B189 CONFERENCE PHONE SUBSCRIPTION 1YR MONTHLY	\$1,216.88	\$66.25
400746	DAAS B189 CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY	\$0.00	\$59.63
400747	DAAS B189 CONFERENCE PHONE SUBSCRIPTION 5YR MONTHLY	\$0.00	\$53.75
400751	DAAS IP DECT SINGLE CELL BASE US SUBSCRIPTION 1YR MONTHLY	\$0.00	\$8.13
400752	DAAS IP DECT SINGLE CELL BASE US SUBSCRIPTION 3YR MONTHLY	\$0.00	\$7.38
400753	DAAS IP DECT SINGLE CELL BASE US SUBSCRIPTION 5YR MONTHLY	\$0.00	\$6.75
400757	DAAS J129 IP PHONE NO POWER SUPPLY SUBSCRIPTION 1YR MONTHLY	\$92.19	\$5.00
400758	DAAS J129 IP PHONE NO POWER SUPPLY SUBSCRIPTION 3YR MONTHLY	\$0.00	\$4.50
400759	DAAS J129 IP PHONE NO POWER SUPPLY SUBSCRIPTION 5YR MONTHLY	\$0.00	\$4.13
400763	DAAS J139 IP PHONE SUBSCRIPTION 1YR MONTHLY	\$162.25	\$8.75
400764	DAAS J139 IP PHONE SUBSCRIPTION 3YR MONTHLY	\$0.00	\$7.88
400765	DAAS J139 IP PHONE SUBSCRIPTION 5YR MONTHLY	\$0.00	\$7.13
400772	DAAS J169 IP PHONE NO POWER SUPPLY SUBSCRIPTION 1YR MONTHLY	\$272.88	\$15.00
400773	DAAS J169 IP PHONE NO POWER SUPPLY SUBSCRIPTION 3YR MONTHLY	\$0.00	\$13.50
400774	DAAS J169 IP PHONE NO POWER SUPPLY SUBSCRIPTION 5YR MONTHLY	\$0.00	\$12.25
400775	DAAS J179 IP PHONE NO POWER SUPPLY SUBSCRIPTION 1YR MONTHLY	\$335.56	\$18.13
400776	DAAS J179 IP PHONE NO POWER SUPPLY SUBSCRIPTION 3YR MONTHLY	\$0.00	\$16.38
400777	DAAS J179 IP PHONE NO POWER SUPPLY SUBSCRIPTION 5YR MONTHLY	\$0.00	\$14.75
400781	DAAS AVAYA VANTAGE K155 SUBSCRIPTION 1YR MONTHLY	\$379.81	\$20.63

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400782	DAAS AVAYA VANTAGE K155 SUBSCRIPTION 3YR MONTHLY	\$0.00	\$18.63
400783	DAAS AVAYA VANTAGE K155 SUBSCRIPTION 5YR MONTHLY	\$0.00	\$16.88
400784	DAAS AVAYA VANTAGE K165 SUBSCRIPTION 1YR MONTHLY	\$589.26	\$31.88
400785	DAAS AVAYA VANTAGE K165 SUBSCRIPTION 3YR MONTHLY	\$0.00	\$28.75
400786	DAAS AVAYA VANTAGE K165 SUBSCRIPTION 5YR MONTHLY	\$0.00	\$25.88
400787	DAAS AVAYA VANTAGE K175 SUBSCRIPTION 1YR MONTHLY	\$615.08	\$33.75
400788	DAAS AVAYA VANTAGE K175 SUBSCRIPTION 3YR MONTHLY	\$0.00	\$30.38
400789	DAAS AVAYA VANTAGE K175 SUBSCRIPTION 5YR MONTHLY	\$0.00	\$27.38
400790	DAAS VANTAGE CORDLESS HANDSET KIT SUBSCRIPTION 1YR MONTHLY	\$170.84	\$7.19
400791	DAAS VANTAGE CORDLESS HANDSET KIT SUBSCRIPTION 3YR MONTHLY	\$0.00	\$6.50
400792	DAAS VANTAGE CORDLESS HANDSET KIT SUBSCRIPTION 5YR MONTHLY	\$0.00	\$5.88
400793	DAAS VANTAGE CORDED HANDSET KIT SUBSCRIPTION 1YR MONTHLY	\$56.29	\$2.38
400794	DAAS VANTAGE CORDED HANDSET KIT SUBSCRIPTION 3YR MONTHLY	\$0.00	\$2.25
400795	DAAS VANTAGE CORDED HANDSET KIT SUBSCRIPTION 5YR MONTHLY	\$0.00	\$2.13
400796	DAAS J100/K100 SERIES WIRLESS MODULE SUBSCRIPTION 1YR MONTHLY	\$0.00	\$2.81
400797	DAAS J100/K100 SERIES WIRLESS MODULE SUBSCRIPTION 3YR MONTHLY	\$0.00	\$2.63
400798	DAAS J100/K100 SERIES WIRLESS MODULE SUBSCRIPTION 5YR MONTHLY	\$0.00	\$2.38
400799	DAAS VANTAGE CORDLESS HANDSET/CRADLE KIT SILVER SUBS 1YR MONTHLY	\$0.00	\$7.19
400800	DAAS VANTAGE CORDLESS HANDSET/CRADLE KIT SILVER SUBS 3YR MONTHLY	\$0.00	\$6.50
400801	DAAS VANTAGE CORDLESS HANDSET/CRADLE KIT SILVER SUBS 5YR MONTHLY	\$0.00	\$5.88

Service Category 1 - Avaya Applications

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>Avaya AURA™ Session Border Controller Hardware</u>	
NTL258372	Session Border Controller Sesssion License	\$57.20
NTL258373	Session Border Controller session replication and recording license	\$5.72
NTL258374	Session Border Controller transcoding license	\$28.60
187877	CUSTOM SPD CONTRACT ALL EQUIPMENT FULL COVERAGE 24X7 TRACKING	\$0.00
206070	HOSTED DIRECTORIES ORDER TRACKING	\$0.00
206071	HOSTED HOT DESKING ORDER TRACKING	\$0.00
	<u>Avaya AURA™ Session Border Controller Media</u>	
700510889	ASBCE R7 SYSTEM SOFTWARE DVD	\$28.00
700514239	ASBCE R8.x SYSTEM SOFTWARE DVD	\$26.00
700514240	ASBCE R8.x SYSTEM SOFTWARE USB	\$26.00
700514911	ASBCE R7.2.2.2 SYSTEM SOFTWARE DVD	\$26.00
700514912	ASBCE R7.2.2.2 SYSTEM SOFTWARE USB	\$26.00
	<u>Avaya AURA™ Session Border Controller Software License</u>	
382005	ASBCE R7 STANDARD SERVICES SESSION 1-500 LIC:CU	\$33.80
382006	ASBCE R7 STANDARD SERVICES SESSION 501-1K LIC:CU	\$33.80
382007	ASBCE R7 STANDARD SERVICES SESSION 1001-2K LIC:CU	\$33.80
382008	ASBCE R7 STANDARD SERVICES SESSION 2001-4K LIC:CU	\$33.80
382009	ASBCE R7 STANDARD SERVICES SESSION 4001+ LIC:CU	\$33.80
382260	ASBCE R7 STANDARD SERVICES SESSION UPGRADE LIC:CU	\$11.44
382262	ASBCE R7 ADVANCED SERVICES SESSION 1-500 LIC:CU	\$23.40
382263	ASBCE R7 ADVANCED SERVICES SESSION 501-1K LIC:CU	\$23.40
382264	ASBCE R7 ADVANCED SERVICES SESSION 1001-2K LIC:CU	\$23.40
382265	ASBCE R7 ADVANCED SERVICES SESSION 2001-4K LIC:CU	\$23.40
382266	ASBCE R7 ADVANCED SERVICES SESSION 4001+ LIC:CU	\$23.40
382267	ASBCE R7 ADVANCED SERVICES SESSION UPGRADE LIC:CU	\$4.16
382269	ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL 1-500 LIC:CU	\$16.64
382270	ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL 501-1K LIC:CU	\$16.64
382271	ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL 1001-2K LIC:CU	\$16.64
382272	ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL 2001-4K LIC:CU	\$16.64

382273 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL 4001+ LIC:CU	\$16.64
382274 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL UPGRADE LIC:CU	\$5.72
382276 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL 1-500 LIC:CU	\$11.44
382277 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL 501-1K LIC:CU	\$11.44
382278 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL 1001-2K LIC:CU	\$11.44
382279 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL 2001-4K LIC:CU	\$11.44
382280 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL 4001+ LIC:CU	\$11.44
382281 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPGRADE LIC:CU	\$4.16
382283 ASBCE R7 ELEMENT MANAGER LIC:DS	\$0.00
382284 ASBCE R7 HIGH AVAILABILITY LIC:DS	\$0.00
382286 ASBCE R7 HIGH AVAILABILITY UPGRADE LIC:DS	\$0.00
382287 ASBCE R7 ENCRYPTION LIC:DS	\$0.00
382288 ASBCE R7 ENCRYPTION UPGRADE LIC:DS	\$0.00
382289 ASBCE R7 VIDEO CONFERENCE LIC:CU	\$442.00
382290 ASBCE R7 VIDEO CONFERENCE UPGRADE LIC:CU	\$146.12
382292 ASBCE R7 VIDEO CONFERENCE HIGH AVAIL LIC:CU	\$221.00
382293 ASBCE R7 VIDEO CONFERENCE HIGH AVAIL UPGRADE LIC:DS	\$72.80
382295 ASBCE R7 VE VAPP LIC:CU	\$208.00
382296 ASBCE R7 VE VAPP UPGRADE LIC:CU	\$0.00
382298 ASBCE R7 VE VAPP TRACKING CODE NEW LIC:CU	\$0.00
382299 ASBCE R7 VE VAPP TRACKING CODE UPG LIC:CU	0
382300 ASBCE R7 STANDARD SERVICES SESSION IPO 1-500 LIC:CU	\$28.60
382301 ASBCE R7 STANDARD SERVICES SESSION IPO 501-1000 LIC:CU	\$28.60
382302 ASBCE R7 STANDARD SERVICES SESSION IPO 1001-2000 LIC:CU	\$28.60
382303 ASBCE R7 STANDARD SERVICES SESSION IPO UPGRADE LIC:CU	\$7.80
382305 ASBCE R7 ADVANCED SERVICES SESSION IPO 1-500 LIC:CU	\$15.60
382306 ASBCE R7 ADVANCED SERVICES SESSION IPO 501-1000 LIC:CU	\$15.60
382307 ASBCE R7 ADVANCED SERVICES SESSION IPO 1001-2001 LIC:CU	\$15.60
382308 ASBCE R7 ADVANCED SERVICES SESSION IPO UPGRADE LIC:CU	\$3.12
382310 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL IPO 1-500 LIC:CU	\$12.64
382311 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL IPO 501-1K LIC:CU	\$14.04
382312 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL IPO 1001-2K LIC:CU	\$14.04
382313 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL IPO UPG LIC:CU	\$3.90
382315 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL IPO 1-500 LIC:CU	\$7.80

382316 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL IPO 501-1000 LIC:CU	\$7.80
382317 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL IPO 1001-2K LIC:CU	\$7.80
382318 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL IPO UPGRADE LIC:CU	\$1.56
382320 ASBCE R7 VIDEO CONFERENCE IPO LIC:CU	\$442.00
382321 ASBCE R7 VIDEO CONFERENCE IPO UPGRADE LIC:CU	\$146.12
382323 ASBCE R7 VIDEO CONFERENCE HIGH AVAIL FOR IPO LIC:CU	\$221.00
382324 ASBCE R7 VIDEO CONFERENCE HIGH AVAIL FOR IPO UPGRADE LIC:CU	\$72.80
382326 ASBCE R7 VE VAPP IPO FILES LIC:CU	\$208.00
382327 ASBCE R7 VE VAPP TRACKING CODE IPO NEW LIC:CU	\$0.00
382328 ASBCE R7 VE VAPP TRACKING CODE IPO UPGRADE LIC:CU	0
382329 ASBCE R7 ENCRYPTION FOR IPO LIC:DS	\$0.00
382330 ASBCE R7 ENCRYPTION FOR IPO UPGRADE LIC:DS	\$0.00
382334 ASBCE R7 CES LIC:CU	\$7.80
382335 ASBCE R7 CES HIGH AVAILABILITY LIC:CU	\$4.16
382524 ASBCE R6 VIRTUAL APPLICANCE SYSTEM IPO LIC:DS	\$0.00
383455 ASBCE R7 STANDARD SERVICES SESSION UPGRADE 1-500 LIC:CU	\$11.44
383456 ASBCE R7 STANDARD SERVICES SESSION UPGRADE 501-1K LIC:CU	\$11.44
383457 ASBCE R7 STANDARD SERVICES SESSION UPGRADE 1001-2K LIC:CU	\$11.44
383458 ASBCE R7 STANDARD SERVICES SESSION UPGRADE 2001-4K LIC:CU	\$11.44
383459 ASBCE R7 STANDARD SERVICES SESSION UPGRADE 4001+ LIC:CU	\$11.44
383920 ASBCE R7 ADVANCED SERVICES SESSION UPGRADE 1-500 LIC:CU	\$8.32
383921 ASBCE R7 ADVANCED SERVICES SESSION UPGRADE 501-1K LIC:CU	\$8.32
383922 ASBCE R7 ADVANCED SERVICES SESSION UPGRADE 1001-2K LIC:CU	\$8.32
383923 ASBCE R7 ADVANCED SERVICES SESSION UPGRADE 2001-4K LIC:CU	\$8.32
383924 ASBCE R7 ADVANCED SERVICES SESSION UPGRADE 4001+ LIC:CU	\$8.32
383925 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL UPG 1-500 LIC:CU	\$5.72
383926 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL UPG 501-1K LIC:CU	\$5.72
383927 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL UPG 1001-2K LIC:CU	\$5.72
383928 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL UPG 2001-4K LIC:CU	\$5.72
383929 ASBCE R7 STANDARD SERVICES SESSION HIGH AVAIL UPG 4001+ LIC:CU	\$5.72
383930 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPG 1-500 LIC:CU	\$4.16
383931 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPG 501-1K LIC:CU	\$4.16
383932 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPG 1001-2K LIC:CU	\$4.16
383933 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPG 2001-4K LIC:CU	\$4.16

383934 ASBCE R7 ADVANCED SERVICES SESSION HIGH AVAIL UPG 4001+ LIC:CU	\$4.16
388041 ASBCE R7 TRANSCODING SESSION LIC:CU	\$39.00
388042 ASBCE R7 TRANSCODING SESSION HA LIC:CU	\$19.76
388043 ASBCE R7 TRANSCODING SESSION IPO LIC:CU	\$39.00
388044 ASBCE R7 TRANSCODING SESSION HA IPO LIC:CU	\$19.76
393001 ASBCE R7 DYNAMIC LIC:CU	\$33.80
393329 ASBCE R7 SIGNAL ONLY ENCRYPTION LIC:CU	\$0.00
394220 ASBCE R7 SIGNAL ONLY ENCRYPTION LICENSE IPO LIC:CU	\$0.00
396680 ASBCE R7 DYNAMIC LICENSE 1-500 LIC:CU	\$26.00
396681 ASBCE R7 DYNAMIC LICENSE 501-1K LIC:CU	\$26.00
396682 ASBCE R7 DYNAMIC LICENSE 1001-2K LIC:CU	\$26.00
396683 ASBCE R7 DYNAMIC LICENSE 2001-4K LIC:CU	\$26.00
396684 ASBCE R7 DYNAMIC LICENSE 4001+ LIC:CU	\$26.00
397188 ASBCE R8 STANDARD SERVICES SESSION LIC:CU	\$33.80
397193 ASBCE R8 STANDARD SERVICES SESSION UPGRADE LIC: CU	\$11.44
397194 ASBCE R8 STANDARD SERVICES SESSION ENTITLED LIC: CU	\$0.00
397195 ASBCE R8 ADVANCED SERVICES SESSION LIC:CU	\$23.40
397200 ASBCE R8 ADVANCED SERVICES SESSION UPGRADE LIC:CU	\$8.32
397201 ASBCE R8 ADVANCED SERVICES SESSION ENTITLED LIC:CU	\$0.00
397202 ASBCE R8 STANDARD SERVICES SESSION HIGH AVAIL LIC:CU	\$16.64
397207 ASBCE R8 STANDARD SERVICES SESSION HIGH AVAIL UPGRADE LIC:CU	\$5.72
397209 ASBCE R8 ADVANCED SERVICES SESSION HIGH AVAIL LIC:CU	\$11.44
397214 ASBCE R8 ADVANCED SERVICES SESSION HIGH AVAIL UPGRADE LIC:CU	\$4.16
397216 ASBCE R8 ELEMENT MANAGER LIC:DS	\$0.00
397217 ASBCE R8 HIGH AVAILABILITY LIC:DS	\$0.00
397218 ASBCE R8 ELEMENT MANAGER UPGRADE LIC:DS	\$0.00
397219 ASBCE R8 HIGH AVAILABILITY UPGRADE LIC:DS	\$0.00
397220 ASBCE R8 ENCRYPTION LIC:DS	\$0.00
397221 ASBCE R8 ENCRYPTION UPGRADE LIC:DS	\$0.00
397222 ASBCE R8 VIDEO CONFERENCE LIC:CU	\$442.00
397223 ASBCE R8 VIDEO CONFERENCE UPGRADE LIC:CU	\$146.12
397224 ASBCE R8 VIDEO CONFERENCE ENTITLE LIC:CU	\$0.00
397225 ASBCE R8 VIDEO CONFERENCE HIGH AVAIL LIC:CU	\$221.00
397226 ASBCE R8 VIDEO CONFERENCE HIGH AVAIL UPGRADE LIC:CU	\$72.80

397228 ASBCE R8 VE VAPP ENABLEMENT	\$208.00
397229 ASBCE R8 VE VAPP UPGRADE ENABLEMENT	\$0.00
397230 ASBCE R8 VE VAPP TRACKING CODE NEW LICENSE	\$0.00
397231 ASBCE R8 VE VAPP TRACKING CODE UPG LICENSE	\$0.00
397232 ASBCE R8 STANDARD SERVICES SESSION IPO LIC:CU	\$28.60
397235 ASBCE R8 STANDARD SERVICES SESSION IPO UPGRADE LIC:CU	\$7.80
397237 ASBCE R8 ADVANCED SERVICES SESSION IPO LIC:CU	\$15.60
397240 ASBCE R8 ADVANCED SERVICES SESSION IPO UPGRADE LIC:CU	\$3.12
397242 ASBCE R8 STANDARD SERVICES SESSION HIGH AVAIL IPO LIC:CU	\$14.04
397245 ASBCE R8 STANDARD SERVICES SESSION HIGH AVAIL IPO UPG LIC:CU	\$3.90
397246 ASBCE R8 STANDARD SERVICES SESSION HIGH AVAIL IPO ENTL LIC:CU	\$0.00
397247 ASBCE R8 ADVANCED SERVICES SESSION HIGH AVAIL IPO LIC:CU	\$7.80
397250 ASBCE R8 ADVANCED SERVICES SESSION HIGH AVAIL IPO UPGRADE LIC:CU	\$1.56
397252 ASBCE R8 VIDEO CONFERENCE IPO LIC:CU	\$442.00
397253 ASBCE R8 VIDEO CONFERENCE IPO UPGRADE LIC:CU	\$146.12
397255 ASBCE R8 VIDEO CONFERENCE HIGH AVAIL FOR IPO LIC:CU	\$221.00
397256 ASBCE R8 VIDEO CONFERENCE HIGH AVAIL FOR IPO UPGRADE LIC:CU	\$72.80
397258 ASBCE R8 VE VAPP IPO FILES LIC:CU	\$208.00
397259 ASBCE R8 VE VAPP TRACKING CODE IPO NEW LIC:CU	\$0.00
397260 ASBCE R8 VE VAPP TRACKING CODE IPO UPG LIC:CU	\$0.00
397261 ASBCE R8 ENCRYPTION FOR IPO LIC:DS	\$0.00
397262 ASBCE R8 ENCRYPTION FOR IPO UPGRADE LIC:DS	\$0.00
397265 ASBCE R8 CES LIC:CU	\$7.80
397266 ASBCE R8 CES HIGH AVAILABILITY LIC:CU	\$4.16
397267 ASBCE R8 TRANSCODING SESSION LIC:CU	\$39.00
397268 ASBCE R8 TRANSCODING SESSION HA LIC:CU	\$19.76
397269 ASBCE R8 DYNAMIC LIC:CU	\$33.80
397270 ASBCE R8 SIGNAL ONLY ENCRYPTION LIC:CU	\$0.00
397271 ASBCE R8 SIGNAL ONLY ENCRYPTION IPO LIC:CU	\$0.00
398042 ASBCE R8 DYNAMIC LICENSE LIC:CU	\$26.00
398047 ASBCE R8 DYNAMIC LICENSE UPGRADE LIC:CU	\$7.28
398196 ASBCE R8 SIGNAL ONLY ENCRYPTION UPGRADE LIC:CU	\$0.00
398198 ASBCE R8 SIGNAL ONLY ENCRYPTION IPO UPGRADE LIC:CU	\$0.00
398200 ASBCE R8 TRANSCODING SESSION UPGRADE LIC:CU	\$13.00

398202 ASBCE R8 TRANSCODING SESSION HA UPGRADE LIC:CU	\$6.76
398204 ASBCE R8 CES UPGRADE LIC:CU	\$2.60
398206 ASBCE R8 CES HIGH AVAILABILITY UPGRADE LIC:CU	\$1.56
398472 ASBCE R8 AMAZON WEB SERVICES AMI IP OFFICE ENABLEMENT	\$208.00
398473 ASBCE R8 KVM VIRTUAL IP OFFICE ENABLEMENT	\$208.00
398474 ASBCE R8 KVM VIRTUAL ENABLEMENT	\$208.00
398475 ASBCE R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$208.00
398775 AURA SUITE ASBCE R8 VIRTUAL APPLIANCE ENABLEMENT	\$0.00
398776 AURA SUITE ASBCE R8 AMAZON WEB SERVICES ENABLEMENT	\$0.00
398777 AURA SUITE ASBCE R8 KVM VIRTUAL ENABLEMENT	\$0.00
404120 ASBCE R8 DYNAMIC LICENSE IPO LIC:CU	\$26.00
<u>Avaya AURA™ Session Manager Media</u>	
700508408 AVAYA AURA SESSION MANAGER R6.3.8 REDHAT KICKSTART NEW DVD	\$26.00
700508409 AVAYA AURA SESSION MANAGER R6.3.8 REDHAT KICKSTART UPGRADE DVD	\$26.00
700510787 SESSION MANAGER R7.0 DVD	\$26.00
700511318 SM BRANCH SESSION MANAGER (BSM) R7.0.0.1 DVD	\$26.00
700511429 AVAYA AURA SESSION MANAGER 6.3.16 DVD	\$26.00
700511917 AVAYA AURA SESSION MANAGER 6.3.17 DVD	\$26.00
700511919 AVAYA AURA SESSION MANAGER 6.3.18 DVD	\$26.00
700511933 SESSION MANAGER R7.0.0.2 DVD	\$26.00
700511934 SM BRANCH SESSION MANAGER (BSM) R7.0.0.2 DVD	\$26.00
700512274 AURA SESSION MANAGER R7.0.1 DVD	\$26.00
700512275 AURA BRANCH SESSION MANAGER R7.0.1 DVD	\$26.00
700512281 AURA SESSION MANAGER R7.0.1.1 DVD	\$26.00
700512282 AURA BRANCH SESSION MANAGER R7.0.1.1 DVD	\$26.00
700512288 AURA SESSION MANAGER R7.1 DVD	\$26.00
700512289 AURA BRANCH SESSION MANAGER R7.1 DVD	\$26.00
700512614 AVAYA AURA SESSION MANAGER 6.3.19 DVD	\$26.00
700512863 AURA SESSION MANAGER R7.0.1.2 DVD	\$26.00
700512864 AURA BRANCH SESSION MANAGER R7.0.1.2 DVD	\$26.00
700513521 AURA SESSION MANAGER R7.1.1 DVD	\$26.00
700513522 AURA BRANCH SESSION MANAGER R7.1.1 DVD	\$26.00
700513672 AURA SESSION MANAGER R7.1.2 DVD	\$26.00
700513673 AURA BRANCH SESSION MANAGER R7.1.2 DVD	\$26.00

700513942 AURA SESSION MANAGER R7.1.3 DVD	\$26.00
700513943 AURA BRANCH SESSION MANAGER R7.1.3 DVD	\$26.00
700513991 AURA SESSION MANAGER R8 DVD	\$26.00
700513992 AURA BRANCH SESSION MANAGER R8 DVD	\$26.00
700514299 AURA SESSION MANAGER R7.1.3.1 DVD	\$26.00
700514300 AURA BRANCH SESSION MANAGER R7.1.3.1 DVD	\$26.00
700514490 AURA SESSION MANAGER R7.1.3.2 DVD	\$26.00
700514491 AURA BRANCH SESSION MANAGER R7.1.3.2 DVD	\$26.00
700514499 AURA SESSION MANAGER R8.0.1 DVD	\$26.00
700514500 AURA BRANCH SESSION MANAGER R8.0.1 DVD	\$26.00
700514611 AURA SESSION MANAGER R7.1.3.3 DVD	\$26.00
700514612 AURA BRANCH SESSION MANAGER R7.1.3.3 DVD	\$26.00
700514708 AURA SESSION MANAGER R8.0.1.1 DVD	\$26.00
700514709 AURA BRANCH SESSION MANAGER R8.0.1.1 DVD	\$26.00
700514889 AURA SESSION MANAGER R8.1 DVD	\$26.00
700514890 AURA BRANCH SESSION MANAGER R8.1 DVD	\$26.00
700514893 AURA SESSION MANAGER R7.1.3.4 DVD	\$26.00
700514894 AURA BRANCH SESSION MANAGER R7.1.3.4 DVD	\$26.00
700515243 AURA SESSION MANAGER R8.1.2 DVD	\$26.00
<u>Avaya AURA™ Session Manager Software License</u>	
380002 SESSION MANAGER R7 VE VAPPLIANCE SYSTEM LIC:DS,NU,SR	\$0.00
380003 SESSION MANAGER R7 VE VAPPLIANCE SYSTEM LAB LIC:DS,NU,SR	\$0.00
380004 SESSION MANAGER R7 SYSTEM LIC:DS,NU,SR	\$1,300.00
380007 SESSION MANAGER R7 SYSTEM UPGRADE LICENSE LIC:DS,NU,SR	\$0.00
380009 SESSION MANAGER R7 ONLY USER LIC:DS,NU,SR	\$156.00
380790 SESSION MANAGER R7 ONLY USER UPGRADE LIC:DS,NU,SR	\$48.36
381547 SM BRANCH SESSION MANAGER (BSM) VE VAPPLIANCE SYSTEM LIC:DS,NU,SR	\$0.00
382464 SESSION MANAGER R7 ASIPP LIC:DS	\$1,000.00
382465 SESSION MANAGER R7 ASIPP EQUIVALENT LIC:DS	\$0.00
380005 SESSION MANAGER R7 ADDITIONAL SYSTEM LICENSE UPGRADE LIC:DS;NU;SR	\$0.00
387760 AURA R7 DEVICE SERVICES VE VAPPLIANCE SYSTEM LIC:DS;NU;SR	\$0.00
388686 SMART CALLER ID R1 OUTBOUND LIC:DS	\$23,556.00
388687 SMART CALLER ID R1 INBOUND LIC:DS	\$4,711.20
388688 CALL REDIRECTION MANAGER R1 BASE LIC:DS,NU	\$13,085.80

388689	CALL REDIRECTION MANAGER R1 ADDITIONAL USER LIC:NU	\$13.00
389614	SESSION MANAGER R7 SYS LICENSE USED WITH IP OFFICE LIC:DS;NU;SR	\$1,300.00
389615	SESSION MANAGER R7 SYSTEM UPGRADE LIC IP OFFICE LIC:DS;NU;SR	\$0.00
389616	SESSION MANAGER R7 SYS UPG ENTITLED LIC IP OFFICE LIC:DS;NU;SR	\$0.00
389838	SESSION MANAGER R7 ADDITIONAL SYS LIC UPG IP OFFICE LIC:DS;NU;SR	\$0.00
389839	SM BRANCH SESSION MANAGER(BSM) R7 VE VAPPLIANCE SYSTEM LAB LIC:DS	\$0.00
389900	SM BRANCH SESSION MANAGER (BSM) R7 SYSTEM LICENSE LIC:DS,NU,SR	\$300.00
389901	SM BRANCH SESSION MANAGER (BSM) R7 ADDL SYS LIC UPG LIC:DS,NU,SR	\$0.00
389903	SM BRANCH SESSION MANAGER(BSM) R7 SYSTEM UPGRADE LIC LIC:DS,NU,SR	\$0.00
395512	AURA SESSION MANAGER R7 KVM VIRTUAL LAB LIC:DS,NU,SR	\$0.00
395513	SM BRANCH SESSION MANAGER (BSM) KVM VIRTUAL LAB LIC:DS	\$0.00
395688	AURA SESSION MANAGER R7 KVM VIRTUAL LIC:DS,NU,SR	\$0.00
395698	AURA SESSION MANAGER R7 AMAZON WEB SERVICES AMI LAB LIC:DS,NU,SR	\$0.00
396695	SESSION MANAGER R8 SOFTWARE ONLY LIC:DS;NU;SR	\$1,300.00
396696	SM BRANCH SESSION MANAGER (BSM) R8 SOFTWARE ONLY LIC:DS;NU;SR	\$300.00
397903	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00
397904	SESSION MANAGER R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
397905	SESSION MANAGER R8 KVM VIRTUAL ENABLEMENT	\$0.00
397906	SESSION MANAGER R8 SOFTWARE ONLY ENABLEMENT	\$0.00
397907	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM LAB ENABLEMENT	\$0.00
397908	SESSION MANAGER R8 AMAZON WEB SERVICES AMI LAB ENABLEMENT	\$0.00
397909	SESSION MANAGER R8 KVM VIRTUAL LAB ENABLEMENT	\$0.00
397930	SESSION MANAGER R8 SOFTWARE ONLY LAB ENABLEMENT	\$0.00
397931	SM BRANCH SESSION MANAGER (BSM) R8 VE VAPPLIANCE SYS ENABLEMENT	\$0.00
397932	SM BRANCH SESSION MANAGER (BSM) R8 KVM VIRTUAL ENABLEMENT	\$0.00
397933	SM BRANCH SESSION MANAGER (BSM) R8 SOFTWARE ONLY ENABLEMENT	\$0.00
397937	DEVICE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00
397938	DEVICE SERVICES R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
397940	DEVICE SERVICES R8 SOFTWARE ONLY ENABLEMENT	\$0.00
397941	SESSION MANAGER R8 SYSTEM LIC:DS;NU;SR	\$1,300.00
397942	SESSION MANAGER R8 ONLY USER LIC:DS;NU;SR	\$156.00
397943	SESSION MANAGER R8 ASIPP LIC:DS	\$1,000.00
397944	SESSION MANAGER R8 ASIPP EQUIVALENT LIC:DS	\$0.00
397945	SM BRANCH SESSION MANAGER (BSM) R8 SYSTEM LICENSE LIC:DS;NU;SR	\$300.00

397946	SESSION MANAGER R8 SYSTEM UPGRADE LICENSE LIC:DS;NU;SR	\$0.00
397947	SESSION MANAGER R8 ADDITIONAL SYSTEM LICENSE UPGRADE LIC:DS;NU;SR	\$0.00
397948	SESSION MANAGER R8 ONLY USER UPGRADE LIC:DS;NU;SR	\$48.36
397949	SM BRANCH SESSION MANAGER (BSM) R8 SYSTEM UPGRADE LIC:DS;NU;SR	\$0.00
397950	SM BRANCH SESSION MANAGER (BSM) R8 ADDL SYS LIC UPG LIC:DS;NU;SR	\$0.00
398132	AURA PRESENCE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00
398133	AURA PRESENCE SERVICES R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
398134	AURA PRESENCE SERVICES R8 KVM VIRTUAL ENABLEMENT	\$0.00
398135	AURA PRESENCE SERVICES R8 GEOREDUNDANCY LIC:DS	\$7,852.00
398151	AURA PRESENCE SERVICES R8 GEOREDUNDANCY UPGRADE LIC:DS	\$0.00
398153	AURA PRESENCE SERVICES R8 RTC ENABLE LIC:DS	\$2,618.20
398630	SESSION MANAGER R8 SYS LICENSE USED WITH IP OFFICE LIC:DS;NU;SR	\$1,300.00
398631	SESSION MANAGER R8 SYSTEM UPGRADE LIC IP OFFICE LIC:DS;NU;SR	\$0.00
398633	SESSION MANAGER R8 ADDITIONAL SYS LIC UPG IP OFFICE LIC:DS;NU;SR	\$0.00
	<u>Avaya AURA™ System Manager Software</u>	
382786	AURA SYSTEM MANAGER R7 HIGH CAPACITY VE VAPPLIANCE SYS LIC:DS,SR	\$0.00
700510883	AURA SYSTEM MANAGER R7.0 DVD	\$31.20
700511106	AURA SOLUTION DEPLOYMENT MANAGER CLIENT R7.0 DVD	\$31.20
	<u>Avaya AURA™ System Manager Media</u>	
700504530	AVAYA AURATM SYSTEM MANAGER 6.3 DVD	\$31.20
700514301	AURA SYSTEM MANAGER R7.1.3.1 DVD	\$31.20
700514302	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.3.1 DVD	\$31.20
700511431	AVAYA AURA SYSTEM MANAGER 6.3.16 DVD	\$31.20
700511454	AURA SOLUTION DEPLOYMENT MANAGER CLIENT R7.0.0.1 DVD	\$31.20
700511918	AVAYA AURA SYSTEM MANAGER 6.3.17 DVD	\$31.20
700511920	AVAYA AURA SYSTEM MANAGER 6.3.18 DVD	\$31.20
700511935	AURA SYSTEM MANAGER R7.0.0.2 DVD	\$31.20
700511936	AURA SYSTEM MANAGER HIGH CAPACITY R7.0.0.2 DVD	\$31.20
700512276	AURA SYSTEM MANAGER R7.0.1 DVD	\$31.20
700512277	AURA SYSTEM MANAGER HIGH CAPACITY R7.0.1 DVD	\$31.20
700512283	AURA SYSTEM MANAGER R7.0.1.1 DVD	\$31.20
700512284	AURA SYSTEM MANAGER HIGH CAPACITY R7.0.1.1 DVD	\$31.20
700512290	AURA SYSTEM MANAGER R7.1 DVD	\$31.20
700512291	AURA SYSTEM MANAGER HI-CAPACITY R7.1 DVD	\$31.20

700512615	AVAYA AURA SYSTEM MANAGER 6.3.19 DVD	\$31.20
700512865	AURA SYSTEM MANAGER R7.0.1.2 DVD	\$31.20
700512866	AURA SYSTEM MANAGER HIGH CAPACITY R7.0.1.2 DVD	\$31.20
700513437	AURA SYSTEM MANAGER R7.0.1.3 DVD	\$31.20
700513438	AURA SYSTEM MANAGER HIGH CAPACITY R7.0.1.3 DVD	\$31.20
700513523	AURA SYSTEM MANAGER R7.1.1 DVD	\$31.20
700513524	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.1 DVD	\$31.20
700513674	AURA SYSTEM MANAGER R7.1.2 DVD	\$31.20
700513675	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.2 DVD	\$31.20
700513742	AURA SYSTEM MANAGER R8 DVD	\$31.20
700513743	AURA SYSTEM MANAGER HI-CAPACITY R8 DVD	\$31.20
700513944	AURA SYSTEM MANAGER R7.1.3 DVD	\$31.20
700513945	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.3 DVD	\$31.20
700514492	AURA SYSTEM MANAGER R7.1.3.2 DVD	\$31.20
700514493	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.3.2 DVD	\$31.20
700514501	AURA SYSTEM MANAGER R8.0.1 DVD	\$31.20
700514502	AURA SYSTEM MANAGER HIGH CAPACITY R8.0.1 DVD	\$31.20
700514613	AURA SYSTEM MANAGER R7.1.3.3 DVD	\$26.00
700514614	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.3.3 DVD	\$26.00
700514710	AURA SYSTEM MANAGER R8.0.1.1 DVD	\$31.20
700514711	AURA SYSTEM MANAGER HIGH CAPACITY R8.0.1.1 DVD	\$31.20
700514891	AURA SYSTEM MANAGER R8.1 DVD	\$31.20
700514892	AURA SYSTEM MANAGER HIGH CAPACITY R8.1 DVD	\$31.20
700514895	AURA SYSTEM MANAGER R7.1.3.4 DVD	\$31.20
700514896	AURA SYSTEM MANAGER HIGH CAPACITY R7.1.3.4 DVD	\$31.20
700515244	AURA SYSTEM MANAGER R8.1.2 DVD	\$26.00
	<u>Avaya AURA™ System Manager Model</u>	
185146	INTEGRATED MANAGEMENT NEW MODEL	\$0.00
185147	INTEGRATED MANAGEMENT UPGRADE MODEL	\$0.00
	<u>Avaya AURA™ System Manager Software License</u>	
216891	INTGR MGMT R6 SITE ADMIN LIC - ASA/VAM LIC:CU,SR	\$636.80
216892	INTGR MGMT R6 SITE ADMIN UPG LIC - ASA/VAM LIC:CU,SR	\$127.36
216893	INTGR MGMT R6 SITE ADMIN - STD/ENT ED LIC LIC:CU,SR	\$0.00
265062	MGMT R6 SITE ADMINISTRATION ENTITLEMENT LIC:CU,SR	\$0.00

271149	AVAYA AURA CC6 INSTANT MSGING PER AGENT CCE MIG ENTITLE LIC:CU	\$0.00
271150	AVAYA AURA CC6 INSTANT MESSAGING PER AGENT CCE MIG LIC:CU	\$112.00
271491	STANDARD EDITION R6 INTGR MGMT NETWORK MGMT LIC:CU,SR	\$0.00
380227	AURA WEBLM LICENSE MANAGER R7 VE VAPPLIANCE SYSTEM LIC:DS,SR	\$0.00
380228	AURA SYSTEM MANAGER R7 VE VAPPLIANCE SYSTEM LIC:DS,SR	\$0.00
380229	SYSTEM MANAGER R7 VIRTUAL PLATFORM NEW SYSTEM TRACKING	\$0.00
380920	SYSTEM MANAGER R7 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	\$0.00
380921	SYSTEM MANAGER R7 LIC:SR	\$0.00
380922	SYSTEM MANAGER R7 UPGRADE LIC:SR	\$0.00
700439672	ADMINISTRATION TOOLS R5.0 CD	\$0.00
700439698	SYSTEM MANAGEMENT R5.0 CD	\$0.00
700456270	ADMIN TOOLS 5.2 CD	\$0.00
700456296	SYS MGMT 5.2 CD	\$0.00
389675	SYSTEM MANAGER R6 WITH IP OFFICE LIC:DS	\$0.00
389684	SYSTEM MANAGER R7 WITH IP OFFICE LIC:DS	\$0.00
389685	SYSTEM MANAGER R7 UPGRADE WITH IP OFFICE LIC:DS	\$0.00
389686	SYSTEM MANAGER R7 UPGRADE ENTITLE WITH IP OFFICE LIC:DS	\$0.00
389687	SYSTEM MANAGER R7 REDUNDANCY LIC:DS,SR	\$0.00
395689	AURA SYSTEM MANAGER R7 KVM VIRTUAL LIC:DS,SR	\$0.00
395690	AURA SMGR R7 HIGH CAPACITY KVM VIRTUAL LIC:DS,SR	\$0.00
397272	AURA SYSTEM MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00
397273	AURA SYSTEM MANAGER R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
397274	AURA SYSTEM MANAGER R8 KVM VIRTUAL ENABLEMENT	\$0.00
397275	AURA SYSTEM MANAGER R8 HIGH CAPACITY VE VAPPLIANCE SYS ENABLEMENT	\$0.00
397276	AURA SMGR R8 HIGH CAPACITY AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
397277	AURA SMGR R8 HIGH CAPACITY KVM VIRTUAL ENABLEMENT	\$0.00
397278	AURA SYSTEM MANAGER R8 UPGRADE LIC:DS	\$0.00
397279	AURA SYSTEM MANAGER R8 UPGRADE ENTITLE LIC:DS	\$0.00
397280	AURA SYSTEM MANAGER R8 REDUNDANCY UPGRADE LIC:DS	\$0.00
397282	AURA SYSTEM MANAGER R8 SOFTWARE ONLY ENABLEMENT	\$0.00
397283	AURA SYSTEM MANAGER R8 SOFTWARE ONLY LIC:DS	\$0.00
397284	AURA SYSTEM MANAGER R8 REDUNDANCY SOFTWARE ONLY LIC:DS	\$0.00
397285	SYSTEM MANAGER R8 VIRTUAL PLATFORM NEW SYSTEM TRACKING	\$0.00
397286	SYSTEM MANAGER R8 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	\$0.00

397287 AURA SYSTEM MANAGER R8 LIC:DS	\$0.00
397288 AURA SYSTEM MANAGER R8 REDUNDANCY LIC:DS	\$0.00
397289 SYSTEM MANAGER R8 LIC:SR	\$0.00
397290 SYSTEM MANAGER R8 UPGRADE LIC:SR	\$0.00
397291 SYSTEM MANAGER R8 WITH IP OFFICE LIC:DS	\$0.00
397292 SYSTEM MANAGER R8 UPGRADE WITH IP OFFICE LIC:DS	\$0.00
398130 SYSTEM MANAGER R8 SOFTWARE ONLY LIC:DS	\$0.00
398131 SYSTEM MANAGER R8 SOFTWARE ONLY WITH IP OFFICE LIC:DS	\$0.00
<u>Mobility and End User Clients - Avaya One-X Attendant Software License</u>	
308271 ONE-X ATTENDANT R4 CLIENT LICENSE FOR CM6+ /H	\$0.00
394373 EQUINOX ATTENDANT R5 CLIENT USER NEW LIC:CU	\$1,307.80
394374 EQUINOX ATTENDANT R5 CLIENT USR FROM ONE-X ATTD R4 UPGRADE LIC:CU	\$1,307.80
394376 EQUINOX ATTENDANT R5 CONNECT TO EXTERNAL DATABASES NEW LIC:DS	\$1,307.80
394377 EQUINOX ATTENDANT R5 CONNECT TO EXTERNAL DATABASES UPGRADE LIC:DS	\$1,307.80
394379 EQUINOX ATTENDANT R5 SYSTEM NEW LIC:CL	\$1,833.00
394510 EQUINOX ATTENDANT R5 SYSTEM UPGRADE LIC:CL	\$1,833.00
399570 EQUINOX ATTENDANT R5 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00
399571 EQUINOX ATTENDANT R5 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
399572 EQUINOX ATTENDANT R5 KVM VIRTUAL ENABLEMENT	\$0.00
<u>Mobility and End User Clients - Avaya One-X Communicator Media</u>	
216318 ONE-X COMMUNICATOR R1 DEMO USER 26-50 ELEC DOWNLOADABLE LIC:NU	\$0.00
700479314 AVAYA ONE-X CLIENT ENABLEMENT SERVICES R6.X SERVER OS APP DVD	\$15.60
<u>Mobility and End User Clients - Avaya One-X Communicator Software License</u>	
228379 AVAYA ONE-X CLIENT ENABLEMENT SERVICES R6.X NEW/ADD LIC:NU	\$52.52
228382 AVAYA ONE-X CLIENT ENABLEMENT SERVICES R6.X UPGRADE LIC:NU	\$7.80
228884 ONE-X COMMUNICATOR R6 NEW ONE LIC:NU	\$37.96
228885 ONE-X COMMUNICATOR R6 UPGRADE ONE LIC:NU	\$7.80
229160 ONE-X COMMUNICATOR VIDEO R6.X PLDS NEW ONE LIC:DS	\$22.36
273677 ONE-X COMMUNICATOR MAC OS R2/R6.X NEW LICENSE LIC:CU	\$37.44
273678 ONE-X COMMUNICATOR MAC OS R1 TO R6.X UPGRADE LICENSE LIC:CU	\$7.80
273679 ONE-X COMMUNICATOR VIDEO R6 FOR MAC LICENSE LIC:CU	\$15.08
308604 AVAYA COMMUNICATOR FOR MICROSOFT-LYNC R6 LIC:NU	\$0.00
308605 AVAYA COMMUNICATOR FOR MICROSOFT-LYNC R6 UPGRADE LIC:NU	\$0.00
<u>Mobility and End User Clients - DECT Software License</u>	

174218	DEF WRLS REGISTRATION MIGRATION	\$0.00
	<u>Mobility and End User Clients - DECT Hardware</u>	
700466071	DECT RADIO BASE STATION CEILING MOUNTING KIT 10 PACK	\$26.52
700466253	DECT 372x/373x HANDSET BASIC CHARGER KIT EUROPEAN	\$16.64
700466261	DECT 372x/373x HANDSET BASIC CHARGER KIT UK NAR AUSTRALIA	\$16.64
700466535	DECT RADIO BASE STATION DIRECTIONAL DUAL ANTENNA KIT	\$174.20
700466543	DECT RADIO BASE STATION DIRECTIONAL SINGLE ANTENNA KIT	\$115.96
700466550	DECT RADIO BASE STATION OMNIDIRECTIONAL SINGLE ANTENNA KIT	\$115.96
700466568	DECT 3720/3730 BASIC BELT CLIP	\$2.60
700466576	DECT RADIO BASE STATION STANDARD ANTENNA KIT 10 PACK	\$203.32
700466683	DECT 3720/3730 HANDSET BATTERY PACK	\$17.16
700466691	DECT 3725 HANDSET BATTERY PACK	\$17.16
700471568	DECT SARI CERTIFICATE	\$20.80
700500011	DECT 372x/373x HANDSET BASIC CHARGER MEXICO	\$42.12
700500012	DECT 372x/373x HANDSET BASIC CHARGER ARGENTINA	\$42.12
700501201	DECT RADIO BASE STATION POLE MOUNTING KIT V2	\$79.04
700501480	DECT AVAYA INBUILDING WIRELESS SERVER R2 BASIC	\$605.80
700501481	DECT AVAYA INBUILDING WIRELESS SERVER R2 BASIC+	\$923.00
700501482	DECT AVAYA INBUILDING WIRELESS SERVER R2 STANDARD	\$2,056.60
700501483	DECT AVAYA INBUILDING WIRELESS SRVR R2 OPEN APPLICATION PROTOCOL	\$2,111.20
700501484	DECT AVAYA INBUILDING WIRELESS SERVER R2 ENTERPRISE MANAGEMENT	\$4,485.00
700511086	DECT IP RADIO BASE STATION VERSION 3 WITH INTERNAL ANTENNA	\$738.40
700511087	DECT IP RADIO BASE STATION VERSION 3 WITH EXTERNAL ANTENNA	\$938.60
700501200	DECT RADIO BASE STATION OUTDOOR HOUSING V2	\$380.12
700503108	D160 PWR SUPP FOR D160 CHRGR GLOBAL	\$28.60
700503110	D160 BATTERY	\$17.16
700511088	DECT IP RADIO BASE STATION COMPACT VERSION 3 IP OFFICE	\$447.72
700503106	D160 FRMW UPG CBL	\$63.44
700503109	D160 CHRGR W/O PWR SUPP	\$28.60
700503111	D160 BELT CLIP	\$8.84
700513191	DECT 3730 HANDSET	\$104.00
700513192	DECT 3735 HANDSET	\$182.00
700513193	DECT 3735 BATTERY CHARGER RACK	\$247.00
700513194	DECT 3730/3735 PROGRAMMER	\$144.56

700513195	DECT 3735 STANDARD BELT CLIP	\$4.68
700513196	DECT 3735 HANDSET SWIVEL BELT CLIP	\$17.16
700513197	DECT 373x HEADSET ADAPTER WITH QUICK DISCONNECT CABLE	\$86.84
700513199	DECT 3730 HANDSET LEATHER CASE	\$23.40
700513200	DECT 3735 HANDSET LEATHER CASE	\$46.28
700513201	DECT 3730 BATTERY COVER	\$4.68
700513202	DECT 3735 HANDSET BATTERY PK	\$17.16
700513323	DECT 3735 HANDSET WITH ALARM LICENSE	\$383.76
700513356	DECT RBS POWER SUPPLY UK/US/AU LEVEL VI WITH CHANGEABLE POWER PINS	\$64.48
	<u>Mobility and End User Clients - UC Editions Media</u>	
700512293	AVAYA AURA UTILITY SERVICES R7.1 DVD	\$26.00
	<u>Mobility and End User Clients - UC Editions Model</u>	
211400	UC EDITIONS NEW MODEL	\$0.00
211401	UC EDITIONS ADDITION MODEL	\$0.00
272653	MOBILE ACTIVITY ASSISTANT NEW MODEL	\$0.00
272654	MOBILE ACTIVITY ASSISTANT UPGRADE/ADDITIONS MODEL	\$0.00
	<u>Mobility and End User Clients - UC Editions Hardware</u>	
700508246	H175 VIDEO COLLABORATION STATION W/CORDLESS HANDSET WIFI CAMERA	\$816.40
700509929	H175 VIDEO COLLABORATION STATION W/ANALOG HANDSET WIFI CAMERA	\$790.40
	<u>Mobility and End User Clients - UC Editions Software License</u>	
260101	ONE-X MOBILE R1+ SIP MOBILE CLIENT FOR CM6 LICENSE LIC:CU	\$30.68
260110	ONE-X COMMUNICATOR FOR MACINTOSH OS R1/R6 NEW LIC LIC:CU	\$37.44
263130	UC EDITIONS R6.1 STANDARD WITH CM R6 NEW SEAT 1 LIC:NU	\$31.72
263132	UC EDITIONS R6.1 STANDARD WITH CM R6 ENTITLEMENT LIC:NU	\$0.00
263271	ONE-X COMMUNICATOR R6.1 NEW/ADD ONE LICENCE LIC:NU	\$37.96
263272	ONE-X COMMUNICATOR R6.1 UPGRADE ONE LICENCE LIC:NU	\$7.80
266682	1X CES R6.X UPGRADE SINGLE LIC NO CHARGE ENTITLE LIC:NU	\$0.00
269427	ENTERPRISE EDITION R6 EC500 SM RFA R9 LIC /E	\$0.00
270055	ENTERPRISE EDITION R6 CM MESSAGING RFA R6 LIC /E	\$0.00
273418	PLDS CM R6 APPLICATION BASE STATION FOR MOBILE SUITE LIC:CU	\$0.00
273419	PLDS CM R6 APPLICATION BASE STATION FOR COLLAB SUITE LIC:CU	\$0.00
380041	AURA R7 LARGE ENTERPRISE DUPLEX SOLUTION NEW TRACKING	\$0.00
380042	AURA R7 LARGE ENTERPRISE SIMPLEX SOLUTION NEW TRACKING	\$0.00
380043	AURA R7 EMBEDDED CM ONLY SOLUTION NEW TRACKING	\$0.00

Exhibit B

380044 AURA R7 LARGE ENTERPRISE DUPLEX SOLUTION MIGRATION TRACKING	\$0.00
380045 AURA R7 LARGE ENTERPRISE DUPLEX SOLUTION UPGRADE TRACKING	\$0.00
380046 AURA R7 LARGE ENTERPRISE SIMPLEX SOLUTION MIGRATION TRACKING	\$0.00
380047 AURA R7 LARGE ENTERPRISE SIMPLEX SOLUTION UPGRADE TRACKING	\$0.00
380048 AURA R7 CM VIRTUAL PLATFORM SOLUTION TRACKING	\$0.00
380049 AURA R7 CM VIRTUAL PLATFORM SOLUTION MIGRATION TRACKING	\$0.00
380348 AURA R7 CM VIRTUAL PLATFORM SOLUTION UPGRADE TRACKING	\$0.00
380349 AURA R7 CM VE VAPPLIANCE SYS LIC:DS,SR	\$0.00
380360 AURA R7 CM DUPLICATE MAC VE VAPPLIANCE SYS LIC:DS,SR	\$0.00
380361 AURA R7 UTILITY SERVICES VE VAPPLICANCE SYS LIC:DS,SR	\$0.00
380363 AURA R7 MLP SOFTWARE LIC:DS	\$10.40
380364 AURA R7 ANALOG NEW LIC:NU	\$20.80
380365 AURA R7 ANALOG UPGRADE LIC:NU	\$4.16
380366 AURA R7 ANALOG UPG ENTITLE LIC:NU	\$0.00
380367 AURA R7 ANALOG MOVE LIC:NU	\$4.16
380369 AURA R7 FOUNDATION SUITE UPGRADE/UPLIFT ENTITLE SW LIC:NU;CU;SR	\$0.00
380370 AURA R7 FOUNDATION SUITE MOVE/UPL ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380398 AURA R7 CORE SUITE NEW SOFTWARE LIC:NU;CU;SR	\$156.00
380399 AURA R7 CORE SUITE ADD SOFTWARE LIC:NU;CU;SR	\$156.00
380400 AURA R7 CORE SUITE UPGRADE/UPLIFT SOFTWARE LIC:NU;CU;SR	\$48.36
380401 AURA R7 CORE SUITE UPGRADE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380402 AURA R7 CORE SUITE UPGRADE/UPLIFT UA SOFTWARE LIC:NU;CU;SR	\$13.00
380403 AURA R7 CORE SUITE MOVE/UPLIFT SOFTWARE LIC:NU;CU;SR	\$48.36
380404 AURA R7 CORE SUITE MOVE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380405 AURA R7 CORE SUITE MOVE/UPLIFT UA SOFTWARE LIC:NU;CU;SR	\$13.00
380406 AURA R7 CORE SUITE UPLIFT FROM R7 ANALOG SOFTWARE LIC:NU;CU;SR	\$135.20
380407 AURA R7 CORE SUITE UPLIFT FROM R7 BASIC IPT SW LIC:NU;CU;SR	\$135.20
380408 AURA R7 CORE SUITE UPLIFT FROM R7 ENHANCED IPT SW LIC:NU;CU;SR	\$91.00
380409 AURA R7 CORE SUITE UPLIFT FROM R7 FND SUITE SW LIC:NU;CU;SR	\$26.00
380410 AURA R7 CORE SUITE UPLIFT UA FROM R7 FND SUITE SW LIC:NU;CU;SR	\$13.00
380411 AURA R7 CORE SUITE AVAYA SW INVEST PROTECTION POLICY LIC:NU;CU;SR	\$48.36
380612 AURA R7 POWER SUITE NEW SOFTWARE LIC:NU;CU;SR	\$208.00
380613 AURA R7 POWER SUITE ADD SOFTWARE LIC:NU;CU;SR	\$208.00
380614 AURA R7 POWER SUITE UPGRADE/UPLIFT SOFTWARE LIC: NU;CU;SR	\$93.60

380615 AURA R7 POWER SUITE UPGRADE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380616 AURA R7 POWER SUITE UPGRADE/UPLIFT UA FROM BASE SW LIC: NU;CU;SR	\$41.60
380617 AURA R7 POWER SUITE MOVE/UPLIFT SOFTWARE LIC: NU;CU;SR	\$93.60
380618 AURA R7 POWER SUITE MOVE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380619 AURA R7 POWER SUITE MOVE/UPLIFT UA FROM BASE SW LIC: NU;CU;SR	\$41.60
380620 AURA R7 POWER SUITE UPLIFT FROM R7 ANALOG SOFTWARE LIC:NU;CU;SR	\$187.20
380621 AURA R7 POWER SUITE UPLIFT FROM R7 BASIC IPT SW LIC:NU;CU;SR	\$187.20
380622 AURA R7 POWER SUITE UPLIFT FROM R7 ENHANCED IPT SW LIC:NU;CU;SR	\$143.00
380623 AURA R7 POWER SUITE UPLIFT FROM R7 FND SUITE SW LIC:NU;CU;SR	\$67.60
380624 AURA R7 POWER SUITE UPLIFT UA FROM R7 FND SUITE SW LIC:NU;CU;SR	\$41.60
380625 AURA R7 POWER SUITE UPLIFT FROM R7 CORE SUITE SW LIC:NU;CU;SR	\$52.00
380626 AURA R7 POWER SUITE AVAYA SW INVEST PRTCTN POLICY LIC:NU;CU;SR	\$93.60
380627 AURA R7 POWER SUITE SW INVEST PRTCTN POLICY SW RLS SBSCP LIC:NU;CU	\$41.60
380661 AURA R7 POWER SUITE UPGRADE/UPLIFT UA FRM MOBILE SW LIC: NU;CU;SR	\$41.60
380665 AURA R7 POWER SUITE MOVE/UPLIFT UA FRM MOBILE SW LIC: NU;CU;SR	\$41.60
381051 CORE SUITE R6 MESSAGING SEAT R6 BASIC TO MAINSTREAM UPLIFT LIC:CU	\$9.88
306609 ASG SECURITY SOFTWARE	\$802.80
307104 ASG SOFTKEY II FOR CM 6.X	\$802.80
382925 CORE SUITE R7 MESSAGING SEAT R6 BASIC TO MAINSTREAM UPLIFT LIC:CU	\$9.88
385438 CORE SUITE R6 MSGR6 BASIC TO MAINSTREAM UPL DISCOUNTED UPG LIC:CU	\$6.76
385640 CORE SUITE R7 MSGR6 BASIC TO MAINSTREAM UPL DISCOUNTED UPG LIC:CU	\$6.76
386082 AURA R7 POWER SUITE UPGRADE FROM COLLAB/POWER SW LIC:NU;CU;SR	\$65.00
386083 AURA R7 POWER SUITE MOVE FROM COLLAB/POWER SW LIC:NU;CU;SR	\$65.00
386435 ASG SOFTWARE KEY VERSION 2.2.1 DOWNLOAD	\$157.50
389637 AURA R7 SYSTEM MANAGER R7 LIC:DS	\$0.00
389638 AURA R6 SYSTEM MANAGER R7 LIC:DS	\$0.00
389680 AURA R6 SYSTEM MANAGER R6 UPGRADE TO R7 LIC:DS	\$0.00
389682 AURA R7 SYSTEM MANAGER R6 UPGRADE TO R7 LIC:DS	\$0.00
391426 AVAYA AURA UTILITY SERVICES R7.1 VE SYSTEM LIC:DS,SR	\$0.00
391427 AVAYA AURA UTILITY SERVICES R7.1 AVP SYSTEM LIC:DS,SR	\$0.00
392030 AURA CM R7 AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
392031 AURA CM R7 DUPLICATE MAC AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
392032 AURA UTILITY SERVICES R7 AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
392033 AURA SESSION MANAGER R7 AMAZON WEB SERVICES AMI LIC:DS,NU,SR	\$0.00

392034 AURA SYSTEM MANAGER R7 AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
392035 AURA SMGR R7 HIGH CAPACITY AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
392036 ASBCE R7 AMAZON WEB SERVICES AMI LIC:CU	\$208.00
392037 AES R7 AMAZON WEB SERVICES AMI LIC:DS	\$0.00
392819 CORE SUITE R6 MESSAGING SEAT R7 BASIC TO MAINSTREAM UPLIFT LIC:NU	\$9.88
392844 CORE SUITE R6 MSG R7 BSCTOMAINSTM UPLIFT DISCOUNT UPGRADE LIC:NU	\$6.76
392845 CORE SUITE R7 MSG R7 BASIC TO MAINSTREAM UPLIFT LIC:NU	\$9.88
392847 CORE SUITE R7 MSG R7 BSC TO MAINSTREAM UPLIFT DISCOUNT UPG LIC:CU	\$6.76
392970 AURA R7 AAM BASIC SEAT R6 UPGRADE/E TO R7 LIC:NU	\$0.26
392972 AURA R7 AAM MAINSTREAM SEAT R6 UPGRADE/E TO R7 LIC:NU	\$0.52
392974 AURA R6 AAM BASIC SEAT R6 UPGRADE/E TO R7 LIC:NU	\$0.26
392976 AURA R6 AAM MAINSTREAM SEAT R6 UPGRADE/E TO R7 LICE:NU	\$0.52
393298 AURA PRESENCE SERVICES R7 AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
393299 AURA DEVICE SERVICES R7 AMAZON WEB SERVICES AMI LIC:DS,NU,SR	\$0.00
395685 AURA CM R7 KVM VIRTUAL LIC:DS,SR	\$0.00
395686 AURA CM R7 DUPLICATE MAC KVM VIRTUAL LIC:DS,SR	\$0.00
395687 AURA UTILITY SERVICES R7 KVM VIRTUAL LIC:DS,SR	\$0.00
395691 ASBCE R7 KVM VIRTUAL LIC:CU	\$208.00
395695 SM BRANCH SESSION MANAGER (BSM) R7 KVM VIRTUAL LIC:DS,NU,SR	\$0.00
395696 AURA PRESENCE SERVICES R7 KVM VIRTUAL LIC:DS,SR	\$0.00
396794 AURA R8 CORE SUITE NEW SOFTWARE LIC: NU;CU;SR	\$156.00
396795 AURA R8 POWER SUITE NEW SOFTWARE LIC: NU;CU;SR	\$208.00
396798 AURA R8 CORE SUITE ADD SOFTWARE LIC: NU;CU;SR	\$156.00
396799 AURA R8 POWER SUITE ADD SOFTWARE LIC: NU;CU;SR	\$208.00
397070 AURA R8 FOUNDATION SUITE ADD SOFTWARE LIC: NU;CU;SR	\$132.60
397071 AURA R8 CORE SUITE SW INVEST PROTECTION POLICY LIC:NU;CU;SR	\$48.36
397072 AURA R8 CORE SUITE SW INVEST PROTECTION POLICY SRS LIC:NU;CU;SR	\$13.00
397073 AURA R8 POWER SUITE SW INVEST PROTECTION POLICY LIC:NU;CU;SR	\$93.60
397074 AURA R8 POWER SUITE SW INVEST PROTECTION POLICY SRS LIC:NU;CU;SR	\$41.60
397075 AURA R8 FND SUITE SW INVEST PROTECTION POLICY SRS LIC:NU;CU;SR	\$0.00
397078 AURA R8 CORE SUITE UPLIFT FROM R8 ANALOG SOFTWARE LIC: NU;CU;SR	\$135.20
397079 AURA R8 POWER SUITE UPLIFT FROM R8 ANALOG SOFTWARE LIC: NU;CU;SR	\$187.20
397081 AURA R8 CORE SUITE UPLIFT FROM R8 BASIC IPT SW LIC: NU;CU;SR	\$135.20
397082 AURA R8 POWER SUITE UPLIFT FROM R8 BASIC IPT SW LIC: NU;CU;SR	\$187.20

397083 AURA R8 CORE SUITE UPLIFT FROM R8 ENHANCED IPT SW LIC: NU;CU;SR	\$91.00
397084 AURA R8 POWER SUITE UPLIFT FROM R8 ENHANCED IPT SW LIC: NU;CU;SR	\$143.00
397085 AURA R8 POWER SUITE UPLIFT FROM R8 CORE SUITE SW LIC: NU;CU;SR	\$52.00
397086 AURA R8 CORE SUITE UPLIFT UA FROM R8 FND SUITE SW LIC: NU;CU;SR	\$13.00
397087 AURA R8 POWER SUITE UPLIFT UA FROM R8 FND SUITE SW LIC: NU;CU;SR	\$65.00
397088 AURA R8 CORE SUITE UPLIFT FROM R8 FND SUITE SW LIC: NU;CU;SR	\$26.00
397089 AURA R8 POWER SUITE UPLIFT FROM R8 FND SUITE SW LIC: NU;CU;SR	\$67.60
397092 AURA R8 CORE SUITE UPGRADE/UPLIFT SOFTWARE LIC: NU;CU;SR	\$48.36
397093 AURA R8 POWER SUITE UPGRADE/UPLIFT SOFTWARE LIC: NU;CU;SR	\$93.60
397094 AURA R8 POWER SUITE UPGRADE FROM COLLAB/POWER SW LIC: NU;CU;SR	\$65.00
397100 AURA R8 CORE SUITE UPGRADE/UPLIFT UA SOFTWARE LIC: NU;CU;SR	\$13.00
397101 AURA R8 POWER SUITE UPGRADE/UPLIFT UA FROM BASE SW LIC: NU;CU;SR	\$41.60
397102 AURA R8 POWER SUITE UPGRADE/UPLIFT UA FRM MOBILE SW LIC: NU;CU;SR	\$41.60
397103 AURA R8 CORE SUITE MOVE/UPLIFT SOFTWARE LIC: NU;CU;SR	\$48.36
397104 AURA R8 POWER SUITE MOVE/UPLIFT SOFTWARE LIC: NU;CU;SR	\$93.60
397106 AURA R8 CORE SUITE MOVE/UPLIFT UA SOFTWARE LIC: NU;CU;SR	\$13.00
397107 AURA R8 POWER SUITE MOVE/UPLIFT UA SOFTWARE LIC: NU;CU;SR	\$41.60
397108 AURA R8 ANALOG NEW/ADD LIC: NU	\$20.80
397109 AURA R8 ANALOG UPGRADE LIC: NU	\$4.16
397111 AURA R8 ANALOG UPGRADE/MOVE LIC: NU	\$4.16
397186 AURA R8 MLP SOFTWARE LIC:DS	\$10.40
397332 ASBCE R7 AMAZON WEB SERVICES AMI IPO LIC:CU	\$208.00
397333 ASBCE R7 KVM VIRTUAL IPO LIC:CU	\$208.00
398136 DEVICE ADAPTER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00
398137 DEVICE ADAPTER R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
398138 DEVICE ADAPTER R8 KVM VIRTUAL ENABLEMENT	\$0.00
398139 DEVICE ADAPTER R8 1ST BREEZE R3 SERVER INSTANCE LIC:DS	\$0.00
398140 DEVICE ADAPTER R8 ADDITIONAL BREEZE R3 SRVR INSTANCE LIC:DS	\$1,570.40
398141 DEVICE ADAPTER R8 SYSTEM LIC:DS	\$520.00
398142 DEVICE ADAPTER R8 NEW SYSTEM TRACKING	\$0.00
398558 CORE SUITE R8 MSG R7 BASIC TO MAINSTREAM UPLIFT LIC:NU	\$9.88
398559 CORE SUITE R8 MSG R7 BSC TO MAINSTREAM UPLIFT DISCOUNT UPG LIC:CU	\$6.76
398571 AURA R8 AAM BASIC SEAT R6 UPGRADE/E TO R7 LIC:NU	\$0.26
398572 AURA R8 AAM MAINSTREAM SEAT R6 UPGRADE/E TO R7 LIC:NU	\$0.52

License Subscription - Enterprise Unified Communications

403541	UC BASIC LIC FIXED SUBS 1YR MTHLY	\$5.81
403542	UC BASIC LIC FIXED SUBS 1YR AN PREPD	\$5.35
403543	UC BASIC LIC FIXED SUBS 3YR MTHLY	\$5.35
403544	UC BASIC LIC FIXED SUBS 3YR AN PREPD	\$4.88
403545	UC BASIC LIC FIXED SUBS 3YR MTHLY	\$4.88
403546	UC BASIC LIC FIXED SUBS 5YR AN PREPD	\$4.42
403547	UC CORE LIC FIXED SUBS 1YR MTHLY	\$8.60
403548	UC CORE LIC FIXED SUBS 1YR AN PREPD	\$7.91
403549	UC CORE LIC FIXED SUBS 3YR MTHLY	\$7.91
403550	UC CORE LIC FIXED SUBS 3YR AN PREPD	\$7.21
403551	UC CORE LIC FIXED SUBS 3YR MTHLY	\$7.21
403552	UC CORE LIC FIXED SUBS 5YR AN PREPD	\$6.51
403553	UC POWER LIC FIXED SUBS 1YR MTHLY	\$16.97
403554	UC POWER LIC FIXED SUBS 1YR AN PREPD	\$15.35
403555	UC POWER LIC FIXED SUBS 3YR MTHLY	\$15.11
403556	UC POWER LIC FIXED SUBS 3YR AN PREPD	\$13.72
403557	UC POWER LIC FIXED SUBS 3YR MTHLY	\$13.49
403558	UC POWER LIC FIXED SUBS 5YR AN PREPD	\$12.32

Music on Hold Hardware

405127879	MOH LICENSE COVERING THE PERFORMANCE OVER TELEPHONE LINES	\$76.32
406769455	MUSIC/MAGIC ON HOLD MUSIC ONLY ONE CUSTOM PRODUCTION-4 MINUTES	\$126.72
700427503	MUSIC/MAGIC ON HOLD MESSENGER DIGITAL ANNOUNCER WITH USB PT MP3	\$306.00
700406127	ANALOG MUSIC ON HOLD INTERFACE RHS	\$92.40

Video Communications Hardware

55211-00023	AV IX XT CAMERA SWITCH	\$314.08
55111-00057	AV IX XT SIMPLIFIED REMOTE CONTROL	\$31.20
55211-00004	AV IX ROOM SYSTEM XT5000 CODEC ONLY	\$2,860.00
55211-00008	AV IX XT 1-WAY MICROPHONE POD	\$188.76
55211-00021	AV IX ROOM SYSTEM XT5000 SERVER FOR IP OFFICE	\$2,743.00
55211-00821	AV IX ROOM SYSTEM XT5000 ENDPOINT W/EMBEDDED MCU IPO NE	\$2,743.00
55411-10001	AV IX EXECUTIVE XTE240 R	\$2,600.00
55411-10401	AV IX EXECUTIVE XTE240 R TAA	\$2,600.00
55411-10801	AV IX EXECUTIVE XTE240 R NON-ENCRYPTED	\$2,600.00

700514585	AV IX XT ADVANCED CAMERA II	\$2,451.80
	<u>Video Communications Software License</u>	
308244	AVAYA EQUINOX VIRTUAL DESKTOP INTERFACE EMBD LINUX LIC:CU	\$52.52
308245	AVAYA EQUINOX VIRTUAL DESKTOP INTERFACE EMBD WINDOWS LIC:CU	\$52.52
308246	AVAYA EQUINOX VIRTUAL DESKTOP INTERFACE TRACKER LICENSE LIC:CU	\$0.00
308247	AVAYA EQUINOX VIRTUAL DSKTP INTERFACE EMBD LINUX UPGRAGE LIC:CU	\$52.52
308248	AVAYA EQUINOX VIRTUAL DESKTOP INTERFACE EMBD WINDOWS UPG LIC:CU	\$52.52
308249	AVAYA EQUINOX VIRTUAL DESKTOP INTERFACE TRK LIC UPGRADE LIC:CU	\$0.00
	<u>Video Communications - Radvision Hardware</u>	
39000-00005	AV IX PWR CORD 125V 1.83M PLUG 3 POLES UL817 CONN C13 USA	\$15.60
55111-00056	AV IX XT SERIES CAMERA MOUNT	\$93.60
55111-00060	AV IX XT CABLE CAMERA MULTICABLE WIRING 2.5M	\$62.40
55211-00011	AV IX MEETING CENTER CART ONLY SINGLE	\$2,860.00
55211-00014	AV IX ROOM SYSTEM XT4300	\$2,340.00
55211-00404	AV IX ROOM SYSTEM XT5000 CODEC ONLY TAA	\$2,860.00
55211-00414	AV IX ROOM SYSTEM XT4300 TAA	\$2,340.00
55211-00421	AV IX ROOM SYSTEM XT5000 SERVER FOR IPO TAA	\$2,743.00
55211-00814	AV IX ROOM SYSTEM XT4300 NON-ENCRYPTED	\$2,340.00
55411-00012	AV IX PWR CORD KIT USA	\$20.80
55411-00013	AV IX PWR CORD KIT TAIWAN	\$20.80
55511-00007	AV IX XT PREMIUM MICROPHONE POD	\$416.00
54111-00006	AV IX XT TELEPRESENCE PLATFORM	\$18,938.40
55111-00022	CABLE HDMI M/M FOR DISPLAY 2 5M	\$19.24
55111-00023	AV IX 3-WAY MICROPHONE POD 15M CABLE	\$50.96
55111-00027	VISCA CROSS CABLE 10M	\$37.96
55111-00029	DVID/HDMI CABLE 5MT	\$50.96
55111-00034	AV IX 3-WAY MICROPHONE POD 6M CABLE	\$31.72
55211-00003	AV IX ROOM SYSTEM XT5000 OPTIONAL CABLE KIT	\$190.84
55211-00005	AV IX ROOM SYSTEM XT5000 SERIES WALL MOUNT KIT	\$126.88
55211-00013	AV IX XT FLEX CAMERA	\$1,560.00
55211-00024	AV IX ROOM SYSTEM XT4300 CODEC ONLY	\$1,508.00
55211-00424	AV IX ROOM SYSTEM XT4300 CODEC ONLY TAA	\$1,508.00
55211-00824	AV IX ROOM SYSTEM XT4300 CODEC ONLY NON-ENCRYPTED	\$1,508.00
55511-00004	AV IX ROOM SYSTEM XT7100 CODEC ONLY	\$4,160.00

55511-00401	AV IX ROOM SYSTEM XT7100 TAA	\$6,760.00
55511-00404	AV IX ROOM SYSTEM XT7100 CODEC ONLY TAA	\$4,160.00
55511-00804	AV IX ROOM SYSTEM XT7100 CODEC ONLY NE	\$4,160.00
700512191	AV IX XT DELUXE CAMERA	\$2,184.00
700512192	AV IX XT OPTIONAL CAMERA CABLE KIT	\$130.00
700513892	AV IX COLLABORATION UNIT CU360	\$647.28
700513893	AV IX COLLABORATION UNIT CU360 NON-ENCRYPTED	\$2,088.00
700513894	AV IX CU360 COLLABORATION UNIT TAA	\$647.28
700513898	AV IX COLLABORATION UNIT CU360 OPTIONAL CABLE KIT	\$164.88
700514534	AV IX HUDDLE CAMERA 020	\$215.28
700514535	AV IX HUDDLE CAMERA 050	\$575.28
700514683	AV IX ONE CABLE CONNECTION HUB	\$92.88
700514852	AV IX COLLABORATION UNIT CU360 POWER SUPPLY SPARE	\$36.00
700514853	AV IX COLLABORATION UNIT CU360 REMOTE CONTROL SPARE	\$36.00
700514938	AVAYA IX TRACKING CAMERA TC220	\$4,160.00
700514939	AV IX XT/HUDDLE CAMERA POWER SUPPLY	\$41.60
700515002	VISCA CAMERA CONTROL WITH POWER CABLE 5M	\$39.00
	<u>Video Communications - Radvision Software License</u>	
306720	CM R6 SCOPIA NAMED ENDPOINT LIC:NU	\$785.20
306721	CM R6 SCOPIA GUEST ENDPOINT CONCURRENT LIC:CU	\$4,188.60
381076	AVAYA SCOPIA STREAMING AND RECORDING 5 PORTS ALL IN ONE LIC:CU	\$15,600.00
381079	AVAYA SCOPIA STREAMING AND RECORDING 5 PORTS ALL IN ONE NE LIC:CU	\$15,600.00
55111-00035	AV IX XT TELEPRSNC PLTFRM OPT LIC: DS	\$0.00
55111-00904	AV IX XT 12MBPS OPTION BY EMAIL	\$634.40
55111-00910	SCOPIA XT DESKTOP 4 LIC:DS	\$1,560.00
55111-00912	SCOPIA XT DESKTOP 4 TO 9 UPGRADE LIC:DS	\$1,300.00
55111-00913	AV IX XT UPGRADE FULL MCU4> FULL MCU9	\$1,664.00
55111-00916	AV IX XT1000 2ND LAN PORT ENABLE BY EMAIL	\$126.88
55111-00917	AV IX CONTROL BY EMAIL	\$317.20
55111-00918	SCOPIA MCU XT1200 DEMO LIC:DS	\$0.00
55111-00919	SCOPIA DESKTOP XT1000 DEMO LIC:DS	\$0.00
55111-00941	AV IX XT FULL SMB4 SOFTWARE AND LICENSE PACKAGE B	\$3,120.00
55111-00942	AV IX XT FULL SMB9 SOFTWARE AND LICENSE PACKAGE B	\$5,200.00
55111-00947	AV IX XT FULL CUSTOMIZE BRAND LIC:DS	\$520.00

55111-00948	AV IX ADDL AUDIO CODEC PACK OPTION EMAIL	\$63.44
55111-00951	AV IX XT FULL MCU4 LICENSE PACKAGE	\$1,820.00
55111-00952	AV IX XT FULL MCU9 LICENSE PACKAGE	\$3,380.00
55111-00953	AV IX XT UPGRADE FULL MCU4>FULL SMB4	\$1,664.00
55111-00954	AV IX XT UPGRADE FULL MCU9>FULL SMB9	\$2,184.00
55111-00955	AV IX XT UPG FULL SMB4 > FULL SMB9	\$2,184.00
55211-00012	AV IX MEETING CENTER CART ONLY DUAL	\$3,432.00
55211-00804	AV IX ROOM SYSTEM XT5000 CODEC ONLY NON-ENCRYPTED	\$2,860.00
55211-00914	SCOPIA SECOND HD DISPLAY ENABLE	\$1,560.00
55546-00020	TELEPRESENCE CONNECTIVITY LICENSE FOR SCOPIA ELITE	\$40,445.60
55546-00903	INCREASED CAPACITY OPTION FOR SCOPIA ELITE 5115/521560 PTS EMAIL	\$9,822.80
55546-00904	INCREASED CAPACITY OPTION FOR SCOPIA ELITE 5230 120 PTS BY EMAIL	\$17,334.20
55546-00920	SCOPIA ELITE TELEPRSNC CONN LIC:DS	\$36,400.00
55111-00922	AV IX XT SERIES ZOOM UPGRADE LICENSE	\$878.80
55111-00937	AV IX XT 1080P UPGRADE	\$1,258.40
55411-00910	AV IX EXECUTIVE XTE240 DEMO LIC:DS	\$0.00
55546-00902	INCREASED CAPACITY OPTION FOR SCOPIA ELITE 511040 PORTS BY EMAIL	\$7,511.40
55598-00016	SCOPIA ECS PRO ALTERNATE GK	\$0.00
88597-00008	ECS PRO ADDL 25 PORTS/125 REG	\$4,334.20
88598-00005	ECS PRO ALT GK ADDL 25 PORTS/125 REG	\$1,560.00
88678-00002	EQUINOX R9 H.323 EDGE APPLIANCE 10PT LIC:CU	\$4,565.60
55590-00925	SCOPIA SOLUTION API DOWNLOAD LIC:DS	\$2,860.00
386986	EQNX R9 WEB COLLABORATION 40 PORT LIC:DS	\$2,600.00
386987	EQNX R9 WEB COLLABORATION 40 PORT NONENCRYPT LIC:DS	\$2,600.00
387350	EQNX R9 WEB COLLABORATION AURA POWER SUITE LIC:DS	\$5,200.00
387351	EQNX R9 WEB COLLABORATION AURA POWER SUITE NONENCRYPT LIC:DS	\$5,200.00
387353	EQNX R9 MEDIA SERVER 10V/500A PORT LIC:DS	\$18,200.00
387354	EQNX R9 MEDIA SERVER 10V/500A PORT NONENCRYPT LIC:DS	\$18,200.00
387357	EQNX R9 MEDIA SERVER AURA POWER SUITE LIC:DS	\$0.00
387358	EQNX R9 MEDIA SERVER AURA POWER SUITE NONENCRYPT LIC:DS	\$0.00
387359	EQNX R9 MEDIA SERVER WEBRTC GATEWAY LIC:DS	\$130.00
387360	EQNX R9 MEDIA SERVER WEBRTC GATEWAY NONENCRYPT LIC:DS	\$4,680.00
387361	EQNX R9 MEDIA SERVER VIRTUAL APPLIANCE SYS LIC:DS,SR	\$650.00
387366	EQNX R9 H.323 EDGE 10 PORT LIC:DS	\$4,513.60

387367 EQNX R9 H.323 EDGE 10 PORT NONENCRYPT LIC:DS	\$4,513.60
387374 EQNX R9 EDGE H.323 VIRTUAL APPLIANCE SYSTEM LIC:DS	\$520.00
387375 EQNX R9 MGMT ENTERPRISE EDTN LIC:DS,SR	\$3,640.00
387376 EQNX R9 MGMT ENTERPRISE EDTN NONENCRYPT LIC:DS,SR	\$3,640.00
387377 EQNX R9 MGMT MULTI-TENANT EDTN LIC:DS,SR	\$5,200.00
387378 EQNX R9 MGMT MULTI-TENANT EDTN NONENCRYPT LIC:DS,SR	\$5,200.00
387383 EQNX R9 MGMT NODE LIC:DS,SR	\$1,300.00
387426 EQNX R9 MGMT ENTERPRISE EDTN UPGRADE LIC:DS,SR	\$1,300.00
387427 EQNX R9 MGMT ENTERPRISE EDTN NONENCRYPT UPG LIC:DS,SR	\$1,300.00
387428 EQNX R9 MGMT MULTI-TENANT EDTN UPGRADE LIC:DS,SR	\$1,300.00
387429 EQNX R9 MGMT MULTI-TENANT EDTN NONENCRYPT UPGRD LIC:DS,SR	\$1,300.00
389893 APPLIANCE VRTL PLTFRM R7+ XL SERVER (GREATER THAN 32 vCPU) LIC:SR	\$941.20
389943 EQNX R9 MGMT ENTERPRSE EDTN AAC MIGRTN LIC:DS,SR	\$1,300.00
389944 EQNX R9 MGMT ENTERPRISE EDTN AAC NONENCRYPT MIGRTN LIC:DS,SR	\$1,300.00
389952 EQNX R9 SOLUTION API DOWNLOAD LIC:DS	\$2,860.00
389953 EQNX R9 MEDIA SERVER AURA POWER SUITE AAC MIGRTN LIC:DS	\$0.00
389954 EQNX R9 MEDIA SERVER AURA POWER NONENCRYPT AAC MIGRTN LIC:CU	\$0.00
389957 ASBCE R7 STD SVCS SES 1-500 FOR EQNX R9 MEDIA SERVER LIC:DS	\$0.00
389958 ASBCE R7 ADV SVCS SES 1-500 FOR EQNX R9 MEDIA SERVER LIC:DS	\$0.00
389959 SCOPIA ELITE 6105 UPGRADE TO 6110 STAND ALONE OPTION LIC:DS	\$20,800.00
389960 SCOPIA ELITE 6105 UPG TO 6110 STANDALONE OPTION NONENCRYPT LIC:DS	\$20,800.00
389961 EQNX R9 STREAMING AND RECORDING WINDOWS IMAGE LIC:DS	\$0.00
389962 EQNX R9 STREAMING RECORDING GATEWAY VIRTUAL APPLIANCE SYS LIC:DS	\$0.00
389963 EQNXR9 STRMGRCDG ALLIN1WEBCOLLAB RCDG5P/15PT AUDAAC MGENTL LIC:DS	\$0.00
389964 EQNXR9 STRMGRCDG MGR WEBCOLLAB RCDG5/PT15PT AUDAAC MGENTL LIC:DS	\$0.00
390574 EQNX R9 MGMT VAAS NON-ENCRYPT /S UPGRADE LIC:DS,SR	\$1,140.00
390577 EQNX R9 MGMT ENTERPRISE EDTN BASIC ENTITLE LIC:DS,SR	\$0.00
390579 EQNX R9 MGMT MULTI-TENANT ED BASIC ENTITLE LIC:DS,SR	\$0.00
390759 EQUINOX R9 MANAGEMENT FOR POWER SUITE MIGRATION LIC:DS	\$650.00
390775 EQNX R9 MGMT ENTERPRISE EDTN /E ENTITLE LIC:DS,SR	\$0.00
390776 EQNX R9 MGMT ENTERPRISE NONENCRYPT /E ENTITLE LIC:DS,SR	\$0.00
390777 EQNX R9 MGMT ENTERPRISE HW /E ENTITLE LIC:DS,SR	\$0.00
390779 EQNX R9 MGMT ENTERPRISE EDTN BASIC LIC:DS,SR	\$3,640.00
390780 EQNX R9 MGMT ENTERPRISE EDTN BASIC NONENCRYPT LIC:DS,SR	\$3,640.00

390781 EQNX R9 MGMT MULTI-TENANT BASIC LIC:DS,SR	\$5,200.00
390782 EQNX R9 MGMT MULTI-TENANT BASIC NONENCRYPT LIC:DS,SR	\$5,200.00
390787 EQNX R9 MGMT ENTERPRISE EDTN AAC BASIC MIGRTN LIC:DS,SR	\$0.00
390788 EQNX R9 MGMT ENTERPRISE EDTN AAC BSC MIGRATN NONENCRYPT LIC:DS,SR	\$0.00
390911 EQNX R9 MGMT AURA PWR AAC PWR NONENCRYPT MIGRTN ENTITLE LIC:CU,SR	\$1,300.00
390912 EQNX R9 MGMT AURA PWR AAC PWR STE BASIC MGRATN ENTITLE LIC:CU,SR	\$0.00
390916 EQNX R9 MEDIA SERVER AUDIO ONLY 200 PORT LIC:DS	\$7,280.00
390917 EQNX R9 MEDIA SERVER AUDIO ONLY 200 PORT NONENCRYPT LIC:DS	\$7,280.00
390918 EQNX R9 MGMT ENTERPRISE EDTN AAC MIGRTN UPG LIC:DS,SR	\$2,548.00
390919 EQNX R9 MGMT ENTERPRISE EDTN AAC NONENCRYPT MIGRTN UPG LIC:DS,SR	\$2,548.00
391580 EQNX R9 MGMT ENTERPRISE EDTN AAC BASIC MIGRTN UPG LIC:DS,SR	\$1,274.00
391581 EQNX R9 MGMT ENTPRS EDTN AAC BSC NONENCRYPT MIGRTN UPG LIC:DS,SR	\$1,274.00
391610 EQNX R9 MGMT AURA PWR AAC PWR STE NONENCRYPT MIGRTN UPG LIC:CU,SR	\$1,300.00
391612 EQUINOX R9 MANAGEMENT FOR POWER SUITE MIGRATION NONENCRYPTED LIC:DS	\$650.00
391613 CM R7 EQNX R9 NAMED ENDPOINT LIC:NU	\$2,600.00
392214 EQNX R9 MEDIA SERVER VIRTUAL APPLIANCE MIGRATION SYS LIC:DS,SR	\$0.00
392289 EQNX R9 MEDIA SRVR AAC/MX TURNKEY MIGRATION UPG LIC:DS	\$12,740.00
392290 EQNX R9 MEDIA SRVR AAC/MX TURNKEY NONENCRYPT MIGRATION UPG LIC:DS	\$12,740.00
392291 EQNX R9 MANAGEMENT ENTERPRISE VERSION LIC:DS	\$3,640.00
392293 EQNX R9 MANAGEMENT MULTI-TENANT VERSION LIC:DS	\$5,200.00
392863 EQNX R9 MANAGEMENT FOR POWER SUITE LIC:DS	\$1,300.00
392864 EQNX R9 MANAGEMENT FOR POWER SUITE NON-ENCRYPTED LIC:DS	\$1,300.00
393090 EQNXR9 STRMGRCDG ALLIN1 WEBCOLLAB RCDG 5/15PT AUDAAC MGUP LIC:DS	\$10,920.00
393091 EQNXR9 STRMGRCDG MGR WEBCOLLAB RCDG 5/15PT AUDAAC MGUP LIC:DS	\$0.00
393092 EQNXR9 STRMGRCDG ALLIN1 WEBCOLLABRCDG 5/15PT AUDAACMGUP NE LIC:DS	\$10,920.00
393093 EQNXR9 STRMGRCDG MGR WEBCOLLAB RCDG 5/15PT AUDAAC MGUP NE LIC:DS	\$0.00
393165 EQNX R9 STREAMING AND RECORDING 5 PORT ALL IN ONE LIC:CU	\$15,600.00
393166 EQNX R9 STREAMING AND RECORDING MANAGER LIC:DS	\$10,400.00
393167 EQNX R9 STREAMING AND RECORDING MEDIA NODE LIC:DS	\$26,000.00
393168 EQNX R9 STREAMING AND RECORDING 5PT ALL IN ONE NE LIC:CU	\$15,600.00
393169 EQNX R9 STREAMING AND RECORDING MANAGER NE LIC:DS	\$10,400.00
393300 EQNX R9 STREAMING AND RECORDING MEDIA NODE NE LIC:DS	\$26,000.00
396253 LOCK IX XT BRAND CUSTOMIZATION LIC:DS	\$0.00
398563 EQUINOX R9 MANAGEMENT JITC FOR POWER SUITE LIC:DS	\$899.60

402453 ASBCE R8 STD SVCS SES FOR EQNX R9 MEDIA SERVER LIC:DS	\$0.00
402454 ASBCE R8 ADV SVCS SES FOR EQNX R9 MEDIA SERVER LIC:DS	\$0.00
402502 ASBCE R8 STANDARD SVCS FOR EQUINOX CONFERENCING R9 UPGRADE	\$0.00
402503 ASBCE R8 ADVANCED SVCS FOR EQUINOX CONFERENCING R9 UPGRADE	\$0.00
402504 ASBCE R8 STANDARD SVCS FOR EQUINOX CONFERENCING R9 ENTITLED UPG	\$0.00
402505 ASBCE R8 ADVANCED SVCS FOR EQUINOX CONFERENCING R9 ENTITLED UPG	\$0.00

Service Category 1 - Avaya Phones

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>IP Clients Internet Telephones</u>	
N0212463	Handset Cord - Universal Replacement 2.7m Charcoal	\$8.84
NT5S05AE	IP Softphone 3456 User License	\$29.44
	Enhanced User license for CS1000 VoIP integration with Lotus Sametime - increments SIPN and	
NTBT57AA	includes Avaya Plug-in 3457 license	\$185.60
	Premium User license for CS1000 VoIP integration with Lotus Sametime - increments SIPN and	
NTBT57AB	includes Avaya Plug-in 3457 license	\$185.60
NTDU96BB70E	2007 IP Deskphone - Charcoal with Bezel no power supply (RoHS)	\$556.40
NTDW84BA	IP Softphone 2050 New User License	\$28.80
NTDW84CA	2050 IP Softphone Upgrade User Electronic Authorization License	\$19.84
NTEX14MDE6	Mobile USB Headset Adapter Kit - with Headset (RoHS)	\$181.48
NTYS01EAE6	IP Clients UNISlim VPN Client Electronic Authorization License - 1 year	\$59.52
NTYS03AFE6	1120E IP Deskphone - Graphite with Icon keycaps no power supply (RoHS)	\$301.51
NTYS03BFE6	1120E IP Deskphone - Graphite with Eng keycaps no power supply (RoHS)	\$301.51
NTYS05AFE6	1140E IP Deskphone - Graphite with Icon keycaps no power supply (RoHS)	\$460.28
NTYS05BFE6	1140E IP Deskphone - Graphite with English keycaps no power supply (RoHS)	\$460.28
NTYS08ABE6	1100 Series Expansion Module - Graphite (RoHS)	\$251.47
NTYS09AA70E	IP Phone 1100 Series and IP Phone 1200 Series Handset Charcoal-RoHS	\$27.04
NTYS11BB70E	Footstand Kit including cover for 1110 1150E IP Deskphone	\$13.00
NTYS11CBE6	Footstand Kit including cover 1120E 1140E 1165E IP Deskphone for Cat6 cable	\$14.04
NTYS12AAE6	IP Phone 11xx Phone number label and lens kit (Package of 12) _RoHS	\$9.88
NTYS14AAE6	Standard IEC cable - North America(RoHS)	\$11.96
NTYS15DAE6	IP Phone 1100 Icon Key Cap Kit (1120E, 1140E)	\$8.84
NTYS15EAE6	IP Phone 1100 English Text Key Cap Kit (1120E, 1140E)	\$8.84
	IP Phone Global Power Supply (2007, 1100, 1200) (RoHS). This does not include the IEC Power	
NTYS17EAE6	Cord. Country variant to be ordered separately.	\$17.16
NTYS31ABE6	1100 1200 Series IP Deskphone Wideband Handset (from Primo)	\$30.16
NTYS32CAE6	Avaya Brandlines - 1140E 1150E 1165E - Bag of 12	\$8.84
NTYS01QAE6	IP Clients UNISlim Secure Call Recording - 1 year	\$119.04
NTYS01RAE6	IP Clients UNISlim Secure Call Recording Refresh - 1 year	\$83.20

NTYS01SA	IP Clients UNISlim Secure Call Recording Electronic Authorization License - 3 year	\$238.08
NTYS01SB	IP Clients UNISlim Secure Call Recording Electronic Authorization License - 5 year	\$356.48
NTYS01FAE6	IP Clients UNISlim VPN Client Refresh Electronic Authorization License - 1 year	\$41.60
	<u>1400 Series Digital Telephones Hardware</u>	
700469968	BUTTON MODULE DBM32 FOR 1400 SERIES	\$100.48
700504841	1408 TELSET FOR CM/IP OFFICE/INTEGRAL ENTERPRISE UpN ICON ONLY	\$147.84
700508193	1403 TELSET FOR IP OFFICE ICON	\$87.04
700508194	1416 TELSET FOR CM/IP OFFICE/INTEGRAL ENTERPRISE UpN ICON	\$184.96
	<u>1600 Series IP Telephones Hardware</u>	
700415599	MODULE BOND BRIDGE 1400/1600 SERIES 32B REPLACEMENT	\$3.83
700415607	PoE POWER ADAPTER FOR 1603 IP PHONE	\$20.88
700415615	IP PHONE 1403/1603 REPLACEMENT WEDGE STAND/WALL MOUNT KIT BLACK	\$6.13
700415623	IP PHONE 1408/1608 WALL MOUNT KIT	\$11.52
700415631	IP PHONE 1416/1616 WALL MOUNT KIT	\$11.52
700415649	DESIGNATION LABELS 1408/1608 IP PHONE PACKAGE (50 LABELS)	\$26.64
700415656	IP PHONE 1416/1616/32B MODULE DESIGNATION LABELS PKG (50 LABELS)	\$26.64
700415664	DESIGNATION LABELS COVER 1408/1608 REPLACEMENT QTY10	\$3.83
700415672	DESIGNATION LABEL COVER 1416/1616/32B REPLACEMENT QTY20	\$7.92
700415706	DESIGNATION LABELS IP PHONE 1403/1603 PACKAGE (50 LABELS)	\$26.64
700415714	IP PHONE 1408/1608 FLIP STAND REPLACEMENT BLACK	\$6.13
700415722	IP PHONE 1416/1616 FLIP STAND REPLACEMENT BLACK	\$6.13
700427495	14xx/16xx REPLACEMENT HANDSET S1G2	\$9.36
700429707	HANDSET CORD 9' 1400/1600 SERIES REPLACEMENT BLACK	\$3.83
700432800	IP PHONE 1400/1600 SERIES REPLACEMENT 32BUTTON MODULE STAND BLACK	6.1272
700434228	DESIGNATION LABELS 1408/1608 IP PHONE A4 QTY50	\$26.64
700434236	DESIGNATION LABELS 1416/1616/32B IP PHONE A4 QTY 50	\$26.64
700451263	POWER ADAPTER FOR 1600 IP PHONES 5V ARGENTINA	\$9.60
700508258	1603SW-I IP DESKPHONE GLOBAL ICON ONLY	\$108.16
700508259	1603-I IP DESKPHONE GLOBAL ICON ONLY	\$79.36
700508260	1608-I IP DESKPHONE GLOBAL ICON ONLY	\$154.88
	<u>2500 Series Analog Telephones Hardware</u>	
108209016	TEL SET SINGLE LINE RING VOLUME CONTROL 2500 BLACK	\$50.56
108209032	TEL SET SINGLE LINE RING VOLUME CONTROL 2554 BLACK MMGN-003	\$72.96
108209057	TEL SET SINGLE LINE RING VOLUME CONTROL2500 BLACK	\$63.36

108209073	TEL SET SINGLE LINE RING VOLUME CONTROL 2554 BLACK YMGP-003	\$78.72
	<u>3700 Series Dect Handsets Hardware</u>	
700479462	DECT 3749 HANDSET	\$855.40
700479470	DECT 374x HANDSET BASIC CHARGER KIT EUROPEAN	\$49.40
700479488	DECT 374x HANDSET ADVANCED CHARGER KIT EUROPEAN	\$202.80
700479496	DECT 37xx HANDSET RACKMOUNT CHARGER KIT	\$374.40
700479504	DECT MULTI-BATTERY CHARGER FOR 3740	\$475.80
700479512	DECT 374x HEADSET MICROPHONE ON BOOM	\$377.00
700479520	DECT 374x HEADSET INDUSTRY	\$493.48
700479538	DECT 374x HEADSET ADAPTER INDUSTRY AND ATEX	\$261.04
700479546	DECT HANDSET LEATHER CASE 374x	\$69.68
700479553	DECT 374x HANDSET BASIC BELT CLIP	\$14.56
700479561	DECT 374x HANDSET SWIVEL BELT CLIP	17.16
700500841	DECT 3740 HANDSET BATTERY PACK	\$58.24
700500842	DECT 3749 HANDSET BATTERY PACK	\$69.68
700500843	DECT 3749 BATTERY PACK OPENER	\$18.72
700500871	DECT 374x HANDSET BASIC CHARGER KIT UK/NAR/AUSTRALIA	\$49.40
700500872	DECT 374x HANDSET BASIC CHARGER KIT MEXICO	\$49.40
700500873	DECT 374x HANDSET BASIC CHARGER KIT ARGENTINA	\$49.40
700500874	DECT 374x HANDSET ADVANCED CHARGER KIT UK	\$203.32
700500875	DECT 374x HANDSET ADVANCED CHARGER KIT NORTH AMERICA REGION	\$203.32
700500876	DECT 374x HANDSET ADVANCED CHARGER KIT AUSTRALIA	\$203.32
700500877	DECT 374x HANDSET ADVANCED CHARGER KIT BRAZIL MEXICO	\$203.32
700500878	DECT 374x HANDSET ADVANCED CHARGER KIT ARGENTINA	\$203.32
700500879	DECT 374x HEADSET ADAPTER QD	\$86.84
700501216	DECT SITE SURVEY KIT V2 WITH BATTERY PACK	\$1,476.80
700501217	DECT SITE SURVEY KIT V2 WITHOUT BATTERY PACK	\$949.00
700501218	DECT SITE SURVEY KIT V2 SPARE BATTERY	\$448.24
700501219	DECT SITE SURVEY KIT V2 SPARE CHARGER	\$224.12
700510284	DECT 3745 HANDSET	\$435.24
	<u>9400 Series Digital Deskphones Hardware</u>	
700508195	9404 TELSET FOR CM/IE UpN ICON	\$263.68
700508196	9408 TELSET FOR CM/IE UpN ICON	\$405.12
700508255	9408 TELSET FOR CM/IE UpN TAA ICON	\$405.12

9500 Series Digital Deskphones Hardware

700508197	9504 TELSET FOR IPO ICON	\$193.28
700508257	9508 TELSET FOR IPO TAA ICON	\$284.16
700508256	9504 TELSET FOR IPO TAA ICON	\$193.28
700504842	9508 TELSET FOR IPO ICON ONLY	\$284.16

9600 Series IP Deskphones Hardware

700383375	IP PHONE 9620/94XX/95XX WALLMOUNT	\$15.12
700383383	IP PHONE 9630/40/50 AND 9621/41 WALL MOUNT	\$16.56
700383888	IP PHONE 9630/40/50 AND 21/41 WEDGE STAND	\$15.12
700409857	IP PHONE 9600 REPLACEMENT POWER CORD GIGABIT ETHERNET ADAPTER	\$9.36
700446370	14XX/16XX/94XX/95XX/96XX AMPLIFIED SPEECH HANDSET ROHS	\$152.64
700462518	IP PHONE BUTTON MODULE FOR 9600 SERIES MODELS GREY	\$113.36
700480643	BUTTON MODULE 12 BUTTON	\$94.64
700500723	FACEPLATE KIT 9621G/9641G PACK OF 25	\$108.16
700500727	BUTTON MODULE 12 REPLACEMENT STAND	\$8.32
700383318	IP PHONE 96XX REPLACEMENT HANDSET CORD 9FT	\$4.41
700383326	CAT 5E ETHERNET CABLE 9FT/3M	\$6.13
700383821	96XX/J100 REPLACEMENT HANDSET CORD 25FT	\$4.41
700416548	IP PHONE 96XX REPLACEMENT HANDSET	\$7.80
700416563	IP PHONE 9630/40/50 AND 9621/41 REPLACEMENT STAND SILVER	\$7.80
700416571	IP TELEPHONE BUTTON MODULE SBM24 REPLACEMENT STAND GRAY SBM24S1A	\$5.20
700431141	FACEPLATE SBM24 BLUE PACK 25	\$401.76
700431349	FACEPLATE SBM24 SILVER PACK 25	\$401.76
700500728	9641G CALL CENTRE FACEPLATE ADAPTATION KIT (PK25)	\$131.56
700504845	IP PHONE 9611G GLOBAL	\$264.16
700505424	IP TELEPHONE 9608G GREY GIGABIT ETHERNET	\$211.64
700505992	IP TELEPHONE 9641GS	\$361.40
700507946	IP TELEPHONE 9608G GRAY GIGABIT ETHERNET (TAA)	\$211.64
700507948	IP PHONE 9611G ICON ONLY (TAA)	\$264.16
700509409	IP TELEPHONE 9641GS TAA	\$361.40
700509740	9621G/9641G ENGLISH FACEPLATE (25PK)	\$106.60
700509981	IP TELEPHONE 9641GS WITHOUT FACEPLATE	\$361.40
700510609	TDM/IP PHONE 9404 9408 9504 9508 9608 9611 REPLACEMENT T-STAND	\$7.80

Accessories Hardware

700501780 DECT AVAYA INBUILDING WIRELESS SERVER R2 FRONT MOUNTING KIT	\$49.92
700501993 DECT IP DECT GATEWAY 48VDC/110-230VAC TO SUPPORT 16 ISDN BS	\$6,331.00
700511089 DECT TDM/ISDN RADIO BASE STATION VERSION 3 WITH INTERNAL ANTENNA	\$377.00
700511090 DECT TDM/ISDN RADIO BASE STATION VERSION 3 WITH EXTERNAL ANTENNA	\$408.72
700511091 DECT TDM/ISDN RADIO BASE STATION VERSION 3 WITH INT ANTENNA - TAA	\$417.56
108004292 TELSET HANDSET CORD H4DU 9FT BLACK	\$4.41
407327170 HANDSET AMPLIFIED HEARING 2523A BLACK	\$39.04
700333420 CUSTOM NIU CONNECTORS RJ45 TO DB25F GRAY	\$136.00
700405665 REPLACEMENT TERMINAL BOND BRIDGE FOR SBM24	\$4.79
700503700 AVAYA B189 IP CONF PHONE	\$858.00
700507187 H100 SERIES POWER SUPPLY	\$20.80
700508273 H100 SERIES WIRED ANALOG HANDSET REPLACEMENT	\$20.80
700509907 H100 SERIES SHORT CAMERA CABLE	\$15.60
108004300 TELSET HANDSET CORD H4DU 12FT BLK	\$6.12
700508269 H100 SERIES CORDLESS DECT HANDSET REPLACEMENT	\$78.00
700508537 H100 SERIES HD VIDEO CAMERA	\$182.00
700509906 H100 SERIES ANALOG HANDSET CORD REPLACEMENT	\$5.20
700509908 H100 SERIES LONG CAMERA CABLE REPLACEMENT	\$15.60
700510192 H100 SERIES HDMI CABLE 1.5M MALE-TO-MALE	\$15.60
700510850 VANTAGE OPTIONAL POWER SUPPLY LEVEL VI	\$20.80
700511777 GLOBAL POE Y ADAPTER FOR DIGITAL PHONE BUTTON MODULES	\$14.40
700512377 POWER ADAPTER 5V J100/1600 SERIES IP PHONES US LEVEL6	\$12.16
700512602 GLOBAL SINGLE PORT POE INJECTOR 10/100/1000 15.4W KIT	\$23.76
700514051 AVAYA L119 HEADSET LEATHER RJ9 MONO	\$33.84
700514052 AVAYA L129 HEADSET LEATHER QUICK CONNECT MONO	\$39.60
700514053 AVAYA L139 HEADSET LEATHER QUICKCONNECT MONO	\$64.80
700514054 AVAYA L149 HEADSET LEATHER QUICKCONNECT STEREO	\$82.80
700514055 AVAYA L159 HEADSET LEATHER USB STEREO	\$97.20
700514243 AVAYA SMART EXPANSION MICROPHONE	\$143.28
700514292 AVAYA B199 POE INJECTOR KIT	\$85.68
700514324 AV QUICK CONNECT RJ9 HEADSET CORD 1.2M STRAIGHT	\$14.40
700514325 AV QUICK CONNECT TO 3.5MM HEADSET CORD 1.2M STRAIGHT	\$15.84
700514326 AV QUICK CONNECT TO USB MECHANICAL COMBOX HEADSET CBL 1.2M STRA	\$36.00
700514327 AV QUICK CONNECT TO USB TOUCH CONTROL COMBOX HEADSET CBL 1.2M STRA	\$50.40

700514328	AV QUICK CONNECT TOUCH CONTROL AND BT COMBOX HEADST CBL 1.2M STRA	\$57.60
700514329	SUPERVISOR CABLE ACCESSORY	\$25.20
700514924	AVAYA B199 DAISY CHAIN KIT	\$56.88
	<u>Conference Phones Hardware</u>	
700501530	AVAYA B159 ANALOG CONFERENCE PHONE	\$454.48
700501533	AVAYA B149 ANALOG CONFERENCE PHONE	\$378.56
700501534	AVAYA B100 SERIES AC 100-240V/14 DC POWER ADAPTER	\$65.52
700501537	AVAYA B100 SERIES INTERFACE BOX W/SFTW FOR AUDITORIUM PA SYSTEM	\$201.76
700501539	AVAYA B100 SERIES EXPANSION MICROPHONES 1PR FOR CONFERENCE PHONE	\$151.32
700501541	AVAYA B100 SERIES DUAL ANALOG LINE AND POWER CABLE 7.5M	\$50.44
700501551	AVAYA B100 SERIES POWER CABLE CONNECTION 7.5M EIIA-5320 CLASS IV	\$35.36
700501552	AVAYA B100 SERIES ETHERNET NETWORK CABLE 6.5M	\$35.36
700501553	AVAYA B100 MOBILE PHONE CABLE (3.5MM)	\$35.36
700504740	AVAYA B179 SIP CONFERENCE PHONE POE ONLY NO AC POWER	\$566.80
700508892	AVAYA B169 ANALOG DECT WIRELESS CONFERENCE PHONE EUROPE	\$504.40
700508893	AVAYA B169 ANALOG DECT WIRELESS CONFERENCE PHONE US	\$504.40
700509608	AVAYA B169 BATTERY	\$100.88
700509610	AVAYA B189 PA SYSTEM INTERFACE BOX (STEREO)	\$201.76
700513322	B179 SIP CONFERENCE PHONE POE ONLY NO AC POWER WITH 3PCC	\$566.80
700514009	AVAYA B109 CONFERENCE PHONE	\$90.00
700514246	AVAYA B199	\$863.28
700514331	AVAYA IP DECT SINGLE CELL EUROPEAN	\$157.68
700514332	AVAYA IP DECT SINGLE CELL US	\$157.68
700514482	AVAYA B169 WIRELESS CONFERENCE PHONE WITHOUT BASE STATION US	\$467.48
700514483	AVAYA B169 WIRELESS CONFERENCE PHONE WITHOUT BASE STATION EUROPEAN	\$420.73
700514693	AVAYA IX CONFERENCE PHONE B129	\$258.48
700515081	AVAYA B129 DAISY CHAIN CABLE	\$28.08
	<u>J Series IP Phones Hardware</u>	
700512394	J159 IP PHONE	\$266.40
700512402	J100/K100 SERIES IP PHONE WIRELESS MODULE	\$37.44
700512662	J100/K100 SERIES REPLACEMENT HANDSET CORD	\$4.68
700512663	K100 REPLACEMENT CORDED HANDSET	\$11.44
700513427	J100/K100 WALL MOUNT CAT5E CABLE 1 FOOT	\$1.20
700513447	J129 IP PHONE REPLACEMENT STAND	\$4.16

700513568 J129 WALLMOUNT KIT WITH CAT 5E ETHERNET CABLE	\$7.80
700513569 J179 IP PHONE GLOBAL NO POWER SUPPLY	\$236.60
700513629 J179 IP PHONE NO POWER SUPPLY TAA	\$236.60
700513630 J179 IP PHONE 3PCC	\$136.08
700513631 J139/J159/J169/J179 WALLMOUNT KIT WITH 1 FOOT CAT5E CABLE	\$10.40
700513632 J139/J169/J179 IP PHONE REPLACEMENT STAND	\$4.16
700513633 J100 REPLACEMENT HANDSET CORDED 32ohm	\$7.80
700513634 J169 IP PHONE GLOBAL NO POWER SUPPLY	\$192.40
700513635 J169 IP PHONE NO POWER SUPPLY TAA	\$192.40
700513636 J169 IP PHONE 3PCC	\$92.88
700513638 J129 IP PHONE GLOBAL NO POWER SUPPLY	\$65.00
700513639 J129 IP PHONE GLOBAL 3PCC NO POWER SUPPLY WITH CERTIFICATE	\$46.80
700513640 J100 BUTTON MODULE 24B/EXPANSION MODULE 24B REPLACEMENT STAND	\$2.60
700513916 J139 IP PHONE	\$114.40
700513917 J139 IP PHONE 3PCC	\$68.40
700513918 J139 IP PHONE TAA	\$114.40
700514337 J100 EXPANSION MODULE 24	\$153.40
700514338 J100 EXPANSION MODULE 24 WALL MOUNT	\$7.80
700514468 J169 IP PHONE GLOBAL NO POWER SUPPLY WHITE	\$202.28
700514469 J179 IP PHONE GLOBAL NO POWER SUPPLY WHITE	\$248.56
700514548 J139/J169/J179 WALLMOUNT KIT WHITE	\$8.32
700514549 J139/J169/J179 IP PHONE REPLACEMENT STAND WHITE	\$4.16
700514551 J100 FRU CORDED HANDSET 32ohm MERCURY WHITE	\$4.68
700514554 J100 REPLACEMENT HANDSET CORD MERCURY WHITE	\$7.80
700514634 J139 IP PHONE ORANGE	\$114.40
700514635 J169 IP PHONE NO POWER SUPPLY ORANGE	\$192.40
700514636 J179 IP PHONE NO POWER SUPPLY ORANGE	\$236.60
700514732 J100 EXPANSION MODULE 24B TAA GSA	\$161.20
700514740 J179 TSG CLASS A STANDARD AUTOMATIC	\$1,004.40
700514741 J179 TSG CLASS A NO SPEAKERPHONE AUTOMATIC	\$1,004.40
700514742 J179 TSG CLASS A NO MICROPHONE AUTOMATIC	\$1,004.40
700514743 J179 TSG CLASS B STANDARD AUTOMATIC	\$882.00
700514744 J179 TSG CLASS B NO SPEAKERPHONE AUTOMATIC	\$882.00
700514745 J179 TSG CLASS B NO MICROPHONE AUTOMATIC	\$882.00

700514746 J100 PUSH TO TALK HANDSET TAA	\$51.48
700514813 J129 IP PHONE WITH 5-VOLT POWER INPUT	\$65.00
<u>K100 Series Telephones Hardware</u>	
700512398 VANTAGE CORDLESS HANDSET WIDEBAND WITH CHARGING CRADLE KIT	\$89.96
700512399 VANTAGE CORDED HANDSET WITH CRADLE KIT	\$29.64
700512710 AVAYA VANTAGE K165 WITHOUT CAMERA	\$308.88
700512774 J100/VANTAGE REPLACEMENT CORDLESS HANDSET WIDEBAND WITHOUT CRADLE	\$59.28
700512776 VANTAGE CRADLE WALL MOUNT	\$26.52
700513368 VANTAGE HANDSET CRADLE REPLACEMENT STAND	\$18.72
700513905 AVAYA VANTAGE K175 DUAL PORT WITH CAMERA	\$433.68
700513906 AVAYA VANTAGE K165 DUAL PORT WITHOUT CAMERA	\$415.48
700513907 AVAYA VANTAGE K155	\$267.80
700514330 AVAYA VANTAGE K155 REPLACEMENT CRADLE STAND	\$17.68
700514387 AVAYA VANTAGE K155 WALL MOUNT	\$26.52
700514388 AVAYA VANTAGE K155 REPLACEMENT STAND	\$16.64
700514424 AVAYA VANTAGE K175 DUAL PORT WITH CAMERA GSA	\$509.08
700514425 AVAYA VANTAGE K165 DUAL PORT WITHOUT CAMERA GSA	\$503.88
700514426 AVAYA VANTAGE K155 GSA	\$337.48
<u>Device as a Service Subscription</u>	
400553 DAAS B109 CONFERENCE PHONE SUBSCRIPTION 1YR MONTHLY	\$5.35
400554 DAAS B109 CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY	\$4.84
400555 DAAS B109 CONFERENCE PHONE SUBSCRIPTION 5YR MONTHLY	\$4.37
400556 DAAS B169 CONFERENCE PHONE W/O BASE STA US SUBSCRIPTION 1YR MONTHLY	\$29.76
400557 DAAS B169 CONFERENCE PHONE W/O BASE STA US SUBSCRIPTION 3YR MONTHLY	\$26.78
400558 DAAS B169 CONFERENCE PHONE W/O BASE STA US SUBSCRIPTION 5YR MONTHLY	\$24.18
400559 DAAS B169 CONFERENCE PHONE W/O BASE STA EU SUBSCRIPTION 1YR MONTHLY	\$29.76
400740 DAAS B169 CONFERENCE PHONE W/O BASE STA EU SUBSCRIPTION 3YR MONTHLY	\$26.78
400741 DAAS B169 CONFERENCE PHONE W/O BASE STA EU SUBSCRIPTION 5YR MONTHLY	\$24.18
400742 DAAS B179 SIP 3PCC SUBSCRIPTION 1YR MONTHLY	\$32.55
400743 DAAS B179 SIP 3PCC SUBSCRIPTION 3YR MONTHLY	\$29.30
400744 DAAS B179 SIP 3PCC SUBSCRIPTION 5YR MONTHLY	\$26.41
400745 DAAS B189 CONFERENCE PHONE SUBSCRIPTION 1YR MONTHLY	\$49.29
400746 DAAS B189 CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY	\$44.36
400747 DAAS B189 CONFERENCE PHONE SUBSCRIPTION 5YR MONTHLY	\$39.99

400748 DAAS B199 SIP CONFERENCE PHONE SUBSCRIPTION 1YR MONTHLY	\$26.97
400749 DAAS B199 SIP CONFERENCE PHONE SUBSCRIPTION 3YR MONTHLY	\$24.27
400750 DAAS B199 SIP CONFERENCE PHONE SUBSCRIPTION 5YR MONTHLY	\$21.86
400751 DAAS IP DECT SINGLE CELL BASE US SUBSCRIPTION 1YR MONTHLY	\$6.05
400752 DAAS IP DECT SINGLE CELL BASE US SUBSCRIPTION 3YR MONTHLY	\$5.49
400753 DAAS IP DECT SINGLE CELL BASE US SUBSCRIPTION 5YR MONTHLY	\$5.02
400754 DAAS IP DECT SINGLE CELL BASE EU SUBSCRIPTION 1YR MONTHLY	\$6.05
400755 DAAS IP DECT SINGLE CELL BASE EU SUBSCRIPTION 3YR MONTHLY	\$5.49
400756 DAAS IP DECT SINGLE CELL BASE EU SUBSCRIPTION 5YR MONTHLY	\$5.02
400757 DAAS J129 IP PHONE NO POWER SUPPLY SUBSCRIPTION 1YR MONTHLY	\$3.72
400758 DAAS J129 IP PHONE NO POWER SUPPLY SUBSCRIPTION 3YR MONTHLY	\$3.35
400759 DAAS J129 IP PHONE NO POWER SUPPLY SUBSCRIPTION 5YR MONTHLY	\$3.07
400763 DAAS J139 IP PHONE SUBSCRIPTION 1YR MONTHLY	\$6.51
400764 DAAS J139 IP PHONE SUBSCRIPTION 3YR MONTHLY	\$5.86
400765 DAAS J139 IP PHONE SUBSCRIPTION 5YR MONTHLY	\$5.30
400772 DAAS J169 IP PHONE NO POWER SUPPLY SUBSCRIPTION 1YR MONTHLY	\$11.16
400773 DAAS J169 IP PHONE NO POWER SUPPLY SUBSCRIPTION 3YR MONTHLY	\$10.04
400774 DAAS J169 IP PHONE NO POWER SUPPLY SUBSCRIPTION 5YR MONTHLY	\$9.11
400775 DAAS J179 IP PHONE NO POWER SUPPLY SUBSCRIPTION 1YR MONTHLY	\$13.49
400776 DAAS J179 IP PHONE NO POWER SUPPLY SUBSCRIPTION 3YR MONTHLY	\$12.18
400777 DAAS J179 IP PHONE NO POWER SUPPLY SUBSCRIPTION 5YR MONTHLY	\$10.97
400781 DAAS AVAYA VANTAGE K155 SUBSCRIPTION 1YR MONTHLY	\$15.35
400782 DAAS AVAYA VANTAGE K155 SUBSCRIPTION 3YR MONTHLY	\$13.86
400783 DAAS AVAYA VANTAGE K155 SUBSCRIPTION 5YR MONTHLY	\$12.56
400784 DAAS AVAYA VANTAGE K165 SUBSCRIPTION 1YR MONTHLY	\$23.72
400785 DAAS AVAYA VANTAGE K165 SUBSCRIPTION 3YR MONTHLY	\$21.39
400786 DAAS AVAYA VANTAGE K165 SUBSCRIPTION 5YR MONTHLY	\$19.25
400787 DAAS AVAYA VANTAGE K175 SUBSCRIPTION 1YR MONTHLY	\$25.11
400788 DAAS AVAYA VANTAGE K175 SUBSCRIPTION 3YR MONTHLY	\$22.60
400789 DAAS AVAYA VANTAGE K175 SUBSCRIPTION 5YR MONTHLY	\$20.37

Service Category 1 - Avaya Platforms

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>Avaya Aura™ Session Border Controller Hardware</u>	
NTL700502033	AVAYA AURATM SBC R6.0.3 SYS PLTFM DVD	\$52.00
	<u>Avaya Aura™ Session Border Controller Software</u>	
NTL258372	Session Border Controller Sesssion License	\$57.20
NTL258373	Session Border Controller session replication and recording license	\$5.72
NTL258374	Session Border Controller transcoding license	\$28.60
	<u>Avaya AURA™ System Platform Media</u>	
NTL700500929	AVAYA AURATM SYSTEM PLTFRM 6.0.3 DVD	\$26.00
	<u>Avaya AURA™ Presence Services Software</u>	
NTL259760	AVAYA AURATM PRESENCE SERVICES R6.X LIC:CU	\$0.01
NTL259761	AVAYA AURATM PRESENCE SERVICES R6.X SP TEMPLATE DOWNLOAD	\$0.01
NTL259762	AVAYA AURATM PRESENCE SERVICES R6.X SOFTWARE DOWNLOAD	\$0.01
NTL700508295	Avaya Aura Presence Services 6.2.4 Media DVD	\$78.00
	<u>Avaya AURA™ Session Manager Server</u>	
NTL264148	SM R6.X SIP CONNECTION LICENSE	\$10.40
NTL264231	SM R6.X SIP CONNECTION LIC ENTITLE	\$0.01
NTL264232	SM R6.X SIP CONNECTION LAB LICENSE	\$0.01
	<u>Avaya AURA™ System Manager Software</u>	
NTL216899	System Manager Release 6	\$0.01
NTL700512615	Avaya Aura System Manager R6.3.19 DVD	\$31.20
	<u>Avaya Session Border Controller for Enterprise/Advanced Enterprise Software/Software Licensing</u>	
NTL302380	ASBCE R6.2 VIDEO CONFERENCING LICENSE FOR RADVISION	\$442.00
NTL306994	ASBCE R6.X ENCRYPTION LICENSE	\$0.01
NTL270139	ASBCE R6.2+ STANDARD SERVICES LIC 1001-2K	\$32.76
NTL270184	ASBCE R6.2+ ADVANCED SERVICES LIC 501-1K	\$18.20
NTL270185	ASBCE R6.2+ ADVANCED SERVICES LIC 1001-2K	\$13.00
NTL270186	ASBCE R6.2+ ADVANCED SERVICES LIC 2001-4K	\$6.76
NTL270187	ASBCE R6.2+ ADVANCED SERVICES LIC 4001+	\$4.16

NTL270380	ASBCE R6.2+ STANDARD SERVICES LIC 2001-4K	\$20.80
NTL270381	ASBCE R6.2+ STANDARD SERVICES LIC 4001+	\$13.00
NTL270825	ASBCE R6.2+ STANDARD SERVICES HIGH AVAILABILITY LIC 1K1-2K	\$16.64
NTL270826	ASBCE R6.2+ STANDARD SERVICES HIGH AVAILABILITY LIC 2K1-4K	\$10.40
NTL270827	ASBCE R6.2+ STANDARD SERVICES HIGH AVAILABILITY LIC 4001+	\$6.76
NTL270828	ASBCE R6.2+ ADVANCED SERVICES HIGH AVAILABILITY LIC 1-500	\$15.60
NTL270829	ASBCE R6.2+ ADVANCED SERVICES HIGH AVAILABILITY LIC 501-1K	\$9.36
NTL270880	ASBCE R6.2+ ADVANCED SERVICES HIGH AVAILABILITY LIC 1K1-2K	\$6.76
NTL270881	ASBCE R6.2+ ADVANCED SERVICES HIGH AVAILABILITY LIC 2K1-4K	\$3.64
NTL270882	ASBCE R6.2+ ADVANCED SERVICES HIGH AVAILABILITY LIC 4001+	\$2.08
	<u>Communication Manager Session Manager</u>	
NTL264148	SM R6.X SIP CONNECTION LICENSE	\$10.40
NTL264231	SM R6.X SIP CONNECTION LIC ENTITLE	\$0.01
NTL264232	SM R6.X SIP CONNECTION LAB LICENSE	\$0.01
NTL700508408	AVAYA AURATM Session Manager 6.3.8 RH KCKST NEW DVD	\$26.00
	<u>Communication Manager Software</u>	
270191	Session Manager software release specifier	\$0.00
NTL700504690	AVAYA AURATM SESSION MGR R6.2 SP4 DVD	\$26.00
	<u>Communication Server 1000, System Software Packages, IP User Licenses</u>	
NTE906EC	1 Enhanced Service Pkg IP eAuth User License	\$117.76
NTE906FC	1 Enh Service Pkg Basic IP eAuth User License	\$55.68
NTE906GC	1 Enh Service Pkg Temporary IP eAuth User License	\$17.92
NTE907EC	1 Premium Service Pkg IP eAuth User License	165.12
NTE907FC	1 Premium Service Pkg Basic IP eAuth User License	\$88.32
NTE907GC	1 Premium Service Pkg Temporary IP eAuth User Lic	\$17.92
	<u>Communication Server 1000, System Software Packages, Analog User Licenses</u>	
NTE906AC	1 Enh Srv Analog Digital Class eAuth User License	\$117.76
NTE906AE	1 Enhanced Service TDM eAuth User License	\$117.76
NTE907AC	1 Premium Analog Digital Class eAuth User License	\$165.12
NTE907AE	1 Premium Service Pkg TDM Eauth User License	\$164.48

Communication Server 1000, System Software Packages, DECT User Licenses

NTE906KC	1 Enhanced Service Pkg DECT eAuth User License	\$64.64
NTE907DE	1 Premium Service Pkg DECT eAuth User License	\$114.56

Communication Server 1000, System Software Packages, ACD Agent User Licenses

NTE906HC	1 Enh Service Pkg ACD Agent eAuth User License	\$117.76
NTE907HC	1 Premium Service Pkg ACD Agent eAuth User License	\$141.44

Communication Server 1000, System Software Packages, System Level Licenses

NTE980AB	SIP CONVERGED DESKTOPS eAuth License	\$12.80
NTE980BB	SIP CTI TR87 eAuth License	\$27.52
NTE980HB	H.323 Access Port eAuth License	\$86.40
NTE980JB	SIP Access Port eAuth License	\$84.48
NTE980MB	MUS CON eAuth License	\$20.48
NTE980PB	Personal Call Assistant eAuth License	\$12.80
NTE980RB	RAN CON eAuth License	\$187.52
NTE980SB	Survivability eAuth License (11C 1000S + 1000M)	\$844.80
NTE980TB	8 ITG ISDN Trunk eAuth License	787.2
NTE980VB	Conv Office Premium eAuth Lic for Microsoft OCS	\$47.36
NTE980XB	AST eAuth License	\$23.68

Communication Server 1000, System Software Packages, New System Software Packages

NT8R80DA	CS 1000 Keycode Remake for ISM Transfers/Decrements	\$844.80
NTE909YA	Convert 1 RAN CON to 1 IP RAN Session License	\$0.00
NTE909ZA	Convert 1 MUS CON to 1 IP Music Session License	\$0.00

Communication Server 1000, System Software Packages, Mobility User Licenses

NTE906LB	1 Enhanced Service Pkg MOBX eAuth User License	\$97.28
NTE907JB	1 Premium Service Pkg MOBX eAuth User License	\$132.48

Communication Server 1000, System Software Packages, SIP Line User Licenses

NTE906NB	1 Enhanced Service Pkg SIPN eAuth User License	\$117.76
NTE906PB	1 Enhanced Service Pkg SIP3 eAuth User License	\$150.40
NTE907LB	1 Premium Service Pkg SIPN eAuth User License	\$165.12
NTE907MB	1 Premium Service Pkg SIP3 eAuth User License	\$196.48

NTE980UB	Conv Office Enh Srv eAuth Lic for Microsoft OCS	\$47.36
	<u>Communication Server 1000, System Upgrades, Communication Server 1000E</u>	
NTDW78AAE6	128 DSP Daughterboard	\$2,428.80
	<u>Communication Server 1000, System Upgrades, System Upgrade Packages</u>	
NT8R80AD	Keycode remake fee for core/apps	\$985.60
	<u>Communication Server 1000, System Upgrades, License Upgrade Packages</u>	
NT8R80AE	ISM Transfer Site Reg (10 sites)	\$1,321.60
NT8R80BE	ISM Transfer Site Reg (2 sites)	\$590.08
	<u>Communication Server 1000, System Upgrades, Media Gateway 1000B (Branch) License Upgrade Packages</u>	
NT8R80AE	ISM Transfer Site Reg (10 sites)	\$1,321.60
NT8R80BE	ISM Transfer Site Reg (2 sites)	\$590.08
	<u>Communication Server 1000, System Upgrades, Software Capacity Licenses</u>	
NTE901KA	1 CS1000 RFC4240 Service Sessions E-Authorization Code	\$35.20
NTE906TA	1 Enhanced Service Pkg IP Attendant eAuth User License	\$972.80
NTE907SA	1 Premium Service Pkg IP Attendant eAuth User License	\$972.80
NTE909AA	Convert 1 TDM to 1 IP eAuth User License	\$47.36
NTE909AB	Convert 1 Digital to 1 SIP3 eAuth License	\$135.68
NTE909BA	Convert 1 TDM to 1 Basic IP eAuth User License	\$0.00
NTE909BB	Convert 1 CLASS to 1 SIP3 eAuth License	\$135.68
NTE909CA	Convert 1 TDM to 1 SIPN eAuth License	\$47.36
NTE909CB	Convert 1 Analog to 1 IP User eAuth User License	\$103.04
NTE909DA	Convert 1 TDM to 1 SIP3 eAuth User License	\$79.36
NTE909DB	Convert 1 Digital to 1 IP User eAuth User License	\$103.04
NTE909EA	Convert 1 SIPN to 1 IP eAuth User License	\$0.00
NTE909EB	Convert 1 CLASS to 1 IP User eAuth User License	\$103.04
NTE909FA	Convert 1 SIPN to 1 SIP3 eAuth User License	\$64.64
NTE909FB	Convert 1 Analog to 1 Basic IP User eAuth User License	\$28.80
NTE909GA	Convert 1 SIP3 to 1 SIPN eAuth User License	\$0.00
NTE909GB	Convert 1 Digital to 1 Basic IP User eAuth User License	\$28.80

NTE909HA	Convert 1 Basic IP to 1 IP eAuth User License	\$76.80
NTE909HB	Convert 1 CLASS to 1 Basic IP User eAuth User License	\$28.80
NTE909IA	Convert 1 Basic IP to 1 SIPN eAuth User License	\$76.80
NTE909IB	Convert 1 Analog User to 1 Digital eAuth User License	\$0.00
NTE909JA	Convert 1 IP to 1 SIPN eAuth User License	\$0.00
NTE909JB	Convert 1 Digital User to 1 Analog eAuth User License	\$0.00
NTE909KA	Convert 1 Basic IP to 1 SIP3 eAuth User License	\$108.80
NTE909KB	Convert 1 Analog to 1 CLASS User eAuth User License	\$0.00
NTE909LA	Convert 1 IP to 1 SIP3 eAuth User License	\$64.64
NTE909LB	Convert 1 PCA to 1 FMCL for Fixed Mobile Convergence eAuth User Licence	\$0.00
NTE909MA	Convert 1 DECT to 1 IP eAuth User License	\$108.16
NTE909MB	Convert 1 Analog to 1 SIPN eAuth User License	\$102.40
NTE909NA	Convert 1 DECT to 1 Basic IP eAuth User License	\$35.20
NTE909NB	Convert 1 Digital to 1 SIPN eAuth User License	\$102.40
NTE909OA	Convert 1 DECT Visitor to 1 IP eAuth User License	\$108.16
NTE909OB	Convert 1 CLASS to 1 SIPN eAuth User License	\$102.40
NTE909PA	Convert 1 DECT Visitor to 1 Basic IP eAuth User License	\$35.20
NTE909PB	Convert 1 RAN CON to 1 IP RAN Session eAuth License	\$0.00
NTE909QA	Convert 1 DECT to 1 SIPN eAuth License	\$108.16
NTE909QB	Convert 1 MUS CON to 1 IP Music Session eAuth License	\$0.00
NTE909RA	Convert 1 DECT Visitor to 1 SIPN eAuth User License	\$108.16
NTE909SA	Convert 1 PCA to 1 TLSV for Telephony Service eAuth User License	\$0.00
NTE909TA	Convert 1 ITG Trunk to 1 SIP Access Port eAuth License	\$0.00
NTE909UA	Convert 1 ITG Trunk to 1 H323 Access Port eAuth License	\$0.00
NTE909VA	Convert 1 H.323 Access Port to 1 SIP Access Port eAuth License	\$0.00
NTE909WA	Convert 1 SIP Access Port to 1 H.323 Access Port eAuth License	\$0.00
NTE909XA	Convert 1 Analog to 1 SIP3 eAuth License	\$135.68
NTE980LA	1 IP Media Services Session eAuth License	\$35.20
NTE980NA	1 IP RAN Session eAuth License	\$187.52
NTE980QA	1 IP Music Session eAuth License	\$20.48
<u>Communication Server 1000, Merchandise Current, Circuit Cards</u>		
NT8D22AEE6	Extended System Monitor	\$634.88

Communication Server 1000, Merchandise Current, Miscellaneous

NT8R69AB	System Software Decommission	\$0.00
NT8R80AD	Keycode remake fee for core/apps	\$985.60
NT8R80AE	ISM Transfer Site Reg (10 sites)	\$1,321.60
NT8R80BE	ISM Transfer Site Reg (2 sites)	\$590.08
NTDW20AAE6	CS 1000 MG-XPEC Extended Peripheral Equip Controller	\$6,073.60
NTDW25AAE6	KIT, MG XPEC NETWORK AND TTY CONNECTIONS	\$607.36
NTDW26BAE6	CABLE, MG XPEC XSM PORT	\$60.80
NTDW98AAE6	Media Gateway Controller w/metal faceplate	\$1,216.00

Communication Server 1000, Miscellaneous, Miscellaneous

NT8R80AD	Keycode remake fee for core/apps	\$985.60
NT8R80AM	Manual Keycode Generation	\$768.00

Communication Server 1000, Miscellaneous, Retired Code

NT8D22AEE6	Extended System Monitor	\$634.88

Communication Server 1000, Miscellaneous, Meridian IPE

NT8D22AEE6	Extended System Monitor	\$634.88

Avaya AURA™ Application Enablement Services, Software License

118982	AVAYA ASAI CORE SOFTWARE LICENSE PROLOGIX AND S8100 LIC:DS	\$6,387.20
118984	AVAYA ASAI PLUS SOFTWARE LICENSE G3r AND S8700 LIC:DS	\$12,777.60
118985	AVAYA ASAI PLUS SOFTWARE LICENSE G3si AND S8300 LIC:DS	\$9,580.80
118986	AVAYA ASAI PLUS SOFTWARE LICENSE PROLOGIX AND S8100 LIC:DS	\$6,387.20
118991	AVAYA ASAI CORE SOFTWARE LICENSE G3r AND S8700 LIC:DS	\$12,777.60
118992	AVAYA ASAI CORE SOFTWARE LICENSE G3si AND S8300 LIC:DS	\$9,580.80
158768	AVAYA ASAI CORE SOFTWARE LICENSE UPGRADE LIC:DS	\$3,513.60
158769	AVAYA ASAI PLUS SOFTWARE LICENSE UPGRADE LIC:DS	\$2,240.00
170533	AVAYA ASAI CTI STATION SOFTWARE LIC:DS	\$15,971.20
170534	AVAYA ASAI PHANTOM CALLS SOFTWARE LIC:DS	\$19,164.80
173886	CALLVISOR ASAI RTU CTI STATION TRACKING LIC:DS	\$0.00
173887	CALLVISOR ASAI RTU PHANTOM CALL TRACKING LIC:DS	\$0.00

173888 CALLVISOR ASAI RTU AGENT STATES TRACKING LIC:DS	\$0.00
173889 CALLVISOR ASAI CORE TO CURRENT RELEASE TRACKING LIC:DS	\$0.00
173890 CALLVISOR ASAI PLUS UPGRADE TO CURRENT RELEASE TRACKING LIC:DS	\$0.00
182416 ASAI INCREASED ADJUNCT ROUTES SOFTWARE LICENSE LIC:DS	\$15,971.20
216876 APPL ENBLMNT ASAI 4.X ADJUNCT ROUTES CM5 SOFTWARE LIC:DS,CU	\$22,358.40
227588 APPL ENBLMNT 5.X DMCC HA LIC:DS,CU	\$9.60
227607 APPL ENBLMNT PLDS ENABLEMENT FOR CM6 SYSTEMS	\$0.00
227615 APPL ENBLMNT 5.X UNIFIED DESKTOP HIGH AVAILABILITY LIC:DS,CU	\$7.68
227619 ASAI ALL FEATURES FOR CM6 LIC:DS	\$31,942.40
227620 UPGRADE ASAI ALL FEATURES FOR CM6 ANY PLATFORM LIC:DS	\$8,000.00
227621 APPL ENBLMNT CVLAN FOR AVAYA IC LIC:DS	\$0.00
227810 APPL ENBLMNT ASAI CORE RFA ENABLE FOR PRE-CM6 LIC:DS,CU	\$0.00
227811 APPL ENBLMNT ASAI PLUS RFA ENABLE FOR PRE-CM6 LIC:DS,CU	\$0.00
227812 ASAI ALL FEATURES FOR CM6 LIC:DS	\$0.00
227927 CMAPI FULL SOFTWARE LICENSE CM3 LIC:CU	\$103.48
227928 CMAPI BASIC LIC CM3 LIC:CU	\$24.96
227939 CMAPI FULL SOFTWARE LICENSE ENTITLE AES 4.X LIC:DS,CU	\$0.00
227940 CMAPI BASIC LICENSE ENTITLE AES 4.X LIC:DS,CU	\$0.00
229360 AES 5.X PLDS ENABLE FOR APPLICATION SPECIFIC LICENSING	\$0.00
229654 APPL ENBLMNT 6.X BASIC TSAPI UPGRADE LIC:DS,CU	\$8.96
229655 APPL ENBLMNT 6.X BASIC TSAPI LIC:DS,CU	\$25.60
229656 APPL ENBLMNT 6.X PROPRIETARY TSAPI LIC:DS,CU	\$17.92
229657 APPL ENBLMNT 6.X PARTNER TSAPI LIC:DS,CU	\$17.92
229658 APPL ENBLMNT 6.X BASIC TSAPI HIGH AVAILABILITY LIC:DS,CU	\$7.68
229659 APPL ENBLMNT 6.X PARTNER BASIC TSAPI HIGH AVAILABILITY LIC:DS,CU	\$5.12
229660 APPL ENBLMNT 6.X PROPRIETARY BASIC TSAPI HIGH AVAILABILITY LIC:DS,CU	\$5.12
229661 APPL ENBLMNT 6.X BASIC TSAPI ENTITLE LIC:DS,CU	\$0.00
229662 APPL ENBLMNT 6.X BASIC TSAPI HIGH AVAIL UPGRADE LIC:DS,CU	\$2.56
229663 APPL ENBLMNT 6.X PARTNER BASIC TSAPI HIGH AVAIL UPGRADE LIC:DS,CU	\$1.92
229664 APPL ENBLMNT 6.X PROPRIETARY BASIC TSAPI HIGH AVAIL UPG LIC:DS,CU	\$1.92
229665 APPL ENBLMNT 6.X BASIC TSAPI HIGH AVAIL ENTITLE LIC:DS,CU	\$0.00
229666 APPL ENBLMNT 6.X PARTNER BASIC TSAPI HA ENTITLE LIC:DS,CU	\$0.00
229667 APPL ENBLMNT 6.X PROPRIETARY BASIC TSAPI HA ENTITLE LIC:DS,CU	\$0.00
229668 APPL ENBLMNT 6.X CVLAN RTU LIC:DS	\$159,705.60

229669 APPL ENBLMNT 6.X CVLAN UPGRADE LIC:DS	\$39,926.40
229670 APPL ENBLMNT 6.X CVLAN ENTITLE LIC:DS	\$0.00
229671 APPL ENBLMNT 6.X CVLAN RTU HIGH AVAILABILITY LIC:DS	\$15,811.20
229672 APPL ENBLMNT 6.X CVLAN HIGH AVAILABILITY UPGRADE LIC:DS	\$5,532.80
229674 APPL ENBLMNT 6.X CVLAN HIGH AVAILABILITY ENTITLE LIC:DS	\$0.00
229675 APPL ENBLMNT 6.X DLG RTU LIC:DS	\$159,705.60
229676 APPL ENBLMNT 6.X DLG UPG LIC:DS	\$39,926.40
229677 APPL ENBLMNT 6.X DLG ENTITLE LIC:DS	\$0.00
229678 APPL ENBLMNT 6.X DLG HIGH AVAILABILITY LIC:DS	\$15,811.20
229679 APPL ENBLMNT 6.X DLG HIGH AVAILABILITY UPGRADE LIC:DS	\$5,532.80
229680 APPL ENBLMNT 6.X DLG HIGH AVAILABILITY ENTITLE LIC:DS	\$0.00
229681 APPL ENBLMNT 6.X ADVANCED TSAPI RTU SMALL LIC:DS,CU	\$2,240.00
229682 APPL ENBLMNT 6.X ADVANCED TSAPI RTU MEDIUM LIC:DS,CU	\$9,580.80
229684 APPL ENBLMNT 6.X ADVANCED TSAPI RTU LARGE LIC:DS,CU	\$22,358.40
229685 APPL ENBLMNT 6.X ADVANCED TSAPI RTU SMALL ENTITLE LIC:DS,CU	\$0.00
229686 APPL ENBLMNT 6.X ADVANCED TSAPI RTU MEDIUM ENTITLE LIC:DS,CU	\$0.00
229687 APPL ENBLMNT 6.X ADVANCED TSAPI RTU LARGE ENTITLE LIC:DS,CU	\$0.00
229688 APPL ENBLMNT 6.X ADVANCED TSAPI SMALL HIGH AVAIL LIC:DS,CU	\$672.00
229689 APPL ENBLMNT 6.X ADVANCED TSAPI MEDIUM HIGH AVAIL LIC:DS,CU	\$2,880.00
229690 APPL ENBLMNT 6.X ADVANCED TSAPI LARGE HIGH AVAIL LIC:DS,CU	\$6,707.20
229691 APPL ENBLMNT ADVANCED TSAPI UPGRADE TO 6.X SMALL LIC:DS,CU	\$784.00
229692 APPL ENBLMNT ADVANCED TSAPI UPGRADE TO 6.X MEDIUM LIC:DS,CU	\$3,360.00
229693 APPL ENBLMNT ADVANCED TSAPI UPGRADE TO 6.X LARGE LIC:DS,CU	\$7,824.00
229694 APPL ENBLMNT 6.X PROPRIETARY BUNDLE SMALL LIC:DS,CU	\$0.00
229695 APPL ENBLMNT 6.X PROPRIETARY BUNDLE MEDIUM LIC:DS,CU	\$0.00
229696 APPL ENBLMNT 6.X PROPRIETARY BUNDLE LARGE LIC:DS,CU	\$0.00
229697 APPL ENBLMNT ADVANCED TSAPI UPGRADE TO 6.X SMALL HA LIC:DS,CU	\$240.64
229698 APPL ENBLMNT ADVANCED TSAPI UPGRADE TO 6.X MEDIUM HA LIC:DS,CU	\$1,008.00
229699 APPL ENBLMNT ADVANCED TSAPI UPGRADE TO 6.X LARGE HA LIC:DS,CU	\$2,352.00
229700 APPL ENBLMNT 6.X ADVANCED TSAPI RTU SMALL HA ENTITLE LIC:DS,CU	\$0.00
229701 APPL ENBLMNT 6.X ADVANCED TSAPI RTU MEDIUM HA ENTITLE LIC:DS,CU	\$0.00
229703 APPL ENBLMNT 6.X ADVANCED TSAPI RTU LARGE HA ENTITLE LIC:DS,CU	\$0.00
229704 APPL ENBLMNT 6.X DMCC FULL LIC:DS,CU	\$153.60
229705 APPL ENBLMNT 6.X DMCC BASIC LIC:DS,CU	\$25.60

229706 APPL ENBLMNT 6.X FOR DMCC FULL PARTNER LIC:DS,CU	\$107.52
229708 APPL ENBLMNT 6.X DMCC HA LIC:DS,CU	\$7.68
229711 APPL ENBLMNT 6.X ENTITLE LIC:DS,CU	\$0.00
229714 APPL ENBLMNT 6.X HIGH AVAILABILITY ENTITLE LIC:DS,CU	\$0.00
229717 APPL ENBLMNT 6.X DMCC UPGRADE LIC:DS,CU	\$8.96
229720 APPL ENBLMNT 6.X DMCC HIGH AVAILABILITY UPGRADE LIC:DS,CU	\$2.56
229722 APPL ENBLMNT 6.X UNIFIED DESKTOP LIC:DS,CU	\$25.60
229723 APPL ENBLMNT 6.X UNIFIED DESKTOP ENTITLE LIC:DS,CU	\$0.00
229724 APPL ENBLMNT 6.X UNIFIED DESKTOP HIGH AVAILABILITY LIC:DS,CU	\$7.68
229725 APPL ENBLMNT 6.X UNIFIED DESKTOP UPGRADE LIC:DS,CU	\$8.96
229726 APPL ENBLMNT 6.X UNIFIED DESKTOP HIGH AVAIL UPGRADE LIC:DS,CU	\$2.56
229727 APPL ENBLMNT 6.X UNIFIED DESKTOP HIGH AVAIL ENTITLE LIC:DS,CU	\$0.00
229728 APPL ENBLMNT 6.X PARTNER BASIC TSAPI UPGRADE LIC:DS,CU	\$6.40
229729 APPL ENBLMNT 6.X PROPRIETARY BASIC TSAPI UPGRADE LIC:DS,CU	\$6.40
232301 CC PROPRIETARY FEATURE TRACKING FOR PLDS LIC:DS	\$0.00
232345 ASAI ALL FEATURES FOR MBT R5 LIC:DS	\$31,942.40
232346 UPGRADE ASAI ALL FEATURES FOR MBT R5 LIC:DS	\$8,000.00
232347 ASAI ALL FEATURE FOR MBT R5 LICENSE ENABLE LIC:DS	\$0.00
244831 APPL ENBLMNT 6.X CVLAN FOR AVAYA IC LIC:DS	\$0.00
259042 APPL ENBLMNT R4 TSAPI ADVANCED MED TO LARGE FOR S8510 ONLY LIC:DS	\$0.00
259043 APPL ENBLMNT R5 TSAPI ADVANCED MED TO LARGE LIC:DS	\$0.00
259044 APPL ENBLMNT R6 TSAPI ADVANCED MED TO LARGE LIC:DS	\$0.00
260051 APPL ENBLMNT 6.X PLDS ENABLE FOR APPLICATION SPECIFIC LIC:DS	\$0.00
269618 APPL ENBLMNT R6.2+ FAST REBOOT HA LIC:DS	\$25,552.00
269619 APPL ENBLMNT R6.2+ FAST REBOOT HIGH AVAILABILTY UPGRADE LIC:DS	\$10,860.80
269630 APPL ENBLMNT R6.2+ MACHINE PRESERVING HIGH AVAILABILITY LIC:DS	\$47,910.40
271437 APPL ENBLMNT R6 VE VIRTUAL APPLICANCE SYS LIC:DS SR	\$0.00
271521 APPL ENBLMNT R6.2+ HIGH AVAILABILITY ENTITLE LIC:DS	\$0.00
272652 CALL CENTER R6 MICROSOFT CRM CONNECTOR LIC:DS,SR	\$0.00
272717 VP R5 CM PER PORT CONNECT RFA LIC:CU	\$43.90
272718 VP R5 CM PER PORT CONNECT PLDS LIC:CU	\$43.90
272719 VP R5 CM PER PRT CONN UPG AUTHORIZE LIC:CU	\$0.00
272740 AAEP R6 CM PER PORT CONNECT RFA LIC:CU	\$43.90
272741 AAEP R6 CM PER PORT CONNECT PLDS LIC:CU	\$43.90

272742 AAEP R6 CM PER PORT CONNECT UPG AUTHORIZE LIC:CU	\$0.00
273561 CALL CENTER R5 MICROSOFT CRM CONNECTOR LIC:DS,SR	\$0.00
273563 CALL CENTER R4 MICROSOFT CRM CONNECTOR LIC:DS,SR	\$0.00
273567 CC R6 MS-CRM CONN LIC UPG LIC:DS, SR	\$0.00
273569 CC R6 MS-CRM CONN LIC ENTITLE LIC:DS, SR	\$0.00
273573 CC R5 MS-CRM CONN LIC ENTITLE LIC:DS, SR	\$0.00
273662 ASAI ADJUNCT ROUTES CM5 SOFTWARE LIC:DS CU	\$22,358.40
305276 APPL ENBLMNT R6 GEO REDUNDANCY HIGH AVAILABILITY SMALL LIC:DS	\$6,387.20
305277 APPL ENBLMNT R6 GEO REDUNDANCY HIGH AVAILABILITY MEDIUM LIC:DS	\$15,971.20
305278 APPL ENBLMNT R6 GEO REDUNDANCY HIGH AVAILABILITY LARGE LIC:DS	\$31,942.40
305315 APPL ENBLMNT R6 GEO REDUNDANCY HA UPLIFT SM TO MED LIC:DS	\$9,580.80
305316 APPL ENBLMNT R6 GEO REDUNDANCY HA UPLIFT MED TO LG LIC:DS	\$15,971.20
305317 APPL ENBLMNT R6 GEO REDUNDANCY HA UPLIFT SM TO LG LIC:DS	\$25,552.00
305330 APPL ENBLMNT R6 GEO REDUNDANCY VIRTUAL MACHINE TRACKING	\$0.00
305331 APPL ENBLMNT R6 GEO REDUNDANCY SYSTEM PLATFORM TRACKING	\$0.00
308601 APPL ENBLMNT R6 ADVANCED TSAPI RTU SMALL TO MEDIUM UPLIFT LIC:DS	\$7,347.20
308602 APPL ENBLMNT R6 ADVANCED TSAPI RTU MEDIUM TO LARGE UPLIFT LIC:DS	\$12,777.60
308603 APPL ENBLMNT R6 ADVANCED TSAPI RTU SMALLTO LARGE UPLIFT LIC:DS	\$20,121.60
380230 APPL ENBLMNT R7 BASIC TSAPI LIC:DS CU	\$25.60
380231 APPL ENBLMNT R7 BASIC TSAPI UPGRADE LIC:DS CU	\$8.96
380232 APPL ENBLMNT R7 BASIC TSAPI UPGRADE ENTITLE LIC:DS CU	\$0.00
380233 APPL ENBLMNT R7 PROPRIETARY TSAPI LIC:DS CU	\$17.92
380234 APPL ENBLMNT R7 PROPRIETARY BASIC TSAPI UPGRADE LIC:DS CU	\$6.40
380235 APPL ENBLMNT R7 PROPRIETARY BASIC TSAPI UPG ENTL LIC:DS CU	\$0.00
380236 APPL ENBLMNT R7 PARNTER BASIC TSAPI LIC:DS CU	\$17.92
380237 APPL ENBLMNT R7 PARTNER BASIC TSAPI UPGRADE LIC:DS CU	\$6.40
380238 APPL ENBLMNT R7 PARTNER BASIC TSAPI UPG ENTL LIC:DS CU	\$0.00
380239 APPL ENBLMNT R7 ADVANCED TSAPI SMALL LIC:DS	\$2,240.00
380240 APPL ENBLMNT R7 ADVANCED TSAPI SMALL UPGRADE LIC:DS	\$784.00
380241 APPL ENBLMNT R7 ADVANCED TSAPI SMALL UPG ENTITLE LIC:DS	\$0.00
380242 APPL ENBLMNT R7 ADVANCED TSAPI RTU MEDIUM LIC:DS	\$9,580.80
380243 APPL ENBLMNT R7 ADVANCED TSAPI MEDIUM UPGRADE LIC:DS	\$3,360.00
380244 APPL ENBLMNT R7 ADVANCED TSAPI MEDIUM UPG ENTITLE LIC:DS	\$0.00
380245 APPL ENBLMNT R7 ADVANCED TSAPI LARGE LIC:DS	\$22,358.40

380246 APPL ENBLMNT R7 ADVANCED TSAPI LARGE UPGRADE LIC:DS	\$7,824.00
380247 APPL ENBLMNT R7 ADVANCED TSAPI LARGE UPG ENTITLE LIC:DS	\$0.00
380248 APPL ENBLMNT R7 ADVANCED TSAPI SMALL TO MEDIUM UPLIFT LIC:DS	\$7,347.20
380249 APPL ENBLMNT R7 ADVANCED TSAPI SMALLTO LARGE UPLIFT LIC:DS	\$20,121.60
380250 APPL ENBLMNT R7 ADVANCED TSAPI MEDIUM TO LARGE UPLIFT LIC:DS	\$12,777.60
380251 APPL ENBLMNT R7 PROPRIETARY BNDL SMALL LIC:DS	\$0.00
380252 APPL ENBLMNT R7 PROPRIETARY BNDL MEDIUM LIC:DS	\$0.00
380253 APPL ENBLMNT R7 PROPRIETARY BNDL LARGE LIC:DS	\$0.00
380254 APPL ENBLMNT R7 CVLAN RTU LIC:DS	\$159,705.60
380255 APPL ENBLMNT R7 CVLAN UPGRADE LIC:DS	\$39,926.40
380256 APPL ENBLMNT R7 CVLAN UPGRADE ENTITLE LIC:DS	\$0.00
380257 APPL ENBLMNT R7 CVLAN PROPRIETARY LINKS FOR AVAYA IC LIC:DS	\$0.00
380258 APPL ENBLMNT R7 DLG LIC:DS	\$159,705.60
380259 APPL ENBLMNT R7 DLG UPG LIC:DS	\$39,926.40
380260 APPL ENBLMNT R7 DLG UPGRADE ENTITLE LIC:DS	\$0.00
380261 APPL ENBLMNT R7 DMCC FULL LIC:DS CU	\$153.60
380262 APPL ENBLMNT R7 DMCC PARTNER FULL LIC:DS CU	\$107.52
380263 APPL ENBLMNT R7 DMCC BASIC LIC:DS CU	\$25.60
380264 APPL ENBLMNT R7 DMCC BASIC UPGRADE LIC:DS CU	\$8.96
380265 APPL ENBLMNT R7 DMCC ENTITLE LIC:DS CU	\$0.00
380266 APPL ENBLMNT R7 UNIFIED DESKTOP LIC:DS CU	\$25.60
380267 APPL ENBLMNT R7 UNIFIED DESKTOP UPGRADE LIC:DS CU	\$8.96
380268 APPL ENBLMNT R7 UNIFIED DESKTOP UPGRADE ENTITLE LIC:DS CU	\$0.00
380269 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAILABILITY SMALL LIC:DS	\$6,387.20
380270 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAILABILITY SMALL UPG LIC:DS	\$2,240.00
380271 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAIL SM UPG ENTL LIC:DS	\$0.00
380272 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAILABILITY MEDIUM LIC:DS	\$15,971.20
380273 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAILABILITY MED UPG LIC:DS	\$5,590.40
380274 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAIL MED UPG ENTL LIC:DS	\$0.00
380275 APPL ENBLMNT R7 GEO REDUNDANCY HIGH AVAILABILITY LARGE LIC:DS	\$31,942.40
380276 APPL ENBLMNT R7 GEO REDUNDACY HIGH AVAIL LARGE UPGRADE LIC:DS	\$9,580.80
380277 APPL ENBLMNT R7 GEO REDUNDANCY HA LARGE UPGRADE ENTITLE LIC:DS	\$0.00
380278 APPL ENBLMNT R7 GEO REDUNDANCY HA SM TO MED UPLIFT LIC:DS	\$9,580.80
380279 APPL ENBLMNT R7 GEO REDUNDANCY HA SM TO LG UPLIFT LIC:DS	\$25,552.00

380280 APPL ENBLMNT R7 GEO REDUNDANCY HA MED TO LG UPLIFT LIC:DS	\$15,971.20
380281 APPL ENBLMNT R7 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA SM LIC:DS	\$1,280.00
380282 APPL ENBLMNT R7 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA MED LIC:DS	\$3,200.00
380283 APPL ENBLMNT R7 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA LRG LIC:DS	\$6,387.20
380284 APPL ENBLMNT R7 SUBSCRIPTION/UPLIFT FRHA TO GRHA SM LIC:DS	\$448.00
380285 APPL ENBLMNT R7 SUBSCRIPTION/UPLIFT FRHA TO GRHA MED LIC:DS	\$1,120.00
380286 APPL ENBLMNT R7 SUBSCRIPTION/UPLIFT FRHA TO GRHA LRG LIC:DS	\$2,240.00
380287 APPL ENBLMNT R7 MPHA TO GRHA UPGRADE/UPLIFT SMALL LIC:DS	\$1,280.00
380288 APPL ENBLMNT R7 MPHA TO GRHA UPGRADE/UPLIFT MEDIUM LIC:DS	\$3,200.00
380289 APPL ENBLMNT R7 MPHA TO GRHA UPGRADE/UPLIFT LARGE LIC:DS	\$6,387.20
380290 APPL ENBLMNT R7 MPHA TO GRHA SUBSCRIPTION/UPGRADE SMALL LIC:DS	\$448.00
380291 APPL ENBLMNT R7 MPHA TO GRHA SUBSCRIPTION/UPGRADE MEDIUM LIC:DS	\$1,120.00
380292 APPL ENBLMNT R7 MPHA TO GRHA SUBSCRIPTION/UPGRADE LARGE LIC:DS	\$2,240.00
380293 APPL ENBLMNT R7 GEO REDUNDANCY VIRTUAL MACHINE TRACKING	\$0.00
380294 AES R7 VE VIRTUAL APPLIANCE LIC:DS	\$0.00
380295 APPL ENBLMNT R7 NEW SYSTEM TRACKING	\$0.00
380296 APPL ENBLMNT R7 UPGRADE SYSTEM TRACKING	\$0.00
380297 CUSTOM SOFTWARE RTU RUSSIA SORM CALLVISOR AES R7 LIC:DS	\$6,387.20
380298 APPL ENBLMNT R7 PLDS ENABLE FOR APPLICATION SPECIFIC LICENSING LIC:DS	\$0.00
380299 APPL ENBLMNT R7 TSAPI ADVANCED MED TO LARGE FOR S8510 ONLY LIC:DS	\$0.00
380300 PLDS BUNDLE STA TRACKING FOR CM R7 SYSTEMS LIC:CU	\$0.00
380301 CM R7 ASAI ALL FEATURES FOR AES LIC:DS	\$31,942.40
380302 CM R7 UPGRADE ASAI ALL FEATURES FOR AES LIC:DS	\$7,984.00
380303 CM R7 ASAI ALL FEATURES ENABLE FOR AES CVLAN AND DLG LIC:DS	\$0.00
381322 APPL ENBLMNT R7 DMCC FULL UPGRADE LIC:DS CU	\$53.76
381323 APPL ENBLMNT R7 DMCC PARTNER UPGRADE LIC:DS CU	\$37.12
381751 APPL ENBLMNT R6 TP UNIFIED COLLEAGUE APPLICATION TEMP 001 LIC:DS	\$64,000.00
384821 APPL ENBLMNT R7 BASIC TSAPI ECD1 LIC:DS,CU	\$25.60
384822 APPL ENBLMNT R7 BASIC TSAPI ECD2 LIC:DS,CU	\$25.60
386649 APPL ENBLMNT R6 BB UNIFIED COLLEAGUE APPLICATION TEMP 001 LIC:DS	\$94,080.00
388563 APPL ENBLMNT R6 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA SM LIC:DS	\$1,280.00
388564 APPL ENBLMNT R6 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA MED LIC:DS	\$3,200.00
388565 APPL ENBLMNT R6 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA LRG LIC:DS	\$6,387.20
388566 APPL ENBLMNT R6 FRHA TO GRHA UA UPGRADE SM LIC:DS	\$448.00

388567 APPL ENBLMNT R6 FRHA TO GRHA UA UPGRADE MED LIC:DS	\$1,120.00
388568 APPL ENBLMNT R6 FRHA TO GRHA UA UPGRADE LRG LIC:DS	\$2,240.00
388569 APPL ENBLMNT R6 MPHA TO GRHA UPGRADE/UPLIFT SMALL LIC:DS	\$1,280.00
388580 APPL ENBLMNT R6 MPHA TO GRHA UPGRADE/UPLIFT MEDIUM LIC:DS	\$3,200.00
388581 APPL ENBLMNT R6 MPHA TO GRHA UPGRADE/UPLIFT LARGE LIC:DS	\$6,387.20
388582 APPL ENBLMNT R6 MPHA TO GRHA UA UPGRADE SMALL LIC:DS	\$448.00
388583 APPL ENBLMNT R6 MPHA TO GRHA UA UPGRADE MEDIUM LIC:DS	\$1,120.00
388584 APPL ENBLMNT R6 MPHA TO GRHA UA UPGRADE LARGE LIC:DS	\$2,240.00
389649 APPL ENBLMNT R7 BASIC TSAPI ASL INTERIM LIC:DS CU	\$0.00
389710 APPL ENBLMNT R6 BASIC TSAPI ASL INTERIM LIC:DS CU	\$0.00
389711 APPL ENBLMNT R7 DMCC FULL ASL INTERIM LIC:DS CU	\$0.00
389712 APPL ENBLMNT R6 DMCC FULL ASL INTERIM LIC:DS CU	\$0.00
395692 AES R7 KVM VIRTUAL LIC:DS	\$0.00
397298 APPL ENBLMNT R8 BASIC TSAPI ASL INTERIM LIC:DS CU	\$0.00
397299 APPL ENBLMNT R8 DMCC FULL ASL INTERIM LIC:DS CU	\$0.00
397515 APPL ENBLMNT R8 BASIC TSAPI LIC:DS;CU	\$25.60
397516 APPL ENBLMNT R8 BASIC TSAPI UPGRADE LIC:DS;CU	\$8.96
397518 APPL ENBLMNT R8 PROPRIETARY TSAPI LIC:DS;CU	\$17.92
397519 APPL ENBLMNT R8 PROPRIETARY BASIC TSAPI UPGRADE LIC:DS;CU	\$6.40
397521 APPL ENBLMNT R8 PARNTER BASIC TSAPI LIC:DS;CU	\$17.92
397522 APPL ENBLMNT R8 PARTNER BASIC TSAPI UPGRADE LIC:DS;CU	\$6.40
397524 APPL ENBLMNT R8 ADVANCED TSAPI SMALL LIC:DS	\$2,240.00
397525 APPL ENBLMNT R8 ADVANCED TSAPI SMALL UPGRADE LIC:DS	\$784.00
397527 APPL ENBLMNT R8 ADVANCED TSAPI MEDIUM LIC:DS	\$9,580.80
397528 APPL ENBLMNT R8 ADVANCED TSAPI MEDIUM UPGRADE LIC:DS	\$3,360.00
397530 APPL ENBLMNT R8 ADVANCED TSAPI LARGE LIC:DS	\$22,358.40
397531 APPL ENBLMNT R8 ADVANCED TSAPI LARGE UPGRADE LIC:DS	\$7,824.00
397533 APPL ENBLMNT R8 ADVANCED TSAPI SMALL TO MEDIUM UPLIFT LIC:DS	\$7,347.20
397534 APPL ENBLMNT R8 ADVANCED TSAPI SMALLTO LARGE UPLIFT LIC:DS	\$20,121.60
397535 APPL ENBLMNT R8 ADVANCED TSAPI MEDIUM TO LARGE UPLIFT LIC:DS	\$12,777.60
397536 APPL ENBLMNT R8 PROPRIETARY BUNDLE SMALL LIC:DS	\$0.00
397537 APPL ENBLMNT R8 PROPRIETARY BUNDLE MEDIUM LIC:DS	\$0.00
397538 APPL ENBLMNT R8 PROPRIETARY BUNDLE LARGE LIC:DS	\$0.00
397539 APPL ENBLMNT R8 CVLAN LIC:DS	\$159,705.60

397540 APPL ENBLMNT R8 CVLAN UPGRADE LIC:DS	\$39,926.40
397542 APPL ENBLMNT R8 CVLAN PROPRIETARY LINKS FOR AVAYA IC LIC:DS	\$0.00
397543 APPL ENBLMNT R8 DLG LIC:DS	\$159,705.60
397544 APPL ENBLMNT R8 DLG UPGRADE LIC:DS	\$39,926.40
397546 APPL ENBLMNT R8 DMCC FULL LIC:DS;CU	\$153.60
397547 APPL ENBLMNT R8 PARTNER DMCC FULL LIC:DS;CU	\$107.52
397548 APPL ENBLMNT R8 DMCC BASIC LIC:DS;CU	\$25.60
397549 APPL ENBLMNT R8 DMCC UPGRADE LIC:DS;CU	\$8.96
397551 APPL ENBLMNT R8 UNIFIED DESKTOP LIC:DS;CU	\$25.60
397552 APPL ENBLMNT R8 UNIFIED DESKTOP UPGRADE LIC:DS;CU	\$8.96
397554 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAILABILITY SMALL LIC:DS	\$6,387.20
397555 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAILABILITY SMALL UPG LIC:DS	\$2,240.00
397556 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAIL SMALL UPG ENTL LIC:DS	\$0.00
397557 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAILABILITY MEDIUM LIC:DS	\$15,971.20
397558 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAILABILITY MED UPG LIC:DS	\$5,590.40
397559 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAIL MED UPG ENTL LIC:DS	\$0.00
397560 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAILABILITY LARGE LIC:DS	\$31,942.40
397561 APPL ENBLMNT R8 GEO REDUNDANCY HIGH AVAIL LARGE UPGRADE LIC:DS	\$9,580.80
397563 APPL ENBLMNT R8 GEO REDUNDANCY HA SMALL TO MEDIUM UPLIFT LIC:DS	\$9,580.80
397564 APPL ENBLMNT R8 GEO REDUNDANCY HA SMALL TO LARGE UPLIFT:DS	\$25,552.00
397565 APPL ENBLMNT R8 GEO REDUNDANCY HA MEDIUM TO LARGE UPLIFT LIC:DS	\$15,971.20
397566 APPL ENBLMNT R8 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA SM LIC:DS	\$1,280.00
397567 APPL ENBLMNT R8 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA MED LIC:DS	\$3,200.00
397568 APPL ENBLMNT R8 UPG/UPLIFT FRHA TO GEO REDUNDANCY HA LRG LIC:DS	\$6,387.20
397569 APPL ENBLMNT R8 SUBSCRIPTION/UPLIFT FRHA TO GRHA SMALL LIC:DS	\$448.00
397570 APPL ENBLMNT R8 SUBSCRIPTION/UPLIFT FRHA TO GRHA MEDIUM LIC:DS	\$1,120.00
397571 APPL ENBLMNT R8 SUBSCRIPTION/UPLIFT FRHA TO GRHA LARGE LIC:DS	\$2,240.00
397572 APPL ENBLMNT R8 MPHA TO GRHA UPGRADE/UPLIFT SMALL LIC:DS	\$1,280.00
397573 APPL ENBLMNT R8 MPHA TO GRHA UPGRADE/UPLIFT MEDIUM LIC:DS	\$3,200.00
397574 APPL ENBLMNT R8 MPHA TO GRHA UPGRADE/UPLIFT LARGE LIC:DS	\$6,387.20
397575 APPL ENBLMNT R8 MPHA TO GRHA SUBSCRIPTION/UPGRADE SMALL LIC:DS	\$448.00
397576 APPL ENBLMNT R8 MPHA TO GRHA SUBSCRIPTION/UPGRADE MEDIUM LIC:DS	\$1,120.00
397577 APPL ENBLMNT R8 MPHA TO GRHA SUBSCRIPTION/UPGRADE LARGE LIC:DS	\$2,240.00
397578 APPL ENBLMNT R8 GEO REDUNDANCY VIRTUAL MACHINE TRACKING	\$0.00

397579 APPL ENBLMNT R8 VE VIRTUAL APPLIANCE ENABLEMENT	\$0.00
397580 APPL ENBLMNT R8 NEW SYSTEM TRACKING	\$0.00
397581 APPL ENBLMNT R8 UPGRADE SYSTEM TRACKING	\$0.00
397582 CUSTOM SOFTWARE RUSSIA SORM CALLVISOR AES R8 LIC:DS	\$6,387.20
397583 APPL ENBLMNT R8 PLDS ENABLE FOR APPLICATION SPECIFIC LIC LIC:DS	\$0.00
397584 APPL ENBLMNT R8 TSAPI ADVANCED MED TO LARGE FOR S8510 ONLY LIC:DS	\$0.00
397585 PLDS BUNDLE STA TRACKING FOR CM R8 SYSTEMS LIC:CU	\$0.00
397586 CM R8 ASAI ALL FEATURES FOR AES LIC:DS	\$31,942.40
397587 CM R8 UPGRADE ASAI ALL FEATURES FOR AES LIC:DS	\$7,984.00
397588 CM R8 ASAI ALL FEATURES ENABLE FOR AES CVLAN AND DLG LIC:DS	\$0.00
398476 AES R8 KVM VIRTUAL ENABLEMENT	\$0.00
398477 AES R8 AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
399082 APPLICATION ENABLEMENT R8 SOFTWARE ONLY ENABLE	\$0.00

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271522 APPL ENBLMNT R5 NEW SYSTEM TRACKING	\$0.00
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700476245 APPL ENBLMNT SERVICES 4.2.2 SOFTWARE ONLY MEDIA	\$19.20
700500046 APPL ENBLMNT 6 HARDWARE BUNDLE MEDIA	\$192.00
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700500048 APPL ENBLMNT 6 TSAPI SDK MEDIA	\$2,560.00
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700500188 APPL ENBLMNT 5.2.1 HARDWARE BUNDLE MEDIA	\$192.00
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700500198 APPL ENBLMNT 4.2.4 TSAPI SDK MEDIA CD	\$2,560.00
700501914 AES 6.1.1 HARDWARE BUNDLE MEDIA	\$192.00
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700501916 AES 6.1.1 AURA BUNDLE MEDIA	\$192.00
700501917 APPL ENBLMNT 6.1.1 TSAPI SDK	\$2,560.00

700502555 AES 6.1.2 HARDWARE BUNDLE MEDIA	\$192.00
700502562 AES 6.1.2 SOFTWARE ONLY MEDIA	\$19.20
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700503206 AES 6.2 HARDWARE BUNDLE MEDIA DVD	\$192.00
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700504566 APPL ENBLMNT 5.2.4 SOFTWARE/HARDWARE BUNDLE DVD	\$192.00
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700506718 APPL ENBLMNT 6.3.1 HARDWARE BUNDLE MEDIA DVD	\$192.00
700506719 APPL ENBLMNT 6.3.1 SOFTWARE ONLY MEDIA CD	\$19.20
700506720 APPL ENBLMNT 6.3.1 TSAPI SDK MEDIA CD	\$2,560.00
700506721 APPL ENBLMNT 6.3.1 AURA BUNDLE MEDIA DVD	\$192.00
700508342 APPL ENBLMNT 6.3.3 HARDWARE BUNDLE MEDIA DVD	\$192.00
700508344 APPL ENBLMNT 6.3.3 SOFTWARE ONLY MEDIA CD	\$19.20
700508345 APPL ENBLMNT 6.3.3 TSAPI SDK MEDIA CD	\$2,560.00
700508346 APPL ENBLMNT 6.3.3 AURA BUNDLE MEDIA DVD	\$192.00
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700510416 APPL ENBLMNT R7 SOFTWARE ONLY MEDIA	\$19.20
700510417 APPL ENBLMNT R7 TSAPI SDK MEDIA	\$2,560.00
700511327 APPL ENBLMNT R7.0.1 AURA OVA MEDIA	\$192.00
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700512295 APPL ENBLMNT R7.1 AURA OVA MEDIA	\$192.00
700512296 APPL ENBLMNT R7.1 SOFTWARE ONLY MEDIA	\$19.20
700512297 APPL ENBLMNT R7.1 TSAPI SDK MEDIA	\$2,560.00
700513526 APPLICATION ENABLEMENT R7.1.1 AURA OVA MEDIA	\$192.00
700513527 APPLICATION ENABLEMENT R7.1.1 SOFTWARE ONLY MEDIA	\$19.20

700513542 APPLICATION ENABLEMENT R7.1.1 TSAPI SDK MEDIA	\$2,560.00
700513552 APPLICATION ENABLEMENT R7.1.1 AURA KVM DVD	\$19.20
700513683 APPLICATION ENABLEMENT R7.1.2 AURA OVA MEDIA	\$192.00
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700513685 APPLICATION ENABLEMENT R7.1.2 AURA KVM DVD	\$19.20
700513686 APPLICATION ENABLEMENT R7.1.2 TSAPI SDK MEDIA	\$2,560.00
700513705 APPLICATION ENABLEMENT R8 AURA OVA MEDIA	\$192.00
700513706 APPLICATION ENABLEMENT R8 SOFTWARE ONLY MEDIA	\$19.20
700513707 APPLICATION ENABLEMENT R8 TSAPI SDK MEDIA	\$2,560.00
700513708 APPLICATION ENABLEMENT R8 AURA KVM DVD	\$19.20
700513962 APPLICATION ENABLEMENT R7.1.3 AURA OVA MEDIA	\$192.00
700513963 APPLICATION ENABLEMENT R7.1.3 SOFTWARE ONLY MEDIA	\$19.20
700513964 APPLICATION ENABLEMENT R7.1.3 TSAPI SDK MEDIA	\$2,560.00
700513965 APPLICATION ENABLEMENT R7.1.3 AURA KVM DVD	\$19.20
700514297 APPLICATION ENABLEMENT R7.1.3.1 TSAPI SDK MEDIA	\$2,560.00
700514503 APPLICATION ENABLEMENT R8.0.1 AURA OVA MEDIA	\$192.00
700514504 APPLICATION ENABLEMENT R8.0.1 SOFTWARE ONLY MEDIA	\$19.20
700514505 APPLICATION ENABLEMENT R8.0.1 TSAPI SDK MEDIA	\$2,560.00
700514506 APPLICATION ENABLEMENT R8.0.1 AURA KVM DVD	\$19.20
700514672 APPLICATION ENABLEMENT R8.1 AURA OVA MEDIA	\$192.00
700514673 APPLICATION ENABLEMENT R8.1 SOFTWARE ONLY MEDIA	\$19.20
700514674 APPLICATION ENABLEMENT R8.1 TSAPI SDK MEDIA	\$2,560.00
700514675 APPLICATION ENABLEMENT R8.1 AURA KVM DVD	\$19.20
700514979 APPLICATION ENABLEMENT R8.1.1 AURA OVA MEDIA	\$192.00
700514980 APPLICATION ENABLEMENT R8.1.1 SOFTWARE ONLY MEDIA	\$19.20
700514981 APPLICATION ENABLEMENT R8.1.1 TSAPI SDK MEDIA	\$2,560.00
700514982 APPLICATION ENABLEMENT R8.1.1 AURA KVM DVD	\$19.20
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700433014 CM3.1.3 LINUX UNITY SOFTWARE CD UPGRADE	\$56.00
700504950 AVAYA B5800 STAND ALONE VOICEMAIL DVD	\$5.20
700510825 AVAYA BREEZETM R3 SERVER MEDIA DVD OVA	\$41.60
700512298 AURA COMMUNICATION MANAGER R7.1 SOFTWARE DVD	\$26.00
700513744 AAMS R8 MEDIA DVD	\$41.60
700513745 AAMS R8 MEDIA LINUX DVD	\$41.60

700513746 AAMS R8 MEDIA DVD OVA	\$41.60
700513990 AURA COMMUNICATION MANAGER R8 SOFTWARE DVD	\$26.00
700514508 AURA COMMUNICATION MANAGER R8.0.1 SOFTWARE DVD	\$26.00
700514751 AURA COMMUNICATION MANAGER R8.1 SOFTWARE DVD	\$26.00
700515206 AURA COMMUNICATION MANAGER R8.1.2 SOFTWARE DVD	\$26.00
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195250 IPSI2 CIRCUIT PACK TN2312BP RHS	\$6,014.40
195251 C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	\$1,036.00
203027 VAL CIRCUIT PACK TN2501AP	\$4,975.60
203071 IP 320 MEDIA RESOURCE TN2602AP	\$14,425.60
224271 IPSI2 CIRCUIT PACK TN2312BP - NON GSA	\$6,014.40
224272 C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	\$1,036.00
224273 VAL CIRCUIT PACK TN2501AP - NON GSA	\$4,975.60
224274 IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	\$14,425.60
700393408 FACILITY TEST CIRCUIT PACK TN771DP RHS	\$1,629.60
700394554 TIE TRUNK TN760E RHS	\$708.40
700394646 24 PORT DIGITAL LINE CIRCUIT PACK TN2224CP RHS	\$3,029.60
700394729 24 PORT ANALOG LINE CIRCUIT PACK TN793CP RHS	\$2,363.20
700394794 DS1 INTERFACE TN464HP RHS	\$2,996.00
700394802 DS1 INTERFACE TN2464CP RHS	\$2,875.60
700415730 12PT ISDN BRI LINE CIRCUIT PACK TN2198BP	\$3,483.20
700437924 CALL CLASSIFIER CIRCUIT PACK TN744FP	\$1,750.00
700463482 FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	\$1,629.60
700463490 CO TRUNK CIRCUIT PACK TN747B - NON GSA	\$1,330.00
700463516 DIGITAL LINE CIRCUIT PACK TN2224CP - NON GSA	\$3,029.60
700463524 24PT ANALOG LINE CIRCUIT PACK TN793CP - NON GSA	\$2,363.20
700466014 DS1 INTERFACE CIRCUIT PACK TN464HP - NON GSA	\$2,996.00
<u>Avaya AURA™ Communication Manager, Software</u>	
380675 AURA R7 BASIC IPT NEW SOFTWARE LIC:NU;CU;SR	\$20.80
380676 AURA R7 BASIC IPT ADD SOFTWARE LIC:NU;CU;SR	\$20.80
380677 AURA R7 BASIC IPT UPGRADE SOFTWARE LIC:NU;CU;SR	\$4.16
380678 AURA R7 BASIC IPT UPGRADE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380679 AURA R7 BASIC IPT MOVE SOFTWARE LIC:NU;CU;SR	\$4.16
380680 AURA R7 BASIC IPT MOVE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00

380681 AURA R7 BASIC IPT UPLIFT FROM R7 ANALOG SOFTWARE LIC:NU;CU;SR	\$0.00
380682 AURA R7 ENHANCED IPT NEW SOFTWARE LIC:NU;CU;SR	\$65.00
380683 AURA R7 ENHANCED IPT ADD SOFTWARE LIC:NU;CU;SR	\$65.00
380684 AURA R7 ENHANCED IPT UPGRADE SOFTWARE LIC:NU;CU;SR	\$13.00
380685 AURA R7 ENHANCED IPT UPGRADE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380686 AURA R7 ENHANCED IPT MOVE SOFTWARE LIC:NU;CU;SR	\$13.00
380687 AURA R7 ENHANCED IPT MOVE ENTITLE SOFTWARE LIC:NU;CU;SR	\$0.00
380688 AURA R7 ENHANCED IPT UPLIFT FROM R7 ANALOG SOFTWARE LIC:NU;CU;SR	\$44.20
380689 AURA R7 ENHANCED IPT UPLIFT FROM R7 BASIC IPT SW LIC:NU;CU;SR	\$44.20
380774 ENGAGEMENT ASSISTANT R3 CONF BRIDGE ASSISTANT USER LIC:NU	\$15.60
380776 ENGAGEMENT ASSIST R3 ON PREM OPEX SEAMLESS TRANSFER USER LIC:NU	\$0.00
380777 ENGAGEMENT ASSIST R3 ON PREM OPEX CONF BRDG ASSISTANT USER LIC:NU	\$0.00
380821 CONTEXT STORE R3 GEO REDUNDANCY LIC:DS	\$7,852.00
380844 NUANCE R6/AVAYA BREEZETM DM CORE-1ST LANGUAGE DR LIC:CU,SR	\$22.32
380845 NUANCE R6/AVAYA BREEZETM DM CORE-2ND LANGUAGE DR LIC:CU,SR	\$4.41
380846 NUANCE R6/AVAYA BREEZETM DM CORE-3RD LANGUAGE DR LIC:CU,SR	\$4.41
380932 AVAYA AURA MEDIA SERVER R7 DSP CHANNEL LIC:CU	\$33.80
381024 CONTEXT STORE R3 AEP CONNECTOR LAB LIC:NU	\$0.00
381071 COLLABORATIVE BROWSING R3 USER LIC:NU	\$160.00
381550 PARK AND PAGE R3 SYSTEM LIC:CL	\$0.00
381551 PARK AND PAGE R3 MIGRATION FROM CS1K SYSTEM LIC:CL	\$0.00
381552 PARK AND PAGE R3 SYSTEM LAB LIC:CL	\$0.00
381553 PARK AND PAGE R3 MIGRATION FROM CS1K SYSTEM LAB LIC:CL	\$0.00
382078 MOBILE VIDEO R3 ONE-X AGENT R2 ADVANCED LIC:CU	\$32.00
382079 MOBILE VIDEO R3 ONE-X AGENT R2 ADVANCED LAB LIC:CU	\$0.00
382640 MOBILE VIDEO R3 VIDEO USER WITH ONE-X AGENT LIC:CU	\$32.00
382641 MOBILE VIDEO R3 VIDEO USER WITH ONE-X AGENT LAB LIC:CU	\$0.00
700237357 S8700 128MB XLN FLASH CARD ATA	\$280.80
384422 BREEZE R3 MEDIA CHANNEL SMALL AAMS R8 SYSTEM LIC:DS	\$1,047.80
384424 BREEZE R3 MEDIA CHANNEL SMALL AAMS R8 UPGRADE LIC:DS	\$314.08
384425 BREEZE R3 MEDIA CHANNEL MEDIUM AAMS R8 SYSTEM LIC:DS	\$5,223.40
384427 BREEZE R3 MEDIA CHANNEL MEDIUM AAMS R8 UPGRADE LIC:DS	\$1,580.80
384428 BREEZE R3 MEDIA CHANNEL LARGE AAMS R8 SYSTEM LIC:DS	\$10,452.00
384430 BREEZE R3 MEDIA CHANNEL LARGE AAMS R8 UPGRADE LIC:DS	\$3,156.40

385461	CONTEXT STORE R3 PER SERVER WITH GEO REDUNDANCY /E LIC:DS	\$0.00
385462	CONTEXT STORE R3 SCREEN POP USER WITH GEO REDUNDANCY /E LIC:CU	\$0.00
385463	CONTEXT STORE R3 API CLIENT WITH GEO REDUNDANCY /E LIC:NU	\$0.00
386657	ANALYTICS COLLECTOR R3 AA CONTACT CENTER BASE LIC:DS	\$6,400.00
386658	ANALYTICS COLLECTOR R3 AA CONTACT CENTER BASE LAB LIC:DS	\$1,920.00
386870	ANALYTICS COLLECTOR R3 AA EXPERIENCE PORTAL BASE LIC:DS	\$5,120.00
386871	ANALYTICS COLLECTOR R3 AA EXPERIENCE PORTAL BASE LAB LIC:DS	\$1,536.00
386873	ANALYTICS COLLECTOR R3 CALL CENTER ELITE BASE LIC:DS	\$6,400.00
386874	ANALYTICS COLLECTOR R3 CALL CENTER ELITE BASE LAB LIC:DS	\$1,920.00
386875	ANALYTICS COLLECTOR R3 AVAYA PROACTIVE CONTACT BASE LIC:DS	\$6,400.00
386876	ANALYTICS COLLECTOR R3 AVAYA PROACTIVE CONTACT BASE LAB LIC:DS	\$1,920.00
387019	BREEZE R3 SRVR FOR PRES SVCS R7 OR R8 HIGH AVAIL LIC:DS,SR	\$0.00
388061	AVAYA BREEZETM R3 LAB LIC:DS,SR	\$1,570.40
388950	AVAYA BREEZETM R3 MESSAGE RECORDING SYSTEM LIC:EN	\$0.00
389560	AVAYA BREEZETM R3 PER MEDIA CHANNEL LIC:CU	\$5.20
389563	AVAYA BREEZETM R3 CUSTOM SNAP-IN SERVER INSTANCE LIC:DS,SR	\$15,704.00
390492	AVAYA OCEANA R3 CORE INFRASTRUCTURE SYSTEM PACKAGE LIC:DS	\$19,164.80
390513	AVAYA OCEANA R3 SUPERVISOR DESKTOP CONCURRENT USER PKG LIC:CU	\$960.00
390519	AVAYA OCEANA R3 ALL MEDIA CONCURRENT USER PACKAGE LIC:CU	\$1,728.00
390520	AVAYA OCEANA R3 ADJUNCT ROUTING VOICE CONCR USER PACKAGE LIC:CU	\$320.00
390521	AVAYA OCEANA R3 DIGITAL PREMIUM CONCURRENT USER PACKAGE LIC:CU	\$1,600.00
390532	AVAYA OCEANA R3 DIGITAL BASIC CONCURRENT USER PACKAGE LIC:CU	\$960.00
390616	AVAYA OCEANA R3 PACKAGE CONTROL MANAGER CONN /E LIC:DS	\$0.00
390674	ENGAGEMENT DESIGNER R3.2 BASE LIC:DS NU	\$6,281.60
390676	ENGAGEMENT DESIGNER R3.2 ADDITIONAL DESIGNER LIC:NU	\$4,188.60
390680	AVAYA OCEANA R3 PACKAGE CONTROL MANAGER ADMIN USER LIC:CU	\$0.00
390717	AVAYA BREEZETM R3.2 WEBRTC DEBUG LIC:DS	\$0.00
392311	AVAYA BREEZE CLIENT SDK ADVANCED LICENCE LIC:CU	\$155.00
392460	AVAYA BREEZE CLIENT SDK BASIC LICENCE LIC:CU	\$15.00
396174	AURA WEBLM R7.1.2 KVM VIRTUAL LIC:DS,SR	\$0.00
396175	AURA WEBLM R7.1.2 AMAZON WEB SERVICES VIRTUAL LIC:DS,SR	\$0.00
396306	ENGAGEMENT DESIGNER R3 PER PORT INTERACT VCE RESPONSE TASK LIC:CU	\$468.00
396792	AURA R8 BASIC IPT NEW SOFTWARE LIC: NU;CU;SR	\$20.80
396793	AURA R8 ENHANCED IPT NEW SOFTWARE LIC: NU;CU;SR	\$65.00

396796 AURA R8 BASIC IPT ADD SOFTWARE LIC: NU;CU;SR	\$20.80
396797 AURA R8 ENHANCED IPT ADD SOFTWARE LIC: NU;CU;SR	\$65.00
397076 AURA R8 BASIC IPT UPLIFT FROM R8 ANALOG SOFTWARE LIC: NU;CU;SR	\$0.00
397077 AURA R8 ENHANCED IPT UPLIFT FROM R8 ANALOG SOFTWARE LIC: NU;CU;SR	\$44.20
397080 AURA R8 ENHANCED IPT UPLIFT FROM R8 BASIC IPT SW LIC: NU;CU;SR	\$44.20
397090 AURA R8 BASIC IPT UPGRADE SOFTWARE LIC: NU;CU;SR	\$4.16
397091 AURA R8 ENHANCED IPT UPGRADE SOFTWARE LIC: NU;CU;SR	\$13.00
397448 BREEZE CLIENT SDK BASIC OTT PORT LIC:CU	\$175.00
398011 AVAYA AURA MEDIA SERVER R8 SYSTEM LIC:DS	\$130.00
398012 AVAYA AURA MEDIA SERVER R8 DSP CHANNEL LIC:CU	\$33.80
398014 AVAYA AURA MEDIA SERVER R8 VIRTUAL APPLIANCE OVA ENABLEMENT	\$0.00
398015 AVAYA AURA MEDIA SERVER R8 PRODUCT VENDOR INDEPENDENCE	\$0.00
398016 AVAYA AURA MEDIA SERVER R8 DSP/MEDIA CHANNEL ASIPP LIC:CU	\$10.40
398017 AVAYA AURA MEDIA SERVER R8 MEDIA CHANNEL INVEST PROTECTION LIC:CU	\$0.00
398018 AVAYA AURA MEDIA SERVER R8 DEMO NOT FOR RESALE NON PROD LIC:CU	\$150.00
398019 AVAYA AURA MEDIA SERVER R8 DSP CHANNEL DEMO NOT FOR RESALE LIC:CU	\$0.00
398020 AVAYA AURA MEDIA SERVER R8 SW ONLY FOR AMAZON WEB SVCS ENABLEMENT	\$0.00
398021 AVAYA AURA MEDIA SERVER R8 SW ONLY FOR KVM VIRTUAL ENABLEMENT	\$0.00
398023 AVAYA AURA MEDIA SERVER R8 DSP/MEDIA CHANNEL ASIPP UPG LIC:CU	\$0.00
398024 AVAYA AURA MEDIA SRVR R8 DSP CHANNEL INVEST PROTECTION UPG LIC:CU	\$0.00
398027 AAMS R8 VAPP OVA UPGRADE ENABLEMENT	\$0.00
398028 AVAYA AURA MEDIA SERVER R8 PRODUCT VENDOR INDEPENDENCE UPGRADE	\$0.00
401239 AAMS R8 SYSTEM UPGRADE LIC:CU	\$39.00
401240 AAMS R8 DSP CHANNEL UPGRADE LIC:CU	\$10.40
403745 COMMON SERVICE PLATFORM NODE LIC:DS,SR	\$30.00
700510626 AURA UTILITY SERVICES R7.0 DVD	\$26.00
700510751 AVAYA AURA COMMUNICATION MANAGER R6.3.100 SOFTWARE DVD	\$26.00
700510831 AVAYA AURA MIDSIZE ENTERPRISE SOLUTION 6.2.2.1 DVD	\$26.00
700511105 AURA COMMUNICATION MANAGER R7.0 SOFTWARE DVD	\$26.00
<u>Avaya AURA™ Communication Manager Branch, Media</u>	
228025 EXTENSION TO CELLULAR FOR DO R1 LICENSE 1 STA-NU LIC:NU	\$41.60
<u>Avaya AURA™ Communication Manager Branch, Hardware</u>	
700460538 EM200 BRANCH EXPANSION UNIT	\$420.00

Avaya AURA™ Communication Manager Branch, Software License

211792	EXTENSION TO CELLULAR FOR DO R1 LICENSE TRACKING CODE 1 STA-NU LIC:NU	\$0.00
226950	EXTENSION TO CELLULAR FOR CMBE 2.X LICENSE LIC:NU	\$37.44
227482	EXTENSION TO CELLULAR FOR CMBE 2.X LICENSE LIC NON SSU UPGRADE:NU	\$7.80
227483	EXTENSION TO CELLULAR FOR CMBE 2.X LICENSE LIC SSU UPGRADE:NU	\$0.00

Avaya AURA™ Communication Manager Customer Software, Software License

109658	CUSTOM SOFTWARE RTU CDR RECORD ANSWERING PARTY SA7311 LIC:DS	\$3,090.00
115035	CUSTOM SFTW RTU INTEGRATED DIR SRV PLUS GSI,8500/8300,G700 LIC:DS	\$4,120.00
160946	CUSTOM SOFTWARE RTU ENHANCED DID ROUTING SA7779 LIC:DS	\$3,000.00
160947	CUSTOM SFTW RTU SUPPORT CONNECTIVITY W/NORTEL DMS100/250 SA7161 LIC:DS	\$0.00
160966	CUSTOM SOFTWARE RTU ENHANCED EMERGENCY ALERT SA7483 LIC:DS	\$3,605.00
161046	CUSTOM SOFTWARE RTU # AND * IN VECTOR COLLECT STEP SA7852 LIC:DS	\$5,150.00
161047	CUSTOM SOFTWARE RTU SERVICE OBSERVE PHYSICAL SET SA7900 LIC:DS	\$5,150.00
161048	CUSTOM SOFTWARE RTU ISDN REDIRECTING NUMBER SA8052 LIC:DS	\$5,150.00
161049	CUSTOM SOFTWARE RTU BUSY TONE SAC NO AVAIL CVG PTS SA7933 LIC:DS	\$1,030.00
161050	CUSTOM SOFTWARE RTU VARIABLE LENGTH ACCOUNT CODE SA7991 LIC:DS	\$5,150.00
161051	CUSTOM SOFTWARE RTU ENHANCED DISPLAY ON REDIRECT CALLS SA7710 LIC:DS	\$5,150.00
161053	CUSTOM SOFTWARE RTU DIAL BY NAME SA7963 LIC:DS	\$1,030.00
161054	CUSTOM SFTW RTU EXPAND DS1 CIRCUIT PACKS 332 LINE SIDE SA7491 LIC:DS	\$8,755.00
161055	CUSTOM SOFTWARE RTU RUSSIAN POWER INDUSTRY FEATURE SA8077 LIC:DS	\$2,060.00
161056	CUSTOM SOFTWARE RTU DISPLAY UPDATE FOR REDIRECTED CALLS SA8146 LIC:DS	\$5,150.00
161057	CUSTOM SOFTWARE RTU TOLL FREE VECTORING UNTIL ANSWER SA8157 LIC:DS	\$5,150.00
161096	CUSTOM SOFTWARE INCREASE STA BUSY INDICATOR TO 25,000 G3R SA7994 LIC:DS	\$10,300.00
161097	CUSTOM SOFTWARE START TIME AND 4 DIGIT YR CDR FIELD SA8201 LIC:DS	\$3,605.00
161098	CUSTOM SOFTWARE RTU QSIG CPC CONVERSION FOR CODE SET 5 SA8122 LIC:DS	\$5,150.00
161099	CUSTOM SOFTWARE RTU PRIME APPEARANCE PREFERENCE SA8211 LIC:DS	\$5,150.00
161100	CUSTOM SOFTWARE OMIT DESIGNATED EXTENSIONS FROM DISPLAY SA8143 LIC:DS	\$3,605.00
161102	CUSTOM SOFTWARE RTU INCREASE STA CDR SA8202	\$3,879.84
161103	CUSTOM SOFTWARE RTU ATTENDANT DIAL 0 REDIRECT SA8140 LIC:DS	\$13,390.00
161104	CUSTOM SOFTWARE RTU LDN ATTENDANT QUEUE PRIORITY SA8141 LIC:DS	\$8,240.00
161105	CUSTOM SOFTWARE RTU ATTENDANT PRIORITY QUEUING BY COR SA8156 LIC:DS	\$7,880.00
161106	CUSTOM SOFTWARE RTU STATION USER ADMIN OF FBI SA8240 LIC:DS	\$7,555.00

161107	CUSTOM SOFTWARE RTU MAP NCID TO UNIVERSAL CALL ID SA8348 LIC:DS	\$5,000.00
161108	CUSTOM SOFTWARE RTU IDLE CALL PREFERENCE DISPLAY SA8323 LIC:DS	\$3,500.00
161109	CUSTOM SOFTWARE RTU PHS X-STATION MOBILITY SA8339 LIC:DS	\$2,500.00
161110	CUSTOM SOFTWARE RTU UNMODIFIED QSIG REROUTE NUMBER SA8440 LIC:DS	\$1,500.00
161111	CUSTOM SOFTWARE RTU STATION USER BUTTON RING CONTROL SA8428 LIC:DS	\$5,500.00
161112	CUSTOM SOFTWARE RTU DISPLAY UUI INFORMATION SA7778 LIC:DS	\$3,000.00
161113	CUSTOM SOFTWARE RTU DELAY ISDN CONNECT ON AGENT ANSWER SA8434 LIC:DS	\$1,500.00
161114	CUSTOM SOFTWARE RTU FORWARD HELD-CALL CPN SA8439 LIC:DS	\$2,500.00
161136	CUSTOM SOFTWARE RTU CANCEL ARS USING STAR KEY SA7409 LIC:DS	\$2,000.00
161137	CUSTOM SFTW RTU DSPLAY INCOMING DIGITS FOR ISDN TRK GRP SA7776 LIC:DS	\$3,000.00
161138	CUSTOM SOFTWARE RTU NIGHT SERVICE ON DID TRUNK GROUPS SA7777 LIC:DS	\$3,000.00
170616	CUSTOM SOFTWARE RTU RUSSIA SORM SA8475 REQUIRED LIC:DS	\$7,529.58
170618	CUSTOM SOFTWARE RTU RUSSIA SORM CALLVISOR LIC:DS	\$19,204.50
175746	CUSTOM SOFTWARE RTU REPL CALLING PARTY NUMBER SA8481 LIC:DS	\$4,500.00
178037	CUSTOM SOFTWARE RTU MULTIPLE EMERGENCY ACCESS SA8508 LIC:DS	\$3,500.00
178038	CUSTOM SOFTWARE LIC MEET ME PAGING SA8312 LIC:DS	\$15,000.00
178106	CUSTOM SOFTWARE RTU UUI DISPLAY SA8500 LIC:DS	\$3,500.00
178306	CUSTOM SOFTWARE RTU AUTO CALLBACK W/CALLED PARTY QUEING SA8518 LIC:DS	\$3,500.00
178307	CUSTOM SOFTWARE RTU PSTN SUPPORT SUB ADDRESS IN UUI SA8510 LIC:DS	\$2,500.00
178786	CUSTOM SOFTWARE RTU SUPPORT H245 DTMF TONES SA8507 LIC:DS	\$0.00
180079	CUSTOM SFTW RTU AUTH CODE PARTITIONING VIA COR SA8517 LIC:DS	\$3,500.00
180820	CUSTOM SOFTWARE RTU ALTURA INTEROPERABILITY SA8506	\$5,000.00
181666	CUST SFTW RTU SA8567 PHS/DECT OVER IP	\$700.00
182097	CUSTOM SOFTWARE RTU BACKGROUND BSR POLLING SA8589 LIC:DS	\$5,000.00
182176	CUSTOM SOFTWARE RTU ENHANCED PSA/LOCATION/#DISPLAY SA8582 LIC:DS	\$3,000.00
182177	CUSTOM SOFTWARE RTU PSA FOR IP HOTELING SA8520 LIC:DS	\$5,500.00
182178	CUSTOM SOFTWARE RTU SVC OBSERVING WARNING TONE ENH SA8569 LIC:DS	\$3,000.00
182179	CUSTOM SOFTWARE RTU PSA OVER QSIG NETWORK SA8587 LIC:DS	\$3,000.00
182181	CUSTOM SOFTWARE RTU CALL TRANSFER ASAI CAS SA8573 LIC:DS	\$3,000.00
182946	CUSTOM SOFTWARE RTU ENHANCED CALL PICKUP ALERTING SA8622 LIC:DS	\$0.00
182947	CUSTOM SOFTWARE RTU CHAINED CALL FORWARDING SA8623 LIC:DS	\$0.00
185426	CUSTOM SOFTWARE RTU EXPAND VUSTATS/MWI BUTTONS SA8558 LIC:DS	\$3,000.00
186146	CUSTOM SOFTWARE RTU SCHEDULE FEATURE PACKAGE SA8621	\$0.00
186370	CUSTOM SOFTWARE RTU INCREASE AUTO WAKEUP CALLS SA8661 LIC:DS	\$5,000.00

186371 CUSTOM SOFTWARE RTU EXPAND PMS NAME AND NUMBER SA8662 LIC:DS	\$2,000.00
187236 CUSTOM SOFTWARE RTU SA8608 EXPAND CRISIS ALERT STATION LIC:DS	\$2,000.00
187238 CUSTOM SOFTWARE RTU SA8684 PMS WAKEUP MESSAGING LIC:DS	\$1,500.00
187240 CUSTOM SOFTWARE RTU SA8694 ENHANCED REDUCTION LIC:DS	\$1,500.00
187242 CUSTOM SOFTWARE RTU SA8693 TDM FALLBACK LIC:DS	\$3,500.00
187244 CUSTOM SOFTWARE RTU SA8697 3RD PARTY H323 ENDPOINT LIC:DS	\$3,000.00
187248 CUSTOM SOFTWARE RTU SA8654 CRISIS ALERT CALL MONITOR LIC:DS	\$2,000.00
187957 CUSTOM SOFTWARE RTU SA8697 3RD PARTY H323 LIC:DS	\$35.00
188816 CUSTOM SOFTWARE RTU SA8699 CHASSIS/SIGNAL GROUP LIC:DS	\$3,000.00
188817 CUSTOM SOFTWARE RTU SA8701 NETWORK SUPPORT NAT	\$3,000.00
188818 CUSTOM SOFTWARE RTU SA8744 BLK NAM FOR RUN LIC:DS	\$2,000.00
188825 CUSTOM SOFTWARE RTU TRACKING CODE SA8567	\$0.00
189836 CUSTOM SOFTWARE RTU SA8731 BLK DISPLAY/BRIDGED APPEARANCE	\$2,000.00
189837 CUSTOM SOFTWARE RTU SA8758 AUTO EXCLUSION	\$1,500.00
189838 CUSTOM SOFTWARE RTU SA8702 ENHANCED NETWORK CDR	\$2,000.00
189839 CUSTOM SOFTWARE RTU SA8749 INC TO 2000 VECTORS	\$5,000.00
189840 CUSTOM SOFTWARE RTU SA8734 IP TERMINAL FULL EXTENSION	\$6,500.00
189841 CUSTOM SOFTWARE RTU SA8475 RUSSIAN SOSM	\$10,000.00
190359 CUSTOM SOFTWARE RTU SA8796 INCOMING CALL DISPLAY	\$5,800.00
190815 CUSTOM SOFTWARE RTU SA8759 INVOKE NCR/ECT	\$3,000.00
191591 CUSTOM SOFTWARE SA8652 CONFERENCE CALL LIMITED TALK/LISTEN	\$3,000.00
193207 CUSTOM SOFTWARE SA8741 CDR IDENTIFIER/IP CALLS	\$7,850.00
193211 CUSTOM SOFTWARE SA8847 DIVERTED PR CALLS	\$2,500.00
193735 CUSTOM SOFTWARE SA8621 TRANSPARENCY DIAL PLAN LICENSE:DS	\$10,000.00
193850 CUSTOM SOFTWARE SA8747 SOFTPHONE IND ON DCP TERMINAL LICENSE:DS	\$8,500.00
193852 CUSTOM SOFTWARE SA8852 DISPLAY VDN INFORMATION ROUTE-ROUTE LICENSE:DS	\$1,500.00
195167 CUSTOM SOFTWARE SA8853 SUPPORT LSPTS BEHIND NAT	\$3,000.00
195227 CUSTOM SOFTWARE SA8869 *67 CALL BLOCKING	\$3,000.00
195723 CUSTOM SFTW RTU SA8829 EXPAND # OF COMMOM SHARED EXTENSIONS	\$2,000.00
195725 CUST SFTW SA8876 EXPANDED HOLIDAY TABLE	\$1,500.00
195819 CUST SFTW SA8879 TRANSFER LAMP AND AUTO EXCL	\$1,500.00
195821 CUST SFTW SA8887 IP HOTLINE	\$10,000.00
197287 CUST SFTW SA8859 ASSIGN DEFAULT PSA STATION	\$3,000.00
197291 CUST SFTW SA8885 US TIME FOR USER DEFINED LANGUAGE	\$1,000.00

198387 CUST SFTW SA8813 INSERT ARS/AAR FAC INTO CALL LOG	\$3,000.00
198389 CUST SFTW SA8888 MULTIPLE MUSIC SOURCES	\$3,000.00
198391 CUST SFTW SA8898 SIP SERVICE PROVIDER NCE	\$3,000.00
198393 CUST SFTW SA8900 NTT CALL SCREENING	\$3,000.00
200841 CUST SFTW SA8870 TANDEM NCR	\$3,000.00
200843 CUST SFTW SA8886 SUPPORT 20 CALLING PARTY DIGITS	\$3,000.00
200847 CUST SFTW SA8904 CAMPUS DIALING	\$3,000.00
202775 CUST SFTW RTU SA8874 CALL STATUS MSGS FOR 7434ND IP SOFTPHONE	\$3,000.00
202777 CUST SFTW SA8917 LSP REDIRECT	\$3,000.00
202779 CUST SFTW SA8931 EC500 CLI	\$3,000.00
202801 CUST SFTW SA8942 MTPL UNICODE SPT	\$3,000.00
202803 CUST SFTW SA8854 OUT OF BAND TRSF	\$3,000.00
205311 CUST SFTW SA8896 ELIMINATE PH PIC ON BRGD APP	\$3,000.00
205313 CUST SFTW SA8928 DISPLAY BRGD NAMES	\$1,500.00
205315 CUST SFTW SA8851 REMOVE CALLERID FROM SET	\$3,000.00
205541 CUST SFTW SA8797 AGENT CALL CAPTURE BY FAC	\$3,000.00
205543 CUST SFTW SA8889 SIP SUPPORT IVR MESSAGE	\$3,000.00
207138 CUST SFTW SA8944 MULTIPLE LOGINS FOR SINGLE	\$3,000.00
207204 CUST SFTW SA8957 PIN CODE FOR PRIVATE CALLS	\$3,000.00
207335 CUST SFTW SA8911 INCREASE ISDN TABLE	\$1,500.00
207339 CUST SFTW SA8927 INCREASE PAGING GROUPS	\$1,500.00
207690 CUST SFTW SA8893 BLAST 8 PARTY CONFERENCE	\$3,000.00
211300 CUST SFTW SA8967 BLOCK CLI	\$1,500.00
212640 CUST SFTW SA8983 REPLACE CALLING PARTY WITH FORWARDING PARTY	\$1,500.00
212920 CUST SFTW RTU SA8891 VERIZON VOICEGENIE	\$3,000.00
213203 CUST SFTW SA8946 EXPAND SITE DATA	\$1,500.00
213204 CUST SFTW SA8958 INCREASE BSR TO 40,000	\$3,000.00
213270 CUST SFTW SA9011 EDIT DIALING	\$3,000.00
213780 CUST SFTW SA8987 PORT NETWORK RESTART TIMER	\$3,000.00
213781 CUST SFTW SA9016 G726 SUPPORT OF TN2302	\$0.00
213801 CUST SFTW SA8993 INCREASE TENANT PARTITIONS LIC:DS	\$3,000.00
214090 CUST SFTW SA8972 OVERWRITE CALLING IDENTITY:DS	\$3,000.00
214092 CUST SFTW SA9004 IP DECT OUTBOUND CALL ROUTING LIC:DS	\$3,000.00
214093 CUST SFTW SA9009 DUPLICATED PROCESSOR ETHERNET FOR SIP	\$0.00

214094 CUST SFTW SA9028 TWO B CHANNEL TRANSFER FOR PSTN CALLS LIC:DS	\$0.00
215330 CUST SFTW SA9014 PIN CODE FOR STATION LOCK	\$3,000.00
216072 CUST SFTW SA8986 SIMULTANEOUS RING OF ATTENDANTS	\$3,000.00
216074 CUST SFTW SA9018 SUPPORT 127 BRIDGE APPEARANCES PER CALL APPEARANCE	\$3,000.00
216075 CUST SFTW SA9025 DISPLAY NUMBER IN ISDN SUBADDRESS	\$3,000.00
216076 CUST SFTW SA9020 PING BASED IGAR	\$3,000.00
216077 CUST SFTW SA9035 INCREASE INTERCOM GROUP	\$3,000.00
216078 CUST SFTW SA9050 INCREASE TOD ROUTING TABLES	\$3,000.00
217160 CUST SFTW SA9062 PERMISSIVE USE OF CMS AND EDP	\$0.00
217662 CUSTOM SOFTWARE SA9065 CRISIS ALERT BY LOC LIC:DS	\$3,000.00
217664 CUSTOM SOFTWARE SA9070 INCREASED LOGGED IN ACD AGENTS	\$3,000.00
218450 CUSTOM SOFTWARE SA9075 TRANSFER TO VOICEMAIL BY EXTENSION LIC:DS	\$1,500.00
223560 CUST SFTW SA9073 USE CALLED PARTY LOC FOR LWC TIME/DATE LIC:DS	\$1,500.00
224235 CUSTOM SOFTWARE SA9077 PRIORITY CALL FOLLOW COVERAGE	\$1,500.00
226045 CUSTOM SOFTWARE SA9086 MASK CLI ON PSTN CALLS LIC:DS	\$0.00
226815 CUSTOM SOFTWARE SA9090 2 MIS PAIRS FOR CMS LIC:DS	\$1,500.00
226816 CUST SFTW SA9092 RETRY ARS/AAR ANALYSIS FOR BUSY TRUNKS LIC:DS	\$1,500.00
226817 CUSTOM SOFTWARE SA9089 SUPPORT MCT ON H.248 GATEWAY LIC:DS	\$0.00
227622 CUST SFTW RTU RUSSIA SORM CV AES 5.X	\$15,949.50
244833 CUSTOM SOFTWARE RTU RUSSIA SORM CALLVISOR AES 6.X LIC:DS	\$5,868.24
<u>Avaya AURA™ Communication Manager EC500, Media</u>	
202821 EC500 EXT TO CELLULAR (EC500)R6 DUAL MODE SOFTWARE LICENSE LIC:CU	\$100.36
202822 CM3 MOBILITY PACKAGE DUAL MODE 1 USER SOFTWARE LICENSE LIC:NU	\$119.08
205338 EC500 EXT TO CELLULAR R7 SINGLE MODE TRACKING CODE LIC:CU	
228020 EXTENSION TO CELLULAR ANY UPG TO R7 SINGLE MODE LIC:CU	\$41.60
228021 EXTENSION TO CELLULAR R7 SINGLE MODE SOFTWARE LIC LIC:CU	\$8.32
228022 EXTENSION TO CELLULAR R8 SINGLE MODE LIC:CU	\$41.60
229180 EXTENSION TO CELLULAR R9 SINGLE MODE LIC:CU	\$41.60
229181 EXTENSION TO CELLULAR R9 SINGLE MODE SINGLE UPGRADE LIC:CU	\$8.32
229572 EXTENSION TO CELLULAR R8 SINGLE MODE UPGRADE LIC:CU	\$8.32
<u>Avaya AURA™ Communication Manager EC500, Software License</u>	
172071 EC500 SOFTWARE LICENSE 1 PORT LIC:NU	\$50.44
174219 EXTENSION TO CELLULAR (EC500) R4 TRACKING CODE	\$0.00

182206	EC500 EXTENSION TO CELLULAR R5 SOFTWARE LICENSE	\$50.44
182906	EC500 EXT TO CELLULAR R5 TRACKING CODE	\$0.00
186906	EC500 R5 RTU UPGRADE	\$37.44
190342	EC500 R6 RTU	\$50.44
190343	EC500 R6 TRACKING CODE	\$0.00
190344	EC500 R6 RTU UPGRADE	\$37.44
202820	CM3 MOBILITY PACKAGE SINGLE MODE 1 USER SOFTWARE LICENSE LIC:NU	\$75.40
212089	EXTENSION TO CELLULAR R8 SINGLE MODE RFA LIC:CU	\$0.00
229184	EXTENSION TO CELLULAR R8 MOVE SINGLE MODE TRACKING	\$0.00
380751	EXTENSION TO CELLULAR R9 SINGLE MODE AURA R7 LIC:CU	\$41.60
380752	EXTENSION TO CELLULAR R9 SINGLE MODE AURA R7 UPGRADE LIC:CU	\$8.32
397185	EXTENSION TO CELLULAR R9 SINGLE MODE AURA R8 LIC:CU	\$41.60

Avaya AURA™ Communication Manager Paging, Hardware

408186013	PAGING ZONE CONTROLLER MODULE	\$708.48
408186039	PAGING CONTROLLER MODULE 3 ZONE EXPANSION UNIT	\$126.72
408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	\$536.40
408186096	PAGING 70 VOLT 250 WATT AMPLIFIER	\$1,738.80
408466548	PAGING UNIVERSAL DOOR PHONE SPEAKER	\$210.96
408466555	PAGING ANALOG DOOR PHONE SPEAKER	\$244.80
408466563	PAGING UNIVERSAL CONNECTION DOOR PHONE CONTROLLER	\$524.88
700215932	PAGING TRANSFORMER LINE INPUT 600 OHMS	\$26.64

Avaya AURA™ SIP Enablement Services, Hardware

700468689	MEDIANT 1000 DIGITAL VOICE MODULE - DUAL SPAN	\$3,153.60
700506468	MEDIANT 1000B SPARE PART - AC POWER SUPPLY FRU	\$268.56
700506469	MEDIANT 1000B SPARE PART - FAN TRAY FRU W/ 3 FANS AND FILTER	\$214.56
700506470	MEDIANT 1000B 1 T1/E1 SIP GW SYSTEM	\$4,194.00
700506471	MEDIANT 1000B 2 T1/E1 SIP GW SYSTEM	\$5,569.20
700506472	MEDIANT 1000B 4 T1/E1 SIP GW SYSTEM	\$9,392.40
700506473	MEDIANT 1000B CHASSIS	\$1,677.60

Avaya AURA™ SIP Enablement Services, Software License

181416	SIP ENABLEMENT SERVICES USER LIC:NU	\$0.00
181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	\$0.00
182746	EC500 OUTBOARD PROXY SIP OPS RIGHT-TO-USE LIC:NU	\$0.00

Avaya AURA™ System Platform, Media

700509921	AVAYA AURA SYSTEM PLATFORM 6.3.7 DVD	\$26.00
700510424	AV APPLICATION VIRTUAL PLATFORM R7 MEDIA KIT	\$78.00
700511320	AVAYA AURA APPLIANCE VIRTUALIZATION PLATFORM R7.0.0.1 CD	\$26.00
700511786	AVAYA AURA SYSTEM PLATFORM 6.3.8 CD	\$26.00
700512280	AVAYA AURA APPLIANCE VIRTUALIZATION PLATFORM R7.0.1 CD	\$26.00
700512294	AVAYA APPLICATION VIRTUAL PLATFORM R7.1 DVD	\$26.00
700512428	AVAYA AURA SYSTEM PLATFORM 6.4 DVD	\$26.00
700513383	AVAYA AURA SYSTEM PLATFORM 6.4.1 CD	\$26.00
700513676	AVAYA APPLICATION VIRTUAL PLATFORM R7.1.2 DVD	\$26.00
700513741	APPLIANCE VIRTUAL PLATFORM R8 DVD	\$26.00
700513946	AVAYA APPLICATION VIRTUAL PLATFORM R7.1.3 DVD	\$26.00
700513985	APPLIANCE VIRTUAL PLATFORM R8 MEDIA KIT	\$78.00
700513989	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES DVD	\$26.00
700514043	AVAYA AURA SYSTEM PLATFORM 6.4.2 CD	\$26.00
700514463	APPLIANCE VIRTUAL PLATFORM R7.1.3.2 DVD	\$26.00
700514507	APPLIANCE VIRTUAL PLATFORM R8.0.1 DVD	\$26.00
700514610	APPLIANCE VIRTUAL PLATFORM R7.1.3.3 DVD	\$26.00
700514696	APPLIANCE VIRTUAL PLATFORM R8.0.1.1 DVD	\$26.00
700514752	APPLIANCE VIRTUAL PLATFORM R8.1 DVD	\$26.00
700514753	APPLIANCE VIRTUAL PLATFORM R8.1 UTILITIES DVD	\$26.00
700514754	APPLIANCE VIRTUAL PLATFORM R7.1.3.4 DVD	\$26.00
700514910	APPLIANCE VIRTUAL PLATFORM R8.0.1.2 DVD	\$26.00
700514978	APPLIANCE VIRTUAL PLATFORM R8.1.1 DVD	\$26.00
700515028	APPLIANCE VIRTUAL PLATFORM R7.1.3.5 DVD	\$26.00
700515138	APPLIANCE VIRTUAL PLATFORM R8.1.2 DVD	\$26.00
700515207	APPLIANCE VIRTUAL PLATFORM R8.1.2 UTILITIES DVD	\$26.00

Avaya AURA™ System Platform, Software License

381275	APPLIANCE VIRTUAL PLATFORM R7+ SINGLE CPU COMMON SERVER LIC:SR	\$450.00
381276	APPLIANCE VIRTUAL PLTRFM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR	\$150.00
381277	APPLIANCE VIRTUAL PLATFORM R7+ DUAL CPU COMMON SERVER LIC:SR	\$900.00
397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	\$0.00

Unified Communications, Hardware

700514599	AVAYA B109 LOCKING KIT	\$15.12

700514698	GLOBAL 5V USB POWER ADAPTER	\$11.96
	<u>Unified Communications, Media</u>	
700514510	BREEZE R3.6 INSTANCE MEDIA DVD OVA	\$80.00
700514697	BREEZE R3.6 INSTANCE MEDIA DVD OVA	\$80.00

Service Category 1 - Avaya Gateways & Servers

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>Branch Gateways, Hardware</u>	
700438278	G450 FAN TRAY	\$140.00
700476401	EM200 BRANCH EXPANSION UNIT NON-GSA	\$420.00
700476419	BRANCH GATEWAY MEMORY KIT	\$840.00
102689569	WIRING BACKBOARD 188B1	\$22.40
107152969	ADPTR EL 888B COAX 50 PINS	\$145.60
196886	SWITCHROOM 110AC ADMINISTRATION RHS	\$420.00
198069	AVAYA PLUG-N-PLAY RJ45 PATCH PANEL RHS	\$1,094.80
198070	110A SWITCHROOM ADMINISTRATION FIELD RHS	\$420.00
407803568	DEFINITY XCONN 110 WITH IO CABLE 21 FEET	\$644.00
700170004	CABLE RED 5 METER CAT 5 RJ45	\$22.96
700170012	CABLE GREEN 5 METER	\$22.96
700178056	CABLE GREEN 25 METER	\$32.48
700178064	CABLE GREEN 50 METER	\$50.40
700178072	CABLE RED 25 METER	\$32.48
700178122	CABLE RED 50 METER	\$48.72
700393523	120A CSU CABLE 25 FEET RHS	\$29.12
700393762	MM721 BRI MEDIA MODULE	\$1,400.00
700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	\$117.60
700394992	EMERGENCY TRANSFER PANEL G3 RHS	\$772.80
700395445	120A CSU CABLE 50 FEET RHS	\$54.32
700406101	DS1 LOOPBACK JACK 700A RHS	\$106.40
700406333	DS1 TO WALL FIELD CABLE 50 FEET RHS	\$81.20
700406341	DS1 TO WALL FIELD CABLE 75 FEET RHS	\$98.00
700406358	MEDIA GATEWAY DC POWER CORD RHS	\$81.20
700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	\$131.60
700479637	909A UNIVERSAL COUPLER AC/DC	\$294.00
700503274	G430 MP120 DSP DAUGHTER BOARD	\$1,344.00
	<u>Branch Gateways, Model</u>	
266231	AVAYA BRANCH GATEWAY ADDITIONS MODEL	\$0.00

184244	CM S8500 MODEL UPGRADE	\$0.00
184716	CM S8700 MULTI CONNECT MODEL UPGRADE	\$0.00
187838	CM S8300 G250 STANDALONE MODEL NEW	\$0.00
211775	CM S8300 G450 MODEL NEW	\$0.00
225326	S8300/G430 MODEL UPGRADE	\$0.00
225327	S8300/G450 MODEL UPGRADE	\$0.00
226588	CM S8300 G430 MODEL NEW	\$0.00
	<u>Media Gateway, Hardware</u>	
700501368	G450 160 CHANNEL DSP DAUGHTER BOARD	\$2,805.60
700506955	G450 MP160 MEDIA GATEWAY	\$5,894.00
700506956	G450 MP160 MEDIA GATEWAY NON GSA	\$5,894.00
700507394	G450 R2 POWER SUPPLY	\$560.00
700508198	G430 MP120 DSP DAUGHTER BOARD NON GSA	\$504.00
700508199	G450 160 CHANNEL DSP DAUGHTER BOARD NON GSA	\$2,805.60
700508324	MEDIANT 1000B SERIAL CABLE SINGLE	\$33.60
700508325	MEDIANT 1000B SERIAL KIT	\$261.52
700512173	G430 MP40 MEDIA GATEWAY GSA	\$1,176.00
700512174	G430 MP40 MEDIA GATEWAY NON-GSA	\$1,176.00
700514899	AVAYA IX ANALOG TELEPHONE ADAPTER ATA120 (All FXS 2 PORT)	\$28.08
700514900	AVAYA IX ANALOG TELEPHONE ADAPTER ATA140 (All FXS 4 PORT)	\$55.44
	<u>Media Gateway, Software License</u>	
389784	AVAYA AURA WEB GATEWAY R3 VIRTUAL APPLIANCE LIC:CU	\$0.00
389785	AVAYA AURA WEB GATEWAY R3 PER SERVER INSTANT LIC:CU	\$312.00
389786	AVAYA AURA WEB GATEWAY R3 AUDIO PORT LIC:CU	\$33.80
389787	AVAYA AURA WEB GATEWAY R3 VIDEO PORT LIC:CU	\$67.60
390686	AVAYA AURA WEB GATEWAY CONCURRENT VIRTUAL ENDPOINT LIC:CU	\$0.00
394497	AVAYA AURA WEB GATEWAY R3 AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
	<u>Media Modules, Hardware</u>	
700394661	MM711 ANALOG MEDIA MODULE RHS	\$896.00
700394703	MM716 ANALOG MEDIA MODULE 24 FXS RHS	\$1,680.00
700394711	MM717 24 PORT DCP MEDIA MODULE RHS	\$1,957.20
700439250	MM710B E1/T1 MEDIA MODULE	\$1,680.00
700453889	MM714B ANALOG 4+4 MEDIA MODULE	\$560.00
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	\$560.00

700466626	MM711 ANALOG MEDIA MODULE - NON GSA	\$896.00
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	\$1,680.00
700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	\$1,680.00
700466808	ANALOG SIP GATEWAY 2-FXO 2-FXS	\$267.84
700466816	ANALOG SIP GATEWAY 4-FXO 4-FXS	\$482.40
	<u>Servers, Hardware</u>	
700012909	24 PORT LINE PATCH PANEL	\$252.00
700406267	EXTERNAL USB CD/DVD RW DRIVE RHS	\$196.00
700464506	USB MODEM USR5637-OEM 56K ROHS 6	\$158.08
383536	R630 SERVER VSMALL APPLIANCE VIRTUALIZATION PLATFORM	\$7,296.80
383539	R630 SERVER AVAYA AURA MESSAGING-LOW	\$8,136.80
383540	R630 SERVER SMALL APPLIANCE VIRTUALIZATION PLATFORM	\$8,136.80
383548	R630 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM	\$10,102.40
383551	R630 SERVER CM HIGH DUPLEX APPLIANCE VIRTUALIZATION PLATFORM	\$16,836.40
383552	R630 SERVER VLARGE APPLIANCE VIRTUALIZATION PLATFORM	\$15,153.60
388048	R330 MID RANGE SERVER ASBCE	\$4,883.20
388049	R330 MID RANGE SERVER IPO ASBCE	\$4,883.20
388052	ASBCE CORE PORTWELL CAD-0230	\$1,092.00
388053	ASBCE CORE PORTWELL CAD-0230 FOR IPO	\$1,092.00
389797	R230XL SERVER AVAYA AURA MEDIA SERVER SMALL	\$3,816.40
390081	R230 XL SERVER IP OFFICE UNIFIED COMMUNICATIONS	\$2,560.00
390082	R230 XL SERVER IP OFFICE FRANCE TELECOM	\$2,560.00
700506755	R620 4GB RDIMM FRU	\$610.40
700506770	DL360PG8 460 WAC POWER SUPPLY	\$442.40
700507969	1006R MEMORY UPGRADE KIT	\$1,232.00
700508924	S8300E SERVER	\$2,016.00
700508955	S8300E SERVER - NON GSA	\$2,016.00
700510888	ASBCE R7 SYSTEM SOFTWARE USB	\$28.00
700511170	R320 350WAC POWER SUPPLY	\$448.00
700511171	R320 CHASSIS FAN	\$78.40
700511172	DELL R320/R330 300GB 10K 2.5 IN HARD DISK DRIVE W/3.5 IN CARR FRU	\$504.00
700511588	DL360G8/G9 300GB 10K HARD DISK DRIVE 3 DRIVE KIT	\$3,648.40
700511589	DL360G8/G9 300GB 10K HARD DISK DRIVE 2 DRIVE KIT	\$2,805.60
700511597	R630 300GB 10K SAS 2.5IN HDD	\$1,400.00

700511599 R630 600GB 10K SAS 2.5IN HDD	\$2,240.00
700511602 R630 495 WAC POWER SUPPLY FRU	\$560.00
700511603 R630 750 WAC POWER SUPPLY	\$840.00
700511611 R630 RAID BATTERY FRU	\$840.00
700511613 DL360PG8/G9 DL380G9 10K SAS 2.5 INCH HDD FRU	\$1,400.00
700511615 DL360/380G9 600GB 10K SAS 2.5IN HDD	\$2,240.00
700511619 DL360/380G9 500 WAC POWER SUPPLY FRU	\$560.00
700511620 DL360/380G9 800 WAC POWER SUPPLY	\$840.00
700511621 DL360/380G9 800 WDC POWER SUPPLY FRU	\$1,120.00
700511622 DL360/380G9 1Gb PCIE DUAL PORT NIC	\$840.00
700513204 ASBCE CAD-0230 PORTWELL POWER SUPPLY 40W DC12V FRU	\$8.40
700513372 DL360PG8 8GB RDIMM FRU	\$610.40
700514094 ASP 120 DELL R640 SERVER PROFILE 2 WITH AVP BUNDLE	\$7,014.24
700514095 ASP 120 DELL R640 SERVER PROFILE 3 WITH AVP BUNDLE	\$9,320.40
700514096 ASP 120 DELL R640 SERVER PROFILE 5 WITH AVP BUNDLE	\$18,828.72
700514097 ASP 130 DELL R640 SERVER PROFILE 2 WITH VMS BUNDLE	\$7,992.00
700514098 ASP 130 DELL R640 SERVER PROFILE 3 WITH VMS BUNDLE	\$11,016.00
700514099 ASP 130 DELL R640 SERVER PROFILE 4 WITH VMS BUNDLE	\$13,752.00
700514100 ASP 130 DELL R640 SERVER PROFILE 5 WITH VMS BUNDLE	\$20,448.00
700514176 ASP DELL 750W AC POWER SUPPLY UNIT FRU	\$324.00
700514177 ASP DELL CHASSIS FAN FRU	\$201.60
700514178 ASP DELL 600GB 10K SAS 2.5 INCH HDD FRU	\$648.00
700514180 ASP DELL 1GB QUAD PORT NIC FRU	\$460.80
700514181 ASP DELL 1GB DUAL PORT NIC FRU	\$151.20
700514182 ASP DELL 10GB DUAL PORT NIC FRU	\$1,008.00
700514186 ASP DELL RAID BATTERY FRU	\$158.40
700514187 ASP DELL 8GB MEMORY MODULE FRU	\$360.00
700514188 ASP DELL 16GB MEMORY MODULE FRU	\$648.00
700514194 ASP 120 DELL R640 SERVER PROFILE 4 WITH AVP BUNDLE	\$11,667.60
700514262 ASP 110 DELL R640 SERVER PROFILE 3 WITH IP OFFICE	\$7,876.80
700514263 ASP 110 DELL R640 SERVER PROFILE 3 WITH EXPERIENCE PORTAL	\$7,816.32
700514264 ASP 110 DELL R640 SERVER PROFILE 3 WITH SESSION BORDER CONTROL	\$7,873.92
700514265 ASP 110 DELL R640 SERVER PROFILE 5 WITH SESSION BORDER CONTROL	\$16,789.68
700514272 ASP 110 DELL R640 SERVER PROFILE 5 WITH AURA MEDIA SERVER	\$14,230.80

700514273	ASP 110 DELL R640 SERVER PROFILE 5 WITH EQUINOX STREAM AND RECORD	\$17,066.88
700514312	R630 8GB RDIMM	\$1,120.00
700514318	UNIVERSAL 8GB DUAL IN-LINE MEMORY MODULE FOR CSR1 AND CSR2	\$492.80
700514579	ASP 130 DELL R640 SERVER P51 BUNDLE WITH VMS BUNDLE	\$24,134.40
700514861	ASP 110 DELL SERVER P5 AVAYA CONTACT CENTER SELECT	\$17,640.00
700514943	48 PORT POLRE SWITCH NV-PL-048	\$2,764.80
700514944	24 PORT POLRE SWITCH NV-PL-024	\$2,144.16
700514945	8 PORT POLRE SWITCH NV-PL-08	\$529.92
700514946	POLRE ADAPTER BUNDLE OF SIX NV-PL-PA011-6	\$422.64
700514948	ASBCE PORTWELL CAF-0251	\$616.00
700514966	DDR4 UNIVERSAL 8GB DIMM FOR CSR3	\$492.80
700514967	DC CABLE FOR POWER SHARING 4 PACK NV-PL-DCCBL	\$32.40
700514983	ASP DELL DVD +/- RW INTERNAL DRIVE WITH BRACKET FRU	\$91.44
700515001	ASBCE PORTWELL CAF-0251 IPO	\$616.00
700515007	ASP 110 DELL R340 MID RANGE SERVER ASBCE	\$3,456.00
700515008	ASP 110 DELL R340 MID RANGE SERVER IPO ASBCE	\$3,456.00
700515031	ASP ISS 10G NIC FOR HPG8	\$590.40
700515077	POWER CORD KOREA	\$12.88
700515161	ASP 110 R340 350W AC POWER SUPPLY UNIT	\$383.04
700515168	ASP 110 R340 300GB 15K SAS HDD FRU	\$766.80
700515177	ACP 110 DELL R640 SERVER PROFILE 21 PROACTIVE CONTACT	\$6,840.00
	<u>Servers, Media</u>	
700507893	CONF R8 PLTFRM DVD	\$26.00

Service Category 1 - PODFx

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>PODFx, Hardware</u>	
700504903	ASP ISS 1U BLANK METAL FILLER PANEL	\$23.04
700505152	ASP ISS C13-14 220VAC POWER CORD 3M	\$30.96
700505153	ASP ISS C15-14 220VAC POWER CORD 3M	\$46.08
700505157	ASP ISS CAT6 RJ45 CABLE GRAY 3M	\$11.52
700505170	ASP ISS CAT6 RJ45 CABLE BLACK 2M	\$16.56
700505171	ASP ISS CAT6 RJ45 CABLE GRAY 2M	\$7.92
700505172	ASP ISS CAT6 RJ45 CABLE BLACK 3M	\$11.52
700505173	ASP ISS LC-LC MM FIBER CABLE AQUA 1M	\$38.16
700505174	ASP ISS LC-LC MM FIBER CABLE AQUA 3M	\$38.16
700505176	COLLABORATION POD DOCUMENT LOCATING INSTRUCTIONS	\$0.00
700505177	ASP ISS OUTER PACKAGING MEDIUM	\$2,592.00
700505178	ASP ISS 4200 LABEL KIT	\$46.08
700505229	ASP ISS 1U BLANK METAL VENTED SHELF	\$520.56
700506004	ASP ISS REAR DOOR MOUNT FAN ASSEMBLY 220V 200CFM	\$310.32
700506005	ASP ISS 1U METAL BLACK PERFORATED FILLER PANEL	\$110.88
700507450	POD FX 5000W 210V AC 30A PRIMARY PDU (NEMA L6)	\$1,245.60
700507451	POD FX 5000W 210V AC 30A SECONDARY PDU (NEMA L6)	\$1,065.60
700507480	POD FX 5800W 230V AC 32A PRIMARY PDU (IEC)	\$1,245.60
700507481	POD FX 5800W 230V AC 32A SECONDARY PDU (IEC)	\$1,065.60
700508866	ASP ISS 1 PORT 1000BASE-T SFP TRANSCEIVER	\$72.00
700508868	ASP ISS VSP7200 TOP OF RACK BUNDLE	\$63,308.00
700508869	ASP ISS EMC EXPANSION CABLE MINI-SAS to MINI-SAS PAIR 2M	\$435.60
700508870	ASP ISS EMC EXPANSION CABLE MINI-SAS to MINI-SAS PAIR 5M	\$1,098.00
700508871	ASP ISS EMC EXPANSION CABLE MINI-SAS to MINI-SAS PAIR 10M	\$1,263.60
700508873	ASP ISS STORAGE EMC 3200 BASE STORAGE ARRAY	\$28,494.00
700508876	ASP ISS LC-LC MM FIBER CABLE AQUA 5M	\$43.20
700508877	ASP ISS LC-LC MM FIBER CABLE AQUA 10M	\$50.40
700508878	ASP ISS LC-LC MM FIBER CABLE AQUA 25M	\$90.72
700509803	ASP ISS STORAGE EMC 3200 STANDARD EXPANSION BUNDLE	\$38,592.00

700509807 ASP ISS C13-14 220V AC POWER CORD INTERNATIONAL	\$61.20
700509808 ASP ISS C15-14 220V AC POWER CORD INTERNATIONAL	\$92.16
700510086 ASP ISS DELIVERY FRAME 12U	\$2,001.60
700510089 ASP ISS STRG CS1000-16TB BASE STORAGE ARRAY NETWORK	\$31,816.80
700510095 ASP ISS OUTER PACKAGING LOW	\$2,592.00
700510096 ASP ISS OUTER PACKAGING HIGH	\$2,592.00
700510566 ASP ISS 42U X 24W X 42D RACK ASSY	\$7,646.40
273898 POD FX 4200 VMWARE FACTORY ASSEMBLY OPTION	\$29,721.60
274010 ASP ISS EXT POD VMWARE FACTORY ASSEMBLY OPTION	\$15,357.60
305407 ASP ISS EXT POD WMWARE FACTORY ASSEMBLY	\$0.00
307484 POD FX 2400 VMWARE FACTORY ASSEMBLY	\$0.00
307485 COLLABORATION POD FOR 4200-1 FACTORY ASSY	\$0.00
307486 COLLABORATION POD FOR 4200-2 FACTORY ASSY	\$0.00
307488 POD FX 2400 VMWARE FACTORY ASSEMBLY OPTION	\$29,721.60
307489 COLLABORATION POD 2400 INTEGRATION LEVEL 2 FAC ASSY OPT	\$11,851.20
307570 COLLABORATION POD 2400 INTEGRATION LEVEL 3 FAC ASSY OPT	\$11,851.20
402497 ASP INTEGRATED STACK SOLUT DEFAULT IP VMWARE FACTORY ASSEMBLY OPT	\$24,840.00
700510090 ASP ISS STRG CS1000-33TB BASE STORAGE ARRAY NETWORK	\$62,395.20
700510097 ASP ISS DELIVERY FRAME 24U	\$2,602.80
700510568 ASP ISS HP-DL360 CABLE MGMT ARM	\$72.72
700510569 ASP ISS 1U BRUSH FILLER PANEL	\$103.68
700510573 ASP ISS CAT6 RJ45 CABLE GRAY 5M	\$15.12
700510574 ASP ISS CAT6 RJ45 CABLE BLACK 5M	\$15.12
700510576 ASP ISS STORAGE EMC 3200 HIGH PERFORMANCE EXPANSION BUNDLE	\$88,048.80
700510577 ASP ISS STORAGE EMC 3200 HIGH CAPACITY BUNDLE	\$38,592.00
700510578 ASP ISS STRG CS1000-16TB EXPANSION BUNDLE	\$35,002.80
700510579 ASP ISS STRG CS1000-33TB EXPANSION BUNDLE	\$64,713.60
700512934 ASP ISS 3U PERFORATED METAL PANEL AVAYA BANNER	\$336.96
700512935 ASP ISS 128GB MEMORY EXPANSION KIT FOR HP GEN9 V4	\$3,675.60
700512989 ASP ISS H2680-12 128 300 VMEP SERVER BUNDLE	\$19,562.40
700513518 ASP ISS 128GB MEMORY EXPANSION KIT FOR HP GEN8	\$4,363.20
700513653 ASP ISS 128GB MEMORY EXPANSION KIT FOR HP GEN9 V5	\$5,050.80
700513660 ASP ISS 1 PORT 1000BASE-SX SFP DDI (LC)	\$310.32
700513661 ASP ISS 1 PORT 1000BASE-LX SFP DDI (LC)	\$774.00

700513662	ASP ISS 1 PORT 1000BASE-T SFP (RJ-45)	\$315.36
700513663	ASP ISS 1 PORT 10GIGABIT-SR SFP+ (LC) MULTI-MODE FIBRE UPTO 300M	\$763.20
700513664	ASP ISS 1 PORT 10GIGABIT-ER SFP+ (LC) SINGLE MODE UPTO 40KM	\$4,590.00
700513665	ASP ISS 1 PORT 10GIGABIT-LR SFP+ (LC) SINGLE MODE UPTO 10KM	\$1,911.60
700513666	ASP ISS 1 PORT 10GIGABIT SFP+ DIRECT ATTACH CABLE - 10M	\$394.56
700513667	ASP ISS 1 PORT 10GIGABIT SFP+ DIRECT ATTACH CABLE - 5M	\$355.68
700513668	ASP ISS 1 PORT 10GIGABIT SFP+ DIRECT ATTACH CABLE - 3M	\$275.76
700514101	ASP ISS H6132-28 192 300 REPLACEMENT SERVER	\$24,537.60
700514102	ASP ISS H6132-28 192 300 VMES SERVER BUNDLE	\$40,042.80
700514103	ASP ISS 192GB MEMORY EXPANSION KIT FOR HPG10 SERVER	\$10,101.60
700514107	ASP ISS 42U X 24W X 48D BLACKRACK ASSEMBLY	\$7,153.20
700514109	ASP ISS 5KW 210VAC 30A 1G PRIMARY PDU (NEMA)	\$1,648.80
700514110	ASP ISS 5KW 210VAC 30A 1G SECONDARY PDU (NEMA)	\$1,479.60
700514111	ASP ISS 5.8KW 230VAC 32A 1G PRIMARY PDU (IEC)	\$1,648.80
700514112	ASP ISS 5.8KW 230VAC 32A 1G SECONDARY PDU (IEC)	\$1,648.80
700514294	ASP ISS PASSIVE SFP+ DIRECT ATTACH CABLE 3M	\$123.84
	<u>PODFx, Media</u>	
306210	POD FX R2 ORCHESTRATION SUITE LIC	\$36,348.00
306222	POD FX R2 UNISPHERE BLOCK ELEMENT MANAGEMENT LICENSE /E	\$0.00
306232	POD FX R2 POS VISUALIZATION MANAGER EXTENSION LICENSE	\$5,148.00
339025	POD FX 2.0 4200 INTEGRATION BUNDLE	\$8,287.20
380220	POD FX 2.0 EXTENSION INTEGRATION BUNDLE	\$4,629.60
381317	POD FX 2.0 2400 INTEGRATION BUNDLE	\$8,287.20
700513602	ASP ISS MSC OS UPGRADE MEDIA KIT	\$0.00
	<u>PODFx, Model</u>	
297698	ASP ISS MODEL NEW MODEL	\$0.00
304108	ASP ISS MODEL UPGRADE	\$0.00
304109	ASP ISS MODEL ADDITIONS	\$0.00
	<u>PODFx, Software License</u>	
305420	POD FX R2 SECURE REMOTE ACCESS LICENSE	\$41.08
306893	POD FX 2.0 VPFM INCREMENTAL LICENSE	\$4.24
700504854	COLLABORATION POD R1 POS FAULT & PERFORMANCE VE VAPP /E	\$0.00
700504894	COLLABORATION POD R1 POS FLOW MANAGEMENT MODULE VE VAPP /E	\$0.00
700504895	COLLABORATION POD R1 POS CONFIGURATION MANAGEMENT VE VAPP /E	\$0.00

700505094	COLLABORATION POD R1 POS VISUALIZATION VE VAPP /E	\$0.00
700505159	COLLABORATION POD R1 POS POLICY MANAGEMENT MODULE VE VAPP /E	\$0.00
700506682	COLLABORATION POD R1 VM MANAGEMENT MODULE /E	\$0.00
306220	POD FX R2 VSP 7000 SOFTWARE	\$0.00
306221	POD FX R2 VSP 4850 SOFTWARE	\$0.00
306223	POD FX R2 POD ORCHESTRATION SUITE VME SOFTWARE /E	\$0.00
306224	POD FX R2 VME SOFTWARE /E	\$0.00
306225	POD FX R2 VMWE SOFTWARE	\$0.00
306226	POD FX R2 POS FAULT & PERFORMANCE VE VAPP /E	\$0.00
306227	POD FX R2 POS VISUALIZATION VE VAPP /E	\$0.00
306228	POD FX R2 POS CONFIGURATION MANAGEMENT VE VAPP /E	\$0.00
306229	POD FX R2 POS FLOW MANAGEMENT MODULE VE VAPP /E	\$0.00
306230	POD FX R2 POS POLICY MANAGEMENT MODULE VE VAPP /E	\$0.00
306231	POD FX R2 VM MANAGEMENT MODULE /E	\$0.00
306233	POD FX R2 POS VISUALIZATION MANAGER EXTENSION VE VAPP /E	\$0.00
307755	POD FX R2 EMC BASE SOFTWARE	\$0.00
307756	POD FX 2.0 VME MANAGEMENT SERVER SOFTWARE	\$0.00
307757	POD FX R2 VME EXTENSION SERVER SOFTWARE	\$0.00
307758	POD FX R2 VSP 7200 SOFTWARE	\$0.00
384680	AVAYA ORCHESTRATOR R4 BASIC LIC:DS	\$10,363.60
384689	AVAYA ORCHESTRATOR R4 ENHANCED LIC:DS	\$33,800.00
384691	AVAYA ORCHESTRATOR R4 2500 MONITORING LIC:DS	\$13,743.60
384692	AVAYA ORCHESTRATOR R4 ENHANCED UPGRADE LIC:DS	\$26,000.00
384694	ASP ISS R4 INTEGRATION BUNDLE	\$10,299.60
384695	ASP ISS R4 VME PLUS SW	\$0.00
384696	ASP ISS R4 EXTM VIRTUAL SERVICES PLATFORM 7200 SW	\$0.00
384697	ASP ISS R4 EXTM VIRTUAL SERVICES PLATFORM 4850 SW	\$0.00
384698	ASP ISS R4 NIMBLE BASE SW	\$0.00
385400	POD FX R3 ORCHESTRATION SUITE LICENSE	\$36,348.00
385401	POD FX R3 VSP 7000 SOFTWARE	\$0.00
385402	POD FX R3 VSP 4850 SOFTWARE	\$0.00
385403	POD FX R3 VMWE SOFTWARE	\$0.00
385404	POD FX R3 POS FAULT & PERFORMANCE VE VAPP /E	\$0.00
385405	POD FX R3 POS VISUALIZATION VE VAPP /E	\$0.00

385406	POD FX R3 POS CONFIGURATION MANAGEMENT VE VAPP /E	\$0.00
385407	POD FX R3 POS FLOW MANAGEMENT MODULE VE VAPP /E	\$0.00
385408	POD FX R3 POS POLICY MANAGEMENT MODULE VE VAPP /E	\$0.00
385409	POD FX R3 VM MANAGEMENT MODULE /E	\$0.00
385410	POD FX R3 POD VISUALIZATION MANAGER EXTENSION LICENSE	\$5,148.00
385411	POD FX R3 POD VISUALIZATION MANAGER EXTENSION VE VAPP /E	\$0.00
385412	ASP ISS R3 EMC BASE SOFTWARE	\$0.00
385414	POD FX R3 VME EXTENSION SERVER SOFTWARE	\$0.00
385415	POD FX R3 VSP 7200 SOFTWARE	\$0.00
385416	POD FX 3.0 4200 INTEGRATION BUNDLE	\$8,287.20
385417	POD FX 3.0 2400 INTEGRATION BUNDLE	\$8,287.20
385418	POD FX R3 VME PLUS SOFTWARE	\$0.00
385419	POD FX R3 SECURE REMOTE ACCESS LICENSE	\$41.08
385420	POD FX 3.0 VPFM INCREMENTAL LICENSE	\$4.24
385635	POD FX R3 HP BASE SOFTWARE	\$0.00
391515	ASP ISS R4 VSP7200 TOR PLDS PREMIER LICENSE	\$0.00
395870	ASP ISS R3 VM ENTERPRISE TO ENTERPRISE PLUS UPGRADE KIT	\$1,191.60
395871	ASP ISS R3 VM STANDARD TO ENTERPRISE PLUS UPGRADE KIT	\$4,802.40
	<u>PODFx, Tracking</u>	
382573	POD FX R2 VME PLUS SOFTWARE	\$0.00
384699	PODFX ALS QUICKSTART TRAINING /E	\$0.00
390752	PODFX R4 VME PLUS EXT POD SERVER SOFTWARE	\$0.00
390754	PODFX R4 VME PLUS SOFTWARE	\$0.00

Service Category 1 - Avaya IP Office

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>IP Office, Platforms, IP Office, Hardware</u>	
407786631	POWER CORD AUSTRALIA	\$12.88
407790591	POWER CORD INDIA	\$12.88
408161453	POWER CORD ARGENTINA	\$22.40
700213440	IP OFFICE ISDN CABLE RJ45/RJ45 3M RED	\$3.23
700213457	IP OFFICE EXPANSION CABLE RJ45/RJ45 1M BLUE	\$10.24
700213481	IP OFFICE CABLELAN RJ45/RJ45 3M GREY	\$16.00
700289747	IP OFFICE POWER LEAD (EARTHED) UK	\$10.24
700289762	IP OFFICE POWER LEAD (EARTHED) EUROPEAN CEE7/7	\$10.24
700289770	POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA	\$12.16
700293095	IPO LIC DONGLE IP400 FEAT KEY SERIAL KEY SERIAL	\$60.16
700293905	IP OFFICE BARRIER BOX 1U PANEL	\$16.64
700385495	IP OFFICE PHONE BARRIER BOX (101V)	\$53.76
700417231	IP OFFICE IP500 EXTENSION CARD PHONE 8	\$665.60
700417330	IP OFFICE IP500 EXTENSION CARD DIGITAL STATION 8	\$369.92
700417413	IP OFFICE IP500 TRUNK CARD BASIC RATE 4 UNIVERSAL	\$319.36
700417421	IP OFFICE IP500 TRUNK CARD BASIC RATE 8 UNIVERSAL	\$535.04
700417439	IP OFFICE IP500 TRUNK CARD PRIMARY RATE UNIVERSAL SINGLE	\$639.36
700417462	IP OFFICE IP500 TRUNK CARD PRIMARY RATE UNIVERSAL DUAL	\$1,068.80
700426224	IP OFFICEB/5800 IP500 EXPANSION MODULE PHONE 30	\$2,688.00
700429194	IP OFFICE IP500 BLANKING PLATE KIT	\$33.92
700429202	IP OFFICE IP500 RACK MOUNTING KIT	\$40.32
700430150	IP OFFICE IP500 WALL MOUNTING KIT	\$26.24
700431778	IP OFFICE IP500 EXTENSION CARD PHONE 2	\$168.32
700449473	IP OFFICE IP500 EXPANSION MODULE ANALOG TRUNK 16	\$1,683.20
700449507	IP OFFICE IP500 EXPANSION MODULE PHONE 16	\$1,782.40
700458649	IP OFFICE 500 BASIC RATE S0 CONVERTER CABLE	\$33.92
700472871	IP OFFICE EXPANSION CABLE RJ45/RJ45 2M YELLOW	\$13.44
700472889	IP OFFICE IP500 EXPANSION CARD 4 PORT	\$665.60
700476005	IP OFFICE 500 VERSION 2 CONTROL UNIT	\$437.12

700476021	IP OFFICE IP500 VERSION 2 COMBINATION CARD BRI	\$403.84
700479702	IP OFFICE IP500 V2 SYSTEM SD CARD A-LAW	\$33.92
700479710	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW	\$33.92
700500699	IP OFFICE IP500 EXPANSION MODULE DS16A DIGITAL STATION RJ21	\$1,542.40
700500758	IP OFFICE IP500 EXTENSION CARD TCM-8 DIGITAL STATION 8	\$369.92
700501518	IP OFFICE IP500 MEDIA CARD VOICE CODING MODULE 32 TAA	\$605.44
700503100	D160 IP DECT HANDSET WITH CHARGER NORTH AMERICA	\$87.88
700503101	D160 IP DECT HANDSET WITH CHARGER EUROPE	\$87.88
700503104	D100 IP DECT REPEATER NORTH AMERICA	\$70.20
700503164	IP OFFICE IP500 TRUNK ANALOG 4U V2	\$268.80
700503227	9600 DUAL HEADSET ADAPTER KIT	\$21.32
700504031	IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 32 V2	\$117.76
700504032	IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2	\$235.52
700504556	IP OFFICE IP500 V2 COMBO CARD ATM V2	\$403.84
700504587	IPO DEMO KIT CASE LG	\$538.24
700504737	D100 IP DECT BASE STATION NORTH AMERICA	\$128.44
700504738	D100 IP DECT BASE STATION EUROPE	\$128.44
700509377	IP OFFICE IP500 TRUNK CARD T1(J) PRI DUAL	\$639.36
700507449	IP OFFICE UNIFIED COMMUNICATIONS MODULE V2	\$726.40
700504897	IP OFFICE IP500 V2 COMBO CARD ATM4 V2 TAA	\$403.84
700511215	IP OFFICE R10+ POWER HARDWARE DEMO KIT NORTH AMERICA	\$1,360.00
700511216	IP OFFICE R10+ POWER HARDWARE DEMO KIT INTERNATIONAL	\$1,360.00
700515108	IPO IP500 EXPANSION MODULE PHONE 30 TAA	\$2,688.00

IP Office, Platforms, IP Office, Media

700478068	IP OFFICE DVD TEXT TO SPEECH SET	\$12.80
700500528	IP OFFICE DVD R6.0 USER/ADMIN SET MAINTENANCE RELEASE	\$12.80
700504525	IP OFFICE R8.1 ANYWHERE DEMO DVD	\$12.80
700513402	IP OFFICE/IP OFFICE-SELECT R10.1 LX INSTALL DVD	\$12.80
700513403	IP OFFICE/IP OFFICE-SELECT R10.1 VIRTUALIZED LX INSTALL DVD	\$12.80
700513404	IP OFFICE/IP OFFICE-SELECT R10.1 USER/ADMIN DVD	\$12.80
700513657	IP OFFICE/IP OFFICE SELECT R11 LINUX INSTALL DVD	\$13.44
700513658	IP OFFICE/IP OFFICE SELECT R11 VIRTUALIZED LINUX INSTALL DVD	\$13.44
700513659	IP OFFICE/IP OFFICE SELECT R11 USER/ADMIN DVD	\$13.44

IP Office, Platforms, IP Office, Power

405362641	POWER CORD USA	\$12.88
	<u>IP Office, Platforms, IP Office, Software License</u>	
215180	IP OFFICE LICENSE IP500 PRI ADD 2 T1 CHANNELS LIC:CU	\$128.64
308398	IP OFFICE SELECT R9.1 ASIPP VOICEMAIL PRO 2 PLDS LIC:DS	\$672.00
308399	IP OFFICE SELECT R9.1 ASIPP AV IP ENDPT 1 PLDS LIC:CU	\$27.52
308620	IP OFFICE SELECT R9.1 ASIPP SERVER EDITION PLDS LIC:DS	\$1,120.00
339007	IP OFFICE SELECT R9.1 RECEPTIONIST 1 PLDS LIC:CU	\$560.64
339009	IP OFFICE SELECT R9.1 CTI PLDS LIC:DS	\$589.44
339094	IP OFFICE R9.1 SM LINE SIP TRUNK LIC:CU	\$0.00
339141	IP OFFICE SELECT R9.1 VOICEMAIL PRO 2 PLDS LIC:DS	\$1,680.00
339142	IP OFFICE SELECT R9.1 3RD PARTY IP ENDPOINT 1 PLDS LIC:CU	\$158.72
339144	IP OFFICE SELECT R9.1 TAPI WAV RFA 4 PLDS LIC:DS	\$1,891.20
339145	IP OFFICE R9+ ASIPP AVAYA IP ENDPOINT 1 PLDS LIC:CU	\$20.48
339146	IP OFFICE R9+ ASIPP VOICEMAIL PRO 2 PLDS LIC:CU	\$490.24
339149	IP OFFICE SELECT R9.1 TTS PRO LINUX PLDS LIC:DS	\$656.00
339151	IP OFFICE SELECT R9.1 IPSEC VPN PLDS LIC:DS	\$467.20
339153	IP OFFICE SELECT R9.1 CONTACT RECORDER PLDS LIC:DS	\$1,404.80
339154	IP OFFICE SELECT R9.1 SIP TRNK 1 PLDS LIC:CU	\$69.12
339156	IP OFFICE SELECT R9.1 VOICEMAIL PRO UMS 1 PLDS LIC:CU	\$58.88
339158	IP OFFICE SELECT R9.1 IP500 T1 ADD 2CH PLDS LIC:DS	\$177.92
339159	IP OFFICE SELECT R9.1 IP500 E1 ADD 2CH PLDS LIC:DS	\$83.84
339160	IP OFFICE SELECT R9.1 IP500 E1 ADD 8CH PLDS LIC:DS	\$261.76
339161	IP OFFICE SELECT R9.1 IP500 E1 ADD 22CH PLDS LIC:DS	\$561.28
339162	IP OFFICE SELECT R9.1 IP500 E1R2 ADD 2CH PLDS LIC:DS	\$181.76
339163	IP OFFICE SELECT R9.1 IP500 E1R2 ADD 8CH PLDS LIC:DS	\$607.36
339164	IP OFFICE SELECT R9.1 IP500 E1R2 ADD 22CH PLDS LIC:DS	\$1,363.20
339165	IP OFFICE SELECT R9.1 POWER USER 1 PLDS LIC:CU	\$158.72
339168	IP OFFICE SELECT R9.1 OFFICE WORKER TO POWER USER 1 PLDS LIC:CU	\$58.88
339173	IP OFFICE SELECT R9.1 OFFICE WORKER 1 PLDS LIC:CU	\$92.80
339175	IP OFFICE SELECT R9.1 AVAYA IP ENDPOINT 1 PLDS LIC:CU	\$69.12
339183	IP OFFICE SELECT R9.1 SM LINE SIP TRUNK PLDS LIC:CU	\$0.00
339185	IP OFFICE SELECT R9.1 WEB COLLAB USER 1 PLDS LIC:CU	\$45.44
339187	IP OFFICE 3RD PARTY SERVER IPOSS TRACKER	\$0.00
339193	IP OFFICE SELECT R9.1 SERVER EDITION PLDS LIC:DS	\$2,803.20

339194 IP OFFICE SELECT R9.1 VIRTUALIZED SE PLDS LIC:DS	\$3,363.20
339199 IP OFFICE SELECT R9.1 ACCS ENABLEMENT PLDS LIC:DS	\$0.00
339200 IP OFFICE R9.1 AVAYA TTS WINDOWS PLDS LIC:DS	\$462.72
339202 IP OFFICE R9.1 3RD PARTY TTS PLDS LIC:DS	\$264.32
339204 IP OFFICE R9.1 VOICEMAIL PRO UMS 1 PLDS LIC:CU	\$42.88
339206 IP OFFICE R9+ MOBILE TO POWER USER 1 UPLIFT PLDS LIC:CU	\$48.00
339207 IP OFFICE R9+ OFFICE WORKER TO PWR USER 1 UPLIFT PLDS LIC:CU	\$41.60
339209 IP OFFICE BRANCH R9.1 WEBLM PLDS LIC:DS	\$34.56
339210 IP OFFICE R9.1 SM LINE SIP TRUNK PLDS LIC:CU	\$0.00
339211 IP OFFICE BRANCH R9.1 SYSTEM PLDS LIC:DS	\$0.00
339212 IP OFFICE R9.1 ESSENTIAL EDITION PLDS LIC:DS	\$337.92
339213 IP OFFICE R9.1 ESSENTIAL EDITION TRIAL PLDS LIC:DS	\$0.00
339214 IP OFFICE R9.1 PREFERRED VOICEMAIL PRO PLDS LIC:DS	\$1,292.80
339215 IP OFFICE R9.1 PREFERRED VOICEMAIL PRO TRIAL PLDS LIC:DS	\$0.00
339216 IP OFFICE R9.1 SERVER EDITION PLDS LIC:DS	\$2,044.80
339217 IP OFFICE R9.1 VIRTUALIZED SE PLDS LIC:DS	\$2,454.40
339220 IP OFFICE R9.1 SOFTWARE ONLY SERVER EDITION PLDS LIC:DS	\$1,904.00
339223 IP OFFICE CENTRALIZED BRANCH R9.1 UPLIFT PLDS LIC:DS	\$136.32
339224 IP OFFICE R9.1 ACCS ENABLEMENT PLDS LIC:DS	\$0.00
340051 IP OFFICE R9.1 WEB COLLABORATION USER 1 PLDS LIC:CU	\$33.28
370521 IP OFFICE SELECT R9.1 ASIPP VRTULZD SEREVER EDITION PLDS LIC:DS	\$1,347.20
370522 IP OFFICE SELECT R9.1 ASIPP SERVER EDITION RUSSIA PLDS LIC:DS	\$1,120.00
370523 IP OFFICE SELECT R9.1 ASIPP VRTLZD SERVER EDITION RUSSIA PLDS LIC:DS	\$1,347.20
370524 IP OFFICE SELECT MIGRATION R9.1 IP500 E1 ADD 22CH PLDS LIC:DU	\$151.68
370525 IP OFFICE R9.1 ASIPP ESSENTIAL EDITION PLDS LIC:DS	\$135.04
370526 IP OFFICE R9.1 ASIPP PREFERRED VOICEMAIL PRO PLDS LIC:DS	\$517.12
370527 IP OFFICE R9.1 ASIPP SERVER EDITION PLDS LIC:DS	\$819.20
370528 IP OFFICE R9.1 ASIPP VIRTUALIZED SERVER EDITION PLDS LIC:DS	\$982.40
370530 IP OFFICE R9.1 ASIPP VIRTUALIZED SERVER EDITION RUSSIA PLDS LIC:DS	\$819.20
380034 IP OFFICE SELECT MIGRATION R9.1 IP500 E1 ADD 8CH PLDS LIC:DS	\$71.04
380310 IP OFFICE SELECT MIGRATION R9.1 RECEPTIONIST 1 PLDS LIC:CU	\$151.68
380311 IP OFFICE SELECT MIGRATION R9.1 CTI PLDS LIC:DS	\$159.36
380312 IP OFFICE SELECT MIGRATION R9.1 VOICEMAIL PRO 2 PLDS LIC:CU	\$453.12
380313 IP OFFICE SELECT MIGRATION R9.1 3RD PTY IP ENDPOINT 1 PLDS LIC:CU	\$42.88

380314	IP OFFICE SELECT MIGRATION R9.1 TAPI WAV 4 PLDS LIC:CU	\$510.72
380315	IP OFFICE SELECT MIGRATION R9.1 TTS PROLINUX 1 PLDS LIC:CU	\$177.28
380316	IP OFFICE SELECT MIGRATION R9.1 IPSEC VPN PLDS LIC:DS	\$126.08
380317	IP OFFICE SELECT MIGRATION R9.1 CONTACT RECORDER PLDS LIC:DS	\$379.52
380318	IP OFFICE SELECT MIGRATION R9.1 SIP TRUNK 1 PLDS LIC:CU	\$18.56
380319	IP OFFICE SELECT MIGRATION R9.1 VOICEMAIL PRO UMS 1 PLDS LIC:CU	\$16.00
380320	IP OFFICE SELECT MIGRATION R9.1 IP500 T1 ADD 2 CHANNEL PLDS LIC:DS	\$48.00
380321	IP OFFICE SELECT MIGRATION R9.1 IP500 E1 ADD 2 CHANNEL PLDS LIC:DS	\$22.40
380322	IP OFFICE SELECT MIGRATION R9.1 IP500 E1 R2 ADD 2CH PLDS LIC:DS	\$48.64
380323	IP OFFICE SELECT MIGRATION R9.1 POWER USER 1 PLDS LIC:CU	\$42.88
380324	IP OFFICE SELECT MIGRATION R9.1 OFFICE WORKER 1 PLDS LIC:CU	\$24.96
380325	IP OFFICE SELECT MIGRATION R9.1 AVAYA IP ENDPOINT 1 PLDS LIC:CU	\$18.56
380326	IP OFFICE SELECT MIGRATION R9.1 BT RACE PLDS LIC:DS	\$1.32
380327	IP OFFICE SELECT MIGRATION R9.1 VIDEO SOFTPHONE MAC PLDS LIC:CU	\$37.76
380328	IP OFFICE SELECT MIGRATION R9.1 SES MGR LN SIP TRNK PLDS LIC:DS	\$0.00
380329	IP OFFICE SELECT MIGRATION R9.1 WEB COLLAB USER 1 PLDS LIC:CU	\$12.80
380330	IP OFFICE SELECT MIGRATION R9.1 SERVER EDITION PLDS LIC:DS	\$758.40
380331	IP OFFICE SELECT MIGRATION R9.1 VIRTUALIZED SRVR ED PLDS LIC:DS	\$908.80
380335	IP OFFICE SELECT MIGRATION R9.1 ACCS ENABLEMENT PLDS LIC:DS	\$0.00
380778	IP OFFICE SELECT MIGRATION R9.1 IP500 E1 R2 ADD 8CH PLDS LIC:DS	\$163.84
380779	IP OFFICE SELECT MIGRATION R9.1 IP500 E1 R2 ADD 22CH PLDS LIC:DS	\$368.00
380981	IP OFFICE R9.1+ E1/T1 TRACKING	\$0.00
380982	IP OFFICE R9.1+ SIP TRUNKING TRACKING	\$0.00
380983	IP OFFICE R9.1+ SUPPORT ADVANTAGE FOR BRANCH TRACKING	\$0.00
381427	OPERATIONS SUPPORT SYSTEM R1.X	\$0.00
307318	IPO-SELECT R10+ RECEPTIONIST 1 LIC:CU	\$560.64
307320	IPO-SELECT R10+ CTI LIC:DS	\$589.44
307322	IPO-SELECT R10+ VOICEMAIL PRO 2 LIC:DS	\$1,680.00
307325	IPO-SELECT R10+ TAPI WAVE 4 LIC:DS	\$1,891.20
307326	IPO-SELECT 10 AVAYA TTS PRO LINUX PLDS LIC:DS	\$656.00
307327	IPO-SELECT R10+ AVAYA TTS PRO LINUX TRIAL LIC:DS	\$0.00
307328	IPO-SELECT R10+ IPSEC VPN LIC:DS	\$467.20
307330	IPO-SELECT 10 CONTACT RECORDER PLDS LIC:DS	\$1,404.80
307331	IPO-SELECT R10+ CONTACT RECORDER TRIAL LIC:DS	\$0.00

307332 IPO-SELECT R10+ SIP TRUNK 1 LIC:CU	\$69.12
307334 IPO-SELECT R10+ VOICEMAIL PRO UNIFIED MESSAGING SERVER 1 LIC:CU	\$58.88
307335 IPO-SELECT R10+ VOICEMAILPRO UNIFIED MESSAGING SRVR 5TRL LIC:CU	\$0.00
307336 IPO-SELECT R10+ IP500 T1 ADDITIONAL 2CHANNELS LIC:DS	\$177.92
307337 IPO-SELECT R10+ IP500 E1 ADDITONAL 2CHANNELS LIC:DS	\$83.84
307338 IPO-SELECT R10+ IP500 E1 ADDITONAL 8CHANNELS LIC:DS	\$261.76
307339 IPO-SELECT R10+ IP500 E1 ADDITONAL 22CHANNELS LIC:DS	\$561.28
307340 IPO-SELECT R10+ IP500 E1R2 ADDITONAL 2CHANNELS LIC:DS	\$181.76
307341 IPO-SELECT R10+ IP500 E1R2 ADDITONAL 8CHANNELS LIC:DS	\$607.36
307342 IPO-SELECT R10+ IP500 E1R2 ADDITONAL 22CHANNELS LIC:DS	\$1,363.20
307343 IPO-SELECT 10 POWER USER 1 PLDS LIC:CU	\$158.72
307344 IPO-SELECT 10 POWER USER 5 TRIAL PLDS LIC:CU	\$0.00
307345 IPO-SELECT 10 OFFICE WORKER TO POWER USER 1 UPLIFT PLDS LIC:CU	\$58.88
307346 IPO-SELECT 10 OFFICE WORKER 1 PLDS LIC:CU	\$92.80
307347 IPO-SELECT R10+ OFFICE WORKER 5 TRIAL LIC:CU	\$0.00
307350 IPO-SELECT R10+ AVAYA IP ENDPOINT 1 LIC:CU	\$69.12
382508 IP OFFICE R10+ DEMO ADD RECEPTIONIST 1 LIC:CU	\$6.40
382687 IP OFFICE R10+ RECEPTIONIST 1 LIC:CU	\$396.16
382688 IP OFFICE R10+ RECEPTIONIST 5 TRIAL LIC:CU	\$0.00
382689 IP OFFICE R10+ CTI LIC:DS	\$416.64
382753 IP OFFICE R9.1 POWER USER 1 PLDS LIC:CU	\$112.00
382754 IP OFFICE R9.1 TELEWORKER 1 PLDS LIC:CU	\$98.56
382761 IP OFFICE R9.1 MOBILE WORKER 1 PLDS LIC:CU	\$58.88
382762 IP OFFICE R9.1 OFFICE WORKER 1 PLDS LIC:CU	\$65.28
382791 IP OFFICE R10+ ASIPP AVAYA IP ENDPOINT 1 LIC:CU	\$20.48
382792 IP OFFICE R10+ ASIPP VOICEMAIL PRO 2 LIC:CU	\$490.24
382793 IP OFFICE R10 ASIPP ESSENTIAL EDITION PLDS LIC:DS	\$135.04
382794 IP OFFICE R10 ASIPP PREFERRED VOICEMAIL PRO PLDS LIC:DS	\$517.12
382795 IP OFFICE R10 ASIPP SERVER EDITION PLDS LIC:DS	\$819.20
382796 IP OFFICE R10 ASIPP VIRTUALIZED SERVER EDITION PLDS LIC:DS	\$982.40
382802 IPO R10 VOICEMAIL PRO TRACKING	\$0.00
382803 IPO R10 E1/T1 TRACKING	\$0.00
382804 IPO R10 SIP TRUNKING TRACKING	\$0.00
382805 IPO R10 SA FOR BRANCH TRACKING	\$0.00

382914 IPO-SELECT R10+ BT RACE LIC:DS	\$4.63
382917 IPO-SELECT R10+ SESSION MANAGER LINE SIP TRUNK LIC:CU	\$0.00
382918 IPO-SELECT R10+ WEB COLLABORATION USER 1 LIC:CU	\$45.44
382919 IPO-SELECT R10+ WEB COLLABORATION 5 TRIAL LIC:CU	\$0.00
382920 IPO-SELECT 10 SERVER EDITION PLDS LIC:DS	\$2,803.20
382921 IPO-SELECT 10 VIRTUALIZD SERVER EDITION PLDS LIC:DS	\$3,363.20
382922 IPO-SELECT R10 MEDIA ENCRYPTION DISABLEMENT PLDS LIC:DS	\$0.00
382924 IPO-SELECT R10+ ACCS ENABLEMENT LIC:DS	\$0.00
383071 IP OFFICE R10+ VOICEMAIL PRO 2 LIC:CU	\$1,187.20
383072 IP OFFICE R10+ 3RD PARTY IP ENDPOINT 1 LIC:CU	\$112.00
383074 IP OFFICE R10+ TAPI WAVE 4 LIC:CU	\$1,337.60
383075 IP OFFICE R10 AVAYA TTS WINDOWS PLDS LIC:DS	\$462.72
383077 IP OFFICE R10+ 3RD PARTY TTS LIC:DS	\$264.32
383079 IP OFFICE R10 AVAYA TTS PRO LINUX PLDS LIC:CU	\$462.72
383080 IP OFFICE R10+ AVAYA TTS PRO LINUX TRIAL LIC:CU	\$0.00
383081 IP OFFICE R10+ IPSEC VPN LIC:DS	\$330.24
383083 IP OFFICE R10 CONTACT RECORDER PLDS LIC:DS	\$992.00
383084 IP OFFICE R10+ CONTACT RECORDER TRIAL LIC:DS	\$0.00
383085 IP OFFICE R10+ SIP TRUNK 1 LIC:CU	\$49.28
383086 IP OFFICE R10+ SIP TRUNK 5 TRIAL LIC:CU	\$0.00
383087 IP OFFICE R10+ IP500 VOICE NETWORKING 4 LIC:CU	\$459.52
383088 IP OFFICE R10+ IP500 VOICE NETWORKING 4 TRIAL LIC:DS	\$0.00
383089 IP OFFICE R10+ VOICEMAIL PRO UNIFIED MESSAGING SERVER 1 LIC:CU	\$42.88
383090 IP OFFICE R10+ VM PRO UNIFIED MESSAGING SERVER 5 TRIAL LIC:CU	\$0.00
383091 IP OFFICE R10+ IP500 T1 ADDITIONAL 2CHANNELS LIC:CU	\$125.44
383092 IP OFFICE R10+ IP500 E1 ADDITONAL 2CHANNELS LIC:CU	\$59.52
383093 IP OFFICE R10+ IP500 E1 ADDITONAL 8CHANNELS LIC:CU	\$184.96
383094 IP OFFICE R10+ IP500 E1 ADDITONAL 22CHANNELS LIC:CU	\$396.80
383095 IP OFFICE R10+ IP500 E1R2 ADDITONAL 2CHANNELS LIC:CU	\$128.64
383096 IP OFFICE R10+ IP500 E1R2 ADDITONAL 8CHANNELS LIC:CU	\$429.44
383097 IP OFFICE R10+ IP500 E1R2 ADDITONAL 22CHANNELS LIC:CU	\$963.20
383098 IP OFFICE R10 POWER USER 1 PLDS LIC:CU	\$112.00
383100 IP OFFICE R10 MOBILE TO POWER USER 1 UPLIFT PLDS LIC:CU	\$48.00
383101 IP OFFICE R10 OFFICE WORKER TO POWER USER 1 UPLIFT PLDS LIC:CU	\$41.60

383102 IP OFFICE R10 TELEWORKER 1 PLDS LIC:CU	\$98.56
383104 IP OFFICE R10 MOBILE WORKER 1 PLDS LIC:CU	\$58.88
383106 IP OFFICE R10 OFFICE WORKER 1 PLDS LIC:CU	\$65.28
383107 IP OFFICE R10+ OFFICE WORKER 5 TRIAL LIC:CU	\$0.00
383110 IP OFFICE R10+ AVAYA IP ENDPOINT 1 LIC:CU	\$48.00
383111 IP OFFICE R10+ AVAYA IP ENDPOINT 5 TRIAL LIC:CU	\$0.00
383112 IP OFFICE R10+ BT RACE LIC:DS	\$3.30
383113 IP OFFICE R10+ SOFTPHONE 1 LIC:DS	\$98.56
383117 IP OFFICE BRANCH R10 WEBLM PLDS LIC:CU	\$33.28
383118 IP OFFICE BRANCH R10+ CENTRALIZED ENDPOINT LIC:CU	\$0.66
383119 IP OFFICE R10 IP ENDPOINT TO CM R7 CORE SUITE PLDS LIC	\$131.20
383120 IP OFFICE R10+ SESSION MANAGER LINE SIP TRUNK LIC:CU	\$0.00
383121 IP OFFICE R10+ DEMO ADD OFFICE WORKER 1 LIC:CU	\$6.40
383122 IP OFFICE R10+ WEB COLLABORATION USER 1 LIC:CU	\$33.28
383123 IP OFFICE R10+ WEB COLLABORATION 5 TRIAL LIC:CU	\$0.00
383125 IP OFFICE R10 ESSENTIAL EDITION PLDS LIC:DS	\$337.92
383126 IP OFFICE R10 ESSENTIAL EDITION TRIAL PLDS LIC:DS	\$0.00
383127 IP OFFICE R10+ ESSENTIAL EDITION EMBEDDED VM 2CHANNELS LIC:CU	\$264.32
383128 IP OFFICE R10 PREFERRED VOICEMAIL PRO PLDS LIC:DS	\$1,292.80
383129 IP OFFICE R10 PREFERRED VOICEMAIL PRO TRIAL PLDS LIC:DS	\$0.00
383130 IP OFFICE R10 SERVER EDITION PLDS LIC:DS	\$2,044.80
383131 IP OFFICE R10 VIRTUALIZD SERVER EDITION PLDS LIC:DS	\$2,454.40
383132 IP OFFICE R10 MEDIA ENCRYPTION DISABLEMENT PLDS LIC:DS	\$0.00
383134 IP OFFICE R10+ ACCS ENABLEMENT LIC:DS	\$0.00
383150 IP OFFICE SELECT R10+ ASIPP AV IP ENDPT 1 LIC:CU	\$20.48
383151 IP OFFICE SELECT R10+ ASIPP VOICEMAIL PRO 2 LIC:DS	\$490.24
383152 IP OFFICE SELECT R10 ASIPP SERVER EDITION PLDS LIC:DS	\$1,120.00
383153 IP OFFICE SELECT R10 ASIPP VIRTUALIZED SERVER EDITION PLDS LIC:DS	\$1,347.20
383154 IP OFFICE R10+ DEMO BUNDLE IP500V2 LIC:CU,DS	\$32.00
383155 IP OFFICE R10+ DEMO BUNDLE SERVER EDITION/VIRTUALIZED SE LIC:CU,DS	\$32.00
383504 IP OFFICE R10+ DEMO ADD SM LINE SIP TRUNK 1 LIC:CU	\$0.00
383505 IP OFFICE R10+ DEMO ADD SIP TRUNK 1 LIC:CU	\$6.40
383506 IP OFFICE R10+ DEMO ADD VIDEO SOFTPHONE MAC 1 LIC:CU	\$6.40
383507 IP OFFICE R10+ DEMO ADD TTS PRO LINUX 1 LIC:DS	\$208.00

383508 IP OFFICE R10+ DEMO ADD WEB COLLABORATION USER 1 LIC:CU	\$6.40
383509 IP OFFICE R10+ DEMO ADD TTS WINDOWS 1 LIC:DS	\$208.00
383582 IP OFFICE R10+ CTI /E LIC:DS	\$0.00
383583 IP OFFICE R10 CONTACT RECORDER PLDS /E LIC:DS	\$0.00
383584 IP OFFICE R10+ AVAYA IP ENDPOINT 1 /E LIC:CU	\$0.00
383585 IP OFFICE R10+ VOICEMAIL PRO 1 /E LIC:CU	\$0.00
383594 IP OFFICE SELECT R10+ CTI /E LIC:DS	\$0.00
383595 IP OFFICE SELECT R10 CONTACT RECORDER PLDS /E LIC:DS	\$0.00
383596 IP OFFICE SELECT R10+ AVAYA IP ENDPOINT 1 /E LIC:CU	\$0.00
383597 IP OFFICE SELECT R10+ VOICEMAIL PRO 1 /E LIC:DS	\$0.00
383630 IP OFFICE R10+ RECEPTIONIST 1 ADI MIGRATION LIC:CU	\$0.00
383631 IP OFFICE R10+ CTI ADI MIGRATION LIC:DS	\$0.00
383632 IP OFFICE R10+ VOICEMAIL PRO 2 ADI MIGRATION LIC:CU	\$0.00
383633 IP OFFICE R10+ 3RD PARTY IP ENDPOINT 1 ADI MIGRATION LIC:CU	\$0.00
383634 IP OFFICE R10+ TAPI WAVE 4 ADI MIGRATION LIC:CU	\$0.00
383635 IP OFFICE R10 AVAYA TTS WINDOWS ADI MIGRATION LIC:DS	\$0.00
383636 IP OFFICE R10+ 3RD PARTY TTS ADI MIGRATION LIC:DS	\$0.00
383637 IP OFFICE R10 AVAYA TTS PRO LINUX ADI MIGRATION LIC:CU	\$0.00
383638 IP OFFICE R10+ IPSEC VPN ADI MIGRATION LIC:DS	\$0.00
383639 IP OFFICE R10 CONTACT RECORDER ADI MIGRATION LIC:DS	\$0.00
383640 IP OFFICE R10+ SIP TRUNK 1 ADI MIGRATION LIC:CU	\$0.00
383641 IP OFFICE R10+ IP500 VOICE NETWORKING 4 ADI MIGRATION LIC:CU	\$0.00
383642 IP OFFICE R10+ VOICEMAIL PRO UNIFIED MSGNG SRVR 1 ADI MIG LIC:CU	\$0.00
383643 IP OFFICE R10+ IP500 T1 ADDITIONAL 2CHANNELS ADI MIGRATION LIC:CU	\$0.00
383644 IP OFFICE R10+ IP500 E1 ADDITONAL 2CHANNELS ADI MIGRATION LIC:CU	\$0.00
383645 IP OFFICE R10+ IP500 E1R2 ADDITONAL 2CHANNELS ADI MIGRATION LIC:CU	\$0.00
383646 IP OFFICE R10 POWER USER 1 ADI MIGRATION LIC:CU	\$0.00
383647 IP OFFICE R10 TELEWORKER 1 ADI MIGRATION LIC:CU	\$0.00
383648 IP OFFICE R10 MOBILE WORKER 1 ADI MIGRATION LIC:CU	\$0.00
383649 IP OFFICE R10 OFFICE WORKER 1 ADI MIGRATION LIC:CU	\$0.00
383651 IP OFFICE R10+ AVAYA IP ENDPOINT 1 ADI MIGRATION LIC:CU	\$0.00
383652 IP OFFICE R10+ BT RACE ADI MIGRATION LIC:DS	\$0.00
383653 IP OFFICE R10+ SOFTPHONE 1 ADI MIGRATION LIC:DS	\$0.00
383655 IP OFFICE R10+ SESS MANAGER LINE SIP TRUNK ADI MIGRATION LIC:CU	\$0.00

383656 IP OFFICE R10+ WEB COLLABORATION USER 1 ADI MIGRATION LIC:CU	\$0.00
383657 IP OFFICE R10 ESSENTIAL EDITION MIGRATION UPGRADE LIC:DS	\$223.36
383658 IP OFFICE R10+ ESSNTL ED EMBEDDED VM 2CHNNLS ADI MIGRATION LIC:CU	\$0.00
383659 IP OFFICE R10 PREFERRED VOICEMAIL PRO MIGRATION UPGRADE LIC:DS	\$147.20
383660 IP OFFICE R10 SERVER EDITION ADI MIGRATION UPG LIC:DS	\$479.36
383661 IP OFFICE R10+ DEMO ADD 3RD PARTY IP ENDPOINT 1 LIC:CU	\$6.40
383663 IP OFFICE R10+ ACCS ENABLEMENT ADI MIGRATION LIC:DS	\$0.00
383664 IP OFFICE SELECT R10+ RECEPTIONIST UPLIFT LIC:CU	\$164.48
383665 IP OFFICE SELECT R10+ CTI UPLIFT LIC:DS	\$172.80
383666 IP OFFICE SELECT R10+ VOICEMAIL PRO 1 UPLIFT LIC:CU	\$246.40
383667 IP OFFICE SELECT R10+ 3RD PARTY IP ENDPOINT 1 UPLIFT LIC:CU	\$46.72
383668 IP OFFICE SELECT R10+ TAPI WAV 1 UPLIFT LIC:CU	\$138.24
383669 IP OFFICE SELECT R10 TTS PROLINUX 1 UPLIFT PLDS LIC:CU	\$193.28
383670 IP OFFICE SELECT R10+ IPSEC VPN UPLIFT LIC:DS	\$136.96
383671 IP OFFICE SELECT R10 CONTACT RECORDER UPLIFT PLDS LIC:DS	\$412.80
383672 IP OFFICE SELECT R10+ SIP TRUNK 1 UPLIFT LIC:CU	\$19.84
383673 IP OFFICE SELECT R10+ VOICEMAIL PRO UMS 1 UPLIFT LIC:CU	\$16.00
383674 IP OFFICE SELECT R10+ IP500 T1 ADD 1 CHANNEL UPLIFT LIC:DS	\$26.24
383675 IP OFFICE SELECT R10+ IP500 E1 ADD 1 CHANNEL UPLIFT LIC:DS	\$9.60
383678 IP OFFICE SELECT R10 IP500 E1 R2 ADD 1 CHANNEL UPLIFT PLDS LIC:DS	\$22.40
383681 IP OFFICE SELECT R10 POWER USER 1 UPLIFT PLDS LIC:CU	\$46.72
383682 IP OFFICE SELECT R10 OFFICE WORKER 1 UPLIFT PLDS LIC:CU	\$27.52
383683 IP OFFICE SELECT R10+ AVAYA IP ENDPOINT 1 UPLIFT LIC:CU	\$19.84
383684 IP OFFICE SELECT R10+ BT RACE UPLIFT LIC:DS	\$1.32
383685 IP OFFICE SELECT R10 VIDEO SOFTPHONE MAC UPLIFT PLDS LIC:CU	\$37.76
383686 IP OFFICE SELECT R10+ SES MGR LN SIP TRNK UPLIFT LIC:DS	\$0.00
383687 IP OFFICE SELECT R10+ WEB COLLAB USER 1 UPLIFT LIC:CU	\$12.16
383688 IP OFFICE SELECT R10 SERVER EDITION UPLIFT PLDS LIC:DS	\$758.40
383689 IP OFFICE SELECT R10 VIRTUALIZED SRVR ED UPLT PLDS LIC:DS	\$908.80
383691 IP OFFICE R10+ DEMO ADD AVAYA IP ENDPOINT 1 LIC:CU	\$6.40
383693 IP OFFICE SELECT R10+ ACCS ENABLEMENT UPLIFT LIC:DS	\$0.00
383695 IP OFFICE SELECT R10 MEDIA ENCRYP DISABLEMENT UPLIFT PLDS LIC:DS	\$0.00
383696 IP OFFICE R10+ RECEPTIONIST 1 UPGRADE PLDS LIC:CU	\$0.00
383697 IP OFFICE R10+ CTI UPGRADE LIC:DS	\$0.00

383698 IP OFFICE R10+ VOICEMAIL PRO 1 UPGRADE LIC:CU	\$0.00
383699 IP OFFICE R10+ 3RD PARTY IP ENDPOINT 1 UPGRADE LIC:CU	\$0.00
383700 IP OFFICE R10+ TAPI WAVE 1 UPGRADE LIC:CU	\$0.00
383701 IP OFFICE R10 AVAYA TTS WINDOWS UPGRADE PLDS LIC:DS	\$0.00
383702 IP OFFICE R10+ 3RD PARTY TTS UPGRADE LIC:DS	\$0.00
383703 IP OFFICE R10 AVAYA TTS PRO LINUX PLDS UPGRADE LIC:CU	\$0.00
383704 IP OFFICE R10+ IPSEC VPN UPGRADE LIC:DS	\$0.00
383705 IP OFFICE R10 CONTACT RECORDER UPGRADE PLDS LIC:DS	\$0.00
383706 IP OFFICE R10+ SIP TRUNK 1 UPGRADE LIC:CU	\$0.00
383707 IP OFFICE R10+ IP500 VOICE NETWORKING 1 UPGRADE LIC:CU	\$0.00
383708 IP OFFICE R10+ VM PRO UNIFIED MSSGNG SERVER 1 UPGRADE LIC:CU	\$0.00
383709 IP OFFICE R10+ IP500 T1 ADDITIONAL 1 CHANNEL UPGRADE LIC:CU	\$0.00
383710 IP OFFICE R10+ IP500 E1 ADDITONAL 1 CHANNEL UPGRADE LIC:CU	\$0.00
383711 IP OFFICE R10+ TELEWORKER TO POWER USER 1 UPLIFT LIC:CU	\$19.84
383713 IP OFFICE R10+ IP500 E1R2 ADDITONAL 1 CHANNEL UPGRADE LIC:CU	\$0.00
383714 IP OFFICE R10 BASIC EDITION PLDS LIC:DS	\$0.00
383715 IP OFFICE R10 BASIC EDITION MIGRATION UPGRADE PLDS LIC:DS	\$64.00
383716 IP OFFICE R10 POWER USER 1 UPGRADE PLDS LIC:CU	\$0.00
383717 IP OFFICE R10 TELEWORKER 1 PLDS UPGRADE LIC:CU	\$0.00
383718 IP OFFICE R10 MOBILE WORKER 1 UPGRADE PLDS LIC:CU	\$0.00
383719 IP OFFICE R10 OFFICE WORKER 1 UPGRADE PLDS LIC:CU	\$0.00
383720 IP OFFICE R10+ AVAYA IP ENDPOINT 1 UPGRADE LIC:CU	\$0.00
383721 IP OFFICE R10+ BT RACE UPGRADE LIC:DS	\$0.00
383722 IP OFFICE R10+ SOFTPHONE 1 UPGRADE LIC:DS	\$0.00
383724 IP OFFICE BRANCH R10 WEBLM UPGRADE PLDS LIC:CU	\$12.80
383725 IP OFFICE BRANCH R10+ CENTRALIZED ENDPOINT UPGRADE LIC:CU	\$0.00
383726 IP OFFICE R10+ SESSION MANAGER LINE SIP TRUNK UPGRADE LIC:CU	\$0.00
383727 IP OFFICE R10+ DEMO ADD POWER USER 1 LIC:CU	\$6.40
383728 IP OFFICE R10+ WEB COLLABORATION USER 1 UPGRADE LIC:CU	\$0.00
383729 IP OFFICE R10 ESSENTIAL EDITION UPGRADE PLDS LIC:DS	\$223.36
383730 IP OFFICE R10+ ESSENTIAL ED EMBEDDED VM 1 CH UPGRADE LIC:CU	\$0.00
383731 IP OFFICE R10 PREFERRED VOICEMAIL PRO UPGRADE PLDS LIC:DS	\$147.20
383732 IP OFFICE R10 SEVER EDITION/VIRUATLIZED PLDS UPGRADE PLDS LIC:DS	\$479.36
383734 IP OFFICE R10+ DEMO ADD MOBILE WORKER 1 LIC:CU	\$6.40

383735 IP OFFICE R10+ ACCS ENABLEMENT UPGRADE LIC:DS	\$0.00
383738 IP OFFICE SELECT R10+ RECEPTIONIST 1 UPGRADE LIC:CU	\$0.00
383739 IP OFFICE SELECT R10+ CTI UPGRADE LIC:DS	\$0.00
383740 IP OFFICE SELECT R10+ VOICEMAIL PRO 1 UPGRADE LIC:DS	\$0.00
383741 IP OFFICE SELECT R10+ 3RD PARTY IP ENDPOINT 1 UPGRADE LIC:CU	\$0.00
383742 IP OFFICE SELECT R10+ TAPI WAVE 1 UPGRADE LIC:DS	\$0.00
383743 IP OFFICE SELECT R10 AVAYA TTS PRO LINUX UPGRADE PLDS LIC:DS	\$0.00
383744 IP OFFICE SELECT R10+ IPSEC VPN UPGRADE LIC:DS	\$0.00
383745 IP OFFICE SELECT R10 CONTACT RECORDER UPGRADE PLDS LIC:DS	\$0.00
383746 IP OFFICE SELECT R10+ SIP TRUNK 1 UPGRADE LIC:CU	\$0.00
383747 IPO-SELECT R10+ VM PRO UNIFIED MESSAGING SRVR 1 UPGRADE LIC:CU	\$0.00
383748 IPO-SELECT R10+ IP500 T1 ADDITIONAL 1 CHANNEL UPGRADE LIC:DS	\$0.00
383749 IPO-SELECT R10+ IP500 E1 ADDITONAL 1 CHANNEL UPGRADE LIC:DS	\$0.00
383752 IPO-SELECT R10+ IP500 E1R2 ADDITONAL 1 CHANNEL UPGRADE LIC:DS	\$0.00
383755 IP OFFICE SELECT R10 POWER USER 1 UPGRADE PLDS LIC:CU	\$0.00
383756 IP OFFICE SELECT R10 OFFICE WORKER 1 UPGRADE PLDS LIC:CU	\$0.00
383757 IP OFFICE SELECT R10+ AVAYA IP ENDPOINT 1 UPGRADE LIC:CU	\$0.00
383758 IP OFFICE SELECT R10+ BT RACE UPGRADE LIC:DS	\$0.00
383760 IPO-SELECT R10+ SESSION MANAGER LINE SIP TRUNK UPGRADE LIC:CU	\$0.00
383761 IP OFFICE SELECT R10+ WEB COLLABORATION USER 1 UPGRADE LIC:CU	
383762 IP OFFICE SELECT R10 SE/VRTLZD UPGRADE PLDS LIC:DS	\$624.00
383764 IP OFFICE R10+ DEMO ADD TELEWORKER 1 LIC:CU	\$6.40
383766 IP OFFICE SELECT R10+ ACCS ENABLEMENT UPGRADE LIC:DS	\$0.00
385535 IP OFFICE R9+ IP ENDPOINT TO CM R7 CORE SUITE PLDS LIC	\$106.60
385844 IP OFFICE BRANCH R10 WEBLM ENTITLED UPGRADE PLDS LIC:CU	\$0.00
385845 IP OFFICE SELECT 10 SERVER EDVRTLZD ENTITLED UPGRADE PLDS LIC:DS	\$0.00
386883 IP OFFICE-SELECT R10 AVAYA IP ENDPOINT 1 MIGRATION LIC:CU	\$0.00
386996 IPO R10 PREFERRED VOICEMAIL PRO MIGRATION ENTITLE UPG LIC:CU	\$0.00
393089 IP OFFICE R10 VRTLZD SERVER EDITION ENTITLED ADI MIG LIC:DS	\$0.00
393284 IP OFFICE R10 VIRTUALIZED SERVER EDITION ADI MIGRATION LIC:DS	\$479.36
393290 IP OFFICE R10+ INTEGRATED CONTACT REPORTER AGENT 1 LIC:CU	\$0.00
393291 IP OFFICE R10+ INTEGRATED CONTACT REPORTER SUPERVISOR 1 LIC:CU	\$0.00
393292 IP OFFICE R10+ INTEGRATED CONTACT REPORTER AGENT 1 DEMO LIC:CU	\$6.40
393293 IP OFFICE R10+ INTEGRATED CNTCT REPORTER SUPERVISOR 1 DEMO LIC:CU	\$6.40

393296 IP OFFICE R10+ MEDIA MANAGER LIC:DS	\$764.80
393297 IP OFFICE SELECT R10+ MEDIA MANAGER LIC:DS	\$1,184.00
394191 IP OFFICE SELECT R10+ INTEGRATED CONTACT REPORTER AGENT 1 LIC:CU	\$0.00
394192 IP OFFICE SELECT R10+ INTEGCR SUPERVISOR 1 LIC:CU	\$0.00
394193 IP OFFICE R10+ INTEGCR AGENT TO SELECT UPLIFT LIC:CU	\$0.00
394194 IP OFFICE R10+ INTEGCR SUPERVISOR TO SELECT UPLIFT LIC:CU	\$0.00
394195 IP OFFICE R10+ MEDIA MANAGER TO SELECT UPLIFT LICENSE LIC:DS	\$425.60
394196 IP OFFICE R10+ MEDIA MANAGER DEMO LICENSE LIC:DS	\$6.40
394398 MEDIAL R5.0 BASIC PACKET SECOM LICENSE LIC:CU	\$2,028.00
394399 MEDIAL R5.0 EXT PACKET A SECOM LICENSE LIC:CU	\$1,521.00
394810 MEDIAL R5.0 EXT PACKET B SECOM LICENSE LIC:CU	\$3,042.00
395894 IP OFFICE R10 SERVER EDITION TO VIRTUALIZED SE UPLIFT LIC:DS	\$409.60
395895 IP OFFICE SELECT R10 SERVER EDITION TO VIRTUALIZED SE UPLIFT LIC:DS	\$560.00
396278 IP OFFICE R11 TELEWORKER TO POWER USER 1 UPLIFT PLDS LIC:CU	\$20.48
396279 IP OFFICE R11 MEDIA ENCRYPTION DISABLEMENT UPGRADE LIC:DS	\$0.00
396314 IP OFFICE R11 AVAYA TTS WINDOWS LIC:DS	\$462.72
396315 IP OFFICE R11 AVAYA TTS PROLINUX LIC:CU	\$462.72
396316 IP OFFICE R11 POWER USER 1 LIC:CU	\$112.00
396317 IP OFFICE R11 POWER USER 5 TRIAL LIC:CU	\$0.00
396318 IP OFFICE R11 MOBILE TO POWER USER 1 UPLIFT LIC:CU	\$48.00
396319 IP OFFICE R11 OFFICE WORKER TO POWER USER 1 UPLIFT LIC:CU	\$41.60
396440 IP OFFICE R11 TELEWORKER 1 LIC:CU	\$98.56
396441 IP OFFICE R11 MOBILE WORKER 1 LIC:CU	\$58.88
396442 IP OFFICE R11 OFFICE WORKER 1 LIC:CU	\$65.28
396444 IP OFFICE R11 BASIC EDITION LIC:DS	\$0.00
396445 IP OFFICE R11 ESSENTIAL EDITION LIC:DS	\$337.92
396446 IP OFFICE R11 ESSENTIAL EDITION TRIAL LIC:DS	\$0.00
396447 IP OFFICE R11 PREFERRED VOICEMAIL PRO LIC:DS	\$1,292.80
396448 IP OFFICE R11 PREFERRED VOICEMAIL PRO TRIAL LIC:DS	\$0.00
396449 IP OFFICE R11 SERVER EDITION LIC:DS	\$2,044.80
396450 IP OFFICE R11 VIRTUALIZED SERVER EDITION LIC:DS	\$2,454.40
396451 IP OFFICE R11 MEDIA ENCRYPTION DISABLEMENT LIC:DS	\$0.00
396452 IP OFFICE R11 BRANCH WEBLM PLDS LIC:CU	\$33.28
396453 IP OFFICE R11 IP ENDPOINT TO CM R7 CORE SUITE PLDS LIC:NU,CU,SR	\$106.60

396454 IP OFFICE R11 VOICEMAIL PRO TRACKING	\$0.00
396455 IP OFFICE R11 E1/T1 TRACKING	\$0.00
396456 IP OFFICE R11 SIP TRUNKING TRACKING	\$0.00
396457 IP OFFICE R11 SA FOR BRANCH TRACKING	\$0.00
396458 IP OFFICE R11 BRANCH WEBLM UPGRADE PLDS LIC:CU	\$12.80
396459 IP OFFICE R11 BRANCH WEBLM ENTITLED UPGRADE PLDS LIC:CU	\$0.00
396460 IP OFFICE R11 ASIPP ESSENTIAL EDITION LIC:DS	\$135.04
396461 IP OFFICE R11 ASIPP PREFERRED VOICEMAIL PRO LIC:DS	\$517.12
396462 IP OFFICE R11 ASIPP SERVER EDITION LIC:DS	\$819.20
396463 IP OFFICE R11 ASIPP VIRTUALIZED SERVER EDITION LIC:DS	\$982.40
396464 IP OFFICE R10+ MEDIA MANAGER /E LIC:DS	\$0.00
396465 IP OFFICE R11 AVAYA TTS WINDOWS ADI MIGRATION LIC:DS	\$0.00
396466 IP OFFICE R11 AVAYA TTS PROLINUX ADI MIGRATION LIC:CU	\$0.00
396467 IP OFFICE R11 POWER USER 1 ADI MIGRATION LIC:CU	\$0.00
396468 IP OFFICE R11 TELEWORKER 1 ADI MIGRATION LIC:CU	\$0.00
396469 IP OFFICE R11 MOBILE WORKER 1 ADI MIGRATION LIC:CU	\$0.00
396470 IP OFFICE R11 OFFICE WORKER 1 ADI MIGRATION LIC:CU	\$0.00
396472 IP OFFICE R11 BASIC EDITION MIGRATION UPGRADE LIC:DS	\$64.00
396473 IP OFFICE R11 BASIC EDITION MIGRATION ENTITLE UPGRADE LIC:DS	\$0.00
396474 IP OFFICE R11 ESSENTIAL EDITION MIGRATION UPGRADE LIC:DS	\$223.36
396475 IP OFFICE R11 ESSENTIAL EDITION MIGRATION ENTITLE UPGRADE LIC:DS	\$0.00
396476 IP OFFICE R11 PREFERRED VOICEMAIL PRO MIGRATION UPGRADE LIC:DS	\$147.20
396477 IP OFFICE R11 PREFERRED VOICEMAIL PRO MIGRATION ENTITLE UPG LIC:CU	\$0.00
396478 IP OFFICE R11 VIRTUALIZED SERVER EDITION ADI MIGRATION LIC:DS	\$479.36
396479 IP OFFICE R11 VIRTUALIZED SERVER EDITION ENTITLED ADI MIG LIC:DS	\$0.00
396480 IP OFFICE R11 SERVER EDITION ADI MIGRATION UPGRADE LIC:DS	\$479.36
396481 IP OFFICE R11 SERVER EDITION ADI MIGRATION ENTITLE UPG LIC:DS	\$0.00
396482 IP OFFICE R10+ MEDIA MANAGER ADI MIGRATION LIC:DS	\$0.00
396483 IP OFFICE R11 AVAYA TTS WINDOWS UPGRADE LIC:DS	\$0.00
396484 IP OFFICE R11 AVAYA TTS PROLINUX UPGRADE LIC:CU	\$0.00
396485 IP OFFICE R11 POWER USER 1 UPGRADE LIC:CU	\$0.00
396486 IP OFFICE R11 TELEWORKER 1 UPGRADE LIC:CU	\$0.00
396487 IP OFFICE R11 MOBILE WORKER 1 UPGRADE LIC:CU	\$0.00
396488 IP OFFICE R11 OFFICE WORKER 1 UPGRADE LIC:CU	\$0.00

396490 IP OFFICE R11 BASIC EDITION UPGRADE LIC:DS	\$64.00
396491 IP OFFICE R11 ESSENTIAL EDITION UPGRADE LIC:DS	\$223.36
396492 IP OFFICE R11 PREFERRED VOICEMAIL PRO UPGRADE LIC:DS	\$147.20
396493 IP OFFICE R11 SERVER EDITION/VIRTUALIZED UPGRADE LIC:DS	\$479.36
396494 IP OFFICE R11 CONTACT RECORDER TO MEDIA MANAGER UPGRADE LIC:DS	\$0.00
396495 IP OFFICE SELECT R11 TTS PROLINEX 1 UPLIFT LIC:CU	\$193.28
396496 IP OFFICE SELECT R11 POWER USER 1 UPLIFT LIC:CU	\$46.72
396497 IP OFFICE SELECT R11 OFFICE WORKER 1 UPLIFT LIC:CU	\$27.52
396499 IP OFFICE SELECT R11 SERVER EDITION UPLIFT LIC:DS	\$758.40
396500 IP OFFICE SELECT R11 VIRTUALIZED SRVR ED UPLT LIC:DS	\$908.80
396501 IP OFFICE SELECT R11 MEDIA ENCRYPTION DISABLEMENT UPLIFT LIC:DS	\$0.00
396502 IP OFFICE-SELECT R11 AVAYA TTS PROLINEX LIC:DS	\$656.00
396503 IP OFFICE-SELECT R11 POWER USER 1 LIC:CU	\$158.72
396504 IP OFFICE-SELECT R11 POWER USER 5 TRIAL LIC:CU	\$0.00
396505 IP OFFICE-SELECT R11 OFFICE WORKER TO POWER USER 1 UPLIFT LIC:CU	\$58.88
396506 IP OFFICE-SELECT R11 OFFICE WORKER 1 LIC:CU	\$92.80
396508 IP OFFICE-SELECT R11 SERVER EDITION LIC:DS	\$2,803.20
396509 IP OFFICE-SELECT R11 VIRTUALIZED SERVER EDITION LIC:DS	\$3,363.20
396510 IP OFFICE-SELECT R11 MEDIA ENCRYPTION DISABLEMENT LIC:DS	\$0.00
396511 IP OFFICE SELECT R11 ASIPP SERVER EDITION LIC:DS	\$1,120.00
396512 IP OFFICE SELECT R11 ASIPP VIRTUALIZED SERVER EDITION LIC:DS	\$1,347.20
396513 IP OFFICE SELECT R10+ MEDIA MANAGER /E LIC:DS	\$0.00
396515 IP OFFICE SELECT R11 AVAYA TTS PROLINEX UPGRADE LIC:DS	\$0.00
396516 IP OFFICE SELECT R11 POWER USER 1 UPGRADE LIC:CU	\$0.00
396517 IP OFFICE SELECT R11 OFFICE WORKER 1 UPGRADE LIC:CU	\$0.00
396519 IP OFFICE SELECT R11 SERVER EDITION/VIRTUALIZED UPGRADE LIC:DS	\$624.00
396520 IP OFFICE SELECT R11 CONTACT RECORDER TO MEDIA MANAGER UPG LIC:DS	\$0.00
396538 IP OFFICE R11 SERVER EDITION TO VIRTUALIZD SERVER ED UPLIFT LIC:DS	\$409.60
396539 IP OFFICE SELECT R11 SERVER EDITION TO VIRTUALIZD SE UPLIFT LIC:DS	\$560.00
396590 IP OFFICE R9+ SERVER EDITION TO VIRTUALIZED SE UPLIFT LIC:DS	\$409.60
396591 IP OFFICE SELECT R9+ SERVER EDITION TO VIRTUALIZED SE UPLIFT LIC:DS	\$560.00
396690 IP OFFICE SELECT R11 MEDIA ENCRYPTION DISABLEMENT UPGRADE LIC:DS	\$0.00
399510 AVAYA CALL REPORTING 1-100 USERS LIC:CU	\$1,187.84
399511 AVAYA CALL REPORTING 1-250 USERS LIC:CU	\$2,227.84

399512 AVAYA CALL REPORTING 1-500 USERS LIC:CU	\$3,715.20
399513 AVAYA CALL REPORTING 1-1000 USERS LIC:CU	\$4,457.60
399514 AVAYA CALL REPORTING 1-2000 USERS LIC:CU	\$7,430.40
399516 AVAYA CALL REPORTING EXPANSION FROM 100-250 USERS LIC:CU	\$1,040.64
399517 AVAYA CALL REPORTING EXPANSION FROM 250-500 USERS LIC:CU	\$1,488.00
399518 AVAYA CALL REPORTING EXPANSION FROM 500-1000 USERS LIC:CU	\$745.60
399519 AVAYA CALL REPORTING EXPANSION FROM 1000-2000 USERS LIC:CU	\$2,972.80
399522 AVAYA CALL REPORTING CUSTOM REPORTS LIC:CU	\$1,187.84
399523 AVAYA CALL REPORTING RECORDING LIBRARY LIC:CU	\$1,187.84
399524 AVAYA CALL REPORTING REALTIME AGENT SEAT LIC:CU	\$221.44
399525 AVAYA CALL REPORTING DASHBOARD SEAT LIC:CU	\$147.20
399526 AVAYA CALL REPORTING SKILLS BASED AGENT LIC:CU	\$221.44
399527 AVAYA CALL REPORTING CONTACT CENTER VOICE AGENT BUNDLE LIC:CU	\$384.00
399528 AVAYA CALL REPORTING QUEUED CALLBACK BASE LICENSE LIC:CU	\$2,227.84
399529 AVAYA CALL REPORTING ADDITIONAL QUEUED CALLBACK PORT LIC:CU	\$297.60
399530 AVAYA CALL REPORTING 1-100 USERS GLOBAL LIC:CU	\$1,187.84
399531 AVAYA CALL REPORTING 1-250 USERS GLOBAL LIC:CU	\$2,227.84
399532 AVAYA CALL REPORTING 1-500 USERS GLOBAL LIC:CU	\$3,715.20
399533 AVAYA CALL REPORTING RECORDING PORT LIC:CU	\$297.60
399547 AVAYA CALL REPORTING 1-1000 USERS GLOBAL LIC:CU	\$4,457.60
399548 AVAYA CALL REPORTING 1-2000 USERS GLOBAL LIC:CU	\$7,430.40
399549 AVAYA CALL REPORTING EXPANSION FROM 100-250 USERS GLOBAL LIC:CU	\$1,040.64
399550 AVAYA CALL REPORTING EXPANSION FROM 250-500 USERS GLOBAL LIC:CU	\$1,488.00
399551 AVAYA CALL REPORTING EXPANSION FROM 500-1000 USERS GLOBAL LIC:CU	\$745.60
399552 AVAYA CALL REPORTING EXPANSION FROM 1000-2000 USERS GLOBAL LIC:CU	\$2,972.80
399554 AVAYA CALL REPORTING CUSTOM REPORTS GLOBAL LIC:CU	\$1,187.84
399555 AVAYA CALL REPORTING RECORDING LIBRARY GLOBAL LIC:CU	\$1,187.84
399556 AVAYA CALL REPORTING REALTIME AGENT SEAT GLOBAL LIC:CU	\$221.44
399557 AVAYA CALL REPORTING DASHBOARD SEAT GLOBAL LIC:CU	\$147.20
399558 AVAYA CALL REPORTING SKILLS BASED AGENT GLOBAL LIC:CU	\$221.44
399559 AVAYA CALL REPORTING CONTACT CENTER VOICE AGENT BUNDLE GLOBAL LIC:CU	\$384.00
399560 AVAYA CALL REPORTING QUEUED CALLBACK BASE LICENSE GLOBAL LIC:CU	\$2,227.84
399561 AVAYA CALL REPORTING ADDITIONAL QUEUED CALLBACK PORT GLOBAL LIC:CU	\$297.60
399562 AVAYA CALL REPORTING RECORDING PORT GLOBAL LIC:CU	\$297.60

399771 IP OFFICE R10+ FULL STACK GLOBAL DEMO PURCHASE PROG DEMO LIC BNDL	\$620.00
400131 AVAYA CALL REPORTING MULTIMEDIA	\$230.40
400279 AVAYA CALL REPORTING MULTIMEDIA GLOBAL	\$230.40
401543 IP OFFICE R11 DEMO BUNDLE SMALL LIC:CU,DS	\$32.00
<u>IP Office, Platforms, IP Office, Tracking</u>	
339197 IP OFFICE SELECT R9.1 VIRTUALIZED APP SERVER TRACKER	\$0.00
388573 MCB AVAYA ORDER NEW	\$0.00
388574 MCB AVAYA ORDER ADDITIONS	\$0.00
390329 IP OFFICE R10 500V2 CLOUD SERVER TRACKING	\$0.00
400953 SIP FOR PARTNERS TRACKING	\$0.00
<u>IP Office, Platforms, IP Office 500, Hardware</u>	
700501510 IP OFFICE 500 VERSION 2 CONTROL UNIT TAA	\$437.12
700501511 IP OFFICE 500 EXPANSION MODULE ANALOG TRUNK 16 TAA	\$1,683.20
700501512 IP OFFICE IP500 EXTENSION CARD DIGITAL STATION 8 TAA	\$369.92
700501514 IP OFFICE 500 TRUNK CARD PRIMARY RATE UNIVERSAL SINGLE TAA	\$639.36
700501515 IP OFFICE IP500 TRUNK CARD BASIC RATE 4 UNIVERSAL TAA	\$319.36
700501516 IP OFFICE 500 EXPANSION MODULE DIGITAL STATION 16 TAA	\$1,542.40
700501517 IP OFFICE 500 TRUNK CARD PRIMARY RATE UNIVERSAL DUAL TAA	\$1,068.80
700503160 IP OFFICE IP500 WALL MOUNTING KIT V3	\$50.56
700511093 IP OFFICE IP500 DIGITAL STATION 16B V2 RJ45	\$1,513.60
700511094 IP OFFICE IP500 DIGITAL STATION 30B V2 RJ45	\$2,492.80
700514248 R220/R230 1 TB 7200 HARD DISK DRIVE FRU	\$656.00
700514259 R220/R230 2 TB 7200 HARD DISK DRIVE FRU	\$656.00
<u>IP Office, Platforms, IP Office 500, Software License</u>	
273733 IP OFFICE VIRTUALIZED APPLICATION SERVER TRACKING	\$0.00
273780 IP OFFICE R9+ TRACKING FOR BRANCH DEPLOYMENT	\$0.00
273783 IP OFFICE R9+ 3RD PARTY IP ENDPOINT 1 PLDS LIC:CU	\$112.00
273900 IP OFFICE R9+ AVAYA IP ENDPOINT 1 PLDS LIC:CU	\$49.28
273913 IP OFFICE R9 ESSENTIAL EDITION PLDS LIC:DS	\$327.04
273916 IP OFFICE R9+ IP500 E1 ADD 2 CHANNEL PLDS LIC:CU	\$59.52
273919 IP OFFICE R9+ IP500 E1R2 ADD 2 CHANNEL PLDS LIC:CU	\$128.64
273921 IP OFFICE R9+ IP500 T1 ADD 2 CHANNEL PLDS LIC:CU	\$125.44
273941 IP OFFICE R9+ SIP TRUNK 1 PLDS LIC:CU	\$49.28
273945 IP OFFICE R9+ SOFTPHONE PLDS LIC:DS	\$98.56

302400 IPO R9 SA FOR BRANCH TRACKING	\$0.00
306495 IP OFFICE R9 IPO CONTACT CENTER VOICE AGENT LIC:DS	\$428.80
306496 IP OFFICE R9 IPO CONTACT CENTER MULTI CHANNEL AGT LIC:DS	\$257.28
306497 IP OFFICE R9 IPO CONTACT CENTER SUPERVISOR LIC:DS	\$771.20
<u>IP Office, Platforms, IP Office Core, Software License</u>	
271162 IPO R9 E1/T1 TRACKING	\$0.00
271163 IPO R9 SIP TRUNKING TRACKING	\$0.00
273978 IP OFFICE BRANCH R9+ CENTRALIZED ENDPOINT PLDS LICENSE LIC:CU	\$0.66
<u>IP Office, Applications, IP Office Compact Contact Center, Software License</u>	
308392 IP OFFICE R9+ IP OFFICE CONTACT CENTER BASE SERVER EDITION LIC:DS	\$1,443.20
308393 IP OFFICE R9+ IP OFFICE CONTACT CENTER BASE IP500 V2 TO SE LIC:DS	\$0.00
308394 IP OFFICE R9+ IP OFFICE CONTACT CENTER BASE IP500 V2 LIC:DS	\$1,443.20
308395 IP OFFICE R9+ IP OFFICE CONTACT CENTER MULTI CHANNEL AGENT LIC:DS	\$257.28
308396 IP OFFICE R9+ SELECT IPO CONTACT CENTER MULTI CHANNEL AGENT LIC:DS	\$257.28
308397 IP OFFICE R9+ IP OFFICE CONTACT CENTER SUPERVISOR LIC:DS	\$771.20
339498 IP OFFICE R9+ SELECT IP OFFICE CONTACT CENTER SUPERVISOR LIC:DS	\$771.20
339499 IP OFFICE R9+ IP OFFICE CONTACT CENTER VOICE AGENT LIC:DS	\$428.80
339550 IP OFFICE R9+ SELECT IPO CONTACT CENTER VOICE AGENT LIC:DS	\$428.80
339552 IP OFFICE R9+ SELECT IPO CONTACT CENTER BASE SERVER EDITION LIC:DS	\$1,443.20
339553 IP OFFICE R9+ IPO CONTACT CENTER IP500 V2 TO SE SELECT LIC:DS	\$0.00
380171 IPOFFICE MIG R9+ IP OFFICE CONTACT CENTER BASE SRVR EDITION LIC:DS	\$793.60
380172 IP OFFICE MIG R9+ IP OFFICE CONTACT CENTER BASE IP500 V2 LIC:DS	\$793.60
380173 IP OFFICE MIGRATION R9+ IP OFFICE CONTACT CENTER SUPERVISOR LIC:DS	\$424.32
380174 IP OFFICE MIGRATION R9+ IP OFFICE CONTACT CENTER VCE AGENT LIC:DS	\$236.16
380801 IP OFFICE R9+ IP OFFICE FOR CONTACT CENTER WALLBOARD USER LIC:DS	\$508.80
308411 IP OFFICE MIG R10 IP OFFICE CONTACT CENTER WALLBOARD USER LIC:DS	\$279.68
382797 IP OFFICE R10 IPOCC BASE IP500 V2 UPGRADE LIC:DS	\$723.20
383133 IP OFFICE R10 IPOCC BASE SERVER EDITION UPGRADE LIC:DS	\$723.20
383138 IP OFFICE R10 IPOCC BASE SERVER EDITION LIC:DS	\$1,443.20
383139 IP OFFICE R10 IPOCC BASE IP500 V2 TO SERVER ED LIC:DS	\$0.00
383570 IP OFFICE R10 IPOCC BASE IP500 V2 LIC:DS	\$1,443.20
383571 IP OFFICE R10 IPOCC MULTI CHANNEL AGT LIC:DS	\$257.28
383572 IP OFFICE R10 IPOCC SUPERVISOR LIC:DS	\$771.20

383573 IP OFFICE R10 IPOCC VOICE AGENT LIC:DS	\$428.80
383574 IP OFFICE R10 IPOCC WALLBOARD USER LIC:DS	\$508.80
383578 IP OFFICE R10 MIGRATION IPOCC BASE SERVER EDITION LIC:DS	\$793.60
383579 IP OFFICE R10 MIGRATION IPOCC BASE IP500 V2 LIC:DS	\$793.60
383580 IP OFFICE R10 MIGRATION IPOCC SUPERVISOR LIC:DS	\$424.32
383581 IP OFFICE R10 MIGRATION IPOCC VOICE AGENT LIC:DS	\$236.16
383712 IP OFFICE MIG R9+ IP OFFICE CONTACT CENTER WALLBOARD USER LIC:DS	\$279.68
386089 IP OFFICE R10 IPOCC CHROME VOICE AGENT NAR UPGRADE LIC:DS,CU,SR	\$0.00
386150 IP OFFICE R10 IPOCC CHROME SUPERVISOR NAR UPGRADE LIC:DS,CU,SR	\$0.00
386177 IP OFFICE R10 IPOCC MULTI CHANNEL AGENT UPGRADE LIC:DS	\$0.00
386178 IP OFFICE R10 IPOCC SUPERVISOR UPGRADE LIC:DS	\$0.00
386179 IP OFFICE R10 IPOCC VOICE AGENT UPGRADE LIC:DS	\$0.00
386180 IP OFFICE R10 IPOCC WALLBOARD USER UPGRADE LIC:DS	\$0.00
386370 IPO IPOCC AGT CHROME R1 GOOGLE CMC UPG NAR /E LIC:DS,SR	\$0.00
386371 IPO IPOCC AGT CHROME R1 GOOGLE CMC UPG ENTL NAR /E LIC:DS,SR	\$0.00
393020 IP OFFICE CONTACT CENTER DEMO SOFTWARE LICENCE BUNDLE LIC:DS	\$192.00

IP Office, Applications, IP Office Voice Messaging Pro, Hardware

700479645 IP OFFICE POWER SUPPLY UNIT 24V 2.5A EARTHED KIT	\$99.84
700502085 IP OFFICE 24 PAIR/SINGLE PAIR RJ45 ADAPTER	\$110.72

IP Office, Applications, IP Office Voice Messaging Pro, Media

700502693 IP OFFICE R8+ TTS PRO DVD SET	\$12.80

IP Office, Applications, IP Office Voice Messaging Pro, Software License

271160 IPO R9 VM PRO TRACKING	\$0.00
273953 IP OFFICE R9+ VOICEMAIL PRO 2 PLDS LIC:CU	\$1,187.20

Service Category 2 - SIP Trunking

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>	<u>MRC</u>
	A200001 SIP to TDM gateway	\$0.00	\$157.71
	A200002 West ERS per TN	\$0.00	\$0.31
SW911-EGWEVL	West EGW 2,500 License Block	\$7,425.00	\$0.00
	A200003 IP Toll Free / Calling Plan / Calling Plan G / N/A / per concurrent call	\$0.00	\$0.00
	A200004 IP Toll Free / Features - IP InfoPack / IP InfoPack - Standard / N/A / per concurrent call	\$0.00	\$30.00
	A200005 IP Toll Free / Features - IP InfoPack / IP InfoPack Set up Fee / N/A / per site	\$0.00	\$0.00
	A200006 IP Toll Free / Features - IP InfoPack / IP InfoPack without MCID / N/A / per call	\$0.00	\$0.04
	A200007 IP Toll Free / Setup / Site Setup Fee / N/A / per site	\$0.00	\$0.00
	A200008 IP Toll Free / Features - IP Courtesy Transfer / IP Courtesy Transfer / N/A / per concurrent call	\$0.00	\$40.00
	A200009 IP Toll Free / Features - IP Courtesy Transfer / IP Courtesy Transfer / N/A / per attempt	\$0.00	\$0.21
	A200010 IP Toll Free / Features - IP Courtesy Transfer / IP Courtesy Transfer to Non-8YY Off-Net / N/A / per minute	\$0.00	\$0.05
	A200011 IP Toll Free / Features - IP Redirect / Redirect - Set Up / N/A / per site	\$0.00	\$0.00
	A200012 IP Toll Free / Features - IP Redirect / Redirect with Data Forwarding 0 - 5,000 / N/A / per redirect attempt	\$0.00	\$0.10
	A200013 IP Toll Free / Features - IP Redirect / Redirect with Data Forwarding 5,001 - 10,000 / N/A / per redirect attempt	\$0.00	\$0.09
	A200014 IP Toll Free / Features - IP Redirect / Redirect with Data Forwarding 10,001+ / N/A / per redirect attempt	\$0.00	\$0.09
	A200015 IP Toll Free / Features - IP Redirect / Redirect without Data Forwarding 0 - 5,000 / N/A / per redirect attempt	\$0.00	\$0.08
	A200016 IP Toll Free / Features - IP Redirect / Redirect without Data Forwarding 5,001 - 10,000 / N/A / per redirect attempt	\$0.00	\$0.07
	A200017 IP Toll Free / Features - IP Redirect / Redirect without Data Forwarding 10,001+ / N/A / per redirect attempt	\$0.00	\$0.07
	A200018 IP Toll Free / N/A / Inbound / Interstate / US Nationwide / Billed Minutes	\$0.00	\$0.01
	A200019 IP Toll Free / N/A / Inbound / Interstate / Canada / Billed Minutes	\$0.00	\$0.05
	A200020 IP Toll Free / N/A / Inbound / Intrastate / Florida / Billed Minutes	\$0.00	\$0.01
	A200021 Route It! Per toll-free number per 999 account (max \$750/mo per account)	\$0.00	\$150.00
	A200022 Announcement Features - Generic and Basic Announcements / Per Announcement Played	\$0.00	\$0.07
	A200023 Announcement Features - Generic and Basic Announcements / Per Minute of Announcement Played - (Measured in 6 sec incr)	\$0.00	\$0.06
	A200024 Announcement Features Enhanced Announcements / Per Announcement Played	\$0.00	\$0.07
	A200025 Announcement Features Enhanced Announcements / Per Minute of Announcement Played - (Measured in 6 sec incr)	\$0.00	\$0.06
	A200026 Announcement Features Enhanced Announcements / Monthly - Storage Charge per announcement	\$0.00	\$55.00
	A200027 Alternate Destination Routing (ADR) / For Each Call routed to an Alternate Destination	\$0.00	\$0.03
	A200028 Alternate Destination Routing (ADR) / Monthly service charge	\$150.00	\$20.00
	A200029 Next Available Agent Routing / Maximum Monthly Usage Charge	\$0.00	\$5,000.00
	A200030 Next Available Agent Routing / for each redirected call	\$0.00	\$0.03
	A200031 Network Queuing / For each 6 sec or fraction held in Queue	\$0.00	\$0.02
	A200032 Network Queuing / Per Queue Slot	\$0.00	\$10.00
	A200033 Transfer Connect - Courtesy Transfer / Per Redirection Attempt	\$0.00	\$0.30
	A200034 Transfer Connect - Courtesy Transfer / Per Completed Call	\$0.00	\$0.04
	A200035 Transfer Connect - Consult and Transfer / Per Redirection Attempt	\$0.00	\$0.40
	A200036 Transfer Connect - Consult and Transfer / Per Completed Call	\$0.00	\$0.05
	A200037 Transfer Connect - Conf and Transfer / Per Redirection Attempt	\$0.00	\$0.45
	A200038 Transfer Connect - Conf and Transfer / Per Completed Call	\$0.00	\$0.07
	A200039 Intelligent Call Processing (ICP) / Per Call Attempt	\$0.00	\$0.04

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A200040 Feature Package-II / Includes unlimited use of all routing features for each toll free number	\$0.00	\$0.00
A200041 Transfer Connect - Per Redirection to non toll-free termination / Per Second	\$0.00	\$0.00
A200042 Professional Services, per unit	\$250.00	\$0.00
A200043 Oracle SSM for HW Encryption	\$13,191.18	\$0.00
A200044 Oracle SSM for HW Encryption, annual maintenance	\$0.00	\$1,582.94
<u>International Calling</u>		<u>Per Minute</u>
A200043 AFGHANISTAN / Non-Mobile		\$0.7294
A200044 AFGHANISTAN / Mobile		\$0.7330
A200045 ALBANIA / Non-Mobile		\$0.4576
A200046 ALBANIA / Mobile		\$0.4935
A200047 ALGERIA / Non-Mobile		\$0.3385
A200048 ALGERIA / Mobile		\$0.5045
A200049 AMERICAN SAMOA / Non-Mobile		\$0.2622
A200050 AMERICAN SAMOA / Mobile		\$0.6851
A200051 ANDORRA / Non-Mobile		\$0.1621
A200052 ANDORRA / Mobile		\$0.3689
A200053 ANGOLA / Non-Mobile		\$0.5482
A200054 ANGOLA / Mobile		\$0.6372
A200055 ANGUILLA / Non-Mobile		\$0.3051
A200056 ANGUILLA / Mobile		\$0.3497
A200057 ANTARTICA (CASEY) / Non-Mobile		\$1.8019
A200058 ANTARTICA (SCOTT) / Non-Mobile		\$1.8019
A200059 ANTIGUA / Non-Mobile		\$0.2527
A200060 ANTIGUA / Mobile		\$0.2970
A200061 ARGENTINA / Non-Mobile		\$0.2193
A200062 ARGENTINA / Mobile		\$0.4120
A200063 ARMENIA / Non-Mobile		\$0.4100
A200064 ARMENIA / Mobile		\$0.5941
A200065 ARUBA / Non-Mobile		\$0.1859
A200066 ARUBA / Mobile		\$0.2683
A200067 ASCENTION ISLAND / Non-Mobile		\$1.0878
A200067b ASCENTION ISLAND / Mobile		\$1.0928
A200068 AUSTRALIA / Non-Mobile		\$0.0858
A200069 AUSTRALIA / Mobile		\$0.2300
A200070 AUSTRIA / Non-Mobile		\$0.0953
A200071 AUSTRIA / Mobile		\$0.2300
A200072 AZERBAIJAN / Non-Mobile		\$0.4147
A200073 AZERBAIJAN / Mobile		\$0.6372
A200074 BAHAMAS / Non-Mobile		\$0.1525
A200075 BAHAMAS / Mobile		\$0.1725
A200076 BAHRAIN / Non-Mobile		\$0.3766
A200077 BAHRAIN / Mobile		\$0.4312
A200078 BANGLADESH / Non-Mobile		\$0.5244

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A200079 BANGLADESH / Mobile	\$0.6372
A200080 BARBADOS / Non-Mobile	\$0.2813
A200081 BARBADOS / Mobile	\$0.3737
A200082 BELARUS / Non-Mobile	\$0.3566
A200083 BELARUS / Mobile	\$0.4312
A200084 BELGIUM / Non-Mobile	\$0.0858
A200085 BELGIUM / Mobile	\$0.2539
A200086 BELIZE / Non-Mobile	\$0.3671
A200087 BELIZE / Mobile	\$0.4887
A200088 BENIN / Non-Mobile	\$0.3289
A200089 BENIN / Mobile	\$0.3306
A200090 BERMUDA / Non-Mobile	\$0.1621
A200091 BERMUDA / Mobile	\$0.2156
A200092 BHUTAN / Non-Mobile	\$0.8295
A200092b BHUTAN / Mobile	\$0.8336
A200093 BOLIVIA / Non-Mobile	\$0.3194
A200094 BOLIVIA / Mobile	\$0.4024
A200095 BOSNIA / Non-Mobile	\$0.2956
A200096 BOSNIA / Mobile	\$0.4312
A200097 BOTSWANA / Non-Mobile	\$0.3194
A200098 BOTSWANA / Mobile	\$0.3881
A200099 BRAZIL / Non-Mobile	\$0.1716
A200100 BRAZIL / Mobile	\$0.3210
A200101 BRITISH VIRGIN ISLANDS / Non-Mobile	\$0.2240
A200102 BRITISH VIRGIN ISLANDS / Mobile	\$0.2683
A200103 BRUNEI / Non-Mobile	\$0.3480
A200104 BRUNEI / Mobile	\$0.5318
A200105 BULGARIA / Non-Mobile	\$0.2527
A200106 BULGARIA / Mobile	\$0.4072
A200107 BURKINA FASO / Non-Mobile	\$0.4529
A200108 BURKINA FASO / Mobile	\$0.4312
A200109 BURUNDI / Non-Mobile	\$0.7580
A200109b BURUNDI / Mobile	\$0.7618
A200110 CAMBODIA / Non-Mobile	\$0.9248
A200111 CAMBODIA / Mobile	\$1.1450
A200112 CAMEROON / Non-Mobile	\$0.4672
A200113 CAMEROON / Mobile	\$0.4695
A200114 CANADA / Non-Mobile	\$0.0477
A200115 CANADA / Mobile	\$0.0479
A200116 CAPE VERDE ISLANDS / Non-Mobile	\$0.4195
A200117 CAPE VERDE ISLANDS / Mobile	\$0.4216
A200118 CAYMAN ISLANDS / Non-Mobile	\$0.2097
A200119 CAYMAN ISLANDS / Mobile	\$0.2539

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A200120 CENTRAL AFRICAN REPUBLIC / Non-Mobile	\$0.6674
A200120b CENTRAL AFRICAN REPUBLIC / Mobile	\$0.6707
A200121 CHAD REPUBLIC / Non-Mobile	\$1.0583
A200122 CHILE / Non-Mobile	\$0.1716
A200123 CHILE / Mobile	\$0.3450
A200124 CHINA / Non-Mobile	\$0.2431
A200125 CHINA / Mobile	\$0.4504
A200126 CHRISTMAS ISLAND / Non-Mobile	\$0.1096
A200127 CHRISTMAS ISLAND / Mobile	\$0.1102
A200128 COCOS ISLAND / Non-Mobile	\$0.1096
A200129 COCOS ISLAND / Mobile	\$0.1102
A200130 COLOMBIA / Non-Mobile	\$0.2240
A200131 COLOMBIA / Mobile	\$0.3881
A200132 COMOROS ISLAND / Non-Mobile	\$0.6721
A200133 COMOROS ISLAND / Mobile	\$0.9055
A200134 CONGO REPUBLIC / Non-Mobile	\$0.4576
A200135 CONGO REPUBLIC / Mobile	\$0.5797
A200136 COOK ISLANDS / Non-Mobile	\$0.8764
A200136b COOK ISLANDS / Mobile	\$0.8808
A200137 COSTA RICA / Non-Mobile	\$0.2145
A200138 COSTA RICA / Mobile	\$0.2539
A200139 CROATIA / Non-Mobile	\$0.2717
A200140 CROATIA / Mobile	\$0.4312
A200141 CUBA / Non-Mobile	\$0.7815
A200141b CUBA / Mobile	0.8049
A200142 CYPRUS / Non-Mobile	\$0.2908
A200143 CYPRUS / Mobile	\$0.4647
A200144 CZECH REPUBLIC / Non-Mobile	\$0.2813
A200145 CZECH REPUBLIC / Mobile	\$0.4024
A200146 DEMOCRATIC REPUBLIC OF THE CONGO / Non-Mobile	\$0.4529
A200147 DEMOCRATIC REPUBLIC OF THE CONGO / Mobile	\$0.4935
A200148 DENMARK / Non-Mobile	\$0.0810
A200149 DENMARK / Mobile	\$0.2396
A200150 DIEGO GARCIA / Non-Mobile	\$1.7161
A200150b DIEGO GARCIA / Mobile	\$1.7248
A200151 DJIBOUTI REPUBLIC / Non-Mobile	\$0.4719
A200152 DJIBOUTI REPUBLIC / Mobile	\$0.4791
A200153 DOMINICA / Non-Mobile	\$0.3003
A200154 DOMINICA / Mobile	\$0.3833
A200155 DOMINICAN REPUBLIC / Non-Mobile	\$0.1525
A200156 DOMINICAN REPUBLIC / Mobile	\$0.2300
A200157 EAST TIMOR / Non-Mobile	\$0.7961
A200158 EAST TIMOR / Mobile	\$0.8001

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A200159	ECUADOR / Non-Mobile	\$0.2527
A200160	ECUADOR / Mobile	\$0.3689
A200161	EGYPT / Non-Mobile	\$0.4004
A200162	EGYPT / Mobile	\$0.4360
A200163	EL SALVADOR / Non-Mobile	\$0.2574
A200164	EL SALVADOR / Mobile	\$0.3402
A200165	EQUATORIAL GUINEA / Non-Mobile	\$1.0392
A200166	EQUATORIAL GUINEA / Mobile	\$1.1450
A200167	ERITREA / Non-Mobile	\$0.6102
A200168	ERITREA / Mobile	\$0.6276
A200169	ESTONIA / Non-Mobile	\$0.3575
A200170	ESTONIA / Mobile	\$0.5605
A200171	ETHIOPIA / Non-Mobile	\$0.5911
A200172	ETHIOPIA / Mobile	\$0.6372
A200173	FAEROE ISLANDS / Non-Mobile	\$0.2336
A200173b	FAEROE ISLANDS / Mobile	\$0.2348
A200174	FALKLAND ISLANDS / Non-Mobile	\$1.4768
A20017b	FALKLAND ISLANDS / Mobile	\$1.6059
A200175	FIJI / Non-Mobile	\$0.4958
A200176	FIJI / Mobile	\$0.4983
A200177	FINLAND / Non-Mobile	\$0.0810
A200178	FINLAND / Mobile	\$0.2300
A200179	FRANCE / Non-Mobile	\$0.0810
A200180	FRANCE / Mobile	\$0.2779
A200181	FRENCH ANTILLES / Non-Mobile	\$0.2574
A200182	FRENCH ANTILLES / Mobile	\$0.4983
A200183	FRENCH GUIANA / Non-Mobile	\$0.3289
A200184	FRENCH GUIANA / Mobile	\$0.6037
A200185	FRENCH POLYNESIA / Non-Mobile	\$0.4147
A200186	FRENCH POLYNESIA / Mobile	\$0.7378
A200187	GABON REPUBLIC / Non-Mobile	\$0.4405
A200188	GABON REPUBLIC / Mobile	\$0.4935
A200189	GAMBIA / Non-Mobile	\$0.6521
A200190	GAMBIA / Mobile	\$0.6736
A200191	GEORGIA / Non-Mobile	\$0.4386
A200192	GEORGIA / Mobile	\$0.6755
A200193	GERMANY / Non-Mobile	\$0.0763
A200194	GERMANY / Mobile	\$0.2491
A200195	GHANA / Non-Mobile	\$0.3146
A200196	GHANA / Mobile	\$0.3881
A200197	GIBRALTAR / Non-Mobile	\$0.3146
A200198	GIBRALTAR / Mobile	\$0.5941
A200199	GREECE / Non-Mobile	\$0.1335

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A200200 GREECE / Mobile	\$0.3066
A200201 GREENLAND / Non-Mobile	\$0.4538
A200202 GREENLAND / Mobile	\$0.4983
A200203 GRENADA / Non-Mobile	\$0.3289
A200204 GRENADA / Mobile	\$0.4120
A200205 GUADELOUPE / Non-Mobile	\$0.2479
A200206 GUADELOUPE / Mobile	\$0.4983
A200207 GUANTANAMO / Non-Mobile	\$1.0392
A200207b GUANTANAMO / Mobile	\$1.0444
A200208 GUATEMALA / Non-Mobile	\$0.2240
A200209 GUATEMALA / Mobile	\$0.3114
A200210 GUINEA / Non-Mobile	\$0.4667
A200211 GUINEA / Mobile	\$0.4935
A200212 GUINEA BISSAU / Non-Mobile	\$0.8104
A200212b GUINEA BISSAU / Mobile	\$0.8145
A200213 GUYANA / Non-Mobile	\$0.5291
A200214 HAITI / Non-Mobile	\$0.3861
A200215 HAITI / Mobile	\$0.5126
A200216 HONDURAS / Non-Mobile	\$0.3003
A200217 HONDURAS / Mobile	\$0.3402
A200218 HONG KONG / Non-Mobile	\$0.1096
A200219 HONG KONG / Mobile	\$0.1821
A200220 HUNGARY / Non-Mobile	\$0.2193
A200221 HUNGARY / Mobile	\$0.3785
A200222 ICELAND / Non-Mobile	\$0.2050
A200223 ICELAND / Mobile	\$0.3977
A200224 INDIA / Non-Mobile	\$0.3194
A200225 INDIA / Mobile	\$0.4456
A200226 INDONESIA / Non-Mobile	\$0.2574
A200227 INDONESIA / Mobile	\$0.3641
A200228 IRAN / Non-Mobile	\$0.5577
A200229 IRAN / Mobile	\$0.6372
A200230 IRAQ / Non-Mobile	\$0.6626
A200231 IRAQ / Mobile	\$0.7426
A200232 IRELAND / Non-Mobile	\$0.0810
A200233 IRELAND / Mobile	\$0.2348
A200234 ISRAEL / Non-Mobile	\$0.1382
A200235 ISRAEL / Mobile	\$0.2156
A200236 ITALY / Non-Mobile	\$0.0810
A200237 ITALY / Mobile	\$0.2539
A200238 IVORY COAST / Non-Mobile	\$0.5863
A200239 IVORY COAST / Mobile	\$0.6372
A200240 JAMAICA / Non-Mobile	\$0.2765

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A200241 JAMAICA / Mobile	\$0.3785
A200242 JAPAN / Non-Mobile	\$0.0858
A200243 JAPAN / Mobile	\$0.2252
A200244 JORDAN / Non-Mobile	\$0.4529
A200245 JORDAN / Mobile	\$0.5126
A200246 KAZAKHSTAN / Non-Mobile	\$0.2145
A200247 KAZAKHSTAN / Mobile	\$0.3881
A200248 KENYA / Non-Mobile	\$0.4100
A200249 KENYA / Mobile	\$0.4935
A200250 KIRIBATI / Non-Mobile	\$1.3114
A200250b KIRIBATI / Mobile	\$1.3803
A200251 KOREA (NORTH) / Non-Mobile	\$1.3062
A200252 KOREA (SOUTH) / Non-Mobile	\$0.1144
A200253 KOREA (SOUTH) / Mobile	\$0.1821
A200254 KUWAIT / Non-Mobile	\$0.4862
A200255 KUWAIT / Mobile	\$0.4935
A200256 KYRGHYZSTAN / Non-Mobile	\$0.3861
A200257 KYRGHYZSTAN / Mobile	\$0.6372
A200258 LAOS / Non-Mobile	\$0.8867
A200259 LAOS / Mobile	\$1.1450
A200260 LATVIA / Non-Mobile	\$0.3575
A200261 LATVIA / Mobile	\$0.4839
A200262 LEBANON / Non-Mobile	\$0.4481
A200263 LEBANON / Mobile	\$0.5605
A200264 LESOTHO / Non-Mobile	\$0.4338
A200265 LESOTHO / Mobile	\$0.5318
A200266 LIBERIA / Non-Mobile	\$0.4538
A200267 LIBERIA / Mobile	\$0.4896
A200268 LIBYA / Non-Mobile	\$0.4719
A200269 LIBYA / Mobile	\$0.6372
A200270 LIECHTENSTEIN / Non-Mobile	\$0.1144
A200271 LIECHTENSTEIN / Mobile	\$0.3258
A200272 LITHUANIA / Non-Mobile	\$0.4166
A200273 LITHUANIA / Mobile	\$0.5052
A200274 LUXEMBOURG / Non-Mobile	\$0.1096
A200275 LUXEMBOURG / Mobile	\$0.2587
A200276 MACAU / Non-Mobile	\$0.3385
A200277 MACAU / Mobile	\$0.4935
A200278 MACEDONIA / Non-Mobile	\$0.2860
A200279 MACEDONIA / Mobile	\$0.4120
A200280 MADAGASCAR / Non-Mobile	\$1.2490
A200281 MADAGASCAR / Mobile	\$1.3559
A200282 MALAWI / Non-Mobile	\$0.4462

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A200283 MALAWI / Mobile	\$0.4312
A200284 MALAYSIA / Non-Mobile	\$0.1859
A200285 MALAYSIA / Mobile	\$0.2539
A200286 MALDIVES / Non-Mobile	\$0.8938
A200287 MALI / Non-Mobile	\$0.5196
A200288 MALI / Mobile	\$0.6372
A200289 MALTA / Non-Mobile	\$0.3242
A200290 MALTA / Mobile	\$0.5701
A200291 MARSHALL ISLAND / Non-Mobile	\$0.3861
A200291b MARSHALL ISLAND / Mobile	\$0.3881
A200292 MARTINIQUE / Non-Mobile	\$0.2574
A200293 MARTINIQUE / Mobile	\$0.4983
A200294 MAURITANIA / Non-Mobile	\$0.5148
A200295 MAURITANIA / Mobile	\$0.6372
A200296 MAURITIUS / Non-Mobile	\$0.4910
A200297 MAURITIUS / Mobile	\$0.7378
A200298 MAYOTTE / Non-Mobile	\$0.6721
A200299 MAYOTTE / Mobile	\$1.2169
A200300 MEXICO / Non-Mobile	\$0.1144
A200301 MEXICO / Mobile	\$0.4647
A200302 MICRONESIA / Non-Mobile	\$0.6006
A200303 MOLDOVA / Non-Mobile	\$0.4386
A200304 MOLDOVA / Mobile	\$0.6372
A200305 MONACO / Non-Mobile	\$0.1096
A200306 MONACO / Mobile	\$0.4312
A200307 MONGOLIA / Non-Mobile	\$0.8152
A200308 MONGOLIA / Mobile	\$0.8193
A200309 MONTENEGRO / Non-Mobile	\$0.2908
A200310 MONTENEGRO / Mobile	\$0.4168
A200311 MONTSERRAT / Non-Mobile	\$0.3385
A200312 MONTSERRAT / Mobile	\$0.3497
A200313 MOROCCO / Non-Mobile	\$0.3432
A200314 MOROCCO / Mobile	\$0.5270
A200315 MOZAMBIQUE / Non-Mobile	\$0.6054
A200316 MOZAMBIQUE / Mobile	\$0.7378
A200317 MYANMAR (Burma) / Non-Mobile	\$0.9248
A200318 MYANMAR (Burma) / Mobile	\$1.3559
A200319 NAMIBIA / Non-Mobile	\$0.3718
A200320 NAMIBIA / Mobile	\$0.5318
A200321 NAURU / Non-Mobile	\$1.8687
A200321b NAURU / Mobile	\$1.8781
A200322 NEPAL / Non-Mobile	\$0.5291
A200323 NEPAL / Mobile	\$0.5318

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A200324 NETHERLANDS / Non-Mobile	\$0.0810
A200325 NETHERLANDS / Mobile	\$0.2875
A200326 NETHERLANDS ANTILLES / Non-Mobile	\$0.2384
A200327 NETHERLANDS ANTILLES / Mobile	\$0.2156
A200328 NEW CALEDONIA / Non-Mobile	\$0.5673
A200328b NEW CALEDONIA / Mobile	\$0.5701
A200329 NEW ZEALAND / Non-Mobile	\$0.1621
A200330 NEW ZEALAND / Mobile	\$0.3306
A200331 NICARAGUA / Non-Mobile	\$0.2908
A200332 NICARAGUA / Mobile	\$0.3689
A200333 NIGER / Non-Mobile	\$0.4815
A200333b NIGER / Mobile	\$0.4839
A200334 NIGERIA / Non-Mobile	\$0.3909
A200335 NIGERIA / Mobile	\$0.4935
A200336 NIUE ISLANDS / Non-Mobile	\$1.9163
A200336b NIUE ISLANDS / Mobile	\$1.9260
A200337 NORFOLK ISLAND / Non-Mobile	\$1.4415
A200337b NORFOLK ISLAND / Mobile	\$1.5705
A200338 NORWAY / Non-Mobile	\$0.0810
A200339 NORWAY / Mobile	\$0.2300
A200340 OMAN / Non-Mobile	\$0.4576
A200341 OMAN / Mobile	\$0.5318
A200342 PAKISTAN / Non-Mobile	\$0.5148
A200343 PAKISTAN / Mobile	\$0.5845
A200344 PALAU REPUBLIC / Non-Mobile	\$0.5720
A200344b PALAU REPUBLIC / Mobile	\$0.5749
A200345 PALESTINE / Non-Mobile	\$0.2541
A200346 PALESTINE / Mobile	\$0.2934
A200347 PANAMA / Non-Mobile	\$0.2384
A200348 PANAMA / Mobile	\$0.3402
A200349 PAPUA NEW GUINEA / Non-Mobile	\$0.6578
A200349b PAPUA NEW GUINEA / Mobile	\$0.7175
A200350 PARAGUAY / Non-Mobile	\$0.3003
A200351 PARAGUAY / Mobile	\$0.4168
A200352 PERU / Non-Mobile	\$0.2574
A200353 PERU / Mobile	\$0.5174
A200354 PHILIPPINES / Non-Mobile	\$0.1859
A200355 PHILIPPINES / Mobile	\$0.3018
A200356 POLAND / Non-Mobile	\$0.2145
A200357 POLAND / Mobile	\$0.3593
A200358 PORTUGAL / Non-Mobile	\$0.1096
A200359 PORTUGAL / Mobile	\$0.2731
A200360 QATAR / Non-Mobile	\$0.4624

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A200361 QATAR / Mobile	\$0.5318
A200362 REUNION ISLAND / Non-Mobile	\$0.5196
A200363 REUNION ISLAND / Mobile	\$0.8049
A200364 ROMANIA / Non-Mobile	\$0.3083
A200365 ROMANIA / Mobile	\$0.4226
A200366 RUSSIA / Non-Mobile	\$0.2050
A200367 RUSSIA / Mobile	\$0.2587
A200368 RWANDA / Non-Mobile	\$0.6006
A200369 RWANDA / Mobile	\$0.6037
A200370 SAN MARINO / Non-Mobile	\$0.1811
A200370b SAN MARINO / Mobile	\$0.2357
A200371 SAO TOME / Non-Mobile	\$1.2637
A200371b SAO TOME / Mobile	\$1.2699
A200372 SAUDI ARABIA / Non-Mobile	\$0.3909
A200373 SAUDI ARABIA / Mobile	\$0.5222
A200374 SENEGAL / Non-Mobile	\$0.5577
A200375 SENEGAL / Mobile	\$0.7378
A200376 SERBIA / Non-Mobile	\$0.2908
A200377 SERBIA / Mobile	\$0.4168
A200378 SEYCHELLES ISLAND / Non-Mobile	\$0.7815
A200378b SEYCHELLES ISLAND / Mobile	\$0.7855
A200379 SIERRA LEONE / Non-Mobile	\$0.4815
A200380 SIERRA LEONE / Mobile	\$0.5318
A200381 SINGAPORE / Non-Mobile	\$0.1192
A200382 SINGAPORE / Mobile	\$0.2156
A200383 SLOVAKIA REPUBLIC / Non-Mobile	\$0.2431
A200384 SLOVAKIA REPUBLIC / Mobile	\$0.4072
A200385 SLOVENIA / Non-Mobile	\$0.2431
A200386 SLOVENIA / Mobile	\$0.4216
A200387 SOLOMON ISLANDS / Non-Mobile	\$1.3205
A200387b SOLOMON ISLANDS / Mobile	\$1.3271
A200388 SOMALIA / Non-Mobile	\$0.8914
A200389 SOMALIA / Mobile	\$0.8959
A200390 SOUTH AFRICA / Non-Mobile	\$0.2097
A200391 SOUTH AFRICA / Mobile	\$0.3593
A200392 SPAIN / Non-Mobile	\$0.0810
A200393 SPAIN / Mobile	\$0.2587
A200394 SRI LANKA / Non-Mobile	\$0.5005
A200395 SRI LANKA / Mobile	\$0.6372
A200396 ST HELENA / Non-Mobile	\$1.6551
A200396b ST HELENA / Mobile	\$1.6630
A200397 ST LUCIA / Non-Mobile	\$0.2622
A200398 ST LUCIA / Mobile	\$0.3641

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A200399 ST VINCENT / Non-Mobile	\$0.3003
A200400 ST VINCENT / Mobile	\$0.4024
A200401 ST. KITTS / NEVIS / Non-Mobile	\$0.2587
A200402 ST. KITTS / NEVIS / Mobile	\$0.3641
A200403 ST. PIERRE & MIQUELON / Non-Mobile	\$0.2431
A200404 ST. PIERRE & MIQUELON / Mobile	\$0.4983
A200405 SUDAN / Non-Mobile	\$0.6435
A200406 SUDAN / Mobile	\$0.7378
A200407 SURINAME / Non-Mobile	\$0.5911
A200408 SURINAME / Mobile	\$0.6372
A200409 SWAZILAND / Non-Mobile	\$0.3242
A200410 SWAZILAND / Mobile	\$0.4935
A200411 SWEDEN / Non-Mobile	\$0.0763
A200412 SWEDEN / Mobile	\$0.2635
A200413 SWITZERLAND / Non-Mobile	\$0.0810
A200414 SWITZERLAND / Mobile	\$0.3306
A200415 SYRIA / Non-Mobile	\$0.5148
A200416 SYRIA / Mobile	\$0.4935
A200417 TAIWAN / Non-Mobile	\$0.1287
A200418 TAIWAN / Mobile	\$0.2443
A200419 TAJIKISTAN / Non-Mobile	\$0.2336
A200420 TANZANIA / Non-Mobile	\$0.4100
A200421 TANZANIA / Mobile	\$0.6228
A200422 THAILAND / Non-Mobile	\$0.2384
A200423 THAILAND / Mobile	\$0.2970
A200424 TOGO / Non-Mobile	\$0.5148
A200425 TONGA ISLANDS / Non-Mobile	\$0.6235
A200426 TONGA ISLANDS / Mobile	\$0.6267
A200427 TRINIDAD / Non-Mobile	\$0.2622
A200428 TRINIDAD / Mobile	\$0.3258
A200429 TURKMENISTAN / Non-Mobile	\$0.5053
A200429b TURKMENISTAN / Mobile	\$0.5078
A200430 TUNISIA / Non-Mobile	\$0.5806
A200431 TUNISIA / Mobile	\$0.6219
A200432 TURKEY / Non-Mobile	\$0.2384
A200433 TURKEY / Mobile	\$0.3402
A200434 TURKS & CAICOS ISLANDS / Non-Mobile	\$0.2765
A200435 TURKS & CAICOS ISLANDS / Mobile	\$0.2779
A200436 TUVALU / Non-Mobile	\$1.2947
A200436b TUVALU / Mobile	\$1.3022
A200437 UGANDA / Non-Mobile	\$0.3861
A200438 UGANDA / Mobile	\$0.4935
A200439 UKRAINE / Non-Mobile	\$0.3099

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A200440	UKRAINE / Mobile	\$0.4312
A200441	UNITED ARAB EMIRATES / Non-Mobile	\$0.2956
A200442	UNITED ARAB EMIRATES / Mobile	\$0.3593
A200443	UNITED KINGDOM / Non-Mobile	\$0.0381
A200444	UNITED KINGDOM / Mobile	\$0.2348
A200445	URUGUAY / Non-Mobile	\$0.2813
A200446	URUGUAY / Mobile	\$0.3881
A200447	UZBEKISTAN / Non-Mobile	\$1.5207
A200448	UZBEKISTAN / Mobile	\$1.5283
A200449	VANUATU / Non-Mobile	\$0.6900
A200449b	VANUATU / Mobile	\$0.0814
A200450	VATICAN CITY / Non-Mobile	\$0.0810
A200451	VATICAN CITY / Mobile	\$0.2539
A200452	VENEZUELA / Non-Mobile	\$0.1907
A200453	VENEZUELA / Mobile	\$0.3641
A200454	VIETNAM / Non-Mobile	\$0.5673
A200455	VIETNAM / Mobile	\$0.6372
A200456	WALLIS ISLAND / Non-Mobile	\$1.8639
A200456b	WALLIS ISLAND / Non-Mobile	\$1.8733
A200457	WESTERN SAMOA / Non-Mobile	\$0.6864
A200458	WESTERN SAMOA / Mobile	\$0.6899
A200459	YEMEN REPUBLIC / Non-Mobile	\$0.4529
A200460	YEMEN REPUBLIC / Mobile	\$0.4935
A200461	ZAMBIA / Non-Mobile	\$0.4100
A200462	ZAMBIA / Mobile	\$0.4935
A200463	ZIMBABWE / Non-Mobile	\$0.3432
A200464	ZIMBABWE / Mobile	\$0.5174
A200465	Global Satellite Service / Non-Mobile	\$2.1919
A200466	Global Satellite Service / Mobile	\$2.2029
<u>Local and Intrastate Directory Assistance</u>		
A200467	Alabama	\$0.60
A200468	Alaska	\$0.60
A200469	Arizona	\$0.75
A200470	Arkansas	\$0.95
A200471	California	\$0.85
A200472	Colorado	\$0.60
A200473	Connecticut	\$0.95
A200474	Delaware	\$0.95
A200475	Florida	\$0.85
A200476	Georgia	\$0.95
A200477	Hawaii	\$0.75
A200478	Idaho	\$0.95
A200479	Illinois	\$0.95

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A200480	Indiana	\$0.95
A200481	Iowa	\$0.95
A200482	Kansas	\$0.95
A200483	Louisiana	\$0.85
A200484	Maine	\$0.70
A200485	Maryland	\$0.95
A200486	Michigan	\$0.95
A200487	Minnesota	\$0.85
A200488	Mississippi	\$0.85
A200489	Missouri	\$0.95
A200490	Montana	\$0.95
A200491	Nebraska	\$0.95
A200492	Nevada	\$0.95
A200493	New Hampshire	\$0.95
A200494	New Jersey	\$0.95
A200495	New Mexico	\$0.95
A200496	New York	\$0.70
A200497	North Carolina	\$0.50
A200498	North Dakota	\$0.75
A200499	Ohio	\$0.95
A200500	Oklahoma	\$0.60
A200501	Oregon	\$0.85
A200502	Pennsylvania	\$0.95
A200503	Rhode Island	\$0.95
A200504	South Carolina	\$0.75
A200505	South Dakota	\$0.95
A200506	Texas	\$0.95
A200507	Utah	\$0.95
A200508	Vermont	\$0.95
A200509	Virginia	\$0.95
A200510	Washington	\$0.75
A200511	West Virginia	\$0.75
A200512	Wisconsin	\$0.95
A200513	Wyoming	\$0.95
<u>Interstate Directory Assistance</u>		
A200514	Interstate	\$2.49
<u>Local Directory Assistance Charges Call Type / Per Call Charge</u>		
A200515	Station-to-Station	\$1.75
A200516	Person-to-Person	\$3.50
A200517	Third Number Billing	\$1.80
A200518	Busy Line Verification	\$2.00
A200519	Busy Line Interrupt	\$2.15

A200520 Collect

\$3.50

~~*These rates are based on our service guide which is subject to change from time to time~~

Service Category 3 - Contact Center Multi-Tenant

<u>Part Number</u>	<u>Description</u>	<u>Unit Type</u>	<u>Unit Price</u>	<u>Add Network Connectivity</u>
	<u>NICE inContact</u>			
307-6-165-XX	NICE inContact CXone ACD / IVR (per Concurrent User)	per concurrent user	\$106.25	\$5.99
307-6-163-XX	NICE inContact CXone ACD / IVR (per Configured User)	per configured user	\$75.00	\$5.99
307-6-218-XX	NICE inContact CXone PCI Level 1 ACD / IVR (per Configured User)	per configured user	\$93.75	\$5.99
307-6-219-XX	NICE inContact CXone PCI Level 1 ACD / IVR (per Concurrent User)	per concurrent user	\$131.25	\$5.99
309-11-172-XX	NICE inContact CXone Additional Active Storage (per GB)	per gigabyte (usage-based)	\$1.56	
308-8-168-XX	NICE inContact CXone Additional Concurrent Universal Port	per port (usage- based)	\$46.88	\$2.99
308-8-167-XX	NICE inContact CXone Additional Configured Universal Port (Beyond 1 port included)	per port (usage- based)	\$46.88	\$2.99
3157-18-205-XX	NICE inContact CXone Chat & Email (per Concurrent User)	per concurrent user	\$5.00	
3157-18-204-XX	NICE inContact CXone Chat & Email (per Configured User)	per configured user	\$5.00	
3156-662-000-xx	NICE inContact CXone Chat (per Configured User)	per configured user	\$5.00	
3158-663-000-XX	NICE inContact CXone Email (per Configured User)	Per concurrent User	\$5.00	
311-620-000-XX	Nice inContact CXone FedRamp (per Configured User)	per configured user	\$11.25	
311-621-000-XX	Nice inContact CXone FedRamp (per Concurrent User)	per concurrent user	\$15.75	
3596-000-000-XX	NICE inContact CXone Direct Data Access (per BU)	per business unit	\$500.00	
3613-38-208-XX	NICE inContact CXone Personal Connection (per Configured User)	per configured user	\$15.00	
3613-38-88-XX	NICE inContact CXone Personal Connection (per Concurrent User)		\$21.00	
3615-000-000-XX	NICE inContact CXone Automated Speech Recognition	per minute basis	\$0.04	
4100-534-000-XX	NiceinContact Workforce Management Enterprise - Advanced (per Configured User)	per configured user	\$22.52	
4101-537-000-XX	NICE inContact CXone Workforce Optimization Enterprise - Advanced (per Configured User)	per configured user	\$52.50	
3399-766-000-XX	NICE inContact CXone Feedback Mgt (per Survey 1500 min per month)	Per Survey	\$1.00	
4105-542-000-XX	NICE inContact CXone Workload Manager Enterprise (per Configured User)	Per configured User	\$3.73	
3399-768-000-XX	NICE inContact CXone Feedback Mgt (per Configured User)	per configured user	\$29.25	
3399-806-000-XX	NICE inContact CXone Feedback Mgt SMS Gateway	per business unit	\$675.00	
3399-769-000-XX	NICE inContact CXone Feedback Mgt API Connector	Per business unit	\$1,800.00	
3399-772-000-XX	NICE inContact CXone Feedback Mgt Add'l Power User	Per User	\$375.00	
4102-538-000-XX	NICE inContact CXone Quality Management Enterprise (per Configured User)	per configured user	\$27.50	
4102-539-000-XX	NICE inContact CXone Quality Optimization Enterprise (per Configured Use)	Per configured user	\$30.00	
4104-541-000-XX	NICE inContact CXone Screen Enterprise (per Configured User)	per configured user	\$10.00	
799-13-159-XX	NICE inContact CXone ACD Call Recording (per Concurrent User)	per core license	\$5.00	
799-334-189-XX	NICE inContact CXone ACD Call Recording (per Concurrent User)	per core License	\$5.00	
309-565-000-XX	NICE inContact CXone Long Term Storage (per GB)	Per GB	\$0.06	
309-566-000-XX	NICE inContact CXone Long Term Storage Retrieval (per GB)	Per GB	\$0.86	
1561-571-000-XX	NICE inContact CXone Enterprise Plus Monthly Success Package (over 1000)	Per Business Unit	\$23,750.00	
1561-613-000-XX	NICE inContact CXone Enterprise Monthly Success Package (up to 999)	per business unit	\$11,875.00	
1561-55-000-XX	Nice CXsuccess Premier Package	Per business unit	\$1,593.75	
1561-614-000-XX	NICE inContact CXone Premier Plus Monthly Success Package	Per business unit	\$5,312.50	
1561-50-000-XX	NICE inContact CXone Care Plus Monthly Success Package	Per business unit	\$750.00	
1021-467-000	Carrier DataCenter Connection Primary RU (per Rack Unit)	per rack unit	Custom	
1021-468-000	Carrier DataCenter Connection Primary RU (per Rack Unit)	per rack unit	Custom	
	ICLCMRC ICLC	Per ICLC	Custom	
12595-000-000-XX	ACD Call Recording (per minute)	Per minute	\$0.04	
3347-21-000-XX	NICE inContact CXone Agent for Salesforce (per License)	Per License	\$10.00	
610137-000-000-XX	Integrated Softphone - Agent Usage	Per License	\$0.00	
500-616-000-XX	NICE inContact Cobrowse for CXone (per User)	Per User	\$2.63	
500-617-000-XX	NICE inContact Advanced Chat for CXone (per User)	Per User	\$8.75	

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500-618-000-XX	NICE inContact Proactive Chat for CXone (per User)	Per User	\$17.50
500-619-000-XX	NICE inContact Advanced Chat and Cobrowse Bundle for CXone (per User)	Per User	\$17.50
610067-306-000-XX	NICE inContact CXone Corporate - Professional Services Implementation		\$6,562.50
610067-307-000-XX	NICE inContact CXone Enterprise - Professional Services Implementation		\$18,750.00
610067-308-000-XX	NICE inContact CXone EnterprisePlus-Professional Services Implementation		\$31,250.00
610067-312-000-XX	NICE inContact CXone Workgroup - Professional Services Implementation		\$4,843.75
610068-000-000-XX	Professional Services Hours	per hour	\$250.00
	Additional Seat - per seat ordered beyond quantity included in base implementation package		\$62.50
610074-350-000-XX	NICE inContact CXone Personal Connection Implementation		\$1,875.00
610074-352-000-XX	NICE inContact CXone Personal Connection - ProActive XS Integration	Per Impl add-on	\$4,687.50
610074-655-000-XX	NICE inContact CXone Personal Connection Add'l Skill/Campaign	Per Impl add-on	\$625.00
610074-656-000-XX	NICE inContact CXone Personal Connection Add'l Custom Script	Per Impl add-on	\$625.00
610085-367-000-XX	NICE inContact CXone Corporate Onboarding Package	Per course	\$6,250.00
610085-388-000-XX	NICE inContact CXone Enterprise Onboarding Package	Per course	\$11,875.00
610085-389-000-XX	NICE inContact CXone Enterprise Plus Onboarding Package	per course	\$16,875.00
610091-659-000-XX	NICE inContact CXone Chat & Email Implementation	per impl. add-on	\$1,250.00
610091-660-000-XX	NICE inContact CXone Chat Implementation	per implementation	\$625.00
610091-661-000-XX	NICE inContact CXone Email Implementation	per implementation	\$625.00
610092-000-000-XX	NICE inContact CXone Additional 25 Menu Options DTMF Navigation	per impl. add-on	\$1,250.00
610093-000-000-XX	NICE inContact CXone Additional 50 Point of Contact Based Routing	per impl. add-on	\$625.00
610096-000-000-XX	NICE inContact CXone CRM Driven ScreenPOP/Call Routing	per impl. add-on	\$4,687.50
610097-000-000-XX	NICE inContact CXone CRM Integration	per impl. add-on	\$3,125.00
610099-000-000-XX	NICE inContact CXone Direct Data Access Implementation		\$1,875.00
610101-000-000-XX	NICE inContact CXone Automated Speech Recognition Implementation	per impl. add-on	\$3,125.00
610139-546-000-XX	NICE inContact CXone Workforce Management Enterprise - Advanced Implementation	per implementation	\$20,781.25
610139-547-000-XX	NICE inContact CXone Quality Management Enterprise Implementation	per implementation	\$3,906.25
610139-550-000-XX	NICE inContact CXone Workforce Optimization Enterprise - Advanced Implementation	per implementation	\$27,812.50
610139-554-000-XX	NICE inContact CXone Workload Manager Enterprise Implementation	Per implementation	\$3,125.00
610139-548-000-XX	NICE inContact CXone Quality Optimization Enterprise Implementation	Per Implementation	\$7,031.25
610067-309-000-XX	NICE inContact CXone IVR Quickstart Implementation	Per Implementation	\$3,750.00
610150-000-000-XX	NICE inContact Cobrowse for CXone Implementation	Per Implementation	\$2,000.00
610150-727-000-XX	NICE inContact Advanced & Proactive Chat for CXone With Design and Implementation	Per Implementation	\$3,000.00
610151-000-000-XX	NICE inContact Advanced Chat and Cobrowse for CXone Implementation Hours	Per Implementation	\$312.50
610139-553-000-XX	NICE inContact CXone Screen Recording Enterprise Implementation	per implementation	\$4,687.50
610145-578-000-XX	NICE inContact CXone ACD Training: Core	per course	\$4,062.50
	<u>NICE inContact CXone ACD</u>		
610145-579-000-XX	NICE inContact CXone ACD Training: Core plus Workforce Intelligence	per course	\$7,500.00
610145-581-000-XX	NICE inContact CXone ACD Training: Central Administration	per course	\$781.25
610145-582-000-XX	NICE inContact CXone ACD : Training Agent	per course	\$843.75
610145-583-000-XX	NICE inContact CXone ACD Training: Agent & Supervisor	per course	\$843.75
	<u>NICE inContact CXone ACD</u>		
610145-584-000-XX	NICE inContact CXone ACD Training: Reporting	per course	\$1,250.00
610153-000-000-XX	NICE inContact CXone Work Item Routing	per impl. add-on	\$4,687.50
610062-000-000-XX	Travel and Expense (T&E)	custom quote	Custom
1021-467-000-XX-N	Carrier DataCenter Connection Primary RU (per Rack Unit) - Setup		Custom
	ICLCNRC ICLC VRF install	per ICLC	Custom
610146-587-000-XX	NICE inContact CXone Personal Connection Training: Whole Course	Per Course	\$4,468.75
610172-786-000-XX	NICE inContact CXone Feedback Mgt API Connector Implementation	per impl. add-on	\$2,500.00
610173-789-000-XX	NICE inContact CXone Feedback Mgt Add'l Survey Build	per impl. add-on	\$5,000.00

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610173-790-000-XX NICE inContact CXone Feedback Mgt Single Sign On
 610147-595-000-XX NICE inContact CXone Scripting Training: IVR Development with Multimedia
 610068-000-000-xx Professional Services Hours (per hour)
 610172-778-000- XX NICE inContact CXone Feedback Mgt SMS or IVR Implementation
 610172-779-000- XX NICE inContact CXone Feedback Mgt SMS or IVR + Email Implementation

per impl. add-on \$1,000.00
 Per course \$7,812.50
 Per Hour \$250.00
 per implementation \$9,375.00
 per implementation \$15,625.00

Genesys Contact Center

<u>Part Number</u>	<u>Description</u>	<u>Up to 100 Seats</u>	<u>Above 101 Seats</u>
	<u>ENTERPRISE per Enabled Seat Cost</u>		
A3MG0001	Cloud IVR, Per Minute	\$0.06	\$0.04
A3MG0002	Cloud IVR Media port, Per Port/Month	\$72.00	\$66.00
	<u>IVR/MEDIA PORT ADD-ONS (Optional Services)</u>		
	<u>Nuance Automated Speech Reconition (ASR)</u>		
A3MG0005	Cloud Contact Center ASR (Tier III) and Basic Dialog Module (bundled), Per Port/Month	\$82.00	\$70.00
A3MG0006	Cloud Contact Center ASR (Tier III) additional Language, Per Port/Month	\$16.00	\$13.20
	<u>Nuance Automated Speech Reconition (ASR) - Other options</u>		
A3MG0008	North American Name Dialog Module, Per Port/Month	\$19.00	\$16.20
A3MG0009	Email Dialog Module, Per Port/Month	\$30.00	\$24.50
A3MG0010	Spelling Dialog Module, Per Port/Month	\$30.00	\$24.50
	<u>Nuance Text to Speech(TTS) Options</u>		
A3MG0012	Cloud Contact Center TTS, Per Port/Month	\$43.00	\$35.00
A3MG0013	Cloud Contact Center TTS Additional Language, Per Port/Month	\$8.50	\$7.00
	<u>Other Options</u>		
A3MG0015	Cloud Predictive & Progressive Outbound Calling, Per Seat/Month	\$56.00	\$53.50
A3MG0016	Cloud Contact Center Preview Outbound Calling, Per Seat/Month	\$33.00	\$29.70
	<u>Per Seat (named agent) Base Options</u>		
A3MG0018	Contact Center Inbound voice Seat, Per Seat/Month	\$101.00	\$92.40
A3MG0019	Cloud Contact Center Chat Seat, Per Seat/Month	\$60.00	\$52.80
A3MG0020	Cloud Contact center eMail, Per Seat/Month	\$60.00	\$52.80
A3MG0021	Cloud Contact Center Supervisor Seat, Per Seat/Month	\$72.00	\$66.00
	<u>Digital Channels Options</u>		
A3MG0023	Cloud Contact Center Chat, Per Seat/Month	\$14.50	\$13.20
A3MG0024	Cloud Contact Center 3-email, Per Seat/Month	\$14.50	\$13.20
	<u>Inbound Seat Add-On</u>		
A3MG0026	Cloud Contact Center Active Call Recording, Per Seat/Month	\$22.50	\$19.80
A3MG0027	Cloud Contract Center Screen Recording, Per Seat/Month	\$14.50	\$13.20
A3MG0028	Cloud Contact Center Genesys Quality Mangement, Per Seat/Month	\$14.50	\$13.20
A3MG0029	Cloud Workforce Management, Per Seat/Month	\$29.00	\$26.40
	<u>Other Services</u>		
A3MG0031	Cloud IVR Survey - Designer, Per Seat/Month	\$14.50	\$13.20
A3MG0032	Cloud Contact Center Queued Call Back, Per Seat/Month	\$14.50	\$13.20
A3MG0033	Cloud Contact Center Mobile Engagement (seat), Per Seat/Month	\$46.00	\$39.60
A3MG0034	Cloud Contact Center Voice Mail (Group), Per Seat/Month	\$9.00	\$7.95
A3MG0035	Cloud Contact Center InfoMart Data Export, MRC	\$1,250.00	\$1,250.00
A3MG0036	Cloud Contact Center G-Plus for SFDC (ICB), Per Seat/Month	\$14.50	\$13.20
	<u>End User End Points</u>		
A3MG0038	Genesys SIP Endpoint for Agent Desktop, Per Seat/Month	\$7.50	\$6.90
A3MG0039	Sip Endpoint Connector for 3rd party Endpoints, Per Seat/month	\$7.50	\$6.90
	<u>Concurrent Pricing</u>		

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<u>IVR and Media Port Options</u>		
A3MG0042	Cloud IVR, Per minute	\$0.07 \$0.04
A3MG0043	Cloud IVR/Media Port, Per Concurrent port/Month	\$72.00 \$66.00
<u>Nuance Automated Speech Recognition (ASR)</u>		
A3MG0045	Cloud Contact Center ASR (Tier III) and Basic Dialog Module (bundled), Per Port/Month	\$78.00 \$70.00
A3MG0046	Cloud Contact Center ASR Tier III Additional Language (each), Per Port/Month	\$14.75 \$13.20
<u>Nuance Automated Speech Recognition Options</u>		
A3MG0048	North American Name Dialog Module, Per Port/Month	\$14.00 \$16.20
A3MG0049	Email Dialog Module, Per Port/Month	\$21.00 \$24.50
A3MG0050	Spelling Dialog Module, Per Port/Month	\$14.25 \$16.20
<u>Nuance Text to Speech(TTS) Options</u>		
A3MG0052	Cloud Contact Center TTS, Per Port/Month	\$41.00 \$35.00
A3MG0053	Cloud Contact Center TTS Additional Language, Per Port/Month	\$8.25 \$7.00
<u>Other IVR Media Port Options</u>		
A3MG0055	Cloud Contact Center Predictive and Progressive Outbound Calling, Per Concurrent Port/Month	\$82.00 \$53.50
A3MG0056	Cloud Contact Center Preview Outbound Calling, Per Concurrent Seat/month	\$65.00 \$40.10
<u>Per Seat Concurrent (Base Options)</u>		
A3MG0058	Cloud Contact Center Inbound Voice Seat, Per Concurrent Seat/month	\$145.00 \$125.50
A3MG0059	Cloud Contact Center Chat Seat, Per Concurrent Seat/month	\$83.00 \$72.60
A3MG0060	Cloud Contact Center Email Seat, Per Concurrent Seat/month	\$83.00 \$72.60
A3MG0061	Cloud Contact Center Supervisor Seat, Per Concurrent Seat/month	\$95.00 \$85.80
<u>Digital Channels Options</u>		
A3MG0063	Cloud Contact Center Chat, Per Concurrent Seat/month	\$20.80 \$17.85
A3MG0064	Cloud Center e-mail, Per Concurrent Seat/month	\$20.80 \$17.85
<u>Inbound Seat Add-On</u>		
<u>Quality Management</u>		
A3MG0067	Cloud Contact Center Active Call Recording, Per Concurrent Seat/month	\$29.60 \$26.75
A3MG0068	Cloud Contact Center Screen Recording, Per Concurrent Seat/month	\$20.80 \$17.85
A3MG0069	Cloud Contact Center Genesys Quality Management, Per Concurrent Seat/month	\$20.80 \$17.85
A3MG0070	Cloud Workforce Management, Per Concurrent Seat/month	\$39.45 \$35.75
<u>Other Services</u>		
A3MG0072	Cloud IVR Survey - Designer (Voice Only), Per Seat/Month	\$20.80 \$17.85
A3MG0073	Cloud Contact Center Mobile Engagement (seat), Per Seat/Month	\$59.15 \$53.50
A3MG0074	Cloud Contact Center - Voice Mail (Group only), Per Seat/Month	\$11.85 \$10.70
A3MG0075	Cloud Contact Center InfoMart Data Export, MRC	\$1,886.00 \$1,687.50
A3MG0076	Cloud Contact Center G-Plus for SFDC, Per concurrent Media Channel/Seat	\$20.80 \$17.85
<u>End User End Points</u>		
A3MG0078	Genesys SIP Endpoint for Agent Desktop, Per Seat/month	\$10.00 \$9.30
A3MG0079	Sip Endpoint Connector for 3rd party Endpoints, Per Seat/month	\$10.00 \$9.30
<u>Professional Services</u>		
A3MG0081	Cloud Contact Center Professional Services Implementation, NRC	ICB ICB
A3MG0082	Cloud Contact Center Training, NRC	ICB ICB
A3MG0083	Cloud Contact Center InfoMart Data Export Implementation Fee, NRC	ICB ICB
A3MG0084	Data Storage	ICB ICB
A3MG0085	CTI Integration	ICB ICB
A3MG0086	CRM Integration	ICB ICB
A3MG0087	Leader Lead Classes	ICB ICB
A3MG0088	Genesys University Web Based Training	ICB ICB
<u>Professional Services / Non-recurring Fees</u>		

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A3MG0090	Cloud Contact Center Professional Services Implementation, One Time Charge	ICB	ICB
	<u>Installation & Activation</u>		
	<u>Cloud Care Options</u>		
A3MG0093	Cloud Care Experience Manager (CxM)	\$218,750.00	\$218,750.00
	<u>Genesys University</u>		
A3MG0095	Training and Enablement (eLearning on demand), One time charge (per training unit)	\$125.00	\$125.00
A3MG0096	Training and Enablement (Instructor based Training, One time charge (per training unit)	ICB	ICB
A3MG0097	Training and Enablement (Custom Training Quote), One time charge (per training unit)	ICB	ICB

Inference IVR Solutions

<u>Description</u>	<u>NRC</u>	<u>MRC</u>
Portal Account - This per customer account fee provides user access to the Studio Creation Environment and assumes each customer in connected to Inference PoPs via a separate dedicated SIP trunk.	\$0.00	\$200.00
Basic Virtual Agent - This enables one concurrent Virtual Agent to be processed within Studio in DTMF mode (no TTS & ASR) for inbound/outbound interactions.	\$0.00	\$107.00
Basic Plus - This enables one concurrent Virtual Agent to be processed within Studio in DTMF mode (with Prompt Node TTS, Google Voices only) for inbound/outbound interactions	\$0.00	\$137.00
Standard Virtual Agent - This enables one concurrent Virtual Agent to be processed within Studio with full multiple language TTS and ASR capabilities for inbound/outbound interactions.	\$0.00	\$200.00
NLP Virtual Agent - All the features of a Standard Virtual Agent additionally enabled with selectable Open Speech/Natural Language Processing (NLP) AI capabilities (Google, IBM Watson).	\$0.00	\$260.00
Biometric Enabled Virtual Agent - All the features of a standard Virtual Agent additionally enabled with voice biometrics for user authentication in security solutions.	\$0.00	\$400.00
Bursting Capability (capacity on demand) - This enables additional temporary Virtual Agent capacity to meet unexpected demand. This fee applies to the additional Virtual Agents used in the billing month beyond the amount ordered. By default bursting is not enabled and therefore you must request Bursting to be enabled.	\$0.00	2x Virtual Agent
Screen Pop - 10 Agent Pack - The Studio “BroadWorks ScreenPop Transfer” function provides, on the Agent display, the relevant caller and account information during the call transfer.	\$0.00	\$200.00
Predictive Dialer - Adds predictive dialer capability to each live agent position or seat. Price is per agent.	\$0.00	\$33.50
Studio Credits (800,000 credits) - Credits are required prepayment of pay-for-use Inference credit-based services (such as SMS messaging). Contact AT&T for credit debit schedule.	\$5,000.00	\$0.00
Q-FOR-ME (5 Waiter Pack) - Q-FOR-ME Waiters are provided in multiples of 5 and are billed monthly.	\$0.00	\$167.00
Inference Assist (20 Hour Pack) - Includes 20 hours of professional services that can be used in 1 hour increments and expire in 12 months	\$5,000.00	\$0.00
Agent Assisted PCI Payments (Secure Call Proxy Option) - Enables a Virtual Agent to create an “on demand” secure transaction environment with a live agent where transaction data is muted and hidden from the live agent during the transaction to meet security requirements. Price is per agent	\$0.00	\$33.50

Service Category 3 - Contact Center Other

<u>Part Number</u>	<u>Description</u>	<u>MRC</u>
	<u>CC ELITE AGENT BUNDLES</u>	
390364	CC Elite Voice Agent Bundle	\$128.75
	CMS Interfaces and CRM Connector OPTIONS	\$0.00
398970	Any One Additional CMS Interface	\$312.50
400575	Any One Additional CMS Interface Session	\$43.75
400819	Any One Inbound Voice Redundant CRM Connector	\$37.50
400821	Any One Omnichannel Redundant CRM Connector	\$18.75
400822	Any One Omnichannel Service	\$1,875.00
	<u>Oceana or EMC BUNDLES</u>	
393170	Oceana or EMC Base Sub	\$2,018.61
393192	Oceana or EMC Supervisor Bundle Sub	\$77.24
393196	Oceana or EMC Workspaces SDK Sub	\$8.78
393198	Oceana or EMC All Media AgentBundle Sub	\$175.54
393200	Oceana or EMC Adj Route Voice Agent Bundle Sub	\$35.11
393202	Oceana or EMC Digital Premium Agent Bundle Sub	\$166.75
393206	Oceana or EMC Digital Basic Agent Bundle Sub	\$105.33
393208	Oceana or EMC Reporting Data Stream Sub	\$667.03
393210	Oceana or EMC Advanced Analytics Sub	\$24.58
398708	Oceana or EMC R3 CAMPHA ADJROUT VOICE PKG /H	\$6.69
398710	Oceana or EMC R3 CAMPHA DGTLPREM CNCRUSRPKG /H	\$33.44
398712	Oceana or EMC R3 CAMPHA DGTL BASIC USER PKG /H	\$20.06
398706	Oceana or EMC R3 CAMPHA ALL MED CNCRUSERPKG /H	\$36.11
398704	Oceana or EMC R3 CAMPUS HA PACKAGE /H	\$400.59
398714	Oceana or EMC R3 GEOGRAPHIC HA PACKAGE /H	\$2,002.58
	<u>AVAYA WFO SELECT a la Carte</u>	
393240	AWFOS Recorder (Redundancy Included)	\$31.25
393244	AWFOS Standard (Redundancy Included)	\$46.25
393246	AWFOS QM/PM (Redudancy Included)	\$77.50
393264	AWFOS R5 Silent Monitoring (Redundancy Included)	\$11.25
393274	AWFOS Screen Capture (Redudancy Included)	\$11.25
	AVAYA WORKFORCE OPTIMIZATION a la Carte	\$0.00

400123 AWFO or Calabrio Op CR	\$48.73
400124 AWFO or Calabrio Adv CR	\$53.75
400125 AWFO or Calabrio Op QM	\$65.00
400126 AWFO or Calabrio Adv QM	\$82.81
400127 AWFO or Calabrio Op WFO Package	\$99.26
400128 AWFO or Calabrio Adv WFO Package	\$136.50
400129 AWFO or Calabrio Op WFM	\$47.60
400170 AWFO or Calabrio Adv WFM	\$68.54
400171 AWFO or Calabrio Advcd Desktop Analytics	\$31.25
400172 AWFO or Calabrio Lesson Management	\$15.00
400173 AWFO or Calabrio Time Off Manager	\$6.56
400174 AWFO or Calabrio Shift Bidding	\$3.75
400175 AWFO or Calabrio Advanced Scorecards	\$15.00
400176 AWFO or Calabrio Strategic Planner	\$15.00
400177 AWFO or Calabrio SA Addl Lang	\$50.00
400178 AWFO or Calabrio Intraday Perf Mgmt	\$5.00
400179 AWFO or Calabrio Comp Based Learning	\$34.38
400180 AWFO or Calabrio Speech Advanced	\$81.25
400181 AWFO or Calabrio Interact Exp Data Mgr	\$21.88
400182 AWFO or Calabrio Customer Feedback Advanced	\$40.63
400183 AWFO or Calabrio Full Time Screen Recording	\$31.25
<u>SELF-SERVICE & SPEECH ENABLEMENT</u>	
400184 Avaya Exp Portal (R7) Inbound Port (with Touchtone)	\$91.34
400185 Avaya Exp Portal (R7) Outbound Port	\$91.34
<u>NUANCE PACKAGES a la Carte</u>	
399418 NR TIER 4 - 1 LANG BUNDLE /H	\$218.75
399440 NR TIER 4 - 2 LANG BUNDLE /H	\$262.50
399442 NR TIER 4 - 3 LANG BUNDLE /H	\$306.25
399444 NR TIER 3 - 1 LANG BUNDLE /H	\$187.50
399446 NR TIER 3 - 2 LANG BUNDLE /H	\$225.00
399448 NR TIER 3 - 3 LANG BUNDLE /H	\$262.50
399470 NR TIER 4 ADDITIONAL LANGUAGE /H	\$37.50
399474 NR TIER 3 ADDITIONAL LANGUAGE /H	\$25.00
399480 NUANCE VOLCALIZER /H	\$68.75

399484 CORE DIALOG MODULE /H	\$5.00
399486 US ADDRESS DIALOG MODULE /H	\$50.00
399488 CANADIAN ADDRESS DM - 1ST LANG /H	\$50.00
399494 NORTH AMERICAN NAME DM /H	\$31.25
399496 EMAIL DIALOG MODULE /H	\$50.00
399498 SPELLING DIALOG MODULE /H	\$31.25
399500 US ADDRESS UPDATE SUBS SERVICE /H	\$1,500.00
399502 CANADIAN ADDR UPDATE SUBS SVC /H	\$1,500.00
CALL BACK ASSIST a la Carte	\$0.00
391018 Callback Assist per Port	\$31.25
<u>AVAYA PROACTIVE OUTREACH MANAGER a la Carte</u>	
390336 POM Outbound Voice (agentless) Bundle	\$136.25
0 POM Preview Agent Bundle	\$188.75
390342 POM Predictive Agent Bundle	\$188.75
390338 POM Email (3600 msgs/hour)	\$643.75
390354 POM Email (additional 3600 msgs/hour)	\$373.75
390340 POM SMS (3600 msgs/hour)	\$643.75
390356 POM SMS (additional 3600 msgs/hour)	\$448.75
BREEZE a la Carte	\$0.00
392688 CONTEXT STORE R3 API	\$2,016.88
392684 CONTEXT STORE R3 PER SRVR	\$1,680.63
392704 COL BROWSING R3 USER	\$20.31
392706 REALTIME SPCH R3 PROD USR	\$30.31
392680 BREEZE R3 CUSTOM SNAP-IN SRVR INSTNC	\$187.81
392682 BREEZE R3 MEDIA SRVR BNDL INSTNC	\$125.31
392694 AEA R3 SEAMLESS TRNSFR USER	\$0.25
392696 AEA R3 CONF BRDG ASSISTANT USER	\$2.00
392698 WEBRTC R3 VCE GTWY SML PKG	\$504.06
392700 WEBRTC R3 VCE GTWY MED PKG	\$672.19
392702 WEBRTC R3 VCE GTWY LG PKG	\$840.31
<u>Training</u>	
398888 CAAS CNTL MGR TRAINING BILLING	\$193.75
TGPN0001 AOS CCAAS CC AGENT MANAGED OPERATE STD	\$5.00
TGPN0002 CCAAS HELP DESK USER	\$1.56

TGPN0003	CCAAS AOS OPER APPL SRVR	\$715.25
TGPN0004	CCAAS AOS OPER ASM SRVR	\$398.44
TGPN0005	CCAAS CAPACITY MGMT	\$234.38
TGPN0006	CCAAS AVAILABILITY MGMT	\$362.50

Service Category 3 - Avaya ContactCentreSuite

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>Avaya Aura Contact Center 7 Common Contact Center Codes</u>	
NT9Z49CA	AACC R7 Software Package	\$0.00
NT9Z78GA	AVAYA AURA CC7 SOFTWARE 7.1 USB	\$128.00
NT9Z49AE	AACC R7 Software DVD	\$121.60
NT9Z78FA	AVAYA AURA CC7 SOFTWARE 7.0.3 USB	\$121.60
	<u>Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Contact Center Multimedia Base Software</u>	
NT9Z40HA	AACC R7 Multimedia Contact Nodal Base System	\$3,200.00
NT9Z40LA	AACC Multimedia R7 Nodal Base System	\$3,200.00
	<u>Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Contact Center Multimedia Agents</u>	
NT9Z45DA	AACC R7 Email Agent -1	\$576.00
NT9Z45EA	AACC R7 Preview Progressive Outbound Agent -1	\$448.00
NT9Z45FA	AACC R7 Web Chat Agent -1	\$576.00
NT9Z45GA	AACC R7 SMS Agent -1	\$576.00
NT9Z45LA	AACC R7 Nodal Predictive Outbound Agent	\$640.00
NT9Z45VA	AACC R7 Multimedia Agent Bundle	\$640.00
NT9Z45XA	AACC R7 Open Queue Agent -1	\$640.00
	<u>Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Contact Center Multimedia Optional Features</u>	
NT9Z42AA	AACC Multimedia R7 Standby Server	\$7,200.00
	<u>Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Base Software</u>	
NT9Z40JA	AACC CCT R7 Nodal Base System	\$3,200.00
NT9Z40KA	AACC CCT R7 Nodal Base System for CCMM	\$0.00

Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Optional Features

NT9Z41AA	AACC Manager R7 Hot Standby Server	\$12,800.00
NT9Z41BA	AACC Manager R7 Geographic Redundancy Standby Server	\$6,400.00
NT9Z41BB	AACC R7 Nodal Campus Geo Combo Standby Server	\$17,920.00
NT9Z41DA	AACC Manager R7 NCC System	\$20,480.00
NT9Z41EA	AACC Manager R7 NCC Standby Server System	\$15,360.00
NT9Z41GA	AACC R7 Universal Networking	\$35.20
NT9Z41MA	AACC R7 Nodal Record On Demand	\$2,304.00
NT9Z41NA	AACC R7 Nodal Multiple DN Recording -1 Licence	\$32.00
NT9Z43AA	AACC CCT R7 Standby Server	\$7,200.00
NT9Z75GA	AACC R7 Report Creation Wizard Users -1	\$640.00

Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Devices

NT9Z46AB	AACC R7 Communications Control Toolkit - Contact Center Device Increment -1	\$201.60
NT9Z46LA	AACC CCT R7 Contact Center Device for CCMM and Agent - 1 Device	\$0.00
NT9Z46MA	AACC R7 Communications Control Toolkit -1 IVR Device Increment	\$201.60
NT9Z46NA	AACC R7 Communications Control Toolkit -1 IVR Data Device Increment	\$201.60
NT9Z46PA	AACC R7 Communications Control Toolkit- 1 IVR-CC Device Increment	\$201.60

Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Base Software

NT9Z40AA	AACC Manager R7 Nodal Enterprise Base System	\$3,200.00
NT9Z40BA	AACC Manager R7 MLS Base System	\$48,000.00

Avaya Aura Contact Center 7 New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Agents

NT9Z44DA	AACC R7 Nodal Voice Standard Agent	\$736.00
NT9Z44JB	AACC R7 Nodal Voice Networked Agent	\$992.00
NT9Z44PA	AACC R7 Supervisor Licence	\$576.00
NT9Z44RF	AACC R7 Nodal SIP Voice Standard to Networked Agent transfer Increment -1	\$243.20
NT9Z58JD	AACC R7 Preview Progressive Outbound Upgrade	\$156.80
NT9Z58MA	AACC R7 PPOB upgrade to Predictive Outbound Agent Migration - 1 agent	\$320.00
NT9Z75IA	AACC R7 Nodal Predictive Outbound Agent Upgrade	\$224.00

NT9Z75KA	AACC R7 Open Queue Agent Upgrade	\$224.00
	<u>Avaya Aura Contact Center 7 Nodal Transfers (Corporate Licensing), Base Transfers</u>	
NT9Z68AA	AACC Manager R7 Corporate Base Transfer	\$758.40
NT9Z68NA	AACC Multimedia R7 Nodal to Corporate Base Transfer	\$758.40
NT9Z68SA	AACC Communications Control Toolkit R7 Nodal to Corporate Base Transfer	\$758.40
	<u>Avaya Aura Contact Center 7 Nodal Transfers (Corporate Licensing), Agent and Device Transfers</u>	
NT9Z69AD	AACC R7 Nodal to Corporate Inbound Voice Agent - 1	184.32
NT9Z69AK	AACC R7 Nodal to Corporate Supervisor -1	\$144.00
NT9Z69CC	AACC R7 Nodal to Corporate Predictive Outbound Agent -1 Agent	\$160.00
NT9Z69DA	AACC R7 Nodal to Corporate Multimedia with Multiplicity Agent - 1	\$144.00
NT9Z69EA	AACC R7 CCT Nodal to Corporate Contact Center - 1 Device	\$50.56
NT9Z69EB	AACC R7 CCT Nodal to Corporate IVR 7 - 1 Device	\$44.16
NT9Z69EC	AACC R7 CCT Nodal to Corporate IVR 7 DATA - 1 Device	\$44.16
NT9Z69ED	AACC R7 CCT Nodal to Corporate IVR 7 Contact Center Interfaces - 1 Device	\$44.16
NT9Z69GA	AACC R7 Nodal to Corporate Preview/Progressive Outbound Agent -1	\$112.00
NT9Z69HA	AACC R7 Nodal to Corporate SMS Agent - 1	\$144.00
	<u>Avaya Aura Contact Center 7 Nodal Transfers (Corporate Licensing), Optional Feature Transfers</u>	
NT9Z68FA	AACC Manager R7 NCC System Corporate Transfer	\$5,120.00
NT9Z68GA	AACC Manager R7 Geo Redundant Standby Server Corporate Transfer	\$1,600.00
NT9Z68HA	AACC Manager R7 Enhanced Standby Server Corporate Transfer	\$3,798.40
NT9Z68JA	AACC Manager R7 NCC Standby Server Corporate Transfer	\$3,840.00
NT9Z68KA	AACC Manager R7 Report Creation Wizard Users Corporate Transfer	\$151.68
NT9Z68QA	AACC Multimedia R7 Standby Server Corporate Transfer	\$1,801.60
NT9Z68TA	AACC Communications Control Toolkit R7 Standby Server Corporate Transfer	\$598.40
	<u>Avaya Aura Contact Center 7 Nodal Upgrades (Corporate Licensing), Base Upgrades</u>	
NT9Z70AA	AACC Manager R7 Corporate Base System Upgrade	\$1,400.32
NT9Z70AB	AACC Multimedia R7 Corporate Base System Upgrade	\$1,400.32
NT9Z70AC	AACC R7 CCT Corporate Base System Upgrade	\$1,400.32
NT9Z71AA	AACC Manager R7 Corporate NCC System Upgrade	\$8,960.00
NT9Z71CA	AACC Manager R7 Standby Server Corporate Base Upgrade	\$3,136.00

NT9Z71DA	AACC R7 Multimedia Corporate Standby Server Upgrade	\$3,150.08
NT9Z71EA	AACC Communication Control Toolkit R7 Standby Server Corporate Base Upgrade	\$2,496.00
NT9Z71HA	AACC Manager R7 Corporate RCW Upgrade	\$280.32
NT9Z72JB	AACC R7 Corporate Communications Control Toolkit -1 IVR Device Upgrade	\$144.00
NT9Z75WA	AACC Manager R7 Corporate License Manager Standby Server Upgrade	\$2,240.00
NT9Z76AA	AACC Manager R7 Geo Redundant Corporate Standby Server Upgrade	\$2,800.00
NT9Z76CA	AACC Manager R7 Corporate NCC Standby Server Upgrade	\$6,720.00
NT9Z76EA	AACC R7 Corporate Combo Standby Server Upgrade	\$9,800.32

Avaya Aura Contact Center 7 Nodal Upgrades (Corporate Licensing), Agent Upgrades

NT9Z72AF	AACC R7 Corporate Inbound Voice Agent Upgrade - 1	\$321.92
NT9Z72CA	AACC R7 CCT Corporate Contact Center Device Upgrade	\$88.32
NT9Z72DA	AACC R7 Corporate Email Agent Upgrade	\$252.80
NT9Z72KD	AACC R7 Corporate Preview/Progressive Outbound Agent Upgrade	\$195.84
NT9Z72LA	AACC R7 Corporate Web Chat Agent Upgrade	\$252.80
NT9Z72MA	AACC R7 Corporate PPOB upgrade to Predictive Outbound Agent— 1 agent	\$400.00
NT9Z75NA	AACC R7 Corporate Networked Voice Agent Upgrade	\$392.32
NT9Z75PA	AACC R7 Corporate Supervisor Licence Upgrade	\$252.16
NT9Z75RA	AACC R7 Corporate Standard SMS Agent Upgrade	\$252.80
NT9Z75TA	AACC R7 Corporate Open Queue Agent Upgrade	\$280.32
NT9Z76NA	AACC Manager R7 Corporate Record On Demand Upgrade	\$1,008.00
NT9Z76RA	AACC Manager R7 Corporate Multiple DN Recording Upgrade	\$14.08
NT9Z76ZA	AACC Communications Control Toolkit R7 CCT Corporate IVR Data Upgrade	\$88.32
NT9Z77AA	AACC Communications Control Toolkit R7 CCT Corporate IVR Contact Center Interface Upgrade	\$88.32
NT9Z77BA	AACC R7 Corporate Predictive Outbound Blending 1 Agent Upgrade	\$280.32

Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), Base Upgrades

NT9Z50AA	Upgrade to AACC Contact Center Manager R7 Base	\$1,120.00
NT9Z50BA	AACC Manager R7 MLS Upgrade	\$16,800.00
NT9Z50CA	AACC Manager R7 NCC System Upgrade	\$7,168.00
NT9Z50DA	AACC Manager R7 Hot Standby Server Upgrade	\$4,480.00
NT9Z50EA	AACC Manager R7 NCC Standby Server System Upgrade	\$5,376.00
NT9Z75EA	AACC Manager R7 Geographic Redundancy Standby Server Upgrade	\$2,240.00
NT9Z76IA	AACC R7 Nodal Campus Geo Combo Standby Server Upgrade	\$6,272.00

<u>Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCE7 Upgrade to CCE8 Base Upgrades</u>		
NT9Z50UA	AACC R7 Report Creation Wizard (RCW) Upgrade	\$224.00
NT9Z62AA	AACC Multimedia R7 Nodal Base System Upgrade	\$1,120.00
NT9Z62BA	AACC Multimedia R7 Standby Server Upgrade	\$2,520.32
NT9Z76TA	AACC R7 Universal Networking Upgrade	\$12.80
NT9Z76XA	AACC R7 Multimedia Agent Bundle Upgrade	\$224.00
NT9Z77CA	AACC R7 Record On Demand Upgrade	\$806.40
NT9Z77DA	AACC R7 Multiple DN Recording Upgrade	\$12.80
NT9Z77WA	AACC R7 Multimedia Contact Nodal Base Upgrade	\$1,120.00
<u>Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), Agent Upgrades</u>		
NT9Z56AB	AACC R7 Voice Agent Upgrade	\$257.92
NT9Z58ZA	Upgrade to AACC R7 Email Agent Increment -1	\$201.60
NT9Z58ZB	Upgrade to AACC R7 Web Chat Agent Increment -1	\$201.60
NT9Z75AA	AACC R7 Nodal Voice Networked Agent Upgrade	\$347.52
NT9Z75CA	AACC R7 Supervisor Licence Upgrade	\$347.52
NT9Z75HA	AACC R7 SMS Agent Upgrade -1	\$201.60
NT9Z77YA	AACC R7 WFO Comp Rec Port Upgrade	\$64.00
NT9Z78AA	AACC-M R7 AAEP Upgrade	\$89.60
NT9Z78CA	AACC R7 Suite for Midsize Enterprise WFO Upgrade	\$0.00
<u>Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCT Upgrade to CCT Upgrade Packages</u>		
NT9Z54AA	AACC CCT R7 Nodal Base System Upgrade	\$1,120.00
NT9Z54DA	AACC CCT R7 Standby Server Upgrade	\$2,520.32
<u>Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCT Upgrade to CCT 7 Upgrades</u>		
NT9Z60DA	Upgrade to AACC R7 Communications Control Toolkit Contact Center -1 Device	\$70.40
NT9Z60HA	Upgrade to AACC R7 Communications Control Toolkit -1 IVR Data Device Increment	\$70.40
NT9Z60LA	Upgrade to AACC R7 Communications Control Toolkit -1 IVR Contact Center Device Increment	\$70.40
NT9Z60RA	Upgrade to AACC R7 Communications Control Toolkit -1 IVR Device Increment	\$70.40
<u>Avaya Aura Contact Center 7 Upgrades and Migrations (Nodal Licensing), CCT Upgrade to CCT 7 Prepaid Upgrades</u>		
NT9Z55AA	AACC CCT R7 Nodal Base System Prepaid Upgrade	\$0.00

NT9Z55BA	AACC CCT R7 Standby Server Prepaid Upgrade	\$0.00
NT9Z61AA	AACC R7 CCTCC Device Prepaid Upgrade	\$0.00
NT9Z61BA	Prepaid Upgrade to AACC R7 Communications Control Toolkit -1 IVR Device Increment Upgrade	\$0.00

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Corporate Licensing), Agents and Devices

NT9Y66AD	Avaya AuraTM Contact Centre R6 Corporate Standard Voice Agent - 1	\$758.40
NT9Y66BD	Avaya AuraTM Contact Centre R6 Corporate Email With Multiplicity Agent - 1	\$684.80
NT9Y66BE	Avaya AuraTM Contact Centre R6 Corporate Web Chat With Multiplicity Agent - 1	\$684.80
NT9Y66FA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Contact Center Device - 1 Device Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate CC Device for CCMM and CCOA - 1	\$239.36
NT9Y66GA	Device	\$0.00
NT9Y66QA	Avaya AuraTM Contact Center R6 Corporate Supervisor Licence - 1	\$684.80
NT9Y66AL	Avaya AuraTM Contact Centre R6 Corporate Networked Voice Agent - 1	\$1,062.40
NT9Y66SA	Avaya AuraTM Contact Center R6 Corporate Open Queue Agent - 1	\$758.40

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Corporate Licensing), Optional Features

NT9Y67DA	Avaya AuraTM Contact Center Manager R6 Geo Redundant Corporate Standby Server	\$7,600.00
NT9Y67FA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Corporate Standby Server	\$8,550.40

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Agents

NT9Y44DA	Avaya AuraTM Contact Center R6 Nodal Voice Standard Agent Increment -1	\$606.08
NT9Y44LA	Avaya AuraTM Contact Center R6 Nodal Essential Voice Agent Increment 1-100	\$486.40
NT9Y44LB	Avaya AuraTM Contact Center R6 Nodal Essential SIP Voice Agent Increment 1-100	\$486.40
NT9Y44PA	Avaya AuraTM Contact Center R6 Supervisor Licence - 1	\$547.20
NT9Y44QD	Avaya AuraTM Contact Center R6 Nodal SIP Voice Standard Agent Increment -1	\$697.60
NT9Y44JB	Avaya AuraTM Contact Center R6 Nodal Voice Networked Agent Increment -1	\$848.00
NT9Y44RF	Avaya AuraTM Contact Center R6 Nodal SIP Voice Standard to Networked Agent transfer Increment -1	\$243.20
NT9Y44UA	AACC 6 New Standard Package	\$606.08
NT9Y44UB	AACC 6 New Advanced Package	\$969.60
NT9Y44UC	AACC 6 New Premier Package	\$969.60

NT9Y44UD	AVAYA AURA CC R6 Midsize WFO Compliance Call Recording Port	\$120.96
NT9Y44UE	AVAYA AURA CC R6 Experience Portal Self Service Licence - 1 port	\$242.56
NT9S21PA	Avaya Aura Offsite Agent 1 Agent Increment	\$176.00

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Optional Features

NT9Y41AA	Avaya AuraTM Contact Center Manager R6 Enhanced Standby Server	\$12,160.00
NT9Y41BA	Avaya AuraTM Contact Center Manager R6 Geographic Redundancy Standby Server	\$6,080.00
NT9Y41HA	Avaya AuraTM Contact Center R6 Report Creation Wizard (RCW) First 4 Additional Users	\$2,432.00
NT9Y41KA	Avaya AuraTM Contact Center Nodal CRQM Record On Demand	\$758.40
NT9Y41LA	Avaya AuraTM Contact Center Nodal CRQM Multiple DN Recording - 1 Licence	\$11.52
NT9Y41NA	Avaya AuraTM Contact Center Nodal Multiple DN Recording - 1 Licence	\$30.08
NT9Y42AA	Avaya AuraTM Contact Center Multimedia R6 Standby Server	\$6,838.40
NT9Y41BB	Avaya AuraTM Contact Centre Manager R6 Nodal Campus Geo Combo Standby Server	\$17,024.00

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Contact Center Multimedia Base Software

NT9Y40LA	Avaya AuraTM Contact Center Multimedia R6 Nodal Base System	\$3,040.00

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Contact Center Multimedia Agents

NT9Y45DA	Avaya Aura TM Contact Center R6 Email With Multiplicity Agent - 1	\$547.20
NT9Y45EA	Avaya AuraTM Contact Centre Preview Progressive Outbound With Multiplicity R6 Agent - 1	\$425.60
NT9Y45FA	Avaya AuraTM Contact Centre Web Chat With Multiplicity R6 Agent - 1	\$547.20
NT9Y45GA	Avaya AuraTM Contact Centre SMS With Multiplicity R6 Agent - 1	\$547.20
NT9Y45VA	Avaya AuraTM Contact Center R6 Multimedia With Multiplicity Agent Bundle Increment - 1	\$640.00
NT9Y45XA	Avaya Aura TM Contact Center R6 Open Queue Agent - 1	\$608.00

Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Base Software

NT9Y40JA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Nodal Base System	\$3,040.00
NT9Y40KA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Nodal Base System for CCMM and CCOA	\$0.00

<u>Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Optional Features</u>		
NT9Y43AA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Standby Server	\$6,838.40
<u>Avaya NES Contact Centre - Avaya Aura Contact Center 6 - New Systems and Expansions (Nodal Licensing), Communication Control Toolkit Devices</u>		
NT9Y46AB	Avaya AuraTM Contact Centre Communications Control Toolkit R6 Contact Center Device Increment -1	\$191.36
NT9Y46LA	Avaya AuraTM Contact Center Communications Control Toolkit R6 Contact Center Device for CCMM and CCOA Agent - 1 Device	\$0.00
NT9Y46MA	Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Device Increment	\$176.64
NT9Y46NA	Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR Data Device Increment	\$176.64
NT9Y46PA	Avaya AuraTM Contact Center Communications Control Toolkit R6 - 1 IVR-CC Device Increment	\$176.64
<u>Avaya NES Contact Centre - Avaya Aura Contact Center 6 - Upgrades and Migrations (Nodal Licensing), Base Migrations</u>		
NT9Y52EA	Avaya AuraTM Essential Contact Center Manager R6 Base Migration to Enterprise AML Platform	\$1,212.80
<u>Avaya NES Contact Centre - Common Contact Centre codes</u>		
NT9S89PB	Avaya AuraTM Contact Center Nortel Switch Indicator	\$0.00
NT9S89QB	Avaya AuraTM Contact Center Avaya Switch Indicator	\$0.00
NT9Y49CA	Avaya AuraTM Contact Center R6 Non Merchandise DVD	\$0.00
NT9Y90AD	Avaya Aura Contact Center Suite for Midsize Enterprise WFO Add Offer	\$0.00
<u>Avaya NES Contact Centre - Common Contact Centre codes, Reference Only</u>		
NT9S50LA	Avaya AuraTM Contact Center Corporate Nortel System Indicator	\$0.00
<u>Contact Centre 7 - New Systems and Expansions (Corporate Licensing), Base Software</u>		
NT9Z65AA	AACC Manager R7 Corporate Base System	\$4,000.00
NT9Z65CA	AACC Multimedia R7 Corporate Base System	\$4,000.00
NT9Z65EA	AACC R7 CCT Corporate Base System	\$4,000.00
NT9Z65FA	AACC CCT R7 Corporate Base System for CCMM	\$0.00
<u>Contact Centre 7 - New Systems and Expansions (Corporate Licensing), Agents and Devices</u>		
NT9Z66AD	AACC R7 Corporate Standard Voice Agent - 1	\$920.32

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Exhibit B

NT9Z66AL	AACC R7 Corporate Networked Voice Agent	\$1,120.00
NT9Z66BD	AACC R7 Corporate Email Agent	\$720.00
NT9Z66BE	AACC R7 Corporate Web Chat Agent	\$720.00
NT9Z66EA	AACC R7 Corporate Predictive Outbound Blending 1 Agent	\$800.00
NT9Z66FA	AACC R7 CCT Corporate Contact Center Device	\$252.16
NT9Z66FB	AACC Communications Control Toolkit R7 Corporate IVR -1 Device	\$232.32
NT9Z66FC	AACC Communications Control Toolkit R7 Corporate IVR DATA -1 Device	\$232.32
NT9Z66FD	AACC Communications Control Toolkit R7 Corporate IVR Contact Center Interfaces -1 Device	\$232.32
NT9Z66GA	AACC Communications Control Toolkit R7 Corporate CC Device for CCMM and CCOA -1 Device	\$0.00
NT9Z66NF	AACC R7 Corporate Voice Standard to Networked Agent Transfer Increment -1	\$304.00
NT9Z66PD	AACC R7 Corporate Preview/Progressive Outbound Agent	\$560.00
NT9Z66QA	AACC R7 Corporate Supervisor Licence	\$720.00
NT9Z66RA	AACC R7 Corporate Standard SMS Agent Upgrade	\$720.00
NT9Z66SA	AACC R7 Corporate Open Queue Agent -1	\$800.00
NT9Z67LC	AACC Manager R7 Corporate Record On Demand	\$2,880.00
NT9Z67LD	AACC Manager R7 Corporate Multiple DN Recording	\$40.32

Contact Centre 7 - New Systems and Expansions (Corporate Licensing), Optional Features

NT9Z67AA	AACC Manager R7 Corporate License Manager Standby Server	\$6,400.00
NT9Z67BA	AACC Manager R7 Corporate NCC System	\$25,600.00
NT9Z67CA	AACC Manager R7 Corporate Standby Server	\$16,000.00
NT9Z67DA	AACC Manager R7 Geo Redundant Corporate Standby Server	\$8,000.00
NT9Z67EA	AACC Manager R7 Corporate NCC Standby Server	\$19,200.00
NT9Z67FA	AACC CCT R7 Corporate Standby Server	\$9,000.32
NT9Z67GA	AACC R7 Multimedia Corporate Standby Server	\$9,000.32
NT9Z67JA	AACC Manager R7 Corporate RCW Users -1	\$800.00
NT9Z67SA	AACC R7 Corporate Combo Standby Server	\$28,000.00

Contact Centre 7 - New Systems and Expansions (Nodal Licensing), Contact Center Manager (CCM) Optional Features

NT9S36EB	SIP CC Access License	\$8.96

Service Category 3 - Avaya AgentEnvironment

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
<u>Mobility and End User Clients - Avaya One-X Agent, Software License</u>		
225914	ONE-X AGENT MOVE PER AGENT LIC:CU	\$0.00
227210	ONE-X AGENT R2 NEW/ADD PER AGENT LIC:CU	\$288.00
227212	ONE-X AGENT R2 NON-AGENT CLIENT LIC:CU	\$144.00
227213	ONE-X AGENT R2 RFA MOVE PER AGENT LIC:CU	\$0.00
227215	ONE-X AGENT R2 MIGRATION PER AGENT LIC:CU	\$64.00
228027	ONE-X AGENT R2 UPGRADE PER AGENT LIC:CU	\$101.12
228029	ONE-X AGENT R2 UPGRADE NON-AGENT CLIENT LIC:CU	\$50.56
228130	ONE-X AGENT R2 SUPV PER AGT LIC: CU	\$416.00
228484	ONE-X AGENT R2 NEW/ADD PER AGENT PLD LIC: CU	\$288.00
228486	ONE-X AGENT R2 NON-AGENT CLIENT PLD LIC: CU	\$144.00
228487	ONE-X AGENT R2 PLDS MOVE PER AGENT PLD LIC:CU	\$0.00
228489	ONE-X AGENT R2 MIGRATION PER AGENT PLD LIC: CU	\$64.00
228490	ONE-X AGENT R2 FREE-MAX 3 PLD LIC: CU	\$0.00
228491	ONE-X AGENT R2 TRIAL PER AGENT PLD LIC: CU	\$0.00
228492	ONE-X AGENT R2 UPGRADE PER AGENT PLD LIC: CU	\$101.12
228493	ONE-X AGENT R2 UPGRADE DR PER AGENT PLD LIC: CU	\$50.56
228494	ONE-X AGENT R2 UPGRADE NON-AGENT CLIENT PLD LIC: CU	\$50.56
228496	ONE-X AGENT R2 SUPV PER AGENT PLD LIC: CU	\$416.00
229089	ONE-X AGT R2 NON-AGENT CLIENT MOVE LIC: CU	\$0.00
265843	AGT DSKTP 6.X SOFTPHONE AND OFFSITE AGT PLDS LIC:CU	\$288.00
265844	AGT DSKTP 6.X SOFTPHONE AND OFFSITE AGT RFA LIC:CU	\$288.00
305293	ONE-X AGENT R2 EMC BUNDLE NEW/ADD PER AGENT RFA LIC:CU	\$32.00
307408	AGENT FOR DESKTOP R1 HEADLESS NEW	\$140.80
307409	AGENT FOR DESKTOP R1 STANDALONE 90DAY TRIAL	\$0.00
307420	ONE-X AGENT R2 SIP NEW/ADD PER AGENT LIC:CU	\$288.00
307421	ONE-X AGENT R2 SIP NEW/ADD DISASTER RECOVERY PER AGENT LIC:CU	\$144.00
307422	ONE-X AGENT R2 SIP NON-AGENT CLIENT LIC:CU	\$144.00
307423	ONE-X AGENT R2 SIP MOVE PER AGENT LIC:CU	\$0.00

307427 ONE-X AGENT R2 SIP SUPERVISOR PER AGENT LIC:CU	\$416.00
307482 AGENT FOR DESKTOP R1 SHARED CONTROL NEW	\$217.60
307483 AGENT FOR DESKTOP R1 STANDALONE NEW	\$288.00
307493 ONE-X AGENT R2 SIP UPLIFT AGENT LIC:CU	\$0.00
307494 ONE-X AGENT R2 SIP UPLIFT DISASTER RECOVERY AGENT LIC:CU	\$0.00
307495 ONE-X AGENT R2 SIP UPLIFT NON-AGENT CLIENT LIC:CU	\$0.00
307496 ONE-X AGENT R2 SIP UPLIFT SUPERVISOR AGENT LIC:CU	\$0.00
340150 AGENT FOR DESKTOP R1 SIP STANDALONE NEW	\$288.00
340151 AGENT FOR DESKTOP R1 SIP HEADLESS NEW	\$140.80
385474 AGENT FOR CHROME R1 GOOGLE CHROME MGMT CONSOLE NAR /E LIC:DS,CU	\$0.00
400336 AGENT FOR DESKTOP R2 ADVANCED NEW / ADDITIONS LIC:CU,SR	\$288.00
400337 AGENT FOR DESKTOP R2 BASIC NEW / ADDITIONS LIC:CU,SR	\$217.60
400338 AGENT FOR DESKTOP R2 HEADLESS NEW / ADDITIONS LIC:CU,SR	\$140.80
400339 AGENT FOR DESKTOP R2 BASIC TO ADVANCED UPBUY LIC:CU,SR	\$70.40
400700 AGENT FOR DESKTOP R2 HEADLESS TO ADVANCED UPBUY LIC:CU,SR	\$147.20
400701 AGENT FOR DESKTOP R2 ADVANCED ASIPP LEVEL 1 LIC:CU,SR	\$96.00
400702 AGENT FOR DESKTOP R2 ADVANCED ASIPP LEVEL 2 LIC:CU,SR	\$32.00
400703 AGENT FOR DESKTOP R2 DESKPHONE MODE /E LIC:CU,SR	\$0.00
400704 AGENT FOR DESKTOP R2 ADVANCED UPGRADE LIC:CU,SR	\$144.00
400705 AGENT FOR DESKTOP R2 BASIC UPGRADE LIC:CU,SR	\$108.80
400706 AGENT FOR DESKTOP R2 HEADLESS UPGRADE LIC:CU,SR	\$70.40
<u>Mobility and End User Clients - IP Agent, Software License</u>	
186089 IP AGENT LICENSE MOVE PER AGENT R5 LIC:CU	\$32.00
190332 IP AGENT LICENSE MOVE PER AGENT R2	\$32.00
190333 IP AGENT MOVE PER AGENT R3 LIC:CU	\$32.00
190334 IP AGENT MOVE PER AGENT R4 LIC:CU	\$32.00
207362 IP AGT R7 LIC MOVE PER AGT CURRENT REL ELEC DWN	\$0.00
207363 CALL CENTER R4 BASIC LIC:CU	\$32.00
384219 CRM CONNECTOR R2 OVA LIC:DS,SR	\$19.20
384220 AVAYA DESKTOP WALLBOARD OVA LIC:DS,SR	\$19.20
389225 AES SFDC OPEN CTI CONNECTOR R1 USR NEW LIC:CU	\$160.00
389332 AES SFDC OPEN CTI CONNECTOR R1 USER HIGH AVAILABILITY NEW LIC:CU	\$80.00
392336 CRM CONN R2 COMMUNICATION MANAGER/ELITE ADAPTER NEW LIC:DS	\$9,600.00
392337 CRM CONN R2 PROACTIVE OUTREACH MANAGER ADAPTER NEW LIC:DS	\$9,600.00

392338 CRM CONN R2 OCEANA ADAPTER NEW LIC:DS	\$9,600.00
392339 CRM CONN R2 SALESFORCE VOICE ADAPTER NEW LIC:DS	\$9,600.00
392620 CRM CONN R2 ORACLE SERVICE CLOUD VOICE ADAPTER NEW LIC:DS	\$9,600.00
392621 CRM CONN R2 MICROSOFT DYNAMICS VOICE ADAPTER NEW LIC:DS	\$9,600.00
392622 CRM CONN R2 SAP VOICE ADAPTER NEW LIC:DS	\$9,600.00
392623 CRM CONN R2 SALESFORCE OMNI-CHANEL ADAPTER NEW LIC:DS	\$16,000.00
392624 CRM CONN R2 ORACLE SERVICE CLOUD OMNI-CHNL ADAPTER NEW LIC:DS	\$16,000.00
392625 CRM CONN R2 INBOUND VOICE USER NEW LIC:CU	\$320.00
392626 CRM CONN R2 OUTBOUND VOICE USER NEW LIC:CU	\$160.00
392627 CRM CONN R2 MULTIMEDIA USER NEW LIC:CU	\$160.00
392628 CRM CONN R2 TELECOMMUTER USER NEW LIC:CU	\$64.00
392629 CRM CONN R2 50 INBOUND VOICE USERS NEW LIC:CU	\$0.00
392630 CRM CONN R2 COMMUNICATION MANAGER/ELITE ADAPTER UPGRADE LIC:DS	\$4,800.00
392631 CRM CONN R2 PROACTIVE OUTREACH MANAGER ADAPTER UPGRADE LIC:DS	\$4,800.00
392632 CRM CONN R2 SALESFORCE VOICE ADAPTER UPGRADE LIC:DS	\$4,800.00
392633 CRM CONN R2 ORACLE SERVICE CLOUD VOICE ADAPTER UPGRADE LIC:DS	\$4,800.00
392634 CRM CONN R2 SAP VOICE ADAPTER UPGRADE LIC:DS	\$4,800.00
392635 CRM CONN R2 ORACLE SERVICE CLOUD OMNI-CHNL ADPT UPGRADE LIC:DS	\$8,000.00
392636 CRM CONN R2 INBOUND VOICE USER UPGRADE LIC:CU	\$160.00
392637 CRM CONN R2 OUTBOUND VOICE USER UPGRDAE LIC:CU	\$80.00
392638 CRM CONN R2 MULTIMEDIA USER UPGRADE LIC:CU	\$80.00
392639 CRM CONN R2 TELECOMMUTER USER UPGRADE LIC:CU	\$32.00
392652 CRM CONN R2 COMMUNICATION MANAGER/ELITE ADPT GEO REDUN NEW LIC:DS	\$4,800.00
392653 CRM CONN R2 PROACTIVE OUTREACH MGR ADAPTER GEO REDUN NEW LIC:DS	\$4,800.00
392654 CRM CONN R2 OCEANA ADAPTER GEO REDUNDANCY NEW LIC:DS	\$4,800.00
392655 CRM CONN R2 SALESFORCE VOICE ADAPTER GEO REDUNDANCY NEW LIC:DS	\$4,800.00
392656 CRM CONN R2 ORACLE SERVICE CLOUD VCE ADPT GEO REDUN NEW LIC:DS	\$4,800.00
392657 CRM CONN R2 MICROSOFT DYNAMICS VCE ADPT GEO REDUNDANCY NEW LIC:DS	\$4,800.00
392658 CRM CONN R2 SAP VOICE ADAPTER GEO REDUNDANCY NEW LIC:DS	\$4,800.00
392659 CRM CONN R2 SALESFORCE OMNI-CHANNEL ADPT GEO REDUN NEW LIC:DS	\$8,000.00
392660 CRM CONN R2 ORACLE SVC CLOUD OMNI-CHNL ADPT GEO REDUN NEW LIC:DS	\$8,000.00
392661 CRM CONN R2 INBOUND VOICE USER GEO REDUNDANCY NEW LIC:CU	\$160.00
392662 CRM CONN R2 OUTBOUND VOICE USER GEO REDUNDANCY NEW LIC:CU	\$80.00
392663 CRM CONN R2 MULTIMEDIA USER GEO REDUNDANCY NEW LIC:CU	\$80.00

392664 CRM CONN R2 TELECOMMUTER USER GEO REDUNDANCY NEW LIC:CU	\$32.00
392665 CRM CONN R2 50 INBOUND VOICE USER GEO REDUNDANCY NEW LIC:CU	\$0.00
392824 CRM CONN R2 COMM MGR/ELITE ADPT GEO REDUNDANCY UPGRADE LIC:DS	\$2,400.00
392825 CRM CONN R2 SALESFORCE VOICE ADPTR GEO REDUNDANCY UPGRADE LIC:DS	\$2,400.00
392826 CRM CONN R2 INBOUND VOICE USER GEO REDUNDANCY UPGRADE LIC:CU	\$80.00
395872 AGENT FOR DESKTOP R1 SHARED TO STANDALONE UPBUY LIC:CU	\$70.40
395873 AGENT FOR DESKTOP R1 STNDL INVEST PROTECTION POLICY LEVEL1 LIC:CU	\$96.00
395874 AGENT FOR DESKTOP R1 STNDL INVEST PROTECTION POLICY LEVEL2 LIC:CU	\$32.00
396290 EXPERT CLIENT R1 LIC:CU	\$400.00
396291 EXPERT CLIENT R1 1 X AGENT/AGENT FOR DESKTOP MIGRATION LIC:CU	\$112.00
<u>Mobility and End User Clients - IP Agent, Tracking</u>	
271143 AGENT DESKTOP 6.X SOFTPHONE ENABLE FOR CM LIC:CU	\$0.00
396691 CRM CONNECTOR R2 PERPETUAL BLOCK	\$0.00
395900 CRM CONN R2 COMMUNICATION MANAGER/ELITE ADAPTER /T LIC:DS	\$0.00
395901 CRM CONN R2 PROACTIVE OUTREACH MANAGER ADAPTER /T LIC:DS	\$0.00
395902 CRM CONN R2 OCEANA ADAPTER /T LIC:DS	\$0.00
395903 CRM CONN R2 SALESFORCE VOICE ADAPTER /T LIC:DS	\$0.00
395904 CRM CONN R2 ORACLE SERVICE CLOUD VOICE ADAPTER /T LIC:DS	\$0.00
395905 CRM CONN R2 MICROSOFT DYNAMICS VOICE ADAPTER /T LIC:DS	\$0.00
395906 CRM CONN R2 SAP VOICE ADAPTER /T LIC:DS	\$0.00
395907 CRM CONN R2 COMMUNICATION MANAGER/ELITE ADPT GEO REDUN /T LIC:DS	\$0.00
395908 CRM CONN R2 PROACTIVE OUTREACH MGR ADAPTER GEO REDUN /T LIC:DS	\$0.00
395909 CRM CONN R2 OCEANA ADAPTER GEO REDUNDANCY /T LIC:DS	\$0.00
395910 CRM CONN R2 SALESFORCE VOICE ADAPTER GEO REDUNDANCY /T LIC:DS	\$0.00
395911 CRM CONN R2 ORACLE SERVICE CLOUD VCE ADPT GEO REDUN /T LIC:DS	\$0.00
395912 CRM CONN R2 MICROSOFT DYNAMICS VCE ADPT GEO REDUNDANCY /T LIC:DS	\$0.00
395913 CRM CONN R2 SAP VOICE ADAPTER GEO REDUNDANCY /T LIC:DS	\$0.00
398720 CAAS CRM CONN R2 SALESFORCE OMNI-CHANEL ADAPTER CO-DELIVERY	\$480.00
398721 CAAS CRM CONN R2 SALESFORCE OMNI-CHANEL ADAPTER AOS	\$480.00
398722 CAAS CRM CONN R2 INBOUND VOICE USER CO-DELIVERY	\$9.60
398723 CAAS CRM CONN R2 INBOUND VOICE USER AOS	\$9.60
398724 CAAS CRM CONN R2 OUTBOUND VOICE USER CO-DELIVERY	\$4.80
398725 CAAS CRM CONN R2 OUTBOUND VOICE USER AOS	\$4.80
398726 CAAS CRM CONN R2 MULTIMEDIA USER CO-DELIVERY	\$4.80

398727 CAAS CRM CONN R2 MULTIMEDIA USER AOS	\$4.80
398728 CAAS CRM CONN R2 SALESFORCE OMNI-CHANNEL ADPT GEO REDUN CO-DELIVERY	\$240.00
398729 CAAS CRM CONN R2 SALESFORCE OMNI-CHANNEL ADPT GEO REDUN AOS	\$240.00
398730 CAAS CRM CONN R2 INBOUND VOICE USER GEO REDUNDANCY CO-DELIVERY	\$4.80
398731 CAAS CRM CONN R2 INBOUND VOICE USER GEO REDUNDANCY AOS	\$4.80
398732 CAAS CRM CONN R2 OUTBOUND VOICE USER GEO REDUNDANCY CO-DELIVERY	\$2.40
398733 CAAS CRM CONN R2 OUTBOUND VOICE USER GEO REDUNDANCY AOS	\$2.40
398734 CAAS CRM CONN R2 MULTIMEDIA USER GEO REDUNDANCY CO-DELIVERY	\$2.40
398735 CAAS CRM CONN R2 MULTIMEDIA USER GEO REDUNDANCY AOS	\$2.40
399209 CRM CONN R2 AVAYA AURA CONTACT CENTER ADAPTER /T LIC:DS	\$0.00
399540 CRM CONN R2 SIEBEL ADAPTER /T LIC:DS	\$0.00
399541 CRM CONN R2 PEGA ADAPTER /T LIC:DS	\$0.00
399542 CRM CONN R2 EPIC ADAPTER /T LIC:DS	\$0.00
399543 CRM CONN R2 AVAYA AURA CONTACT CENTER ADPT GEO REDUN /T LIC:DS	\$0.00
399544 CRM CONN R2 SIEBEL ADAPTER GEO REDUNDANCY /T LIC:DS	\$0.00
399545 CRM CONN R2 PEGA ADAPTER GEO REDUNDANCY /T LIC:DS	\$0.00
399546 CRM CONN R2 EPIC ADAPTER GEO REDUNDANCY /T LIC:DS	\$0.00
<u>Presence Services, Software License</u>	
258330 AVAYA AURA TM PRESENCE SERVICES R6.0 TEMPLATE LIC:SR	\$0.00
259760 AVAYA AURATM PRESENCE SERVICES R6.X LIC:CU	\$0.00
380091 AVAYA AURA PRESENCE SERVICES R7.X VE VAPPLIANCE SYSTEM LIC:DS,SR	\$0.00
381040 AVAYA AURA PRESENCE SERVICES R7.X GEOREDUNDANCY LIC:DS	\$7,852.00

Service Category 3 - Avaya AssistedExperienceManagement

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>Avaya AURA™ Call Center Elite Multichannel, Software License</u>	
271861	CALL CENTER R6 NEW OR ADD ELITE MULTI- CHANNEL 1-400 LIC:CU	\$368.00
273560	CALL CENTER R5 NEW OR ADD ELITE MULTI- CHANNEL 1-400 LIC:CU	\$368.00
273562	CALL CENTER R4 NEW OR ADD ELITE MULTI- CHANNEL 1-400 LIC:CU	\$368.00
273566	CC R6 ELITE MULTI- CH LIC UPGRADE LIC:CU	\$0.00
	<u>Avaya AURA™ Contact Centre - Agents and Devices, Media</u>	
700501563	AVAYA AURA CC6.2 DVD	\$128.00
700502254	AVAYA AURA CC6.2 MIDSIZE ENTERPRISE DVD	\$0.00
700508129	AVAYA AURA CC6.4 DVD (ASD)	\$128.00
700508130	AVAYA AURA CC6.4 MIDSIZE ENTERPRISE DVD	\$0.00
700511785	AVAYA CONTACT CENTRE SELECT SOFTWARE 7.0 DVD	\$32.00
700513160	AVAYA CONTACT CENTRE SELECT SOFTWARE 7.0.02 DVD	\$32.00
700513997	AVAYA CONTACT CENTRE SELECT SOFTWARE 7.0.3 DVD	\$32.00
700514520	AVAYA CONTACT CENTRE SELECT SOFTWARE 7.0.3 USB	\$32.00
700514755	AVAYA CONTACT CENTRE SELECT SOFTWARE 7.1 USB	\$32.00
	<u>Avaya AURA™ Contact Centre - Agents and Devices, Model</u>	
306831	AVAYA CONTACT CENTER SELECT NEW MODEL	\$0.00
306833	AVAYA CONTACT CENTER SELECT MODEL ADDITIONS	\$0.00
	<u>Avaya AURA™ Contact Centre - Agents and Devices, Software</u>	
387546	AGENT FOR DESKTOP R1 STANDALONE OPX	\$0.00
387547	AGENT FOR DESKTOP R1 SHARED CONTROL OPX	\$0.00
	<u>Avaya AURA™ Contact Centre - Agents and Devices, Software License</u>	
259658	AVAYA AURATM CC6 ENT MEDIA APPL SRVR SIP ANCMT SERVICE PRT LIC:CU	\$56.32
259659	AVAYA AURATM CC6 ENT MEDIAAPPL SRVR SIP DIALOG SERVICE PRT LIC:CU	\$128.00
259851	AVAYA AURATM CC6 ESSENTIAL SIP VOICE AGENT LIC:CU	\$512.00
259858	AVAYA AURATM CC6 ESSNTL MEDIA APPL SRVR SIP DIALOG SVC PRT LIC:CU	\$128.00
263881	AVAYA AURATM CC6 ANNOUNCEMENT PORT INCLUDED LIC:CU	\$0.00
263882	AVAYA AURATM CC6 SIP ACCESS PORT INCLUDED LIC:CU	\$0.00

264643	AVAYA AURATM CC6 NETWORKED BASE SYSTEM LIC:CU	\$20,441.60
264644	AVAYA AURATM CC6 NETWORKED VOICE PER AGT LIC:CU	\$992.00
264645	AVAYA AURATMCC6 ENTPRS STANDARD TO NETWORKED VOICE PER AGT LIC:CU	\$256.00
264646	AVAYA AURATM CC6 NETWORKED HOT STNDBY SRVR LIC:CU	\$15,971.20
264647	AVAYA AURATM CC6 SYSTEM MIGRATION FRM ESSNTL TO ENTERPRISE LIC:CU	\$1,280.00
264648	AVAYA AURATM CC6 VOICE MIGRATION FRM ESSNTL TO ENTERPRISE LIC:CU	\$224.00
264670	AVAYA AURATM CC6 ENTERPRISE SIP SYS MIGRATION FROM IC LIC:CU	\$3,200.00
264672	AVAYA AURATM CC6 ENTPRS MMEDIA BASE SYS MIGRATION FROM IC LIC:CU	\$3,200.00
264674	AVAYA AURATM CC6 ENTPRS VCE AGT MIGRATION FROM IC LIC:CU	\$256.00
264676	AVAYA AURATM CC6 ENTPRS MMEDIA BUNDLE MIGRATION FROM IC LIC:CU	\$403.20
264678	AVAYA AURATMCC6 ESSNTL STANDARD TO NETWORKED VOICE PER AGT LIC:CU	\$416.00
264920	AVAYA AURA CC6 WFO INTERFACE LIC:CU	\$0.00
264921	AVAYA AURA CC6 WFO 3RD PARTY INTERFACE LIC:CU	\$128.00
267391	AVAYA AURATM CC6 AMS INSTANCE INCLUDED LIC:CU	\$0.00
267541	AVAYA AURA CC6 SOCIAL MEDIA MANAGER BASE LIC:CU	\$19,164.80
267542	AVAYA AURA CC6 SOCIAL MEDIA MANAGER AGENT LIC:CU	\$960.00
269447	AVAYA AURATM CC6 PREDICTIVE OUTBOUND AGENT LIC:CU	\$640.00
269798	AVAYA AURA CC6 MIDSIZE ENTERPRISE AAEP PER EPM TRACK	\$0.00
306214	AVAYA AURATM CC6 PPOB TO PREDICTIVE AGENT UPLIFT LIC:CU	\$320.00
306487	AVAYA AURATM CC6 ZONE SYSTEM LIC:DS	\$6,387.20
306488	AVAYA AURATM PER AMS ZONE INSTANCE LIC:CU	\$1,280.00
306489	AVAYA AURATM CC6 SECURE VOICE LIC:DS	\$6,387.20
306500	AVAYA AURATM CC6 VE VIRTUAL APPLICATION LIC:DS	\$0.00
306501	AVAYA AURATM CC6 NEW SYSTEM VIRTUALIZATION TRACKING	\$0.00
306502	AVAYA AURATM CC6 UPGRADE SYSTEM VIRTUALIZATION TRACKING	\$0.00
306572	AVAYA AURATM CC6 AMS VE VIRTUAL APPLICATION LIC:DS	\$0.00
306573	AVAYA AURATM CC6 AMS NEW SYSTEM VIRTUALIZATION TRACKING	\$0.00
306574	AVAYA AURATM CC6 AMS UPGRADE SYSTEM VIRTUALIZATION TRACKING	\$0.00
381746	AGENT CHROME R1 SUITE NORTH AMERICAN REGION LIC:CU,DS,SR	\$288.00
381981	AGENT CHROME R1 SUITE NON NORTH AMERICAN REGION LIC:CU	\$288.00
385464	AVAYA CONTACT CENTER SELECT R7 BASE SOFTWARE BUNDLE LIC:CU	\$7,360.00
385468	AVAYA CONTACT CENTER SELECT R7 VOICE AGENT LIC:CU	\$592.00
385469	AVAYA CONTACT CENTER SELECT R7 MULTIMEDIA LIC:CU	\$460.80
385490	AVAYA CONTACT CENTER SELECT R7 SUPERVISOR LIC:CU	\$275.20

385491 AVAYA CONTACT CENTER SELECT R7 DIALOG PORTS LIC:CU	\$0.00
385492 AVAYA CONTACT CENTER SELECT R7 BUSINESS CONTINUITY LIC:CU	\$12,800.00
385493 AVAYA CONTACT CENTER SELECT R7 REPORT CREATION WIZARD LIC:CU	\$640.00
385494 AVAYA CONTACT CENTER SELECT R7 VE VAPPLIANCE	\$0.00
385495 AVAYA CONTACT CENTER SELECT R7 NEW SYSTEM VIRTUAL TRACKING	\$0.00
385496 AVAYA CONTACT CENTER SELECT R7 AMS VE VAPPLIANCE	\$0.00
385497 AVAYA CONTACT CENTER SELECT R7 AMS NEW SYSTEM VIRTUAL TRACKING	\$0.00
385498 AVAYA CONTACT CENTER SELECT R7 BASE SFTW BNDL ASIPP UPG LIC:CU	\$2,576.00
385500 AVAYA CONTACT CENTER SELECT R7 VOICE AGENT ASIPP UPGRADE LIC:CU	\$213.76
385502 AVAYA CONTACT CENTER SELECT R7 MULTIMEDIA ASIPP UPGRADE LIC:CU	\$166.40
385504 AVAYA CONTACT CENTER SELECT R7 SUPERVISOR ASIPP UPGRADE LIC:CU	\$99.20
385506 AVAYA CONTACT CENTER SELECT R7 BUS CONTINUITY ASIPP UPG LIC:CU	\$4,480.00
385892 AVAYA CONTACT CENTER SELECT R7 RPT CREATN WIZ ASIPP UPG LIC:CU	\$230.40
385893 AVAYA CONTACT CENTER SELECT R7 RPT CREATN WIZ ASIPP ENTL LIC:CU	\$0.00
386122 AVAYA CONTACT CENTER SELECT R7 BASE SW BNDL UPGRADE LIC:CU	\$3,680.00
386123 AVAYA CONTACT CENTER SELECT R7 VOICE AGENT UPGRADE /E LIC:CU	\$0.00
386124 AVAYA CONTACT CENTER SELECT R7 MULTIMEDIA UPGRADE /E LIC:CU	\$0.00
386125 AVAYA CONTACT CENTER SELECT R7 SUPERVISOR UPGRADE /E LIC:CU	\$0.00
386126 AVAYA CONTACT CENTER SELECT R7 VOICE AGENT UPGRADE LIC:CU	\$295.68
386127 AVAYA CONTACT CENTER SELECT R7 MULTIMEDIA UPGRADE LIC:CU	\$230.40
386128 AVAYA CONTACT CENTER SELECT R7 SUPERVISOR UPGRADE LIC:CU	\$137.60
386129 AVAYA CONTACT CENTER SELECT R7 DIALOG PORTS UPGRADE LIC:CU	\$0.00
386130 AVAYA CONTACT CENTER SELECT R7 BUSINESS CONTINUITY UPG LIC:CU	\$6,400.00
390572 AVAYA CONTACT CENTER SELECT R7 OPEN-Q AGENT LIC:CU	\$592.00
398655 AVAYA CONTACT CENTER SELECT R7.0.3 AMS VE VAPPLIANCE	\$0.00
401090 AVAYA CONTACT CENTER SELECT R7.1 AMS VE VAPPLIANCE	\$0.00
401092 AVAYA CONTACT CENTER SELECT R7.1 WORKSPACE AGENT LIC:CU	\$132.48
<u>Subscription Licenses - Contact Center</u>	
403559 CC BASIC VOICE LIC FIXED SUBS 1YR MTHLY	\$61.38
403560 CC BASIC VOICE LIC FIXED SUBS 1YR AN PREPD	\$55.80
403561 CC BASIC VOICE LIC FIXED SUBS 3YR MTHLY	\$54.87
403562 CC BASIC VOICE LIC FIXED SUBS 3YR AN PREPD	\$50.22
403563 CC BASIC VOICE LIC FIXED SUBS 3YR MTHLY	\$50.22
403564 CC BASIC VOICE LIC FIXED SUBS 5YR AN PREPD	\$45.57

Avaya AURA™ Contact Centre - Communication Control Toolkit (CCT), Software License

263226	AVAYA AURATM CC6 COMM CONTROL TOOLKIT HOT STANDBY SERVER LIC:CU	\$7,187.20
263539	AVAYA AURATM CC6 CCT DEVICE PER DEVICE LIC:CU	\$201.60
263880	AVAYA AURATM CC6 CCT DEVICE INCLUDED LIC:CU	\$0.00

Avaya AURA™ Contact Centre - Contact Center Multimedia (CCMM), Software License

263155	AVAYA AURATM CC6 EMAIL WITH MULTIPLICITY PER AGENT LIC:CU	\$576.00
263156	AVAYA AURATM CC6 SMS WITH MULTIPLICITY PER AGENT LIC:CU	\$576.00
263157	AVAYA AURATM CC6 WEB CHAT WITH MULTIPLICITY PER AGENT LIC:CU	\$576.00
263158	AVAYA AURATM CC6 MULTIMEDIA BUNDLE PER AGENT LIC:CU	\$640.00
263225	AVAYA AURATM CC6 MULTIMEDIA HOT STANDBY SERVER LIC:CU	\$7,187.20
300698	AVAYA AURA CC6 OPEN QUEUE PER AGENT LIC:CU	\$640.00

Avaya AURA™ Contact Centre - Control Manager, Model

262653	AVAYA CC CONTROL MANAGER NEW MODEL	\$0.00
270403	AVAYA CC CONTROL MGR NEW MODEL UPG	\$0.00
270404	AVAYA CC CONTROL MGR NEW MODEL ADDITION	\$0.00
306970	AVAYA CC CONTROL MGR NEW MODEL MIGRATION	\$0.00

Avaya AURA™ Contact Centre - Control Manager, Software License

260097	AVAYA CC CONTROL MANAGER 6.0 S88XX SYS PLTFRM CM CONNECTOR LIC:DS	\$6,706.80
270530	AVAYA CC CONTROL MGR 7.X S88XX OR S87XX CM CONNECTOR UPG LIC:DS	\$2,835.20
270533	AVAYA CC CONTROL MGR 7.X HA FOR CM CONNECTOR UPG LIC:DS	\$2,835.20
270536	AVAYA CC CONTROL MGR 7.X CCE CONNECTOR UPG LIC:DS	\$1,699.20
270539	AVAYA CC CONTROL MGR 7.X CMS CONNECTOR UPG LIC:DS	\$1,699.20
270542	AVAYA CC CONTROL MGR 7.X ONE-X AGENT CONNECTOR UPG LIC:DS	\$1,699.20
270545	AVAYA CC CONTROL MGR 7.X IC CONNECTOR UPG LIC:DS	\$2,835.20
270548	AVAYA CC CONTROL MGR 7.X IQ CONNECTOR UPG LIC:DS	\$1,699.20
270551	AVAYA CC CONTROL MGR 7.X PROACTIVE CNTCT CONNECTOR UPG LIC:DS	\$1,699.20
270554	AVAYA CC CONTROL MGR 7.X WFO CONNECTOR UPG LIC:DS	\$1,417.60
270555	AVAYA CC CONTROL MGR 7.X PER USER LIC:CU	\$672.00
270557	AVAYA CC CONTROL MGR 7.X PER USER UPG LIC:CU	\$269.44
270569	AVAYA CC CONTROL MGR 7.X WFO SUITE CONNECTOR UPG LIC:DS	\$3,542.40
270581	AVAYA CC CONTROL MGR 7.X AAEP/ICR CONNECTOR UPG LIC:DS	\$4,249.60

306971	AVAYA CC CONTROL MGR R7 S83XX CM CONNECTOR MIGRATION LIC:DS	\$0.00
306972	AVAYA CC CONTROL MGR R7 S84XX CM CONNECTOR MIGRATION LIC:DS	\$0.00
306973	AVAYA CC CONTROL MGR R7 S85XX CM CONNECTOR MIGRATION LIC:DS	\$0.00
306974	AVAYA CC CONTROL MGR R7 S88XX/S87XX CM CONNECTOR MIGRATION LIC:DS	\$0.00
306976	AVAYA CC CONTROL MGR R7 S8800 MBT/MES CONNNECTOR MIGRATION LIC:DS	\$0.00
306977	AVAYA CC CONTROL MGR R7 MULTI CM CONNECTOR MIGRATION LIC:DS	\$0.00
306978	AVAYA CC CONTROL MGR R7 HIGH AVAILABILITY MIGRATION LIC:DS	\$0.00
306979	AVAYA CC CONTROL MGR R7 SP HIGH AVAILABILITY MIGRATION LIC:DS	\$0.00
306980	AVAYA CC CONTROL MGR R7 SP HIGH AVAILABILITY MIGRATION LIC:DS	\$0.00
306981	AVAYA CC CONTROL MGR R7 PER USER LIC MIGRATION LIC:DS	\$0.00
306982	AVAYA CC CONTROL MGR R7 PER USER LIC INCLUDED MIGRATION LIC:DS	\$0.00
306983	AVAYA CC CONTROL MGR R7 CMS CONNECTOR MIGRATION LIC:DS	\$0.00
306984	AVAYA CC CONTROL MGR R7 MULTI CMS CONNECTOR MIGRATION LIC:DS	\$0.00
306985	AVAYA CC CONTROL MGR R7 ONE-X AGENT CONNECTOR MIGRATION LIC:DS	\$0.00
306986	AVAYA CC CONTROL MGR R7 IC CONNECTOR MIGRATION LIC:DS	\$0.00
306987	AVAYA CC CONTROL MGR R7 IQ CONNECTOR MIGRATION LIC:DS	\$0.00
306988	AVAYA CC CONTROL MGR R7 PROACTIVE CNTCT CONNECTOR MIGRATION LIC:DS	\$0.00
306989	AVAYA CC CONTROL MGR R7 WFO RECONNECT CONNECTOR MIGRATION LIC:DS	\$0.00
306990	AVAYA CC CONTROL MGR R7 WFO SUITE CONNECTOR MIGRATION LIC:DS	\$0.00
306991	AVAYA CC CONTROL MGR R7 POM CONNECTOR MIGRATION LIC:DS	\$0.00
306992	AVAYA CC CONTROL MGR R7 CCE CONNECTOR MIGRATION LIC:DS	\$0.00
306993	AVAYA CC CONTROL MGR R7 AAEP/ICR CONNECTOR MIGRATION LIC:DS	\$0.00
387773	CONTROL MGR CM CONNECTOR LIC:DS	\$7,084.80
387775	CONTROL MGR R8 CM CONNECTOR UPG LIC:DS	\$2,835.20
387885	CONTROL MGR R8 HA CONNECTOR LIC:DS	\$7,084.80
387887	CONTROL MGR R8 HA CONNECTOR UPG LIC:DS	\$2,835.20
387888	CONTROL MGR R8 CCE CONNECTOR LIC:DS	\$4,249.60
387890	CONTROL MGR R8 CCE CONNECTOR UPG LIC:DS	\$1,699.20
387891	CONTROL MGR R8 CMS CONNECTOR LIC:DS	\$4,249.60
387893	CONTROL MGR R8 CMS CONNECTOR UPG LIC:DS	\$1,699.20
387894	CONTROL MGR R8 ONE-X AGENT CONNECTOR LIC:DS	\$4,249.60
387896	CONTROL MGR R8 ONE-X AGENT CONNECTOR UPG LIC:DS	\$1,699.20
387897	CONTROL MGR R8 IC CONNECTOR LIC:DS	\$7,084.80
387899	CONTROL MGR R8 IC CONNECTOR UPG LIC:DS	\$2,835.20

387900 CONTROL MGR R8 IQ CONNECTOR LIC:DS	\$4,249.60
387902 CONTROL MGR R8 IQ CONNECTOR UPG LIC:DS	\$1,699.20
387903 CONTROL MGR R8 PROACTIVE CONTACT CONNECTOR LIC:DS	\$4,249.60
387905 CONTROL MGR R8 PROACTIVE CONTACT CONNECTOR UPG LIC:DS	\$1,699.20
387906 CONTROL MGR R8 WFO CONNECTOR LIC:DS	\$3,542.40
387908 CONTROL MGR R8 WFO CONNECTOR UPG LIC:DS	\$1,417.60
387909 CONTROL MGR R8 PER USER LIC:CU	\$672.00
387910 CONTROL MGR R8 PER USER ENTITLE IC:CU	\$0.00
387911 CONTROL MGR R8 PER USER UPG LIC:CU	\$269.44
387912 CONTROL MGR R8 PER USER LIC INCLUDED LIC:CU	\$0.00
387914 CONTROL MGR R8 PER USER LIC INCLUDED UPG LIC:CU	\$0.00
387921 CONTROL MGR R8 WFO SUITE CONNECTOR LIC:DS	\$8,857.60
387923 CONTROL MGR R8 WFO SUITE CONNECTOR UPG LIC:DS	\$3,542.40
387924 CONTROL MGR R8 POM CONNECTOR LIC:DS	\$4,249.60
387926 CONTROL MGR R8 POM CONNECTOR UPG LIC:DS	\$1,699.20
387927 CONTROL MGR R8 AAEP/ORCH DESIGNER CONNECTOR LIC:DS	\$10,627.20
387928 CONTROL MGR R8 AAEP/ORCH DESIGNER CONNECTOR ENTITLE LIC:DS	\$0.00
387929 CONTROL MGR R8 AAEP/ORCH DESIGNER CONNECTOR UPG LIC:DS	\$4,249.60
391590 AVAYA CC CONTROL MANAGER R7 NEW SYSTEM LIC:DS	\$0.00
395511 CONTROL MANAGER R8 OCEANALYTICS ELITE CONNECTOR LIC:DS	\$0.00
395862 CONTROL MGR R8 APCS EDITION LIC:DS	\$0.00
395864 CONTROL MGR R8 APCS EDITION UPGRADE LIC:DS	\$0.00
395865 CONTROL MGR R8 APCS EDITION USER LIC:DS	\$0.00
395867 CONTROL MGR R8 APCS EDITION USER UPGRADE LIC:DS	\$0.00
396579 AVAYA CC CONTROL MANAGER R8 NEW SYSTEM LIC:DS	\$0.00
399142 CONTROL MANAGER R8 WORKSPACES FOR ELITE CONNECTOR LIC:DS	\$0.00
402627 CONTROL MGR R9 CM CONNECTOR LIC:DS	\$7,084.80
402629 CONTROL MGR R9 CM CONNECTOR UPG LIC:DS	\$2,835.20
402680 CONTROL MGR R9 HA CONNECTOR LIC:DS	\$7,084.80
402682 CONTROL MGR R9 HA CONNECTOR UPG LIC:DS	\$2,835.20
402683 CONTROL MGR R9 CCE CONNECTOR LIC:DS	\$4,249.60
402685 CONTROL MGR R9 CCE CONNECTOR UPG LIC:DS	\$1,699.20
402686 CONTROL MGR R9 CMS CONNECTOR LIC:DS	\$4,249.60
402688 CONTROL MGR R9 CMS CONNECTOR UPG LIC:DS	\$1,699.20

402689 CONTROL MGR R9 ONE-X AGENT CONNECTOR LIC:DS	\$4,249.60
402691 CONTROL MGR R9 ONE-X AGENT CONNECTOR UPG LIC:DS	\$1,699.20
402692 CONTROL MGR R9 IC CONNECTOR LIC:DS	\$7,084.80
402694 CONTROL MGR R9 IC CONNECTOR UPG LIC:DS	\$2,835.20
402696 CONTROL MGR R9 IQ CONNECTOR UPG LIC:DS	\$1,699.20
402697 CONTROL MGR R9 PROACTIVE CONTACT CONNECTOR LIC:DS	\$4,249.60
402699 CONTROL MGR R9 PROACTIVE CONTACT CONNECTOR UPG LIC:DS	\$1,699.20
402700 CONTROL MGR R9 WFO CONNECTOR LIC:DS	\$3,542.40
402702 CONTROL MGR R9 WFO CONNECTOR UPG LIC:DS	\$1,417.60
402703 CONTROL MGR R9 PER USER LIC:CU	\$672.00
402705 CONTROL MGR R9 PER USER UPG LIC:CU	\$269.44
402707 CONTROL MGR R9 WFO SUITE CONNECTOR LIC:DS	\$8,857.60
402709 CONTROL MGR R9 WFO SUITE CONNECTOR UPG LIC:DS	\$3,542.40
402710 CONTROL MGR R9 AAEP/ORCH DESIGNER CONNECTOR LIC:DS	\$10,627.20
402712 CONTROL MGR R9 AAEP/ORCH DESIGNER CONNECTOR UPG LIC:DS	\$4,249.60
403040 CONTROL MGR R9 IQ CONNECTOR LIC:DS	\$4,249.60
403041 CONTROL MGR R9 POM CONNECTOR LIC:DS	\$4,249.60
403043 CONTROL MGR R9 POM CONNECTOR UPG LIC:DS	\$1,699.20
403044 CONTROL MGR R9 AGENT FOR DESKTOP CONNECTOR LIC:DS	\$4,249.60
403046 CONTROL MGR R9 AGENT FOR DESKTOP CONNECTOR UPG LIC:DS	\$1,699.20
403047 CONTROL MGR R9 NEW SYSTEM LIC:DS	\$0.00

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700512245 AVAYA AURA CC7 SOFTWARE 7.0 DVD	\$128.00
700513159 AVAYA AURA CC7 SOFTWARE 7.0.2 DVD	\$128.00
700514006 AVAYA AURA CC7 SOFTWARE 7.0.3 DVD	\$128.00
700514521 AVAYA AURA CC7 SOFTWARE 7.0.3 USB	\$128.00
700514756 AVAYA AURA CONTACT CENTRE R7.1 SOFTWARE USB	\$128.00

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338760 AVAYA AURA CC6 SUPERVISOR PER PORT ASIPP UPG LIC:CU	\$201.60
338763 AVAYA AURA CC6 SUPERVISOR PER PORT ASIPP ENTITLE LIC:CU	\$0.00
384450 AVAYA OCEANA R3 CORE INFRASTRUCTURE SYS PKG SUBSCRIPTION LIC:DS	\$0.00
384451 AVAYA OCEANA R3 ALL MEDIA USER PACKAGE SUBSCRIPTION LIC:CU	\$0.00
384452 AVAYA OCEANA R3 ADJ ROUTING VOICE USER PKG SUBSCRIPTION LIC:CU	\$0.00

384453	AVAYA OCEANA R3 DIGITAL PREMIUM USR PACKAGE SUBSCRIPTION LIC:CU	\$0.00
384455	AVAYA OCEANA R3 DIGITAL BASIC USER PACKAGE SUBSCRIPTION LIC:CU	\$0.00
384456	AVAYA OCEANA R3 ENGAGEMENT DESIGNER /T LIC:DS	\$0.00
384457	AVAYA OCEANA R3 CONTEXT STORE /T LIC:DS	\$0.00
384458	AVAYA OCEANA R3 WORK ASSIGNMENT /T LIC:DS	\$0.00
384459	AVAYA OCEANA R3 CORE COMPONENTS /T LIC:DS	\$0.00
384460	AVAYA OCEANA R3.2 CHATBOT /T LIC:CL	\$0.00
384461	AVAYA OCEANA R3 BREEZE /T LIC:DS	\$0.00
384462	AVAYA OCEANA R3 PACKAGE PHONE USER /T LIC:CU	\$0.00
384464	AVAYA OCEANA R3 PACKAGE AUDIO CLICK TO CALL USER /T LIC:CU	\$0.00
384466	AVAYA OCEANA R3 PACKAGE CHAT USER /T LIC:CU	\$0.00
384468	AVAYA OCEANA R3 PACKAGE SMS USER /T LIC:CU	\$0.00
384470	AVAYA OCEANA R3 PACKAGE EMAIL USER /T LIC:CU	\$0.00
384474	AVAYA OCEANA R3 PACKAGE COLLAB BROWSING USER /T LIC:CU	\$0.00
384480	AVAYA OCEANA R3 PACKAGE WORKSPACES USER /T LIC:CU	\$0.00
384482	AVAYA OCEANA R3 SUPERVISOR DESKTOP USER PKG SUBSCRIPTION LIC:CU	\$0.00
384483	AVAYA OCEANA R3 COLLABORATIVE BROWSING /T LIC:CU	\$0.00
384484	AVAYA OCEANA R3 PACKAGE ADMINISTRATIVE DESKTOP USER /T LIC:CU	\$0.00
384486	AVAYA OCEANA R3 WORKSPACES FEATURE USER /T	\$0.00
384488	AVAYA OCEANA R3 PACKAGE STANDARD REPORT R3 USER /T LIC:CU	\$0.00
384489	AVAYA OCEANA R3 PACKAGE EVENT PROCESSOR R3 /T LIC:DS	\$0.00
384490	AVAYA OCEANA R3 PACKAGE EVT PROC R3 HIST DATA STORE /T LIC:DS	\$0.00
384494	AVAYA OCEANA R3 ALL MEDIA ELITE USER PKG SUBSCRIPTION LIC:CU	\$0.00
384495	AVAYA OCEANA R3 ADJROUTE VOICE ELITEUSERPKG SUBSCRIPTION LIC:CU	\$0.00
384497	AVAYA OCEANA R3 PACKAGE ELITE R7 USER LIC:CU /T	\$0.00
384499	AVAYA OCEANA R3 WORKSPACES SYSTEM /T LIC:DS	\$0.00
384501	AVAYA OCEANA R3 ADJ ROUTE VOICE ELITE CNCR USER PACKAGE LIC:CU	\$512.00
384505	AVAYA OCEANA R3 ALL MEDIA ELITE CONCURRENT USER PACKAGE LIC:CU	\$1,920.00
384507	AVAYA OCEANA R3 PACKAGE CONTROL MANAGER ADMIN USER DEMO LIC:CU	\$0.00
384508	AVAYA OCEANA R3.2 PACKAGE REPORTING DATA STREAM SYSTEM /T LIC:DS	\$0.00
384509	OCEANA R3 PKG CONTROL MANAGER HIGHAVAILABILITY CONN DEMO/E LIC:DS	\$0.00
384511	AVAYA OCEANA R3 CAMPHA CUST INTERACTION CONCURRENT USR PKG LIC:CU	\$128.00
384513	AVAYA OCEANA R3 CUSTOM INTERACTION CONCURRENT USER PACKAGE LIC:CU	\$640.00
384683	ANALYTICS R3 REAL-TIME INTERFACE SUBSCRIPTION LIC:DS	\$0.00

384688 OCEANA R3 PKG CONTROL MANAGER HIGHAVAILABILITY CONNECTOR/E LIC:DS	\$0.00
385038 CUSTOMER JOURNEY R3 FOR ELITE AGENT PACKAGE LIC:CU	\$64.00
385333 AVAYA AURA CC7 VOICE AGENT LIC:CU	\$736.00
385334 AVAYA AURA CC7 VOICE AGENT UPGRADE LIC:CU	\$257.92
385336 AVAYA AURA CC7 NETWORKED VOICE AGT LIC:CU	\$992.00
385337 AVAYA AURA CC7 NETWORKED VOICE AGT UPGRADE LIC:CU	\$347.52
385342 AVAYA AURA CC7 ENTERPRISE WEB CHAT LIC:CU	\$9,580.80
385345 AVAYA AURA CC7 PREVIEW PROGRESSIVE OUTBOUND PER AGENT LIC:CU	\$448.00
385346 AVAYA AURA CC7 PREVIEW PROG OUTBOUND PER AGENT UPG LIC:CU	\$156.80
385348 AVAYA AURA CC7 NETWORKED BASE SYSTEM LIC:CU	\$20,441.60
385349 AVAYA AURA CC7 NETWORKED BASE SYSTEM UPGRADE LIC:CU	\$7,155.20
385351 AVAYA AURA CC7 REPORT CREATION WIZARD LIC:CU	\$640.00
385352 AVAYA AURA CC7 REPORT CREATION WIZARD UPGRADE LIC:CU	\$224.00
385354 AVAYA AURA CC7 SUPERVISOR LIC:CU	\$576.00
385355 AVAYA AURA CC7 SUPERVISOR UPGRADE LIC:CU	\$201.60
385363 AVAYA AURA CC7 DIALOG PORT LIC:CU	\$128.00
385364 AVAYA AURA CC7 DIALOG PROT UPGRADE LIC:CU	\$44.80
385366 AVAYA AURA CC7 PRED OUTBND AGT BLENDING/RPTING LIC:CU	\$640.00
385367 AVAYA AURA CC7 PRED OUTBND AGT BLENDING/RPTING UPGRADE LIC:CU	\$224.00
385369 AVAYA AURA CC7 VOICE ASIPP UPGRADE PKG1 LIC:CU	\$300.80
385371 AVAYA AURA CC7 VOICE AGENT UPGRADE ASIPP LIC:CU	\$257.92
385373 AVAYA AURA CC7 NETWORKED VOICE AGT UPGRADE ASIPP LIC:CU	\$347.52
385375 AVAYA AURA CC7 MULTIMEDIA ASIPP UPGRADE PKG1 LIC:CU	\$224.00
385377 AVAYA AURA CC7 PRED OUTBND AGT BLENDING/RPTING ASIPP UPG LIC:CU	\$224.00
385379 AVAYA AURA CC7 PREVIEW PROG OUTBOUND PER AGENT UPG ASIPP LIC:CU	\$156.80
385381 AVAYA AURA CC7 NETWORKED BASE SYSTEM UPGRADE ASIPP LIC:CU	\$3,929.60
385383 AVAYA AURA CC7 RESILIENCY ASIPP UPGRADE PKG1 LIC:DS	\$44.80
385385 AVAYA AURA CC7 REPORT CREATION WIZARD UPGRADE ASIPP LIC:CU	\$224.00
385387 AVAYA AURA CC7 SUPERVISOR ASIPP UPGRADE LIC:CU	\$201.60
385391 AVAYA AURA CC7 DIALOG PROT UPGRADE ASIPP LIC:CU	\$44.80
385718 AVAYA AURA CC7 WFO 3RD PARTY INTERFACE LIC:DS	\$128.00
385719 AVAYA AURA CC7 WFO 3RD PARTY INTERFACE UPGRADE LIC:DS	\$44.80
385880 AVAYA AURA CC7 VOICE AGENT /E LIC:CU	\$0.00
385883 AVAYA AURA CC7 ZONE SYSTEM LIC:CU	\$6,387.20

385884	AVAYA AURA CC7 ZONE SYSTEM UPGRADE LIC:CU	\$2,240.00
385886	AVAYA AURA CC7 WFO INTERFACE LIC:CU	\$0.00
385887	AVAYA AURA CC7 WFO INTERFACE UPGRADE LIC:CU	\$0.00
385889	AVAYA AURA CC7 SECURE VOICE LIC:DS	\$6,387.20
385890	AVAYA AURA CC7 SECURE VOICE UPGRADE LIC:DS	\$2,240.00
386101	AVAYA AURA CC7 PER AMS ZONE INSTANCE LIC:DS	\$1,280.00
386102	AVAYA AURA CC7 PER AMS ZONE INSTANCE UPGRADE LIC:DS	\$448.00
386104	AVAYA AURA CC7 LAB SYSTEM LIC:DS	\$3,200.00
386105	AVAYA AURA CC7 LAB SYSTEM UPGRADE LIC:DS	\$3,200.00
386110	AVAYA AURA CC7 OPEN-Q AGENT LIC:DS	\$640.00
386111	AVAYA AURA CC7 OPEN-Q AGENT UPGRADE LIC:DS	\$224.00
386113	AVAYA AURA CC7 AGENT GREETING LIC:DS	\$160.00
386114	AVAYA AURA CC7 AGENT GREETING UPGRADE LIC:DS	\$56.32
386116	AGENT DESKTOP R7 SOFTPHONE PER AGENT LIC:DS	\$288.00
386117	AGENT DESKTOP R7 SOFTPHONE PER AGENT UPGRADE LIC:DS	\$101.12
386373	AVAYA AURA CC7 NETWORKED HOT STANDBY SERVER LIC:CU	\$15,971.20
386374	AVAYA AURA CC7 NETWORKED HOT STANDBY SERVER UPGRADE LIC:CU	\$5,590.40
386376	AVAYA AURA CC7 NETWORKED HOT STANDBY SERVER ASIPP UPGRADE LIC:CU	\$2,953.60
386431	AVAYA AURA CC7 OPEN-Q AGENT ASIPP UPGRADE LIC:CU	\$224.00
386433	AVAYA AURA CC7 AGENT GREETING ASIPP UPGRADE LIC:CU	\$56.32
390464	ANALYTICS R3 REAL-TIME INTERFACE LIC:DS	
390590	AVAYA AURA CC7 SUITE NETWORKED AGENT LIC:CU	\$256.00
390591	AVAYA AURA CC7 CCT DEVICE PER DEVICE LIC:CU	\$201.60
390592	AVAYA AURA CC7 NEW SYSTEM TRACKING LIC:CU	\$0.00
390701	AVAYA OCEANA R3 ENGAGEMENT DESIGNER /E LIC:DS NU	\$0.00
390702	AVAYA OCEANA R3 CONTEXT STORE /E LIC:DS CU NU	\$0.00
390703	AVAYA OCEANA R3 WORK ASSIGNMENT /E LIC:DS NU	\$0.00
390704	AVAYA OCEANA R3 CORE COMPONENTS /E LIC:DS	\$0.00
390705	AVAYA OCEANA R3 WORKSPACES SYSTEM /E LIC:DS	\$0.00
392040	AVAYA AURA CC7 CCT DEVICE INCLUDED LIC:CU	\$0.00
393110	OCEANA R3 OUTBOUND CONCURRENT USER /E LIC:CU	\$0.00
393112	OCEANA R3 GEOGRAPHIC HIGH AVAILABILITY PACKAGE LIC:DS	\$19,164.80
393322	OCEANA R3 PACKAGE DESKTOP COLLECTOR SYSTEM /E LIC:CL	\$0.00
394138	DESKTOP COLLECTOR R3 SYSTEM LIC:CL	\$3,200.00

394139 DESKTOP COLLECTOR R3 USER LIC:CU	\$64.00
394224 OCEANA R3 PKG WORKSPACES PKG LIC:CU	\$0.00
394514 OCEANA R3 CAMPUS HIGH AVAILABILITY PACKAGE LIC:DS	\$3,833.60
397324 OCEANA R3 CAMPUS HA SUPERVISOR DESKTOP CNCRNT USER PKG LIC:CU	\$192.00
397326 OCEANA R3 CAMPUS HIGH AVAILABILITY ALL MEDIA CNCR USER PKG LIC:CU	\$345.60
397328 OCEANA R3 CAMPUS HIGH AVAILAB ADJUNCT ROUT VCE CNCR USRPKG LIC:CU	\$64.00
397440 OCEANA R3 CAMPUS HIGH AVAILAB DIGITAL PREM CNCRNT USER PKG LIC:CU	\$320.00
397442 OCEANA R3 CAMPUS HIGH AVAIL DIGITAL BASIC CNCRNT USER PKG LIC:CU	\$192.00
397496 WORKSPACES R3 FOR ELITE SYSTEM PACKAGE LIC:DS	\$0.00
397497 WORKSPACES R3 FOR ELITE AGENT PACKAGE LIC:CU	\$192.00
398968 WORKSPACES R3 PACKAGE CONTROL MANAGER R8 CONNECTOR /E LIC:DS	
399100 WORKSPACES R3 FOR ELITE ENTERPRISE SURVIVABLE SERVER SYS LIC:DS	\$0.00
400454 ANALYTICS R3.6 REAL-TIME INTERFACE LIC:DS	\$5,200.00
400563 CUSTOMER JOURNEY R3 ELITE ESS SYSTEM PACKAGE LIC:DS	\$0.00
401241 AVAYA AURA CONTACT CENTER R7 WORKSPACE AGENT LIC:CU	\$128.00
401243 AVAYA AURA CONTACT CENTER R7 VIDEO AGENT LIC:CU	\$640.00
403362 OCEANA R3 WITH ANALYTICS R4 CORE INFRA SYSTEM PACKAGE LIC:DS	\$19,164.80
403364 OCEANA R3 W/ ANALYTICS R4 SUPERVISOR DSKTP CNCRNT USER PKG LIC:CU	\$960.00
403366 OCEANA R3 WITH ANALYTIC R4 GEOGRAPHIC HIGH AVAILABILITY PKGLIC:DS	\$19,164.80
403370 OCEANA R3 WITH ANALYTICS R4 ADVANCED REPORT USER LIC:CU	\$1,920.00
403380 OCEANA R3.7 CAMPUS HIGH AVAILABILITY PACKAGE LIC:DS	\$3,833.60
403396 OCEANA R3 W/ ANALYTIC R4 CAMPUS HA SUPERVISOR DESKTOP PKG LIC:CU	\$192.00

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259515 AVAYA AURATM CC6 REPORT WRITER WIZARD 1ST 4 ADDL USERS LIC:CU	\$2,560.00
259516 AVAYA AURATM CC6 REPORT WRITER WIZARD 5 USERS LIC:CU	\$3,200.00
259529 AVAYA AURATM CC6 PREMIUM REPORTING USER LIC:CU	\$512.00
259530 AVAYA AURATM CC6 ENHANCED REPORTING USER LIC:CU	\$352.00

Call Center, Media

700502002 AVAYA AURA CC6.3 DVD (ASD)	\$144.00
700504656 AACC 6.3 MIDSIZE ENTERPRISE DVD	\$0.00

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173893 DEFINITY CALL CENTER ELITE AGENT TRACKING RIGHT TO USE LIC:CU	\$0.00
173896 DEFINITY CALL CENTER NETWORK CALL REDIRECTION TRACKING RTU	\$0.00

173897 CENTREVU VIRTUAL ROUTING TRACKING RIGHT TO USE LIC:CU	\$0.00
188756 CALL CENTER R3.O BASIC	\$0.00
197949 AAEP R7 EMAIL 3600 MSG-HOUR AUTHORIZED LIC:DS	\$0.00
212064 CALL CENTER R4.0 BASIC UPGRADE RFA RELEASE INDICATOR	\$0.00
212484 CC R5 BASIC RFA RELEASE INDICATOR	\$0.00
212485 CC R5 RFA RELEASE INDICATOR	\$0.00
212487 CALL CENTER R5 BASIC UPG RFA RELEASE INDICATOR	\$0.00
212860 CALL CENTER SIP EAS AVAILALBLE AGENTS TRACKING CODE	\$0.00
225990 CC R6 ADD ELITE PER AGENT 1-100 LIC:CU	\$528.00
228001 CC R6 ADD ELITE PER AGENT 101-250 LIC:CU	\$405.12
228002 CC R6 ADD ELITE PER AGENT 251+ LIC:CU	\$211.20
259514 AVAYA AURATM CC6 GEOGRAPHY STANDBY SERVER LIC:CU	\$6,387.20
259600 COMMUNICATION AS A SERVICE CC SOFTWARE BILLING LIC:CU	\$17.92
259650 AVAYA AURATM CC6 SUPERVISOR PER PORT LIC:CU	\$576.00
263152 AVAYA AURATM CC6 ENTERPRISE SIP VOICE PER AGENT LIC:CU	\$736.00
263221 AVAYA AURATM CC6 BASE AGENT GREETING BASE SYSTEM LIC:CU	\$160.00
263222 AVAYA AURATM CC6 HOT STANDBY SERVER LIC:CU	\$15,971.20
263223 AVAYA AURATM CC6 INSTANT MESSAGING PER AGENT LIC:CU	\$576.00
263224 AVAYA AURATM CC6 PREVIEW PROGRESSIVE OUTBOUND PER AGENT LIC:CU	\$448.00
263520 AVAYA AURATM CC6 AGENT GREETING PER PORT LIC:CU	\$160.00
263892 AVAYA AURATM CC6 ENTPRS VCE AGT MIGRATION FROM CCE LIC:CU	\$89.60
263893 AVAYA AURATM CC6 ENTPRS VCE AGT MIGR FROM CCE ENTITLE LIC:CU	\$0.00
270361 CC R7 NEW ELITE PER AGENT 1-250 LIC:CU	\$416.00
270362 CC R7 NEW ELITE PER AGENT 251+ LIC:CU	\$224.00
270364 CC R7 ADD ELITE PER AGENT 1-250 LIC:CU	\$416.00
270365 CC R7 ADD ELITE PER AGENT 251+ LIC:CU	\$224.00
270366 CC R7 ELITE UPGRADE PER AGENT LIC:CU	\$128.00
270367 CC R7 ELITE AGENT ENTITLE LIC:CU	\$0.00
270370 CC R7 ADVANCED SEGMENTATION NEW OR ADD PER AGENT LIC:CU	\$393.60
270371 CC R7 ADVANCED SEGMENTATION ENTITLE LIC:CU	\$0.00
270372 CC R7 MIGRATION DELUXE TO ELITE LIC:CU	\$128.00
270373 CC R7 ELITE UPGRADE MOVE PER AGENT LIC:CU	\$128.00
270374 CC ELITE R6 TO R7 NON PRODUCTION LIC:CU	\$0.00
270375 CC ELITE R5 AND PREVIOUS TO R7 NON PRODUCTION LIC:CU	\$0.00

270376 CC PRE-R7 ADVANCED SEGMENTATION UPGRADE FOR MAINTENANCE LIC:CU	\$0.00
271145 AVAYA AURA CC6 SUPERVISOR PER PORT FOR CCE MIGRATION LIC:CU	\$0.00
271148 AVAYA AURA CC6 PPOB PER AGENT CCE MIGRATION LIC:CU	\$112.00
271151 AVAYA AURA CC6 ENTPRS MMEDIA BASE SYS MIG FRM CCE INCLD LIC:CU	\$0.00
272914 AVAYA AURA CC6 MIDSIZE ENT STD TO ADV SIP ACC PORT UPLIFT LIC:CU	\$0.00
272915 AVAYA AURA CC6 MIDSIZE ENT STD TO ADV SUPV PORT UPLIFT LIC:CU	\$0.00
272916 AVAYA AURA CC6 MIDSIZE ENT STD TO PREM SIP ACC PORT UPLIFT LIC:CU	\$0.00
272917 AVAYA AURA CC6 MIDSIZE ENT STD TO PREM SUPV PORT UPLIFT LIC:CU	\$0.00
272918 AVAYA AURA CC6 MIDSIZE ENT ADV TO PREM SIP ACC PORT UPLIFT LIC:CU	\$0.00
272919 AVAYA AURA CC6 MIDSIZE ENT ADV TO PREM SUPV PORT UPLIFT LIC:CU	\$0.00
273633 CC ELITE R6 MULTICHANNEL MIGRATION FROM CCE LIC:CU	\$96.00
273636 CC ELITE R6 MULTICHANNEL MIGRATION FROM CCE ENTITLE LIC:CU	\$0.00
274555 CC ELITE VIRTUAL CM PLATFORM SYSTEM TRACKING	\$0.00
305486 CC R6 ELITE MULTI-CH COMPONENT SUPPORT LIC:DS,CU	\$0.00
307690 CC R5 ELITE MULTICHANNEL NEW OR ADD STANDBY LIC:CU	\$92.80
307691 CC R6 ELITE MULTICHANNEL NEW OR ADD STANDBY LIC:CU	\$92.80
307692 CC R6 ELITE MULTICHANNEL STANDBY UPGRADE LIC:CU	\$0.00
380780 CC R7 ELITE AGENT ASIPP LIC:CU	\$128.00
380781 CC R7 ELITE AGENT ASIPP ENTITLE LIC:CU	\$0.00
380784 CC R7 ELITE UPGRADE MOVE PER AGENT ENTL LIC:CU	\$0.00
383998 CUSTOMER ENGAGEMENT R7 ELITE MULTIMEDIA NEW PACKAGE LIC:CU	\$1,235.20
384001 ELITE VOICE R7 CMS R18 AGENT NEW/ADD /E LIC:CU	\$0.00
384003 CUSTOMER ENGAGEMENT R7 AACC VOICE NEW PACKAGE LIC:CU	\$864.00
384019 CUSTOMER ENGAGEMENT R7 AACC MULTIMEDIA NEW PACKAGE LIC:CU	\$640.00
384021 CUSTOMER ENGAGEMENT R7 SELF SERVICE NEW PACKAGE LIC:CU	\$697.60
384029 SELF SERVICE R7 AAEP R7 MANAGER TRACK NEW /E	\$0.00
384032 CUSTOMER ENGAGEMENT R7 ELITE MULTIMEDIA ADD PACKAGE LIC:CU	\$1,235.20
384033 CUSTOMER ENGAGEMENT R7 AACC VOICE ADD PACKAGE LIC:CU	\$864.00
384036 CUSTOMER ENGAGEMENT R7 AACC MULTIMEDIA ADD PACKAGE LIC:CU	\$640.00
384037 CUSTOMER ENGAGEMENT R7 SELF SERVICE ADD PACKAGE LIC:CU	\$697.60
384040 CUSTOMER ENGAGEMENT R7 AACC RESILIENCY NEW PACKAGE LIC:DS	\$128.00
384081 CUSTOMER ENGAGEMENT R7 AACC VOICE UPGRADE PACKAGE1 LIC:CU	\$300.80
384113 CUSTOMER ENGAGEMENT R7 AACC MULTIMEDIA UPGRADE PACKAGE1 LIC:DS	\$224.00
384157 CUSTOMER ENGAGEMENT R7 AACC RESILIENCY UPGRADE PKG1 LIC:DS	\$44.80

384181	CUSTOMER ENGAGEMENT R7 AACC ASSISTED NEW PACKAGE LIC:CU	\$1,344.00
384182	AACC ASSISTED R7 VOICE AGENT NEW LIC:CU	\$0.00
384183	AACC ASSISTED R7 MULTIMEDIA AGENT NEW LIC:CU	\$0.00
384186	CUSTOMER ENGAGEMENT R7 AACC ASSISTED ADD PACKAGE LIC:CU	\$1,344.00
384187	AACC ASSISTED R7 VOICE AGENT ADD LIC:CU	\$0.00
384188	AACC ASSISTED R7 MULTIMEDIA AGENT ADD LIC:CU	\$0.00
384201	PATIENT APPOINTMENT REMINDER SUITE R7 NEW PACKAGE	\$35,793.92
384202	PATIENT APPOINTMENT REMINDER SUITE R7 ADD PACKAGE	\$9,841.92
387490	CC R6 ELITE MULTICHANNEL MEDIA CLIENT NEW OR ADD LIC:CU	\$48.00
387491	CC R6 ELITE MULTICHANNEL MEDIA CLIENT NEW OR ADD STANDBY LIC:CU	\$12.16
387492	CC R6 ELITE MULTICHANNEL MEDIA CLIENT UPDATE LIC:CU	\$0.00
387493	CC R6 ELITE MULTICHANNEL MEDIA CLIENT UPDATE STANDBY LIC:CU	\$0.00
396838	CC R8 ELITE AGENT NEW 1-250 LIC:CU	\$416.00
396839	CC R8 ELITE AGENT NEW 251+ LIC:CU	\$224.00
397500	CC R8 ELITE AGENT ADD 1-250 LIC:CU	\$416.00
397501	CC R8 ELITE AGENT ADD 251+ LIC:CU	\$224.00
397502	CC R8 ELITE AGENT UPGRADE LIC:CU	\$128.00
397504	CC R8 ELITE AGENT UPGRADE MOVE LIC:CU	\$128.00
397506	CC R8 MIGRATION DELUXE TO ELITE LIC:CU	\$128.00
397507	CC ELITE R6+ TO R8 NON PRODUCTION LIC:CU	\$0.00
397508	CC ELITE PRE-R6 TO R8 NON PRODUCTION LIC:CU	\$0.00
397509	CC R8 ELITE AGENT ASIPP LIC:CU	\$128.00
397511	CC R8 ADVANCED SEGMENTATION NEW/ADD LIC:CU	\$393.60
397513	CC R8 PRE-R5 ADVANCED SEGMENTATION UPGRADE FOR MAINT LIC:CU	\$0.00
397927	AURA R8 WEBLM LICENSE MANAGER VE VAPPLIANCE SYS ENABLEMENT	\$0.00
397928	AURA R8 WEBLM KVM VIRTUAL ENABLEMENT	\$0.00
397929	AURA R8 WEBLM AMAZON WEB SERVICES AMI ENABLEMENT	\$0.00
398040	AURA R8 WEBLM SOFTWARE ONLY ENABLEMENT	\$0.00
398041	AURA R8 WEBLM LICENSE MANAGER LIC:DS;SR	\$0.00
399640	CALL ANNOUNCEMENT R1 LIC:CL	\$5,760.00
399641	CALL RECONNECT R1 LIC:CL	\$19,200.00
399642	CALL ANNOUNCEMENT R1 60DAY TRIAL LIC:CL	\$0.00
399643	CALL RECONNECT R1 60DAY TRIAL LIC:CL	\$0.00

Call Center, Model

303943 CCAAS MODEL CODE	\$0.00
384179 CUSTOMER ENGAGEMENT SUITES MODEL	\$0.00
<u>Call Center - Advanced Segmentation, Software License</u>	
187936 ADV SEG LIC WITH MEDIA	\$22.40
226021 CC R6 ADV SEG NEW OR ADD PER AGENT LIC:CU	\$433.28
<u>Customer Interaction Express, Hardware</u>	
196821 CIE CC LICENSE ENABLEMENT	\$0.00
<u>Customer Interaction Express, Model</u>	
200530 CIE MODEL NEW	\$0.00
211501 CIE MODEL UPGRADES & ADDITIONS	\$0.00
305404 CIE MODEL NEW	\$0.00
305405 CIE MODEL ADD	\$0.00
305406 CIE MODEL UPG	\$0.00
<u>Customer Interaction Express, Software License</u>	
196783 CIE CC AVAYA COMMUNICATION MANAGER CONNECTOR LIC:DS	\$0.00
196784 CIE CC I55 CONNECTOR LIC:DS	\$0.00
196788 CIE CC SMS ROUTING LIC:DS	\$288.00
200921 CIE R1 PARTNER LAB SYSTEM LIC:CU	\$0.00
200922 CIE R1 CUSTOMER EVALUATION LIC:CU	\$0.00
205771 CIE R1 EXTENDED ROUTING LIC:DS	\$0.00
205772 CIE R1 STANDARD USER TRACKING CODE LIC:CU	\$0.00
205773 CIE R1 ADVANCED USER TRACKING CODE LIC:CU	\$0.00
227032 CIE R1 STANDARD PER USER LIC:CU	\$576.00
227033 CIE R1 ADVANCED PER USER LIC:CU	\$1,280.00
227034 CIE R1 TEAM LEADER PER USER LIC:CU	\$960.00
227036 CIE R1 SUPERVISOR PER USER LIC:CU	\$1,280.00
227037 CIE R1 IVR PER USER LIC:CU	\$288.00
227038 CIE R1 UPGRADE STANDARD TO ADVANCED PER USER LIC:CU	\$800.00
303975 CIE R3 LIC ENABLE LIC	\$0.00
303976 CIE R3 STD USER LIC	\$469.56
303977 CIE R3 STD USER ADDL LIC	\$0.00
303978 CIE R3 ADV USER LIC	\$1,006.20
303979 CIE R3 ADV USER ADDL LIC	\$0.00
304000 CIE R3 UPLIFT STD TO ADV USER LIC	\$536.64

304001 CIE R3 AVAYA IPO CONN LIC	\$0.00
304002 CIE R3 MIG BCC TO STD USER LIC	\$201.24
304003 CIE R3 MIG BCC TO ADV USER LIC	\$503.36
304004 CIE R3 TEAM LEADER LIC	\$771.68
304005 CIE R3 SUPERVISOR LIC	\$1,040.00
304006 CIE R3 AVAYA AURA CONN LIC	\$0.00
304007 CIE R3 IE CONN LIC	\$0.00
304008 CIE R3 IVR PORT	\$235.04
304009 CIE R3 MIG BCC SPV TO CIE SUPV	\$302.12
304010 CIE R3 MIG BCC SITE NTWK TO IE CONN	\$0.00
304011 CIE R3 MIG BCC VCE CNTR PT TO IVR PT	\$100.88
304012 CIE R3 MIG STD USER R1 TO STD USER	\$235.04
304013 CIE R3 MIG ADV USER R1 TO ADV USER	\$503.36
304014 CIE R3 MIG TEAM LDR R1 TO TEAM LDR	\$235.04
304015 CIE R3 MIG SUPV R1 TO SUPV	\$302.12
304016 CIE R3 MIG IVR PORT R1 TO IVR PT	\$100.88
304017 CIE R3 MIG STD USER R2 TO STD USER	\$100.88
304018 CIE R3 MIG ADV USER R2 TO ADV USER	\$235.04
304019 CIE R3 MIG TEAM LDR R2 TO TEAM LDR	\$100.88
304020 CIE R3 MIG SUPV R2 TO SUPV	\$134.16
304021 CIE R3 MIG IVR PORT R2 TO IVR PT	\$33.80
380848 CIE R3 ICI CONNECTOR SERVER BASIC LIC:CU	\$7,774.00
380849 CIE R3 ICI CONNECTOR VOICE USER LIC:CU	\$202.80
385527 CIE R3 CUSTOMER RELATIONSHIP MANAGEMENT SALESFORCE.COM PLUGIN	\$6,185.40
385528 CIE R3 WEB BASED WALLBOARD USER	\$499.20
<u>Customer Service Editions, Interaction Center, Media</u>	
202450 IC 7 APPLICATION MEDIA BUNDLE 1	\$0.00
202451 IC 7 AVAYA AGENT SOFTWARE CD	\$0.00
202452 IC 7 APPLICATION MEDIA BUNDLE 2	\$0.00
700501741 INTERACTION CENTER 7.3 APPLICATION MEDIA BUNDLE 1	\$0.00
700501742 INTERACTION CENTER 7.3 APPLICATION MEDIA BUNDLE 2	\$0.00
700501743 INTERACTION CENTER 7.3 AVAYA AGENT SOFTWARE CD	\$0.00
<u>Customer Service Editions, Interaction Center, Model</u>	
192076 IC/OA MODEL NEW	\$0.00

198316 INTERACTION CENTER/OPERATIONAL ANALYST MODEL ADDITIONS/CONVERSION	\$0.00

Customer Service Editions, Interaction Center, Software License

184737 IC ADDITIONAL SWITCH CONNECTOR-MV.1 RFA ENABLEMENT LIC:CU	\$0.00
197856 IC 7.1+ SWITCH CONNECTOR AVAYA LIC:CU,SR	\$0.00
197860 IC 7.1+ IVR CONNECTOR LIC:CU,SR	\$0.00
197861 IC R7.x DEVELOPMENT LIC:CU SR	\$25,552.00
197862 IC 7.1+ 90 DAY CUSTOMER EVALUATION LIC:CU,SR	\$0.00
197864 IC 7.1+ DEVCONN PARTNER LIC:CU,SR	\$0.00
202332 IC 7.1+ RFA LICENSE ENABLEMENT	\$0.00
202333 IC 7.1+ CONTENT ANALYSIS EMAIL 3 SERVER MAX LIC:CU,SR	\$15,971.20
227880 IC 7.X CONCURRENT VOICE CALL CENTER AGENT LIC:CU,SR	\$592.00
227881 IC 7.X ADDITIONAL MULTIMEDIA CALL CTR AGENT LIC:CU,SR	\$1,308.80
227882 IC 7.X AVAYA AGENT CONCURRENT USERS LIC:CU,SR	\$92.80
227883 IC 7.X UPGRADE VOICE ONLY TO MULTIMEDIA AGENTS LIC:CU,SR	\$716.80
227884 IC 7.X EMAIL CONTENT ANALYSIS USER LIC:CU,SR	\$105.60
227885 IC 7.X SIEBEL USER LIC:CU,SR	\$304.00
227886 IC 7.X CONCURRENT MULTIMEDIA CALL CENTER AGENT LIC:CU,SR	\$1,308.80
227887 IC 7.X ADDITIONAL VOICE CALL CENTER AGT AGENT LIC:CU,SR	\$592.00
229734 IC 7.X VOICE CALL CENTER UPGRADE LIC:CU,SR	\$188.16
229735 IC 7.X MULTIMEDIA CALL CENTER UPGRADE LIC:CU,SR	\$416.64
229736 IC 7.X AVAYA AGENT UPGRADE LIC:CU,SR	\$32.64
229737 IC 7.X EMAIL ANALYSIS UPGRADE LIC:CU,SR	\$37.12
229738 IC 7.X SIEBEL UPGRADE LIC:CU,SR	\$106.24
383626 IC SALESFORCE DOT COM CONNECTOR R2 SERVER SOFTWARE NEW LIC:DS	\$15,971.20
383627 IC SALESFORCE DOT COM CONNECTOR R2 VOICE AGENT NEW LIC:CU	\$160.00
383628 IC SALESFORCE DOT COM CONNECTOR R2 MULTIMEDIA AGENT NEW LIC:CU	\$64.00
383629 IC SALESFORCE DOT COM CONNECTOR R2 SERVER SFWR AES UPBUY LIC:DS	\$7,984.00
383820 IC SALESFORCE DOT COM CONNECTOR R2 VOICE AGENT AES UPBUY LIC:CU	\$64.00
383821 IC SALESFORCE DOT COM CONNECTOR R2 LAB 5 AGENT LIC:CU	\$1,120.00
383822 IC SALESFORCE DOT COM CONNECTOR R2 SERVER SOFTWARE HA NEW LIC:DS	\$7,984.00
383823 IC SALESFORCE DOT COM CONNECTOR R2 VOICE AGENT HA NEW LIC:CU	\$80.00
383824 IC SALESFORCE DOT COM CONNECTOR R2 MULTIMEDIA AGENT HA NEW LIC:CU	\$32.00
383825 IC SALESFORCE DOT COM CONNECTOR R2 SERV SFWR AES HA UPBUY LIC:DS	\$3,993.60

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383826 IC SALESFORCE DOT COM CONNECTOR R2 VOICE AGT AES HA UPBUY LIC:CU	\$32.00
383827 IC SALESFORCE DOT COM CONNECTOR R2 REM TELECOMMUTER AGENT LIC:CU	\$32.00
385434 IC SALESFORCE DOT COM CONNECTOR R2 50 VOICE AGENT NEW /E LIC:CU	\$0.00
385435 IC SALESFORCE DOT COM CONNECTOR R2 50 VCE AGT AES UPBUY /E LIC:CU	\$0.00
385436 IC SALESFORCE DOT COM CONNECTOR R2 50 VOICE AGENT HA NEW/E LIC:CU	\$0.00
385437 IC SALESFORCE DOT COM CONNECTOR R2 50VCEAGT AES HA UPBUY/E LIC:CU	\$0.00

Service Category 3 - Avaya AutomatedExperienceManagement

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
	<u>Avaya AURA Experience Portal, Media</u>	
700510739	AAEP 7.0.2 SOFTWARE ONLY MEDIA	\$92.16
700510740	AAEP 7.0.2 HARDWARE MEDIA BUNDLE	\$92.16
	<u>Avaya AURA Experience Portal, Software License</u>	
274359	AAEP R6 EPM VE VAPP SYSTEM LIC:DS,SR	\$0.00
274550	AAEP R6 VIRTUAL PLATFORM NEW SYSTEM TRACKING	\$0.00
274551	AAEP R6 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	\$0.00
281697	AAEP R6 MPP VE VAPP SYSTEM LIC:DS,SR	\$0.00
300716	AAEP R7 PER PORT LICENSE NEW LIC:CU	\$768.00
300717	AAEP R7 PER PORT LICENSE NEW SPEECH PACKAGE LIC:CU	\$598.40
300718	AAEP R7 PER PORT LICENSE UPGRADE LIC:CU	\$384.00
300719	AAEP R7 PER PORT LICENSE UPGRADE ENTITLEMENT LIC:CU	\$0.00
302190	AAEP R7 PER PORT NEW APPLICATION PACKAGE LIC:CU	\$320.00
302191	AAEP R7 PER PORT APPLICATION PACKAGE UPGRADE LIC:CU	\$160.00
302193	AAEP R7 PER PORT APPLICATION PACKAGE MIGRATION LIC:CU	\$160.00
302195	AAEP R7 PER SESSION SIP SIGNALING LIC:CU	\$70.40
302196	AAEP R7 PER SESSION SIP SIGNALING UPGRADE LIC:CU	\$35.20
302198	AAEP R7 PER PORT NEW MIGRATION FROM SIP SIGNALING LIC:CU	\$576.00
302199	AAEP R7 PER PORT NEW MIGRATION FROM ANNOUNCEMENT LIC:CU	\$448.00
302200	AAEP R7 PER PORT MIGRATION FROM AVAYA IVR LIC:CU	\$384.00
302201	AAEP R7 PER PORT MIGRATION FROM AVAYA IVR SPEECH PACKAGE LIC:CU	\$297.60
302206	AAEP R7 ASR PROXY CONNECT MIGRATION FROM IVR LIC:CU	\$128.00
302207	AAEP R7 TTS PROXY CONNECT MIGRATION FROM IVR LIC:CU	\$64.00
302208	AAEP R7 PER PORT ANNOUNCEMENT LIC:CU	\$211.20
302209	AAEP R7 PER PORT ANNOUNCEMENT LICENSE UPGRADE LIC:CU	\$105.60
302211	AAEP R7 PER PORT ENHANCED CALL CLASSIFIER LIC:CU	\$140.80
302212	AAEP R7 PER PORT ENHANCED CALL CLASSIFIER TRACKING LIC:CU	\$0.00
302213	AAEP R7 PER PORT ENHANCED CALL CLASSIFIER LICENSE UPGRADE LIC:CU	\$70.40
302215	AAEP R7 PER PORT ENHANCED CALL CLASSIFIER DSTR RECOVERY LIC:CU	\$46.08
302219	AAEP R7 ICR NEW CONTROLLER PER 1000 CALLS QUEUED LIC:CU	\$57,600.00

302220 AAEP R7 ICR ADDITIONAL CNTLR PER 1000 CALLS QUEUED LIC:CU	\$28,800.00
302221 AAEP R7 ICR NEW CONTROLLER UPGRADE PER 1000 CALLS QUEUED LIC:CU	\$28,800.00
302222 AAEP R7 ICR ADDITIONAL CNTLR UPGRADE PER 1000 CALLS QUEUED LIC:CU	\$14,400.00
302223 AAEP R7 ICR ADDL DSTR RCVRY CNTLR PER 1000 CALLS QUEUED LIC:CU	\$14,400.00
302224 AAEP R7 ICR DSTR RCVRY CNTLR UPGRADE PER 1000 CALLS QUEUED LIC:CU	\$14,400.00
302225 AAEP R7 ICR ADDL DSTR RCVRY CNTLR UPG PER 1000 CALLS QUEUD LIC:CU	\$7,200.00
302226 AAEP R7 PER SES SIP SIGNALING DISASTER RECOVERY LIC:CU	\$24.32
302227 AAEP R7 PER PORT ANNOUNCEMENT DISASTER RECOVERY LIC:CU	\$70.40
302229 AAEP R7 ICR DISASTER RECOVERY CNTLR PER 1000 CALLS QUEUED LIC:CU	\$28,800.00
302230 AAEP R7 PER PORT NEW APPLICATION PACKAGE DISASTER RECOVERY LIC:CU	\$106.88
302231 AAEP R7 PER PORT DISASTER RECOVERY LIC:CU	\$256.00
302232 AAEP R7 PER PORT DISASTER RECOVERY UPGRADE LIC:CU	\$128.00
302236 AAEP R7 ASR PROXY 3PTY CONNECT PER PORT LIC:CU	\$281.60
302237 AAEP R7 ASR PROXY 3PTY CONNECT PORT UPGRADE LIC:CU	\$140.80
302238 AAEP R7 ASR PROXY 3PTY CONNECT PORT UPGRADE ENTITLEMENT LIC:CU	\$0.00
302239 AAEP R7 TTS PROXY 3PTY CONNECT PER PORT LIC:CU	\$140.80
302240 AAEP R7 TTS PROXY 3PTY CONNECT PORT UPGRADE LIC:CU	\$70.40
302242 AAEP R7 LAB SYSTEM PER PORT LIC:DS	\$192.00
302243 AAEP R7 LAB SYSTEM CORE LIC:DS	\$1,408.00
302244 AAEP R7 LAB SYSTEM UPGRADE PER PORT LIC:DS	\$128.00
302246 AAEP R7 LAB SYSTEM CORE UPGRADE LIC:DS	\$704.00
302248 AAEP R7 ADDITIONAL OUTBOUND POM PORT LIC:CU	\$86.40
302249 AAEP R7 ADDITIONAL OUTBOUND POM PORT MIGRATION LIC:CU	\$43.52
302251 AAEP R7 ADDITIONAL OUTBOUND POM PORT DISASTER RECOVERY LIC:CU	\$42.88
302252 AAEP R7 VIRTUAL PLATFORM NEW SYSTEM TRACKING	\$0.00
302253 AAEP R7 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	\$0.00
302254 AAEP R7 PER EXPERIENCE PORTAL MANAGER TRACK	\$0.00
302255 AAEP R7 MEDIA ENCRYPTION LIC:CU	\$70.40
302256 AAEP R7 EXPRESS PORT LIC:CU	\$256.00
302257 AAEP R7 VE VAPP SYSTEM LIC:DS,SR	\$0.00
302258 AAEP R7 MPP VE VAPP SYSTEM LIC:DS,SR	\$0.00
302271 AAEP R7 ZONE PORT LIC:CU	\$0.00
302272 AAEP R7 ZONE PORT DISASTER RECOVERY LIC:CU	\$0.00
302273 AAEP R7 SMS 3600 MSG-HOUR LIC:DS	\$7,603.20

302274 AAEP R7 SMS 3600 MSG-HOUR DISASTER RECOVERY LIC:DS	\$2,534.40
302275 AAEP R7 SMS 3600 MSG-HOUR AUTHORIZED LIC:DS	\$0.00
302276 AAEP R7 SMS 3600 MSG-HOUR APPLICATION PACKAGE LIC:DS	\$3,456.00
302277 AAEP R7 EMAIL 3600 MSG-HOUR LIC:DS	\$6,336.00
302278 AAEP R7 EMAIL 3600 MSG-HOUR DISASTER RECOVERY LIC:DS	\$2,112.00
302279 AAEP R7 EMAIL 3600 MSG-HOUR AUTHORIZED LIC:DS	\$0.00
302280 AAEP R7 EMAIL 3600 MSG-HOUR APPLICATION PACKAGE LIC:DS	\$2,880.00
302281 AAEP R7 MULTI CHANNEL LAB LIC:DS	\$3,520.00
302290 AVAYA AURA ORCHESTRATION DESIGNER R7 LIC:DS	\$0.00
302291 AVAYA AURA ORCHESTRATION DESIGNER R7 FOR UPG LIC:DS	\$0.00
302293 AVAYA AURA ORCHESTRATION DESIGNER R7 FOR MPS LIC:DS	\$0.00
302353 AAEP R7 PER SES SIP SIGNALING DISASTER RECOVERY UPGRADE LIC:CU	\$12.80
302355 AAEP R7 PER PORT ANNOUNCEMENT DISASTER RECOVERY UPGRADE LIC:CU	\$35.20
302357 AAEP R7 PER PORT IVVR DISASTER RECOVERY UPGRADE LIC:CU	\$57.60
302359 AAEP R7 PER PORT ENHANCED CALL CLASSIFIER DSTR RECVRY UPG LIC:CU	\$23.68
302361 AAEP R7 ADDITIONAL OUTBOUND POM PORT UPG LIC:CU	\$43.52
302363 AAEP R7 ADDITIONAL OUTBOUND POM PORT DISASTER RECOVERY UPG LIC:CU	\$21.76
302369 AAEP R7 EXPRESS PORT UPGRADE LIC:CU	\$128.00
302390 AAEP R7 CM PER PORT CONNECT RFA LIC:CU	\$48.24
302391 AAEP R7 CM PER PORT CONNECT PLDS LIC:CU	\$48.24
302392 AAEP R7 CM PER PRT CONN UPG AUTHORIZE LIC:CU	\$0.00
302410 AAEP R7 ASR 3PTY PROXY CONN CONVERSION FRM SERVER TO PORT LIC:CU	\$0.00
302411 AAEP R7 TTS 3PTY PROXY CONN CONVERSION FRM SERVER TO PORT LIC:CU	\$0.00
302412 AVAYA AURA CC6 MIDSIZE ENT PREMIER AAEP R7 AAOD LIC /E LIC:CU	\$0.00
302413 AAEP R7 LAB SYS CORE ICR ENABLE LIC:CU	\$0.00
305291 AAEP R7 PER PORT TO NEW APPL PKG PER PORT UPLIFT LIC:CU	\$0.00
305473 AAEP R7 LAB ZONE PORT LIC:CU	\$0.00
307092 AAEP R7 EMAIL 3600 MSG-HOUR APPL PACKAGE DISASTER RECOVERY LIC:DS	\$960.00
307093 AAEP R7 SMS 3600 MSG-HOUR APPL PACKAGE DISASTER RECOVERY LIC:DS	\$1,152.00
307094 AAEP R7 PORT NEW APPL PACKAGE UPLIFT DISASTER RECOVERY LIC:CU	\$0.00
307574 AAEP R7 PER PORT ICR APPLICATION PACKAGE LAB LIC:CU	\$80.00
307578 AAEP R7 ADDITIONAL OUTBOUND POM PORT LAB LIC:CU	\$32.00
340000 NUANCE 6 VOCALIZER 1ST LANGUAGE LIC:CU,SR	\$720.00
340001 NUANCE 6 VOCALIZER 2ND LANGUAGE LIC:CU,SR	\$146.16

340002 NUANCE 6 VOCALIZER 3RD+ LANGUAGE LIC:CU,SR	\$146.16
340003 NUANCE 6 VOCALIZER 1ST LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$240.48
340004 NUANCE 6 VOCALIZER 2ND LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$48.96
340005 NUANCE 6 VOCALIZER 3RD+ LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$48.96
340006 NUANCE 6 SELF SERVICE T3 1 ST LANGUAGE PKG NR10-VOC 6 LIC:CU,SR	\$1,033.20
340007 NUANCE 6 SELF SERVICE T3 1ST LANGUAGE DR PKG NR10-VOC 6 LIC:CU,SR	\$497.52
340144 NUANCE 6 NORTH AMERICAN NAME DM LIC:CU,SR	\$528.48
340145 NUANCE 6 NORTH AMERICAN NAME DM - DR LIC:CU,SR	\$176.40
340146 NUANCE 6 US ADDRESS DM AND US/CITY STATE DM LIC:CU,SR	\$860.40
340147 NUANCE 6 US ADDRESS DM AND US/CITY STATE DM - DR LIC:CU,SR	\$286.56
340148 NUANCE 6 CANADIAN ADDRESS DM-1ST LANG-ENGLISH OR FRENCH LIC:CU,SR	\$792.00
340149 NUANCE 6 CANADIAN ADDRESS DM-1ST LANG-ENG OR FRENCH DR LIC:CU,SR	\$264.24
345190 NUANCE 6 CANADIAN ADDRESS DM-2ND LANG-ENGLISH OR FRENCH LIC:CU,SR	\$158.40
345191 NUANCE 6 CANADIAN ADDRESS DM-2ND LANG-ENG OR FRENCH-DR LIC:CU,SR	\$52.56
345196 NUANCE 6 SPELLING DIALOG MODULES LIC:CU,SR	\$528.48
345197 NUANCE 6 SPELLING DIALOG MODULES - DR LIC:CU,SR	\$176.40
345198 NUANCE 6 CORE DIALOG MODULE - 1ST LANGUAGE LIC:CU,SR	\$66.24
345199 NUANCE 6 CORE DIALOG MODULE - 1ST LANGUAGE - DR LIC:CU,SR	\$22.32
345200 NUANCE 6 CORE DIALOG MODULE - 2ND LANGUAGE LIC:CU,SR	\$12.96
345201 NUANCE 6 CORE DIALOG MODULE - 2ND LANGUAGE - DR LIC:CU,SR	\$4.41
345202 NUANCE 6 CORE DIALOG MODULE - 3RD LANGUAGE LIC:CU,SR	\$12.96
345203 NUANCE 6 CORE DIALOG MODULE - 3RD LANGUAGE - DR LIC:CU,SR	\$4.41
345204 NUANCE 6 ADAPTIVE DIALOG MODULES - 1ST LANG LIC:CU,SR	\$396.00
345205 NUANCE 6 ADAPTIVE DIALOG MODULES - 1ST LANG DR LIC:CU,SR	\$131.76
345206 NUANCE 6 ADAPTIVE DIALOG MODULES - 2ND LANG LIC:CU,SR	\$79.20
345207 NUANCE 6 ADAPTIVE DIALOG MODULES - 2ND LANG DR LIC:CU,SR	\$26.64
345208 NUANCE 6 ADAPTIVE DIALOG MODULES - 3RD LANG LIC:CU,SR	\$79.20
345209 NUANCE 6 ADAPTIVE DIALOG MODULES - 3RD LANG - DR LIC:CU,SR	\$26.64
345210 NUANCE 6 SELF SERVICE T3 - 2 LANG PKG NR10VOC6 LIC:CU,SR	\$1,465.20
345211 NUANCE 6 SELF SERVICE T3 - 2 LANG DR PKG NR10VOC6 LIC:CU,SR	\$642.24
345212 NUANCE 6 SELF SERVICE T3 - 3 LANG PKG NR10VOC6 LIC:CU,SR	\$1,897.20
345213 NUANCE 6 SELF SERVICE T3 - 3 LANG DR PKG NR10VOC6 LIC:CU,SR	\$784.80
345214 NUANCE 6 SELF SERVICE T3 - 2ND LANG ADDON PKG NR10VOC6 LIC:CU,SR	\$432.00
345215 NUANCE 6 SELF SERVICE T3-2ND LANG ADDON DR PKG NR10VOC6 LIC:CU,SR	\$144.00

345216 NUANCE 6 SELF SERVICE T3 - 3RD LANG ADDON PKG NR10VOC6 LIC:CU,SR	\$432.00
345217 NUANCE 6 SELF SERVICE T3-3RD LANG ADDON DR PKG NR10VOC6 LIC:CU,SR	\$144.00
345218 NUANCE 6 SELF SERVICE T4 - 1 LANG PKG NR10VOC6 LIC:CU,SR	\$1,339.20
345219 NUANCE 6 SELF SERVICE T4 - 1 LANG DR PKG NR10VOC6 LIC:CU,SR	\$599.76
345220 NUANCE 6 SELF SERVICE T4 - 2 LANG PKG NR10VOC6 LIC:CU,SR	\$1,839.60
345221 NUANCE 6 SELF SERVICE T4 - 2 LANG DR PKG NR10VOC6 LIC:CU,SR	\$730.80
345222 NUANCE 6 SELF SERVICE T4 - 3 LANG PKG NR10VOC6 LIC:CU,SR	\$2,592.00
345223 NUANCE 6 SELF SERVICE T4 - 3 LANG DR PKG NR10VOC6 LIC:CU,SR	\$860.40
345224 NUANCE 6 SELF SERVICE T4 - 2ND LANG ADDON PKG NR10VOC6 LIC:CU,SR	\$499.68
345225 NUANCE 6 SELF SERVICE T4-2ND LANG ADDON DR PKG NR10VOC6 LIC:CU,SR	\$129.60
345226 NUANCE 6 SELF SERVICE T4 - 3RD LANG ADDON PKG NR10VOC6 LIC:CU,SR	\$499.68
345227 NUANCE 6 SELF SERVICE T4-3RD LANG ADDON DR PKG NR10VOC6 LIC:CU,SR	\$129.60
380912 NUANCE 6 DM-EMAIL LIC:CU;SR	\$536.40
380914 NUANCE 6 DM-EMAIL DISASTER RECOVERY LIC:CU;SR	\$178.56
381730 AAEP R7 PER PORT MIGRATION FROM AVAYA IVR WITH CONTRACT LIC:CU	\$192.00
385421 NUANCE 6 SLFSV T3 1ST LANG PKG NR10VOC6 MPS MIGRATION LIC:CU;SR	\$1,033.20
385422 NUANCE 10 RECOGNIZER T-3 1ST LANG MPS MIGRATION LIC:CU;SR	\$918.00
385423 NUANCE 10 RECOGNIZER T-3 2ND LANG MPS MIGRATION LIC:CU;SR	\$183.60
385424 NUANCE 10 RECOGNIZER T-3 3RD LANG MPS MIGRATION LIC:CU;SR	\$183.60
385425 NUANCE 6 VOCALIZER 1ST LANG MPS MIGRATION LIC:CU;SR	\$488.16
385426 NUANCE 6 VOCALIZER 2ND LANG MPS MIGRATION LIC:CU;SR	\$97.92
385427 NUANCE 6 VOCALIZER 3RD+ LANG MPS MIGRATION LIC:CU;SR	\$97.92
385428 NUANCE 6 SLFSV T3 1STLANG PKG NR10VOC6 DR MPS MIGRATION LIC:CU;SR	\$401.76
385429 NUANCE 10 RECOGNIZER T-3 1ST LANG DR MPS MIGRATION LIC:CU;SR	\$306.00
385540 NUANCE 10 RECOGNIZER T-3 2ND LANG DR MPS MIGRATION LIC:CU;SR	\$61.20
385541 NUANCE 10 RECOGNIZER T-3 3RD LANG DR MPS MIGRATION LIC:CU;SR	\$61.20
385542 NUANCE 6 VOCALIZER 1ST LANG DR MPS MIGRATION LIC:CU;SR	\$162.72
385543 NUANCE 6 VOCALIZER 2ND LANG DR MPS MIGRATION LIC:CU;SR	\$32.40
385544 NUANCE 6 VOCALIZER 3RD+ LANG DR MPS MIGRATION LIC:CU;SR	\$32.40
385551 NUANCE 10 RECOGNIZER T-4 1ST LANG MPS MIGRATION LIC:CU;SR	\$1,148.40
385552 NUANCE 10 RECOGNIZER T-4 2ND LANG MPS MIGRATION LIC:CU;SR	\$229.68
385553 NUANCE 10 RECOGNIZER T-4 3RD LANG MPS MIGRATION LIC:CU;SR	\$229.68
385554 NUANCE 10 RECOGNIZER T-4 1ST LANG DR MPS MIGRATION LIC:CU;SR	\$383.04
385555 NUANCE 10 RECOGNIZER T-4 2ND LANG DR MPS MIGRATION LIC:CU;SR	\$76.32

385556 NUANCE 10 RECOGNIZER T-4 3RD LANG DR MPS MIGRATION LIC:CU;SR	\$76.32
385557 NUANCE 10 RECOGNIZER T-1 1ST LANG MPS MIGRATION LIC:CU;SR	\$287.28
385558 NUANCE 10 RECOGNIZER T-1 2ND LANG MPS MIGRATION LIC:CU;SR	\$57.60
385559 NUANCE 10 RECOGNIZER T-1 3RD LANG MPS MIGRATION LIC:CU;SR	\$57.60
385560 NUANCE 10 RECOGNIZER T-1 1ST LANG DR MPS MIGRATION LIC:CU;SR	\$95.76
385561 NUANCE 10 RECOGNIZER T-1 2ND LANG DR MPS MIGRATION LIC:CU;SR	\$19.44
385562 NUANCE 10 RECOGNIZER T-1 3RD LANG DR MPS MIGRATION LIC:CU;SR	\$19.44
385563 NUANCE 10 RECOGNIZER T-2 1ST LANG MPS MIGRATION LIC:CU;SR	\$632.16
385564 NUANCE 10 RECOGNIZER T-2 2ND LANG MPS MIGRATION LIC:CU;SR	\$126.72
385565 NUANCE 10 RECOGNIZER T-2 3RD LANG MPS MIGRATION LIC:CU;SR	\$126.72
385566 NUANCE 10 RECOGNIZER T-2 1ST LANG DR MPS MIGRATION LIC:CU;SR	\$210.96
385567 NUANCE 10 RECOGNIZER T-2 2ND LANG DR MPS MIGRATION LIC:CU;SR	\$41.76
385568 NUANCE 10 RECOGNIZER T-2 3RD LANG DR MPS MIGRATION LIC:CU;SR	\$41.76
385569 NUANCE 6 DM-NAME NORTH AMERICA MPS MIGRATION LIC:CU;SR	\$229.68
385570 NUANCE 6 DM-NAME NORTH AMERICA DR MPS MIGRATION LIC:CU;SR	\$76.32
385571 NUANCE 6 DM-ADDRESS US MPS MIGRATION LIC:CU;SR	\$373.68
385572 NUANCE 6 DM-ADDRESS US DISASTER RECOVERY MPS MIGRATION LIC:CU;SR	\$124.56
385573 NUANCE 6 DM-ADDRESS 1LANG CANADA MPS MIGRATION LIC:CU;SR	\$344.88
385574 NUANCE 6 DM-ADDRESS 1LANG CANADA DR MPS MIGRATION LIC:CU;SR	\$115.20
385575 NUANCE 6 DM-ADDRESS 2ND LANG CANADA MPS MIGRATION LIC:CU;SR	\$69.12
385576 NUANCE 6 DM-ADDRESS 2ND LANG CANADA DR MPS MIGRATION LIC:CU;SR	\$23.04
385577 NUANCE 6 DM-SPELLING MPS MIGRATION LIC:CU;SR	\$229.68
385578 NUANCE 6 DM-SPELLING DISASTER RECOVERY MPS MIGRATION LIC:CU;SR	\$76.32
385579 NUANCE 6 DM-EMAIL MPS MIGRATION LIC:CU;SR	\$344.88
385580 NUANCE 6 DM-EMAIL DISASTER RECOVERY MPS MIGRATION LIC:CU;SR	\$115.20
385581 NUANCE 6 DIALOG MODULE-CORE 1ST LANG MPS MIGRATION LIC:CU;SR	\$28.80
385582 NUANCE 6 DIALOG MODULE-CORE 1ST LANG DR MPS MIGRATION LIC:CU;SR	\$9.36
385583 NUANCE 6 DIALOG MODULE-CORE 2ND LANG MPS MIGRATION LIC:CU;SR	\$5.75
385584 NUANCE 6 DIALOG MODULE-CORE 2ND LANG DR MPS MIGRATION LIC:CU;SR	\$1.92
385585 NUANCE 6 DIALOG MODULE-CORE 3RD LANG MPS MIGRATION LIC:CU;SR	\$5.75
385586 NUANCE 6 DIALOG MODULE-CORE 3RD LANG DR MPS MIGRATION LIC:CU;SR	\$1.92
385593 NUANCE 6 ADAPTIVE DIALOG MODULE 1ST LANG MPS MG LIC:CU;SR	\$172.08
385594 NUANCE 6 ADAPTIVE DIALOG MODULE 1ST LANG DR MPS MG LIC:CU;SR	\$57.60
385595 NUANCE 6 ADAPTIVE DIALOG MODULE 2ND LANG MPS MG LIC:CU;SR	\$34.56

385596 NUANCE 6 ADAPTIVE DIALOG MODULE 2ND LANG DR MPS MG LIC:CU;SR	\$11.52
385597 NUANCE 6 ADAPTIVE DIALOG MODULE 3RD LANG MPS MG LIC:CU;SR	\$34.56
385598 NUANCE 6 ADAPTIVE DIALOG MODULE 3RD LANG DR MPS MG LIC:CU;SR	\$11.52
385599 NUANCE 10 RECOGNIZER T3 1ST LANG MPS MIGRATION-MAINT LIC:CU;SR	\$612.72
385600 NUANCE 10 RECOGNIZER T3 2ND LANG MPS MIGRATION-MAINT LIC:CU;SR	\$122.40
385601 NUANCE 10 RECOGNIZER T3 3RD LANG MPS MIGRATION-MAINT LIC:CU;SR	\$122.40
385602 NUANCE 6 VOCALIZER 1ST LANG MPS MIGRATION-MAINT LIC:CU;SR	\$325.44
385603 NUANCE 6 VOCALIZER 2ND LANG MPS MIGRATION-MAINT LIC:CU;SR	\$64.80
385604 NUANCE 6 VOCALIZER 3RD+ LANG MPS MIGRATION-MAINT LIC:CU;SR	\$64.80
385605 NUANCE 10 RECOGNIZER T-3 1ST LANG DR MPS MG-MAINT LIC:CU;SR	\$204.48
385606 NUANCE 10 RECOGNIZER T-3 2ND LANG DR MPS MG-MAINT LIC:CU;SR	\$41.04
385607 NUANCE 10 RECOGNIZER T-3 3RD LANG DR MPS MG-MAINT LIC:CU;SR	\$41.04
385608 NUANCE 6 VOCALIZER 1ST LANG DR MPS MIGRATION-MAINT LIC:CU;SR	\$108.72
385609 NUANCE 6 VOCALIZER 2ND LANG DR MPS MIGRATION-MAINT LIC:CU;SR	\$21.60
385610 NUANCE 6 VOCALIZER 3RD+ LANG DR MPS MIGRATION-MAINT LIC:CU;SR	\$21.60
385617 NUANCE 10 RECOGNIZER T-4 1ST LANG MPS MG-MAINT LIC:CU;SR	\$766.80
385618 NUANCE 10 RECOGNIZER T-4 2ND LANG MPS MG-MAINT LIC:CU;SR	\$153.36
385619 NUANCE 10 RECOGNIZER T-4 3RD LANG MPS MG-MAINT LIC:CU;SR	\$153.36
385620 NUANCE 10 RECOGNIZER T-4 1ST LANG DR MPS MG-MAINT LIC:CU;SR	\$255.60
385621 NUANCE 10 RECOGNIZER T-4 2ND LANG DR MPS MG-MAINT LIC:CU;SR	\$51.12
385622 NUANCE 10 RECOGNIZER T-4 3RD LANG DR MPS MG-MAINT LIC:CU;SR	\$51.12
385623 NUANCE 10 RECOGNIZER T-1 1ST LANG MPS MG-MAINT LIC:CU;SR	\$191.52
385624 NUANCE 10 RECOGNIZER T-1 2ND LANG MPS MG-MAINT LIC:CU;SR	\$38.16
385625 NUANCE 10 RECOGNIZER T-1 3RD LANG MPS MG-MAINT LIC:CU;SR	\$38.16
385626 NUANCE 10 RECOGNIZER T-1 1ST LANG DR MPS MG-MAINT LIC:CU;SR	\$64.08
385627 NUANCE 10 RECOGNIZER T-1 2ND LANG DR MPS MG-MAINT LIC:CU;SR	\$12.96
385628 NUANCE 10 RECOGNIZER T-1 3RD LANG DR MPS MG-MAINT LIC:CU;SR	\$12.96
385629 NUANCE 10 RECOGNIZER T-2 1ST LANG MPS MG-MAINT LIC:CU;SR	\$421.20
385630 NUANCE 10 RECOGNIZER T-2 2ND LANG MPS MG-MAINT LIC:CU;SR	\$84.24
385631 NUANCE 10 RECOGNIZER T-2 3RD LANG MPS MG-MAINT LIC:CU;SR	\$84.24
385632 NUANCE 10 RECOGNIZER T-2 1ST LANG DR MPS-MG MAINT LIC:CU;SR	\$140.40
385633 NUANCE 10 RECOGNIZER T-2 2ND LANG DR MPS-MG MAINT LIC:CU;SR	\$28.08
385634 NUANCE 10 RECOGNIZER T-2 3RD LANG DR MPS-MG MAINT LIC:CU;SR	\$28.08
386710 AAEP R7 MOBILE/VISUAL IVR SYSTEM LIC:DS	\$6,400.00

386711 AAEP R7 MOB/VISUAL IVR SYSTEM LAB LIC:DS	\$2,560.00
386712 AAEP R7 MOBILE DAILY TRANSACTION 500-10000 LIC:DS	\$3.20
386713 AAEP R7 MOBILE DAILY TRANSACTION 10001-50000 LIC:DS	\$1.28
386714 AAEP R7 MOBILE DAILY TRANSACTION 50001-100000 LIC:DS	\$0.96
386715 AAEP R7 MOBILE DAILY TRANSACTION 100001+ LIC:DS	\$0.64
386716 AAEP R7 MOBILE MAX DAILY TRANSACTION LAB LIC:DS	\$1.92
386717 AAEP R7 MOBILE/VISUAL IVR SYSTEM DR LIC:DS	\$2,560.00
386730 NUANCE R11 VOCAL PASSWORD SYSTEM LIC:CU SR	\$26,805.60
386731 NUANCE R11 VOCAL PASSWORD MAX DAILY TRNSTN T1 5000-10000 LIC:CU SR	\$19.44
386732 NUANCE R11 VOCAL PWD MAX DAILY TRNSTN T2 10001-50000 LIC:CU SR	\$15.84
386733 NUANCE R11 VOCAL PWD MAX DAILY TRNSTN T3 50001-100000 LIC:CU SR	\$12.96
386734 NUANCE R11 VOCAL PASSWORD MAX DAILY TRNSTN T4 100001+ LIC:CU SR	\$10.08
386739 NUANCE R11 VOCAL PASSWORD SYSTEM HA LIC:CU SR	\$6,699.60
386740 NUANCE R11 VOCAL PWD MAX DAILY TRNSTN T1 5000-10000 HA LIC:CU SR	\$4.79
386741 NUANCE R11 VOCAL PWD MAX DAILY TRNSTN T2 10001-50000 HA LIC:CU SR	\$4.02
386742 NUANCE R11 VOCAL PWD MAX DAILY TRNSTN T3 50001-100000 HA LIC:CU SR	\$3.25
386743 NUANCE R11 VOCAL PASSWORD MAX DAILY TRNSTN T4 100001+ HA LIC:CU SR	\$2.49
386757 NUANCE R11 VOCAL PASSWORD SMB SYSTEM LIC:CU SR	\$15,318.00
386758 NUANCE R11 VOCAL PASSWORD TEST/DEV SYSTEM LIC:CU SR	\$9,190.80
386759 NUANCE R11 FRAUDMINER SYSTEM LIC:CU SR	\$30,632.40
386760 NUANCE R11 FRAUDMINER T1 5000-10000 LIC:CU SR	\$8.64
386761 NUANCE R11 FRAUDMINER T2 10001-50000 LIC:CU SR	\$7.20
386762 NUANCE R11 FRAUDMINER T3 50001-100000 LIC:CU SR	\$5.86
386763 NUANCE R11 FRAUDMINER T4 100001+ LIC:CU SR	\$4.48
386764 NUANCE R11 FRAUDMINER SYSTEM HA LIC:CU SR	\$7,657.20
386765 NUANCE R11 FRAUDMINER T1 5000-10000 HA LIC:CU SR	\$2.15
386766 NUANCE R11 FRAUDMINER T2 10001-50000 HA LIC:CU SR	\$1.81
386767 NUANCE R11 FRAUDMINER T3 50001-100000 HA LIC:CU SR	\$1.46
386768 NUANCE R11 FRAUDMINER T4 100001+ HA LIC:CU SR	\$1.12
386769 NUANCE R11 FRAUDMINER TEST/DEVELOPMENT SYSTEM LIC:CU SR	\$9,190.80
386775 NUANCE R11 EVALUATION STUDIO PER NODE LIC:CU SR	\$3,830.40
386776 NUANCE R11 VB EXPLORER MONTHLY ACCESS LIC:CU SR	\$1,530.00
386777 NUANCE R11 FREESPEECH SYSTEM LIC:CU SR	\$34,462.80
386778 NUANCE R11 FREESPEECH MAX DAILY TRNSTN T1 5000-10000 LIC:CU SR	\$19.44

386779 NUANCE R11 FREESPEECH MAX DAILY TRNSTN T2 10001-50000 LIC:CU SR	\$15.84
386780 NUANCE R11 FREESPEECH MAX DAILY TRNSTN T3 50001-100000 LIC:CU SR	\$12.96
386781 NUANCE R11 FREESPEECH MAX DAILY TRNSTN T4 100001+ LIC:CU SR	\$10.08
386786 NUANCE R11 FREESPEECH SEATS T1 50-100 LIC:CU SR	\$766.80
386787 NUANCE R11 FREESPEECH SEATS T2 101-1000 LIC:CU SR	\$497.52
386788 NUANCE R11 FREESPEECH SEATS T3 1001-5000 LIC:CU SR	\$229.68
386789 NUANCE R11 FREESPEECH SEATS T4 5001+ LIC:CU SR	\$191.52
386790 NUANCE R11 FREESPEECH SYSTEM HA LIC:CU SR	\$8,614.80
386791 NUANCE R11 FREESPEECH T1 5000-10000 HA LIC:CU SR	\$4.79
386792 NUANCE R11 FREESPEECH T2 10001-50000 HA LIC:CU SR	\$4.02
386793 NUANCE R11 FREESPEECH T3 50001-100000 HA LIC:CU SR	\$3.25
386794 NUANCE R11 FREESPEECH T4 1000001+ HA LIC:CU SR	\$2.49
386799 NUANCE R11 FREESPEECH SEATS T1 50-100 HA LIC:CU SR	\$191.52
386800 NUANCE R11 FREESPEECH SEATS T2 101-1000 HA LIC:CU SR	\$124.56
386801 NUANCE R11 FREESPEECH SEATS T3 1001-5000 HA LIC:CU SR	\$57.60
386802 NUANCE R11 FREESPEECH SEATS T4 5001+ HA LIC:CU SR	\$47.52
386816 NUANCE R11 FREESPEECH VOIP ACQUISITION SYSTEM LIC:CU SR	\$3,445.20
386817 NUANCE R11 FREESPEECH VA MAX DAILY TRNSTN T1 5000-10000 LIC:CU SR	\$1.92
386818 NUANCE R11 FREESPEECH VA MAX DAILY TRNSTN T2 10001-50000 LIC:CU SR	\$1.61
386819 NUANCE R11 FREESPEECH VA MAX DAILY TRNSTN T3 50001-100K LIC:CU SR	\$1.30
386820 NUANCE R11 FREESPEECH VA MAX DAILY TRNSTN T4 100001+ LIC:CU SR	\$0.99
386825 NUANCE R11 FREESPEECH VA SEATS T1 50-100 LIC:CU SR	\$76.32
386826 NUANCE R11 FREESPEECH VA SEATS T2 101-1000 LIC:CU SR	\$49.68
386827 NUANCE R11 FREESPEECH VA SEATS T3 1001-5000 LIC:CU SR	\$23.04
386828 NUANCE R11 FREESPEECH VA SEATS T4 5001+ LIC:CU SR	\$19.44
386831 NUANCE R11 FREESPEECH TEST/DEVELOPMENT SYSTEM LIC:CU SR	\$9,190.80
387954 NU R11 FRAUDMINER SYS VA LIC:CU SR	\$3,063.60
387955 NU R11 FRAUDMINER T1 5000-10K VA LIC:CU SR	\$0.86
387956 NU R11 FRAUDMINER T2 10001-50K VA LIC:CU SR	\$0.73
387957 NU R11 FRAUDMINER T3 50001-100K VA LIC:CU SR	\$0.59
387958 NU R11 FRAUDMINER T4 100001+ VA LIC:CU SR	\$0.45
387959 NU R11 SCTY SUITE SRVR VP/FS/FM LIC:CU SR	\$72,756.00
387970 NU R11 SCTY SUITE AUTHN TRNSTN T1 2000-5000 LIC:CU SR	\$23.04
387971 NU R11 SCTY SUITE AUTHN TRNSTN T2 5001-10000 LIC:CU SR	\$19.44

387972 NU R11 SCTY SUITE AUTHN TRNSTN T3 10001-50000 LIC:CU SR	\$15.84
387973 NU R11 SCTY SUITE AUTHN TRNSTN T4 50001-100000 LIC:CU SR	\$12.96
387974 NU R11 SECURITY SUITE AUTHENTICATION TRNSTN T5 100001+ LIC:CU SR	\$10.08
387975 NU R11 SECURITY SUITE SERVER HA VP FS AND FM LIC:CU SR	\$18,187.20
387976 NU R11 SECURITY SUITE AUTH TRNSTN T1 HA 2000-5000 LIC:CU SR	\$5.75
387977 NU R11 SECURITY SUITE AUTH TRNSTN T2 HA 5001-10000 LIC:CU SR	\$4.79
387978 NU R11 SECURITY SUITE AUTH TRNSTN T3 HA 10001-50000 LIC:CU SR	\$4.02
387979 NU R11 SECURITY SUITE AUTH TRNSTN T4 HA 50001-100000 LIC:CU SR	\$3.25
387980 NU R11 SECURITY SUITE AUTH TRNSTN T5 HA 100001+ LIC:CU SR	\$2.49
387981 NU R11 SECURITY SUITE FRAUD TRNSTN T1 2000-5000 LIC:CU SR	\$6.13
387982 NU R11 SECURITY SUITE FRAUD TRNSTN T2 5001-10000 LIC:CU SR	\$5.36
387983 NU R11 SECURITY SUITE FRAUD TRNSTN T3 10001-50000 LIC:CU SR	\$4.59
387984 NU R11 SECURITY SUITE FRAUD TRNSTN T4 50001-100000 LIC:CU SR	\$3.83
387985 NU R11 SECURITY SUITE FRAUD TRNSTN T5 100001+ LIC:CU SR	\$3.06
387986 NU R11 SECURITY SUITE FRAUD TRNSTN HA T1 2000-5000 LIC:CU SR	\$1.53
387987 NU R11 SECURITY SUITE FRAUD TRNSTN HA T2 5001-10000 LIC:CU SR	\$1.34
387988 NU R11 SECURITY SUITE FRAUD TRNSTN HA T3 10001-50000 LIC:CU SR	\$1.15
387989 NU R11 SECURITY SUITE FRAUD TRNSTN HA T4 50001-100000 LIC:CU SR	\$0.96
387990 NU R11 SECURITY SUITE FRAUD TRNSTN HA T5 100001+ LIC:CU SR	\$0.76
387991 NU R11 SECURITY SUITE TEST/DEV SYSTEM LIC:CU SR	\$9,190.80
397300 SURVEY ASSIST R4 BASE LIC:DS	\$12,777.60
397301 SURVEY ASSIST R4 BASE UPGRADE LIC:DS	\$6,387.20
397302 SURVEY ASSIST R4 LAB BASE LIC:DS	\$5,110.40
397303 SURVEY ASSIST R4 INBOUND VOICE PORT LIC:DS	\$640.00
397304 SURVEY ASSIST R4 INBOUND VOICE PORT UPGRADE LIC:DS	\$320.00
397305 SURVEY ASSIST R4 OUTBOUND VOICE PORT LIC:DS	\$640.00
397306 SURVEY ASSIST R4 OUTBOUND VOICE PORT UPGRADE LIC:DS	\$320.00
397307 SURVEY ASSIST R4 ADDITIONAL SERVER LIC:DS	\$3,833.60
397308 SURVEY ASSIST R4 DIGITAL BLOCK LIC:DS	\$960.00
400426 AAEP R7 CM R8 PER PORT CONNECT PLDS LIC:CU	\$37.12
403183 AAEP R7 MOBILE DAILY TRANSACTION 0-500 DR /E LIC:DS	\$0.00
403184 AAEP R7 MOBILE DAILY TRANSACTION 501-10000 DR LIC:DS	\$1.06
403185 AAEP R7 MOBILE DAILY TRANSACTION 10001-50000 DR LIC:DS	\$0.43
403186 AAEP R7 MOBILE DAILY TRANSACTION 50001-100000 DR LIC:DS	\$0.32

403187	AAEP R7 MOBILE DAILY TRANSACTION 100001+ DR LIC:DS	\$0.21
403844	AEP R8 VE VAPP SYSTEM LIC:DS,SR	\$0.00
403845	AEP R8 VE VAPP SYSTEM UPGRADE LIC:DS,SR	\$0.00
403847	AEP R8 MPP VE VAPP SYSTEM LIC:DS,SR	\$0.00
403848	AEP R8 MPP VE VAPP SYSTEM UPGRADE LIC:DS,SR	\$0.00
403860	AEP R8 AWS TRACKING CODE	\$0.00
403864	AEP R8 PER EXPERIENCE PORTAL MANAGER TRACK LIC:CU	\$0.00
403865	AEP R8 PER EXPERIENCE PORTAL MANAGER TRACK UPGRADE LIC:CU	\$0.00
403870	AEP R8 PER PORT LICENSE NEW LIC:CU	\$768.00
403871	AEP R8 PER PORT LICENSE UPGRADE LIC:CU	\$384.00
403873	AEP R8 PER PORT LICENSE FOR SPEECH PACKAGE LIC:CU	\$598.40
403874	AEP R8 PER PORT LICENSE NEW SPEECH PACKAGE UPGRADE LIC:CU	\$299.20
403876	AEP R8 PER PORT NEW APPLICATION PACKAGE LIC:CU	\$320.00
403889	AEP R8 PER PORT NEW APPLICATION PACKAGE DISASTER RECOVERY LIC:CU	\$106.88
403890	AEPR8 PER PORT NEW APPL PKG DISASTER RECOVERY UPGRADE LIC:CU	\$5,315.20
403892	AEP R8 PER PORT DISASTER RECOVERY LIC:CU	\$256.00
403893	AEP R8 PER PORT DISASTER RECOVERY UPGRADE LIC:CU	\$128.00
403895	AEP R8 PER PORT CALL ANCHORING LIC:CU	\$70.40
403896	AEP R8 PER PORT CALL ANCHORING UPGRADE LIC:CU	\$35.20
403898	AEP R8 PER PORT CALL ANCHORING DR LIC:CU	\$24.32
403899	AEP R8 PER PORT CALL ANCHORING DR UPGRADE LIC:CU	\$12.16
403901	AEP R8 LAB SYSTEM PER PORT LIC:DS	\$192.00
403902	AEP R8 LAB SYSTEM UPGRADE PER PORT LIC:DS	\$128.00
403904	AEP R8 PER SESSION LAB SIP SIGNALING LIC:CU	\$19.80
403905	AEP R8 PER SESSION LAB SIP SIGNALING UPGRADE LIC:CU	\$9.90
403907	AEP R8 CALL ANCHORING LAB LIC:CU	\$24.32
403908	AEP R8 CALL ANCHORING LAB UPGRADE LIC:CU	\$12.16
403910	AEP R8 MEDIA ENCRYPTION LIC:CU	\$70.40
403911	AEP R8 MEDIA ENCRYPTION UPGRADE LIC:CU	\$35.20
403913	AEP R8 PER SESSION SIP SIGNALING LIC:CU	\$70.40
403914	AEP R8 PER SESSION SIP SIGNALING UPGRADE LIC:CU	\$35.20
403916	AEP R8 PER SES SIP SIGNALING DISASTER RECOVERY LIC:CU	\$24.32
403917	AEP R8 PER SES SIP SIGNALING DISASTER RECOVERY UPGRADE LIC:CU	\$12.80
403919	AEP R8 MULTI CHANNEL LAB LIC:DS	\$3,520.00

403920 AEP R8 MULTI CHANNEL LAB UPGRADE LIC:DS	\$1,760.00
403922 AEP R8 PER PORT LAB ANNOUNCEMENT LIC:CU	\$59.40
403923 AEP R8 PER PORT LAB ANNOUNCEMENTUPGRADE LIC:CU	\$29.70
403925 AEP R8 PER PORT LAB ENHANCED CALL CLASSIFIER LIC:CU	\$39.60
403926 AEP R8 PER PORT LAB ENHANCED CALL CLASSIFIER UPGRADE LIC:CU	\$19.80
403928 AEP R8 MOBILE MAX DAILY TRANSACTION LAB LIC:DS	\$1.92
403929 AEP R8 MOBILE MAX DAILY TRANSACTION LAB UPGRADE LIC:DS	\$0.96
403931 AEP R8 PER PORT MIGRATION FROM AVAYA IVR WITH CONTRACT LIC:CU	\$192.00
403932 AEP R8 PER PORT APPLICATION PACKAGE MIGRATION LIC:CU	\$160.00
403934 AEP R8 PER PORT NEW MIGRATION FROM SIP SIGNALING LIC:CU	\$576.00
403935 AEP R8 PER PORT NEW MIGRATION FROM ANNOUNCEMENT LIC:CU	\$448.00
403936 AEP R8 PER PORT MIGRATION FROM AVAYA IVR LIC:CU	\$384.00
403937 AEP R8 PER PORT MIGRATION FROM AVAYA IVR SPEECH PACKAGE LIC:CU	\$297.60
403945 AEP R8 PER PORT ENHANCED CALL CLASSIFIER LIC:CU	\$140.80
403947 AEP R8 PER PORT ENHANCED CALL CLASSIFIER LICENSE UPGRADE LIC:CU	\$70.40
403949 AEP R8 PER PORT ENHANCED CALL CLASSIFIER DSTR RECOVERY LIC:CU	\$46.08
403950 AEP R8 PER PORT ENHANCED CALL CLASSIFIER DSTR RECVRY UPG LIC:CU	\$23.68
403952 AEP R8 PER PORT ANNOUNCEMENT LIC:CU	\$211.20
403953 AEP R8 PER PORT ANNOUNCEMENT LICENSE UPGRADE LIC:CU	\$105.60
403955 AEP R8 PER PORT ANNOUNCEMENT DISASTER RECOVERY LIC:CU	\$70.40
403956 AEP R8 PER PORT ANNOUNCEMENT DISASTER RECOVERY UPGRADE LIC:CU	\$35.20
403958 AEP R8 SMS 3600 MSG-HOUR LIC:DS	\$7,603.20
403959 AEP R8 SMS 3600 MSG-HOUR UPGRADE LIC:DS	\$3,801.60
403961 AEP R8 SMS 3600 MSG-HOUR DISASTER RECOVERY LIC:DS	\$2,534.40
403962 AEP R8 SMS 3600 MSG-HOUR DISASTER RECOVERY UPGRADE LIC:DS	\$1,267.20
403967 AEP R8 SMS 3600 MSG-HOUR APPLICATION PACKAGE LIC:DS	\$3,456.00
403968 EP R8 SMS 3600 MSG-HOUR APPLICATION PACKAGE UPGRADE LIC:DS	\$1,728.00
403970 AEP R8 EMAIL 3600 MSG-HOUR LIC:DS	\$6,336.00
403971 AEP R8 EMAIL 3600 MSG-HOUR UPGRADE LIC:DS	\$3,168.00
403973 AEP R8 EMAIL 3600 MSG-HOUR DISASTER RECOVERY LIC:DS	\$2,112.00
403974 AEP R8 EMAIL 3600 MSG-HOUR DISASTER RECOVERY UPGRADE LIC:DS	\$1,056.00
403979 AEP R8 EMAIL 3600 MSG-HOUR APPLICATION PACKAGE LIC:DS	\$2,880.00
403980 AEP R8 EMAIL 3600 MSG-HOUR APPLICATION PACKAGE UPGRADE LIC:DS	\$1,440.00
403982 AEP R8 EMAIL 3600 MSG-HOUR APPL PACKAGE DISASTER RECOVERY LIC:DS	\$960.00

403983 AEP R8 EMAIL 3600 MSG-HOUR APPL PACKAGE DISASTER REC UPG LIC:DS	\$480.00
403985 AEP R8 SMS 3600 MSG-HOUR APPL PACKAGE DISASTER RECOVERY LIC:DS	\$1,152.00
403986 AEP R8 SMS 3600 MSG-HOUR APPL PACKAGE DISASTER REC UPG LIC:DS	\$576.00
403988 AEP R8 MOBILE/VISUAL IVR SYSTEM LIC:DS	\$6,400.00
403989 AEP R8 MOBILE/VISUAL IVR SYSTEM UPGRADE LIC:DS	\$6,400.00
403990 AEP R8 MOBILE/VISUAL IVR SYSTEM UPGRADE ENTITLEMENT LIC:DS	\$6,400.00
403997 AEP R8 MOBILE DAILY TRANSACTION 500-10000 LIC:DS	\$3.20
403998 AEP R8 MOBILE DAILY TRANSACTION 500-10000 UPGRADE LIC:DS	\$3.20
403999 AEP R8 MOBILE DAILY TRANSACTION 500-10000 UPGRADE ENT LIC:DS	\$3.20
404000 AEP R8 MOBILE DAILY TRANSACTION 10001-50000 LIC:DS	\$1.28
404001 AEP R8 MOBILE DAILY TRANSACTION 10001-50000 UPGRADE LIC:DS	\$1.28
404002 AEP R8 MOBILE DAILY TRANSACTION 10001-50000 UPGRADE ENT LIC:DS	\$1.28
404003 AEP R8 MOBILE DAILY TRANSACTION 50001-100000 LIC:DS	\$0.96
404004 AEP R8 MOBILE DAILY TRANSACTION 50001-100000 UPGRADE LIC:DS	\$0.96
404005 AEP R8 MOBILE DAILY TRANSACTION 50001-100000 UPGRADE ENT LIC:DS	\$0.96
404006 AEP R8 MOBILE DAILY TRANSACTION 100001+ LIC:DS	\$0.64
404007 AEP R8 MOBILE DAILY TRANSACTION 100001+ UPGRADE LIC:DS	\$0.64
404008 AEP R8 MOBILE DAILY TRANSACTION 100001+ UPGRADE ENT LIC:DS	\$0.64
404009 AEP R8 MOBILE/VISUAL IVR SYSTEM DR LIC:DS	\$2,560.00
404010 AEP R8 MOBILE/VISUAL IVR SYSTEM DR UPGRADE LIC:DS	\$1,280.00
404018 AEP R8 MOBILE DAILY TRANSACTION 501-10000 DR LIC:DS	\$1.06
404019 AEP R8 MOBILE DAILY TRANSACTION 501-10000 DR UPGRADE LIC:DS	\$1.06
404020 AEP R8 MOBILE DAILY TRANSACTION 501-10000 DR UPGRADE ENT LIC:DS	\$1.06
404021 AEP R8 MOBILE DAILY TRANSACTION 10001-50000 DR LIC:DS	\$0.43
404022 AEP R8 MOBILE DAILY TRANSACTION 10001-50000 DR UPGRADE LIC:DS	\$0.43
404023 AEP R8 MOBILE DAILY TRANSACTION 10001-50000 DR UPG ENT LIC:DS	\$0.43
404024 AEP R8 MOBILE DAILY TRANSACTION 50001-100000 DR LIC:DS	\$0.32
404025 AEP R8 MOBILE DAILY TRANSACTION 50001-100000 DR UPGRADE LIC:DS	\$0.32
404026 AEP R8 MOBILE DAILY TRANSACTION 50001-100000 DR UPG ENT LIC:DS	\$0.32
404027 AEP R8 MOBILE DAILY TRANSACTION 100001+ DR LIC:DS	\$0.21
404028 AEP R8 MOBILE DAILY TRANSACTION 100001+ DR UPGRADE LIC:DS	\$0.21
404029 AEP R8 MOBILE DAILY TRANSACTION 100001+ DR UPGRADE ENT LIC:DS	\$0.21
404030 AEP R8 GOOGLE SPEECH ASR CONNECT PER PT LIC:CU	\$76.80
404031 AEP R8 GOOGLE SPEECH ASR CONNECT PER PT UPGRADE LIC:CU	\$38.40

404033 AEP R8 GOOGLE SPEECH ASR CONNECT PER PT DR LIC:CU	\$25.60
404034 AEP R8 GOOGLE SPEECH ASR CONNECT PER PT DR UPGRADE LIC:CU	\$12.80
404036 AEP R8 GOOGLE DIALOGFLOW ASR PER PT LIC:CU	\$140.80
404037 AEP R8 GOOGLE DIALOGFLOW ASR PER PT UPGRADE LIC:CU	\$70.40
404039 AEP R8 GOOGLE DIALOGFLOW ASR PER PT DR LIC:CU	\$46.72
404040 AEP R8 GOOGLE DIALOGFLOW ASR PER PT DR UPGRADE LIC:CU	\$23.36
404048 AEP R8 ASR PROXY 3PTY CONNECT PER PORT LIC:CU	\$281.60
404049 AEP R8 ASR PROXY 3PTY CONNECT PORT UPGRADE LIC:CU	\$140.80
404051 AEP R8 TTS PROXY 3PTY CONNECT PER PORT LIC:CU	\$140.80
404052 AEP R8 TTS PROXY 3PTY CONNECT PORT UPGRADE LIC:CU	\$70.40
404063 AEP R8 ASR PROXY 3PTY CONNECT PER PORT DR LIC:CU	\$93.44
404064 AEP R8 TTS PROXY 3PTY CONNECT PER PORT DR LIC:CU	\$46.72
404065 AEP R8 TTS PROXY 3PTY CONNECT PER PORT DR UPGRADE LIC:CU	\$23.36
404077 AEP R8 ADDITIONAL OUTBOUND POM PORT LIC:CU	\$86.40
404078 AEP R8 ADDITIONAL OUTBOUND POM PORT MIGRATION LIC:CU	\$43.52
404079 AEP R8 ADDITIONAL OUTBOUND POM PORT MIGRATION ENTITLEMENT LIC:CU	\$0.00
404080 AEP R8 ADDITIONAL OUTBOUND POM PORT DISASTER RECOVERY LIC:CU	\$42.88

Proactive Contact, Hardware

187049 AVAYA PROACTIVE CONTACT LARGE CABINET SYSTEM LABEL US AND CANADA	\$16.00
187050 AVAYA PROACTIVE CONTACT LARGE CABINET LABEL FOR CE MARK	\$6.32
213876 APC SWITCH UPGRADE KIT DGTL SWITCH CNTLR OR ENH NETWORK BUS CNTLR	\$4,169.60
213942 APC MODEM PLUS MOUNTING KIT	\$520.96
213949 APC PG230 RACK MOUNTABLE SYSTEM CABINET	\$10,867.20
247873 APC ACCESS SERVER LANTRONIX 8 PORT KIT ROHS	\$2,393.60
700170269 APC SHIELD FERRITE RS232 CABLE W/CASE .5 INCHES	\$1.89
700248388 PREDICTIVE DIALER SYSTEM LABEL TUV/GS LOGO	\$3.79
700408982 APC CBL ASSEMBLY TWO LVPC CARDS TO DIGITAL SWITCH CONTROLLER ROHS	\$158.08
700409030 APC CABLE LANTRONIX-CPU DB9F-DB9F 3FT ROHS	\$31.36
700409048 APC CABLE LANTRONIX SWITCH DB9F-SB25M 4FT ROHS	\$31.36
700409154 APC OLIC/QT1/QE1 MOUNTING KIT FOR MDF ADAPTER ROHS	\$28.16
700428147 AVAYA PROACTIVE CONTACT OLIC CABLE ASSEMBLY ROHS	\$489.60
700428329 APC CABLE ASSEMBLY SCSI BUS ENBC TRANSITION MODULE ROHS	\$142.08
700428345 APC CABLE ASSEMBLY POWER HARD DISK DRIVE ROHS	\$37.76
700428618 APC RACK MOUNT KIT FOR PG230 RACK MOUNTABLE SYSTEM ROHS	\$473.60

700428683	AVAYA PROACTIVE CONTACT FAN TRAY FOR PG230 RACK MOUNTABLE RHS	\$110.72
700448038	APC OPERATOR LINE INTERFACE 2 CARD 24 PORT	\$2,592.00
700448137	APC ENHANCED NETWORK BUS CONTROLLER	\$2,115.20
700448186	APC DIGITAL SIGNAL PROCESSOR 2 4:1 CARD	\$1,769.60
700448228	APC LARGE PORT VOICE CARD SCSI TERMINATOR	\$173.44
700448269	APC CABLE LANTRONIX MODEM DB9F DB25M 15FT	\$37.76
700448384	APC OPERATOR LINE INTERFACE CARD INPUT/OUTPUT MODULE	\$631.68
700461908	AVAYA PROACTIVE CONTACT DIGITAL SWITCH TO CSU CABLE (DB15-RJ45)	\$39.04
700463904	AVAYA PROACTIVE CONTACT QUAD DIGITAL TRUNK CARD 2	\$1,388.80
700466774	AVAYA PROACTIVE CONTACT DIGITAL SWITCH TO CM CABLE (DB15-50PIN)	\$56.96
700471956	AVAYA PROACTIVE CONTACT PG230RM ETHERNET KIT WITH MOUNTING	\$505.60
700472681	APC QUAD E1 COAXIAL ADAPTER ROHS 6/6	\$221.44
700472715	APC QUAD CARD MAIN DISTRIBUTION FRAME ADAPTER ROHS 6/6	\$158.08
700472756	APC LARGE PORT VOICE 2 CARD ENHANCED	\$1,286.40
700473739	AVAYA PROACTIVE CONTACT INTERNET PROTOCOL TELEPHONY CARD	\$1,328.00
700474372	APC QUAD TWISTED PAIR INPUT/OUTPUT MODULE ROHS 6/6	\$646.40
700474380	APC QUAD COAXIAL INPUT/OUTPUT MODULE ROHS 6/6	\$631.68
700474398	AVAYA PROACTIVE CONTACT IPTC I/O MODULE	\$631.68
700474430	AVAYA PROACTIVE CONTACT IPTC BACKPLANE ADAPTER	\$221.44
700500087	APC NORTH AMERICAN POWER CORD	\$7.04
700500417	APC ACCESS SERVER 8 PORT LANTRONIX SLC8	\$2,233.60
	<u>Proactive Contact, Model</u>	
193996	PROACTIVE CONTACT MODEL	\$0.00
197256	AVAYA PROACTIVE CONTACT ADDITION MODEL	\$0.00
197257	AVAYA PROACTIVE CONTACT UPGRADE MODEL	\$0.00
	<u>Proactive Contact, Hardware</u>	
700428691	AVAYA PROACTIVE CONTACT ENBC TO INPUT/OUTPUT CARD CABLE ROHS	\$53.76
700500077	APC PG230RM ENHANCED SINGLE MODE POWER SUPPLY	\$2,652.80
700500080	APC PG230RM ENHANCED REDUNDANT POWER SUPPLY	\$4,019.20
700500892	APC ACCESS SERVER 8 PORT LANTRONIX SLC8 KIT	\$2,297.60
338686	AVAYA PROACTIVE CONTACT SERVER UPGRADE MOUNTING KIT FOR 30U CABINET	\$2,844.80
	<u>Proactive Contact, Software License</u>	
194206	AVAYA PROACTIVE CONTACT SYSTEM DATABASE LICENSE LIC:DS	\$0.00
195362	AVAYA PROACTIVE CONTACT NEW CTI OFFER	\$0.00

196606 APC DEMO/DEVCONNECT 10 AGENT AND 2 SUPERVISOR WITH MEDIA LIC:CU,DS	\$3,328.00
207710 AVAYA PROACTIVE CONTACT ENTERPRISE ENABLE	\$0.00
227906 APC R4 PREVIEW CTI PER AGENT LIC:CU	\$320.00
227907 APC R4 PREDICTIVE CTI PER AGENT LIC:CU	\$1,280.00
227910 APC R4 PREVIEW CTI TO PREDICTIVE CTI PER AGENT LIC:CU	\$960.00
227911 APC R4 PREVIEW CTI PER SUPERVISOR LIC:CU	\$633.60
227912 APC R4 PREDICTIVE CTI PER SUPERVISOR LIC:CU	\$3,379.20
227915 APC R4 PREVIEW TO PREDICTIVE CTI PER SUPERVISOR LIC:CU	\$2,745.60
227916 APC R4 PREDICTIVE PER AGENT LIC:CU	\$1,971.20
227919 APC R4 PREVIEW CTI TO PREDICTIVE PER AGENT LIC:CU	\$1,619.20
227920 APC R4 PREDICTIVE CTI TO PREDICTIVE PER AGENT LIC:CU	\$563.20
227921 APC R4 PREDICTIVE PER SUPERVISOR LIC:CU	\$3,379.20
227924 APC R4 PREVIEW CTI TO PREDICTIVE PER SUPERVISOR LIC:CU	\$2,745.60
227925 APC R4 PREDICTIVE CTI TO PREDICTIVE PER SUPERVISOR LIC:CU	\$35.20
229470 APC R5 PREVIEW CTI PER AGENT LIC:CU	\$320.00
229471 APC R5 PREDICTIVE CTI PER AGENT LIC:CU	\$1,280.00
229472 APC R5 PREVIEW CTI PER AGENT UPGRADE LIC:CU	\$112.00
229474 APC R5 PREDICTIVE CTI PER AGENT UPGRADE LIC:CU	\$448.00
229476 APC R5 PREVIEW CTI TO PREDICTIVE CTI PER AGENT LIC:CU	\$960.00
229477 APC R5 PREVIEW CTI PER SUPERVISOR LIC:CU	\$576.00
229478 APC R5 PREDICTIVE CTI PER SUPERVISOR LIC:CU	\$3,072.00
229479 APC R5 PREVIEW CTI PER SUPERVISOR UPGRADE LIC:CU	\$201.60
229481 APC R5 PREDICTIVE CTI PER SUPERVISOR UPGRADE LIC:CU	\$1,075.20
229483 APC R5 PREVIEW TO PREDICTIVE CTI SUPERVISOR LIC:CU	\$2,496.00
229484 APC R5 PREDICTIVE PER AGENT LIC:CU	\$1,792.00
229485 APC R5 PREDICTIVE PER AGENT UPGRADE LIC:CU	\$627.20
229487 APC R5 PREVIEW CTI TO PRED PER AGENT LIC:CU	\$1,472.00
229488 APC R5 PREDICTIVE CTI TO PRED PER AGENT LIC:CU	\$512.00
229489 APC R5 PREDICTIVE PER SUPERVISOR LIC:CU	\$3,072.00
229490 APC R5 PREDICTIVE PER SUPERVISOR UPGRADE LIC:CU	\$1,075.20
229492 APC R5 PREVIEW CTI TO PREDICTIVE PER SUPERVISOR LIC:CU	\$2,496.00
229493 APC R5 PREDICTIVE CTI TO PREDICTIVE PER SUPERVISOR LIC:CU	\$32.00
263841 APC R5 PREVIEW CTI ADD AGENT LIC:CU	\$320.00
263842 APC R5 PREDICTIVE CTI ADD AGENT LIC:CU	\$1,280.00

263843 APC R5 PREVIEW CTI ADD SUPERVISOR LIC:CU	\$576.00
263844 APC R5 PREDICTIVE CTI ADD SUPERVISOR LIC:CU	\$3,072.00
263845 APC R5 PREDICTIVE ADD AGENT LIC:CU	\$1,792.00
263846 APC R5 PREDICTIVE ADD SUPERVISOR LIC:CU	\$3,072.00
266040 APOM 2.X/AAEP 6.X PER PORT OUTBOUND VOICE LIC:CU	\$640.00
266041 APOM 2.X/AAEP 6.X EMAIL CHANNELS LIC:DS	\$6,400.00
266042 APOM 2.X/AAEP 6.X SMS CHANNELS LIC:DS	\$6,400.00
266043 APOM 2.X/AAEP 6.X PER PORT OUTBOUND VOICE TRACKING LIC:CU	\$0.00
266044 APOM 2.X/AAEP 6.X EMAIL CHANNELS TRACKING LIC:DS	\$0.00
266045 APOM 2.X/AAEP 6.X SMS CHANNELS TRACKING LIC:CU	\$0.00
266052 APOM 2.X/AAEP 6.X DR PER PORT OUTBOUND VOICE LIC:CU	\$213.12
266053 APOM 2.X/AAEP 6.X DR EMAIL CHANNELS LIC:DS	\$2,133.12
266054 APOM 2.X/AAEP 6.X DR SMS CHANNELS LIC:DS	\$2,133.12
266055 APOM 2.X/AAEP 6.X DR PER PORT OUTBOUND VOICE TRACKING LIC:CU	\$0.00
266056 APOM 2.X/AAEP 6.X DR EMAIL CHANNELS TRACKING LIC:DS	\$0.00
266057 APOM 2.X/AAEP 6.X DR SMS CHANNELS TRACKING LIC:DS	\$0.00
272800 AAPC7 CONTACT FLOW ANALYTICS USER LIC:CU	\$38.40
385323 APC R5 PREVIEW PER AGENT LIC:CU	\$448.00
385324 APC R5 PREVIEW ADD AGENT LIC:CU	\$448.00
385325 APC R5 PREVIEW TO PREDICTIVE PER AGENT LIC:CU	\$1,344.00
385326 APC R5 PREVIEW PER SUPERVISOR LIC:CU	\$576.00
385327 APC R5 PREVIEW ADD SUPERVISOR LIC:CU	\$576.00
385328 APC R5 PREVIEW TO PREDICTIVE SUPERVISOR LIC:CU	\$2,496.00
391721 AVAYA PROACTIVE CONTACT TENATN ONBOARD DATABASE LIC:CU	\$2,500.00
398483 AVAYA PROACTIVE CONTACT SYSTEM OS LICENSE LIC:SR	\$0.00
700513703 APC R5.2 AGENT/SERVER SOFTWARE MEDIA	\$387.20
700513704 APC R5.2 SUPERVISOR SOFTWARE MEDIA	\$85.12
<u>Proactive Contact, Media</u>	
224353 AVAYA PROACTIVE CONTACT ENBC SFTW MEDIA 02	\$22.40
700459290 HP-UX 11i UPDATE FOR 3.0.3 SRK	\$32.00
700500965 AVAYA PROACTIVE CONTACT R5 .0 AGENT AND SERVER SOFTWARE MEDIA	\$382.08
700500966 AVAYA PROACTIVE CONTACT R5.0 SUPERVISOR SOFTWARE MEDIA	\$83.84
700501275 AVAYA PROACTIVE CONTACT 4.2 SERVICE PACK 1 BUNDLE	\$0.00
700501824 SYNTELATE DESIGNER	\$9,577.60

700501825 SYNTELATE SUPERVISOR	\$5,107.20
700501826 SYNTELATE WEBAGENT	\$252.80
700501827 SYNTELATE WEBAGENT PRO	\$572.80
700501828 SYNTELATE ENTERPRISE AGENT	\$956.80
700509677 AVAYA PROACTIVE CONTACT R5.1.1 AGENT/SERVER SOFTWARE MEDIA	\$387.20
700509683 AVAYA PROACTIVE CONTACT R5.1.1 SUPERVISOR SOFTWARE MEDIA	\$85.12
700504976 APC R5.1 AGT/SERVER SFTW MEDIA	\$387.20
700504977 APC R5.1 SUPV SFTW MEDIA	\$85.12
700511312 AVAYA PROACTIVE CONTACT R5.1.2 AGENT/SERVER SOFTWARE MEDIA	\$387.20
700511313 AVAYA PROACTIVE CONTACT R5.1.2 SUPERVISOR SOFTWARE MEDIA	\$85.12
700513565 APC R5.1.3 AGENT/SERVER SOFTWARE MEDIA	\$387.20
700513566 APC R5.1.3 SUPERVISOR SOFTWARE MEDIA	\$85.12
<u>Proactive Outreach Manager, Software License</u>	
229302 AVAYA PROACTIVE OUTREACH MANAGER 2.X PERPORT OUTBOUNDVOICE LIC:CU	\$640.00
229303 AVAYA PROACTIVE OUTREACH MANAGER 2.X EMAIL CHANNELS LIC:DS	\$6,400.00
229304 AVAYA PROACTIVE OUTREACH MANAGER 2.X SMS CHANNELS LIC:DS	\$6,400.00
259763 AVAYA PROACTIVE OUTREACH MANAGER 2.X LAB PT OUTBOUND VOICE LIC:CU	\$320.00
259764 AVAYA PROACTIVE OUTREACH MANAGER 2.X LAB EMAIL CHANNELS LIC:DS	\$3,200.00
259765 AVAYA PROACTIVE OUTREACH MANAGER 2.X LAB SMS CHANNELS LIC:DS	\$3,200.00
263780 AVAYA PROACTIVE OUTREACH MGR2.X DSTRRCVRY PORT OUTBOUNDVCE LIC:CU	\$213.12
263781 AVAYA PROACTIVE OUTREACH MGR 2.X DSTR RCVRY EMAILCHANNELS LIC:DS	\$2,133.12
263782 AVAYA PROACTIVE OUTREACH MGR 2.X DSTR RCVRY SMS CHANNELS LIC:DS	\$2,133.12
266280 SYNTELATE WEBAGENT TO WEBAGENT PRO UPGRADE LIC:CU	\$368.00
266281 SYNTELATE WEBAGENT TO ENTERPRISE AGENT UPGRADE LIC:CU	\$828.80
266282 SYNTELATE WEBAGENT PRO TO ENTERPRISE AGENT UPGRADE LIC:CU	\$636.80
267173 APOM R3 OUTBOUND PER PORT VOICE LIC:CU	\$960.00
267174 APOM R3 EMAIL CHANNELS LIC:DS	\$6,400.00
267175 APOM R3 SMS CHANNELS LIC:DS	\$6,400.00
267176 APOM R3 PREVIEW VOICE LIC:CU	\$128.00
267177 APOM R3 PREDICTIVE VOICE LIC:CU	\$256.00
267178 APOM R3 PREVIEW TO PREDICTIVE VOICE MIGRATION LIC:CU	\$128.00
267179 APOM R3 OUTBND PER PORT VOICE UPGRADE LIC:CU	\$320.00
267191 APOM R3 EMAIL CHANNELS UPGRADE LIC:DS	\$3,200.00
267193 APOM R3 SMS CHANNELS UPGRADE LIC:DS	\$3,200.00

267195 APOM R3 PROACTIVE CONTACT OUTBOUND VOICE PORT MIGRATION LIC:CU	\$480.00
267196 APOM R3 PROACTIVE CONTACT OUTBOUND PREVIEW MIGRATION LIC:CU	\$64.00
267197 APOM R3 PROACTIVE CONTACT OUTBOUND PREDICTIVE MIGRATION LIC:CU	\$128.00
267198 APOM R3 PROACTIVE CONTACT SUPERVISOR TO POM PREDICTIVE LIC:CU	\$0.00
267203 APOM R3 DR OUTBOUND PER PORT VOICE LIC:CU	\$320.00
267204 APOM R3 DR EMAIL CHANNELS LIC:DS	\$2,133.12
267205 APOM R3 DR SMS CHANNELS LIC:DS	\$2,133.12
267206 APOM R3 DR PREVIEW VOICE LIC:CU	\$42.24
267207 APOM R3 DR PREDICTIVE VCE LIC:CU	\$85.12
267208 APOM R3 DR PREVIEW TO PREDICTIVE MIGRATION VOICE LIC:CU	\$42.24
267212 APOM R3 LAB OUTBOUND PER PORT VOICE LIC:CU	\$320.00
267213 APOM R3 LAB EMAIL CHANNELS LIC:DS	\$2,133.12
267214 APOM R3 LAB SMS CHANNELS LIC:DS	\$2,133.12
267215 APOM R3 LAB PREDICTIVE VOICE LIC:CU	\$85.12
304083 APOM R3 LAB OUTBND PER PORT VOICE UPGRADE LIC:CU	\$160.00
304084 APOM R3 LAB EMAIL CHANNELS UPGRADE LIC:DS	\$1,066.88
304085 APOM R3 LAB SMS CHANNELS UPGRADE LIC:DS	\$1,066.88
304086 APOM R3 DISASTER RECOVERY OUTBOUND PER PORT VOICE UPGRADE LIC:CU	\$160.00
304087 APOM R3 DISASTER RECOVERY EMAIL CHANNELS UPGRADE LIC:DS	\$1,066.88
304088 APOM R3 DISASTER RECOVERY SMS CHANNELS UPGRADE LIC:DS	\$1,066.88
305354 SYNTELATE DESIGNER FOR PROACTIVE OUTREACH MANAGER LIC: SR,DS	\$5,742.00
305355 SYNTELATE WEBAGENT FOR PROACTIVE OUTREACH MANAGER LIC: DS,CU	\$383.04
305356 SYNTELATE ENTERPRISE AGENT FOR POM LIC: DS,CU	\$957.60
305357 SYNTELATE UPGRADE WEBAGENT TO ENTERPRISE AGENT FOR POM LIC: DS,CU	\$574.56
381020 APOM R3 MANUAL DIAL AGENT LIC:CU	\$128.00
381021 APOM R3 DISASTER RECOVERY MANUAL DIAL AGENT LIC:CU	\$42.24
391452 SYNTELATE BASIC FOR PROACTIVE OUTREACH MANAGER LIC: DS,CU	\$340.48
391453 SYNTELATE PRO FOR PROACTIVE OUTREACH MANAGER LIC: DS,CU	\$851.20
391454 SYNTELATE UPGRADE BASIC TO PRO PROACTIVE OUTREACH MNGR LIC: DS,CU	\$510.72
401095 APOM R3 ENTERPRISE BEHAVIOR PAIRING ENABLE LIC:CU	\$25.60
401096 APOM R3 EXTERNAL SELECTION INTERFACE LIC:CU	\$25.60
401097 APOM R3 ADVANCED LIST AND CAMPAIGN MANAGEMENT LIC:CU	\$128.00
401098 APOM R3 AGENT WEB API SERVICE LIC:CU	\$128.00
402571 NOBLE OnQ SOFTWARE LIC:SR	\$0.72

402572 NOBLE GAMIFICATION SOFTWARE LIC:SR	\$0.72
<u>Self Service - Interactive Response, Model</u>	
193896 AVAYA VOICE PORTAL MODEL	\$0.00
197266 SELF SERVICE ADDITION MODEL	\$0.00
213075 SELF SERVICE UPGRADES MODEL	\$0.00
<u>Self Service - Interactive Response, Software License</u>	
176805 NUANCE MAINTENANCE SUPPORT LIC:SR	\$32.00
186576 NUANCE ASR/TTS LANGUAGE ARA	\$0.00
212508 NUANCE 2.0 OSDM CORE LIC:CU,SR	\$19.44
212509 NUANCE 2.0 ADDRESS OSDM LIC:CU,SR	\$536.40
212511 NUANCE 2.0 NAMES OSDM LIC:CU,S	\$321.84
212513 NUANCE 2.0 ADDRESS OSDM DISASTER RECOVERY LIC:CU,SR	\$178.56
212514 NUANCE 2.0 NAMES OSDM DISASTER RECOVERY LIC:CU,SR	\$107.28
212515 NUANCE 2.0 OSDM CORE DISASTER RECOVERY LIC:CU,SR	\$6.38
226763 LOQUENDO STANDARD 1ST LANGUAGE LIC:CU,SR	\$383.04
226765 LOQUENDO ADDITIONAL LANGUAGE LIC:CU,SR	\$92.16
228280 NUANCE TTS GENERATION PORT LIC:CU,SR	\$4,086.00
228281 NUANCE TTS NOTIFICATION PORT LIC:CU,SR	\$56.16
228282 LOQUENDO STANDARD 1ST LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$126.72
228284 LOQUENDO ADDITIONAL LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$30.96
268901 NUANCE ADAPTIVE DIALOG MODULE 1ST LANGUAGE LIC:CU, SR	\$242.56
268902 NUANCE ADAPTIVE DIALOG MODULE 2ND+ LANGUAGE LIC:CU, SR	\$48.64
268904 NUANCE ADAPTIVE DIALOG MODULE 1ST DR LANGUAGE LIC:CU, SR	\$80.64
268905 NUANCE ADAPTIVE DIALOG MODULE 2ND+ DR LANGUAGE LIC:CU, SR	\$16.00
271843 LOQUENDO STANDARD 1ST LANGUAGE TO NR-VOC BUNDLE LIC:CU,SR	\$325.44
271844 LOQUENDO PREMIUM 1ST LANGUAGE TO NR-VOC BUNDLE LIC:CU,SR	\$38.16
271845 LOQUENDO ADDITIONAL LANGUAGE TO NUANCE RECOGNIZER LIC:CU,SR	\$115.20
271846 LOQUENDO ADDITIONAL LANGUAGE TO VOCALIZER LIC:CU,SR	\$57.60
271847 LOQUENDO STD 1ST LANG TO NR-VOC BUNDLE DR LIC:CU,SR	\$187.92
271848 LOQUENDO PREM 1ST LANG TO NR-VOC BUNDLE DR LIC:CU,SR	\$15.12
271849 LOQUENDO ADDITIONAL LANGUAGE TO NUANCE RECOGNIZER DR LIC:CU,SR	\$38.16
271850 LOQUENDO ADDITIONAL LANGUAGE TO VOCALIZER DR LIC:CU,SR	\$19.44
271883 NUANCE RECOGNIZER 10 T-2 1ST LANGUAGE LIC:CU,SR	\$936.00
271884 NUANCE RECOGNIZER 10 T-2 2ND LANGUAGE LIC:CU,SR	\$187.92

271885 NUANCE RECOGNIZER 10 T-2 3RD LANGUAGE LIC:CU,SR	\$187.92
271886 NUANCE RECOGNIZER 10 T-3 1ST LANGUAGE LIC:CU,SR	\$1,360.80
271887 NUANCE RECOGNIZER 10 T-3 2ND LANGUAGE LIC:CU,SR	\$272.88
271888 NUANCE RECOGNIZER 10 T-3 3RD LANGUAGE LIC:CU,SR	\$272.88
271889 NUANCE RECOGNIZER 10 T-4 1ST LANGUAGE LIC:CU,SR	\$1,530.00
271890 NUANCE RECOGNIZER 10 T-4 2ND LANGUAGE LIC:CU,SR	\$339.84
271891 NUANCE RECOGNIZER 10 T-4 3RD LANGUAGE LIC:CU,SR	\$339.84
271893 NUANCE RECOGNIZER 10 T-2 TO T-3 UPGRADE LIC:CU,SR	\$516.96
271894 NUANCE RECOGNIZER 10 T-2 TO T-4 UPGRADE LIC:CU,SR	\$689.04
271895 NUANCE RECOGNIZER 10 T3 TO T4 UPGRADE 1ST LANGUAGE LIC:CU,SR	\$306.00
271896 NUANCE RECOGNIZER 10 T3 TO T4 UPGRADE 2+ LANGUAGE LIC:CU,SR	\$61.20
271897 NUANCE RECOGNIZER 10 T-2 1ST LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$210.96
271898 NUANCE RECOGNIZER 10 T-2 2ND LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$42.48
271899 NUANCE RECOGNIZER 10 T-2 3RD LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$42.48
271900 NUANCE RECOGNIZER 10 T-3 1ST LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$453.60
271901 NUANCE RECOGNIZER 10 T-3 2ND LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$90.72
271902 NUANCE RECOGNIZER 10 T-3 3RD LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$90.72
271903 NUANCE RECOGNIZER 10 T-4 1ST LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$383.04
271904 NUANCE RECOGNIZER 10 T-4 2ND LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$76.32
271905 NUANCE RECOGNIZER 10 T-4 3RD LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$76.32
271906 NUANCE RECOGNIZER 10 T3 TO T4 UPGRADE 1ST LANGUAGE DR LIC:CU,SR	\$101.52
271907 NUANCE RECOGNIZER 10 T3 TO T4 UPGRADE 2+ LANGUAGE DR LIC:CU,SR	\$20.88
399780 NUANCE RECOGNIZER 11 TIER 2 1ST LANGUAGE LIC:CU,SR	\$842.40
399781 NUANCE RECOGNIZER 11 TIER 2 1ST LANGUAGE DSTR RCVRY LIC:CU,SR	\$283.68
399782 NUANCE RECOGNIZER 11 TIER 2 2ND LANGUAGE LIC:CU,SR	\$168.48
399783 NUANCE RECOGNIZER 11 TIER 2 2ND LANGUAGE DSTR RCVRY LIC:CU,SR	\$57.60
399784 NUANCE RECOGNIZER 11 TIER 2 3RD LANGUAGE LIC:CU,SR	\$168.48
399785 NUANCE RECOGNIZER 11 TIER 2 3RD LANGUAGE DSTR RCVRY LIC:CU,SR	\$57.60
399786 NUANCE RECOGNIZER 11 TIER 3 1ST LANGUAGE LIC:CU,SR	\$1,224.00
399787 NUANCE RECOGNIZER 11 TIER 3 1ST LANGUAGE DSTR RCVRY LIC:CU,SR	\$409.68
399788 NUANCE RECOGNIZER 11 TIER 3 2ND LANGUAGE LIC:CU,SR	\$244.80
399789 NUANCE RECOGNIZER 11 TIER 3 2ND LANGUAGE DSTR RCVRY LIC:CU,SR	\$82.08
399790 NUANCE RECOGNIZER 11 TIER 3 3RD LANGUAGE LIC:CU,SR	\$244.80
399791 NUANCE RECOGNIZER 11 TIER 3 3RD LANGUAGE DSTR RCVRY LIC:CU,SR	\$82.08

399792 NUANCE RECOGNIZER 11 TIER 4 1ST LANGUAGE LIC:CU,SR	\$1,530.00
399793 NUANCE RECOGNIZER 11 TIER 4 1ST LANGUAGE DSTR RCVRY LIC:CU,SR	\$510.48
399794 NUANCE RECOGNIZER 11 TIER 4 2ND LANGUAGE LIC:CU,SR	\$306.00
399795 NUANCE RECOGNIZER 11 TIER 4 2ND LANGUAGE DSTR RCVRY LIC:CU,SR	\$102.96
399796 NUANCE RECOGNIZER 11 TIER 4 3RD LANGUAGE LIC:CU,SR	\$306.00
399797 NUANCE RECOGNIZER 11 TIER 4 3RD LANGUAGE DSTR RCVRY LIC:CU,SR	\$102.96
399798 NUANCE RECOGNIZER 11 DRAGON VOICE LANGUAGE LIC:CU,SR	\$229.68
399799 NUANCE RECOGNIZER 11 DRAGON VOICE LANG DR LIC:CU,SR	\$76.32
399800 NUANCE RECOGNIZER 11 T2 TO T3 UPGRADE 1ST LANGUAGE LIC:CU,SR	\$383.04
399801 NUANCE RECOGNIZER 11 T2 TO T3 UPGRADE 1ST LANGUAGE DR LIC:CU,SR	\$128.16
399802 NUANCE RECOGNIZER 11 T2 TO T3 UPGRADE 2ND LANGUAGE LIC:CU,SR	\$76.32
399803 NUANCE RECOGNIZER 11 T2 TO T3 UPGRADE 2ND LANGUAGE DR LIC:CU,SR	\$25.92
399804 NUANCE RECOGNIZER 11 T2 TO T3 UPGRADE 3RD LANGUAGE LIC:CU,SR	\$76.32
399805 NUANCE RECOGNIZER 11 T2 TO T3 UPGRADE 3RD LANGUAGE DR LIC:CU,SR	\$25.92
399806 NUANCE RECOGNIZER 11 T3 TO T4 UPGRADE 1ST LANGUAGE LIC:CU,SR	\$306.00
399807 NUANCE RECOGNIZER 11 T3 TO T4 UPGRADE 1ST LANGUAGE DR LIC:CU,SR	\$102.96
399808 NUANCE RECOGNIZER 11 T3 TO T4 UPGRADE 2ND LANGUAGE LIC:CU,SR	\$61.20
399809 NUANCE RECOGNIZER 11 T3 TO T4 UPGRADE 2ND LANGUAGE DR LIC:CU,SR	\$20.88
399810 NUANCE RECOGNIZER 11 T3 TO T4 UPGRADE 3RD LANGUAGE LIC:CU,SR	\$61.20
399811 NUANCE RECOGNIZER 11 T3 TO T4 UPGRADE 3RD LANGUAGE DR LIC:CU,SR	\$20.88
399812 NUANCE VOCALIZER R7 1ST LANGUAGE LIC:CU,SR	\$650.88
399813 NUANCE VOCALIZER R7 1ST LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$217.44
399814 NUANCE VOCALIZER R7 2ND LANGUAGE LIC:CU,SR	\$130.32
399815 NUANCE VOCALIZER R7 2ND LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$43.92
399816 NUANCE VOCALIZER R7 3RD LANGUAGE LIC:CU,SR	\$130.32
399817 NUANCE VOCALIZER R7 3RD LANGUAGE DISASTER RECOVERY LIC:CU,SR	\$43.92
399818 NUANCE T3 PACKAGE 1 LANGUAGE NR11 VOC7 DM6 LIC:CU,SR	\$1,033.20
399819 NUANCE T3 PACKAGE 1 LANGUAGE NR11 VOC7 DM6 DSTR RCVRY LIC:CU,SR	\$344.88
399820 NUANCE T3 PACKAGE 2 LANGUAGES NR11 VOC7 DM6 LIC:CU,SR	\$1,418.40
399821 NUANCE T3 PACKAGE 2 LANGUAGES NR11 VOC7 DM6 DSTR RCVRY LIC:CU,SR	\$472.32
399822 NUANCE T3 PACKAGE 3 LANGUAGES NR11 VOC7 DM6 LIC:CU,SR	\$1,800.00
399823 NUANCE T3 PACKAGE 3 LANGUAGES NR11 VOC7 DM6 DSTR RCVRY LIC:CU,SR	\$600.48
399824 NUANCE T4 PACKAGE 1 LANGUAGE NR11 VOC7 DM6 LIC:CU,SR	\$1,339.20
399825 NUANCE T4 PACKAGE 1 LANGUAGE NR11 VOC7 DM6 DSTR RCVRY LIC:CU,SR	\$447.12

399826	NUANCE T4 PACKAGE 2 LANGUAGES NR11 VOC7 DM6 LIC:CU,SR	\$1,785.60
399827	NUANCE T4 PACKAGE 2 LANGUAGES NR11 VOC7 DM6 DSTR RCVRY LIC:CU,SR	\$594.72
399828	NUANCE T4 PACKAGE 3 LANGUAGES NR11 VOC7 DM6 LIC:CU,SR	\$2,228.40
399829	NUANCE T4 PACKAGE 3 LANGUAGES NR11 VOC7 DM6 DSTR RCVRY LIC:CU,SR	\$741.60
399830	NUANCE T4 PKG 1 LANG W/Dragon VOICE NR11 VOC7 DM6 LIC:CU,SR	\$1,569.60
399831	NUANCE T4 PKG 1 LANG W/Dragon VOICE NR11 VOC7 DM6 DR LIC:CU,SR	\$524.16
399832	NUANCE T4 PKG 2 LANGS W/Dragon VOICE NR11 VOC7 DM6 LIC:CU,SR	\$2,012.40
399833	NUANCE T4 PKG 2 LANGS W/Dragon VOICE NR11 VOC7 DM6 DR LIC:CU,SR	\$671.76
399834	NUANCE T4 PKG 3 LANGS W/Dragon VOICE NR11 VOC7 DM6 LIC:CU,SR	\$2,458.80
399835	NUANCE T4 PKG 3 LANGS W/Dragon VOICE NR11 VOC7 DM6 DR LIC:CU,SR	\$820.80
399836	NUANCE T3 PACKAGE 2ND LANGUAGE ADDON NR11 VOC7 DM6 LIC:CU,SR	\$383.04
399837	NUANCE T3 PACKAGE 2ND LANGUAGE ADDON NR11 VOC7 DM6 DR LIC:CU,SR	\$128.16
399838	NUANCE T3 PACKAGE 3RD LANGUAGE ADDON NR11 VOC7 DM6 LIC:CU,SR	\$383.04
399839	NUANCE T3 PACKAGE 3RD LANGUAGE ADDON NR11 VOC7 DM6 DR LIC:CU,SR	\$128.16
399840	NUANCE T4 PACKAGE 2ND LANGUAGE ADDON NR11 VOC7 DM6 LIC:CU,SR	\$444.24
399841	NUANCE T4 PACKAGE 2ND LANGUAGE ADDON NR11 VOC7 DM6 DR LIC:CU,SR	\$148.32
399842	NUANCE T4 PACKAGE 3RD LANGUAGE ADDON NR11 VOC7 DM6 LIC:CU,SR	\$444.24
399843	NUANCE T4 PACKAGE 3RD LANGUAGE ADDON NR11 VOC7 DM6 DR LIC:CU,SR	\$148.32
399844	NUANCE VOCALIZER R7 OFFLINE 1 SEAT 1 LANGUAGE PERPETUAL LIC:CU,SR	\$27,568.80
400414	NUANCE RECOGNIZER 11 T1 TO T2 UPGRADE 1ST LANGUAGE LIC:CU;SR	\$459.36
400415	NUANCE RECOGNIZER 11 T1 TO T2 UPGRADE 1ST LANGUAGE DR LIC:CU;SR	\$153.36
400416	NUANCE RECOGNIZER 11 T1 TO T2 UPGRADE 2ND LANGUAGE LIC:CU;SR	\$92.16
400417	NUANCE RECOGNIZER 11 T1 TO T2 UPGRADE 2ND LANGUAGE DR LIC:CU;SR	\$30.96
400418	NUANCE RECOGNIZER 11 T1 TO T2 UPGRADE 3RD LANGUAGE LIC:CU;SR	\$92.16
400419	NUANCE RECOGNIZER 11 T1 TO T2 UPGRADE 3RD LANGUAGE DR LIC:CU;SR	\$30.96
403357	NUANCE 12 SECURITY SUITE PERPETUAL SYSTEM LIC:CU,SR	\$53,607.60
403358	NUANCE 12 SEC STE PERP TESTDEV SYS120K AUTH FRAUD TRANS LIC:CU,SR	\$11,487.60
403435	NUANCE 12 SEC STE PERP CONVERSATION PRINT UPLFT T1MIN12KLIC:CU,SR	\$86.40
403436	NUANCE 12 SEC STE PERP CONVERSATION PRINT UPLFT T2MIN 5MLIC:CU,SR	\$51.84
403437	NUANCE 12 SEC STE PERP CONVERSATION PRINT UPLFT T3MIN16MLIC:CU,SR	\$34.56
403438	NUANCE 12 SEC STE PERP CONVERSATION PRINT UPLFT T4MIN30MLIC:CU,SR	\$25.20
403439	NUANCE 12 SECSTE PERP CONVERSATION PRINT UPLFT T5MIN100MLIC:CU,SR	\$17.28
403440	NUANCE 12 SECSTE PERP CONVERSATION PRINT UPLFT T6MIN200MLIC:CU,SR	\$11.52
403441	NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T1 MIN 12K LIC:CU,SR	\$86.40

403442	NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T2 MIN 5M LIC:CU,SR	\$51.84
403443	NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T3 MIN 16M LIC:CU,SR	\$34.56
403444	NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T4 MIN 30M LIC:CU,SR	\$25.20
403445	NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T5 MIN 100M LIC:CU,SR	\$17.28
403446	NUANCE 12 SEC STE PERP DIGITAL PRINT UPLIFT T6 MIN 200M LIC:CU,SR	\$11.52
403447	NUANCE 12 SECURITY SUITE PERPETUAL FACEPRINT T1 MIN 5K LIC:CU,SR	\$2.56
403448	NUANCE 12 SECURITY SUITE PERPETUAL FACEPRINT T2 MIN 10K LIC:CU,SR	\$2.47
403449	NUANCE 12 SECURITY SUITE PERPETUAL FACEPRINT T3 MIN100K LIC:CU,SR	\$1.76
403450	NUANCE 12 SECURITY SUITE PERPETUAL FACEPRINT T4 MIN 1M LIC:CU,SR	\$0.88
403451	NUANCE 12 SEC STE PERPETUAL BEHAVIORAL USERS T1 MIN 5K LIC:CU,SR	\$6.16
403452	NUANCE 12 SEC STE PERPETUAL BEHAVIORAL USERS T2 MIN200K LIC:CU,SR	\$4.62
403453	NUANCE 12 SEC STE PERPETUAL BEHAVIORAL USERS T3 MIN 1M LIC:CU,SR	\$3.85
403454	NUANCE 12 SEC STE PERPETUAL BEHAVIORAL USERS T4 MIN 3M LIC:CU,SR	\$1.54
403455	NUANCE 12 SECURITY SUITE TERM SYSTEM LIC:CU,SR	\$21,445.20
403456	NUANCE 12 SEC STE TERM TESTDEVSYSTEM 120KAUTHFRAUDTRANS LIC:CU,SR	\$4,593.60
	<u>Self Service - Voice Portal, Media</u>	
700501715	AAEP 6.0 HARDWARE BUNDLE MEDIA	\$92.16
	<u>Self Service - Voice Portal, Model</u>	
265021	AVAYA AURA EXPERIENCE PORTAL MODEL	\$0.00
	<u>Self Service - Voice Portal, Software License</u>	
264817	AAEP 6.X PER PORT LICENSE NEW APPLICATION PACKAGE LIC:CU	\$383.04
264818	AAEP 6.X EXPRESS PORT LICENSE LIC:CU	\$306.00
264823	AAEP 6.X ICR NEW CONTROLLER LIC PER 1000 CALLS QUEUED LIC:CU	\$68,925.60
264824	AAEP 6.X ICR ADDL CONTROLLER LIC PER 1000 CALLS QUEUED LIC:CU	\$34,462.80
264825	AAEP 6.X ICR NEW CONTROLLER UPG LIC PER 1000 CALLS QUEUED LIC:CU	\$34,462.80
264826	AAEP 6.X ICR ADDL CONTROLLER UPG LIC PER 1000 CALLS QUEUED LIC:CU	\$17,229.60
264827	AAEP 6.X ICR DR CONTROLLER LIC PER 1000 CALLS QUEUED LIC:CU	\$34,462.80
264828	AAEP 6.X ICR ADDL DR CONTROLLER LIC PER 1000 CALLS QUEUED LIC:CU	\$17,229.60
264829	AAEP 6.X ICR DR CONTROLLER UPG LIC PER 1000 CALLS QUEUED LIC:CU	\$17,229.60
264830	AAEP6.X ICR ADDLDR CONTROLLER UPGLIC PER 1000 CALLS QUEUED LIC:CU	\$8,614.80
264849	AAEP 6.X LAB SYSTEM CORE LIC:DS	\$1,530.00
264868	AAEP 6.X MEDIA ENCRYPTION	\$0.00
264869	AVAYA AURATM ORCHESTRATION DESIGNER 6.X LIC:DS	\$0.00
266110	AVAYA AURATM ORCHESTRATION DESIGNER 6.X FOR MPS LIC:DS	\$0.00

266391 AAEP 6.X PER EXPERIENCE PORTAL MANAGER TRACK	\$153.36
266695 AAEP 6.X ADDITIONAL OUTBOUND POM PORT LIC:CU	\$153.36
266699 AAEP 6.X ADDITIONAL OUTBOUND POM PORT DR LIC:CU	\$76.32
266720 AAEP 6.X PER PORT LICENSE APPLICATION PACKAGE MIGRATION LIC:CU	\$191.52
269908 AAEP 6.X PER PORT LICENSE NEW APPLICATION PACKAGE DR LIC:CU	\$128.16
382807 CALLBACKASSIST R4.X BASE SOFTWARE UPGRADE LIC:DS	\$5,590.40
382808 CALLBACKASSIST R4.X PER PORT SOFTWARE UPGRADE LIC:DS	\$800.00
382809 CALLBACKASSIST R4.X ADDITIONAL SERVER UPGRADE LIC:DS	\$2,800.00
383147 SURVEY ASSIST R3 BASE LIC:DS	\$9,580.80
383148 SURVEY ASSIST R3 LAB LIC:DS,CU	\$4,790.40
383149 SURVEY ASSIST R3 INBOUND PORT LIC:CU	\$640.00
383450 SURVEY ASSIST R3 OUTBOUND PORT LIC:CU	\$640.00
383452 SURVEY ASSIST R3 BASE UPGRADE LIC:DS	\$4,790.40
384702 AAEP R7 PER PORT LAB ENHANCED CALL CLASSIFIER LIC:CU	\$39.60
384703 AAEP R7 PER SESSION LAB SIP SIGNALING LIC:CU	\$19.80
384704 AAEP R7 PER PORT LAB ANNOUNCEMENT LIC:CU	\$59.40
385524 CALLBACKASSIST R4.X BASE SERVER OPX SOFTWARE LIC:DS	\$0.00
385525 CALLBACKASSIST R4.X ADDITIONAL SERVER OPX SFTW LIC:DS	\$0.00
385526 CALLBACKASSIST R4.X PORTS OPX LIC:DS	\$0.00
387502 DYNAMIC SELF SERVICE R2 BASE SOFTWARE LIC:DS	\$12,777.60
387503 DYNAMIC SELF SERVICE R2 EACH 1-500 PORT LIC:CU	\$320.00
387504 DYNAMIC SELF SERVICE R2 EACH 501+ PORT NEW LIC:CU	\$224.00
387505 DYNAMIC SELF SERVICE R2 ADDITIONAL SERVER SOFTWARE LIC:DS	\$6,387.20
387508 DYNAMIC SELF SERVICE R2 LAB LIC:DS,CU	\$3,200.00
393317 AAEP R7 AMAZON WEB SERVICE SYSTEM	\$0.00
400608 AAEP R7 GOOGLE SPEECH ASR CONNECT PER PT LIC:CU	\$76.80
401157 BUSINESS RULES ENGINE R3 BASIC LIC:DS	\$22,080.00
401158 BUSINESS RULES ENGINE R3 ADVANCED ADDON LIC:DS	\$36,800.00
401159 BUSINESS RULES ENGINE R3 ELITE CONNECTOR LIC:DS	\$7,360.00
401210 BUSINESS RULES ENGINE R3 AACC CONNECTOR LIC:DS	\$7,360.00
401211 BUSINESS RULES ENGINE R3 OCEANA CONNECTOR LIC:DS	\$7,360.00
401212 BUSINESS RULES ENGINE R3 EXPERIAN CONNECTOR LIC:DS	\$18,400.00
401213 BUSINESS RULES ENGINE R3 10000 TRNSCNS HOUR BLOCK TIER 1 LIC:DS	\$22,080.00
401214 BUSINESS RULES ENGINE R3 10000 TRNSCNS HOUR BLOCK TIER 2 LIC:DS	\$19,872.00

401215 BUSINESS RULES ENGINE R3 10000 TRNSCNS HOUR BLOCK TIER 3 LIC:DS	\$18,768.00
401216 BUSINESS RULES ENGINE R3 10000 TRNSCNS HOUR BLOCK TIER 4 LIC:DS	\$17,664.00
401217 BUSINESS RULES ENGINE R3 OVA LIC:DS,SR	
401218 BUSINESS RULES ENGINE R3 BASIC LAB 1000 TRNSCNS HOUR LIC:DS	\$11,040.00
401219 BUSINESS RULES ENGINE R3 ADVANCED LAB 1000 TRNSCNS HOUR LIC:DS	\$25,760.00
401220 BUSINESS RULES ENGINE R3 BASIC GEO REDUNDANT LIC:DS	\$11,040.00
401221 BUSINESS RULES ENGINE R3 ADVANCED GEO REDUNDANT ADDON LIC:DS	\$18,400.00
401222 BUSINESS RULES ENGINE R3 ELITE CONNECTOR GEO REDUNDANT LIC:DS	\$3,680.00
401223 BUSINESS RULES ENGINE R3 AACC CONNECTOR GEO REDUNDANT LIC:DS	\$3,680.00
401224 BUSINESS RULES ENGINE R3 OCEANA CONNECTOR GEO REDUNDANT LIC:DS	\$3,680.00
401225 BUSINESS RULES ENGINE R3 EXPERIAN CONNECTOR GEO REDUNDANT LIC:DS	\$9,200.00
401226 BUSINESS RULES ENGINE R3 10000 TRN HOUR BLK TIER 1 GEO RED LIC:DS	\$11,040.00
401227 BUSINESS RULES ENGINE R3 10000 TRN HOUR BLK TIER 2 GEO RED LIC:DS	\$9,936.00
401228 BUSINESS RULES ENGINE R3 10000 TRN HOUR BLK TIER 3 GEO REDLIC:DS	\$9,384.00
401229 BUSINESS RULES ENGINE R3 10000 TRN HOUR BLK TIER 4 GEO RED LIC:DS	\$8,832.00
401876 IX ORCHESTRATION R4 100 ADVANCED TRN HOUR BLOCK TIER 3 LIC:TR,CL	\$32,400.00
401877 IX ORCHESTRATION R4 100 ADVANCED TRN HOUR BLOCK TIER 4 LIC:TR,CL	\$24,320.00
401878 IX ORCHESTRATION R4 ELITE CONNECTOR GEO REDUNDANT LIC:DS,CL	\$0.00
401879 IX ORCHESTRATION R4 AACC CONNECTOR GEO REDUNDANT LIC:DS,CL	\$0.00
401880 IX ORCHESTRATION R4 DIGITAL CONNECTOR GEO REDUNDANT LIC:DS,CL	\$0.00
401881 IX ORCHESTRATION R4 EXPERIAN CONNECTOR GEO REDUNDANT LIC:DS,CL	\$0.00
401882 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLK TIER1 GR LIC:TR,CL	\$6,720.00
401883 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLK TIER2 GR LIC:TR,CL	\$5,040.00
401884 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLK TIER3 GR LIC:TR,CL	\$3,780.00
401885 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLK TIER4 GR LIC:TR,CL	\$2,833.60
401886 IX ORCHESTRATION R4 100 ADV TRN HOUR BLOCK TIER 1 GR LIC:TR,CL	\$20,160.00
401887 IX ORCHESTRATION R4 100 ADV TRN HOUR BLOCK TIER 2 GR LIC:TR,CL	\$15,120.00
401888 IX ORCHESTRATION R4 100 ADV TRN HOUR BLOCK TIER 3 GR LIC:TR,CL	\$11,340.00
401889 IX ORCHESTRATION R4 100 ADV TRN HOUR BLOCK TIER 4 GR LIC:TR,CL	\$8,512.00
401890 INTELLIGENT EXPERIENCE NODE LIC:DS,SR	\$30.00
401891 IX ORCHESTRATION R4 ELITE CONNECTOR LIC:DS,CL	\$0.00
401892 IX ORCHESTRATION R4 AACC CONNECTOR LIC:DS,CL	\$0.00
401893 IX ORCHESTRATION R4 DIGITAL CONNECTOR LIC:DS,CL	\$0.00
401894 IX ORCHESTRATION R4 EXPERIAN CONNECTOR LIC:DS,CL	\$0.00

401895 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLOCK TIER 1 LIC:TR,CL	\$19,200.00
401896 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLOCK TIER 2 LIC:TR,CL	\$14,400.00
401897 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLOCK TIER 3 LIC:TR,CL	\$10,800.00
401898 IX ORCHESTRATION R4 1000 STANDARD TRN HOUR BLOCK TIER 4 LIC:TR,CL	\$8,096.00
401899 IX ORCHESTRATION R4 100 ADVANCED TRN HOUR BLOCK TIER 1 LIC:TR,CL	\$57,600.00
401900 IX ORCHESTRATION R4 100 ADVANCED TRN HOUR BLOCK TIER 2 LIC:TR,CL	\$43,200.00
401941 AAEP R7 GOOGLE DIALOGFLOW ASR PER PT LIC:CU	\$140.80
402144 AAEP R7 GOOGLE DIALOGFLOW ASR PER PT DR LIC:CU	\$46.72
402145 AAEP R7 PER PORT CALL ANCHORING LIC:CU	\$70.40
402146 AAEP R7 PER PORT CALL ANCHORING DR LIC:CU	\$24.32
402147 AAEP R7 CALL ANCHORING LAB LIC:CU	\$24.32
402148 AAEP R7 GOOGLE SPEECH ASR CONNECT PER PT DR LIC:CU	\$25.60
402149 AAEP R7 ASR PROXY CONNECT PER PORT DR LIC:CU	\$0.00
402150 AAEP R7 TTS PROXY CONNECT PER PORT DR LIC:CU	\$0.00
402151 AAEP R7 ASR PROXY 3PTY CONNECT PER PORT DR LIC:CU	\$93.44
402152 AAEP R7 TTS PROXY 3PTY CONNECT PER PORT DR LIC:CU	\$46.72
402357 CALLBACK ASSIST R5 BASE SERVER SOFTWARE NEW LIC: DS,SR	\$0.00
402358 CALLBACK ASSIST R5 ADDITIONAL SERVER SOFTWARE NEW LIC:DS,SR	\$0.00
402359 CALLBACK ASSIST R5 EACH PORT NEW/ADDITIONAL LIC:CU	\$2,560.00
402380 CALLBACK ASSIST R5 BASE SERVER SOFTWARE UPGRADE LIC:DS,SR	\$0.00
402381 CALLBACK ASSIST R5 ADDITIONAL SERVER SOFTWARE UPGRADE LIC:DS,SR	\$0.00
402382 CALLBACK ASSIST R5 EACH PORT UPGRADE LIC:CU	\$1,280.00

Subscription Licenses - Automated Experience

403565 CC AAEP SUBSCRIPTION LIC FIXED SUBS 1YR MTHLY	\$44.64
403566 CC AAEP SUBSCRIPTION LIC FIXED SUBS 1YR AN PREPD	\$40.92
403567 CC AAEP SUBSCRIPTION LIC FIXED SUBS 3YR MTHLY	\$40.92
403568 CC AAEP SUBSCRIPTION LIC FIXED SUBS 3YR AN PREPD	\$37.20
403569 CC AAEP SUBSCRIPTION LIC FIXED SUBS 3YR MTHLY	\$37.20
403570 CC AAEP SUBSCRIPTION LIC FIXED SUBS 5YR AN PREPD	\$33.48
403571 CC CBA SUBSCRIPTION LIC FIXED SUBS 1YR MTHLY	\$44.64
403572 CC CBA SUBSCRIPTION LIC FIXED SUBS 1YR AN PREPD	\$40.92
403573 CC CBA SUBSCRIPTION LIC FIXED SUBS 3YR MTHLY	\$40.92
403574 CC CBA SUBSCRIPTION LIC FIXED SUBS 3YR AN PREPD	\$37.20
403575 CC CBA SUBSCRIPTION LIC FIXED SUBS 3YR MTHLY	\$37.20

403576 CC CBA SUBSCRIPTION LIC FIXED SUBS 5YR AN PREPD

\$33.48

Service Category 3 - Avaya PerformanceManagement

~~This is drop ship only and the SLAs in this bid do not apply.~~

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>
<u>Reporting and Analytics, Avaya AURA Performance Center, Media</u>		
700502326	PERFORMANCE CENTER R7 TURNKEY UTILITIES	\$25.60
700502327	PERFORMANCE CENTER R7 RAID TOOL MEDIA	\$25.60
700502328	PERFORMANCE CENTER R7 UPGRADE MEDIA KIT FOR TURNKEY SYSTEMS	\$25.60
<u>Reporting and Analytics, Avaya AURA Performance Center, Model</u>		
269087	PERFORMANCE CENTER R7 MODEL NEW	\$0.00
269089	PERFORMANCE CENTER R7 MODEL ADDITION	\$0.00
<u>Reporting and Analytics, Avaya AURA Performance Center, Software License</u>		
268852	PERFORMANCE CENTER CUSTMR EXPERIENCE ANALYTCS FOUNDATION R1 LIC:DS	\$64.00
270512	AAPC7 AGENT INTERACTION ANALYTICS SOFTWARE LIC:DS	\$22,358.40
270513	AAPC7 AGENT INTERACTION ANALYTICS USER LIC LIC:CU	\$128.00
<u>Reporting and Analytics - Call Management System (CMS), Hardware</u>		
194466	CALL MANAGEMENT SYSTEM SURVIVABLE SUPERVISOR TRACKING CODE	\$0.00
381853	CMS R17 TO R18 HARDWARE UPGRADE KIT R720/R730 ENTERPRISE	\$4,204.80
381854	CMS R17 TO R18 HARDWARE UPGRADE KIT DL380PG8 ENTERPRISE	\$4,204.80
<u>Reporting and Analytics - Call Management System (CMS), Media</u>		
700504640	CALL MANAGEMENT SYSTEM R16.3 R4 SOFTWARE SUPERVISOR CD	\$12.80
700506620	CMS R15 SOFTWARE DVD R6	\$192.00
700507441	CMS R17 R2 LINUX SOFTWARE PACKAGE CD/DVD	\$1,152.00
700510987	CMS R16.3 R8 SOFTWARE SPARC DVD	\$192.00
700510988	CMS R16.3 R8 SOFTWARE NETRA DVD	\$192.00
700512603	CMS R17.0.0.6 SOFTWARE DVD LINUX	\$192.00
700512604	CMS R17.0.0.6 SOFTWARE DVD X4270	\$192.00
700512605	CMS R17.0.0.6 SOFTWARE DVD SPARC	\$192.00
700513158	CMS R19 CUE SOFTWARE AND LINUX UPGRADE CD/DVD	\$416.00

700514241 CMS R17.0.0.7 SOFTWARE DVD LINUX	\$192.00
700514309 CMS R18.1 REDHAT ENTERPRISE LINUX 6.6 KICKSTART DVD	\$192.00
700514515 CMS R19 SOFTWARE DVD LINUX	\$192.00
700514516 CMS R19 REDHAT ENTERPRISE LINUX 7 KICKSTART DVD	\$192.00
700514854 CMS R18.1.0.2 SOFTWARE DVD LINUX	\$512.00

Reporting and Analytics - Call Management System (CMS), Model

184846 CALL MANAGEMENT SYSTEM MODEL	\$0.00
184856 CALL MANAGEMENT SYSTEM UPGRADE MODEL	\$0.00
197396 CMS ADDITIONS MODEL	\$0.00
307392 ANAV NEW MODEL	\$0.00
307393 ANAV NEW MODDEL ADDITION	\$0.00
307394 ANAV NEW MODEL UPGRADE	\$0.00

Reporting and Analytics - Call Management System (CMS), Software License

106497852 CALL MANAGEMENT SYSTEM RELEASE 3 ADD ACD LIC:CU	\$5,686.40
173898 CALL CENTER BCMS TRACKING RIGHT TO USE LIC:CU	\$0.00
189768 CMS AGENT LICENCE MOVE ADDITION LIC:CU	\$32.00
189769 CMS AGENT LICENCE MOVE ADDITION TRACKING CODE	\$0.00
189770 CMS AGENT LICENCE MOVE REMOVAL TRACKING CODE	\$0.00
189771 CMS SUPERVISOR LICENCE MOVE ADDITION LIC:CU	\$32.00
189772 CMS SUPERVISOR LICENCE MOVE ADDITION TRACKING CODE	\$0.00
189773 CMS SUPERVISOR LICENCE MOVE REMOVAL TRACKING CODE	\$0.00
189774 CMS ACD LICENCE MOVE ADDITION LIC:CU	\$32.00
189775 CMS ACD LICENCE MOVE ADDITION TRACKING CODE	\$0.00
189906 CMS ACD LICENSE MOVE REMOVAL TRACKING CODE	\$0.00
228189 CMS 16.X ADDITIONAL AGENT 1-100 LIC:CU	\$581.12
228190 CMS 16.X ADDITIONAL AGENT 101-250 LIC:CU	\$445.44
228192 CMS 16.X ADDITIONAL AGENT 251+ LIC:CU	\$232.32
228193 CMS 16.X ADDITIONAL AGT HIGH AVAIL/SURVIVABLE 1-100 LIC:CU	\$145.28
228194 CMS 16.X ADDITIONAL AGT HIGH AVAIL/SURVIVABLE101-250 LIC:CU	\$112.64
228195 CMS 16.X ADDITIONAL AGT HIGH AVAIL/SURVIVABLE 251+ LIC:CU	\$56.96
228196 CMS 16.X SUPERVISOR ADDITIONAL LIC:CU	\$598.40
272006 CMS R17 PER ADDITIONAL AGENT 1-100 LIC:CU	\$526.72

272007 CMS R17 PER ADDITIONAL AGENT 101-250 LIC:CU	\$407.04
272008 CMS R17 PER ADDITIONAL AGENT 251+ LIC:CU	\$209.28
272009 CMS R17 PER ADDL HIGH AVAIL/SURVIVABLE AGT 1-100 LIC:CU	\$131.84
272010 CMS R17 PER ADDL HIGH AVAIL/SURVIVABLE AGT 101-250 LIC:CU	\$102.40
272011 CMS R17 PER ADDL HIGH AVAIL/SURVIVABLE AGT 251+ LIC:CU	\$51.84
272012 CMS R17 PER SUPERVISOR NEW OR ADDITIONAL LIC:CU	\$544.00
272743 CMS R17 ADDITIONAL AUTOMATIC CALL DISTRIBUTION LIC:CU	\$5,686.40
381692 CMS R18 PER NEW AGENT 1-250 LIC:CU	\$416.00
381693 CMS R18 PER NEW AGENT 251+ LIC:CU	\$224.00
381695 CMS R18 PER NEW HIGH AVAIL/SURVIVABLE AGT 1-250 LIC:CU	\$105.60
381696 CMS R18 PER NEW HIGH AVAIL/SURVIVABLE AGT 251+ LIC:CU	\$57.60
381698 CMS R18 PER ADDITIONAL AGENT 1-250 LIC:CU	\$416.00
381699 CMS R18 PER ADDITIONAL AGENT 251+ LIC:CU	\$224.00
381821 CMS R18 PER ADDL HIGH AVAIL/SURVIVABLE AGT 1-250 LIC:CU	\$105.60
381822 CMS R18 PER ADDL HIGH AVAIL/SURVIVABLE AGT 251+ LIC:CU	\$57.60
381824 CMS R18 UPGRADE AGENT LIC:CU	\$128.00
381827 CMS R18 UPGRADE AGENT HIGH AVAIL/SURVIVABLE LIC:CU	\$32.00
381829 CMS R18 SUPERVISOR NEW 5 FREE LIC:CU	\$0.00
381830 CMS R18 PER SUPERVISOR NEW OR ADDITIONAL LIC:CU	\$544.00
381831 CMS R18 PER SUPERVISOR UPGRADE LIC:CU	\$0.00
381832 CMS R18 INITIAL AUTOMATIC CALL DISTRIBUTION LIC:CU	\$0.00
381833 CMS R18 ADDITIONAL AUTOMATIC CALL DISTRIBUTION LIC:CU	\$5,686.40
381834 CMS R18 INITIAL AUTOMATIC CALL DISTRIBUTION UPGRADE LIC:CU	\$0.00
381835 CMS R18 UPGRADE ACD QUANTITIES 2 THROUGH 8 LIC:CU	\$0.00
381836 BCMRD TO CMS R18 SUPERVISOR MIGRATION LIC:CU	\$0.00
381838 CMS R18 VIRTUAL PLATFRM NEW SYSTEM TRACKING	\$0.00
381839 CMS R18 VIRTUAL PLATFORM UPGRADE SYSTEM TRACKING	\$0.00
381841 CMS R18 AGENT MOVE LIC 1-250	\$0.00
381842 CMS R18 AGENT MOVE LIC 251+	\$0.00
381843 CMS R18 SUPERVISOR MOVE LIC	\$0.00
381844 CMS R18 ACD ADDITIONAL MOVE LIC	\$0.00
382022 CMS R18 UPGRADE AGENT ENTITLE LIC:CU	\$0.00
382025 CMS R18 UPGRADE AGENT HIGH AVAIL/SURVIVABLE ENTITLE LIC:CU	\$0.00
185270 CMS PRE-R18 ADMINISTRATOR PAGING NEW LIC:DS	\$3,136.00

185271 CMS REPORT EMAILING NEW LIC:DS	\$1,472.00
185282 CMS PRE-R18 GENERIC REALTIME NEW LIC:DS	\$5,120.00
185283 CMS PRE-R18 GENERIC REALTIME UPGRADE LIC:DS	\$2,560.00
185284 CMS PRE-R18 GENERIC ADDITIONAL SESSION LIC:DS	\$608.00
185285 CMS PRE-R18 GENERIC HISTORICAL NEW LIC:DS	\$2,560.00
185286 CMS PRE-R18 GENERIC HISTORICAL UPGRADE LIC:DS	\$1,280.00
185287 CMS PRE-R18 WFM HISTORICAL ADDITIONAL SESSION LIC:DS	\$608.00
185291 CMS PRE-R18 COMBO HISTORICAL REALTIME NEW LIC:DS	\$5,120.00
185292 CMS PRE-R18 3RD PARTY REALTIME NEW LIC:DS	\$6,400.00
185294 CMS PRE-R18 KNOWAGENT/NETLERT NEW LIC:DS	\$7,680.00
185295 CMS PRE-R18 NETWORK PRINTERS NEW LIC:DS	\$1,248.00
185296 CMS PRE-R18 NETWORK PRINTERS UPGRADE LIC:DS	\$672.00
185297 CMS PRE-R18 NETWORK PRINTERS 10+NEW LIC:DS	\$243.20
185298 CMS PRE-R18 GEOTEL ICM REALTIME NEW LIC:DS	\$8,000.00
185299 CMS PRE-R18 GEOTEL ICM REALTIME UPGRADE LIC:DS	\$4,000.00
185301 CMS PRE-R18 GEOTEL ICM ADDITIONAL SESSION LIC:DS	\$1,120.00
185324 CMS PRE-R18 ADMIN SYNC UPGRADE LIC:DS	\$3,200.00
185325 CMS PRE-R18 ADMIN SYNC NEW LIC:DS	\$6,400.00
185326 CMS PRE-R18 ECH HANDLER ASCII CONVERSION NEW LIC:DS	\$2,560.00
185327 CMS PRE-R18 ECH HANDLER ASCII CONVERSION UPGRADE LIC:DS	\$1,280.00
185329 CMS PRE-R18 ECH HANDLER ADDITIONAL SESSION LIC:DS	\$608.00
185330 CMS PRE-R18 ECH HANDLER FOR OPERATIONAL ANALYST NEW LIC:DS	\$2,560.00
185341 CMS PRE-R18 ECH HANDLER NEW LIC:DS	\$2,560.00
185342 CMS PRE-R18 ECH HANDLER UPGRADE LIC:DS	\$1,280.00
185959 CMS PRE-R18 ADMINISTRATOR PAGING UPGRADE LIC:DS	\$1,568.00
185960 CMS PRE-R18 REPORT EMAILING UPGRADE LIC:DS	\$736.00
185963 CMS PRE-R18 COMBO HISTORICAL REALTIME UPG LIC:DS	\$2,560.00
188186 CMS PRE-R18 AUX LOGGING NEW LIC:DS	\$3,840.00
195746 CMS PRE-R18 HIGH AVAILABILITY/SURVIVABLE DUAL ROLE NEW LIC:DS	\$3,840.00
195747 CMS PRE-R18 SURVIVABLE ADDITIONS NEW LIC:DS	\$3,840.00
195748 CMS PRE-R18 SURVIVABLE ADDITIONS UPGRADE LIC:DS	\$1,920.00
202980 CMS PRE-R18 GEOTEL ICM OUTSOURCER NEW UPGRADE LIC:DS	\$5,120.00
202981 CMS PRE-R18 GEOTEL ICM OUTSOURCER REALTIME UPGRADE LIC:DS	\$4,672.00
202982 CMS PRE-R18 3RD PARTY REALTIME ADDITIONAL SESSION LIC:DS	\$608.00

202983 CMS PRE-R18 GEOTEL ICM EXTENDED REALTIME NEW LIC:DS	\$5,120.00
202984 CMS PRE-R18 GEOTEL ICM EXTENDED REALTIME UPGRADE LIC:DS	\$4,672.00
202985 CMS PRE-R18 GEOTEL ICM EXTENDED ADDITIONAL SESSION LIC:DS	\$608.00
264753 CMS PRE-R18 AUX LOGGING MERGE NEW LIC:DS	\$5,120.00
264754 CMS PRE-R18 AUX LOGGING MERGE UPGRADE LIC:DS	\$2,560.00
266419 CMS PRE-R18 3RD PARTY REALTIME UPGRADE LIC:DS	\$3,200.00
267064 CMS PRE-R18 AVAYA PROPRIETARY REALTIME SOCKET NEW LIC:DS	\$2,560.00
267065 CMS PRE-R18 AVAYA PROPRIETARY REALTIME SOCKET UPGRADE LIC:DS	\$1,280.00
269002 CMS PRE-R18 NETLERT UPGRADE LIC:DS	\$3,840.00
269003 CMS PRE-R18 HISTORICAL PAYROLL/UNLOAD NEW LIC:DS	\$2,560.00
269004 CMS PRE-R18 HISTORICAL PAYROLL/UNLOAD UPGARDE LIC:DS	\$1,280.00
269007 CMS PRE-R18 KNOWLAGENT UPGRADE LIC:DS	\$3,840.00
269008 CMS PRE-R18 AUX LOGGING UPGRADE LIC:DS	\$1,920.00
272428 CMS PRE-R18 WFO REALTIME NEW LIC:DS	\$3,840.00
272429 CMS PRE-R18 WFO HISTORICAL NEW LIC:DS	\$1,920.00
272430 CMS PRE-R18 WFO REALTIME UPGRADE LIC:DS	\$1,920.00
272431 CMS PRE-R18 WFO HISTORICAL UPGRADE LIC:DS	\$960.00
305368 CMS PRE-R18 NETLERT NEW LIC:DS	\$7,680.00
383158 CMS R18 ADMIN SYNC NEW LIC:DS	\$12,777.60
383159 CMS R18 ADMIN SYNC UPGRADE LIC:DS	\$6,387.20
383790 CMS R18 SURVIVABLE ADDITIONS NEW LIC:DS	\$7,667.20
383791 CMS R18 SURVIVABLE ADDITIONS UPGRADE LIC:DS	\$3,833.60
383792 CMS R18 HIGH AVAILABILITY/SURVIVABLE DUAL ROLE NEW LIC:DS	\$7,667.20
383793 CMS R18 HIGH AVAILABILITY/SURVIVABLE DUAL ROLE UPGRADE LIC:DS	\$3,833.60
388801 CMS R18 WFO REAL TIME NEW LIC	\$7,667.20
388802 CMS R18 WFO REALTIME UPG LIC	\$3,833.60
388803 CMS R18 WFO HISTORICAL NEW LIC	\$3,833.60
388804 CMS R18 WFO HISTORICAL UPG LIC	\$1,920.00
388805 CMS R18 IEX HISTORICAL NEW LIC	\$5,110.40
388806 CMS R18 TCS HISTORICAL NEW LIC	\$5,110.40
388807 CMS R18 CALABRIO HISTORICAL NEW LIC	\$5,110.40
388808 CMS R18 GMT HISTORICAL NEW LIC	\$5,110.40
388809 CMS R18 BLUE PUMPKIN HISTORICAL NEW LIC	\$5,110.40
389230 CMS R18 PIPKINS HISTORICAL NEW LIC	\$5,110.40

389231 CMS R18 NICE IEX HISTORICAL UPG LIC	\$2,560.00
389232 CMS R18 TCS HISTORICAL UPG LIC	\$2,560.00
389233 CMS R18 CALABRIO HISTORICAL UPG LIC	\$2,560.00
389234 CMS R18 GMT HISTORICAL UPG LIC	\$2,560.00
389235 CMS R18 BLUE PUMPKIN HISTORICAL UPG LIC	\$2,560.00
389236 CMS R18 PIPKINS HISTORICAL UPG LIC	\$2,560.00
389237 CMS R18 GENERIC REAL TIME NEW LIC	\$10,220.80
389238 CMS R18 NICE IEX REAL TIME NEW LIC	\$10,220.80
389239 CMS R18 TCS REAL TIME NEW LIC	\$10,220.80
389240 CMS R18 CALABRIO REAL TIME NEW LIC	\$10,220.80
389241 CMS R18 GMT REAL TIME NEW LIC	\$10,220.80
389242 CMS R18 BLUE PUMPKIN REAL TIME NEW LIC	\$10,220.80
389243 CMS R18 PIPKINS REAL TIME NEW LIC	\$10,220.80
389244 CMS R18 GENERIC REAL TIME UPG LIC	\$5,110.40
389245 CMS R18 NICE IEX REAL TIME UPG LIC	\$5,110.40
389246 CMS R18 TCS REAL TIME UPG LIC	\$5,110.40
389247 CMS R18 CALABRIO REAL TIME UPG LIC	\$5,110.40
389248 CMS R18 GMT REAL TIME UPG LIC	\$5,110.40
389249 CMS R18 BLUE PUMPKIN REAL TIME UPG LIC	\$5,110.40
389250 CMS R18 PIPKINS REAL TIME UPG LIC	\$5,110.40
389251 CMS R18 3PARTY REAL TIME NEW LIC	\$12,800.00
389252 CMS R18 3PARTY REAL TIME UPG LIC	\$6,400.00
389253 CMS R18 COMBO HISTORICAL RT NEW LIC	\$10,220.80
389254 CMS R18 COMBO HISTORICAL RT UPG LIC	\$5,110.40
389255 CMS R18 ADMIN PAGING NEW LIC	\$6,259.20
389256 CMS R18 ADMIN PAGING UPG LIC	\$3,136.00
389257 CMS R18 SUPERVISOR PAGING NEW LIC	\$6,259.20
389258 CMS R18 SUPERVISOR PAGING UPG LIC	\$3,136.00
389259 CMS R18 PAYROLL HISTORICAL NEW LIC	\$5,110.40
389260 CMS R18 PAYROLL HISTORICAL UPG LIC	\$2,560.00
389261 CMS R18 UNLOAD HISTORICA NEW LIC	\$5,110.40
389262 CMS R18 UNLOAD HISTORICAL UPG LIC	\$2,560.00
389263 CMS 18 ECH HANDLER UPG	\$2,560.00
389264 CMS 18 ECH HANDLER NEW	\$5,110.40

389265 CMS R18 GEOTEL ICM REAL TIME NEW LIC	\$19,200.00
389266 CMS R18 GEOTEL ICM REAL TIME UPG LIC	\$6,387.20
389267 CMS R18 AUX LOGGING APPL NEW LIC	\$7,667.20
389268 CMS R18 AUX LOGGING INTF UPG LIC	\$3,833.60
389590 CMS R18 WFO REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389591 CMS R18 WFO HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389592 CMS R18 IEX HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389593 CMS R18 TCS HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389594 CMS R18 CALABRIO HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389595 CMS R18 GMT HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389596 CMS R18 BLUE PUMPKIN HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389597 CMS R18 PIPKINS HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389598 CMS R18 GENERIC REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389599 CMS R18 NICE IEX REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389600 CMS R18 TCS REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389601 CMS R18 CALABRIO REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389602 CMS R18 GMT REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389603 CMS R18 BLUE PUMPKIN REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389604 CMS R18 PIPKINS REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389605 CMS R18 3PARTY REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
389606 CMS R18 COMBO HISTORICAL RT ADDITIONAL SESSION LIC:DS	\$1,200.00
389607 CMS R18 ADMIN PAGING ADDITIONAL SESSION LIC:DS	\$1,200.00
389608 CMS R18 SUPERVISOR PAGING ADDITIONAL SESSION LIC:DS	\$1,200.00
389609 CMS R18 PAYROLL HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
389610 CMS R18 UNLOAD HISTORICA ADDITIONAL SESSION LIC:DS	\$1,200.00
389611 CMS 18 ECH HANDLER ADDITIONAL SESSION LIC:DS	\$1,200.00
389612 CMS R18 GEOTEL ICM REAL TIME ADDITIONAL SESSION LIC:DS	\$2,240.00
389613 CMS R18 AUX LOGGING APPL ADDITIONAL SESSION LIC:DS	\$1,200.00
392057 CMS R19 3RD PARTY REAL TIME SOCKET NEW LIC:DS	\$12,800.00
392058 CMS R19 3RD PARTY REAL TIME SOCKET UPGRADE LIC:DS	\$6,400.00
392059 CMS R19 3RD PARTY REAL TIME SOCKET ADDITIONAL SESSION LIC:DS	\$1,200.00
392482 CMS R19 ADMIN PAGING NEW LIC:DS	\$6,272.00
392483 CMS R19 ADMIN PAGING UPGRADE LIC:DS	\$3,136.00
392484 CMS R19 ADMIN PAGING ADDITIONAL SESSION LIC:DS	\$1,200.00

392487 CMS R19 ADMIN SYNC NEW LIC:DS	\$12,800.00
392488 CMS R19 ADMIN SYNC UPGRADE LIC:DS	\$6,400.00
392490 CMS R19 AUX LOGGING NEW LIC:DS	\$7,680.00
392491 CMS R19 AUX LOGGING UPGRADE LIC:DS	\$3,840.00
392492 CMS R19 AUX LOGGING ADDITIONAL SESSION LIC:DS	\$1,200.00
392495 CMS R19 BLUE PUMPKIN HISTORICAL NEW LIC:DS	\$5,120.00
392496 CMS R19 BLUE PUMPKIN HISTORICAL UPGRADE LIC:DS	\$2,560.00
392497 CMS R19 BLUE PUMPKIN HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392500 CMS R19 BLUE PUMPKIN RTA NEW LIC:DS	\$10,240.00
392501 CMS R19 BLUE PUMPKIN RTA UPGRADE LIC:DS	\$5,120.00
392502 CMS R19 BLUE PUMPKIN RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392505 CMS R19 CALABRIO HISTORICAL NEW LIC:DS	\$5,120.00
392506 CMS R19 CALABRIO HISTORICAL UPGRADE LIC:DS	\$2,560.00
392507 CMS R19 CALABRIO HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392510 CMS R19 CALABRIO RTA NEW LIC:DS	\$10,240.00
392511 CMS R19 CALABRIO RTA UPGRADE LIC:DS	\$5,120.00
392512 CMS R19 CALABRIO RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392515 CMS R19 COMBO HISTORICAL REAL TIME NEW LIC:DS	\$10,240.00
392516 CMS R19 COMBO HISTORICAL REAL TIME UPGRADE LIC:DS	\$5,120.00
392517 CMS R19 COMBO HISTORICAL REAL TIME ADDITIONAL SESSION LIC:DS	\$1,200.00
392520 CMS R19 ECH HANDLER NEW LIC:DS	\$5,120.00
392521 CMS R19 ECH HANDLE UPG LIC:DS	\$2,560.00
392522 CMS R19 ECH HANDLER ADDITIONAL SESSION LIC:DS	\$1,200.00
392525 CMS R19 GENERIC RTA NEW LIC:DS	\$10,240.00
392526 CMS R19 GENERIC RTA UPGRADE LIC:DS	\$5,120.00
392527 CMS R19 GENERIC RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392530 CMS R19 GEOTEL ICM REAL TIME NEW LIC:DS	\$19,200.00
392531 CMS R19 GEOTEL ICM REAL TIME UPGRADE LIC:DS	\$9,600.00
392532 CMS R19 GEOTEL ICM REAL TIME ADDITIONAL SESSION LIC:DS	\$2,240.00
392535 CMS R19 HIGH AVAILABILITY/SURVIVABLE DUAL ROLE NEW LIC:DS	\$7,680.00
392536 CMS R19 HIGH AVAILABILITY/SURVIVABLE DUAL ROLE UPGRADE LIC:DS	\$3,840.00
392538 CMS R19 IEX HISTORICAL NEW LIC:DS	\$5,120.00
392539 CMS R19 IEX HISTORICAL UPGRADE LIC:DS	\$2,560.00
392540 CMS R19 IEX HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00

392543 CMS R19 IEX RTA NEW LIC:DS	\$10,240.00
392544 CMS R19 IEX RTA UPGRADE LIC:DS	\$5,120.00
392545 CMS R19 IEX RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392548 CMS R19 PAYROLL HISTORICAL LIC:DS	\$5,120.00
392549 CMS R19 PAYROLL HISTORICAL UPGRADE LIC:DS	\$2,560.00
392550 CMS R19 PAYROLL HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392553 CMS R19 PIPKINS HISTORICAL NEW LIC:DS	\$5,120.00
392554 CMS R19 PIPKINS HISTORICAL UPGRADE LIC:DS	\$2,560.00
392555 CMS R19 PIPKINS HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392558 CMS R19 PIPKINS RTA NEW LIC:DS	\$10,240.00
392559 CMS R19 PIPKINS RTA UPGRADE LIC:DS	\$5,120.00
392560 CMS R19 PIPKINS RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392563 CMS R19 SUPERVISOR PAGING NEW LIC:DS	\$6,272.00
392564 CMS R19 SUPERVISOR PAGING UPGRADE LIC:DS	\$3,136.00
392565 CMS R19 SUPERVISOR PAGING ADDITIONAL SESSION LIC:DS	\$1,200.00
392568 CMS R19 SURVIVABLE ADDITIONS NEW LIC:DS	\$7,680.00
392569 CMS R19 SURVIVABLE ADDITIONAL UPGRADE LIC:DS	\$3,840.00
392571 CMS R19 TCS HISTORICAL NEW LIC:DS	\$5,120.00
392572 CMS R19 TCS HISTORICAL UPGRADE LIC:DS	\$2,560.00
392573 CMS R19 TCS HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392576 CMS R19 TCS RTA NEW LIC:DS	\$10,240.00
392577 CMS R19 TCS RTA UPGRADE LIC:DS	\$5,120.00
392578 CMS R19 TCS RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392581 CMS R19 UNLOAD HISTORICAL NEW LIC:DS	\$5,120.00
392582 CMS R19 UNLOAD HISTORICAL UPGRADE LIC:DS	\$2,560.00
392583 CMS R19 UNLOAD HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392586 CMS R19 WFO HISTORICAL NEW LIC:DS	\$3,840.00
392587 CMS R19 WFO HISTORICAL UPGRADE LIC:DS	\$1,920.00
392588 CMS R19 WFO HISTORICAL ADDITIONAL SESSION LIC:DS	\$1,200.00
392591 CMS R19 WFO RTA NEW LIC:DS	\$7,680.00
392592 CMS R19 WFO RTA UPGRADE LIC:DS	\$3,840.00
392593 CMS R19 WFO RTA ADDITIONAL SESSION LIC:DS	\$1,200.00
392596 CMS R19 AVAYA PROPRIETARY RTA NEW LIC:DS	\$5,120.00
392597 CMS R19 AVAYA PROPRIETARY RTA UPGRADE LIC:DS	\$2,560.00

392598 CMS R19 AVAYA PROPRIETARY RTA ADDITIONAL SESSION LIC:DS	\$640.00
392599 CMS R19 AVAYA PROPRIETARY REAL TIME SOCKET NEW LIC:DS	\$5,120.00
392600 CMS R19 AVAYA PROPRIETARY REAL TIME SOCKET UPGRADE LIC:DS	\$2,560.00
392601 CMS R19 AVAYA PROPRIETARY RT SOCKET ADDITIONAL SESSION LIC:DS	\$640.00
392708 CMS R19 AGENT NEW 1-250 LIC:CU	\$416.00
392709 CMS R19 AGENT NEW 251+ LIC:CU	\$224.00
392710 CMS R19 AGENT ADD 1-250 LIC:CU	\$416.00
392711 CMS R19 AGENT ADD 251+ LIC:CU	\$224.00
392712 CMS R17+ TO R19 AGENT UPGRADE LIC:CU	\$128.00
392713 CMS R17+ TO R19 AGENT UPGRADE ENTITLE LIC:CU	\$0.00
392714 CMS PRE-R17 TO R19 AGENT UPGRADE LIC:CU	\$128.00
392715 CMS R19 SUPERVISOR NEW/ADD LIC:CU	\$544.00
392717 CMS R17+ TO R19 SUPERVISOR UPGRADE LIC:CU	\$0.00
392718 CMS PRE-17 TO R19 SUPERVISOR UPGRADE LIC:CU	\$0.00
392719 BCMRD TO CMS R19 SUPERVISOR MIGRATION LIC:CU	\$0.00
392720 CMS R19 INITIAL AUTOMATIC CALL DISTRIBUTION LIC:CU	\$0.00
392721 CMS R19 AUTOMATIC CALL DISTRIBUTION 2 - 8 ADD LIC:CU	\$5,686.40
392722 CMS R17+ TO R19 INITIAL ACD UPGRADE LIC:CU	\$0.00
392723 CMS PRE-17 TO R19 INITIAL ACD UPGRADE LIC:CU	\$0.00
392724 CMS R17+ TO R19 ACD 2 THRU 8 UPGRADE LIC:CU	\$0.00
392725 CMS PRE-17 TO R19 ACD 2 - 8 UPGRADE LIC:CU	\$0.00
392726 CMS R19 HIGH AVAIL/SURVIVABLE AGENT NEW 1-250 LIC:CU	\$105.60
392727 CMS R19 HIGH AVAIL/SURVIVABLE AGENT NEW 251+ LIC:CU	\$57.60
392728 CMS R19 HIGH AVAIL/SURVIVABLE AGENT ADD 1-250 LIC:CU	\$105.60
392729 CMS R19 HIGH AVAIL/SURVIVABLE AGENT ADD 251+ LIC:CU	\$57.60
392730 CMS R17+ TO R19 HIGH AVAIL/SURVIVABLE AGENT UPGRADE LIC:CU	\$32.00
392732 CMS PRE-R17 TO R19 HIGH AVAIL/SURVIVABLE AGENT UPGRADE LIC:CU	\$32.00
392733 CMS R19 HIGH AVAIL SUPERVISOR NEW/ADD LIC:CU	\$137.60
392734 CMS R19 HIGH AVAIL SUPERVISOR NEW 5 FREE LIC:CU	\$0.00
392735 CMS R19 SURVIVABLE SUPERVISOR NEW/ADD LIC:CU	\$0.00
392736 CMS R19 HIGH AVAIL SUPERVISOR UPGRADE LIC:CU	\$0.00
392737 CMS R19 HIGH AVAIL INITIAL AUTOMATIC CALL DISTRIBUTION LIC:CU	\$0.00
392738 CMS R19 HIGH AVAIL AUTOMATIC CALL DISTRIBUTION 2 - 8 ADD LIC:CU	\$1,424.00
392739 CMS R19 SURVIVABLE AUTOMATIC CALL DISTRIBUTION NEW/ADD LIC:CU	\$0.00

392740 CMS R19 HIGH AVAIL INITIAL ACD UPGRADE LIC:CU	\$0.00
392741 CMS R19 ODBC/JDBC SUBSCRIPTION NEW/ADD LIC:CU	\$640.00
392742 CMS R17+ TO R19 ODBC/JDBC SUBSCRIPTION UPGRADE LIC:CU	\$0.00
392743 CMS PRE-17 TO R19 ODBC/JDBC SUBSCRIPTION UPGRADE LIC:CU	\$0.00
392744 CMS R19 CLINT EXTERNAL NEW/ADD LIC:CU	\$12,777.60
392757 CMS R19 CLINT UPGRADE LIC:CU	\$3,200.00
392758 CMS R19 AMAZON WEB SERVICES NEW SYSTEM TRACKING	\$0.00
392759 CMS R19 AMAZON WEB SERVICES UPGRADE SYSTEM TRACKING	\$0.00
392765 BCMRD TO CMS R19 AGENT MIGRATION LIC:CU	\$128.00
392766 BCMRD TO CMS R19 INITIAL ACD MIGRATION LIC:CU	\$0.00
392767 CMS R19 HIGH AVAIL ACD 2 - 8 UPGRADE LIC:CU	\$0.00
392768 CMS R19 AWS PLATFORM CHANGE TRACKING	\$0.00
393080 CMS R18 AVAYA PROPRIETARY RTA NEW LIC:DS	\$5,120.00
393081 CMS R18 AVAYA PROPRIETARY RTA UPGRADE LIC:DS	\$2,560.00
393082 CMS R18 AVAYA PROPRIETARY RTA ADDITIONAL SESSION LIC:DS	\$640.00
393083 CMS R18 AVAYA PROPRIETARY REAL TIME SOCKET NEW LIC:DS	\$5,120.00
393084 CMS R18 AVAYA PROPRIETARY REAL TIME SOCKET UPGRADE LIC:DS	\$2,560.00
393085 CMS R18 AVAYA PROPRIETARY RT SOCKET ADDITIONAL SESSION LIC:DS	\$640.00
393086 CMS R18 AUX LOGGING MERGE NEW LIC:DS	\$5,120.00
393087 CMS R18 AUX LOGGING MERGE UPGRADE LIC:DS	\$2,560.00
393154 CMS R19 AUX LOGGING MERGE NEW LIC:DS	\$8,000.00
393155 CMS R19 AUX LOGGING MERGE UPGRADE LIC:DS	\$4,000.00
396540 AVAYA DESKTOP WALLBOARD R7 BASE LIC:CL	\$8,960.00
396541 AVAYA DESKTOP WALLBOARD R7 BASE UPGRADE LIC:CL	\$4,480.00
396542 AVAYA DESKTOP WALLBOARD R7 CMS CONNECTOR LIC:CL	\$3,840.00
396543 AVAYA DESKTOP WALLBOARD R7 CMS CONNECTOR UPGRADE LIC:CL	\$1,920.00
396544 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1-999 LIC:CU	\$128.00
396545 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1-999 UPGRADE LIC:CU	\$64.00
396546 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1000+ LIC:CU	\$96.00
396547 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1000+ UPGRADE LIC:CU	\$48.00
396548 AVAYA DESKTOP WALLBOARD R7 SUPERVISOR LIC:CU	\$544.00
396549 AVAYA DESKTOP WALLBOARD R7 OCEANALYTICS FOR ELITE CONN LIC:CL	\$3,840.00
396550 AVAYA DESKTOP WALLBOARD R7 BASE GEO REDUNDANCY LIC:CL	\$4,480.00
396551 AVAYA DESKTOP WALLBOARD R7 CMS CONNECTOR GEO REDUNDANCY LIC:CL	\$1,920.00

396552 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1-999 GEO REDUNDANCY LIC:CU	\$64.00
396553 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1000+ GEO REDUNDANCY LIC:CU	\$48.00
396554 AVAYA DESKTOP WALLBOARD R7 SUPERVISOR GEO REDUNDANCY LIC:CU	\$272.00
396555 AVAYA DESKTOP WALLBOARD R7 OCEANALYTICS FOR ELITE CONN GR LIC:CL	\$1,920.00
396560 AVAYA DESKTOP WALLBOARD R7 OCEANLYTICS FOR OCEANA CONN LIC:CL	\$3,840.00
396561 AVAYA DESKTOP WALLBOARD R7 OPERATIONAL ANLST CONN LIC:CL	\$3,840.00
396562 AVAYA DESKTOP WALLBOARD R7 OPERATIONAL ANLST CONN UPG LIC:CL	\$1,920.00
396564 AVAYA DESKTOP WALLBOARD R7 THIRD PARTY CONNECTOR LIC:CL	\$3,840.00
396565 AVAYA DESKTOP WALLBOARD R7 OCEANLYTICS FOR OCEANA CONN GR LIC:CL	\$1,920.00
396566 AVAYA DESKTOP WALLBOARD R7 OPERATIONAL ANLST CONN GEOREDUN LIC:CL	\$1,920.00
396567 AVAYA DESKTOP WALLBOARD R7 THIRD PARTY CONNECTOR GEO REDUN LIC:CL	\$1,920.00
399650 CMS R18.1 VE VAPP FOR LINUX SYSTEM LIC:DS,SR	\$0.00
399651 CMS R18.1 AMAZON WEB SERVICES AMI LIC:DS,SR	\$0.00
401473 CMS R19 HIGH AVAILABILITY SURVIVABLE AGENT UPLIFT 1-250 LIC:CU	\$0.00
401474 CMS R19 HIGH AVAILABILITY SURVIVABLE AGENT UPLIFT 251+ LIC:CU	\$0.00
401475 CMS R19 HIGH AVAILABILITY SUPERVISOR UPLIFT LIC:CU	\$0.00
401476 CMS R19 HIGH AVAILABILITY INITIAL ACD UPLIFT LIC:CU	\$0.00
401477 CMS R19 HIGH AVAILABILITY 2 THRU 8 ACD UPLIFT LIC:CU	\$0.00
401478 CMS R19 SURVIVABLE SUPERVISOR UPLIFT LIC:CU	\$0.00
401479 CMS R19 SURVIVABLE INITIAL ACD UPLIFT LIC:CU	\$0.00
401555 AVAYA DESKTOP WALLBOARD R7 BASE UPGRADE PRE R6 LIC:CL	\$4,480.00
401556 AVAYA DESKTOP WALLBOARD R7 CMS CONNECTOR UPGRADE PRE R6 LIC:CL	\$1,920.00
401557 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1-999 UPGRADE PRE R6 LIC:CL,CU	\$64.00
401558 AVAYA DESKTOP WALLBOARD R7 EACH AGENT 1000+ UPGRADE PRE R6 LIC:CL,CU	\$48.00
401559 AVAYA DESKTOP WALLBOARD R7 OPER ANLST CONN UPG PRE R6 LIC:CL	\$1,920.00
401570 CMS R19 3RD PARTY REAL TIME SOCKET UPGRADE PRE R17 LIC:DS	\$6,400.00
401571 CMS R19 ADMIN PAGING UPGRADE PRE R17 LIC:DS	\$3,136.00
401572 CMS R19 ADMIN SYNC UPGRADE PRE R17 LIC:DS	\$6,400.00
401573 CMS R19 AUX LOGGING UPGRADE PRE R17 LIC:DS	\$3,840.00
401574 CMS R19 BLUE PUMPKIN HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401575 CMS R19 BLUE PUMPKIN RTA UPGRADE PRE R17 LIC:DS	\$5,120.00
401576 CMS R19 CALABRIO HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401577 CMS R19 CALABRIO RTA UPGRADE PRE R17 LIC:DS	\$5,120.00
401578 CMS R19 COMBO HISTORICAL REAL TIME UPGRADE PRE R17 LIC:DS	\$5,120.00

401579 CMS R19 ECH HANDLE UPG PRE R17 LIC:DS	\$2,560.00
401580 CMS R19 GENERIC RTA UPGRADE PRE R17 LIC:DS	\$5,120.00
401581 CMS R19 GEOTEL ICM REAL TIME UPGRADE PRE R17 LIC:DS	\$9,600.00
401582 CMS R19 HIGH AVAIL/SURVIVABLE DUAL ROLE UPGRADE PRE R17 LIC:DS	\$3,840.00
401583 CMS R19 IEX HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401584 CMS R19 IEX RTA UPGRADE PRE R17 LIC:DS	\$5,120.00
401585 CMS R19 PAYROLL HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401586 CMS R19 PIPKINS HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401587 CMS R19 PIPKINS RTA UPGRADE PRE R17 LIC:DS	\$5,120.00
401588 CMS R19 SUPERVISOR PAGING UPGRADE PRE R17 LIC:DS	\$3,136.00
401589 CMS R19 SURVIVABLE ADDITIONAL UPGRADE PRE R17 LIC:DS	\$3,840.00
401590 CMS R19 TCS HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401591 CMS R19 TCS RTA UPGRADE PRE R17 LIC:DS	\$5,120.00
401592 CMS R19 UNLOAD HISTORICAL UPGRADE PRE R17 LIC:DS	\$2,560.00
401593 CMS R19 WFO HISTORICAL UPGRADE PRE R17 LIC:DS	\$1,920.00
401594 CMS R19 WFO RTA UPGRADE PRE R17 LIC:DS	\$3,840.00
401595 CMS R19 AVAYA PROPRIETARY RTA UPGRADE PRE R17 LIC:DS	\$2,560.00
401596 CMS R19 AVAYA PROPRIETARY REAL TIME SOCKET UPGRADE PRE R17 LIC:DS	\$2,560.00
401597 CMS R19 AUX LOGGING MERGE UPGRADE PRE R17 LIC:DS	\$2,560.00

Reporting and Analytics - Workforce Optimization, Media

700512218 WFO R15 CONTACT RECORDING LINUX OS FOR CM DVD	\$50.00
700512219 WFO R15 CONTACT RECORDING WINDOWS OS FOR CM OR CS DVD	\$50.00
700512220 WFO R15 NEW SYSTEM INSTALLATION DVD	\$50.00
700512221 WFO R15 MIGRATION SYSTEM INSTALLATION DVD	\$50.00
700512222 WFO R15 DESKTOP DVD	\$50.00
700512224 WFO R15 ENCRYPTION MANAGER DVD	\$50.00
700513396 WFO R15.1.2 CONTACT RECORDING LINUX OS FOR CM DVD	\$50.00
700513397 WFO R15.1.2 CONTACT RECORDING WINDOWS OS FOR CM OR CS DVD	\$50.00

Reporting and Analytics - Workforce Optimization, Model

259212 WORKFORCE OPT NEW MODEL	\$0.00
259872 WORKFORCE OPT UPGRADE MODEL	\$0.00
259874 AVAYA WORKFORCE OPT ADDITION MODEL	\$0.00

Reporting and Analytics - Workforce Optimization, Hardware

700501237 PAGING UT11 UNIVERSAL TELEPHONE INTERFACE WITH RACK PANEL KIT	\$398.16

Reporting and Analytics - Workforce Optimization, Software License

192156	WORKFORCE OPT AFTERMARKET ORDER	\$0.00
263951	WORKFORCE OPT ORDER FOR CS1000	\$0.00
263952	WORKFORCE OPT ORDER FOR CM-MBT	\$0.00
385458	WFO R15 CONTACT RECORDING IC INTEGRATION LIC:SR	\$3,542.40
385910	WFO R15 CONTACT RECORDING IC INTEGRATION UPGRADE LIC:SR	\$1,772.80
385911	WFO R15.1 CONTACT RECORDING DIALER INTEGR LIC:SR	\$3,542.40
385913	WFO R15.1 CONTACT RECORDING DIALER INTEGR UPGRADE LIC:SR	\$1,772.80
385914	WFO R15.1 CONTACT RECORDING PKG LIC:SR	\$371.84
385916	WFO R15.1 CONTACT RECORDING PKG UPGRADE LIC:SR	\$186.24
385918	WFO R15.1 ADVANCED CONTACT RECORDING UPGRADE LIC:SR	\$225.28
385919	WFO R15.1 REDUNDANT CONTACT RECORDING PKG LIC:SR	\$93.44
385921	WFO R15.1 REDUNDANT CONTACT RECORDING PKG UPGRADE LIC:SR	\$46.72
385922	WFO R15.1 TELEPHONE REPLAY PORT LIC:SR	\$0.00
385923	WFO R15.1 CENTRAL REPLAY SERVER SOFTWARE LIC:SR	\$0.00
385924	WFO R15.1 TELEPHONE REPLAY CONTACT RECORDING PKG LIC:SR	\$5,667.20
385926	WFO R15 TEL REPLAY CONTACT RECORDING PKG UPGRADE LIC:SR	\$2,835.20
385927	WFO R15.1 CNTCT RCRDG QUAL MONITOR ENCRYPTION LIC:SR	\$198.40
385929	WFO R15.1 CNTCT RCRDG QUAL MONITOR ENCRYPTION UPGRADE LIC:SR	\$99.20
385930	WFO R15.1 FULL TIME SCREEN RECORDING LIC:SR	\$184.32
385932	WFO R15.1 FULL TIME SCREEN RECORDING UPGRADE LIC:SR	\$92.16
385933	WFO R15.1 NATIVE CR MASS EXPORT ENH STATUS REPORTING LIC:SR	\$17,712.00
385934	WFO R15.1 QUALITY MONITORING PKG LIC:SR	\$492.80
385936	WFO R15.1 QUALITY MONITORING PKG UPGRADE LIC:SR	\$246.40
385937	WFO R15.1 ADVANCED QUALITY MONITORING PKG LIC:SR	\$625.28
385939	WFO R15.1 ADVANCED QUALITY MONITORING PKG UPGRADE LIC:SR	\$312.96
385941	WFO R15.1 NATIVE CR MASS EXPORT ENH STATUS RPTG UPGRADE LIC:SR	\$8,857.60
385942	WFO R15.1 DSKTP ANALYTCS TO ADVANCED DSKTP UP-BUY LIC:SR	\$141.44
385944	WFO R15.1 ANALYTICS DRIVEN QUALITY UPGRADE LIC:SR	\$106.24
385945	WFO R15.1 ANALYTICS DRIVEN QUAL TO SPEECH ADV UP-BUY LIC:SR	\$276.48
385947	WFO R15.1 STRATEGIC PLANNER LIC:SR	\$92.16
385949	WFO R15 STRATEGIC PLANNER UPGRADE LIC:SR	\$46.08
385950	WFO R15 APPLICATION ANALYSIS LIC:SR	\$106.24

385952 WFO R15 APPLICATION ANALYSIS UPGRADE LIC:SR	\$53.12
385953 WFO R15.1 SOFTWARE DEVELOPMENT KIT FOR QM AND WFM UPGRADE LIC:SR	\$5,491.20
385955 WFO R15.1 INTRADAY PERFORMANCE MANAGEMENT UPGRADE LIC:SR	\$17.92
385957 WFO R15 MOBILE APPLICATION UPGRADE LIC:SR	\$3,542.40
385959 WFO R15.1 WORKFORCE MANAGEMENT PKG LIC:SR	\$354.56
385961 WFO R15.1 WORKFORCE MANAGEMENT PKG UPGRADE LIC:SR	\$177.28
385962 WFO R15.1 ADVANCED WORKFORCE MANAGEMENT PKG LIC:SR	\$510.08
385964 WFO R15.1 ADVANCED WORKFORCE MANAGEMENT PKG UPGRADE LIC:SR	\$255.36
385965 WFO R15.1 WORKFORCE MANAGEMENT TIME OFF MGR LIC:SR	\$39.04
385967 WFO R15.1 WORKFORCE MANAGEMENT TIME OFF MGR UPGRADE LIC:SR	\$19.84
385968 WFO R15.1 WFM SHIFT BIDDING LIC:SR	\$23.68
385970 WFO R15.1 WFM SHIFT BIDDING UPGRADE LIC:SR	\$12.16
385971 WFO R15 CR FOR ELITE MIDSIZE R6 BUNDLES UPGRADE LIC:SR	\$71.04
385972 WFO R15.1 ADVANCED SCORECARD LIC:SR	\$92.16
385974 WFO R15.1 ADVANCED SCORECARD UPGRADE LIC:SR	\$46.08
385975 WFO R15 BASIC TO ADVANCED SCORECARD UP-BUY LIC:SR	\$71.04
385976 WFO R15.1 KPI DESIGN ADAPTER LIC:SR	\$14,876.80
385978 WFO R15.1 KPI DESIGN ADAPTER UPGRADE LIC:SR	\$7,440.00
385979 WFO R15.1 LESSON MANAGEMENT LIC:SR	\$88.32
385981 WFO R15.1 LESSON MANAGEMENT UPGRADE LIC:SR	\$44.80
385982 WFO R15.1 COMPETENCY BASED LEARNING LIC:SR	\$212.48
385984 WFO R15.1 COMPETENCY BASED LEARNING UPGRADE LIC:SR	\$106.24
385985 WFO R15 LESSON MGMT TO COMP BASED LEARN UP-BUY LIC:SR	\$124.16
385989 WFO R15.1 ADVANCED ADHERENCE LIC:SR	\$71.04
385991 WFO R15.1 ADVANCED ADHERENCE UPGRADE LIC:SR	\$35.20
385992 WFO R15.1 WORKFORCE OPTIMIZATION PKG LIC:SR	\$748.80
385994 WFO R15.1 WORKFORCE OPTIMIZATION PKG UPGRADE LIC:SR	\$374.40
385995 WFO R15.1 ADVANCED WORKFORCE OPTIMIZATION PKG LIC:SR	\$1,024.00
385997 WFO R15.1 ADVANCED WORKFORCE OPTIMIZATION PKG UPGRADE LIC:SR	\$512.64
385998 WFO R15.1 DESKTOP APPLICATION ANALYTICS TRACKER LIC:SR	\$35.20
386000 WFO R15.1 DESKTOP APPLICATION ANALYTICS TRACKER UPGRADE LIC:SR	\$17.92
386001 WFO R15.1 ADVANCED DESKTOP ANALYTICS LIC:SR	\$177.28
386003 WFO R15.1 ADVANCED DESKTOP ANALYTICS UPGRADE LIC:SR	\$88.32
386004 WFO R15.1 STRATEGIC DESKTOP ANALYTICS LIC:SR	\$389.76

386006 WFO R15.1 STRATEGIC DESKTOP ANALYTICS UPGRADE LIC:SR	\$194.56
386007 WFO R15.1 ADV DESKTOP TO STRATEGIC DESKTOP ANALYTICS UP-BUY LIC:SR	\$212.48
386008 WFO R15 AET TO STRATEGIC DSKTP PROC ANALYTICS UP-BUY LIC:SR	\$283.52
386009 WFO R15 APPL ANALYSIS TO STRATEGIC DPA UP-BUY LIC:SR	\$106.24
386012 WFO R15 SPEECH ESSENTIALS UPGRADE LIC:SR	\$106.24
386013 WFO R15.1 SPEECH ADVANCED LIC:SR	\$488.96
386015 WFO R15.1 SPEECH ADVANCED UPGRADE LIC:SR	\$244.48
386016 WFO R15 SPEECH ESSENTIALS TO SPEECH ADVANCED UP-BUY LIC:SR	\$276.48
386017 WFO R15.1 INTERACTION DATA EXPORT MANAGER LIC:SR	\$141.44
386019 WFO R15.1 INTERACTION DATA EXPORT MANAGER UPGRADE LIC:SR	\$71.04
386020 WFO R15.1 SPEECH ANALYTICS ADDITIONAL LANGUAGE LIC:SR	\$318.72
386022 WFO R15.1 SPEECH ANALYTICS ADDITIONAL LANGUAGE UPGRADE LIC:SR	\$159.36
386023 WFO R15.1 CUSTOMER FEEDBACK ADVANCED LIC:SR	\$247.68
386025 WFO R15.1 CUSTOMER FEEDBACK ADVANCED UPGRADE LIC:SR	\$124.16
386026 WFO R15.1 CNTCT RCRDG TO QUAL MONITOR PKG UP-BUY LIC:SR	\$279.68
386027 WFO R15.1 CNTCT RCRDG TO ADV QUAL MONITOR PKG UP-BUY LIC:SR	\$432.00
386028 WFO R15.1 CNTCT RCRDG TO WFO PKG UP-BUY LIC:SR	\$560.00
386029 WFO R15.1 CNTCT RCRDG TO ADV WFO PKG UP-BUY LIC:SR	\$841.60
386030 WFO R15.1 ADV CNTCT RCRDG TO ADV QUAL MONITOR PKG UP-BUY LIC:SR	\$253.44
386031 WFO R15.1 ADV CNTCT RCRDG TO ADV WFO PKG UP-BUY LIC:SR	\$713.60
386032 WFO R15.1 QUAL MONITOR TO ADV QUAL MONITOR PKG UP-BUY LIC:SR	\$156.16
386033 WFO R15.1 QUALITY MONITORING TO WFO PKG UP-BUY LIC:SR	\$293.76
386034 WFO R15.1 QUALITY MONITORING TO ADV WFO PKG UP-BUY LIC:SR	\$574.08
386035 WFO R15.1 ADV QUAL MONITOR TO ADV WFO PKG UP-BUY LIC:SR	\$424.96
386036 WFO R15.1 WFM TO ADV WFM PKG UP-BUY LIC:SR	\$191.36
386037 WFO R15.1 WFM TO WFO PKG UP-BUY LIC:SR	\$460.80
386038 WFO R15.1 WFM TO ADV WFO PKG UP-BUY LIC:SR	\$748.80
386039 WFO R15.1 ADV WFM TO ADV WFO PKG UP-BUY LIC:SR	\$567.04
386040 WFO R15.1 WFO TO ADV WFO PKG UP-BUY LIC:SR	\$279.68
386048 WFO R15.1 SOFTWARE DEVELOPMENT KIT FOR QM AND WFM LIC:SR	\$10,982.40
386049 WFO R15.1 INTRADAY PERFORMANCE MANAGEMENT LIC:SR	\$35.20
386051 WFO R15.1 DATA CENTER REDUNDANCY LIC:SR	\$88.32
386053 WFO R15.1 DATA CENTER REDUNDANCY UPGRADE LIC:SR	\$44.80
386060 WFO R15 MOBILE APPLICATION LIC:DS SR	\$7,084.80

386063 WFO R15 CR MIDSIZE ENTERPRISE UPGRADE LIC:SR	\$71.04
386064 WFO R15 MIDMARKET CR LIC:SR	\$312.32
386066 WFO R15 MIDMARKET CR BUNDLE UPGRADE LIC:SR	\$156.80
386067 WFO R15 MIDMARKET CR QM BUNDLE LIC:SR	\$383.36
386069 WFO R15 MIDMARKET CR QM BUNDLE UPGRADE LIC:SR	\$192.00
386070 WFO R15 MIDMARKET WFM LIC:SR	\$283.52
386072 WFO R15 MIDMARKET WFM UPGRADE LIC:SR	\$141.44
386073 WFO R15 MIDMARKET CR QM WFM BUNDLE LIC:SR	\$591.36
386075 WFO R15 MIDMARKET CR QM WFM BUNDLE UPGRADE LIC:SR	\$296.32
386076 WFO R15.1 ANALYTICS DRIVEN QUALITY LIC:SR	\$212.48
386093 AVAYA WFO SELECT RECORDER EDITION R5 LIC:CU	\$140.80
386094 AVAYA WFO SELECT STANDARD EDITION R5 LIC:CU	\$211.20
386095 AVAYA WFO SELECT QUALITY AND PERFORMANCE MGMT EDITION R5 LIC:CU	\$352.00
386096 AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 LIC:CU	\$70.40
386097 AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 LIC:CU	\$105.60
386098 AVAYA WFO SELECT QUALITY/PERFORM MGMT ED REDUNDANCY R5 LIC:CU	\$176.00
386099 AVAYA WFO SELECT DESKTOP TRIGGER R5 LIC:CU	\$140.80
386200 AVAYA WFO SELECT SILENT MONITORING MODULE R5 LIC:CU	\$52.80
386201 AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MODULE R5 LIC:CU	\$52.80
386202 AVAYA WFO SELECT SILENT MONITORING MODULE REDUNDANCY R5 LIC:CU	\$26.40
386203 AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD REDUNDANCY R5 LIC:CU	\$26.40
386204 AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 LIC:NU	\$704.00
386205 AVAYA WFO SELECT AACC CONNECTOR	\$0.00
386206 AVAYA WFO SELECT RECORDER EDITION UPGRADE R5 LIC:CU	\$49.28
386207 AVAYA WFO SELECT STANDARD EDITION UPGRADE R5 LIC:CU	\$73.92
386208 AVAYA WFO SELECT QUALITY/PERFORM MGMT EDITION UPGRADE R5 LIC:CU	\$123.20
386209 AVAYA WFO SELECT DESKTOP TRIGGER UPGRADE R5 LIC:CU	\$49.28
386210 AVAYA WFO SELECT SILENT MONITORING MODULE UPGRADE R5 LIC:CU	\$18.48
386211 AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MODULE UPGRADE R5 LIC:CU	\$18.48
386212 AVAYA WFO SELECT QUALITY AS A SERVICE MODULE UPGRADE R5 LIC:NU	\$246.40
386220 AVAYA WFO SELECT RECORDER ED TO STANDARD ED UPBUY R5 LIC:CU	\$126.72
386221 AVAYA WFO SELECT RECORDER ED TO QUAL/PERF MGMT ED UPBUY R5 LIC:CU	\$264.00
386222 AVAYA WFO SELECT STANDARD ED TO QUAL/PERF MGMT ED UPBUY R5 LIC:CU	\$211.20
386223 IPO AWFOS R5 RECORDER EDITION LIC:CU	\$128.00

386224 IPO AWFOS R5 STANDARD EDITION LIC:CU	\$192.00
386225 IPO AWFOS R5 QUALITY AND PERFORMANCE MANAGEMENT EDITION LIC:CU	\$320.00
386226 IPO AWFOS R5 RECORDER EDITION REDUNDANCY LIC:CU	\$64.00
386227 IPO AWFOS R5 STANDARD EDITION REDUNDANCY LIC:CU	\$96.00
386228 IPO AWFOS R5 QUALITY/PERFORMANCE MGMT ED REDUNDANCY LIC:CU	\$160.00
386229 IPO AWFOS R5 DESKTOP TRIGGER LIC:CU	\$128.00
386230 IPO AWFOS R5 SILENT MONITORING MODULE LIC:CU	\$48.00
386231 IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE LIC:CU	\$48.00
386232 IPO AWFOS R5 SILENT MONITORING MODULE REDUNDANCY LIC:CU	\$24.00
386233 IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE REDUNDANCY LIC:CU	\$24.00
386234 IPO AWFOS R5 QUALITY AS A SERVICE MODULE LIC:NU	\$640.00
386235 IPO RECORDER ED TO STANDARD ED UPBUY R5 LIC:CU	\$115.20
386236 IPO RECORDER ED TO QUAL/PERF MGMT ED UPBUY R5 LIC:CU	\$240.00
386237 IPO STANDARD ED TO QUAL/PERF MGMT ED UPBUY R5 LIC:CU	\$192.00
386238 AVAYA WORKFORCE OPTIMIZATION SELECT R5 ACCS CONNECTOR	\$0.00
386239 AVAYA WORKFORCE OPTIMIZATION SELECT R5 IPOCC CONNECTOR	\$0.00
386648 WFO R12 ANALYTICS DRIVEN QUALITY TO ADVANCED SPEECH LIC:SR	\$276.48
386679 AVAYA WFO SELECT R5 RECORDER EDITION REDUNDANCY UPGRADE LIC:CU	\$24.64
386951 AVAYA WFO SELECT R5 STANDARD EDITION REDUNDANCY UPGRADE LIC:CU	\$36.96
386953 AVAYA WFO SELECT R5 QUALITY/PERFORMANCE MGMT ED REDUN UPG LIC:CU	\$61.60
386955 AVAYA WFO SELECT R5 SILENT MONITORING MOD REDUNDANCY UPG LIC:CU	\$9.24
386957 AVAYA WFO SELECT R5 DSKTP SCREEN CAPTURE MOD REDUN UPG LIC:CU	\$9.24
387466 IPO AVAYA WFO SELECT R5 RECORDER EDITION UPG LIC:CU	\$44.80
387467 IPO AVAYA WFO SELECT R5 STANDARD EDITION UPG LIC:CU	\$67.20
387468 IPO AVAYA WFO SELECT R5 QLTY/PERFRM MGT ED UPG LIC:CU	
387469 IPO AVAYA WFO SELECT R5 DESKTOP TRIGGER UPG LIC:CU	
387512 IPO AVAYA WFO SELECT R5 SILENT MONITORING MODULE UPG LIC:CU	\$16.80
387513 IPO AVAYA WFO SELECT R5 DSKTP SCRNN CAPTURE MODULE UPG LIC:CU	\$16.80
387514 IPO AVAYA WFO SELECT R5 QUALITY AS A SERVICE MODULE UPG LIC:NU	\$224.00
387522 IPO AVAYA WFO SELECT R5 RCDR ED REDUN UPG LIC:CU	\$22.40
387523 IPO AVAYA WFO SELECT R5 STD ED REDUN UPG LIC:CU	\$33.60
387524 IPO AVAYA WFO SELECT R5 QLTY/PRFRM MGT ED REDUN UPG LIC:CU	\$56.00
387525 IPO AVAYA WFO SELECT R5 SILENT MNTRG REDUN UPG LIC:CU	\$8.40
387526 IPO AVAYA WFO SELECT R5 DSKTP SCRNN CPTR REDUN UPG LIC:CU	\$8.40

387761 WFO R15 DISTRIBUTED REPLAY SERVER SOFTWARE LIC:SR	\$0.00
389557 WFO R15 DESKTOP GUIDANCE AND AUTOMATION LIC:SR	\$141.44
389559 WFO R15 DESKTOP GUIDANCE AND AUTOMATION UPGRADE LIC:SR	\$71.04
390618 WFO R15 CONTACT RECORDING UNIFIED COMMUNICATION RECORDING LIC:SR	\$396.80
390619 WFO R15 REDUNDANT CR FOR UNIFIED COMMUNICATION RECORDING LIC:SR	\$104.32
390690 WFO R15 ENCRYPTION UNIFIED COMMUNICATION RECORDING LIC:SR	\$223.36
390691 WFO R15 FULL TIME SCRNR RECD UNIFIED COMMUNICATION RECDG LIC:SR	\$201.60
393646 OCEANA R3 AVAYA WFO SELECT R5 STANDARD EDITION LIC:CU	\$240.00
393647 OCEANA R3 AVAYA WFO SELECT R5 QUALITY PERFORMANCE MGT LIC:CU	\$160.00
395800 WFO R15 CNTCT RECORDING QUALITY MONITOR ENCRYPTION SERVER UPGRADE	\$2,000.00
397351 AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT CHANNEL LIC:CU	\$281.60
397352 AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT CHANNEL LIC:CU	\$422.40
397353 AVAYA WFO SELECT R5 RECORDER EDITION REDUNDANCY CONC CHAN LIC:CU	\$140.80
397354 AVAYA WFO SELECT R5 STANDARD EDITION REDUNDANCY CONC CHAN LIC:CU	\$211.20
397355 IP OFFICE AWFOS R5 RECORDER ED CONCURRENT CHANNEL LIC:CU	\$256.00
397356 IP OFFICE AWFOS R5 STANDARD ED CONCURRENT CHANNEL LIC:CU	\$384.00
397357 IP OFFICE AWFOS R5 RECORDER ED REDUN CONCURRENT CHANNEL LIC:CU	\$128.00
397358 IP OFFICE AWFOS R5 STANDARD ED REDUN CONC CHAN LIC:CU	\$192.00
397359 AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT UPGRADE LIC:CU	\$99.20
397911 AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT UPGRADE LIC:CU	\$147.20
397913 AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT REDUN UPG LIC:CU	\$49.28
397915 AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT REDUN UPG LIC:CU	\$74.24
397917 IPO AWFOS R5 RECORDER ED CONCURRENT CHANNEL UPGRADE LIC:CU	\$89.60
397919 IPO AWFOS R5 STANDARD ED CONCURRENT CHANNEL UPGRADE LIC:CU	\$134.40
397921 IPO AWFOS R5 RECORDER ED CONCURRENT CHANNEL REDUN UPGRADE LIC:CU	\$44.80
397923 IPO AWFOS R5 STANDARD ED CONCURRENT CHANNEL REDUN UPGRADE LIC:CU	\$67.20
398217 IP OFFICE AWFOS R5 RECORDER ED UPBUY TO CHANNEL LIC:CU	\$128.00
398218 IP OFFICE AWFOS R5 STANDARD ED UPBUY TO CHANNEL LIC:CU	\$192.00
398219 IP OFFICE AWFOS R5 RECORDER ED REDUN UPBUY TO CHANNEL LIC:CU	\$64.00
398240 IP OFFICE AWFOS R5 STANDARD ED REDUN UPBUY TO CHANNEL LIC:CU	\$96.00
398245 HARMONY R5 RECORDER ED UPBUY TO CHANNEL LIC:CU	\$128.00
398246 HARMONY R5 STANDARD ED UPBUY TO CHANNEL LIC:CU	\$192.00
398247 HARMONY R5 RECORDER ED REDUN UPBUY TO CHANNEL LIC:CU	\$64.00
398248 HARMONY R5 STANDARD ED REDUN UPBUY TO CHANNEL LIC:CU	\$96.00

398249	AVAYA WFO SELECT R5 RECORDER ED UPBUY TO CHANNEL LIC:CU	\$140.80
398250	AVAYA WFO SELECT R5 STANDARD ED UPBUY TO CHANNEL LIC:CU	\$211.20
398251	AVAYA WFO SELECT R5 RECORDER ED REDUN UPBUY TO CHANNEL LIC:CU	\$70.40
398252	AVAYA WFO SELECT R5 STANDARD ED REDUN UPBUY TO CHANNEL LIC:CU	\$105.60
398954	WFO R15 AVAYA CONTACT RECORDING ADVANCED PACKAGE LIC:SR	\$371.84
398955	WFO R15.2 N+N CONTACT RECORDING REDUNDANCY LIC:SR	\$90.24
398957	WFO R15.2 ACTIVE PARALLEL CONTACT RECORDING REDUNDANCY LIC:SR	\$184.32
398958	WFO R15 TEXT INTERACTION RECORDING LIC:SR	\$61.44
398959	WFO R15.2 FACE TO FACE VOICE INTERACTION RECORDING ADD-ON LIC:SR	\$81.92
399050	WFO R15.2 CONTACT RECORDING QUAL MONITOR ACTIVE PARALLEL ENCRPT LIC:SR	\$90.24
399051	WFO R15 SCREEN INTERACTION RECORDING LIC:SR	\$184.32
399052	WFO R15.2 QUAL MONITOR AVAYA CONTACT RECORDING ADVANCED PKG LIC:SR	\$492.80
399053	WFO R15.2 ADV QUAL MONITOR AVAYA CONTACT RECORDING ADVANCED PKG LIC:SR	\$625.28
399054	WFO R15.2 AUTO QUALITY MONITOR PACKAGE LIC:SR	\$533.76
399055	WFO R15.2 AUTO QUALITY MONITOR ADVANCED PACKAGE LIC:SR	\$665.60
399056	WFO R15.2 AUTO QUAL MONITOR AVAYA CONTACT RECORDING ADVANCED PKG LIC:SR	\$533.76
399057	WFO R15.2 AUTO QUALITY MONITOR ADV ACRA PKG LIC:SR	\$665.60
399058	WFO R15.2 WORKFORCE MANAGEMENT OPERATIONS VISUALIZER LIC:SR	\$327.04
399059	WFO R15.2 WORKFORCE MANAGEMENT CONVERSION MANAGER LIC:SR	\$19,571.20
399060	WFO R15.2 WORKFORCE MANAGEMENT FLEX MANAGER LIC:SR	\$122.88
399061	WFO R15.2 WORKFORCE OPTIMIZATION ACRA PACKAGE LIC:SR	\$748.80
399062	WFO R15.2 ADVANCED WORKFORCE OPTIMIZATION ACRA PACKAGE LIC:SR	\$1,024.00
399063	WFO R15.2 AUTO WORKFORCE OPTIMIZATION PACKAGE LIC:SR	\$787.20
399064	WFO R15.2 AUTO ADVANCED WORKFORCE OPTIMIZATION PACKAGE LIC:SR	\$1,027.20
399065	WFO R15.2 AUTO WORKFORCE OPTIMIZATION ACRA PACKAGE LIC:SR	\$787.20
399066	WFO R15.2 AUTO ADV WORKFORCE OPTIMIZATION ACRA PACKAGE LIC:SR	\$1,027.20
399067	WFO R15 ROBOTIC PROCESS AUTOMATION LIC:SR	\$8,857.60
399068	WFO R15 AUTOMATION AUTHORIZING STUDIO LIC:SR	\$780.80
399069	WFO R15 PROCESS ASSISTANT LIC:SR	\$245.76
399070	WFO R15.1 ANALYTICS DRIVEN QUALITY ADDITIONAL LANGUAGE LIC:SR	\$318.72
399071	WFO R15.2 SPEECH ANALYTICS TRANSCRIPT EXPORT LIC:SR	\$73.60
399072	WFO R15.2 REAL TIME SPEECH ANALYTICS ADD-ON LIC:SR	\$245.76
399073	WFO R15.2 QUALITY MONITOR TO AUTO QUALITY MONITOR UP-BUY LIC:SR	\$40.96
399074	WFO R15.2 ADV QUAL MONITOR TO AUTO QUAL MONITOR ADV UP-BUY LIC:SR	\$40.96

399075 WFO R15.2 WFO TO AUTO QUALITY MONITOR WFO UP-BUY LIC:SR	\$40.96
399076 WFO R15.2 ADV WFO TO AUTO QUALITY MONITOR ADV WFO UP-BUY LIC:SR	\$40.96
399077 WFO R15.2 PRODUCTIVITY AND ITEM TRACKING LIC:SR	\$81.92
400422 WFO R15 AVAYA CONTACT RECORDING ADVANCED TRACKING LIC:SR	\$0.00
400425 WFO R15 CONTACT RECORDING QUALITY MONITOR ENCRYPTION SERVER	\$4,428.80
400830 AVAYA AURA WORKFORCE OPTIMISATION 15.1 APPLICATION TRACKING CODE LIC:SR	\$0.00
400831 AVAYA AURA WORKFORCE OPTIMISATION 15.2 APPLICATION TRACKING CODE LIC:SR	\$0.00
401121 AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE LIC:CU	\$281.60
401123 IPO AWFOS R5 SPEECH ANALYTICS MODULE LIC:CU	\$256.00
401125 HARMONY R5 SPEECH ANALYTICS MODULE LIC:CU	\$256.00
401127 AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE UPGRADE LIC:CU	\$98.56
401129 IPO AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE UPG LIC:CU	\$89.60
401371 HARMONY R5 SPEECH ANALYTICS MODULE UPGRADE LIC:CU	\$89.60
402860 WFO R15.2 CONTACT RECORDING PKG LIC:SR	\$371.84
402861 WFO R15.2 CONTACT RECORDING PKG ENTITLE LIC:SR	\$0.00
402863 WFO R15.2 CONTACT RECORDING PKG UPGRADE LIC:SR	\$186.24
402864 WFO R15.2 AVAYA CONTACT RECORDING ADVANCED PACKAGE UPGRADE LIC:SR	\$186.24
402866 WFO R15.2 ADVANCED CONTACT RECORDING UPGRADE LIC:SR	\$225.28
402867 WFO R15.2 REDUNDANT CONTACT RECORDING PKG LIC:SR	\$93.44
402869 WFO R15.2 REDUNDANT CONTACT RECORDING PKG UPGRADE LIC:SR	\$46.72
402870 WFO R15.2 DATA CENTER REDUNDANCY LIC:SR	\$88.32
402872 WFO R15.2 DATA CENTER REDUNDANCY UPGRADE LIC:SR	\$44.80
402873 WFO R15.2 CNTCT RCRDG QUAL MONITOR ENCRYPTION LIC:SR	\$198.40
402875 WFO R15.2 CNTCT RCRDG QUAL MONITOR ENCRYPTION UPGRADE LIC:SR	\$99.20
402876 WFO R15.2 SOFTWARE DEVELOPMENT KIT FOR QM AND WFM LIC:SR	\$10,982.40
402878 WFO R15.2 SOFTWARE DEVELOPMENT KIT FOR QM AND WFM UPGRADE LIC:SR	\$5,491.20
402879 WFO R15.2 QUALITY MONITORING PKG LIC:SR	\$492.80
402881 WFO R15.2 QUALITY MONITORING PKG UPGRADE LIC:SR	\$246.40
402882 WFO R15.2 ADVANCED QUALITY MONITORING PKG LIC:SR	\$625.28
402884 WFO R15.2 ADVANCED QUALITY MONITORING PKG UPGRADE LIC:SR	\$312.96
402885 WFO R15.2 QUAL MONITOR TO ADV QUAL MONITOR PKG UP-BUY LIC:SR	\$156.16
402886 WFO R15.2 CNTCT RCRDG TO QUAL MONITOR PKG UP-BUY LIC:SR	\$279.68
402887 WFO R15.2 CNTCT RCRDG TO ADV QUAL MONITOR PKG UP-BUY LIC:SR	\$432.00
402888 WFO R15.2 ADV CNTCT RCRDG TO ADV QUAL MONITOR PKG UP-BUY LIC:SR	\$253.44

402889 WFO R15.2 WORKFORCE MANAGEMENT PKG LIC:SR	\$354.56
402891 WFO R15.2 WORKFORCE MANAGEMENT PKG UPGRADE LIC:SR	\$177.28
402892 WFO R15.2 ADVANCED WORKFORCE MANAGEMENT PKG LIC:SR	\$510.08
402894 WFO R15.2 ADVANCED WORKFORCE MANAGEMENT PKG UPGRADE LIC:SR	\$255.36
402895 WFO R15.2 WFM TO ADV WFM PKG UP-BUY LIC:SR	\$191.36
402896 WFO R15.2 WORKFORCE OPTIMIZATION PKG LIC:SR	\$748.80
402898 WFO R15.2 WORKFORCE OPTIMIZATION PKG UPGRADE LIC:SR	\$374.40
402899 WFO R15.2 ADVANCED WORKFORCE OPTIMIZATION PKG LIC:SR	\$1,024.00
402901 WFO R15.2 ADVANCED WORKFORCE OPTIMIZATION PKG UPGRADE LIC:SR	\$512.64
402902 WFO R15.2 QUALITY MONITORING TO ADV WFO PKG UP-BUY LIC:SR	\$574.08
402903 WFO R15.2 ADV QUAL MONITOR TO ADV WFO PKG UP-BUY LIC:SR	\$424.96
402904 WFO R15.2 CNTCT RCRDG TO ADV WFO PKG UP-BUY LIC:SR	\$841.60
402905 WFO R15.2 ADV CNTCT RCRDG TO ADV WFO PKG UP-BUY LIC:SR	\$713.60
402906 WFO R15.2 WFM TO ADV WFO PKG UP-BUY LIC:SR	\$748.80
402907 WFO R15.2 ADV WFM TO ADV WFO PKG UP-BUY LIC:SR	\$567.04
402908 WFO R15.2 CNTCT RCRDG TO WFO PKG UP-BUY LIC:SR	\$560.00
402909 WFO R15.2 QUALITY MONITORING TO WFO PKG UP-BUY LIC:SR	\$293.76
402910 WFO R15.2 WFM TO WFO PKG UP-BUY LIC:SR	\$460.80
402911 WFO R15.2 WFO TO ADV WFO PKG UP-BUY LIC:SR	\$279.68
402919 WFO R15.2 NATIVE CR MASS EXPORT ENH STATUS REPORTING LIC:SR	\$17,712.00
402921 WFO R15.2 NATIVE CR MASS EXPORT ENH STATUS RPTG UPGRADE LIC:SR	\$8,857.60
402922 WFO R15.2 ANALYTICS DRIVEN QUALITY ADDITIONAL LANGUAGE LIC:SR	\$318.72
402923 WFO R15.2 CENTRAL REPLAY SERVER SOFTWARE LIC:SR	\$0.00
402924 WFO R15.2 INTERACTION DATA EXPORT MANAGER LIC:SR	\$141.44
402926 WFO R15.2 INTERACTION DATA EXPORT MANAGER UPGRADE LIC:SR	\$71.04
402927 WFO R15.2 TELEPHONE REPLAY PORT LIC:SR	\$0.00
402928 WFO R15.2 TELEPHONE REPLAY CONTACT RECORDING PKG LIC:SR	\$5,667.20
402930 WFO R15.2 STRATEGIC PLANNER LIC:SR	\$92.16
402932 WFO R15.2 ANALYTICS DRIVEN QUALITY LIC:SR	\$212.48
402934 WFO R15.2 ANALYTICS DRIVEN QUALITY UPGRADE LIC:SR	\$106.24
402935 WFO R15.2 SPEECH ADVANCED LIC:SR	\$488.96
402937 WFO R15.2 SPEECH ADVANCED UPGRADE LIC:SR	\$244.48
402938 WFO R15.2 ANALYTICS DRIVEN QUAL TO SPEECH ADV UP-BUY LIC:SR	\$276.48
402939 WFO R15.2 CUSTOMER FEEDBACK ADVANCED LIC:SR	\$247.68

402941 WFO R15.2 CUSTOMER FEEDBACK ADVANCED UPGRADE LIC:SR	\$124.16
402942 WFO R15.2 WORKFORCE MANAGEMENT TIME OFF MGR LIC:SR	\$39.04
402944 WFO R15.2 WORKFORCE MANAGEMENT TIME OFF MGR UPGRADE LIC:SR	\$19.84
402945 WFO R15.2 WFM SHIFT BIDDING LIC:SR	\$23.68
402947 WFO R15.2 WFM SHIFT BIDDING UPGRADE LIC:SR	\$12.16
402948 WFO R15.2 ADVANCED SCORECARD LIC:SR	\$92.16
402950 WFO R15.2 ADVANCED SCORECARD UPGRADE LIC:SR	\$46.08
402951 WFO R15.2 LESSON MANAGEMENT LIC:SR	\$88.32
402953 WFO R15.2 LESSON MANAGEMENT UPGRADE LIC:SR	\$44.80
402954 WFO R15.2 COMPETENCY BASED LEARNING LIC:SR	\$212.48
402956 WFO R15.2 COMPETENCY BASED LEARNING UPGRADE LIC:SR	\$106.24
402957 WFO R15.2 KPI DESIGN ADAPTER LIC:SR	\$14,876.80
402959 WFO R15.2 KPI DESIGN ADAPTER UPGRADE LIC:SR	\$7,440.00
402960 WFO R15.2 INTRADAY PERFORMANCE MANAGEMENT LIC:SR	\$35.20
402962 WFO R15.2 INTRADAY PERFORMANCE MANAGEMENT UPGRADE LIC:SR	\$17.92
402963 WFO R15.2 FULL TIME SCREEN RECORDING LIC:SR	\$184.32
402965 WFO R15.2 FULL TIME SCREEN RECORDING UPGRADE LIC:SR	\$92.16
402966 WFO R15.2 DESKTOP APPLICATION ANALYTICS TRACKER LIC:SR	\$35.20
402968 WFO R15.2 DESKTOP APPLICATION ANALYTICS TRACKER UPGRADE LIC:SR	\$17.92
402969 WFO R15.2 ADVANCED DESKTOP ANALYTICS LIC:SR	\$177.28
402971 WFO R15.2 ADVANCED DESKTOP ANALYTICS UPGRADE LIC:SR	\$88.32
402972 WFO R15.2 DSKTP ANLYTCS TO ADVANCED DSKTP UP-BUY LIC:SR	\$141.44
402973 WFO R15.2 STRATEGIC DESKTOP ANALYTICS LIC:SR	\$389.76
402975 WFO R15.2 STRATEGIC DESKTOP ANALYTICS UPGRADE LIC:SR	\$194.56
402976 WFO R15.2 APPL ANALYSIS TO STRATEGIC DPA UP-BUY LIC:SR	\$212.48
402977 WFO R15.2 ADVANCED ADHERENCE LIC:SR	\$71.04
402979 WFO R15.2 ADVANCED ADHERENCE UPGRADE LIC:SR	\$35.20
402980 WFO R15.2 SPEECH ANALYTICS ADDITIONAL LANGUAGE LIC:SR	\$318.72
402982 WFO R15.2 SPEECH ANALYTICS ADDITIONAL LANGUAGE UPGRADE LIC:SR	\$159.36
402983 WFO R15.2 CONTACT RECORDING DIALER INTEGR LIC:SR	\$3,542.40
402985 WFO R15.2 CONTACT RECORDING DIALER INTEGR UPGRADE LIC:SR	\$1,772.80
402986 WFO R15.2 STRATEGIC PLANNER UPGRADE LIC:SR	\$46.08

Reporting and Analytics - Call Management System, Software

395740 CMS PRE-R17 TO R18 AGENT UPGRADE LIC:CU	\$128.00
395741 CMS PRE-R17 TO R18 HIGH AVAIL/SURVIVABLE AGENT UPGRADE LIC:CU	\$32.00
395742 CMS PRE-R17 TO R18 SUPERVISOR UPGRADE LIC:CU	\$0.00
395743 CMS PRE-R17 TO R18 INITIAL ACD UPGRADE LIC:CU	\$0.00
395744 CMS PRE-R17 TO R18 ACD 2 - 8 UPGRADE LIC:CU	\$0.00

Service Category 4 - Centrex

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>	<u>MRC</u>
A4B0001	Business Line (where available)	\$75.00	\$178.47
A4B0002	Standard PRI (month to month)	\$1,100.00	\$7,307.15
A4B0003	Standard PRI (12 to 23 mo term)	\$1,100.00	\$1,874.15
A4B0004	Standard PRI (24 to 36 mo term)	\$1,100.00	\$1,729.15
	Standard PRI (60mo term)	\$0.00	\$412.16
A4B0005	Standard PRI DID	\$0.00	\$0.20
A4B0006	Standard PRI 9-1-1- PinPoint, 1st number	\$3,100.00	\$95.00
A4B0007	Standard PRI 9-1-1- PinPoint, each additional number, on same PRI as first number	\$0.00	\$0.05
A4B0008	Intercept Message	\$13.00	\$0.00
A4B0009	Directory Assistance	\$2.49	\$0.00
A4B0010	Operator Services	\$3.49	\$0.00
A4B0011	Route It! Per toll-free number per 999 account (max \$750/mo per account)	\$0.00	\$150.00
A4B0012	CentraNet (where available)	\$0.00	\$21.25
A4B0013	Feature Package 2000 - Included	\$0.00	\$0.00
A4B0014	Hot Line (Direct Connect) - Included	\$0.00	\$0.00
A4B0015	MBKS Basic Package - Included	\$0.00	\$0.00
A4B0016	Standard Voice Mail Box, per Box	\$0.00	\$5.31
A4B0017	Frontier PRI (where available)	\$0.00	\$503.15

AT&T is including a copy of the Legacy Bellsouth Centrex tariff for additional options and features.

Please note, this pricing is current as of 6/20/19, and is subject to change until services are contracted.



Dedicated IP Access (where available)

All of these services require a 12 month minimum term.

<u>Part Numbe</u>	<u>Description</u>	<u>NRC</u>	<u>MRC</u>
DED0001	Private IP 1.5 Mbps (includes port, access, and COS)	\$0.00	\$290.00
DED0002	Private IP 5 Mbps (includes port, access, and COS)	\$0.00	\$754.78
DED0003	Private IP 10 Mbps (includes port, access, and COS)	\$0.00	\$824.92
DED0004	Private IP 15 Mbps (includes port, access, and COS)	\$0.00	\$1,014.60
DED0005	Private IP 20 Mbps (includes port, access, and COS)	\$0.00	\$1,014.60
DED0006	Private IP 30 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0007	Private IP 40 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0008	Private IP 50 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0009	Private IP 100 Mbps (includes port, access, and COS)	\$0.00	\$1,760.42
DED0010	Private IP 1000 Mbps (includes port, access, and COS)	\$0.00	\$6,569.99
DED0011	Public IP 1.5 Mbps (includes port, access, and COS)	\$0.00	\$290.00
DED0012	Public IP 5 Mbps (includes port, access, and COS)	\$0.00	\$754.78
DED0013	Public IP 10 Mbps (includes port, access, and COS)	\$0.00	\$824.92
DED0014	Public IP 15 Mbps (includes port, access, and COS)	\$0.00	\$1,014.60
DED0015	Public IP 20 Mbps (includes port, access, and COS)	\$0.00	\$1,014.60
DED0016	Public IP 30 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0017	Public IP 40 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0018	Public IP 50 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0019	Public IP 100 Mbps (includes port, access, and COS)	\$0.00	\$1,760.42
DED0020	Public IP 1000 Mbps (includes port, access, and COS)	\$0.00	\$6,569.99
DED0021	Metro IP 5 Mbps (includes port, access, and COS)	\$0.00	\$754.78
DED0022	Metro IP 10 Mbps (includes port, access, and COS)	\$0.00	\$824.92
DED0023	Metro IP 15 Mbps (includes port, access, and COS)	\$0.00	\$1,014.60
DED0024	Metro IP 20 Mbps (includes port, access, and COS)	\$0.00	\$1,014.60
DED0025	Metro IP 30 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0026	Metro IP 40 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0027	Metro IP 50 Mbps (includes port, access, and COS)	\$0.00	\$1,295.29
DED0028	Metro IP 100 Mbps (includes port, access, and COS)	\$0.00	\$1,760.42
DED0029	Metro IP 1000 Mbps (includes port, access, and COS)	\$0.00	\$6,569.99

DED0030	Special Construction, per unit, where facilities do not exist	\$0.00	\$1,000.00
DED0031	Dedicated IP MACD	\$500.00	\$0.00
DED0032	Inside wire demarc extension	\$600.00	\$0.00
DED0033	Entrance Facility Conduit (up to 1000 feet)	\$3,000.00	\$0.00
DED0034	Port Change	\$1,000.00	\$0.00
DED0035	Port Order Cancellation	\$500.00	\$0.00
DED0036	Port Due Date Change	\$500.00	\$0.00
DED0037	Port/CPE Expedite	\$500.00	\$0.00
DED0038	Expedite Change (per site)	\$100.00	\$0.00
DED0039	Port/CPE Off-Hours	\$210.00	\$0.00
DED0040	PVC Change	\$25.00	\$0.00
DED0041	PVC Order Cancellation	\$40.00	\$0.00
DED0042	PVC Due Date Change	\$40.00	\$0.00
DED0043	PVC Disconnect	\$25.00	\$0.00
DED0044	CIR Change	\$25.00	\$0.00
DED0046	<u>Managed Equipment (customer needs to provide OOB line and inside wiring)</u>	<u>NRC</u>	<u>MRC</u>
DED0047	1.5 Mbps, 4221-SEC, or equivalent	\$750.00	\$90.00
DED0048	5-20 Mbps, 4221-Base, or equivalent	\$750.00	\$61.05
DED0049	5-20 Mbps, 4221-SEC, or equivalent	\$750.00	\$73.93
DED0050	5-20 Mbps, 4221 -AXV/SEC, or equivalent	\$750.00	\$83.59
DED0051	30 Mbps-< 50 Mbps, 4321-Base, or equivalent	\$750.00	\$96.43
DED0052	30 Mbps-< 50 Mbps, 4321-SEC, or equivalent	\$750.00	\$127.39
DED0053	30 Mbps-< 50 Mbps, 4321-AXV/SEC, or equivalent	\$750.00	\$166.72
DED0054	50 Mbps-< 100 Mbps, 4331-Base, or equivalent	\$750.00	\$136.27
DED0055	50 Mbps-< 100 Mbps, 4331-SEC, or equivalent	\$750.00	\$173.86
DED0056	50 Mbps-< 100 Mbps, 4331-AXV/SEC, or equivalent	\$750.00	\$271.93
DED0057	100 Mbps, 4351-Base, or equivalent	\$750.00	\$281.90
DED0058	100 Mbps, 4351-SEC, or equivalent	\$750.00	\$343.65
DED0059	100 Mbps, 4351-AXV/SEC, or equivalent	\$750.00	\$542.21
DED0060	1000 Mbps, 4451-Base, or equivalent	\$750.00	\$538.07
DED0061	1000 Mbps, 4451-SEC, or equivalent	\$750.00	\$621.88
DED0062	1000 Mbps, 4451-AXV/SEC, or equivalent	\$750.00	\$775.71

DED0064	<u>Telecommunications Service Priority (TSP)</u>		
DED0065	TSP Priority Installation	\$42.00	\$0.00
DED0066	TSP Priority Restoration, Level Implementation, per line or trunk	\$65.00	\$0.00
DED0067	TSP Priority Restoration, Level Change, per line or trunk	\$65.00	\$0.00
DED0068	TSP Priority Restoration, Maintenance Administration, per line or trunk	\$0.00	\$3.00
DED0070	<u>Universal CPE Virtual Network Functions and Security</u>		
	Ciena 3906-Large, 1000mbps throughput, 480Gb SSD, Up to 4 VNFs		
DED0071	Ciena 3906mvi (ModelK70-3906-911) PRIMARY DEVICE	\$900.00	\$311.00
	Ciena 3906-Large, 1000mbps throughput, 480Gb SSD, Up to 4 VNFs		
DED0072	Ciena 3906mvi (ModelK70-3906-911) HA DEVICE	\$750.00	\$285.00
	Ciena 3926-ExtraLarge, 10000mbps throughput, 480Gb SSD, Up to 4 VNFs		
DED0073	Ciena 3926mvi (ModelK70-3926-909) PRIMARY DEVICE	\$1,125.00	\$362.00
	Ciena 3926-ExtraLarge, 10000mbps throughput, 480Gb SSD, Up to 4 VNFs		
DED0074	Ciena 3926mvi (ModelK70-3926-909) HA DEVICE	\$975.00	\$344.00
DED0076	<u>Design and Project Management</u>		
DED0077	Pre-Sales Design Per Site, Network Solution up to 100 sites	\$250.00	\$0.00
DED0078	Pre-Sales Design Per Site, Network Solution up to 250 sites	\$225.00	\$0.00
DED0079	Pre-Sales Design Per Site, Network Solution up to 500 sites	\$205.00	\$0.00
DED0080	Pre-Sales Design Per Site, Network Solution up to 1000 sites	\$185.00	\$0.00
DED0081	Detailed Design Per Site, Network Solution up to 100 sites	\$450.00	\$0.00
DED0082	Detailed Design Per Site, Network Solution up to 250 sites	\$405.00	\$0.00
DED0083	Detailed Design Per Site, Network Solution up to 500 sites	\$365.00	\$0.00
DED0084	Detailed Design Per Site, Network Solution up to 1000 sites	\$330.00	\$0.00
DED0085	Project Management Per Site, Network Solution up to 100 sites	\$525.00	\$0.00
DED0086	Project Management Per Site, Network Solution up to 250 sites	\$525.00	\$0.00
DED0087	Project Management Per Site, Network Solution up to 500 sites	\$525.00	\$0.00
DED0088	Project Management Per Site, Network Solution up to 1000 sites	\$525.00	\$0.00
DED0090	<u>Virtual Network Functions for Devices</u>		
DED0091	Virtual RVB Steelhead VCX10, RVB-STLHD_VCX10	\$60.00	\$148.00
DED0092	Virtual RVB Steelhead VCX20, RVB-STLHD_VCX20	\$60.00	\$255.00
DED0093	Virtual RVB Steelhead VCX30, RVB-STLHD_VCX30	\$60.00	\$447.00

DED0094	Virtual RVB Steelhead VCX40, RVB-STLHD_VCX40	\$60.00	\$575.00
DED0095	Virtual RVB Steelhead VCX50, RVB-STLHD_VCX50	\$60.00	\$810.00
DED0096	Virtual RVB Steelhead VCX60, RVB-STLHD_VCX60	\$60.00	\$1,343.00
DED0097	Fortinet Fortigate VM00, Fortigate VM00	\$60.00	\$520.78
DED0098	Fortinet Fortigate VM01, Fortigate VM01	\$60.00	\$562.03
DED0099	Fortinet Fortigate VM02, Fortigate VM02	\$60.00	\$815.28
DED0100	Fortinet Fortigate VM04, Fortigate VM04	\$60.00	\$1,137.78
DED0101	Fortinet Fortigate VM08, Fortigate VM08	\$60.00	\$1,785.53
DED0102	Palo Alto VM-50, Palo Alto VM-50	\$60.00	\$443.66
DED0103	Palo Alto VM-100, Palo Alto VM-100	\$60.00	\$673.66
DED0104	Palo Alto VM-300, Palo Alto VM-300	\$60.00	\$961.47
DED0105	Palo Alto VM-500, Palo Alto VM-500	\$60.00	\$1,818.16
DED0106	Audiocodes vSBC 250 concurrent calls max, Mediant VE SBC Small	\$60.00	\$443.00
DED0107	Audiocodes vSBC 1400 concurrent calls max, Mediant VE SBC Medium	\$60.00	\$696.47
DED0108	Audiocodes vSBC 2700 concurrent calls max, Mediant VE SBC Large	\$60.00	\$1,366.06
DED0109	Audiocodes vSBC 10000 concurrent calls max, Mediant VE SBC Extra Large	\$60.00	\$1,665.01
DED0110	Vyatta vRouter 5600 250 Mbps throughput, Vyatta v5600 - 250 Mbps	\$60.00	\$85.00
DED0111	Vyatta vRouter 5600 500 Mbps throughput, Vyatta v5600 - 500 Mbps	\$60.00	\$105.00
DED0112	Vyatta vRouter 5600 5000 Mbps throughput, Vyatta v5600 - 5000 Mbps	\$60.00	\$125.00
DED0113	Vyatta vRouter 5600 10000 Mbps throughput, Vyatta v5600 - 10000 Mbps	\$60.00	\$155.00
DED0114	VeloCloud VCE Enterprise License 10 Mbps throughput, VC-0010-ENT-VEDG-XX	\$60.00	\$155.85
DED0115	VeloCloud VCE Enterprise License 30 Mbps throughput, VC-0030-ENT-VEDG-XX	\$60.00	\$172.47
DED0116	VeloCloud VCE Enterprise License 50 Mbps throughput, VC-0050-ENT-VEDG-XX	\$60.00	\$186.92
DED0117	VeloCloud VCE Enterprise License 100 Mbps throughput, VC-0100-ENT-VEDG-XX	\$60.00	\$201.77
DED0118	VeloCloud VCE Enterprise License 200 Mbps throughput, VC-0200-ENT-VEDG-XX	\$60.00	\$286.10
DED0119	VeloCloud VCE Enterprise License 400 Mbps throughput, VC-0400-ENT-VEDG-XX	\$60.00	\$390.56
DED0120	VeloCloud VCE Enterprise License 1000 Mbps throughput, VC-1000-ENT-VEDG-XX	\$60.00	\$636.45
DED0121	VeloCloud VCE Premium License 10 Mbps throughput, VC-0010-PRE-VEDG-XX	\$60.00	\$164.69
DED0122	VeloCloud VCE Premium License 30 Mbps throughput, VC-0030-PRE-VEDG-XX	\$60.00	\$185.03
DED0123	VeloCloud VCE Premium License 50 Mbps throughput, VC-0050-PRE-VEDG-XX	\$60.00	\$206.39
DED0124	VeloCloud VCE Premium License 100 Mbps throughput, VC-0100-PRE-VEDG-XX	\$60.00	\$229.74
DED0125	VeloCloud VCE Premium License 200 Mbps throughput, VC-0200-PRE-VEDG-XX	\$60.00	\$337.08
DED0126	VeloCloud VCE Premium License 400 Mbps throughput, VC-0400-PRE-VEDG-XX	\$60.00	\$461.38
DED0127	VeloCloud VCE Premium License 1000 Mbps throughput, VC-1000-PRE-VEDG-XX	\$60.00	\$825.77

DED0128	SilverPeak SD-WAN Edge (10 Mbps) excluding Boost, SP-WB-1G (10 Mbps) Primary	\$60.00	\$172.10
DED0129	SilverPeak SD-WAN Edge (30 Mbps) excluding Boost, SP-WB-1G (30 Mbps) Primary	\$60.00	\$190.85
DED0130	SilverPeak SD-WAN Edge (50 Mbps) excluding Boost, SP-WB-1G (50 Mbps) Primary	\$60.00	\$190.85
DED0131	SilverPeak SD-WAN Edge (100 Mbps) excluding Boost, SP-WB-1G (100 Mbps) Primary	\$60.00	\$225.85
DED0132	SilverPeak SD-WAN Edge (200 Mbps) excluding Boost, SP-WB-1G (200 Mbps) Primary	\$60.00	\$254.60
DED0133	SilverPeak SD-WAN Edge (500 Mbps) excluding Boost, SP-WB-1G (500 Mbps) Primary	\$60.00	\$372.10
DED0134	SilverPeak SD-WAN Edge (1000 Mbps) excluding Boost, SP-WB-1G (1000 Mbps) Primary	\$60.00	\$484.60
DED0135	SilverPeak SD-WAN Edge (10 Mbps) excluding Boost HA, SP-WB-1G (10 Mbps) HA	\$60.00	\$156.47
DED0136	SilverPeak SD-WAN Edge (30 Mbps) excluding Boost HA, SP-WB-1G (30 Mbps) HA	\$60.00	\$165.85
DED0137	SilverPeak SD-WAN Edge (50 Mbps) excluding Boost HA, SP-WB-1G (50 Mbps) HA	\$60.00	\$165.85
DED0138	SilverPeak SD-WAN Edge (100 Mbps) excluding Boost HA, SP-WB-1G (100 Mbps) HA	\$60.00	\$183.35
DED0139	SilverPeak SD-WAN Edge (200 Mbps) excluding Boost HA, SP-WB-1G (200 Mbps) HA	\$60.00	\$197.72
DED0140	SilverPeak SD-WAN Edge (500 Mbps) excluding Boost HA, SP-WB-1G (500 Mbps) HA	\$60.00	\$256.47
DED0141	SilverPeak SD-WAN Edge (1000 Mbps) excluding Boost HA, SP-WB-1G (1000 Mbps) HA	\$60.00	\$312.72
DED0142	SilverPeak SD-WAN Boost (10 Mbps) Primary, SP-Boost-WANx (10 Mbps) Primary	\$60.00	\$45.31
DED0143	SilverPeak SD-WAN Boost (20 Mbps) Primary, SP-Boost-WANx (20 Mbps) Primary	\$60.00	\$93.40
DED0144	SilverPeak SD-WAN Boost (50 Mbps) Primary, SP-Boost-WANx (50 Mbps) Primary	\$60.00	\$226.56
DED0145	SilverPeak SD-WAN Boost (100 Mbps) Primary, SP-Boost-WANx (100 Mbps) Primary	\$60.00	\$453.13
DED0146	SilverPeak SD-WAN Boost (200 Mbps) Primary, SP-Boost-WANx (200 Mbps) Primary	\$60.00	\$906.25
DED0147	SilverPeak SD-WAN Boost (500 Mbps) Primary, SP-Boost-WANx (500 Mbps) Primary	\$60.00	\$2,265.63
DED0148	SilverPeak SD-WAN Boost (1000 Mbps) Primary, SP-Boost-WANx (1000 Mbps) Primary	\$60.00	\$4,531.25
DED0149	SilverPeak SD-WAN Boost (10 Mbps) HA, SP-Boost-WANx (10 Mbps) HA	\$60.00	\$22.66
DED0150	SilverPeak SD-WAN Boost (20 Mbps) HA, SP-Boost-WANx (20 Mbps) HA	\$60.00	\$45.31
DED0151	SilverPeak SD-WAN Boost (50 Mbps) HA, SP-Boost-WANx (50 Mbps) HA	\$60.00	\$113.28
DED0152	SilverPeak SD-WAN Boost (100 Mbps) HA, SP-Boost-WANx (100 Mbps) HA	\$60.00	\$226.56
DED0153	SilverPeak SD-WAN Boost (200 Mbps) HA, SP-Boost-WANx (200 Mbps) HA	\$60.00	\$453.13
DED0154	SilverPeak SD-WAN Boost (500 Mbps) HA, SP-Boost-WANx (500 Mbps) HA	\$60.00	\$1,132.81
DED0155	SilverPeak SD-WAN Boost (1000 Mbps) HA, SP-Boost-WANx (1000 Mbps) HA	\$60.00	\$2,265.63
DED0157	<u>Flexware Standard, Fully Managed Edge Device</u>		
DED0158	Juniper u210	\$0.00	\$79.00
DED0159	Juniper u410	\$0.00	\$148.00
DED0160	Juniper u412	\$0.00	\$185.00
DED0161	Juniper u210T	\$0.00	\$97.00

DED0162	Juniper u410T	\$0.00	\$166.00
DED0163	Juniper u412T	\$0.00	\$203.00
DED0164	Juniper u150	\$0.00	\$69.00
DED0165	Juniper u150T	\$0.00	\$87.00
DED0167	<u>Virtual Network Functions (VNFs) for devices (AT&T Managed)</u>		
DED0168	Juniper SRX router up to 300M throughput, Juniper vSRX 300 Mbps	\$0.00	\$20.00
DED0169	Juniper SRX router up to 1G throughput, Juniper vSRX 1 Gig	\$0.00	\$90.00
DED0170	Cisco CSR router up to 10M throughput, Cisco CSR 10 Mbps	\$0.00	\$46.00
DED0171	Cisco CSR router up to 50M throughput, Cisco CSR 50 Mbps	\$0.00	\$66.00
DED0172	Cisco CSR router up to 100M throughput, Cisco CSR 100 Mbps	\$0.00	\$101.00
DED0173	Cisco CSR router up to 250M throughput, Cisco CSR 250 Mbps	\$0.00	\$191.00
DED0174	Cisco CSR router up to 500M throughput, Cisco CSR 500 Mbps	\$0.00	\$245.00
DED0175	Cisco CSR router up to 1G throughput, Cisco CSR 1 Gig	\$0.00	\$307.00
DED0176	Cisco CSR router up to 2.5G throughput, Cisco CSR 2.5 Gig	\$0.00	\$415.00
DED0177	Cisco CSR AX router up to 10M throughput, Cisco CSR AX 10 Mbps	\$0.00	\$60.00
DED0178	Cisco CSR AX router up to 50M throughput, Cisco CSR AX 50 Mbps	\$0.00	\$86.00
DED0179	Cisco CSR AX router up to 100M throughput, Cisco CSR AX 100 Mbps	\$0.00	\$132.00
DED0180	Cisco CSR AX router up to 250M throughput, Cisco CSR AX 250 Mbps	\$0.00	\$239.00
DED0181	Cisco CSR AX router up to 500M throughput, Cisco CSR AX 500 Mbps	\$0.00	\$305.00
DED0182	Cisco CSR AX router up to 1G throughput, Cisco CSR AX 1 Gigs	\$0.00	\$406.00
DED0183	Cisco CSR AX router up to 2.5G throughput, Cisco CSR AX 2.5 Gigs	\$0.00	\$561.00
DED0184	Fortinet Fortigate, VM00, Essential	\$0.00	\$150.00
DED0185	Fortinet Fortigate, VM01, Essential	\$0.00	\$250.00
DED0186	Fortinet Fortigate, VM02, Essential	\$0.00	\$475.00
DED0187	Fortinet Fortigate, VM04, Essential	\$0.00	\$575.00
DED0188	Fortinet Fortigate, VM08, Essential	\$0.00	\$950.00
DED0189	Palo Alto, VM50, Essential	\$0.00	\$225.00
DED0190	Palo Alto, VM100, Essential	\$0.00	\$500.00
DED0191	Palo Alto, VM300, Essential	\$0.00	\$700.00
DED0192	Fortinet Fortigate, VM00, Enhanced	\$0.00	\$300.00
DED0193	Fortinet Fortigate, VM01, Enhanced	\$0.00	\$400.00
DED0194	Fortinet Fortigate, VM02, Enhanced	\$0.00	\$650.00
DED0195	Fortinet Fortigate, VM04, Enhanced	\$0.00	\$825.00

DED0196	Fortinet Fortigate, VM08, Enhanced	\$0.00	\$1,200.00
DED0197	Palo Alto, VM50, Enhanced	\$0.00	\$400.00
DED0198	Palo Alto, VM100, Enhanced	\$0.00	\$675.00
DED0199	Palo Alto, VM300, Enhanced	\$0.00	\$925.00
DED0200	Riverbed Steelhead, VCX-10	\$0.00	\$95.00
DED0201	Riverbed Steelhead, VCX-20	\$0.00	\$154.00
DED0202	Riverbed Steelhead, VCX-30	\$0.00	\$243.00
DED0203	Riverbed Steelhead, VCX-40	\$0.00	\$314.00
DED0204	Riverbed Steelhead, VCX-50	\$0.00	\$444.00
DED0205	Riverbed Steelhead, VCX-60	\$0.00	\$738.00
DED0207	<u>Virtual Network Functions (VNFs) for devices (Customer Managed)</u>		
DED0208	Juniper SRX router up to 300 Mbps throughput, Juniper vSRX 300 Mbps	\$0.00	\$15.00
DED0209	Juniper SRX router up to 1 Gig throughput, Juniper vSRX 1 Gig	\$0.00	\$70.00
DED0210	VeloCloud vEdge, ENT 10 Mbps	\$0.00	\$41.00
DED0211	VeloCloud vEdge, ENT 30 Mbps	\$0.00	\$51.00
DED0212	VeloCloud vEdge, ENT 50 Mbps	\$0.00	\$61.00
DED0213	VeloCloud vEdge, ENT 100 Mbps	\$0.00	\$101.00
DED0214	VeloCloud vEdge, ENT 200 Mbps	\$0.00	\$156.00
DED0215	VeloCloud vEdge, ENT 300 Mbps	\$0.00	\$211.00
DED0216	VeloCloud vEdge, ENT 400 Mbps	\$0.00	\$214.00
DED0217	VeloCloud vEdge, ENT 1 Gig	\$0.00	\$284.00
DED0218	VeloCloud vEdge, PRE 10 Mbps	\$0.00	\$52.00
DED0219	VeloCloud vEdge, PRE 30 Mbps	\$0.00	\$67.00
DED0220	VeloCloud vEdge, PRE 50 Mbps	\$0.00	\$87.00
DED0221	VeloCloud vEdge, PRE 100 Mbps	\$0.00	\$121.00
DED0222	VeloCloud vEdge, PRE 200 Mbps	\$0.00	\$201.00
DED0223	VeloCloud vEdge, PRE 300 Mbps	\$0.00	\$261.00
DED0224	VeloCloud vEdge, PRE 400 Mbps	\$0.00	\$284.00
DED0225	VeloCloud vEdge, PRE 1 Gig	\$0.00	\$504.00
DED0226	Fortinet Fortigate, VM00, Essential	\$0.00	\$75.00
DED0227	Fortinet Fortigate, VM01, Essential	\$0.00	\$150.00
DED0228	Fortinet Fortigate, VM02, Essential	\$0.00	\$350.00
DED0229	Fortinet Fortigate, VM04, Essential	\$0.00	\$450.00

DED0230	Fortinet Fortigate, VM08, Essential	\$0.00	\$800.00
DED0231	Palo Alto, VM50, Essential	\$0.00	\$125.00
DED0232	Palo Alto, VM100, Essential	\$0.00	\$375.00
DED0233	Palo Alto, VM300, Essential	\$0.00	\$550.00
DED0234	Checkpoint, VE10, Essential	\$0.00	\$60.00
DED0235	Checkpoint, VE50, Essential	\$0.00	\$125.00
DED0236	Checkpoint, VE250, Essential	\$0.00	\$300.00
DED0237	Checkpoint, VE500, Essential	\$0.00	\$375.00
DED0238	Checkpoint, VE1000, Essential	\$0.00	\$625.00
DED0239	Fortinet Fortigate, VM00, Enhanced	\$0.00	\$100.00
DED0240	Fortinet Fortigate, VM01, Enhanced	\$0.00	\$200.00
DED0241	Fortinet Fortigate, VM02, Enhanced	\$0.00	\$450.00
DED0242	Fortinet Fortigate, VM04, Enhanced	\$0.00	\$600.00
DED0243	Fortinet Fortigate, VM08, Enhanced	\$0.00	\$950.00
DED0244	Juniper, vSRX 10 Mbps, Enhanced	\$0.00	\$100.00
DED0245	Juniper, vSRX 100 Mbps, Enhanced	\$0.00	\$325.00
DED0246	Juniper, vSRX 1 Gig, Enhanced	\$0.00	\$450.00
DED0247	Palo Alto, VM50, Enhanced	\$0.00	\$200.00
DED0248	Palo Alto, VM100, Enhanced	\$0.00	\$475.00
DED0249	Palo Alto, VM300, Enhanced	\$0.00	\$675.00
DED0250	Checkpoint, VE10, Enhanced	\$0.00	\$85.00
DED0251	Checkpoint, VE50, Enhanced	\$0.00	\$150.00
DED0252	Checkpoint, VE250, Enhanced	\$0.00	\$450.00
DED0253	Checkpoint, VE500, Enhanced	\$0.00	\$625.00
DED0254	Checkpoint, VE1000, Enhanced	\$0.00	\$1,000.00
DED0255	Riverbed Steelhead, VCX-10	\$0.00	\$23.00
DED0256	Riverbed Steelhead, VCX-20	\$0.00	\$82.00
DED0257	Riverbed Steelhead, VCX-30	\$0.00	\$173.00
DED0258	Riverbed Steelhead, VCX-40	\$0.00	\$244.00
DED0259	Riverbed Steelhead, VCX-50	\$0.00	\$374.00
DED0260	Riverbed Steelhead, VCX-60	\$0.00	\$668.00
DED0261	Visibility with Salsa Orchestrator	\$0.00	\$38.00
DED0262	QoE Control with Salsa Orchestrator 10 Mbps	\$0.00	\$68.00
DED0263	QoE Control with Salsa Orchestrator 50 Mbps	\$0.00	\$140.00

DED0264	WANOpt + QoE Control with Salsa Orchestrator 10 Mbps	\$0.00	\$97.00
DED0265	WANOpt + QoE Control with Salsa Orchestrator 50 Mbps	\$0.00	\$258.00
DED0266	Additional VNFs available based on future software releases	ICB	ICB
DED0268	<u>AT&T Distributed Denial of Service (DDoS) Defense</u>		
DED0269	AT&T DDoS Defense - Bandwidth 10 Mbps, Proactive (Bandwidth)	\$0.00	\$210.00
DED0270	AT&T DDoS Defense - Bandwidth 20 Mbps, Proactive (Bandwidth)	\$0.00	\$250.00
DED0271	AT&T DDoS Defense - Bandwidth 30 Mbps, Proactive (Bandwidth)	\$0.00	\$300.00
DED0272	AT&T DDoS Defense - Bandwidth 40 Mbps, Proactive (Bandwidth)	\$0.00	\$318.40
DED0273	AT&T DDoS Defense - Bandwidth 50 Mbps, Proactive (Bandwidth)	\$0.00	\$319.60
DED0274	AT&T DDoS Defense - Bandwidth 60 Mbps, Proactive (Bandwidth)	\$0.00	\$354.00
DED0275	AT&T DDoS Defense - Bandwidth 70 Mbps, Proactive (Bandwidth)	\$0.00	\$364.00
DED0276	AT&T DDoS Defense - Bandwidth 80 Mbps, Proactive (Bandwidth)	\$0.00	\$386.00
DED0277	AT&T DDoS Defense - Bandwidth 90 Mbps, Proactive (Bandwidth)	\$0.00	\$394.00
DED0278	AT&T DDoS Defense - Bandwidth 100 Mbps, Proactive (Bandwidth)	\$0.00	\$399.60
DED0279	AT&T DDoS Defense - Bandwidth 120 Mbps, Proactive (Bandwidth)	\$0.00	\$437.60
DED0280	AT&T DDoS Defense - Bandwidth 150 Mbps, Proactive (Bandwidth)	\$0.00	\$440.40
DED0281	AT&T DDoS Defense - Bandwidth 200 Mbps, Proactive (Bandwidth)	\$0.00	\$570.00
DED0282	AT&T DDoS Defense - Bandwidth 250 Mbps, Proactive (Bandwidth)	\$0.00	\$584.00
DED0283	AT&T DDoS Defense - Bandwidth 300 Mbps, Proactive (Bandwidth)	\$0.00	\$702.00
DED0284	AT&T DDoS Defense - Bandwidth 350 Mbps, Proactive (Bandwidth)	\$0.00	\$752.40
DED0285	AT&T DDoS Defense - Bandwidth 400 Mbps, Proactive (Bandwidth)	\$0.00	\$778.00
DED0286	AT&T DDoS Defense - Bandwidth 450 Mbps, Proactive (Bandwidth)	\$0.00	\$852.60
DED0287	AT&T DDoS Defense - Bandwidth 500 Mbps, Proactive (Bandwidth)	\$0.00	\$916.02
DED0288	AT&T DDoS Defense - Bandwidth 550 Mbps, Proactive (Bandwidth)	\$0.00	\$992.70
DED0289	AT&T DDoS Defense - Bandwidth 600 Mbps, Proactive (Bandwidth)	\$0.00	\$1,039.50
DED0290	AT&T DDoS Defense - Bandwidth 700 Mbps, Proactive (Bandwidth)	\$0.00	\$1,219.50
DED0291	AT&T DDoS Defense - Bandwidth 800 Mbps, Proactive (Bandwidth)	\$0.00	\$1,380.00
DED0292	AT&T DDoS Defense - Bandwidth 900 Mbps, Proactive (Bandwidth)	\$0.00	\$1,531.75
DED0293	AT&T DDoS Defense - Bandwidth 1 Gig, Proactive (Bandwidth)	\$0.00	\$1,683.00
DED0294	AT&T DDoS Defense - Bandwidth 1.5 Gig, Proactive (Bandwidth)	\$0.00	\$2,400.00
DED0295	AT&T DDoS Defense - Bandwidth 2 Gig, Proactive (Bandwidth)	\$0.00	\$3,150.00
DED0296	AT&T DDoS Defense - Bandwidth 2.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0297	AT&T DDoS Defense - Bandwidth 3 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00

DED0298	AT&T DDoS Defense - Bandwidth 3.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0299	AT&T DDoS Defense - Bandwidth 4 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0300	AT&T DDoS Defense - Bandwidth 4.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0301	AT&T DDoS Defense - Bandwidth 5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0302	AT&T DDoS Defense - Bandwidth 5.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0303	AT&T DDoS Defense - Bandwidth 6 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0304	AT&T DDoS Defense - Bandwidth 6.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0305	AT&T DDoS Defense - Bandwidth 7 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0306	AT&T DDoS Defense - Bandwidth 7.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0307	AT&T DDoS Defense - Bandwidth 8 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0308	AT&T DDoS Defense - Bandwidth 8.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0309	AT&T DDoS Defense - Bandwidth 9 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0310	AT&T DDoS Defense - Bandwidth 9.5 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0311	AT&T DDoS Defense - Bandwidth 10 Gig, Proactive (Bandwidth)	\$0.00	\$3,600.00
DED0312	DDoS Defense Monthly Mitigation Plans 35 Hour, Monthly Mitigation Plans (Hourly)	\$1,000.00	\$2,100.00
DED0313	DDoS Defense Monthly Mitigation Plans 70 Hour, DDoS Defense Monthly Mitigation Plans 35 Hour	\$1,000.00	\$3,500.00
DED0314	DDoS Defense Monthly Mitigation Plans 150 Hour, DDoS Defense Monthly Mitigation Plans 70 Hour	\$1,000.00	\$4,300.00
	DDoS Monthly Mitigation Overage Charges per hour for all plans except the 150 hour plan (there are no overage		
DED0315	charges for the 150 Hour Plan), DDoS Defense Monthly Mitigation Plans 150 Hour	\$0.00	\$195.00

LAN Support Services

<u>Part Number</u>	<u>Description</u>	<u>MRC</u>
	<u>Cloud Network Bundles</u>	
91011-16172	EW CLOUD NBD ONSITE 16172	\$337.50
91500-16172	EW 5YR CLOUD TAC OS 16172	\$941.25
91008-16172	EW CLOUD 4HR ONSITE 16172	\$462.50
91007-16172	EW CLOUD 4HR AHR 16172	\$375.00
91304-16172	EW 3YR CLOUD NBD AHR 16172	\$815.00
91301-16172	EW Edu 3YRCLOUDSUBSCRIPT 16172	\$137.50
91004-16172	EW CLOUD NBD AHR 16172	\$293.75
91300-16172	EW 3YR CLOUD TAC OS 16172	\$588.75
91101-16172	EW Edu 1YRCLOUDSUBSCRIPT 16172	\$68.75
91000-16172	EW CLOUD TAC OS 16172	\$212.50
91504-16172	EW 5YR CLOUD NBD AHR 16172	\$1,306.25
91501-16172	EW Edu 5YRCLOUDSUBSCRIPT 16172	\$206.25
91008-16173	EW CLOUD 4HR ONSITE 16173	\$475.00
91500-16173	EW 5YR CLOUD TAC OS 16173	\$941.25
91007-16173	EW CLOUD 4HR AHR 16173	\$393.75
91304-16173	EW 3YR CLOUD NBD AHR 16173	\$832.50
91301-16173	EW Edu 3YRCLOUDSUBSCRIPT 16173	\$137.50
91004-16173	EW CLOUD NBD AHR 16173	\$300.00
91300-16173	EW 3YR CLOUD TAC OS 16173	\$588.75
91101-16173	EW Edu 1YRCLOUDSUBSCRIPT 16173	\$68.75
91000-16173	EW CLOUD TAC OS 16173	\$212.50
91504-16173	EW 5YR CLOUD NBD AHR 16173	\$1,335.00
91501-16173	EW Edu 5YRCLOUDSUBSCRIPT 16173	\$206.25
91011-16173	EW CLOUD NBD ONSITE 16173	\$343.75
91008-16174	EW CLOUD 4HR ONSITE 16174	\$712.50
91500-16174	EW 5YR CLOUD TAC OS 16174	\$1,335.00
91007-16174	EW CLOUD 4HR AHR 16174	\$581.25
91304-16174	EW 3YR CLOUD NBD AHR 16174	\$1,216.25
91301-16174	EW Edu 3YRCLOUDSUBSCRIPT 16174	\$137.50
91004-16174	EW CLOUD NBD AHR 16174	\$437.50

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91300-16174 EW 3YR CLOUD TAC OS 16174	\$832.50
91101-16174 EW Edu 1YRCLOUDSUBSCRIPT 16174	\$68.75
91504-16174 EW 5YR CLOUD NBD AHR 16174	\$1,953.75
91000-16174 EW CLOUD TAC OS 16174	\$300.00
91501-16174 EW Edu 5YRCLOUDSUBSCRIPT 16174	\$206.25
91011-16174 EW CLOUD NBD ONSITE 16174	\$506.25
91008-16175 EW CLOUD 4HR ONSITE 16175	\$731.25
91500-16175 EW 5YR CLOUD TAC OS 16175	\$1,362.50
91007-16175 EW CLOUD 4HR AHR 16175	\$600.00
91304-16175 EW 3YR CLOUD NBD AHR 16175	\$1,251.25
91301-16175 EW Edu 3YRCLOUDSUBSCRIPT 16175	\$137.50
91004-16175 EW CLOUD NBD AHR 16175	\$450.00
91300-16175 EW 3YR CLOUD TAC OS 16175	\$850.00
91101-16175 EW Edu 1YRCLOUDSUBSCRIPT 16175	\$68.75
91000-16175 EW CLOUD TAC OS 16175	\$306.25
91504-16175 EW 5YR CLOUD NBD AHR 16175	\$2,010.00
91501-16175 EW Edu 5YRCLOUDSUBSCRIPT 16175	\$206.25
91011-16175 EW CLOUD NBD ONSITE 16175	\$518.75
91008-16176 EW CLOUD 4HR ONSITE 16176	\$650.00
91007-16176 EW CLOUD 4HR AHR 16176	\$531.25
91304-16176 EW 3YR CLOUD NBD AHR 16176	\$1,111.25
91301-16176 EW Edu 3YRCLOUDSUBSCRIPT 16176	\$137.50
91004-16176 EW CLOUD NBD AHR 16176	\$400.00
91300-16176 EW 3YR CLOUD TAC OS 16176	\$780.00
91101-16176 EW Edu 1YRCLOUDSUBSCRIPT 16176	\$68.75
91000-16176 EW CLOUD TAC OS 16176	\$281.25
91504-16176 EW 5YR CLOUD NBD AHR 16176	\$1,785.00
91501-16176 EW Edu 5YRCLOUDSUBSCRIPT 16176	\$206.25
91011-16176 EW CLOUD NBD ONSITE 16176	\$468.75
91500-16176 EW 5YR CLOUD TAC OS 16176	\$1,250.00
91008-16177 EW CLOUD 4HR ONSITE 16177	\$681.25
91007-16177 EW CLOUD 4HR AHR 16177	\$556.25
91304-16177 EW 3YR CLOUD NBD AHR 16177	\$1,163.75
91301-16177 EW Edu 3YRCLOUDSUBSCRIPT 16177	\$137.50

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91004-16177 EW CLOUD NBD AHR 16177	\$418.75
91300-16177 EW 3YR CLOUD TAC OS 16177	\$797.50
91504-16177 EW 5YR CLOUD NBD AHR 16177	\$1,868.75
91101-16177 EW Edu 1YRCLOUDSUBSCRIPT 16177	\$68.75
91000-16177 EW CLOUD TAC OS 16177	\$287.50
91011-16177 EW CLOUD NBD ONSITE 16177	\$481.25
91501-16177 EW Edu 5YRCLOUDSUBSCRIPT 16177	\$206.25
91500-16177 EW 5YR CLOUD TAC OS 16177	\$1,278.75
91008-16178 EW CLOUD 4HR ONSITE 16178	\$912.50
91007-16178 EW CLOUD 4HR AHR 16178	\$737.50
91304-16178 EW 3YR CLOUD NBD AHR 16178	\$1,530.00
91004-16178 EW CLOUD NBD AHR 16178	\$550.00
91301-16178 EW Edu 3YRCLOUDSUBSCRIPT 16178	\$137.50
91300-16178 EW 3YR CLOUD TAC OS 16178	\$1,025.00
91000-16178 EW CLOUD TAC OS 16178	\$368.75
91504-16178 EW 5YR CLOUD NBD AHR 16178	\$2,460.00
91101-16178 EW Edu 1YRCLOUDSUBSCRIPT 16178	\$68.75
91011-16178 EW CLOUD NBD ONSITE 16178	\$643.75
91501-16178 EW Edu 5YRCLOUDSUBSCRIPT 16178	\$206.25
91500-16178 EW 5YR CLOUD TAC OS 16178	\$1,643.75
91008-16179 EW CLOUD 4HR ONSITE 16179	\$931.25
91007-16179 EW CLOUD 4HR AHR 16179	\$756.25
91304-16179 EW 3YR CLOUD NBD AHR 16179	\$1,565.00
91301-16179 EW Edu 3YRCLOUDSUBSCRIPT 16179	\$137.50
91004-16179 EW CLOUD NBD AHR 16179	\$562.50
91300-16179 EW 3YR CLOUD TAC OS 16179	\$1,042.50
91504-16179 EW 5YR CLOUD NBD AHR 16179	\$2,516.25
91000-16179 EW CLOUD TAC OS 16179	\$375.00
91101-16179 EW Edu 1YRCLOUDSUBSCRIPT 16179	\$68.75
91011-16179 EW CLOUD NBD ONSITE 16179	\$656.25
91501-16179 EW Edu 5YRCLOUDSUBSCRIPT 16179	\$206.25
91500-16179 EW 5YR CLOUD TAC OS 16179	\$1,672.50
91300-16530 EW 3YR CLOUD TAC OS 16530	\$386.25
91500-16530 EW 5YR CLOUD TAC OS 16530	\$613.75

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91501-16530 EW Edu 5YRCLOUDSUBSCRIPT 16530	\$206.25
91011-16530 EW CLOUD NBD ONSITE 16530	\$200.00
91301-16530 EW Edu 3YRCLOUDSUBSCRIPT 16530	\$137.50
91101-16530 EW Edu 1YRCLOUDSUBSCRIPT 16530	\$68.75
91304-16530 EW 3YR CLOUD NBD AHR 16530	\$588.75
91504-16530 EW 5YR CLOUD NBD AHR 16530	\$788.75
91004-16530 EW CLOUD NBD AHR 16530	\$178.75
91008-16530 EW CLOUD 4HR ONSITE 16530	\$256.25
91000-16530 EW CLOUD TAC OS 16530	\$140.00
91007-16530 EW CLOUD 4HR AHR 16530	\$218.75
91011-16531 EW CLOUD NBD ONSITE 16531	\$243.75
91300-16531 EW 3YR CLOUD TAC OS 16531	\$456.25
91500-16531 EW 5YR CLOUD TAC OS 16531	\$726.25
91501-16531 EW Edu 5YRCLOUDSUBSCRIPT 16531	\$206.25
91301-16531 EW Edu 3YRCLOUDSUBSCRIPT 16531	\$137.50
91304-16531 EW 3YR CLOUD NBD AHR 16531	\$606.25
91101-16531 EW Edu 1YRCLOUDSUBSCRIPT 16531	\$68.75
91504-16531 EW 5YR CLOUD NBD AHR 16531	\$968.75
91004-16531 EW CLOUD NBD AHR 16531	\$218.75
91008-16531 EW CLOUD 4HR ONSITE 16531	\$331.25
91000-16531 EW CLOUD TAC OS 16531	\$165.00
91007-16531 EW CLOUD 4HR AHR 16531	\$281.25
91300-16532 EW 3YR CLOUD TAC OS 16532	\$456.25
91500-16532 EW 5YR CLOUD TAC OS 16532	\$727.50
91501-16532 EW Edu 5YRCLOUDSUBSCRIPT 16532	\$206.25
91301-16532 EW Edu 3YRCLOUDSUBSCRIPT 16532	\$137.50
91304-16532 EW 3YR CLOUD NBD AHR 16532	\$606.25
91101-16532 EW Edu 1YRCLOUDSUBSCRIPT 16532	\$68.75
91504-16532 EW 5YR CLOUD NBD AHR 16532	\$968.75
91011-16532 EW CLOUD NBD ONSITE 16532	\$243.75
91004-16532 EW CLOUD NBD AHR 16532	\$218.75
91008-16532 EW CLOUD 4HR ONSITE 16532	\$331.25
91007-16532 EW CLOUD 4HR AHR 16532	\$281.25
91000-16532 EW CLOUD TAC OS 16532	\$165.00

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91300-16533	EW 3YR CLOUD TAC OS 16533	\$571.25
91500-16533	EW 5YR CLOUD TAC OS 16533	\$912.50
91501-16533	EW Edu 5YRCLOUDSUBSCRIPT 16533	\$206.25
91301-16533	EW Edu 3YRCLOUDSUBSCRIPT 16533	\$137.50
91011-16533	EW CLOUD NBD ONSITE 16533	\$318.75
91304-16533	EW 3YR CLOUD NBD AHR 16533	\$780.00
91101-16533	EW Edu 1YRCLOUDSUBSCRIPT 16533	\$68.75
91504-16533	EW 5YR CLOUD NBD AHR 16533	\$1,250.00
91004-16533	EW CLOUD NBD AHR 16533	\$281.25
91008-16533	EW CLOUD 4HR ONSITE 16533	\$437.50
91007-16533	EW CLOUD 4HR AHR 16533	\$356.25
91000-16533	EW CLOUD TAC OS 16533	\$206.25
91300-16534	EW 3YR CLOUD TAC OS 16534	\$588.75
91500-16534	EW 5YR CLOUD TAC OS 16534	\$941.25
91501-16534	EW Edu 5YRCLOUDSUBSCRIPT 16534	\$206.25
91301-16534	EW Edu 3YRCLOUDSUBSCRIPT 16534	\$137.50
91304-16534	EW 3YR CLOUD NBD AHR 16534	\$815.00
91504-16534	EW 5YR CLOUD NBD AHR 16534	\$1,306.25
91101-16534	EW Edu 1YRCLOUDSUBSCRIPT 16534	\$68.75
91011-16534	EW CLOUD NBD ONSITE 16534	\$337.50
91004-16534	EW CLOUD NBD AHR 16534	\$293.75
91008-16534	EW CLOUD 4HR ONSITE 16534	\$462.50
91007-16534	EW CLOUD 4HR AHR 16534	\$375.00
91000-16534	EW CLOUD TAC OS 16534	\$212.50
91500-16535	EW 5YR CLOUD TAC OS 16535	\$1,250.00
91501-16535	EW Edu 5YRCLOUDSUBSCRIPT 16535	\$206.25
91011-16535	EW CLOUD NBD ONSITE 16535	\$468.75
91301-16535	EW Edu 3YRCLOUDSUBSCRIPT 16535	\$137.50
91304-16535	EW 3YR CLOUD NBD AHR 16535	\$1,111.25
91504-16535	EW 5YR CLOUD NBD AHR 16535	\$1,785.00
91101-16535	EW Edu 1YRCLOUDSUBSCRIPT 16535	\$68.75
91300-16535	EW 3YR CLOUD TAC OS 16535	\$780.00
91008-16535	EW CLOUD 4HR ONSITE 16535	\$650.00
91000-16535	EW CLOUD TAC OS 16535	\$281.25

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91007-16535 EW CLOUD 4HR AHR 16535	\$531.25
91004-16535 EW CLOUD NBD AHR 16535	\$400.00
91301-16560 EW Edu 3YRCLOUDSUBSCRIPT 16560	\$137.50
91011-16560 EW CLOUD NBD ONSITE 16560	\$137.50
91007-16560 EW CLOUD 4HR AHR 16560	\$150.00
91000-16560 EW CLOUD TAC OS 16560	\$106.25
91500-16560 EW 5YR CLOUD TAC OS 16560	\$462.50
91300-16560 EW 3YR CLOUD TAC OS 16560	\$292.50
91101-16560 EW Edu 1YRCLOUDSUBSCRIPT 16560	\$68.75
91008-16560 EW CLOUD 4HR ONSITE 16560	\$168.75
91504-16560 EW 5YR CLOUD NBD AHR 16560	\$546.25
91004-16560 EW CLOUD NBD AHR 16560	\$125.00
91501-16560 EW Edu 5YRCLOUDSUBSCRIPT 16560	\$206.25
91304-16560 EW 3YR CLOUD NBD AHR 16560	\$343.75
91301-16561 EW Edu 3YRCLOUDSUBSCRIPT 16561	\$137.50
91011-16561 EW CLOUD NBD ONSITE 16561	\$168.75
91007-16561 EW CLOUD 4HR AHR 16561	\$181.25
91000-16561 EW CLOUD TAC OS 16561	\$118.75
91500-16561 EW 5YR CLOUD TAC OS 16561	\$518.75
91300-16561 EW 3YR CLOUD TAC OS 16561	\$327.50
91101-16561 EW Edu 1YRCLOUDSUBSCRIPT 16561	\$68.75
91008-16561 EW CLOUD 4HR ONSITE 16561	\$212.50
91004-16561 EW CLOUD NBD AHR 16561	\$150.00
91504-16561 EW 5YR CLOUD NBD AHR 16561	\$660.00
91304-16561 EW 3YR CLOUD NBD AHR 16561	\$413.75
91501-16561 EW Edu 5YRCLOUDSUBSCRIPT 16561	\$206.25
91301-16562 EW Edu 3YRCLOUDSUBSCRIPT 16562	\$137.50
91011-16562 EW CLOUD NBD ONSITE 16562	\$187.50
91007-16562 EW CLOUD 4HR AHR 16562	\$206.25
91000-16562 EW CLOUD TAC OS 16562	\$131.25
91500-16562 EW 5YR CLOUD TAC OS 16562	\$575.00
91300-16562 EW 3YR CLOUD TAC OS 16562	\$362.50
91008-16562 EW CLOUD 4HR ONSITE 16562	\$243.75
91101-16562 EW Edu 1YRCLOUDSUBSCRIPT 16562	\$68.75

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91504-16562	EW 5YR CLOUD NBD AHR 16562	\$743.75
91004-16562	EW CLOUD NBD AHR 16562	\$168.75
91304-16562	EW 3YR CLOUD NBD AHR 16562	\$466.25
91501-16562	EW Edu 5YRCLOUDSUBSCRIPT 16562	\$206.25
91301-16563	EW Edu 3YRCLOUDSUBSCRIPT 16563	\$137.50
91011-16563	EW CLOUD NBD ONSITE 16563	\$225.00
91007-16563	EW CLOUD 4HR AHR 16563	\$250.00
91000-16563	EW CLOUD TAC OS 16563	\$150.00
91500-16563	EW 5YR CLOUD TAC OS 16563	\$660.00
91300-16563	EW 3YR CLOUD TAC OS 16563	\$413.75
91008-16563	EW CLOUD 4HR ONSITE 16563	\$300.00
91504-16563	EW 5YR CLOUD NBD AHR 16563	\$885.00
91004-16563	EW CLOUD NBD AHR 16563	\$200.00
91101-16563	EW Edu 1YRCLOUDSUBSCRIPT 16563	\$68.75
91304-16563	EW 3YR CLOUD NBD AHR 16563	\$553.75
91501-16563	EW Edu 5YRCLOUDSUBSCRIPT 16563	\$206.25
91301-16564	EW Edu 3YRCLOUDSUBSCRIPT 16564	\$137.50
91011-16564	EW CLOUD NBD ONSITE 16564	\$262.50
91007-16564	EW CLOUD 4HR AHR 16564	\$293.75
91000-16564	EW CLOUD TAC OS 16564	\$168.75
91500-16564	EW 5YR CLOUD TAC OS 16564	\$743.75
91300-16564	EW 3YR CLOUD TAC OS 16564	\$466.25
91008-16564	EW CLOUD 4HR ONSITE 16564	\$356.25
91004-16564	EW CLOUD NBD AHR 16564	\$231.25
91101-16564	EW Edu 1YRCLOUDSUBSCRIPT 16564	\$68.75
91504-16564	EW 5YR CLOUD NBD AHR 16564	\$1,025.00
91304-16564	EW 3YR CLOUD NBD AHR 16564	\$641.25
91501-16564	EW Edu 5YRCLOUDSUBSCRIPT 16564	\$206.25
91301-16565	EW Edu 3YRCLOUDSUBSCRIPT 16565	\$137.50
91007-16565	EW CLOUD 4HR AHR 16565	\$412.50
91000-16565	EW CLOUD TAC OS 16565	\$225.00
91500-16565	EW 5YR CLOUD TAC OS 16565	\$997.50
91300-16565	EW 3YR CLOUD TAC OS 16565	\$623.75
91008-16565	EW CLOUD 4HR ONSITE 16565	\$493.75

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91504-16565 EW 5YR CLOUD NBD AHR 16565	\$1,391.25
91004-16565 EW CLOUD NBD AHR 16565	\$312.50
91101-16565 EW Edu 1YRCLOUDSUBSCRIPT 16565	\$68.75
91304-16565 EW 3YR CLOUD NBD AHR 16565	\$867.50
91501-16565 EW Edu 5YRCLOUDSUBSCRIPT 16565	\$206.25
91011-16565 EW CLOUD NBD ONSITE 16565	\$362.50
91301-16566 EW Edu 3YRCLOUDSUBSCRIPT 16566	\$137.50
91000-16566 EW CLOUD TAC OS 16566	\$93.75
91500-16566 EW 5YR CLOUD TAC OS 16566	\$406.25
91300-16566 EW 3YR CLOUD TAC OS 16566	\$257.50
91008-16566 EW CLOUD 4HR ONSITE 16566	\$137.50
91504-16566 EW 5YR CLOUD NBD AHR 16566	\$462.50
91004-16566 EW CLOUD NBD AHR 16566	\$106.25
91101-16566 EW Edu 1YRCLOUDSUBSCRIPT 16566	\$68.75
91304-16566 EW 3YR CLOUD NBD AHR 16566	\$292.50
91501-16566 EW Edu 5YRCLOUDSUBSCRIPT 16566	\$206.25
91011-16566 EW CLOUD NBD ONSITE 16566	\$112.50
91007-16566 EW CLOUD 4HR AHR 16566	\$118.75
91301-16567 EW Edu 3YRCLOUDSUBSCRIPT 16567	\$137.50
91500-16567 EW 5YR CLOUD TAC OS 16567	\$487.50
91300-16567 EW 3YR CLOUD TAC OS 16567	\$310.00
91008-16567 EW CLOUD 4HR ONSITE 16567	\$187.50
91004-16567 EW CLOUD NBD AHR 16567	\$137.50
91504-16567 EW 5YR CLOUD NBD AHR 16567	\$603.75
91101-16567 EW Edu 1YRCLOUDSUBSCRIPT 16567	\$68.75
91304-16567 EW 3YR CLOUD NBD AHR 16567	\$378.75
91501-16567 EW Edu 5YRCLOUDSUBSCRIPT 16567	\$206.25
91011-16567 EW CLOUD NBD ONSITE 16567	\$150.00
91007-16567 EW CLOUD 4HR AHR 16567	\$162.50
91000-16567 EW CLOUD TAC OS 16567	\$112.50
91301-16568 EW Edu 3YRCLOUDSUBSCRIPT 16568	\$137.50
91500-16568 EW 5YR CLOUD TAC OS 16568	\$462.50
91300-16568 EW 3YR CLOUD TAC OS 16568	\$292.50
91008-16568 EW CLOUD 4HR ONSITE 16568	\$168.75

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91504-16568 EW 5YR CLOUD NBD AHR 16568	\$547.50
91004-16568 EW CLOUD NBD AHR 16568	\$125.00
91101-16568 EW Edu 1YRCLOUDSUBSCRIPT 16568	\$68.75
91304-16568 EW 3YR CLOUD NBD AHR 16568	\$345.00
91501-16568 EW Edu 5YRCLOUDSUBSCRIPT 16568	\$206.25
91011-16568 EW CLOUD NBD ONSITE 16568	\$137.50
91007-16568 EW CLOUD 4HR AHR 16568	\$150.00
91000-16568 EW CLOUD TAC OS 16568	\$106.25
91301-16569 EW Edu 3YRCLOUDSUBSCRIPT 16569	\$137.50
91500-16569 EW 5YR CLOUD TAC OS 16569	\$547.50
91300-16569 EW 3YR CLOUD TAC OS 16569	\$345.00
91008-16569 EW CLOUD 4HR ONSITE 16569	\$225.00
91504-16569 EW 5YR CLOUD NBD AHR 16569	\$687.50
91004-16569 EW CLOUD NBD AHR 16569	\$156.25
91101-16569 EW Edu 1YRCLOUDSUBSCRIPT 16569	\$68.75
91304-16569 EW 3YR CLOUD NBD AHR 16569	\$431.25
91011-16569 EW CLOUD NBD ONSITE 16569	\$175.00
91007-16569 EW CLOUD 4HR AHR 16569	\$193.75
91501-16569 EW Edu 5YRCLOUDSUBSCRIPT 16569	\$206.25
91000-16569 EW CLOUD TAC OS 16569	\$125.00
91500-16570 EW 5YR CLOUD TAC OS 16570	\$575.00
91300-16570 EW 3YR CLOUD TAC OS 16570	\$362.50
91008-16570 EW CLOUD 4HR ONSITE 16570	\$243.75
91004-16570 EW CLOUD NBD AHR 16570	\$168.75
91504-16570 EW 5YR CLOUD NBD AHR 16570	\$743.75
91304-16570 EW 3YR CLOUD NBD AHR 16570	\$466.25
91101-16570 EW Edu 1YRCLOUDSUBSCRIPT 16570	\$68.75
91011-16570 EW CLOUD NBD ONSITE 16570	\$187.50
91007-16570 EW CLOUD 4HR AHR 16570	\$206.25
91501-16570 EW Edu 5YRCLOUDSUBSCRIPT 16570	\$206.25
91000-16570 EW CLOUD TAC OS 16570	\$131.25
91301-16570 EW Edu 3YRCLOUDSUBSCRIPT 16570	\$137.50
91300-16571 EW 3YR CLOUD TAC OS 16571	\$466.25
91008-16571 EW CLOUD 4HR ONSITE 16571	\$356.25

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91504-16571 EW 5YR CLOUD NBD AHR 16571	\$1,025.00
91004-16571 EW CLOUD NBD AHR 16571	\$231.25
91304-16571 EW 3YR CLOUD NBD AHR 16571	\$641.25
91101-16571 EW Edu 1YRCLOUDSUBSCRIPT 16571	\$68.75
91011-16571 EW CLOUD NBD ONSITE 16571	\$262.50
91007-16571 EW CLOUD 4HR AHR 16571	\$293.75
91501-16571 EW Edu 5YRCLOUDSUBSCRIPT 16571	\$206.25
91000-16571 EW CLOUD TAC OS 16571	\$168.75
91301-16571 EW Edu 3YRCLOUDSUBSCRIPT 16571	\$137.50
91500-16571 EW 5YR CLOUD TAC OS 16571	\$743.75
91504-16790 EW 5YR CLOUD NBD AHR 16790	\$5,367.50
91500-16790 EW 5YR CLOUD TAC OS 16790	\$3,488.75
91304-16790 EW 3YR CLOUD NBD AHR 16790	\$3,333.75
91300-16790 EW 3YR CLOUD TAC OS 16790	\$2,168.75
91011-16790 EW CLOUD NBD ONSITE 16790	\$1,422.50
91008-16790 EW CLOUD 4HR ONSITE 16790	\$2,037.50
91007-16790 EW CLOUD 4HR AHR 16790	\$1,647.50
91004-16790 EW CLOUD NBD AHR 16790	\$1,196.25
91000-16790 EW CLOUD TAC OS 16790	\$778.75
91501-16790 EW Edu 5YRCLOUDSUBSCRIPT 16790	\$206.25
91301-16790 EW Edu 3YRCLOUDSUBSCRIPT 16790	\$137.50
91101-16790 EW Edu 1YRCLOUDSUBSCRIPT 16790	\$68.75
91504-16791 EW 5YR CLOUD NBD AHR 16791	\$6,841.25
91500-16791 EW 5YR CLOUD TAC OS 16791	\$4,411.25
91304-16791 EW 3YR CLOUD NBD AHR 16791	\$4,247.50
91300-16791 EW 3YR CLOUD TAC OS 16791	\$2,740.00
91011-16791 EW CLOUD NBD ONSITE 16791	\$1,815.00
91008-16791 EW CLOUD 4HR ONSITE 16791	\$2,610.00
91007-16791 EW CLOUD 4HR AHR 16791	\$2,106.25
91004-16791 EW CLOUD NBD AHR 16791	\$1,523.75
91000-16791 EW CLOUD TAC OS 16791	\$983.75
91501-16791 EW Edu 5YRCLOUDSUBSCRIPT 16791	\$206.25
91301-16791 EW Edu 3YRCLOUDSUBSCRIPT 16791	\$137.50
91101-16791 EW Edu 1YRCLOUDSUBSCRIPT 16791	\$68.75

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91300-17350 EW 3YR CLOUD TAC OS 17350	\$3,622.50
91101-17350 EW Edu 1YRCLOUDSUBSCRIPT 17350	\$68.75
91011-17350 EW CLOUD NBD ONSITE 17350	\$2,406.25
91008-17350 EW CLOUD 4HR ONSITE 17350	\$3,481.25
91007-17350 EW CLOUD 4HR AHR 17350	\$2,800.00
91004-17350 EW CLOUD NBD AHR 17350	\$2,018.75
91000-17350 EW CLOUD TAC OS 17350	\$1,300.00
91504-17350 EW 5YR CLOUD NBD AHR 17350	\$9,068.75
91501-17350 EW Edu 5YRCLOUDSUBSCRIPT 17350	\$206.25
91500-17350 EW 5YR CLOUD TAC OS 17350	\$5,835.00
91304-17350 EW 3YR CLOUD NBD AHR 17350	\$5,627.50
91301-17350 EW Edu 3YRCLOUDSUBSCRIPT 17350	\$137.50
91101-17360 EW Edu 1YRCLOUDSUBSCRIPT 17360	\$68.75
91011-17360 EW CLOUD NBD ONSITE 17360	\$2,950.00
91008-17360 EW CLOUD 4HR ONSITE 17360	\$4,268.75
91007-17360 EW CLOUD 4HR AHR 17360	\$3,431.25
91004-17360 EW CLOUD NBD AHR 17360	\$2,468.75
91000-17360 EW CLOUD TAC OS 17360	\$1,581.25
91504-17360 EW 5YR CLOUD NBD AHR 17360	\$11,093.75
91501-17360 EW Edu 5YRCLOUDSUBSCRIPT 17360	\$206.25
91500-17360 EW 5YR CLOUD TAC OS 17360	\$7,100.00
91304-17360 EW 3YR CLOUD NBD AHR 17360	\$6,883.75
91301-17360 EW Edu 3YRCLOUDSUBSCRIPT 17360	\$137.50
91300-17360 EW 3YR CLOUD TAC OS 17360	\$4,407.50
91008-17401 EW CLOUD 4HR ONSITE 17401	\$600.00
91500-17401 EW 5YR CLOUD TAC OS 17401	\$1,137.50
91501-17401 EW Edu 5YRCLOUDSUBSCRIPT 17401	\$206.25
91301-17401 EW Edu 3YRCLOUDSUBSCRIPT 17401	\$137.50
91304-17401 EW 3YR CLOUD NBD AHR 17401	\$1,025.00
91504-17401 EW 5YR CLOUD NBD AHR 17401	\$1,643.75
91101-17401 EW Edu 1YRCLOUDSUBSCRIPT 17401	\$68.75
91007-17401 EW CLOUD 4HR AHR 17401	\$493.75
91004-17401 EW CLOUD NBD AHR 17401	\$368.75
91000-17401 EW CLOUD TAC OS 17401	\$256.25

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91300-17401	EW 3YR CLOUD TAC OS 17401	\$711.25
91011-17401	EW CLOUD NBD ONSITE 17401	\$437.50
91008-18101	EW CLOUD 4HR ONSITE 18101	\$418.75
91007-18101	EW CLOUD 4HR AHR 18101	\$350.00
91004-18101	EW CLOUD NBD AHR 18101	\$268.75
91000-18101	EW CLOUD TAC OS 18101	\$193.75
91501-18101	EW Edu 5YRCLOUDSUBSCRIPT 18101	\$206.25
91301-18101	EW Edu 3YRCLOUDSUBSCRIPT 18101	\$137.50
91101-18101	EW Edu 1YRCLOUDSUBSCRIPT 18101	\$68.75
91504-18101	EW 5YR CLOUD NBD AHR 18101	\$1,193.75
91500-18101	EW 5YR CLOUD TAC OS 18101	\$856.25
91304-18101	EW 3YR CLOUD NBD AHR 18101	\$745.00
91300-18101	EW 3YR CLOUD TAC OS 18101	\$536.25
91011-18101	EW CLOUD NBD ONSITE 18101	\$306.25
91008-18102	EW CLOUD 4HR ONSITE 18102	\$518.75
91007-18102	EW CLOUD 4HR AHR 18102	\$425.00
91004-18102	EW CLOUD NBD AHR 18102	\$325.00
91000-18102	EW CLOUD TAC OS 18102	\$231.25
91501-18102	EW Edu 5YRCLOUDSUBSCRIPT 18102	\$206.25
91301-18102	EW Edu 3YRCLOUDSUBSCRIPT 18102	\$137.50
91101-18102	EW Edu 1YRCLOUDSUBSCRIPT 18102	\$68.75
91504-18102	EW 5YR CLOUD NBD AHR 18102	\$1,447.50
91500-18102	EW 5YR CLOUD TAC OS 18102	\$1,025.00
91304-18102	EW 3YR CLOUD NBD AHR 18102	\$902.50
91300-18102	EW 3YR CLOUD TAC OS 18102	\$641.25
91011-18102	EW CLOUD NBD ONSITE 18102	\$375.00
91007-18103	EW CLOUD 4HR AHR 18103	\$462.50
91004-18103	EW CLOUD NBD AHR 18103	\$350.00
91000-18103	EW CLOUD TAC OS 18103	\$243.75
91501-18103	EW Edu 5YRCLOUDSUBSCRIPT 18103	\$206.25
91301-18103	EW Edu 3YRCLOUDSUBSCRIPT 18103	\$137.50
91101-18103	EW Edu 1YRCLOUDSUBSCRIPT 18103	\$68.75
91504-18103	EW 5YR CLOUD NBD AHR 18103	\$1,560.00
91500-18103	EW 5YR CLOUD TAC OS 18103	\$1,081.25

91304-18103 EW 3YR CLOUD NBD AHR 18103	\$972.50
91300-18103 EW 3YR CLOUD TAC OS 18103	\$676.25
91011-18103 EW CLOUD NBD ONSITE 18103	\$406.25
91008-18103 EW CLOUD 4HR ONSITE 18103	\$562.50
91007-18104 EW CLOUD 4HR AHR 18104	\$631.25
91004-18104 EW CLOUD NBD AHR 18104	\$468.75
91000-18104 EW CLOUD TAC OS 18104	\$318.75
91501-18104 EW Edu 5YRCLOUDSUBSCRIPT 18104	\$206.25
91301-18104 EW Edu 3YRCLOUDSUBSCRIPT 18104	\$137.50
91101-18104 EW Edu 1YRCLOUDSUBSCRIPT 18104	\$68.75
91504-18104 EW 5YR CLOUD NBD AHR 18104	\$2,093.75
91500-18104 EW 5YR CLOUD TAC OS 18104	\$1,418.75
91304-18104 EW 3YR CLOUD NBD AHR 18104	\$1,303.75
91300-18104 EW 3YR CLOUD TAC OS 18104	\$885.00
91011-18104 EW CLOUD NBD ONSITE 18104	\$550.00
91008-18104 EW CLOUD 4HR ONSITE 18104	\$768.75
97208-27001 PER USER CONTROLANALYTICS	\$25.00
97207-27001 PER USER CONTROL	\$15.00
97203-27001 EW SWScript 35 Port27001	\$581.25
97202-27001 EW SWScript 9 to 35 Port27001	\$387.50
97201-27001 EW SWScript 9 PortAP27001	\$96.25
91501-30327 EW Edu 5YRCLOUDSUBSCRIPT 30327	\$1,031.25
91301-30327 EW Edu 3YRCLOUDSUBSCRIPT 30327	\$687.50
91101-30327 EW Edu 1YRCLOUDSUBSCRIPT 30327	\$343.75
91501-30328 EW Edu 5YRCLOUDSUBSCRIPT 30328	\$5,156.25
91301-30328 EW Edu 3YRCLOUDSUBSCRIPT 30328	\$3,437.50
91101-30328 EW Edu 1YRCLOUDSUBSCRIPT 30328	\$1,718.75
91501-30329 EW Edu 5YRCLOUDSUBSCRIPT 30329	\$20,625.00
91301-30329 EW Edu 3YRCLOUDSUBSCRIPT 30329	\$13,750.00
91101-30329 EW Edu 1YRCLOUDSUBSCRIPT 30329	\$6,875.00
91501-30330 EW Edu 5YRCLOUDSUBSCRIPT 30330	\$103,125.00
91301-30330 EW Edu 3YRCLOUDSUBSCRIPT 30330	\$68,750.00
91101-30330 EW Edu 1YRCLOUDSUBSCRIPT 30330	\$34,375.00
91501-30331 EW Edu 5YRCLOUDSUBSCRIPT 30331	\$412,500.00

91301-30331 EW Edu 3YRCLOUDSUBSCRIPT 30331	\$275,000.00
91101-30331 EW Edu 1YRCLOUDSUBSCRIPT 30331	\$137,500.00
91301-30912 EW Edu 3YRCLOUDSUBSCRIPT 30912	\$137.50
91007-30912 EW CLOUD 4HR AHR 30912	\$120.00
91504-30912 EW 5YR CLOUD NBD AHR 30912	\$462.50
91101-30912 EW Edu 1YRCLOUDSUBSCRIPT 30912	\$68.75
91004-30912 EW CLOUD NBD AHR 30912	\$107.50
91000-30912 EW CLOUD TAC OS 30912	\$100.00
91500-30912 EW 5YR CLOUD TAC OS 30912	\$433.75
91304-30912 EW 3YR CLOUD NBD AHR 30912	\$295.00
91011-30912 EW CLOUD NBD ONSITE 30912	\$146.25
91300-30912 EW 3YR CLOUD TAC OS 30912	\$275.00
91501-30912 EW Edu 5YRCLOUDSUBSCRIPT 30912	\$206.25
91008-30912 EW CLOUD 4HR ONSITE 30912	\$140.00
91007-30913 EW CLOUD 4HR AHR 30913	\$120.00
91504-30913 EW 5YR CLOUD NBD AHR 30913	\$462.50
91004-30913 EW CLOUD NBD AHR 30913	\$107.50
91000-30913 EW CLOUD TAC OS 30913	\$100.00
91500-30913 EW 5YR CLOUD TAC OS 30913	\$433.75
91304-30913 EW 3YR CLOUD NBD AHR 30913	\$295.00
91011-30913 EW CLOUD NBD ONSITE 30913	\$146.25
91300-30913 EW 3YR CLOUD TAC OS 30913	\$275.00
91008-30913 EW CLOUD 4HR ONSITE 30913	\$165.00
91504-31012 EW 5YR CLOUD NBD AHR 31012	\$613.75
91301-31012 EW Edu 3YRCLOUDSUBSCRIPT 31012	\$137.50
91101-31012 EW Edu 1YRCLOUDSUBSCRIPT 31012	\$68.75
91500-31012 EW 5YR CLOUD TAC OS 31012	\$435.00
91011-31012 EW CLOUD NBD ONSITE 31012	\$171.25
91008-31012 EW CLOUD 4HR ONSITE 31012	\$225.00
91304-31012 EW 3YR CLOUD NBD AHR 31012	\$386.25
91007-31012 EW CLOUD 4HR AHR 31012	\$212.50
91300-31012 EW 3YR CLOUD TAC OS 31012	\$275.00
91004-31012 EW CLOUD NBD AHR 31012	\$140.00
91501-31012 EW Edu 5YRCLOUDSUBSCRIPT 31012	\$206.25

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91000-31012 EW CLOUD TAC OS 31012	\$100.00
91504-31013 EW 5YR CLOUD NBD AHR 31013	\$613.75
91500-31013 EW 5YR CLOUD TAC OS 31013	\$435.00
91011-31013 EW CLOUD NBD ONSITE 31013	\$171.25
91008-31013 EW CLOUD 4HR ONSITE 31013	\$225.00
91304-31013 EW 3YR CLOUD NBD AHR 31013	\$386.25
91007-31013 EW CLOUD 4HR AHR 31013	\$212.50
91004-31013 EW CLOUD NBD AHR 31013	\$140.00
91300-31013 EW 3YR CLOUD TAC OS 31013	\$275.00
91000-31013 EW CLOUD TAC OS 31013	\$100.00
91504-31016 EW 5YR CLOUD NBD AHR 31016	\$1,333.75
91500-31016 EW 5YR CLOUD TAC OS 31016	\$435.00
91011-31016 EW CLOUD NBD ONSITE 31016	\$343.75
91008-31016 EW CLOUD 4HR ONSITE 31016	\$475.00
91304-31016 EW 3YR CLOUD NBD AHR 31016	\$832.50
91007-31016 EW CLOUD 4HR AHR 31016	\$393.75
91004-31016 EW CLOUD NBD AHR 31016	\$300.00
91300-31016 EW 3YR CLOUD TAC OS 31016	\$275.00
91000-31016 EW CLOUD TAC OS 31016	\$100.00
91504-31017 EW 5YR CLOUD NBD AHR 31017	\$1,333.75
91500-31017 EW 5YR CLOUD TAC OS 31017	\$435.00
91011-31017 EW CLOUD NBD ONSITE 31017	\$343.75
91008-31017 EW CLOUD 4HR ONSITE 31017	\$475.00
91304-31017 EW 3YR CLOUD NBD AHR 31017	\$832.50
91007-31017 EW CLOUD 4HR AHR 31017	\$393.75
91004-31017 EW CLOUD NBD AHR 31017	\$300.00
91300-31017 EW 3YR CLOUD TAC OS 31017	\$275.00
91000-31017 EW CLOUD TAC OS 31017	\$100.00
91504-31025 EW 5YR CLOUD NBD AHR 31025	\$490.00
91501-31025 EW Edu 5YRCLOUDSUBSCRIPT 31025	\$206.25
91500-31025 EW 5YR CLOUD TAC OS 31025	\$433.75
91304-31025 EW 3YR CLOUD NBD AHR 31025	\$310.00
91301-31025 EW Edu 3YRCLOUDSUBSCRIPT 31025	\$137.50
91300-31025 EW 3YR CLOUD TAC OS 31025	\$275.00

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91101-31025 EW Edu 1YRCLOUDSUBSCRIPT 31025	\$68.75
91011-31025 EW CLOUD NBD ONSITE 31025	\$118.75
91008-31025 EW CLOUD 4HR ONSITE 31025	\$143.75
91007-31025 EW CLOUD 4HR AHR 31025	\$131.25
91004-31025 EW CLOUD NBD AHR 31025	\$112.50
91000-31025 EW CLOUD TAC OS 31025	\$100.00
91504-31026 EW 5YR CLOUD NBD AHR 31026	\$490.00
91501-31026 EW Edu 5YRCLOUDSUBSCRIPT 31026	\$206.25
91500-31026 EW 5YR CLOUD TAC OS 31026	\$433.75
91304-31026 EW 3YR CLOUD NBD AHR 31026	\$310.00
91301-31026 EW Edu 3YRCLOUDSUBSCRIPT 31026	\$137.50
91300-31026 EW 3YR CLOUD TAC OS 31026	\$275.00
91101-31026 EW Edu 1YRCLOUDSUBSCRIPT 31026	\$68.75
91011-31026 EW CLOUD NBD ONSITE 31026	\$118.75
91008-31026 EW CLOUD 4HR ONSITE 31026	\$143.75
91007-31026 EW CLOUD 4HR AHR 31026	\$131.25
91004-31026 EW CLOUD NBD AHR 31026	\$112.50
91000-31026 EW CLOUD TAC OS 31026	\$100.00
91504-31028 EW 5YR CLOUD NBD AHR 31028	\$496.25
91011-31028 EW CLOUD NBD ONSITE 31028	\$125.00
91300-31028 EW 3YR CLOUD TAC OS 31028	\$275.00
91101-31028 EW Edu 1YRCLOUDSUBSCRIPT 31028	\$56.25
91500-31028 EW 5YR CLOUD TAC OS 31028	\$433.75
91304-31028 EW 3YR CLOUD NBD AHR 31028	\$312.50
91301-31028 EW Edu 3YRCLOUDSUBSCRIPT 31028	\$112.50
91004-31028 EW CLOUD NBD AHR 31028	\$113.75
91008-31028 EW CLOUD 4HR ONSITE 31028	\$151.25
91000-31028 EW CLOUD TAC OS 31028	\$100.00
91501-31028 EW Edu 5YRCLOUDSUBSCRIPT 31028	\$225.00
91007-31028 EW CLOUD 4HR AHR 31028	\$132.50
91504-31029 EW 5YR CLOUD NBD AHR 31029	\$496.25
91011-31029 EW CLOUD NBD ONSITE 31029	\$125.00
91300-31029 EW 3YR CLOUD TAC OS 31029	\$275.00
91500-31029 EW 5YR CLOUD TAC OS 31029	\$433.75

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91304-31029 EW 3YR CLOUD NBD AHR 31029	\$312.50
91004-31029 EW CLOUD NBD AHR 31029	\$113.75
91008-31029 EW CLOUD 4HR ONSITE 31029	\$151.25
91000-31029 EW CLOUD TAC OS 31029	\$100.00
91007-31029 EW CLOUD 4HR AHR 31029	\$132.50
91501-31031 EW Edu 5YRCLOUDSUBSCRIPT 31031	\$206.25
91500-31031 EW 5YR CLOUD TAC OS 31031	\$433.75
91300-31031 EW 3YR CLOUD TAC OS 31031	\$275.00
91101-31031 EW Edu 1YRCLOUDSUBSCRIPT 31031	\$68.75
91304-31031 EW 3YR CLOUD NBD AHR 31031	\$355.00
91504-31031 EW 5YR CLOUD NBD AHR 31031	\$562.50
91301-31031 EW Edu 3YRCLOUDSUBSCRIPT 31031	\$137.50
91011-31031 EW CLOUD NBD ONSITE 31031	\$142.50
91004-31031 EW CLOUD NBD AHR 31031	\$128.75
91008-31031 EW CLOUD 4HR ONSITE 31031	\$177.50
91000-31031 EW CLOUD TAC OS 31031	\$100.00
91007-31031 EW CLOUD 4HR AHR 31031	\$152.50
91300-31032 EW 3YR CLOUD TAC OS 31032	\$275.00
91500-31032 EW 5YR CLOUD TAC OS 31032	\$433.75
91011-31032 EW CLOUD NBD ONSITE 31032	\$142.50
91304-31032 EW 3YR CLOUD NBD AHR 31032	\$355.00
91504-31032 EW 5YR CLOUD NBD AHR 31032	\$562.50
91008-31032 EW CLOUD 4HR ONSITE 31032	\$177.50
91000-31032 EW CLOUD TAC OS 31032	\$100.00
91007-31032 EW CLOUD 4HR AHR 31032	\$152.50
91004-31032 EW CLOUD NBD AHR 31032	\$128.75
91501-31034 EW Edu 5YRCLOUDSUBSCRIPT 31034	\$206.25
91300-31034 EW 3YR CLOUD TAC OS 31034	\$275.00
91500-31034 EW 5YR CLOUD TAC OS 31034	\$431.25
91304-31034 EW 3YR CLOUD NBD AHR 31034	\$378.75
91101-31034 EW Edu 1YRCLOUDSUBSCRIPT 31034	\$68.75
91504-31034 EW 5YR CLOUD NBD AHR 31034	\$602.50
91011-31034 EW CLOUD NBD ONSITE 31034	\$168.75
91301-31034 EW Edu 3YRCLOUDSUBSCRIPT 31034	\$137.50

91008-31034 EW CLOUD 4HR ONSITE 31034	\$218.75
91000-31034 EW CLOUD TAC OS 31034	\$100.00
91007-31034 EW CLOUD 4HR AHR 31034	\$206.25
91004-31034 EW CLOUD NBD AHR 31034	\$137.50
91500-31035 EW 5YR CLOUD TAC OS 31035	\$431.25
91300-31035 EW 3YR CLOUD TAC OS 31035	\$275.00
91304-31035 EW 3YR CLOUD NBD AHR 31035	\$378.75
91504-31035 EW 5YR CLOUD NBD AHR 31035	\$602.50
91011-31035 EW CLOUD NBD ONSITE 31035	\$168.75
91008-31035 EW CLOUD 4HR ONSITE 31035	\$218.75
91000-31035 EW CLOUD TAC OS 31035	\$100.00
91007-31035 EW CLOUD 4HR AHR 31035	\$206.25
91004-31035 EW CLOUD NBD AHR 31035	\$137.50
91501-31050 EW Edu 5YRCLOUDSUBSCRIPT 31050	\$206.25
91500-31050 EW 5YR CLOUD TAC OS 31050	\$435.00
91011-31050 EW CLOUD NBD ONSITE 31050	\$183.75
91304-31050 EW 3YR CLOUD NBD AHR 31050	\$445.00
91300-31050 EW 3YR CLOUD TAC OS 31050	\$275.00
91101-31050 EW Edu 1YRCLOUDSUBSCRIPT 31050	\$68.75
91504-31050 EW 5YR CLOUD NBD AHR 31050	\$710.00
91301-31050 EW Edu 3YRCLOUDSUBSCRIPT 31050	\$137.50
91000-31050 EW CLOUD TAC OS 31050	\$100.00
91007-31050 EW CLOUD 4HR AHR 31050	\$198.75
91004-31050 EW CLOUD NBD AHR 31050	\$161.25
91008-31050 EW CLOUD 4HR ONSITE 31050	\$236.25
91300-31051 EW 3YR CLOUD TAC OS 31051	\$275.00
91500-31051 EW 5YR CLOUD TAC OS 31051	\$435.00
91008-31051 EW CLOUD 4HR ONSITE 31051	\$236.25
91304-31051 EW 3YR CLOUD NBD AHR 31051	\$445.00
91504-31051 EW 5YR CLOUD NBD AHR 31051	\$710.00
91011-31051 EW CLOUD NBD ONSITE 31051	\$183.75
91000-31051 EW CLOUD TAC OS 31051	\$100.00
91007-31051 EW CLOUD 4HR AHR 31051	\$198.75
91004-31051 EW CLOUD NBD AHR 31051	\$161.25

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91300-31055 EW 3YR CLOUD TAC OS 31055	\$275.00
91501-31055 EW Edu 5YRCLOUDSUBSCRIPT 31055	\$206.25
91500-31055 EW 5YR CLOUD TAC OS 31055	\$435.00
91008-31055 EW CLOUD 4HR ONSITE 31055	\$236.25
91304-31055 EW 3YR CLOUD NBD AHR 31055	\$445.00
91504-31055 EW 5YR CLOUD NBD AHR 31055	\$710.00
91101-31055 EW Edu 1YRCLOUDSUBSCRIPT 31055	\$68.75
91011-31055 EW CLOUD NBD ONSITE 31055	\$183.75
91301-31055 EW Edu 3YRCLOUDSUBSCRIPT 31055	\$137.50
91000-31055 EW CLOUD TAC OS 31055	\$100.00
91007-31055 EW CLOUD 4HR AHR 31055	\$198.75
91004-31055 EW CLOUD NBD AHR 31055	\$161.25
91300-31056 EW 3YR CLOUD TAC OS 31056	\$275.00
91500-31056 EW 5YR CLOUD TAC OS 31056	\$435.00
91011-31056 EW CLOUD NBD ONSITE 31056	\$183.75
91304-31056 EW 3YR CLOUD NBD AHR 31056	\$445.00
91008-31056 EW CLOUD 4HR ONSITE 31056	\$236.25
91504-31056 EW 5YR CLOUD NBD AHR 31056	\$710.00
91000-31056 EW CLOUD TAC OS 31056	\$100.00
91007-31056 EW CLOUD 4HR AHR 31056	\$198.75
91004-31056 EW CLOUD NBD AHR 31056	\$161.25
91304-37117 EW 3YR CLOUD NBD AHR 37117	\$316.25
91300-37117 EW 3YR CLOUD TAC OS 37117	\$275.00
91011-37117 EW CLOUD NBD ONSITE 37117	\$131.25
91008-37117 EW CLOUD 4HR ONSITE 37117	\$156.25
91007-37117 EW CLOUD 4HR AHR 37117	\$137.50
91004-37117 EW CLOUD NBD AHR 37117	\$118.75
91000-37117 EW CLOUD TAC OS 37117	\$100.00
91504-37117 EW 5YR CLOUD NBD AHR 37117	\$501.25
91500-37117 EW 5YR CLOUD TAC OS 37117	\$433.75
91304-37130 EW 3YR CLOUD NBD AHR 37130	\$452.50
91300-37130 EW 3YR CLOUD TAC OS 37130	\$275.00
91011-37130 EW CLOUD NBD ONSITE 37130	\$187.50
91008-37130 EW CLOUD 4HR ONSITE 37130	\$243.75

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91007-37130 EW CLOUD 4HR AHR 37130	\$200.00
91004-37130 EW CLOUD NBD AHR 37130	\$163.75
91000-37130 EW CLOUD TAC OS 37130	\$100.00
91504-37130 EW 5YR CLOUD NBD AHR 37130	\$721.25
91500-37130 EW 5YR CLOUD TAC OS 37130	\$433.75
91304-39033 EW 3YR CLOUD NBD AHR 39033	\$396.25
91004-39033 EW CLOUD NBD AHR 39033	\$143.75
91301-39033 EW Edu 3YRCLOUDSUBSCRIPT 39033	\$137.50
91000-39033 EW CLOUD TAC OS 39033	\$100.00
91300-39033 EW 3YR CLOUD TAC OS 39033	\$275.00
91101-39033 EW Edu 1YRCLOUDSUBSCRIPT39033	\$68.75
91011-39033 EW CLOUD NBD ONSITE39033	\$218.75
91504-39033 EW 5YR CLOUD NBD AHR 39033	\$631.25
91501-39033 EW Edu 5YRCLOUDSUBSCRIPT 39033	\$206.25
91008-39033 EW CLOUD 4HR ONSITE39033	\$206.25
91500-39033 EW 5YR CLOUD TAC OS 39033	\$435.00
91007-39033 EW CLOUD 4HR AHR39033	\$168.75
91004-39034 EW CLOUD NBD AHR 39034	\$143.75
91304-39034 EW 3YR CLOUD NBD AHR 39034	\$396.25
91000-39034 EW CLOUD TAC OS 39034	\$100.00
91300-39034 EW 3YR CLOUD TAC OS 39034	\$275.00
91011-39034 EW CLOUD NBD ONSITE39034	\$218.75
91504-39034 EW 5YR CLOUD NBD AHR 39034	\$631.25
91008-39034 EW CLOUD 4HR ONSITE39034	\$256.25
91500-39034 EW 5YR CLOUD TAC OS 39034	\$435.00
91007-39034 EW CLOUD 4HR AHR39034	\$168.75
91304-39036 EW 3YR CLOUD NBD AHR 39036	\$431.25
91004-39036 EW CLOUD NBD AHR 39036	\$156.25
91301-39036 EW Edu 3YRCLOUDSUBSCRIPT 39036	\$137.50
91000-39036 EW EXT WARR 39036	\$100.00
91300-39036 EW 3YR CLOUD TAC OS 39036	\$275.00
91101-39036 EW Edu 1YRCLOUDSUBSCRIPT39036	\$68.75
91011-39036 EW CLOUD NBD ONSITE39036	\$168.75
91504-39036 EW 5YR CLOUD NBD AHR 39036	\$687.50

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91501-39036	EW Edu 5YRCLOUDSUBSCRIPT 39036	\$206.25
91008-39036	EW CLOUD 4HR ONSITE39036	\$218.75
91500-39036	EW 5YR CLOUD TAC OS 39036	\$435.00
91007-39036	EW CLOUD 4HR AHR39036	\$193.75
91004-39037	EW CLOUD NBD AHR 39037	\$156.25
91304-39037	EW 3YR CLOUD NBD AHR 39037	\$431.25
91301-39037	EW Edu 3YRCLOUDSUBSCRIPT 39037	\$137.50
91000-39037	EW EXT WARR 39037	\$100.00
91300-39037	EW 3YR CLOUD TAC OS 39037	\$275.00
91101-39037	EW Edu 1YRCLOUDSUBSCRIPT30937	\$68.75
91011-39037	EW CLOUD NBD ONSITE 39037	\$168.75
91504-39037	EW 5YR CLOUD NBD AHR 39037	\$687.50
91008-39037	EW CLOUD 4HR ONSITE39037	\$218.75
91501-39037	EW Edu 5YRCLOUDSUBSCRIPT 39037	\$206.25
91500-39037	EW 5YR CLOUD TAC OS 39037	\$435.00
91007-39037	EW CLOUD 4HR AHR39037	\$193.75
91004-39038	EW CLOUD NBD AHR 39038	\$193.75
91301-39038	EW Edu 3YRCLOUDSUBSCRIPT 39038	\$137.50
91000-39038	EW EXT WARR 39038	\$100.00
91300-39038	EW 3YR CLOUD TAC OS 39038	\$275.00
91101-39038	EW Edu 1YRCLOUDSUBSCRIPT39038	\$68.75
91011-39038	EW CLOUD NBD ONSITE 39038	\$256.25
91504-39038	EW 5YR CLOUD NBD AHR 39038	\$856.25
91008-39038	EW CLOUD 4HR ONSITE39038	\$356.25
91501-39038	EW Edu 5YRCLOUDSUBSCRIPT 39038	\$206.25
91500-39038	EW 5YR CLOUD TAC OS 39038	\$435.00
91007-39038	EW CLOUD 4HR AHR39038	\$331.25
91304-39038	EW 3YR CLOUD NBD AHR 39038	\$536.25
91300-39039	EW 3YR CLOUD TAC OS 39039	\$275.00
91011-39039	EW CLOUD NBD ONSITE 39039	\$256.25
91504-39039	EW 5YR CLOUD NBD AHR 39039	\$856.25
91008-39039	EW CLOUD 4HR ONSITE39039	\$356.25
91500-39039	EW 5YR CLOUD TAC OS 39039	\$435.00
91007-39039	EW CLOUD 4HR AHR39039	\$331.25

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91304-39039 EW 3YR CLOUD NBD AHR 39039	\$536.25
91004-39039 EW CLOUD NBD AHR 39039	\$193.75
91008-16172T EW CLOUD 4HR ONSITE 16172T	\$543.75
91500-16172T EW 5YR CLOUD TAC OS 16172T	\$1,053.75
91007-16172T EW CLOUD 4HR AHR 16172T	\$443.75
91304-16172T EW 3YR CLOUD NBD AHR 16172T	\$937.50
91301-16172T EW Edu 3YRCLOUDSUBSCRIPT 16172T	\$137.50
91004-16172T EW CLOUD NBD AHR 16172T	\$337.50
91300-16172T EW 3YR CLOUD TAC OS 16172T	\$658.75
91101-16172T EW Edu 1YRCLOUDSUBSCRIPT 16172T	\$68.75
91504-16172T EW 5YR CLOUD NBD AHR 16172T	\$1,503.75
91000-16172T EW CLOUD TAC OS 16172T	\$237.50
91501-16172T EW Edu 5YRCLOUDSUBSCRIPT 16172T	\$206.25
91011-16172T EW CLOUD NBD ONSITE 16172T	\$393.75
91500-16173T EW 5YR CLOUD TAC OS 16173T	\$1,053.75
91008-16173T EW CLOUD 4HR ONSITE 16173T	\$556.25
91007-16173T EW CLOUD 4HR AHR 16173T	\$462.50
91304-16173T EW 3YR CLOUD NBD AHR 16173T	\$955.00
91301-16173T EW Edu 3YRCLOUDSUBSCRIPT 16173T	\$137.50
91004-16173T EW CLOUD NBD AHR 16173T	\$343.75
91300-16173T EW 3YR CLOUD TAC OS 16173T	\$658.75
91101-16173T EW Edu 1YRCLOUDSUBSCRIPT 16173T	\$68.75
91000-16173T EW CLOUD TAC OS 16173T	\$237.50
91504-16173T EW 5YR CLOUD NBD AHR 16173T	\$1,531.25
91501-16173T EW Edu 5YRCLOUDSUBSCRIPT 16173T	\$206.25
91011-16173T EW CLOUD NBD ONSITE 16173T	\$400.00
91008-16177T EW CLOUD 4HR ONSITE 16177T	\$793.75
91007-16177T EW CLOUD 4HR AHR 16177T	\$650.00
91304-16177T EW 3YR CLOUD NBD AHR 16177T	\$1,338.75
91301-16177T EW Edu 3YRCLOUDSUBSCRIPT 16177T	\$137.50
91004-16177T EW CLOUD NBD AHR 16177T	\$481.25
91300-16177T EW 3YR CLOUD TAC OS 16177T	\$902.50
91000-16177T EW CLOUD TAC OS 16177T	\$325.00
91504-16177T EW 5YR CLOUD NBD AHR 16177T	\$2,150.00

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91101-16177T EW Edu 1YRCLOUDSUBSCRIPT 16177T	\$68.75
91011-16177T EW CLOUD NBD ONSITE 16177T	\$562.50
91501-16177T EW Edu 5YRCLOUDSUBSCRIPT 16177T	\$206.25
91500-16177T EW 5YR CLOUD TAC OS 16177T	\$1,447.50
91008-16179T EW CLOUD 4HR ONSITE 16179T	\$1,112.50
91007-16179T EW CLOUD 4HR AHR 16179T	\$893.75
91304-16179T EW 3YR CLOUD NBD AHR 16179T	\$1,843.75
91301-16179T EW Edu 3YRCLOUDSUBSCRIPT 16179T	\$137.50
91004-16179T EW CLOUD NBD AHR 16179T	\$662.50
91300-16179T EW 3YR CLOUD TAC OS 16179T	\$1,233.75
91504-16179T EW 5YR CLOUD NBD AHR 16179T	\$2,966.25
91000-16179T EW CLOUD TAC OS 16179T	\$443.75
91101-16179T EW Edu 1YRCLOUDSUBSCRIPT 16179T	\$68.75
91011-16179T EW CLOUD NBD ONSITE 16179T	\$768.75
91501-16179T EW Edu 5YRCLOUDSUBSCRIPT 16179T	\$206.25
91500-16179T EW 5YR CLOUD TAC OS 16179T	\$1,981.25
91300-17401G EW 3YR CLOUD TAC OS 17401G	\$815.00
91101-17401G EW Edu 1YRCLOUDSUBSCRIPT17401G	\$68.75
91011-17401G EW CLOUD NBD ONSITE 17401G	\$493.75
91008-17401G EW CLOUD 4HR ONSITE 17401G	\$693.75
91007-17401G EW CLOUD 4HR AHR 17401G	\$568.75
91004-17401G EW CLOUD NBD AHR 17401G	\$425.00
91000-17401G EW CLOUD TAC OS 17401G	\$293.75
91504-17401G EW 5YR CLOUD NBD AHR 17401G	\$1,897.50
91501-17401G EW Edu 5YRCLOUDSUBSCRIPT17401G	\$206.25
91500-17401G EW 5YR CLOUD TAC OS 17401G	\$1,306.25
91304-17401G EW 3YR CLOUD NBD AHR 17401G	\$1,181.25
91301-17401G EW Edu 3YRCLOUDSUBSCRIPT17401G	\$137.50
91101-17401T EW Edu 1YRCLOUDSUBSCRIPT17401T	\$68.75
91011-17401T EW CLOUD NBD ONSITE 17401T	\$475.00
91008-17401T EW CLOUD 4HR ONSITE 17401T	\$662.50
91007-17401T EW CLOUD 4HR AHR 17401T	\$543.75
91004-17401T EW CLOUD NBD AHR 17401T	\$406.25
91000-17401T EW CLOUD TAC OS 17401T	\$281.25

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91504-17401T EW 5YR CLOUD NBD AHR 17401T	\$1,812.50
91501-17401T EW Edu 5YRCLOUDSUBSCRIPT17401T	\$206.25
91500-17401T EW 5YR CLOUD TAC OS 17401T	\$1,250.00
91304-17401T EW 3YR CLOUD NBD AHR 17401T	\$1,128.75
91301-17401T EW Edu 3YRCLOUDSUBSCRIPT17401T	\$137.50
91300-17401T EW 3YR CLOUD TAC OS 17401T	\$780.00
1008-AP505i-FCC EW CLOUD 4HR ONSITE AP505iFCC	\$225.00
1304-AP505i-FCC EW 3YR CLOUD NBD AHR AP505iFCC	\$437.50
1007-AP505i-FCC EW CLOUD 4HR AHR AP505iFCC	\$193.75
1101-AP505i-FCC EW Edu 1YRCLOUDSUBSCRIPT AP505iFCC	\$68.75
1004-AP505i-FCC EW CLOUD NBD AHR AP505iFCC	\$156.25
1504-AP505i-FCC EW 5YR CLOUD NBD AHR AP505iFCC	\$700.00
1300-AP505i-FCC EW 3YR CLOUD TAC OS AP505iFCC	\$275.00
1301-AP505i-FCC EW Edu 3YRCLOUDSUBSCRIPT AP505iFCC	\$137.50
1011-AP505i-FCC EW CLOUD NBD ONSITE AP505iFCC	\$175.00
1000-AP505i-FCC EW CLOUD TAC OS AP505iFCC	\$100.00
1500-AP505i-FCC EW 5YR CLOUD TAC OS AP505iFCC	\$433.75
1501-AP505i-FCC EW Edu 5YRCLOUDSUBSCRIPT AP505iFCC	\$206.25
-AP505i-FCC-TAA EW CLOUD 4HR AHR AP505iFCCTAA	\$193.75
-AP505i-FCC-TAA EW Edu 3YRCLOUDSUBSCRIPT AP505iFCCTAA	\$137.50
-AP505i-FCC-TAA EW 3YR CLOUD NBD AHR AP505iFCCTAA	\$437.50
-AP505i-FCC-TAA EW Edu 1YRCLOUDSUBSCRIPT AP505iFCCTAA	\$68.75
-AP505i-FCC-TAA EW CLOUD NBD AHR AP505iFCCTAA	\$156.25
-AP505i-FCC-TAA EW 3YR CLOUD TAC OS AP505iFCCTAA	\$275.00
-AP505i-FCC-TAA EW 5YR CLOUD NBD AHR AP505iFCCTAA	\$700.00
-AP505i-FCC-TAA EW CLOUD TAC OS AP505iFCCTAA	\$100.00
-AP505i-FCC-TAA EW CLOUD NBD ONSITE AP505iFCCTAA	\$175.00
-AP505i-FCC-TAA EW 5YR CLOUD TAC OS AP505iFCCTAA	\$433.75
-AP505i-FCC-TAA EW CLOUD 4HR ONSITE AP505iFCCTAA	\$225.00
-AP505i-FCC-TAA EW Edu 5YRCLOUDSUBSCRIPT AP505iFCCTAA	\$206.25
1007-AP505i-WR EW CLOUD 4HR AHR AP505iWR	\$193.75
1301-AP505i-WR EW Edu 3YRCLOUDSUBSCRIPT AP505iWR	\$137.50
1304-AP505i-WR EW 3YR CLOUD NBD AHR AP505iWR	\$437.50
1101-AP505i-WR EW Edu 1YRCLOUDSUBSCRIPT AP505iWR	\$68.75

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1004-AP505i-WR EW CLOUD NBD AHR AP505iWR	\$156.25
1504-AP505i-WR EW 5YR CLOUD NBD AHR AP505iWR	\$700.00
1300-AP505i-WR EW 3YR CLOUD TAC OS AP505iWR	\$275.00
1000-AP505i-WR EW CLOUD TAC OS AP505iWR	\$100.00
1011-AP505i-WR EW CLOUD NBD ONSITE AP505iWR	\$175.00
1500-AP505i-WR EW 5YR CLOUD TAC OS AP505iWR	\$433.75
1008-AP505i-WR EW CLOUD 4HR ONSITE AP505iWR	\$225.00
1501-AP505i-WR EW Edu 5YRCLOUDSUBSCRIPT AP505iWR	\$206.25
.304-AP510e-FCC EW 3YR CLOUD NBD AHR AP510eFCC	\$500.00
.007-AP510e-FCC EW CLOUD 4HR AHR AP510eFCC	\$225.00
.301-AP510e-FCC EW Edu 3YRCLOUDSUBSCRIPT AP510eFCC	\$137.50
.004-AP510e-FCC EW CLOUD NBD AHR AP510eFCC	\$181.25
.300-AP510e-FCC EW 3YR CLOUD TAC OS AP510eFCC	\$275.00
.504-AP510e-FCC EW 5YR CLOUD NBD AHR AP510eFCC	\$800.00
.101-AP510e-FCC EW Edu 1YRCLOUDSUBSCRIPT AP510eFCC	\$68.75
.000-AP510e-FCC EW CLOUD TAC OS AP510eFCC	\$100.00
.011-AP510e-FCC EW CLOUD NBD ONSITE AP510eFCC	\$206.25
.500-AP510e-FCC EW 5YR CLOUD TAC OS AP510eFCC	\$433.75
.008-AP510e-FCC EW CLOUD 4HR ONSITE AP510eFCC	\$268.75
.501-AP510e-FCC EW Edu 5YRCLOUDSUBSCRIPT AP510eFCC	\$206.25
AP510e-FCC-TAA EW CLOUD 4HR AHR AP510eFCCTAA	\$225.00
AP510e-FCC-TAA EW 3YR CLOUD NBD AHR AP510eFCCTAA	\$500.00
AP510e-FCC-TAA EW Edu 3YRCLOUDSUBSCRIPT AP510eFCCTAA	\$137.50
AP510e-FCC-TAA EW CLOUD NBD AHR AP510eFCCTAA	\$181.25
AP510e-FCC-TAA EW 3YR CLOUD TAC OS AP510eFCCTAA	\$275.00
AP510e-FCC-TAA EW 5YR CLOUD NBD AHR AP510eFCCTAA	\$800.00
AP510e-FCC-TAA EW CLOUD TAC OS AP510eFCCTAA	\$100.00
AP510e-FCC-TAA EW Edu 1YRCLOUDSUBSCRIPT AP510eFCCTAA	\$68.75
AP510e-FCC-TAA EW CLOUD NBD ONSITE AP510eFCCTAA	\$206.25
AP510e-FCC-TAA EW 5YR CLOUD TAC OS AP510eFCCTAA	\$433.75
AP510e-FCC-TAA EW CLOUD 4HR ONSITE AP510eFCCTAA	\$268.75
AP510e-FCC-TAA EW Edu 5YRCLOUDSUBSCRIPT AP510eFCCTAA	\$206.25
L304-AP510e-WR EW 3YR CLOUD NBD AHR AP510eWR	\$500.00
L007-AP510e-WR EW CLOUD 4HR AHR AP510eWR	\$225.00

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L301-AP510e-WR EW Edu 3YRCLOUDSUBSCRIPT AP510eWR	\$137.50
L004-AP510e-WR EW CLOUD NBD AHR AP510eWR	\$181.25
L300-AP510e-WR EW 3YR CLOUD TAC OS AP510eWR	\$275.00
L504-AP510e-WR EW 5YR CLOUD NBD AHR AP510eWR	\$800.00
L000-AP510e-WR EW CLOUD TAC OS AP510eWR	\$100.00
L101-AP510e-WR EW Edu 1YRCLOUDSUBSCRIPT AP510eWR	\$68.75
L011-AP510e-WR EW CLOUD NBD ONSITE AP510eWR	\$206.25
L500-AP510e-WR EW 5YR CLOUD TAC OS AP510eWR	\$433.75
L008-AP510e-WR EW CLOUD 4HR ONSITE AP510eWR	\$268.75
L501-AP510e-WR EW Edu 5YRCLOUDSUBSCRIPT AP510eWR	\$206.25
1304-AP510i-FCC EW 3YR CLOUD NBD AHR AP510iFCC	\$468.75
1007-AP510i-FCC EW CLOUD 4HR AHR AP510iFCC	\$206.25
1301-AP510i-FCC EW Edu 3YRCLOUDSUBSCRIPT AP510iFCC	\$137.50
1004-AP510i-FCC EW CLOUD NBD AHR AP510iFCC	\$168.75
1300-AP510i-FCC EW 3YR CLOUD TAC OS AP510iFCC	\$275.00
1504-AP510i-FCC EW 5YR CLOUD NBD AHR AP510iFCC	\$743.75
1000-AP510i-FCC EW CLOUD TAC OS AP510iFCC	\$100.00
1501-AP510i-FCC EW Edu 5YRCLOUDSUBSCRIPT AP510iFCC	\$206.25
1101-AP510i-FCC EW Edu 1YRCLOUDSUBSCRIPT AP510iFCC	\$68.75
1011-AP510i-FCC EW CLOUD NBD ONSITE AP510iFCC	\$187.50
1500-AP510i-FCC EW 5YR CLOUD TAC OS AP510iFCC	\$433.75
1008-AP510i-FCC EW CLOUD 4HR ONSITE AP510iFCC	\$243.75
-AP510i-FCC-TAA EW CLOUD 4HR AHR AP510iFCCTAA	\$206.25
-AP510i-FCC-TAA EW 3YR CLOUD NBD AHR AP510iFCCTAA	\$468.75
-AP510i-FCC-TAA EW Edu 3YRCLOUDSUBSCRIPT AP510iFCCTAA	\$137.50
-AP510i-FCC-TAA EW CLOUD NBD AHR AP510iFCCTAA	\$168.75
-AP510i-FCC-TAA EW 3YR CLOUD TAC OS AP510iFCCTAA	\$275.00
-AP510i-FCC-TAA EW 5YR CLOUD NBD AHR AP510iFCCTAA	\$743.75
-AP510i-FCC-TAA EW CLOUD TAC OS AP510iFCCTAA	\$100.00
-AP510i-FCC-TAA EW Edu 5YRCLOUDSUBSCRIPT AP510iFCCTAA	\$206.25
-AP510i-FCC-TAA EW Edu 1YRCLOUDSUBSCRIPT AP510iFCCTAA	\$68.75
-AP510i-FCC-TAA EW 5YR CLOUD TAC OS AP510iFCCTAA	\$433.75
-AP510i-FCC-TAA EW CLOUD NBD ONSITE AP510iFCCTAA	\$187.50
-AP510i-FCC-TAA EW CLOUD 4HR ONSITE AP510iFCCTAA	\$243.75

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1007-AP510i-WR EW CLOUD 4HR AHR AP510iWR	\$206.25
1004-AP510i-WR EW CLOUD NBD AHR AP510iWR	\$168.75
1300-AP510i-WR EW 3YR CLOUD TAC OS AP510iWR	\$275.00
1504-AP510i-WR EW 5YR CLOUD NBD AHR AP510iWR	\$743.75
1000-AP510i-WR EW CLOUD TAC OS AP510iWR	\$100.00
1501-AP510i-WR EW Edu 5YRCLOUDSUBSCRIPT AP510iWR	\$206.25
1101-AP510i-WR EW Edu 1YRCLOUDSUBSCRIPT AP510iWR	\$68.75
1500-AP510i-WR EW 5YR CLOUD TAC OS AP510iWR	\$433.75
1011-AP510i-WR EW CLOUD NBD ONSITE AP510iWR	\$187.50
1008-AP510i-WR EW CLOUD 4HR ONSITE AP510iWR	\$243.75
1304-AP510i-WR EW 3YR CLOUD NBD AHR AP510iWR	\$468.75
1301-AP510i-WR EW Edu 3YRCLOUDSUBSCRIPT AP510iWR	\$137.50
.500-AP560h-FCC EW 5YR CLOUD TAC OS AP560hFCC	\$433.75
.304-AP560h-FCC EW 3YR CLOUD NBD AHR AP560hFCC	\$887.50
.300-AP560h-FCC EW 3YR CLOUD TAC OS AP560hFCC	\$275.00
.011-AP560h-FCC EW CLOUD NBD ONSITE AP560hFCC	\$368.75
.004-AP560h-FCC EW CLOUD NBD AHR AP560hFCC	\$318.75
.000-AP560h-FCC EW CLOUD TAC OS AP560hFCC	\$100.00
.008-AP560h-FCC EW CLOUD 4HR ONSITE AP560hFCC	\$506.25
.007-AP560h-FCC EW CLOUD 4HR AHR AP560hFCC	\$418.75
.504-AP560h-FCC EW 5YR CLOUD NBD AHR AP560hFCC	\$1,418.75
1304-AP560i-FCC EW 3YR CLOUD NBD AHR AP560iFCC	\$693.75
1007-AP560i-FCC EW CLOUD 4HR AHR AP560iFCC	\$325.00
1004-AP560i-FCC EW CLOUD NBD AHR AP560iFCC	\$250.00
1000-AP560i-FCC EW CLOUD TAC OS AP560iFCC	\$100.00
1300-AP560i-FCC EW 3YR CLOUD TAC OS AP560iFCC	\$275.00
1011-AP560i-FCC EW CLOUD NBD ONSITE AP560iFCC	\$287.50
1008-AP560i-FCC EW CLOUD 4HR ONSITE AP560iFCC	\$387.50
1504-AP560i-FCC EW 5YR CLOUD NBD AHR AP560iFCC	\$1,112.50
1500-AP560i-FCC EW 5YR CLOUD TAC OS AP560iFCC	\$433.75
304-AP560m-FCC EW 3YR CLOUD NBD AHR AP560mFCC	\$693.75
008-AP560m-FCC EW CLOUD 4HR ONSITE AP560mFCC	\$387.50
007-AP560m-FCC EW CLOUD 4HR AHR AP560mFCC	\$325.00
004-AP560m-FCC EW CLOUD NBD AHR AP560mFCC	\$250.00

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300-AP560m-FCC EW 3YR CLOUD TAC OS AP560mFCC	\$275.00
011-AP560m-FCC EW CLOUD NBD ONSITE AP560mFCC	\$287.50
504-AP560m-FCC EW 5YR CLOUD NBD AHR AP560mFCC	\$1,112.50
000-AP560m-FCC EW CLOUD TAC OS AP560mFCC	\$100.00
500-AP560m-FCC EW 5YR CLOUD TAC OS AP560mFCC	\$433.75
1504-AP560t-FCC EW 5YR CLOUD NBD AHR AP560tFCC	\$1,418.75
1500-AP560t-FCC EW 5YR CLOUD TAC OS AP560tFCC	\$433.75
1304-AP560t-FCC EW 3YR CLOUD NBD AHR AP560tFCC	\$887.50
1300-AP560t-FCC EW 3YR CLOUD TAC OS AP560tFCC	\$275.00
1011-AP560t-FCC EW CLOUD NBD ONSITE AP560tFCC	\$368.75
1008-AP560t-FCC EW CLOUD 4HR ONSITE AP560tFCC	\$506.25
1007-AP560t-FCC EW CLOUD 4HR AHR AP560tFCC	\$418.75
1004-AP560t-FCC EW CLOUD NBD AHR AP560tFCC	\$318.75
1000-AP560t-FCC EW CLOUD TAC OS AP560tFCC	\$100.00
.304-AP560u-FCC EW 3YR CLOUD NBD AHR AP560uFCC	\$693.75
.011-AP560u-FCC EW CLOUD NBD ONSITE AP560uFCC	\$287.50
.008-AP560u-FCC EW CLOUD 4HR ONSITE AP560uFCC	\$387.50
.007-AP560u-FCC EW CLOUD 4HR AHR AP560uFCC	\$325.00
.300-AP560u-FCC EW 3YR CLOUD TAC OS AP560uFCC	\$275.00
.504-AP560u-FCC EW 5YR CLOUD NBD AHR AP560uFCC	\$1,112.50
.004-AP560u-FCC EW CLOUD NBD AHR AP560uFCC	\$250.00
.000-AP560u-FCC EW CLOUD TAC OS AP560uFCC	\$100.00
.500-AP560u-FCC EW 5YR CLOUD TAC OS AP560uFCC	\$433.75
91500-H30877 EW 5YR CLOUD TAC OS H30877	\$433.75
91504-H30877 EW 5YR CLOUD NBD AHR H30877	\$445.00
91501-H30877 EW Edu5YRCLOUDSUBSCRIPT H30877	\$193.75
91304-H30877 EW 3YR CLOUD NBD AHR H30877	\$281.25
91301-H30877 EW Edu3YRCLOUDSUBSCRIPT H30877	\$131.25
91011-H30877 EW CLOUD NBD ONSITE H30877	\$110.00
91008-H30877 EW CLOUD 4HR ONSITE H30877	\$131.25
91007-H30877 EW CLOUD 4HR AHR H30877	\$115.00
91004-H30877 EW CLOUD NBD AHR H30877	\$100.00
91101-H30877 EW Edu1YRCLOUDSUBSCRIPT H30877	\$62.50
91300-H30877 EW 3YR CLOUD TAC OS H30877	\$275.00

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91000-H30877 EW CLOUD TAC OS H30877	\$100.00
91500-H30875 EW 5YR CLOUD TAC OS H30875	\$433.75
91501-H30875 EW Edu5YRCLOUDSUBSCRIPT H30875	\$193.75
91504-H30875 EW 5YR CLOUD NBD AHR H30875	\$445.00
91301-H30875 EW Edu3YRCLOUDSUBSCRIPT H30875	\$131.25
91304-H30875 EW 3YR CLOUD NBD AHR H30875	\$281.25
91011-H30875 EW CLOUD NBD ONSITE H30875	\$110.00
91008-H30875 EW CLOUD 4HR ONSITE H30875	\$131.25
91000-H30875 EW CLOUD TAC OS H30875	\$100.00
91007-H30875 EW CLOUD 4HR AHR H30875	\$115.00
91004-H30875 EW CLOUD NBD AHR H30875	\$100.00
91101-H30875 EW Edu1YRCLOUDSUBSCRIPT H30875	\$62.50
91300-H30875 EW 3YR CLOUD TAC OS H30875	\$275.00
91504-H30876 EW 5YR CLOUD NBD AHR H30876	\$445.00
91501-H30876 EW Edu5YRCLOUDSUBSCRIPT H30876	\$193.75
91500-H30876 EW 5YR CLOUD TAC OS H30876	\$433.75
91304-H30876 EW 3YR CLOUD NBD AHR H30876	\$281.25
91301-H30876 EW Edu3YRCLOUDSUBSCRIPT H30876	\$131.25
91011-H30876 EW CLOUD NBD ONSITE H30876	\$110.00
91008-H30876 EW CLOUD 4HR ONSITE H30876	\$131.25
91000-H30876 EW CLOUD TAC OS H30876	\$100.00
91007-H30876 EW CLOUD 4HR AHR H30876	\$115.00
91004-H30876 EW CLOUD NBD AHR H30876	\$100.00
91101-H30876 EW Edu1YRCLOUDSUBSCRIPT H30876	\$62.50
91300-H30876 EW 3YR CLOUD TAC OS H30876	\$275.00
91500-H30878 EW 5YR CLOUD TAC OS H30878	\$433.75
91504-H30878 EW 5YR CLOUD NBD AHR H30878	\$445.00
91501-H30878 EW Edu5YRCLOUDSUBSCRIPT H30878	\$193.75
91304-H30878 EW 3YR CLOUD NBD AHR H30878	\$281.25
91011-H30878 EW CLOUD NBD ONSITE H30878	\$110.00
91301-H30878 EW Edu3YRCLOUDSUBSCRIPT H30878	\$131.25
91008-H30878 EW CLOUD 4HR ONSITE H30878	\$131.25
91007-H30878 EW CLOUD 4HR AHR H30878	\$115.00
91000-H30878 EW CLOUD TAC OS H30878	\$100.00

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91004-H30878	EW CLOUD NBD AHR H30878	\$100.00
91101-H30878	EW Edu1YRCLOUDSUBSCRIPT H30878	\$62.50
91300-H30878	EW 3YR CLOUD TAC OS H30878	\$275.00
91504-H31353	EW 5YR CLOUD NBD AHR H31353	\$552.50
91300-H31353	EW 3YR CLOUD TAC OS H31353	\$275.00
91007-H31353	EW CLOUD 4HR AHR H31353	\$148.75
91501-H31353	EW Edu5YRCLOUDSUBSCRIPT H31353	\$206.25
91101-H31353	EW Edu1YRCLOUDSUBSCRIPT H31353	\$68.75
91500-H31353	EW 5YR CLOUD TAC OS H31353	\$433.75
91004-H31353	EW CLOUD NBD AHR H31353	\$126.25
91011-H31353	EW CLOUD NBD ONSITE H31353	\$150.00
91304-H31353	EW 3YR CLOUD NBD AHR H31353	\$347.50
91000-H31353	EW CLOUD TAC OS H31353	\$100.00
91008-H31353	EW CLOUD 4HR ONSITE H31353	\$172.50
91301-H31353	EW Edu3YRCLOUDSUBSCRIPT H31353	\$137.50
91500-H30791	EW 5YR CLOUD TAC OS H30791	\$433.75
91501-H30791	EW Edu5YRCLOUDSUBSCRIPT H30791	\$206.25
91504-H30791	EW 5YR CLOUD NBD AHR H30791	\$552.50
91301-H30791	EW Edu3YRCLOUDSUBSCRIPT H30791	\$137.50
91304-H30791	EW 3YR CLOUD NBD AHR H30791	\$347.50
91011-H30791	EW CLOUD NBD ONSITE H30791	\$140.00
91008-H30791	EW CLOUD 4HR ONSITE H30791	\$172.50
91007-H30791	EW CLOUD 4HR AHR H30791	\$148.75
91004-H30791	EW CLOUD NBD AHR H30791	\$126.25
91101-H30791	EW Edu1YRCLOUDSUBSCRIPT H30791	\$68.75
91000-H30791	EW CLOUD TAC OS H30791	\$100.00
91300-H30791	EW 3YR CLOUD TAC OS H30791	\$275.00
91501-H30790	EW Edu5YRCLOUDSUBSCRIPT H30790	\$206.25
91504-H30790	EW 5YR CLOUD NBD AHR H30790	\$552.50
91500-H30790	EW 5YR CLOUD TAC OS H30790	\$433.75
91301-H30790	EW Edu3YRCLOUDSUBSCRIPT H30790	\$137.50
91304-H30790	EW 3YR CLOUD NBD AHR H30790	\$347.50
91011-H30790	EW CLOUD NBD ONSITE H30790	\$140.00
91008-H30790	EW CLOUD 4HR ONSITE H30790	\$172.50

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91007-H30790 EW CLOUD 4HR AHR H30790	\$148.75
91004-H30790 EW CLOUD NBD AHR H30790	\$126.25
91101-H30790 EW Edu1YRCLOUDSUBSCRIPT H30790	\$68.75
91000-H30790 EW CLOUD TAC OS H30790	\$100.00
91300-H30790 EW 3YR CLOUD TAC OS H30790	\$275.00
91501-H30784 EW Edu5YRCLOUDSUBSCRIPT H30784	\$206.25
91500-H30784 EW 5YR CLOUD TAC OS H30784	\$433.75
91504-H30784 EW 5YR CLOUD NBD AHR H30784	\$552.50
91300-H30784 EW 3YR CLOUD TAC OS H30784	\$275.00
91000-H30784 EW CLOUD TAC OS H30784	\$100.00
91301-H30784 EW Edu3YRCLOUDSUBSCRIPT H30784	\$137.50
91304-H30784 EW 3YR CLOUD NBD AHR H30784	\$347.50
91011-H30784 EW CLOUD NBD ONSITE H30784	\$140.00
91008-H30784 EW CLOUD 4HR ONSITE H30784	\$172.50
91004-H30784 EW CLOUD NBD AHR H30784	\$126.25
91101-H30784 EW Edu1YRCLOUDSUBSCRIPT H30784	\$68.75
91007-H30784 EW CLOUD 4HR AHR H30784	\$148.75
91504-H31354 EW 5YR CLOUD NBD AHR H31354	\$552.50
91300-H31354 EW 3YR CLOUD TAC OS H31354	\$275.00
91007-H31354 EW CLOUD 4HR AHR H31354	\$148.75
91501-H31354 EW Edu5YRCLOUDSUBSCRIPT H31354	\$206.25
91101-H31354 EW Edu1YRCLOUDSUBSCRIPT H31354	\$68.75
91500-H31354 EW 5YR CLOUD TAC OS H31354	\$433.75
91004-H31354 EW CLOUD NBD AHR H31354	\$126.25
91011-H31354 EW CLOUD NBD ONSITE H31354	\$140.00
91000-H31354 EW CLOUD TAC OS H31354	\$100.00
91304-H31354 EW 3YR CLOUD NBD AHR H31354	\$347.50
91008-H31354 EW CLOUD 4HR ONSITE H31354	\$172.50
91301-H31354 EW Edu3YRCLOUDSUBSCRIPT H31354	\$137.50
91504-H30783 EW 5YR CLOUD NBD AHR H30783	\$552.50
91501-H30783 EW Edu5YRCLOUDSUBSCRIPT H30783	\$206.25
91500-H30783 EW 5YR CLOUD TAC OS H30783	\$433.75
91300-H30783 EW 3YR CLOUD TAC OS H30783	\$275.00
91301-H30783 EW Edu3YRCLOUDSUBSCRIPT H30783	\$137.50

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91000-H30783	EW CLOUD TAC OS H30783	\$100.00
91304-H30783	EW 3YR CLOUD NBD AHR H30783	\$347.50
91011-H30783	EW CLOUD NBD ONSITE H30783	\$140.00
91008-H30783	EW CLOUD 4HR ONSITE H30783	\$172.50
91101-H30783	EW Edu1YRCLOUDSUBSCRIPT H30783	\$68.75
91007-H30783	EW CLOUD 4HR AHR H30783	\$148.75
91004-H30783	EW CLOUD NBD AHR H30783	\$126.25
91504-H30782	EW 5YR CLOUD NBD AHR H30782	\$552.50
91500-H30782	EW 5YR CLOUD TAC OS H30782	\$433.75
91501-H30782	EW Edu5YRCLOUDSUBSCRIPT H30782	\$206.25
91300-H30782	EW 3YR CLOUD TAC OS H30782	\$275.00
91301-H30782	EW Edu3YRCLOUDSUBSCRIPT H30782	\$137.50
91000-H30782	EW CLOUD TAC OS H30782	\$100.00
91304-H30782	EW 3YR CLOUD NBD AHR H30782	\$347.50
91011-H30782	EW CLOUD NBD ONSITE H30782	\$140.00
91008-H30782	EW CLOUD 4HR ONSITE H30782	\$172.50
91101-H30782	EW Edu1YRCLOUDSUBSCRIPT H30782	\$68.75
91004-H30782	EW CLOUD NBD AHR H30782	\$126.25
91007-H30782	EW CLOUD 4HR AHR H30782	\$148.75
91500-H30789	EW 5YR CLOUD TAC OS H30789	\$433.75
91501-H30789	EW Edu5YRCLOUDSUBSCRIPT H30789	\$206.25
91504-H30789	EW 5YR CLOUD NBD AHR H30789	\$552.50
91301-H30789	EW Edu3YRCLOUDSUBSCRIPT H30789	\$137.50
91304-H30789	EW 3YR CLOUD NBD AHR H30789	\$347.50
91011-H30789	EW CLOUD NBD ONSITE H30789	\$140.00
91008-H30789	EW CLOUD 4HR ONSITE H30789	\$172.50
91000-H30789	EW CLOUD TAC OS H30789	\$100.00
91007-H30789	EW CLOUD 4HR AHR H30789	\$148.75
91004-H30789	EW CLOUD NBD AHR H30789	\$126.25
91101-H30789	EW Edu1YRCLOUDSUBSCRIPT H30789	\$68.75
91300-H30789	EW 3YR CLOUD TAC OS H30789	\$275.00
91504-H31351	EW 5YR CLOUD NBD AHR H31351	\$602.50
91300-H31351	EW 3YR CLOUD TAC OS H31351	\$275.00
91501-H31351	EW Edu5YRCLOUDSUBSCRIPT H31351	\$206.25

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91007-H31351	EW CLOUD 4HR AHR H31351	\$163.75
91101-H31351	EW Edu1YRCLOUDSUBSCRIPT H31351	\$68.75
91500-H31351	EW 5YR CLOUD TAC OS H31351	\$433.75
91004-H31351	EW CLOUD NBD AHR H31351	\$137.50
91011-H31351	EW CLOUD NBD ONSITE H31351	\$300.00
91000-H31351	EW CLOUD TAC OS H31351	\$100.00
91304-H31351	EW 3YR CLOUD NBD AHR H31351	\$378.75
91008-H31351	EW CLOUD 4HR ONSITE H31351	\$192.50
91301-H31351	EW Edu3YRCLOUDSUBSCRIPT H31351	\$137.50
91500-H30788	EW 5YR CLOUD TAC OS H30788	\$433.75
91501-H30788	EW Edu5YRCLOUDSUBSCRIPT H30788	\$206.25
91504-H30788	EW 5YR CLOUD NBD AHR H30788	\$602.50
91301-H30788	EW Edu3YRCLOUDSUBSCRIPT H30788	\$137.50
91304-H30788	EW 3YR CLOUD NBD AHR H30788	\$378.75
91011-H30788	EW CLOUD NBD ONSITE H30788	\$152.50
91008-H30788	EW CLOUD 4HR ONSITE H30788	\$192.50
91007-H30788	EW CLOUD 4HR AHR H30788	\$163.75
91004-H30788	EW CLOUD NBD AHR H30788	\$137.50
91101-H30788	EW Edu1YRCLOUDSUBSCRIPT H30788	\$68.75
91000-H30788	EW CLOUD TAC OS H30788	\$100.00
91300-H30788	EW 3YR CLOUD TAC OS H30788	\$275.00
91500-H30785	EW 5YR CLOUD TAC OS H30785	\$433.75
91501-H30785	EW Edu5YRCLOUDSUBSCRIPT H30785	\$206.25
91504-H30785	EW 5YR CLOUD NBD AHR H30785	\$602.50
91300-H30785	EW 3YR CLOUD TAC OS H30785	\$275.00
91000-H30785	EW CLOUD TAC OS H30785	\$100.00
91301-H30785	EW Edu3YRCLOUDSUBSCRIPT H30785	\$137.50
91304-H30785	EW 3YR CLOUD NBD AHR H30785	\$378.75
91011-H30785	EW CLOUD NBD ONSITE H30785	\$152.50
91008-H30785	EW CLOUD 4HR ONSITE H30785	\$192.50
91004-H30785	EW CLOUD NBD AHR H30785	\$137.50
91101-H30785	EW Edu1YRCLOUDSUBSCRIPT H30785	\$68.75
91007-H30785	EW CLOUD 4HR AHR H30785	\$163.75
91501-H30787	EW Edu5YRCLOUDSUBSCRIPT H30787	\$206.25

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91500-H30787 EW 5YR CLOUD TAC OS H30787	\$433.75
91504-H30787 EW 5YR CLOUD NBD AHR H30787	\$602.50
91301-H30787 EW Edu3YRCLOUDSUBSCRIPT H30787	\$137.50
91011-H30787 EW CLOUD NBD ONSITE H30787	\$152.50
91304-H30787 EW 3YR CLOUD NBD AHR H30787	\$378.75
91008-H30787 EW CLOUD 4HR ONSITE H30787	\$192.50
91007-H30787 EW CLOUD 4HR AHR H30787	\$163.75
91004-H30787 EW CLOUD NBD AHR H30787	\$137.50
91101-H30787 EW Edu1YRCLOUDSUBSCRIPT H30787	\$68.75
91000-H30787 EW CLOUD TAC OS H30787	\$100.00
91300-H30787 EW 3YR CLOUD TAC OS H30787	\$275.00
91301-H31204 EW Edu3YRCLOUDSUBSCRIPT H31204	\$137.50
91300-H31204 EW 3YR CLOUD TAC OS H31204	\$275.00
91101-H31204 EW Edu1YRCLOUDSUBSCRIPT H31204	\$68.75
91011-H31204 EW CLOUD NBD ONSITE H31204	\$152.50
91008-H31204 EW CLOUD 4HR ONSITE H31204	\$192.50
91007-H31204 EW CLOUD 4HR AHR H31204	\$163.75
91004-H31204 EW CLOUD NBD AHR H31204	\$137.50
91000-H31204 EW CLOUD TAC OS H31204	\$100.00
91504-H31204 EW 5YR CLOUD NBD AHR H31204	\$602.50
91501-H31204 EW Edu5YRCLOUDSUBSCRIPT H31204	\$206.25
91500-H31204 EW 5YR CLOUD TAC OS H31204	\$433.75
91304-H31204 EW 3YR CLOUD NBD AHR H31204	\$378.75
91504-H30781 EW 5YR CLOUD NBD AHR H30781	\$602.50
91501-H30781 EW Edu5YRCLOUDSUBSCRIPT H30781	\$206.25
91500-H30781 EW 5YR CLOUD TAC OS H30781	\$433.75
91000-H30781 EW CLOUD TAC OS H30781	\$100.00
91300-H30781 EW 3YR CLOUD TAC OS H30781	\$275.00
91301-H30781 EW Edu3YRCLOUDSUBSCRIPT H30781	\$137.50
91304-H30781 EW 3YR CLOUD NBD AHR H30781	\$378.75
91011-H30781 EW CLOUD NBD ONSITE H30781	\$152.50
91008-H30781 EW CLOUD 4HR ONSITE H30781	\$192.50
91101-H30781 EW Edu1YRCLOUDSUBSCRIPT H30781	\$68.75
91004-H30781 EW CLOUD NBD AHR H30781	\$137.50

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91007-H30781 EW CLOUD 4HR AHR H30781	\$163.75
91504-H31352 EW 5YR CLOUD NBD AHR H31352	\$602.50
91300-H31352 EW 3YR CLOUD TAC OS H31352	\$275.00
91501-H31352 EW Edu5YRCLOUDSUBSCRIPT H31352	\$206.25
91007-H31352 EW CLOUD 4HR AHR H31352	\$163.75
91101-H31352 EW Edu1YRCLOUDSUBSCRIPT H31352	\$68.75
91500-H31352 EW 5YR CLOUD TAC OS H31352	\$433.75
91004-H31352 EW CLOUD NBD AHR H31352	\$137.50
91011-H31352 EW CLOUD NBD ONSITE H31352	\$152.50
91000-H31352 EW CLOUD TAC OS H31352	\$100.00
91304-H31352 EW 3YR CLOUD NBD AHR H31352	\$378.75
91008-H31352 EW CLOUD 4HR ONSITE H31352	\$192.50
91301-H31352 EW Edu3YRCLOUDSUBSCRIPT H31352	\$137.50
91504-H30780 EW 5YR CLOUD NBD AHR H30780	\$602.50
91501-H30780 EW Edu5YRCLOUDSUBSCRIPT H30780	\$206.25
91500-H30780 EW 5YR CLOUD TAC OS H30780	\$433.75
91300-H30780 EW 3YR CLOUD TAC OS H30780	\$275.00
91301-H30780 EW Edu3YRCLOUDSUBSCRIPT H30780	\$137.50
91304-H30780 EW 3YR CLOUD NBD AHR H30780	\$378.75
91011-H30780 EW CLOUD NBD ONSITE H30780	\$152.50
91008-H30780 EW CLOUD 4HR ONSITE H30780	\$192.50
91101-H30780 EW Edu1YRCLOUDSUBSCRIPT H30780	\$68.75
91004-H30780 EW CLOUD NBD AHR H30780	\$137.50
91007-H30780 EW CLOUD 4HR AHR H30780	\$163.75
91000-H30780 EW CLOUD TAC OS H30780	\$100.00
91504-H30779 EW 5YR CLOUD NBD AHR H30779	\$602.50
91500-H30779 EW 5YR CLOUD TAC OS H30779	\$433.75
91501-H30779 EW Edu5YRCLOUDSUBSCRIPT H30779	\$206.25
91007-H30779 EW CLOUD 4HR AHR H30779	\$163.75
91300-H30779 EW 3YR CLOUD TAC OS H30779	\$275.00
91301-H30779 EW Edu3YRCLOUDSUBSCRIPT H30779	\$137.50
91304-H30779 EW 3YR CLOUD NBD AHR H30779	\$378.75
91011-H30779 EW CLOUD NBD ONSITE H30779	\$152.50
91008-H30779 EW CLOUD 4HR ONSITE H30779	\$192.50

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91101-H30779	EW Edu1YRCLOUDSUBSCRIPT H30779	\$68.75
91004-H30779	EW CLOUD NBD AHR H30779	\$137.50
91000-H30779	EW CLOUD TAC OS H30779	\$100.00
91501-H30786	EW Edu5YRCLOUDSUBSCRIPT H30786	\$206.25
91500-H30786	EW 5YR CLOUD TAC OS H30786	\$433.75
91504-H30786	EW 5YR CLOUD NBD AHR H30786	\$602.50
91300-H30786	EW 3YR CLOUD TAC OS H30786	\$275.00
91301-H30786	EW Edu3YRCLOUDSUBSCRIPT H30786	\$137.50
91304-H30786	EW 3YR CLOUD NBD AHR H30786	\$378.75
91011-H30786	EW CLOUD NBD ONSITE H30786	\$152.50
91008-H30786	EW CLOUD 4HR ONSITE H30786	\$192.50
91000-H30786	EW CLOUD TAC OS H30786	\$100.00
91007-H30786	EW CLOUD 4HR AHR H30786	\$163.75
91004-H30786	EW CLOUD NBD AHR H30786	\$137.50
91101-H30786	EW Edu1YRCLOUDSUBSCRIPT H30786	\$68.75
91504-H31356	EW 5YR CLOUD NBD AHR H31356	\$827.50
91300-H31356	EW 3YR CLOUD TAC OS H31356	\$275.00
91007-H31356	EW CLOUD 4HR AHR H31356	\$237.50
91501-H31356	EW Edu5YRCLOUDSUBSCRIPT H31356	\$206.25
91101-H31356	EW Edu1YRCLOUDSUBSCRIPT H31356	\$68.75
91500-H31356	EW 5YR CLOUD TAC OS H31356	\$435.00
91004-H31356	EW CLOUD NBD AHR H31356	\$187.50
91011-H31356	EW CLOUD NBD ONSITE H31356	\$212.50
91304-H31356	EW 3YR CLOUD NBD AHR H31356	\$518.75
91000-H31356	EW CLOUD TAC OS H31356	\$100.00
91008-H31356	EW CLOUD 4HR ONSITE H31356	\$281.25
91301-H31356	EW Edu3YRCLOUDSUBSCRIPT H31356	\$137.50
91504-H30777	EW 5YR CLOUD NBD AHR H30777	\$827.50
91501-H30777	EW Edu5YRCLOUDSUBSCRIPT H30777	\$206.25
91500-H30777	EW 5YR CLOUD TAC OS H30777	\$435.00
91004-H30777	EW CLOUD NBD AHR H30777	\$187.50
91007-H30777	EW CLOUD 4HR AHR H30777	\$237.50
91300-H30777	EW 3YR CLOUD TAC OS H30777	\$275.00
91301-H30777	EW Edu3YRCLOUDSUBSCRIPT H30777	\$137.50

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91304-H30777	EW 3YR CLOUD NBD AHR H30777	\$518.75
91011-H30777	EW CLOUD NBD ONSITE H30777	\$212.50
91008-H30777	EW CLOUD 4HR ONSITE H30777	\$281.25
91101-H30777	EW Edu1YRCLOUDSUBSCRIPT H30777	\$68.75
91000-H30777	EW CLOUD TAC OS H30777	\$100.00
91304-H31127	EW 3YR CLOUD NBD AHR H31127	\$518.75
91504-H31127	EW 5YR CLOUD NBD AHR H31127	\$827.50
91501-H31127	EW Edu5YRCLOUDSUBSCRIPT H31127	\$206.25
91500-H31127	EW 5YR CLOUD TAC OS H31127	\$435.00
91008-H31127	EW CLOUD 4HR ONSITE H31127	\$281.25
91301-H31127	EW Edu3YRCLOUDSUBSCRIPT H31127	\$137.50
91007-H31127	EW CLOUD 4HR AHR H31127	\$237.50
91000-H31127	EW CLOUD TAC OS H31127	\$100.00
91004-H31127	EW CLOUD NBD AHR H31127	\$187.50
91300-H31127	EW 3YR CLOUD TAC OS H31127	\$275.00
91101-H31127	EW Edu1YRCLOUDSUBSCRIPT H31127	\$68.75
91011-H31127	EW CLOUD NBD ONSITE H31127	\$212.50
91500-H30776	EW 5YR CLOUD TAC OS H30776	\$435.00
91504-H30776	EW 5YR CLOUD NBD AHR H30776	\$827.50
91501-H30776	EW Edu5YRCLOUDSUBSCRIPT H30776	\$206.25
91004-H30776	EW CLOUD NBD AHR H30776	\$187.50
91007-H30776	EW CLOUD 4HR AHR H30776	\$237.50
91301-H30776	EW Edu3YRCLOUDSUBSCRIPT H30776	\$137.50
91300-H30776	EW 3YR CLOUD TAC OS H30776	\$275.00
91304-H30776	EW 3YR CLOUD NBD AHR H30776	\$518.75
91101-H30776	EW Edu1YRCLOUDSUBSCRIPT H30776	\$68.75
91011-H30776	EW CLOUD NBD ONSITE H30776	\$212.50
91008-H30776	EW CLOUD 4HR ONSITE H30776	\$281.25
91000-H30776	EW CLOUD TAC OS H30776	\$100.00
91504-H30778	EW 5YR CLOUD NBD AHR H30778	\$827.50
91500-H30778	EW 5YR CLOUD TAC OS H30778	\$435.00
91501-H30778	EW Edu5YRCLOUDSUBSCRIPT H30778	\$206.25
91007-H30778	EW CLOUD 4HR AHR H30778	\$237.50
91300-H30778	EW 3YR CLOUD TAC OS H30778	\$275.00

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91301-H30778	EW Edu3YRCLOUDSUBSCRIPT H30778	\$137.50
91304-H30778	EW 3YR CLOUD NBD AHR H30778	\$518.75
91101-H30778	EW Edu1YRCLOUDSUBSCRIPT H30778	\$68.75
91011-H30778	EW CLOUD NBD ONSITE H30778	\$212.50
91008-H30778	EW CLOUD 4HR ONSITE H30778	\$281.25
91004-H30778	EW CLOUD NBD AHR H30778	\$187.50
91000-H30778	EW CLOUD TAC OS H30778	\$100.00
91504-H31355	EW 5YR CLOUD NBD AHR H31355	\$827.50
91300-H31355	EW 3YR CLOUD TAC OS H31355	\$275.00
91007-H31355	EW CLOUD 4HR AHR H31355	\$237.50
91501-H31355	EW Edu5YRCLOUDSUBSCRIPT H31355	\$206.25
91101-H31355	EW Edu1YRCLOUDSUBSCRIPT H31355	\$68.75
91500-H31355	EW 5YR CLOUD TAC OS H31355	\$435.00
91004-H31355	EW CLOUD NBD AHR H31355	\$187.50
91011-H31355	EW CLOUD NBD ONSITE H31355	\$140.00
91304-H31355	EW 3YR CLOUD NBD AHR H31355	\$518.75
91000-H31355	EW CLOUD TAC OS H31355	\$100.00
91008-H31355	EW CLOUD 4HR ONSITE H31355	\$281.25
91301-H31355	EW Edu3YRCLOUDSUBSCRIPT H31355	\$137.50
91500-H30775	EW 5YR CLOUD TAC OS H30775	\$435.00
91504-H30775	EW 5YR CLOUD NBD AHR H30775	\$827.50
91501-H30775	EW Edu5YRCLOUDSUBSCRIPT H30775	\$206.25
91011-H30775	EW CLOUD NBD ONSITE H30775	\$212.50
91008-H30775	EW CLOUD 4HR ONSITE H30775	\$281.25
91004-H30775	EW CLOUD NBD AHR H30775	\$187.50
91007-H30775	EW CLOUD 4HR AHR H30775	\$237.50
91301-H30775	EW Edu3YRCLOUDSUBSCRIPT H30775	\$137.50
91300-H30775	EW 3YR CLOUD TAC OS H30775	\$275.00
91101-H30775	EW Edu1YRCLOUDSUBSCRIPT H30775	\$68.75
91304-H30775	EW 3YR CLOUD NBD AHR H30775	\$518.75
91000-H30775	EW CLOUD TAC OS H30775	\$100.00
91500-H30773	EW 5YR CLOUD TAC OS H30773	\$435.00
91504-H30773	EW 5YR CLOUD NBD AHR H30773	\$827.50
91501-H30773	EW Edu5YRCLOUDSUBSCRIPT H30773	\$206.25

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91011-H30773	EW CLOUD NBD ONSITE H30773	\$212.50
91304-H30773	EW 3YR CLOUD NBD AHR H30773	\$518.75
91008-H30773	EW CLOUD 4HR ONSITE H30773	\$281.25
91007-H30773	EW CLOUD 4HR AHR H30773	\$237.50
91301-H30773	EW Edu3YRCLOUDSUBSCRIPT H30773	\$137.50
91300-H30773	EW 3YR CLOUD TAC OS H30773	\$275.00
91004-H30773	EW CLOUD NBD AHR H30773	\$187.50
91101-H30773	EW Edu1YRCLOUDSUBSCRIPT H30773	\$68.75
91000-H30773	EW CLOUD TAC OS H30773	\$100.00
91504-H30774	EW 5YR CLOUD NBD AHR H30774	\$827.50
91500-H30774	EW 5YR CLOUD TAC OS H30774	\$435.00
91501-H30774	EW Edu5YRCLOUDSUBSCRIPT H30774	\$206.25
91011-H30774	EW CLOUD NBD ONSITE H30774	\$212.50
91304-H30774	EW 3YR CLOUD NBD AHR H30774	\$518.75
91008-H30774	EW CLOUD 4HR ONSITE H30774	\$281.25
91007-H30774	EW CLOUD 4HR AHR H30774	\$237.50
91301-H30774	EW Edu3YRCLOUDSUBSCRIPT H30774	\$137.50
91300-H30774	EW 3YR CLOUD TAC OS H30774	\$275.00
91004-H30774	EW CLOUD NBD AHR H30774	\$187.50
91101-H30774	EW Edu1YRCLOUDSUBSCRIPT H30774	\$68.75
91000-H30774	EW CLOUD TAC OS H30774	\$100.00
91504-H31357	EW 5YR CLOUD NBD AHR H31357	\$827.50
91007-H31357	EW CLOUD 4HR AHR H31357	\$237.50
91501-H31357	EW Edu5YRCLOUDSUBSCRIPT H31357	\$206.25
91101-H31357	EW Edu1YRCLOUDSUBSCRIPT H31357	\$68.75
91500-H31357	EW 5YR CLOUD TAC OS H31357	\$435.00
91004-H31357	EW CLOUD NBD AHR H31357	\$187.50
91011-H31357	EW CLOUD NBD ONSITE H31357	\$212.50
91000-H31357	EW CLOUD TAC OS H31357	\$100.00
91304-H31357	EW 3YR CLOUD NBD AHR H31357	\$518.75
91008-H31357	EW CLOUD 4HR ONSITE H31357	\$281.25
91301-H31357	EW Edu3YRCLOUDSUBSCRIPT H31357	\$137.50
91300-H31357	EW 3YR CLOUD TAC OS H31357	\$275.00
91500-H30966	EW 5YR CLOUD TAC OS H30966	\$435.00

91504-H30966	EW 5YR CLOUD NBD AHR H30966	\$827.50
91501-H30966	EW Edu5YRCLOUDSUBSCRIPT H30966	\$206.25
91304-H30966	EW 3YR CLOUD NBD AHR H30966	\$518.75
91011-H30966	EW CLOUD NBD ONSITE H30966	\$212.50
91301-H30966	EW Edu3YRCLOUDSUBSCRIPT H30966	\$137.50
91008-H30966	EW CLOUD 4HR ONSITE H30966	\$281.25
91007-H30966	EW CLOUD 4HR AHR H30966	\$237.50
91000-H30966	EW CLOUD TAC OS H30966	\$100.00
91004-H30966	EW CLOUD NBD AHR H30966	\$187.50
91300-H30966	EW 3YR CLOUD TAC OS H30966	\$275.00
91101-H30966	EW Edu1YRCLOUDSUBSCRIPT H30966	\$68.75
91500-H30967	EW 5YR CLOUD TAC OS H30967	\$435.00
91504-H30967	EW 5YR CLOUD NBD AHR H30967	\$827.50
91501-H30967	EW Edu5YRCLOUDSUBSCRIPT H30967	\$206.25
91304-H30967	EW 3YR CLOUD NBD AHR H30967	\$518.75
91011-H30967	EW CLOUD NBD ONSITE H30967	\$212.50
91301-H30967	EW Edu3YRCLOUDSUBSCRIPT H30967	\$137.50
91008-H30967	EW CLOUD 4HR ONSITE H30967	\$281.25
91007-H30967	EW CLOUD 4HR AHR H30967	\$237.50
91004-H30967	EW CLOUD NBD AHR H30967	\$187.50
91300-H30967	EW 3YR CLOUD TAC OS H30967	\$275.00
91101-H30967	EW Edu1YRCLOUDSUBSCRIPT H30967	\$68.75
91000-H30967	EW CLOUD TAC OS H30967	\$100.00
91504-H30968	EW 5YR CLOUD NBD AHR H30968	\$827.50
91501-H30968	EW Edu5YRCLOUDSUBSCRIPT H30968	\$206.25
91500-H30968	EW 5YR CLOUD TAC OS H30968	\$435.00
91011-H30968	EW CLOUD NBD ONSITE H30968	\$212.50
91301-H30968	EW Edu3YRCLOUDSUBSCRIPT H30968	\$137.50
91008-H30968	EW CLOUD 4HR ONSITE H30968	\$281.25
91007-H30968	EW CLOUD 4HR AHR H30968	\$237.50
91000-H30968	EW CLOUD TAC OS H30968	\$100.00
91004-H30968	EW CLOUD NBD AHR H30968	\$187.50
91300-H30968	EW 3YR CLOUD TAC OS H30968	\$275.00
91101-H30968	EW Edu1YRCLOUDSUBSCRIPT H30968	\$68.75

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91304-H30968 EW 3YR CLOUD NBD AHR H30968	\$518.75
91101-37101 EW Edu 1YRCLOUDSUBSCRIPT 37101	\$68.75
91504-37101 EW 5YR CLOUD NBD AHR 37101	\$450.00
91304-37101 EW 3YR CLOUD NBD AHR 37101	\$281.25
91500-37101 EW 5YR CLOUD TAC OS 37101	\$433.75
91300-37101 EW 3YR CLOUD TAC OS 37101	\$275.00
91501-37101 EW Edu 5YRCLOUDSUBSCRIPT 37101	\$206.25
91301-37101 EW Edu 3YRCLOUDSUBSCRIPT 37101	\$137.50
91011-37101 EW CLOUD NBD ONSITE 37101	\$110.00
91008-37101 EW CLOUD 4HR ONSITE 37101	\$127.50
91004-37101 EW CLOUD NBD AHR 37101	\$102.50
91007-37101 EW CLOUD 4HR AHR 37101	\$115.00
91000-37101 EW CLOUD TAC OS 37101	\$100.00
91101-37102 EW Edu 1YRCLOUDSUBSCRIPT 37102	\$68.75
91504-37102 EW 5YR CLOUD NBD AHR 37102	\$450.00
91304-37102 EW 3YR CLOUD NBD AHR 37102	\$281.25
91500-37102 EW 5YR CLOUD TAC OS 37102	\$433.75
91008-37102 EW CLOUD 4HR ONSITE 37102	\$127.50
91300-37102 EW 3YR CLOUD TAC OS 37102	\$275.00
91501-37102 EW Edu 5YRCLOUDSUBSCRIPT 37102	\$206.25
91301-37102 EW Edu 3YRCLOUDSUBSCRIPT 37102	\$137.50
91011-37102 EW CLOUD NBD ONSITE 37102	\$110.00
91004-37102 EW CLOUD NBD AHR 37102	\$102.50
91007-37102 EW CLOUD 4HR AHR 37102	\$115.00
91000-37102 EW CLOUD TAC OS 37102	\$100.00
91101-37111 EW Edu 1YRCLOUDSUBSCRIPT 37111	\$68.75
91304-37111 EW 3YR CLOUD NBD AHR 37111	\$316.25
91504-37111 EW 5YR CLOUD NBD AHR 37111	\$501.25
91500-37111 EW 5YR CLOUD TAC OS 37111	\$433.75
91300-37111 EW 3YR CLOUD TAC OS 37111	\$275.00
91501-37111 EW Edu 5YRCLOUDSUBSCRIPT 37111	\$206.25
91301-37111 EW Edu 3YRCLOUDSUBSCRIPT 37111	\$137.50
91011-37111 EW CLOUD NBD ONSITE 37111	\$131.25
91008-37111 EW CLOUD 4HR ONSITE 37111	\$156.25

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91007-37111	EW CLOUD 4HR AHR 37111	\$137.50
91000-37111	EW CLOUD TAC OS 37111	\$100.00
91004-37111	EW CLOUD NBD AHR 37111	\$118.75
91101-37112	EW Edu 1YRCLOUDSUBSCRIPT 37112	\$68.75
91304-37112	EW 3YR CLOUD NBD AHR 37112	\$316.25
91504-37112	EW 5YR CLOUD NBD AHR 37112	\$501.25
91500-37112	EW 5YR CLOUD TAC OS 37112	\$433.75
91008-37112	EW CLOUD 4HR ONSITE 37112	\$156.25
91300-37112	EW 3YR CLOUD TAC OS 37112	\$275.00
91501-37112	EW Edu 5YRCLOUDSUBSCRIPT 37112	\$206.25
91301-37112	EW Edu 3YRCLOUDSUBSCRIPT 37112	\$137.50
91011-37112	EW CLOUD NBD ONSITE 37112	\$131.25
91007-37112	EW CLOUD 4HR AHR 37112	\$137.50
91000-37112	EW CLOUD TAC OS 37112	\$100.00
91004-37112	EW CLOUD NBD AHR 37112	\$118.75
91304-37113	EW 3YR CLOUD NBD AHR 37113	\$358.75
91504-37113	EW 5YR CLOUD NBD AHR 37113	\$568.75
91500-37113	EW 5YR CLOUD TAC OS 37113	\$433.75
91008-37113	EW CLOUD 4HR ONSITE 37113	\$181.25
91300-37113	EW 3YR CLOUD TAC OS 37113	\$275.00
91501-37113	EW Edu 5YRCLOUDSUBSCRIPT 37113	\$206.25
91301-37113	EW Edu 3YRCLOUDSUBSCRIPT 37113	\$137.50
91011-37113	EW CLOUD NBD ONSITE 37113	\$145.00
91101-37113	EW Edu 1YRCLOUDSUBSCRIPT 37113	\$68.75
91007-37113	EW CLOUD 4HR AHR 37113	\$155.00
91000-37113	EW CLOUD TAC OS 37113	\$100.00
91004-37113	EW CLOUD NBD AHR 37113	\$130.00
91304-37114	EW 3YR CLOUD NBD AHR 37114	\$358.75
91500-37114	EW 5YR CLOUD TAC OS 37114	\$433.75
91300-37114	EW 3YR CLOUD TAC OS 37114	\$275.00
91501-37114	EW Edu 5YRCLOUDSUBSCRIPT 37114	\$206.25
91301-37114	EW Edu 3YRCLOUDSUBSCRIPT 37114	\$137.50
91011-37114	EW CLOUD NBD ONSITE 37114	\$145.00
91008-37114	EW CLOUD 4HR ONSITE 37114	\$181.25

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91101-37114 EW Edu 1YRCLOUDSUBSCRIPT 37114	\$68.75
91504-37114 EW 5YR CLOUD NBD AHR 37114	\$568.75
91007-37114 EW CLOUD 4HR AHR 37114	\$155.00
91000-37114 EW CLOUD TAC OS 37114	\$100.00
91004-37114 EW CLOUD NBD AHR 37114	\$130.00
91500-37121 EW 5YR CLOUD TAC OS 37121	\$435.00
91300-37121 EW 3YR CLOUD TAC OS 37121	\$275.00
91008-37121 EW CLOUD 4HR ONSITE 37121	\$243.75
91501-37121 EW Edu 5YRCLOUDSUBSCRIPT 37121	\$206.25
91301-37121 EW Edu 3YRCLOUDSUBSCRIPT 37121	\$137.50
91011-37121 EW CLOUD NBD ONSITE 37121	\$187.50
91101-37121 EW Edu 1YRCLOUDSUBSCRIPT 37121	\$68.75
91504-37121 EW 5YR CLOUD NBD AHR 37121	\$721.25
91304-37121 EW 3YR CLOUD NBD AHR 37121	\$452.50
91000-37121 EW CLOUD TAC OS 37121	\$100.00
91004-37121 EW CLOUD NBD AHR 37121	\$163.75
91007-37121 EW CLOUD 4HR AHR 37121	\$200.00
91500-37122 EW 5YR CLOUD TAC OS 37122	\$435.00
91300-37122 EW 3YR CLOUD TAC OS 37122	\$275.00
91501-37122 EW Edu 5YRCLOUDSUBSCRIPT 37122	\$206.25
91301-37122 EW Edu 3YRCLOUDSUBSCRIPT 37122	\$137.50
91011-37122 EW CLOUD NBD ONSITE 37122	\$187.50
91008-37122 EW CLOUD 4HR ONSITE 37122	\$243.75
91101-37122 EW Edu 1YRCLOUDSUBSCRIPT 37122	\$68.75
91504-37122 EW 5YR CLOUD NBD AHR 37122	\$721.25
91304-37122 EW 3YR CLOUD NBD AHR 37122	\$452.50
91000-37122 EW CLOUD TAC OS 37122	\$100.00
91004-37122 EW CLOUD NBD AHR 37122	\$163.75
91007-37122 EW CLOUD 4HR AHR 37122	\$200.00
91500-37123 EW 5YR CLOUD TAC OS 37123	\$435.00
91300-37123 EW 3YR CLOUD TAC OS 37123	\$275.00
91007-37123 EW CLOUD 4HR AHR 37123	\$200.00
91008-37123 EW CLOUD 4HR ONSITE 37123	\$243.75
91501-37123 EW Edu 5YRCLOUDSUBSCRIPT 37123	\$206.25

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91011-37123 EW CLOUD NBD ONSITE 37123	\$187.50
91301-37123 EW Edu 3YRCLOUDSUBSCRIPT 37123	\$137.50
91504-37123 EW 5YR CLOUD NBD AHR 37123	\$721.25
91304-37123 EW 3YR CLOUD NBD AHR 37123	\$452.50
91101-37123 EW Edu 1YRCLOUDSUBSCRIPT 37123	\$68.75
91000-37123 EW CLOUD TAC OS 37123	\$100.00
91004-37123 EW CLOUD NBD AHR 37123	\$163.75
91500-37124 EW 5YR CLOUD TAC OS 37124	\$435.00
91300-37124 EW 3YR CLOUD TAC OS 37124	\$275.00
91011-37124 EW CLOUD NBD ONSITE 37124	\$187.50
91501-37124 EW Edu 5YRCLOUDSUBSCRIPT 37124	\$206.25
91301-37124 EW Edu 3YRCLOUDSUBSCRIPT 37124	\$137.50
91007-37124 EW CLOUD 4HR AHR 37124	\$200.00
91008-37124 EW CLOUD 4HR ONSITE 37124	\$243.75
91504-37124 EW 5YR CLOUD NBD AHR 37124	\$721.25
91304-37124 EW 3YR CLOUD NBD AHR 37124	\$452.50
91101-37124 EW Edu 1YRCLOUDSUBSCRIPT 37124	\$68.75
91000-37124 EW CLOUD TAC OS 37124	\$100.00
91004-37124 EW CLOUD NBD AHR 37124	\$163.75
91504-H31335 EW 5YR CLOUD NBD AHR H31335	\$675.00
91500-H31335 EW 5YR CLOUD TAC OS H31335	\$293.75
91304-H31335 EW 3YR CLOUD NBD AHR H31335	\$425.00
91300-H31335 EW 3YR CLOUD TAC OS H31335	\$187.50
91011-H31335 EW CLOUD NBD ONSITE H31335	\$175.00
91008-H31335 EW CLOUD 4HR ONSITE H31335	\$225.00
91007-H31335 EW CLOUD 4HR AHR H31335	\$187.50
91004-H31335 EW CLOUD NBD AHR H31335	\$156.25
91000-H31335 EW CLOUD TAC OS H31335	\$68.75
91504-H30970 EW 5YR CLOUD NBD AHR H30970	\$675.00
91500-H30970 EW 5YR CLOUD TAC OS H30970	\$293.75
91304-H30970 EW 3YR CLOUD NBD AHR H30970	\$425.00
91300-H30970 EW 3YR CLOUD TAC OS H30970	\$187.50
91011-H30970 EW CLOUD NBD ONSITE H30970	\$175.00
91008-H30970 EW CLOUD 4HR ONSITE H30970	\$225.00

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91007-H30970 EW CLOUD 4HR AHR H30970	\$187.50
91004-H30970 EW CLOUD NBD AHR H30970	\$156.25
91000-H30970 EW CLOUD TAC OS H30970	\$68.75
91501-H30971 EW Edu 51YRCLOUDSUBSCRIPT H30971	\$206.25
91301-H30971 EW Edu 3YRCLOUDSUBSCRIPT H30971	\$137.50
91101-H30971 EW Edu 1YRCLOUDSUBSCRIPT H30971	\$68.75
91504-H30971 EW 5YR CLOUD NBD AHR H30971	\$675.00
91500-H30971 EW 5YR CLOUD TAC OS H30971	\$293.75
91304-H30971 EW 3YR CLOUD NBD AHR H30971	\$425.00
91300-H30971 EW 3YR CLOUD TAC OS H30971	\$187.50
91011-H30971 EW CLOUD NBD ONSITE H30971	\$175.00
91008-H30971 EW CLOUD 4HR ONSITE H30971	\$225.00
91007-H30971 EW CLOUD 4HR AHR H30971	\$187.50
91004-H30971 EW CLOUD NBD AHR H30971	\$156.25
91000-H30971 EW CLOUD TAC OS H30971	\$68.75
91504-H30972 EW 5YR CLOUD NBD AHR H30972	\$675.00
91500-H30972 EW 5YR CLOUD TAC OS H30972	\$293.75
91304-H30972 EW 3YR CLOUD NBD AHR H30972	\$425.00
91300-H30972 EW 3YR CLOUD TAC OS H30972	\$187.50
91011-H30972 EW CLOUD NBD ONSITE H30972	\$175.00
91008-H30972 EW CLOUD 4HR ONSITE H30972	\$225.00
91007-H30972 EW CLOUD 4HR AHR H30972	\$187.50
91004-H30972 EW CLOUD NBD AHR H30972	\$156.25
91000-H30972 EW CLOUD TAC OS H30972	\$68.75
91011-H31348 EW CLOUD NBD ONSITE H31348	\$218.75
91501-H31348 EW Edu 5YRCLOUDSUBSCRIPT H31348	\$206.25
91301-H31348 EW Edu 3YRCLOUDSUBSCRIPT H31348	\$137.50
91007-H31348 EW CLOUD 4HR AHR H31348	\$237.50
91504-H31348 EW 5YR CLOUD NBD AHR H31348	\$845.00
91304-H31348 EW 3YR CLOUD NBD AHR H31348	\$528.75
91101-H31348 EW Edu 1YRCLOUDSUBSCRIPT H31348	\$68.75
91500-H31348 EW 5YR CLOUD TAC OS H31348	\$435.00
91300-H31348 EW 3YR CLOUD TAC OS H31348	\$275.00
91008-H31348 EW CLOUD 4HR ONSITE H31348	\$287.50

Exhibit B

91000-H31348 EW CLOUD TAC OS H31348	\$100.00
91004-H31348 EW CLOUD NBD AHR H31348	\$191.25
918533-68SB30-IL EW 5YR CLOUD NBD AHR AP853368SB30IL	\$845.00
918533-68SB30-IL EW Edu 5YRCLOUDSUBSCRIPT AP8533IL	\$206.25
918533-68SB30-IL EW 3YR CLOUD TAC OS AP853368SB30IL	\$275.00
918533-68SB30-IL EW Edu 1YRCLOUDSUBSCRIPT AP8533IL	\$68.75
918533-68SB30-IL EW CLOUD NBD ONSITE AP853368SB30IL	\$218.75
918533-68SB30-IL EW CLOUD 4HR ONSITE AP853368SB30IL	\$287.50
918533-68SB30-IL EW CLOUD 4HR AHR AP853368SB30IL	\$237.50
918533-68SB30-IL EW CLOUD NBD AHR AP853368SB30IL	\$191.25
918533-68SB30-IL EW CLOUD TAC OS AP853368SB30IL	\$100.00
918533-68SB30-IL EW 5YR CLOUD TAC OS AP853368SB30IL	\$435.00
918533-68SB30-IL EW 3YR CLOUD NBD AHR AP853368SB30IL	\$528.75
918533-68SB30-IL EW Edu 3YRCLOUDSUBSCRIPT AP8533IL	\$137.50
91300-H30974 EW 3YR CLOUD TAC OS H30974	\$275.00
91008-H30974 EW CLOUD 4HR ONSITE H30974	\$287.50
91011-H30974 EW CLOUD NBD ONSITE H30974	\$218.75
91501-H30974 EW Edu 5YRCLOUDSUBSCRIPT H30974	\$206.25
91301-H30974 EW Edu 3YRCLOUDSUBSCRIPT H30974	\$137.50
91007-H30974 EW CLOUD 4HR AHR H30974	\$237.50
91504-H30974 EW 5YR CLOUD NBD AHR H30974	\$845.00
91304-H30974 EW 3YR CLOUD NBD AHR H30974	\$528.75
91101-H30974 EW Edu 1YRCLOUDSUBSCRIPT H30974	\$68.75
91500-H30974 EW 5YR CLOUD TAC OS H30974	\$435.00
91000-H30974 EW CLOUD TAC OS H30974	\$100.00
91004-H30974 EW CLOUD NBD AHR H30974	\$191.25
91011-H31349 EW CLOUD NBD ONSITE H31349	\$218.75
91501-H31349 EW Edu 5YRCLOUDSUBSCRIPT H31349	\$206.25
91301-H31349 EW Edu 3YRCLOUDSUBSCRIPT H31349	\$137.50
91007-H31349 EW CLOUD 4HR AHR H31349	\$237.50
91504-H31349 EW 5YR CLOUD NBD AHR H31349	\$845.00
91304-H31349 EW 3YR CLOUD NBD AHR H31349	\$528.75
91101-H31349 EW Edu 1YRCLOUDSUBSCRIPT H31349	\$68.75
91500-H31349 EW 5YR CLOUD TAC OS H31349	\$435.00

Exhibit B

91300-H31349 EW 3YR CLOUD TAC OS H31349	\$275.00
91008-H31349 EW CLOUD 4HR ONSITE H31349	\$287.50
91000-H31349 EW CLOUD TAC OS H31349	\$100.00
91004-H31349 EW CLOUD NBD AHR H31349	\$191.25
91008-H30977 EW CLOUD 4HR ONSITE H30977	\$287.50
91300-H30977 EW 3YR CLOUD TAC OS H30977	\$275.00
91007-H30977 EW CLOUD 4HR AHR H30977	\$237.50
91011-H30977 EW CLOUD NBD ONSITE H30977	\$218.75
91501-H30977 EW Edu 5YRCLOUDSUBSCRIPT H30977	\$206.25
91301-H30977 EW Edu 3YRCLOUDSUBSCRIPT H30977	\$137.50
91504-H30977 EW 5YR CLOUD NBD AHR H30977	\$845.00
91304-H30977 EW 3YR CLOUD NBD AHR H30977	\$528.75
91101-H30977 EW Edu 1YRCLOUDSUBSCRIPT H30977	\$68.75
91500-H30977 EW 5YR CLOUD TAC OS H30977	\$435.00
91000-H30977 EW CLOUD TAC OS H30977	\$100.00
91004-H30977 EW CLOUD NBD AHR H30977	\$191.25
S-DCF-Large-S-02 BRBWCA\$DCFLargeS02	\$100,000.00
S-DCF-Medium-S-02 BRBWCA\$DCFMediumS02	\$62,500.00
S-DCF-Small-S-02 BRBWCA\$DCFSmallS02	\$12,500.00
S-BWC-AS-NE-S-02 BRBWCA\$NES02	\$0.00
S-BWC-ENT-S-02 BRBWCA\$CENTS02	\$31,250.00
S-CLD-100AP-1YR LBS Cloud Subscrip 100 AP1yr	\$8,125.00
S-CLD-100AP-3YR LBS Cloud Subscrip 100 AP3yr	\$21,875.00
S-CLD-100AP-5YR LBS Cloud Subscrip 100 AP5yr	\$35,625.00
S-CLD-10AP-1YR LBS Cloud Subscrip 10 AP1 yr	\$812.50
S-CLD-10AP-3YR LBS Cloud Subscrip 10 AP3 yr	\$2,187.50
S-CLD-10AP-5YR LBS Cloud Subscrip 10 AP5 yr	\$3,562.50
LBS-CLD-1AP-1YR LBS Cloud Subscrip 1 AP1 yr	\$81.25
LBS-CLD-1AP-3YR LBS Cloud Subscrip 1 AP3 yrs	\$218.75
LBS-CLD-1AP-5YR LBS Cloud Subscrip 1 AP5 yrs	\$356.25
S-CLD-1KAP-1YR LBS Cloud Subscrip 1000 AP1yr	\$81,250.00
S-CLD-1KAP-3YR LBS Cloud Subscrip 1000 AP3yr	\$218,750.00
S-CLD-1KAP-5YR LBS Cloud Subscrip 1000 AP5yr	\$356,250.00
LBS-CLD-5AP-1YR LBS Cloud Subscrip 5 AP1 yr	\$406.25

Exhibit B

LBS-CLD-5AP-3YR LBS Cloud Subscrip 5 AP3 yrs	\$1,093.75
LBS-CLD-5AP-5YR LBS Cloud Subscrip 5 AP5 yrs	\$1,781.25
-LVSTS-100K-1YR LBSLVSTS100K1YR	\$31,243.75
3S-LVSTS-1M-1YR LBSLVSTS1M1YR	\$168,743.75
-LVSTS-250K-1YR LBSLVSTS250K1YR	\$56,243.75
-LVSTS-500K-1YR LBSLVSTS500K1YR	\$91,243.75
-SVSTS-100K-1YR LBSSVSTS100K1YR	\$16,243.75
3S-SVSTS-1M-1YR LBSSVSTS1M1YR	\$112,493.75
-SVSTS-250K-1YR LBSSVSTS250K1YR	\$37,493.75
-SVSTS-500K-1YR LBSSVSTS500K1YR	\$62,493.75
97403-S20245 EW ANALYTICS 100K FLOW S20245	\$35,137.50
97403-S20246 EW ANALYTICS 1M FLOW S20246	\$73,000.00
97403-S20247 EW ANALYTICS 3M FLOW S20247	\$108,012.50
97403-S20248 EW ANALYTICS 500K FLOW S20248	\$61,825.00
97403-S20296 EW ANALYTICS 50K FLOW S20296	\$34,362.50
L504-X465-24MU EW 5YR CLOUD NBD AHR X46524MU	\$4,383.75
L008-X465-24MU EW CLOUD 4HR ONSITE X46524MU	\$1,862.50
L500-X465-24MU EW 5YR CLOUD TAC OS X46524MU	\$3,618.75
L007-X465-24MU EW CLOUD 4HR AHR X46524MU	\$1,522.50
L304-X465-24MU EW 3YR CLOUD NBD AHR X46524MU	\$2,722.50
L004-X465-24MU EW CLOUD NBD AHR X46524MU	\$977.50
L300-X465-24MU EW 3YR CLOUD TAC OS X46524MU	\$2,248.75
L000-X465-24MU EW CLOUD TAC OS X46524MU	\$807.50
L011-X465-24MU EW CLOUD NBD ONSITE X46524MU	\$1,182.50
91000-H35315 EW CLOUD TAC OS H35315	\$807.50
91504-H35315 EW 5YR CLOUD NBD AHR H35315	\$4,305.00
91011-H35315 EW CLOUD NBD ONSITE H35315	\$1,160.00
91008-H35315 EW CLOUD 4HR ONSITE H35315	\$1,827.50
91500-H35315 EW 5YR CLOUD TAC OS H35315	\$3,618.75
91007-H35315 EW CLOUD 4HR AHR H35315	\$1,493.75
91304-H35315 EW 3YR CLOUD NBD AHR H35315	\$2,673.75
91004-H35315 EW CLOUD NBD AHR H35315	\$960.00
91300-H35315 EW 3YR CLOUD TAC OS H35315	\$2,248.75
91504-H35361 EW 5YR CLOUD NBD AHR H35361	\$4,305.00

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91501-H35361 EW Edu 5YRCLOUDSUBSCRIPT H35361	\$206.25
91304-H35361 EW 3YR CLOUD NBD AHR H35361	\$2,673.75
91300-H35361 EW 3YR CLOUD TAC OS H35361	\$2,248.75
91007-H35361 EW CLOUD 4HR AHR H35361	\$1,493.75
91000-H35361 EW CLOUD TAC OS H35361	\$807.50
91500-H35361 EW 5YR CLOUD TAC OS H35361	\$3,618.75
91301-H35361 EW Edu 3YRCLOUDSUBSCRIPT H35361	\$137.50
91101-H35361 EW Edu 1YRCLOUDSUBSCRIPT H35361	\$68.75
91011-H35361 EW CLOUD NBD ONSITE H35361	\$1,160.00
91008-H35361 EW CLOUD 4HR ONSITE H35361	\$1,827.50
91004-H35361 EW CLOUD NBD AHR H35361	\$960.00
91504-H35323 EW 5YR CLOUD NBD AHR H35323	\$4,305.00
91008-H35323 EW CLOUD 4HR ONSITE H35323	\$1,827.50
91500-H35323 EW 5YR CLOUD TAC OS H35323	\$3,618.75
91007-H35323 EW CLOUD 4HR AHR H35323	\$1,493.75
91304-H35323 EW 3YR CLOUD NBD AHR H35323	\$2,673.75
91004-H35323 EW CLOUD NBD AHR H35323	\$960.00
91300-H35323 EW 3YR CLOUD TAC OS H35323	\$2,248.75
91000-H35323 EW CLOUD TAC OS H35323	\$807.50
91011-H35323 EW CLOUD NBD ONSITE H35323	\$1,160.00
91504-H35360 EW 5YR CLOUD NBD AHR H35360	\$4,383.75
91501-H35360 EW Edu 5YRCLOUDSUBSCRIPT H35360	\$206.25
91000-H35360 EW CLOUD TAC OS H35360	\$807.50
91300-H35360 EW 3YR CLOUD TAC OS H35360	\$2,248.75
91011-H35360 EW CLOUD NBD ONSITE H35360	\$1,182.50
91007-H35360 EW CLOUD 4HR AHR H35360	\$1,522.50
91500-H35360 EW 5YR CLOUD TAC OS H35360	\$3,618.75
91304-H35360 EW 3YR CLOUD NBD AHR H35360	\$2,722.50
91301-H35360 EW Edu 3YRCLOUDSUBSCRIPT H35360	\$137.50
91101-H35360 EW Edu 1YRCLOUDSUBSCRIPT H35360	\$68.75
91008-H35360 EW CLOUD 4HR ONSITE H35360	\$1,862.50
91004-H35360 EW CLOUD NBD AHR H35360	\$977.50
91504-H35322 EW 5YR CLOUD NBD AHR H35322	\$4,383.75
91500-H35322 EW 5YR CLOUD TAC OS H35322	\$3,618.75

Exhibit B

91008-H35322 EW CLOUD 4HR ONSITE H35322	\$1,862.50
91007-H35322 EW CLOUD 4HR AHR H35322	\$1,522.50
91304-H35322 EW 3YR CLOUD NBD AHR H35322	\$2,722.50
91004-H35322 EW CLOUD NBD AHR H35322	\$977.50
91300-H35322 EW 3YR CLOUD TAC OS H35322	\$2,248.75
91000-H35322 EW CLOUD TAC OS H35322	\$807.50
91011-H35322 EW CLOUD NBD ONSITE H35322	\$1,182.50
91504-X465-24W EW 5YR CLOUD NBD AHR X46524W	\$2,273.75
91500-X465-24W EW 5YR CLOUD TAC OS X46524W	\$1,908.75
91008-X465-24W EW CLOUD 4HR ONSITE X46524W	\$952.50
91007-X465-24W EW CLOUD 4HR AHR X46524W	\$788.75
91304-X465-24W EW 3YR CLOUD NBD AHR X46524W	\$1,415.00
91004-X465-24W EW CLOUD NBD AHR X46524W	\$508.75
91300-X465-24W EW 3YR CLOUD TAC OS X46524W	\$1,188.75
91000-X465-24W EW CLOUD TAC OS X46524W	\$427.50
91011-X465-24W EW CLOUD NBD ONSITE X46524W	\$621.25
91504-H35362 EW 5YR CLOUD NBD AHR H35362	\$2,273.75
91501-H35362 EW Edu 5YRCLOUDSUBSCRIPT H35362	\$206.25
91304-H35362 EW 3YR CLOUD NBD AHR H35362	\$1,415.00
91300-H35362 EW 3YR CLOUD TAC OS H35362	\$1,188.75
91008-H35362 EW CLOUD 4HR ONSITE H35362	\$952.50
91000-H35362 EW CLOUD TAC OS H35362	\$427.50
91500-H35362 EW 5YR CLOUD TAC OS H35362	\$1,908.75
91301-H35362 EW Edu 3YRCLOUDSUBSCRIPT H35362	\$137.50
91101-H35362 EW Edu 1YRCLOUDSUBSCRIPT H35362	\$68.75
91011-H35362 EW CLOUD NBD ONSITE H35362	\$621.25
91007-H35362 EW CLOUD 4HR AHR H35362	\$788.75
91004-H35362 EW CLOUD NBD AHR H35362	\$508.75
91000-H35318 EW CLOUD TAC OS H35318	\$427.50
91504-H35318 EW 5YR CLOUD NBD AHR H35318	\$2,273.75
91008-H35318 EW CLOUD 4HR ONSITE H35318	\$952.50
91500-H35318 EW 5YR CLOUD TAC OS H35318	\$1,908.75
91007-H35318 EW CLOUD 4HR AHR H35318	\$788.75
91304-H35318 EW 3YR CLOUD NBD AHR H35318	\$1,415.00

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91004-H35318 EW CLOUD NBD AHR H35318	\$508.75
91300-H35318 EW 3YR CLOUD TAC OS H35318	\$1,188.75
91011-H35318 EW CLOUD NBD ONSITE H35318	\$621.25
91504-X465-48P EW 5YR CLOUD NBD AHR X46548P	\$3,488.75
91500-X465-48P EW 5YR CLOUD TAC OS X46548P	\$2,892.50
91008-X465-48P EW CLOUD 4HR ONSITE X46548P	\$1,461.25
91007-X465-48P EW CLOUD 4HR AHR X46548P	\$1,205.00
91304-X465-48P EW 3YR CLOUD NBD AHR X46548P	\$2,168.75
91004-X465-48P EW CLOUD NBD AHR X46548P	\$778.75
91300-X465-48P EW 3YR CLOUD TAC OS X46548P	\$1,798.75
91000-X465-48P EW CLOUD TAC OS X46548P	\$646.25
91011-X465-48P EW CLOUD NBD ONSITE X46548P	\$938.75
91008-H35320 EW CLOUD 4HR ONSITE H35320	\$1,461.25
91500-H35320 EW 5YR CLOUD TAC OS H35320	\$2,892.50
91007-H35320 EW CLOUD 4HR AHR H35320	\$1,205.00
91304-H35320 EW 3YR CLOUD NBD AHR H35320	\$2,168.75
91004-H35320 EW CLOUD NBD AHR H35320	\$778.75
91300-H35320 EW 3YR CLOUD TAC OS H35320	\$1,798.75
91000-H35320 EW CLOUD TAC OS H35320	\$646.25
91504-H35320 EW 5YR CLOUD NBD AHR H35320	\$3,488.75
91011-H35320 EW CLOUD NBD ONSITE H35320	\$938.75
91504-X465-48T EW 5YR CLOUD NBD AHR X46548T	\$2,971.25
91008-X465-48T EW CLOUD 4HR ONSITE X46548T	\$1,258.75
91500-X465-48T EW 5YR CLOUD TAC OS X46548T	\$2,471.25
91007-X465-48T EW CLOUD 4HR AHR X46548T	\$1,021.25
91304-X465-48T EW 3YR CLOUD NBD AHR X46548T	\$1,847.50
91004-X465-48T EW CLOUD NBD AHR X46548T	\$663.75
91300-X465-48T EW 3YR CLOUD TAC OS X46548T	\$1,537.50
91000-X465-48T EW CLOUD TAC OS X46548T	\$552.50
91011-X465-48T EW CLOUD NBD ONSITE X46548T	\$797.50
91500-H35319 EW 5YR CLOUD TAC OS H35319	\$2,471.25
91008-H35319 EW CLOUD 4HR ONSITE H35319	\$1,258.75
91007-H35319 EW CLOUD 4HR AHR H35319	\$1,021.25
91304-H35319 EW 3YR CLOUD NBD AHR H35319	\$1,847.50

Exhibit B

91004-H35319 EW CLOUD NBD AHR H35319	\$663.75
91300-H35319 EW 3YR CLOUD TAC OS H35319	\$1,537.50
91000-H35319 EW CLOUD TAC OS H35319	\$552.50
91504-H35319 EW 5YR CLOUD NBD AHR H35319	\$2,971.25
91011-H35319 EW CLOUD NBD ONSITE H35319	\$797.50
91504-X465-48W EW 5YR CLOUD NBD AHR X46548W	\$3,832.50
91500-X465-48W EW 5YR CLOUD TAC OS X46548W	\$3,168.75
91008-X465-48W EW CLOUD 4HR ONSITE X46548W	\$1,610.00
91007-X465-48W EW CLOUD 4HR AHR X46548W	\$1,326.25
91304-X465-48W EW 3YR CLOUD NBD AHR X46548W	\$2,381.25
91004-X465-48W EW CLOUD NBD AHR X46548W	\$855.00
91300-X465-48W EW 3YR CLOUD TAC OS X46548W	\$1,970.00
91000-X465-48W EW CLOUD TAC OS X46548W	\$707.50
91011-X465-48W EW CLOUD NBD ONSITE X46548W	\$1,031.25
91504-H35359 EW 5YR CLOUD NBD AHR H35359	\$3,832.50
91501-H35359 EW Edu 5YRCLOUDSUBSCRIPT H35359	\$206.25
91000-H35359 EW CLOUD TAC OS H35359	\$707.50
91500-H35359 EW 5YR CLOUD TAC OS H35359	\$3,168.75
91011-H35359 EW CLOUD NBD ONSITE H35359	\$1,031.25
91007-H35359 EW CLOUD 4HR AHR H35359	\$1,326.25
91004-H35359 EW CLOUD NBD AHR H35359	\$855.00
91304-H35359 EW 3YR CLOUD NBD AHR H35359	\$2,381.25
91301-H35359 EW Edu 3YRCLOUDSUBSCRIPT H35359	\$137.50
91300-H35359 EW 3YR CLOUD TAC OS H35359	\$1,970.00
91101-H35359 EW Edu 1YRCLOUDSUBSCRIPT H35359	\$68.75
91008-H35359 EW CLOUD 4HR ONSITE H35359	\$1,610.00
91008-H35321 EW CLOUD 4HR ONSITE H35321	\$1,610.00
91500-H35321 EW 5YR CLOUD TAC OS H35321	\$3,168.75
91007-H35321 EW CLOUD 4HR AHR H35321	\$1,326.25
91304-H35321 EW 3YR CLOUD NBD AHR H35321	\$2,381.25
91004-H35321 EW CLOUD NBD AHR H35321	\$855.00
91300-H35321 EW 3YR CLOUD TAC OS H35321	\$1,970.00
91000-H35321 EW CLOUD TAC OS H35321	\$707.50
91504-H35321 EW 5YR CLOUD NBD AHR H35321	\$3,832.50

91011-H35321 EW CLOUD NBD ONSITE H35321

\$1,031.25

Other Services

<u>Part Number</u>	<u>Description</u>	<u>NRC</u>	<u>MRC</u>
F0001	10M ELAN	\$0.00	\$457.13
F0002	20M ELAN	\$0.00	\$593.69
F0003	50M ELAN	\$0.00	\$771.94
F0004	100M ELAN	\$0.00	\$970.31
F0005	200M ELAN	\$0.00	\$1,196.00
F0006	500M ELAN	\$0.00	\$1,341.19
F0007	1000M ELAN	\$0.00	\$1,476.31
F0008	10000M ELAN	\$0.00	\$6,003.00
F0009	10M DIA	\$0.00	\$560.63
F0010	20M DIA	\$0.00	\$575.00
F0011	50M DIA	\$0.00	\$790.63
F0012	100M DIA	\$0.00	\$1,150.00
F0013	200M DIA	\$0.00	\$1,725.00
F0014	500M DIA	\$0.00	\$2,587.50
F0015	1000M DIA	\$0.00	\$3,234.38
F0016	Frontier 1 Static IP / 30	\$0.00	\$0.00
F0017	Frontier 5 Static IP / 29	\$0.00	\$0.00
F0018	Frontier 13 Static IP / 28	\$0.00	\$14.38
F0019	Frontier 30 Static IP / 27	\$0.00	\$28.75
F0020	Frontier 62 Static IP / 26	\$0.00	\$43.13
F0021	Frontier 126 Static IP / 25	\$0.00	\$57.50
F0022	Frontier 254 Static IP / 25	\$0.00	\$71.88
F0023	Frontier DSL Dynamic IP up to 12/1	\$0.00	\$86.24
F0024	Frontier DSL Dynamic IP Modem	\$0.00	\$14.38
F0025	DSL Dynamic IP up to 18/1	\$0.00	\$107.80
F0026	DSL Dynamic IP up to 25/2	\$0.00	\$107.80
F0027	DSL Dynamic IP up to 35/2	\$0.00	\$114.99
F0028	DSL Dynamic IP up to 45/3	\$0.00	\$122.17
F0029	DSL Dynamic IP up to 70/3	\$0.00	\$136.55
F0030	DSL Dynamic IP up to 90/5	\$0.00	\$179.67
F0031	DSL Static IP up to 12/1	\$0.00	\$100.61

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Exhibit B

F0032 DSL Static IP up to 18/1	\$0.00	\$122.17
F0033 DSL Static IP up to 25/2	\$0.00	\$122.17
F0034 DSL Static IP up to 35/2	\$0.00	\$129.36
F0035 DSL Static IP up to 45/3	\$0.00	\$136.55
F0036 DSL Static IP up to 70/3	\$0.00	\$150.92
F0037 DSL Static IP up to 90/5	\$0.00	\$194.05
F0038 DSL Static IP Modem	\$0.00	\$14.38
F0039 DSL IP Block 5	\$0.00	\$28.75
F0040 DSL IP Block 13	\$0.00	\$71.88
F0041 DSL IP Block 29	\$0.00	\$115.00
F0042 FiOS Dynamic 25X25	\$0.00	\$107.81
F0043 FiOS Dynamic 50X50	\$0.00	\$143.75
F0044 FiOS Dynamic 75X75	\$0.00	\$179.69
F0045 FiOS Dynamic 150X150	\$0.00	\$294.69
F0046 FiOS Dynamic 300X300	\$0.00	\$395.31
F0047 FiOS Dynamic 500X500	\$0.00	\$546.25
F0048 FiOS Static 25X25	\$0.00	\$136.56
F0049 FiOS Static 50X50	\$0.00	\$172.50
F0050 FiOS Static 75X75	\$0.00	\$208.44
F0051 FiOS Static 150X150	\$0.00	\$323.44
F0052 FiOS Static 300X300	\$0.00	\$424.06
F0053 FiOS Static 500X500	\$0.00	\$575.00
F0054 FiOS IP Block of 5	\$0.00	\$28.75
F0055 FiOS IP Block of 13	\$0.00	\$71.88
F0056 FiOS IP Block of 29	\$0.00	\$115.00
F0057 FiOS IP Block of 61	\$0.00	\$172.50
F0058 ISDN BRI Interstate ACC Port	\$0.00	\$5.18
F0059 FiOS High Speed Internet Fee	\$0.00	\$8.61
F0060 FiOS Router Fee - Rental	\$0.00	\$14.38
F0061 FiOS Router Fee - Purchase	\$0.00	\$287.54
F0062 DSL High Speed Internet Fee	\$0.00	\$8.61
F0063 DSL Router Fee - Rental	\$0.00	\$14.38
F0064 DSL Router Fee - Purchase	\$287.60	\$0.00
F0065 UCaaS Elite Seat	\$0.00	\$23.75

F0066 Mitel 6920	\$0.00	\$8.98
F0067 Mitel 6930	\$0.00	\$12.22
F0068 Mitel 6940	\$0.00	\$16.17
F0069 112 DECT with base	\$0.00	\$18.69
F0070 112 DECT additinoal handset	\$0.00	\$9.70
F0071 Analog Terminal Adapter	\$0.00	\$5.39
F0072 48v Power Adapter (Brick)	\$0.00	\$2.16
F0073 8 Port Adtran POE Switch	\$0.00	\$29.11
F0074 24 Port Adtran POE Switch	\$0.00	\$79.42
F0075 NetVanta 1550 48 Port POE Switch	\$0.00	\$145.19
F0076 Caller ID with Name & Number	\$0.00	\$5.31
F0077 1st Voice Mail Box with Message Indicator	\$0.00	\$13.75
F0078 Extension Mail Box First Box	\$0.00	\$12.25
F0079 Extension Mail Box Additional Mail Box	\$0.00	\$5.20
F0080 Enhanced Mail Box	\$0.00	\$5.00
F0081 Optional Voice Mail	\$0.00	\$3.75
F0082 B1 Line - Flat Rate	\$0.00	\$60.35
F0083 B1 Line - Measured Line	\$0.00	\$43.88
F0084 B1 Line - Measured Line/Rotary	\$0.00	\$50.02
F0085 Directory Assistance Per Call	\$0.00	\$1.80
F0086 ISDN BRI Voice	\$0.00	\$55.78
F0087 ISDN BRI Data	\$0.00	\$68.64
F0088 Misc Secondary Service Order Charge	\$18.00	\$0.00
F0089 Block of 20 DIDs	\$0.00	\$11.50
F0090 Block of 100 DIDs	\$0.00	\$28.75
F0091 PRI Secondary Service Order Charge	\$120.00	\$0.00
F0092 SIP per CCS	\$0.00	\$15.80
F0093 SIP Access 1-50 CCS 5MB	\$0.00	\$323.40
F0094 SIP Access 51-99 CCS 10MB	\$0.00	\$388.13
F0095 SIP Access 100-200 CCS 20MB	\$0.00	\$402.50
F0096 SIP Cisco 4321 Up To 100 CCS	\$0.00	\$142.31
F0097 SIP Cisco 4331 Up To 400 CCS	\$0.00	\$214.19
F0098 SIP DID Each	\$0.00	\$0.36
F0099 SIP Block of 20 DIDs	\$0.00	\$11.50

F0100 SIP Block of 100 DIDs	\$0.00	\$28.74

Fees and Surcharges

Note: The MRC and surcharges are not to exceed the price points established in Attachment G and the Vendor Services Catalog.

Note: The MRCs listed here are provided for illustrative purposes. While accurate, the MRCs on Attachment G take precedence.

<u>FL SCS Bid Category</u>	<u>Description of Fee</u>	<u>Fee Percent</u>	<u>MRC</u>	<u>Fees</u>	<u>MRC + Fees</u>
Cat 1 Single, per seat, eqpt included	Universal Connectivity Charge (UCC), Admin Expense Fee (AEF), and Federal Access Recovery Fee (FARF)	30.60%	\$43.09	\$13.19	\$56.28
Cat 1 Single, per seat, no eqpt included	Universal Connectivity Charge (UCC), Admin Expense Fee (AEF), and Federal Access Recovery Fee (FARF)	30.60%	\$32.37	\$9.91	\$42.28
Cat 1 Multi, per line, Gold plan	Universal Connectivity Charge (UCC), Admin Expense Fee (AEF), and Federal Access Recovery Fee (FARF)	30.60%	\$13.06	\$4.00	\$17.06
Cat 1 Multi, per line, Platinum plan	Universal Connectivity Charge (UCC), Admin Expense Fee (AEF), and Federal Access Recovery Fee (FARF)	30.60%	\$14.02	\$4.29	\$18.31
Cat 2, per call path	Universal Connectivity Charge (UCC), Admin Expense Fee (AEF), and Federal Access Recovery Fee (FARF)	30.60%	\$9.81	\$3.00	\$12.81
Cat 2, International Calling, per minute	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$2.20	\$0.59	\$2.79
Cat 4, Mainstation, per line	9ZR / Access Recovery Charge (ARC) / End User Common Line (EUCL)	65.25%	\$17.64	\$11.51	\$29.15
Cat 4, Centrex PRI, per PRI	Excess Line Port Charge (9ZEPR), 9ZR / Access Recovery Charge (ARC) / End User Common Line (EUCL)	17.36%	\$412.16	\$71.55	\$483.71

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Cat 4, Standard PRI (Vendor Services Catalog)	Excess Line Port Charge (9ZEPR), 9ZR / Access Recovery Charge (ARC) / End User Common Line (EUCL), Federal Universal Service Fund Surcharge (FUJMX)	21.50%	\$412.16	\$88.61	\$500.77
3.17 - Dedicated IP Access, Private IP, 1.5 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$290.00	\$77.14	\$367.14
3.17 - Dedicated IP Access, Private IP, 5 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$754.78	\$200.77	\$955.55
3.17 - Dedicated IP Access, Private IP, 10 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$824.92	\$219.43	\$1,044.35
3.17 - Dedicated IP Access, Private IP, 15 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$1,014.60	\$269.88	\$1,284.48
3.17 - Dedicated IP Access, Private IP, 20 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$1,014.60	\$269.88	\$1,284.48
3.17 - Dedicated IP Access, Private IP, 30 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$1,295.29	\$344.55	\$1,639.84
3.17 - Dedicated IP Access, Private IP, 40 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$1,295.29	\$344.55	\$1,639.84
3.17 - Dedicated IP Access, Private IP, 50 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$1,295.29	\$344.55	\$1,639.84
3.17 - Dedicated IP Access, Private IP, 100 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$1,760.42	\$468.27	\$2,228.69
3.17 - Dedicated IP Access, Private IP, 1000 Mbps	Universal Connectivity Charge (UCC) and Admin Expense Fee (AEF)	26.60%	\$6,569.99	\$1,747.62	\$8,317.61
3.17 - Dedicated IP Access, Public IP, 1.5 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$290.00	\$11.60	\$301.60
3.17 - Dedicated IP Access, Public IP, 5 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$754.78	\$30.19	\$784.97
3.17 - Dedicated IP Access, Public IP, 10 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$824.92	\$33.00	\$857.92
3.17 - Dedicated IP Access, Public IP, 15 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$1,014.60	\$40.58	\$1,055.18
3.17 - Dedicated IP Access, Public IP, 20 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$1,014.60	\$40.58	\$1,055.18
3.17 - Dedicated IP Access, Public IP, 30 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$1,295.29	\$51.81	\$1,347.10
3.17 - Dedicated IP Access, Public IP, 40 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$1,295.29	\$51.81	\$1,347.10

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3.17 - Dedicated IP Access, Public IP, 50 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$1,295.29	\$51.81	\$1,347.10
3.17 - Dedicated IP Access, Public IP, 100 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$1,760.42	\$70.42	\$1,830.84
3.17 - Dedicated IP Access, Public IP, 1000 Mbps	Federal Access Recovery Fee (FARF)	4.00%	\$6,569.99	\$262.80	\$6,832.79



**INVITATION TO NEGOTIATE
FOR
SUNCOM COMMUNICATION SERVICES
ITN NO: DMS-17/18-004
THE STATE OF FLORIDA
DEPARTMENT OF MANAGEMENT SERVICES**

Procurement Officer: Gerri Faircloth
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335A
Tallahassee, FL 32399-0950
Phone: (850) 413-7190
Email: dms.purchasing@dms.myflorida.com

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Any protest must be timely filed with the Department of Management Services' Agency Clerk listed at:

http://www.dms.myflorida.com/agency_administration/general_counsel

NOTICE PURSUANT TO SECTION 287.057(23), FLORIDA STATUTES

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

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Attachments:

Attachment A – Statement of Work
Attachment B – Draft Contract
Attachment C – Service Level Agreements
Attachment D – Business Case
Attachment E – SUNCOM Voice Services for Calendar Year 2016
Attachment F – Definitions and Acronyms
Attachment G – Component Price Sheet
Attachment H – Evaluator Scoring Workbook

Forms:

FORM 1 – CONTACT INFORMATION
FORM 2 – NOTICE OF CONFLICT OF INTEREST
FORM 3 – NON-COLLUSION AFFIDAVIT
FORM 4 – STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT
FORM 5 – ADDENDUM ACKNOWLEDGEMENT
FORM 6 – SUBCONTRACTING
FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

SECTION 1. INTRODUCTION

1.1 Solicitation Objective

The State of Florida, Department of Management Services (Department) is seeking to establish through this Invitation to Negotiate (ITN), a contract or contracts (Contract) for a collection of voice services, including Unified Communication Services, Session Initiation Protocol (SIP) Trunking Services, Contact Center Services, Legacy Local Access (Centrex) Services, and other related communication services and features collectively referred to herein as SUNCOM Communication Services (SCS).

The Department reserves the right to award a contract by Service Category to one (1) or more vendors, or no vendors at all, for all or part of the work contemplated by this solicitation that will provide a cost-efficient and high-quality solution for SCS. Through this single procurement, the Department intends to amalgamate the SCS contracts under one (1) procurement and add new voice service features now available in the telecommunications marketplace. The resulting Contract, if any, will be used by State of Florida agencies and other authorized entities, in accordance with Chapter 282, Part III, Communication Information Technology Services, Florida Statutes, collectively referred to as "Customers".

If more than one (1) Contract is awarded, then the use of the terms "Contract," "Contractor," "Response," and "Respondent," include the plural when applicable.

1.2 Background

Prior to issuance of this solicitation, the Department contracted with a private vendor to develop a business case for SCS, in accordance with section 287.0571, Florida Statutes. The business case examined options for the future path of SCS and recommended that the Department issue an ITN for the services. That Enterprise Voice Services Business Case is incorporated into this procurement as Attachment D – Business Case, for background information purposes only, and does not contain specifications for this solicitation.

The Department has estimated that the annual total enterprise expenditures on the Contract resulting from this solicitation will be approximately \$56 million. This estimate is for informational purposes only. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum spend under any new Contract. This procurement is conducted in accordance with Specific Appropriation 2845, Chapter 2018-9, Laws of Florida.

1.3 Term

It is anticipated that the term of the Contract will be five (5) years with up to five (5) renewal years. The Contract may only be renewed in accordance with section 287.057(13), Florida Statutes.

1.4 Goals of the ITN

The goals of this ITN are to establish a Contract or Contracts as follows:

- a) That promotes the delivery of cost-efficient and high-quality SCS;
- b) That collectively provides statewide coverage for SCS;
- c) That provides combinations of services to meet a variety of Customers' needs while ensuring competitive pricing through this procurement and through a subsequent Specific Service

Request Process, for the services throughout the initial and any renewal years of the Contract, and;

- d) That achieves the service objectives stated in Attachment A - Statement of Work (SOW), subsection 1.4.

1.5 Special Accommodations

Any person requiring a special accommodation due to a disability should contact the Department's Americans with Disabilities Act (ADA) Coordinator at (850) 922-7535. Requests for accommodation for meetings must be made at least five (5) business days prior to the meeting. A person who is hearing or speech impaired can contact the ADA Coordinator by using the Florida Relay Service at (800) 955-8771 (TDD).

1.6 Procurement Officer

The Procurement Officer is the **sole point of contact** for this procurement. Direct all contact with the Department to the procurement officer in writing by email.

Gerri Faircloth
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335A
Tallahassee, FL 32399-0950
Phone: (850) 413-7190
Email: dms.purchasing@dms.myflorida.com

*****PLACE THE SOLICITATION NUMBER IN THE SUBJECT LINE OF ALL EMAILS TO THE PROCUREMENT OFFICER*****

If a Respondent is claiming that any portion of an email is trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, the Respondent is to place the word "Confidential" in the subject line. (See also subsection 3.8.4 of this ITN for more information on confidential information.)

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a Reply.**

Any such contact by an affiliate, a person with a relevant business relationship with a Respondent, or an existing or prospective subcontractor to a Respondent is assumed to be on behalf of a Respondent unless shown otherwise.

SECTION 2. SOLICITATION PROCESS

2.1 General Overview

The ITN is a method of competitively soliciting contractual services under Chapter 287, Florida Statutes. This solicitation will be administered through the Vendor Bid System (VBS). Vendors interested in submitting a Reply are to comply with all terms and conditions described in this

solicitation. The Department will hold a public opening of the Replies at the date, time, and location provided in the Timeline of Events.

The ITN process is divided into two (2) phases: the evaluation phase (phase one) and the negotiation phase (phase two). The evaluation phase involves the Department's evaluation of Replies in accordance with subsections 4.1 - 4.3 of the ITN. During this phase, the Department evaluates all responsive Replies using the assessment scale against all evaluation criteria to establish a competitive range of replies reasonably susceptible of award. The Department then selects one or more Respondents within the competitive range with which to commence negotiations.

The negotiation phase involves negotiations by the Department with the Respondent or Respondents whose evaluated Replies were determined to be within the competitive range. During this phase, the Department may request revised Replies and best and final offers (BAFOs) based on the negotiations.

Final contract terms will be established during the negotiation phase. Once negotiations have concluded and BAFO(s) have been received and reviewed, the Department will hold a Negotiation Team public meeting to recommend Contract award(s). The Department intends to post a notice of intent to award Contract(s), identifying the responsive and responsible vendor(s) that provide the best value to the state based on the selection criteria set forth in subsection 4.5 of the ITN.

The Department reserves the right to accept or reject or waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the state. At its option, the Department may allow a Respondent to correct minor irregularities but is under no obligation to do so. In doing so, the Department may request a Respondent to provide clarifying information to correct the irregularity.

Any reservation or listing of reservations of the Department's rights provided in this ITN is not intended to be exhaustive and shall not be construed to limit the rights of the Department in conducting this procurement.

2.2 Questions and Answers

Respondents will submit all questions during the Question and Answer period in writing to the Procurement Officer via email. The deadline for submission of questions is reflected in the Timeline of Events, subsection 2.3.

The Department requests that all questions have the solicitation number in the subject line of the email. Questions are requested to be submitted in the following format:

Question #	Respondent Name	Section	Page #	Question

Questions will not constitute a formal protest of the specifications of the solicitation. Department answers to written questions will be issued by addendum via the VBS.

2.3 Timeline of Events

The table below contains the anticipated Timeline of Events for this solicitation. The dates and times within the Timeline of Events are subject to change. It is the Respondent's responsibility to check the VBS for any changes. The Respondent is responsible for ensuring the Department receives all required documentation by the dates and times (Eastern Time) specified below (or as revised by addenda).

TIMELINE OF EVENTS		
Events	Event Time (ET)	Event Date
ITN posted on the VBS.		February 12, 2019
Deadline to submit questions to the Procurement Officer.	3:00 PM	March 15, 2019
Department's anticipated posting of answers to Respondent's questions on the VBS.		April 19, 2019
Deadline to submit Reply and all required documents to the Procurement Officer.	2:00 PM	June 7, 2019
Public Opening. Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950	2:30 PM	June 7, 2019
Evaluation Phase.		June 17, 2019 to July 29, 2019
Evaluators' Public Meeting to confirm scores Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	July 29, 2019
Negotiations Phase.		August 5, 2019 to January 8, 2020
Negotiation Team Public Meeting Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	January 8, 2020
Post Notice of Intent to Award on the VBS.		January 14, 2020
Contract Execution.		TBD

2.4 Addendum to the solicitation

The Department reserves the right to modify this solicitation by issuing an addendum posted on the VBS. It is the responsibility of the Respondent to check the VBS for information and updates.

2.5 Receipt of Replies

2.5.1 Reply Deadline

The Respondent is responsible for ensuring the Department receives the Reply no later than the date and time provided in subsection 2.3 of this ITN (or as revised by addenda). Address Reply to the Procurement Officer at:

Gerri Faircloth
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335A
Tallahassee, FL 32399-0950
Phone: (850) 413-7190
Email: dms.purchasing@dms.myflorida.com

All methods of delivery or transmittal to the procurement officer are exclusively the responsibility of Respondents and the risk of non-receipt or delayed receipt shall be borne exclusively by the Respondents.

2.5.2 Clarifications to Replies

No changes, modifications, or additions to the Replies will be allowed after the Replies have been opened, except as negotiated during the negotiation phase. However, the Department reserves the right to seek clarifications from any Respondent at any time.

2.6 Respondent Firm Offer

The Department may enter into a Contract within three hundred sixty-five (365) calendar days after the date of the Notice of Intent to Award, during which period Replies shall remain firm and shall not be withdrawn. If a Contract is not executed within three hundred sixty-five (365) calendar days, the Replies shall remain firm until either the Contract is executed or the Department receives from a Respondent written notice that a Reply is withdrawn. Any Reply that expresses a shorter duration may, in the Departments' sole discretion, be accepted or rejected.

SECTION 3. GENERAL INSTRUCTIONS

3.1 Introduction

This section contains the Instructions to Respondents.

3.2 MFMP Registration

The awarded Respondent, if any, must have completed this process prior to Contract execution. For additional information, please visit: <https://Respondent.myfloridamarketplace.com/>.

The awarded Respondent will be required to pay the required MFMP transaction fee(s) as specified in subsection 3.9 of Attachment B - Draft Contract, unless an exemption has been requested and approved pursuant to Rule 60A-1.031, Florida Administrative Code.

3.3 Florida Substitute Form W-9 Process

A State of Florida Contractor **must** have registered and completed an electronic Florida Substitute Form W-9. The Internal Revenue Service (IRS) receives and validates the information Respondents provide on the Form W-9.

For instructions on how to complete the Florida Substitute Form W-9, please visit: <http://www.myfloridacfo.com/Division/AA/StateAgencies/W-9Instructions022212.pdf>

The awarded Respondent must have completed this process prior to Contract execution.

3.4 Website References

Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply.

3.5 How to Submit a Reply

Respondents are responsible for submitting their Replies by the date and time specified in the Timeline of Events of this solicitation. Respondents are to submit the Reply in a sealed box(es) indicating the Respondent's name, the ITN number, and the Procurement Officer containing the following:

- 3.5.1 One (1) original, un-redacted bound version of the Reply with the Vendor's Service Catalog in separate sealed envelope and the Attachment G – Component Price Sheet in a separate sealed envelope, and nine (9) un-redacted bound paper copies, with the Vendor's Service Catalog and the Attachment G – Component Price Sheet each in separate sealed envelopes.
- 3.5.2 One (1) electronic copy of the entire Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable). Large files should be scanned as separate files, and;
- 3.5.3 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be scanned as separate files.

All electronic documents are to be searchable to the fullest extent practicable. Paper and electronic copies of Replies are to consist of identical information. In the event of a conflict between the copies, the original paper Reply controls.

Clearly mark on the outside of the sealed package the solicitation number, company name, and Procurement Officer Name.

Submit Replies to the Procurement Officer at the address listed in subsection 1.6, Procurement Officer.

Prepare Replies simply and economically, providing a straightforward, concise delineation of the Respondent's capabilities to satisfy the requirements of this solicitation. The emphasis of each Reply should be on completeness and clarity of content.

Replies that are not timely submitted with all required information may be deemed nonresponsive.

3.6 Mandatory Responsiveness Requirements

The Department will not evaluate Replies that do not meet the minimum mandatory requirements listed below. Responses to Attachment A - Statement of Work will be scored at the evaluation phase. Responses to Attachment A - Statement of Work and Evaluator scores will not be used to determine the responsiveness of the Replies.

The certifications required in subsections 3.6.1 through 3.6.5 are to be accomplished through the execution of Form 7. A Reply will be deemed nonresponsive if it fails to contain a signed Form 7 and the documentation required in subsections 3.6.6 and 3.6.7.

- 3.6.1** The person submitting the Reply must certify that the person is authorized to respond to this solicitation on behalf of the Respondent.
- 3.6.2** The Respondent must certify that it is in compliance with the requirements of this ITN, including subsection 3.9.
- 3.6.3** The Respondent must certify that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
- 3.6.4** The Respondent must certify that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
- 3.6.5** The Respondent must certify that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: www.sunbiz.org

NOTE: The certifications required in subsections 3.6.1 through 3.6.5 are to be accomplished through the execution of Form 7. For subsections 3.6.6 and 3.6.7, Respondent must provide the required documents.

- 3.6.6** The Respondent must provide the Department with an Attachment G – Component Price Sheet.
- 3.6.7** The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes in this procurement that is not otherwise provided for in Attachment G – Component Price Sheet.

3.7 Contents of Reply

All Replies are to be organized in sections as directed below. The Department reserves the right to waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the state. Submit the following sections of the Reply in one (1), sealed package to the Procurement Officer. In Tab 3, submit the Attachment G – Component Price Sheet and Vendor's Service Catalog in separate sealed envelopes, within the sealed Reply package.

Organize the Reply as follows:

Tab 1 A cover letter on the Respondent's letterhead with the following information:

- a. Company name and physical address;
- b. Primary location from where the work will be performed;
- c. Contact information for primary point of contact, including phone and email address; and
- d. Federal Employer Identification (FEID) Number.

Tab 2 Completed FORMS and Attachments:

FORM 1 – CONTACT INFORMATION
FORM 2 – NOTICE OF CONFLICT OF INTEREST
FORM 3 – NON-COLLUSION STATEMENT
FORM 4 – STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT
FORM 5 – ADDENDUM ACKNOWLEDGEMENT
FORM 6 – SUBCONTRACTING

Tab 3 **Mandatory Responsiveness Requirements:**

- A signed FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS.
- The Respondent's Attachment G – Component Price Sheet **in a separate sealed envelope.**
- The Respondent's proposed Vendor's Service Catalog **in a separate sealed envelope.**

Tab 4 **Respondent's Reply to the Statement of Work**

A response to each subsection in the Attachment A - Statement of Work, where it is requested and where the subsection is applicable to the Respondent's proposed solution, by either inserting a narrative in the response blocks below the text of the numbered subsection or attaching a narrative with a reference to the corresponding Statement of Work subsection.

Note: It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections. The Department will not be responsible for evaluating portions of responses that are improperly aligned with the Statement of Work subsections. If the Respondent is not seeking to provide one of the Service Categories, it should respond "N/A" to those response blocks and will receive a score of zero for those responses. See subsection 1.2, Instructions for Replies, of the Statement of Work.

Use a font color for narrative that is different than the Statement of Work font color.

Tab 5 **Letter of Bondability**

A letter, signed on or after February 1, 2019, from a surety company or bonding agent authorized to do business in the State of Florida and written on company letterhead indicating the Respondent's ability to obtain a performance bond in the amount of at least ten million dollars.

3.8 Public Records, Respondent's Confidential Information, and Redacted Replies

The following subsections supplement section 19 of the PUR 1001. By submitting a Reply, the Respondent agrees to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure. **If the Respondent fails to mark material exempt, or fails to submit a redacted copy of information it claims is confidential, the Department is authorized to produce, in their entirety, all documents, data, or records submitted to the Department in answer to a public records request for these records.**

3.8.1 Public Records

All electronic and written communications pertaining to this ITN, whether sent from or received by the Department, are subject to Florida's public records law, Chapter 119, Florida Statutes. Subsection 3.8.4 below addresses the submission of trade secret and other information exempted from public inspection.

3.8.2 Replies are Public Records

All materials submitted as part of a Reply to this ITN will be a public record subject to the provisions of Chapter 119, Florida Statutes. Selection or rejection of a Reply does not affect the public record status of the materials.

3.8.3 Replies will be Subject to Public Inspection

Unless exempted by law, all public records are subject to public inspection and copying under Florida's public records law, Chapter 119, Florida Statutes. A time-limited exemption from public inspection is provided for the contents of replies pursuant to subsection 119.071(1)(b), Florida Statutes. Once that exemption expires, all contents of replies become subject to public inspection unless another exemption applies. Any claim of trade secret exemption for any information contained in Respondent's Reply will be waived upon submission of the Reply to the Department, unless the claimed trade secret information is submitted in accordance with subsection 3.8.4. This waiver includes any information included in the Respondent's Reply outside of the separately bound document described below.

3.8.4 How to Claim Trade Secret or Other Exemptions

If a Respondent considers any portion of materials made or submitted in the course of replying to this ITN to be trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, in order to preserve the confidentiality of the material, the Respondent must clearly designate that portion of the materials as "confidential" when submitted to the Department. The Respondent must submit all such information as a separately bound, *unredacted* document clearly labeled "Confidential, Unredacted Reply" together with a brief written description of the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption.

Respondent is to also simultaneously provide the Department with a separate, electronic *redacted* copy of its Reply. The file name of the electronic redacted copy is to contain the name of Respondent, the ITN number, and redacted copy (e.g., Respondent Name DMS ITN _redacted copy.pdf). Prominently display the phrase "Redacted Copy" on the first page of the electronic redacted copy and each page on which information is redacted.

This is to be submitted no later than the Reply submittal deadline. Where such information is part of material already required to be submitted as a separately bound or enclosed portion of the Reply, further segregate it and separately bind or enclose and clearly label it as set forth above in addition to any other labeling required for the material.

If Respondent is invited into negotiations, it will be incumbent upon the Respondent to identify, in real-time, portions of the Respondent's negotiation sessions which include references to materials and/or information Respondent claims are confidential, proprietary, trade secret, or otherwise not subject to disclosure. The Respondent is responsible for defending its determination that the portions of the negotiation sessions are exempt and not subject to disclosure.

3.8.5 Public Records Request

If a Respondent fails to mark any materials submitted to the Department as exempt or fails to submit a redacted copy as provided in this section or fails to claim, in real-time, portions of the negotiations sessions as exempt, the Respondent **waives** the exemption, and the Department may produce all of Respondent's documents, data or records or Department's recordings of negotiation sessions to any person requesting a copy under Chapter 119, Florida Statutes. The Respondent exclusively bears the burden of complying with subsection 3.8 to ensure its exempt information is appropriately marked and protected. If a requestor asserts a right to the Confidential Information, the Department will notify the Respondent that such an assertion has been made. It is the Respondent's responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Department becomes subject to a demand for discovery or disclosure of the Confidential Information of the Respondent in a legal proceeding, the Department will give the Respondent prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The Respondent is responsible for defending its determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure.

3.8.6 Department Not Obligated to Defend Respondent's Claims

The Department is not obligated to agree with a Respondent's claim of exemption and, by submitting a Reply, the Respondent agrees to defend its claim that each and every portion of the redactions is exempt from inspection and copying under Florida's Public Records Law. Further, by submitting a Reply, the Respondent agrees to protect, defend, indemnify and hold harmless the Department for any and all claims and litigation (including litigation initiated by the Department), including attorney's fees and costs, arising from or in any way relating to Respondent's assertion that the redacted portions of its Reply or portions of the negotiation sessions are trade secrets or otherwise exempt from public disclosure under Chapter 119, Florida Statutes. The Department may use counsel of its choosing to defend any such claims, and the Respondent shall promptly pay the Department's invoices for legal services on a monthly basis for all costs and expenses, including legal fees, incurred in defending such claims.

3.9 General Instructions to Vendors (PUR 1001 Form) and General Contract Conditions (PUR 1000 Form).

In accordance with Rule 60A-1.002(5), F.A.C., Form PUR 1000 is included herein by reference, but is superseded in its entirety by Attachment B – Draft Contract. Form PUR 1001 is also included herein by reference, but is superseded to the extent set forth herein.

The PUR 1001 and the PUR 1000 forms can be found at:

http://www.dms.myflorida.com/business_operations/state_purchasing/documents/forms_references_resources/purchasing_forms.

Sections 3, 5, 9, and 14 of the PUR 1001 (General Instructions) are inapplicable and are replaced as follows:

Section 3. Electronic Submission of Offers

Replies shall be submitted in accordance with Section 3.5, How to Submit a Reply.

Section 5. Questions

Submit questions in accordance with Section 2.2, Questions and Answers.

Section 9. Respondent's Representation and Authorization.

In submitting a Reply, each Respondent understands, represents, and acknowledges the following:

- The Respondent is not currently under suspension or debarment by the State or any other governmental authority.
- The Respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
- Respondent currently has no delinquent obligations to the State, including a claim by the State for liquidated damages under any other contract.
- The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
- The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other Respondent or potential Respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any Respondent or potential Respondent, and they will not be disclosed before the solicitation opening.
- The Respondent has fully informed the Department in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a), Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.
- Neither the Respondent nor any person associated with it in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, or a position involving the administration of funds:
 - Has within the preceding three years been convicted of or had a civil judgment rendered against them or is presently indicted for or otherwise criminally or civilly charged for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or

- Has within a three-year period preceding this certification had one (1) or more federal, state, or local government contracts terminated for cause or reason of default that would impair the Respondent's ability to deliver the commodities or contractual services of the resultant contract.
- The commodities or contractual services offered by the Respondent will conform to the specifications without exception.
- The Respondent has read and understands the Contract terms and conditions, and the submission is made in conformance with those terms and conditions.
- If an award is made to the Respondent, the Respondent agrees that it intends to be legally bound to the Contract that is formed with the State.
- The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the Reply, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the Reply.
- The Respondent shall indemnify, defend, and hold harmless the Department and Customers, and their employees against any cost, damage, or expense which may be incurred or be caused by any error in the Respondent's Reply.
- All information provided by, and representations made by, the Respondent are material and important and will be relied upon by the Department in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from the Department of the true facts relating to submission of the bid. A misrepresentation shall be punishable under law, including, but not limited to, Chapter 817, Florida Statutes.
- If at any point during the course of the procurement, circumstances change so that any of the above acknowledgements are no longer true, Respondent will notify the procurement officer as soon as practicable.

Section 14 – Firm Response

The offer will be held firm in accordance with Section 2.6, Respondent Firm Offer.

3.10 Additional Information

By submitting a Reply, the Respondent certifies that it agrees to and satisfies all criteria specified in this solicitation. The Department reserves the right to seek written clarification from a Respondent, and to request supporting information or documentation. Failure to supply clarifying or supporting information or documentation as requested may result in the Reply being deemed nonresponsive.

3.11 Vendor's Pricing

3.11.1 Vendor's Service Catalog

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services Respondent proposes in this procurement that is not otherwise provided for in Attachment G – Component Price Sheet. Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a

Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

Prices will be the same for each year of the initial and renewal periods. Pricing must be uniform with no variation for geographic location of service delivery. Respondents are encouraged to provide the best possible pricing at all times. This may include offering bundled pricing including services across multiple Service Categories. Prices listed in the Vendor's Service Catalog are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Vendor's Service Catalog in accordance with Section 3.10. Under no circumstances will the Respondent submit pricing for items described in the Statement of Work as being provided at no cost to the State.

3.11.1.1 Vendor's Service Catalog should contain, at a minimum, the following items:

- Reference numbers (also referred to as part numbers) for all services and associated equipment.
- Descriptions of all services and associated equipment, indicating which features are or are not included with the listed prices.
- Ceiling prices for all services and associated equipment, with individual pricing for a la carte features.
- Information on any discounts for volume or term lengths (extended pricing plans) with proposed tiers and discount percentages.

3.11.1.2 Vendor's Service Catalog should address all items below, where applicable:

- Specify prices as monthly recurring charges (MRC) or non-recurring charges (NRC).
- List all separate fees and/or charges.
- Services may be shown with a variety of packages, with detailed pricing and descriptions of associated services, equipment and / or features. Any services, equipment and / or features provided at no cost should be identified as \$0.00.
- There will be no charge for services, features, or equipment where prices are not reflected in the Vendor's Service Catalog or the Attachment G – Component Price Sheet.
- For equipment, a Manufacturer's Suggested Retail Price (MSRP) and the percentage off this price, which also may be stated as an overall percentage off of MSRP.
- For Monthly Maintenance Support Services:
 - If Customers rent equipment, monthly rental pricing should be bundled to include monthly support services maintenance.
 - Provide the cost of recording conference and text chats in audio and web conferencing.
 - If offering, provide pricing and descriptions of Local Area Network services.

3.11.1.3 Vendor's Service Catalog may also contain the following items as individual chargeable items, or bundled with other services.

- Professional Services
- Customer Trainings
- Operator Assistance Charges
- Expedited Service Charge

- Vendor Management for Category 1, Unified Communications Services, and Category 3, Contact Center
- Site Survivability
- Helpdesk Services; may be proposed with tiered service levels and pricing

3.12 Component Price Sheet

The Respondent must submit an Attachment G – Component Price Sheet of Respondent's proposed pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide pricing in the Attachment G – Component Price Sheet as if the terms and conditions of the Draft Contract are final. The Respondent should be consistent to the greatest extent possible with pricing contained in the Vendor's Service Catalog. Attachment G– Component Price Sheet must contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. Prices listed in the Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Attachment G – Component Price Sheet.

If there is a discrepancy between the Vendor's Service Catalog and Attachment G – Component Price Sheet, Attachment G – Component Price Sheet will control except when lower pricing is offered in the Vendor's Service Catalog. Prices will be the same for each year of the initial and renewal periods. Pricing must be uniform with no variation for geographic location of service delivery. Respondents are encouraged to provide the best possible pricing at all times. Respondent shall not submit, and the Department will not consider, prices for items which the Statement of Work requires to be provided at no cost.

3.12.1 All pricing submitted is considered the ceiling pricing for any given service item within the Vendor's Service Catalog and Attachment G - Component Price Sheet. Prices submitted for all items in the Vendor's Service Catalog and Attachment G - Component Price Sheet cannot be raised, but may be reduced, in the BAFO pricing submittal or during the term of the Contract. Notwithstanding the foregoing, during the negotiation process, the Department reserves the right to negotiate bundled service components or subcomponents to achieve best value.

3.12.2 The Department reserves the right to request additional information relating to pricing during this procurement.

3.12.3 Submitted prices shall not include pricing for Tier Two (2) Service Level Agreements (SLAs). While there is no separate line item for pricing Tier Two (2) SLAs, for those Customers who request the Contractor comply with an optional Tier Two (2) SLA(s), Contractors will have the ability to charge up to an additional 25% for the applicable service(s) subject to the optional Tier Two (2) SLAs.

3.13 Subcontracting

The Contractor will be fully responsible for all work performed under the Contract. The Contractor is solely responsible for ensuring that its subcontractor performs. Any Contractor shall use only those subcontractors properly and specifically identified in the subcontracting Form 6 of the Reply, and approved by the Department, except as permitted below. The Department has final approval authority of proposed subcontractors.

3.13.1 Subcontracting after Contract Execution

To subcontract any services to a subcontractor not originally identified in the Reply, a Contractor must submit a written request to the Department's Contract Manager identified in the Contract. Submit the written request using Form 6 and a narrative including the following:

- The name, address, and other information identifying the subcontractor;
- Type of services to be performed by the subcontractor;
- Time of performance for the identified service;
- How the Contractor plans to monitor the subcontractor's performance of the identified services;
- How the Contractor will ensure that required Background Screening is completed by the identified subcontractor's employees.
- Certification that the subcontractor has all licenses and county authority, as applicable, and/or has satisfied all legal requirements to provide the services to the Department. Also, the Contractor shall certify that the subcontractor is approved by the Florida Department of State to transact business in the State of Florida. If the subcontractor is an out-of-state company, it must have a Florida Certificate of Authority from the Department of State, Division of Corporations, to transact business in the State of Florida. For additional information, please visit the following website: www.sunbiz.org
- A copy of the written subcontract agreement; and
- Acknowledgement from the subcontractor of the Contractor's contractual obligation to the Department and that the subcontractor agrees to comply with all terms and conditions of the resulting Contract.

By execution of a Contract resulting from this solicitation, the Contractor will acknowledge that it will not be released of its contractual obligations to the Department because of any subcontract. The Contractor will be solely responsible for ensuring the subcontractor maintains the insurance as required. The Contractor's use of a subcontractor not contained herein and/or approved by the Department will be considered a breach of Contract.

SECTION 4. SELECTION METHODOLOGY

4.1 Reply Disqualification

The Department reserves the right to determine which Replies meet the requirements of this solicitation and which Respondents are Responsive and Responsible.

4.2 Phase One – Evaluation Process – General Overview

The Department will appoint an evaluation team for the evaluation and scoring of the responsive replies for the evaluation phase (phase one). Each evaluator will be provided a copy of each Respondent's Reply that is deemed responsive.

The evaluators will evaluate and score Replies against the evaluation criteria set forth in Attachment H – Evaluator Scoring Workbook, in order to establish a competitive range of Replies reasonably susceptible of award.

See subsection 4.4 for information on the negotiation phase of the ITN. All Replies that meet the Mandatory Responsiveness Requirements and are determined to be responsive will be evaluated as described in this section.

4.3 Evaluation of the Reply

The evaluators will independently review and evaluate the responsive Replies. Using the assessment scale below, the evaluators will assign scores 0 to 4 based on the quality of each response to the Statement of Work in accordance with Attachment H - Evaluator Scoring Workbook. In determining the quality of the Respondent's responses, the evaluators will use the following guiding questions:

- How well does the Respondent's response demonstrate an understanding of the services/technology requested?
- How well does the Respondent's response demonstrate the Respondent's ability to provide the services/technology requested?
- How well does the Respondent's response address the requested services/technology?

Assessment	Evaluator Score
Unacceptable	0
Poor	1
Adequate	2
Good	3
Exceptional	4

4.3.1 Scoring of Response to the Statement of Work –

Scoring will be of the Respondent's scores for SOW sections two (2), three (3), and nine (9), and the Respondent's highest three (3) scores for SOW sections five (5) [Service Category 1], six (6) [Service Category 2], seven (7) [Service Category 3], and eight (8) [Service Category 4]. Note: completing two Service Categories or fewer will result in a score of 0 for those Service Categories not proposed by the Respondent.

Example of a response to all four (4) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 80 points for Service Category 2, 50 points for Service Category 3, 100 points for Service Category 4, the Service Category score would be $(100 + 80 + 100) = 280$, which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Example of a response to three (3) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 90 points for Service Category 2, 75 points for Service Category 3, and zero (0) for not offering Service Category 4, the Service Category score would be $(100 + 90 + 75) = 265$, which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Example of a response to two (2) Service Categories

For example, if a Respondent's scores are 100 points for Service Category 1, 75 points for Service Category 2, zero (0) points for not offering Service Category 3, and zero (0) for not offering Service Category 4, the Service Category score would be $(100 + 75 + 0) = 175$, which would then be combined with the scores from SOW sections two (2), three (3), and nine (9).

Instructions for replying to the SOW, see SOW subsection 1.2.

4.3.2 Other Department Rights for Evaluation

The Department reserves the right at any time during the Evaluation Process to:

1. Conceal pricing information from evaluators or provide an instruction to evaluators to disregard pricing information in their evaluation of a responsive Reply.
2. Redact, omit, or provide instruction to evaluators to disregard any portions of a proposed offering which the Department determines are outside of the scope of this procurement.

4.4 Negotiations

4.4.1 Phase 2 – Negotiations Process – General Overview

After the evaluation of replies based on the criteria, the Department will establish a competitive range of replies reasonably susceptible of award, and will select one or more Respondents within the competitive range to commence negotiations.

The evaluator scoring does not carry forward into the negotiations.

The Department will establish a negotiation team to conduct the negotiations. The negotiation team will make a recommendation of (an) award(s) to the Respondent(s) that will provide best value based on the selection criteria in the ITN. The negotiation team will not be bound by evaluator scoring.

The Department reserves the right to negotiate different terms, additional terms, and related price adjustments if the Department determines that such changes would provide the best value to the State. Additional operational requirements may be defined and clarifications required.

The Department may require additional technical detail, diagrams, demonstrations, and documentation. The negotiation team may request proposed alternative terms or deliverables during negotiations, but it is under no obligation to accept proposed alternative terms or deliverables.

The Department reserves the right to negotiate concurrently or sequentially with competing Respondent(s). Negotiations will not be open to the public, but will be recorded.

Negotiation meetings will be conducted in Tallahassee, Florida. The Department reserves the right to schedule negotiations at a different location in the State. The Department may distribute an

agenda in advance of any negotiation session. Representatives for each Respondent should plan to be available, at least by telephone, without interruptions, for the entirety of the Respondent's scheduled negotiation meeting(s).

Negotiations will continue as determined by the negotiation team, until acceptable terms and conditions are agreed upon through a Best and Final Offer (BAFO), if applicable, or it is determined that an acceptable agreement cannot be reached. The Department reserves the right to conclude negotiations at any time and proceed to contract award.

4.4.2 Respondent Attendance at Negotiations

The Department reserves the right to limit the number of representatives permitted to attend the negotiation sessions in person.

4.4.3 Revised Replies and Best and Final Offers

During the negotiation phase, the Department may request clarification and revisions to replies (including BAFOs) and identify information to be submitted to the Department until it is satisfied that it has achieved the best value for the State. Failure to provide information requested by the Department during the Negotiation Phase may result in termination of negotiations with the Respondent.

It is anticipated that the Department will use language in the Request for BAFO expressing contractual requirements within the procurement documents where the language was previously permissive. For example, the word 'should' may be replaced by the word 'must' in the final Statement of Work attached to the Request for BAFO.

4.4.4 Other Department Rights During Negotiations

The Department reserves the right at any time during the negotiation process to:

- a) Schedule additional negotiation sessions with any or all Respondents.
- b) Require any or all Respondents to provide additional, revised or final written replies addressing specific topics, including, but not limited to, modifications to the solicitation specifications, terms or conditions, or business references.
- c) Require any or all Respondents to provide revised replies and written Best and Final Offer(s).
- d) Require any or all Respondents to address services, prices, or conditions offered by any other Respondent.
- e) Pursue a Contract with one (1) or more Respondents for the services encompassed by this solicitation, including any addendums thereto and any request for additional, revised, or final written replies or request for Best and Final Offers.
- f) Pursue the division of contracts between Respondents by type of service or geographic area, or both.
- g) Finalize Contract terms and conditions with any Respondent at any time.
- h) End negotiations with any or all Respondents at any time, regardless of the status of or schedule of negotiations, and to continue with other Respondents, or not continue with any Respondents.
- i) Conclude negotiations at any time and proceed to Contract award.
- j) Re-open negotiations with any responsive Respondent.
- k) Take any additional, administrative steps deemed necessary in determining the final award, including conducting demonstrations, additional fact-finding, evaluation, or negotiation where necessary and consistent with the terms of this solicitation.

- l) Request the assistance of and use subject matter experts for any portion of the procurement or throughout the procurement.
- m) Review and rely on relevant information contained in the Replies.
- n) Request pricing options different from the initial pricing provided in the Vendor's Service Catalog or Component Price Sheet. This information may be used in negotiations.
- o) Request business references and materials related to a reference check. If requested, the following guidelines will apply:
 - References should be directly relevant to the services in the solicitation.
 - References will not be accepted from:
 - Current employees of the Department.
 - Former employees of the Department within the past three (3) years.
 - Persons currently or formerly employed by the Respondent's organization.
 - Board members of the Respondent's organization.
 - Relatives of Respondent's employees or Board members.
 - Corporations based solely in a foreign country.
 - Members of the Respondent's organization who have written, completed, and submitted the form on behalf of the reference.
- p) Contact Respondent's Customers or other entities with information relevant to the Respondent's responsibility, experience, and/or ability.

The Department has sole discretion in deciding whether and when to take any of the foregoing actions, the scope and manner of such actions, the Respondent affected, and whether to provide concurrent public notice of such action.

4.4.5 Negotiation Meetings Not Open to Public

In accordance with section 286.0113, Florida Statutes, negotiations between the Department and Respondents are exempt from Chapter 286, Florida Statutes, and s. 24(b), Art. I of the State Constitution. Also, any portion of a team meeting at which negotiation strategies are discussed are exempt from section 286.011, Florida Statutes.

The Department will record all meetings of the negotiation team and all negotiation meetings between the Department and Respondents, as required by law, and such recordings will eventually become public record pursuant to Chapter 286, Florida Statutes. During negotiations, Respondents must inform the Department if any portion of the meetings should be considered confidential, proprietary, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution, or other authority, so that the Department can make appropriate arrangements for the segregation of the recording. If the Respondent fails to inform the Department that any portion of the negotiation meetings should be considered confidential, proprietary, trade secret or otherwise not subject to disclosure, the Department is authorized to produce the audio recording in answer to a public records request for these records.

4.5 Final Selection and Notice of Intent to Award Contract

4.5.1 Award Selection

If a Contract is awarded, the Contract will be awarded to the responsive and responsible vendor whose BAFO is assessed as providing the best value to the State in accordance with the selection criteria of this ITN.

4.5.2 Selection Criteria

The following award selection criteria will apply for this ITN:

- a) The Respondent's demonstration of its prior relevant experience, including track record, and the overall professional experience of the Respondent at providing the proposed services;
- b) The Respondent's technical ability and approach to meeting the goals of the ITN, as stated in Section 1.4;
- c) The Respondent's technical ability and approach to providing the services sought in the SOW; and
- d) The Respondent's pricing.

4.5.3 Department's Negotiation Team Recommendation

The Department's negotiation team will develop a recommendation as to the Contract award(s) that will provide the best value to the state based on the selection criteria.

SECTION 5. AWARD

5.1 Rights for Award

The Department reserves the right to:

- Select one (1) or more Respondents for the services encompassed by this solicitation, any addenda thereto and any request for additional or revised detailed written replies.
- Select one (1) or more Respondents by type of service, geographic area, and/or both.
- Award contracts for less than the entire service area.
- Award a contract by Service Category to one or more Respondents, or no Respondents at all.
- Award and contract with other responsive Respondents in the event that the Department is unable to contract with the initially awarded Respondent(s).
- Reject all Replies, and determine whether to reissue a competitive solicitation.
- Withdraw or cancel the procurement and make no award.

5.2 Agency Decision

The Department will post a Notice of Intent to Award to enter into one or more contracts with the Respondents(s) identified therein, on the VBS website: http://vbs.dms.state.fl.us/vbs/main_menu.

If the Department decides to reject all Replies, it will post its notice on the VBS website: http://vbs.dms.state.fl.us/vbs/main_menu.

5.3 Other Reserved Rights

- The Department has the right to use any or all ideas or adaptations of the ideas presented in any Reply. Selection or rejection of a Reply will not affect this right.
- The Department reserves the right, after posting a Notice of Intent to Award, to withdraw or cancel the procurement, or amend its notice of intent to award and re-open negotiations with any Respondent at any time prior to execution of a Contract.

5.4 No Contract until Execution

A notice of intent to award under this ITN shall not constitute or form any contract between the Department and a Respondent. No contract shall be formed until such time as a Respondent and the Department formally execute a contract with requisite written signatures.

FORM 1 – CONTACT INFORMATION

For solicitation purposes, the Respondent's contact person will be:

Should the Respondent be awarded the Contract, the Account Manager's contact information will be:

Name		
Title		
Company Name		
Address		
Telephone		
Fax		
E-mail		
FEID #		

Name of Respondent's Organization

Signature of Authorized Representative and Date

Print Name

FORM 2 - NOTICE OF CONFLICT OF INTEREST

Company Name _____

For the purpose of participating in the solicitation process and complying with the provisions of Chapter 112, Florida Statutes, the company states the following conflict(s) of interest exists as noted below (if none, write N/A in the applicable section(s) below):

The persons listed below are corporate officers, directors or agents and are currently employees of the State of Florida or one of its agencies:

_____	_____
_____	_____
_____	_____

The persons listed below are current State of Florida employees who own an interest of five percent (5%) or more in the company named above:

_____	_____
_____	_____
_____	_____

_____ Name of Respondent's Organization	_____ Signature of Authorized Representative and Date
	_____ Print Name

FORM 3 - NON-COLLUSION STATEMENT

I state that I _____ of _____,
(Name and Title) (Name of Firm)

am authorized to make this statement on behalf of my firm and its owner, directors and officers. I am the person responsible in my firm for the price(s) and amount(s) of this Reply, and the preparation of the Reply. I state that:

1. The price(s) and amount(s) of this Reply have been arrived at independently and without consultation, communication or agreement with any other Provider, potential provider, Reply, or potential Reply.
2. Neither the price(s) nor the amount(s) of this Reply, and neither the approximate price(s) nor approximate amount(s) of this Reply, have been disclosed to any other firm, vendor, Respondent, or potential Respondent, and they will not be disclosed before Reply opening.
3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Reply for this contract, or to submit a price(s) higher than the prices in this Reply, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Reply.
4. The Reply of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Reply.
5. _____, its affiliates, subsidiaries, officers, director, and employees
(Name of Firm)
are not currently under investigation, by any governmental agency and have not in the last ten years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to Reply, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the State of Florida for which this Reply is submitted. I understand and my firm understands that any misstatement in this statement is, and will be treated as, fraudulent concealment from the State of Florida of the true facts relating to the submission of Replies for this contract.

Dated this _____ day of _____
Name of Firm: _____
Signed by: _____
Print Name _____

FORM 4 - STATEMENT OF NO PRIOR DISQUALIFYING INVOLVEMENT

I, as an authorized representative of the Respondent, certify that nothing in section 287.057(17)(c), Florida Statutes (below), prohibits the Respondent's entry into any Contract resulting from this solicitation.

287.057 Procurement of commodities or contractual services. —

(17)(c) A person who receives a contract that has not been procured pursuant to subsections (1)-(3) [of s. 287.057, F.S.] to perform a feasibility study of the potential implementation of a subsequent contract, who participates in the drafting of a solicitation or who develops a program for future implementation, is not eligible to contract with the agency for any other contracts dealing with that specific subject matter, and any firm in which such person has any interest is not eligible to receive such contract. However, this prohibition does not prevent a Respondent who responds to a request for information from being eligible to contract with an agency.

Name of Respondent's Organization

Signature of Authorized Representative and Date

Print Name

FORM 5 – ADDENDUM ACKNOWLEDGEMENT FORM

This acknowledgment form serves to confirm that the Respondent has reviewed and accepted all Addendum(s) to the solicitation posted on the Respondent Bid System.

Please list all Addendum(s) below.

Name of Respondent’s Organization

Signature of Authorized Representative and Date

Print Name

FORM 6 – SUBCONTRACTING

Complete the information below on all subcontractors that will provide services to the Respondent to meet the requirements of the resultant contract, should the Respondent be awarded. Submission of this form does not indicate the Department's approval, but provides the Department with information on proposed subcontractors for review.

Please complete a separate sheet for each subcontractor.

There will be subcontractors for this solicitation YES ____ NO ____ (place a checkbox where applicable). If not, Respondents are not required to complete the remainder of this form.

Service: _____

Company Name: _____

Contact: _____

Address: _____

Telephone: _____

Fax: _____

Current Office of Supplier Diversity
certification of woman-, veteran, or
minority-owned small business
enterprise Yes _____ No _____

W-9 verification: Yes _____ No _____

In a job description format, describe below the responsibilities and duties of the subcontractor based on the technical specifications or statement of work outlined in this solicitation.

SCS FORM 7 – MANDATORY RESPONSIVENESS REQUIREMENTS

The person submitting the Reply certifies that the person is authorized to respond to this solicitation on behalf of the Respondent.
The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.
The Respondent certifies that that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.
The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.
The Respondent certifies that the Respondent is currently authorized to do business with the State, or will attain authorization through the Department of State, Division of Corporations, should the Respondent be awarded the Contract. Website: www.sunbiz.org
The Respondent certifies it has provided the Department with an Attachment G – Component Price Sheet.
The Respondent certifies it has provided the Department with a Vendor's Service Catalog.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf, and certifies conformance with all Responsiveness Requirements listed above.

Name of Respondent's Organization

Printed Name of Organization's Authorized Representative

Signature of Organization's Authorized Representative

Date

ITN No.: DMS-17/18-004
SCS Attachment F – Definitions and Acronyms

All personal pronouns used in the Contract, whether used in the masculine, feminine, or gender-neutral, shall include all other genders; the singular shall include the plural; and the plural shall include the singular. The following definitions and acronyms apply to the Contract in addition to the definitions in Chapter 287, Florida Statutes (F.S.) (2018), and Chapter 60FF-1, Florida Administrative Code (F.A.C.):

ACD	Automatic Call Distribution
ANI	Automatic Number Identification
API	Application Program Interface
Business Days	Monday, Tuesday, Wednesday, Thursday, and Friday, excluding weekends and State of Florida paid holidays as set forth in section 110.117, Florida Statutes.
Centrex	A partitioned Central Office based switching system programmed to meet the business needs of a specific customer group.
Central Office	A building to which subscriber phone lines are connected on a local loop. This location has telephone switches to switch calls locally or to a long-distance carrier office.
Contractor	The Responsive and Responsible Respondent(s), awarded a Contract, if any, pursuant to this ITN.
CPI	Cost Performance Index
CPN	Calling Party Number
CSAB	Communications Service Authorization and Billing system, more information can be found here: https://www.dms.myflorida.com/business_operations/telecommunications/place_sun_com_orders
Dashboard	A user interface feature of a web portal that organizes and displays easy to read information about key performance indicators with the option to drilldown to lower level data for verification.
Degradation	The deterioration in quality, level, or standard of performance of a system, service, feature, or functionality. Quality, levels, and standards are provided in the SOW and SLAs.
DID	Direct Inward Dial
DTMF	Dual-Tone Multi-Frequency

End-of-Life	The date identified by the original equipment manufacturer that a product or service will no longer be supported.
End-of-Sale	The date identified by the original equipment manufacturer when a product or service can no longer be ordered.
ESF-2	Emergency Support Function 2
GETS	Government Emergency Telecommunications Service
Highly-available and Highly-reliable (HA/HR)	Systems, services, and implementations designed to eliminate planned downtime and prevent unplanned downtime; methods utilize specific hardware, software, and processes; typically implemented in mission critical services. HA/HR systems are to have redundant (or backup) systems, components, and communication pathways such that they are highly resistant to failure.
IETF	Internet Engineering Task Force
ISDN	Integrated Services Digital Network comes in two types – BRI, which is 144,000 bits per second and is designed for the desktop, and PRI, which is 1,544,000 bits per second. PRI is designed for telephone switches, computer telephony, and voice processing systems. ISDN BRI Service offers 2B + D or two bearer channels and one D (data) channel.
ITN	Invitation To Negotiate
ITU	International Telecommunications Union
IVR	Interactive Voice Response
LAN	Local Area Network
MACD	Move, Add, Change, and Delete
Mean Opinion Score	A rating method representing the user perception of overall call quality.
MFN-2	MyFloridaNet-2
MFN	MyFloridaNet
Multi-tenant	An architecture in which a communication system provides service for more than one Customer group. Each group is logically separated within the system and can view and administer their group only.
NANP	North American Numbering Plan
NAT	Network Address Translation
NGN-PS	Next Generation Network Priority Service
NOC	Network Operations Center
NPA	Number Plan Area which identifies the three (3) digit area code.
NXX	A three-digit code in which N is any digit 2 through 9 and X is any digit 0 through 9. Describes the “Exchange Code” fields of a North American Numbering Plan telephone number.
On-net	SCS sessions which only traverse the Internet Protocol network.

Poisson One (P.01)	The grade of service reflecting the probability that, at most, only one call out of one hundred calls could be blocked.
PBX	Private Branch Exchange
PRI	Primary Rate Interface is an enhanced T-1 which provides fast out-of-band signaling. PRI has 24 channels each of which is 64,000 bits per second, one of which is typically used to carry signaling for the other 23 channels.
PSTN	Public Switched Telephone Network
PSAP	Public Safety Answering Point
Reply	A formal response to this ITN.
RFO	Reason For Outage
Respondent	An entity who submits a Reply to this ITN.
RFC	Request For Comments (an official publication channel for the International Engineering Task Force).
SBC	Session Border Controller
Single-tenant	An architecture in which a communication system provides service for a single customer.
SIP	Session Initiation Protocol
SIP Trunking	A service offered by many Service Providers that connects a company's PBX to the PSTN via Internet using the SIP VoIP standard.
SLA	Service Level Agreement
SOC	Security Operations Center
SOW	Statement of Work
SPI	Schedule Performance Index
State	The State of Florida
TDM	Time-Division Multiplexing
TSP	Telecommunications Service Priority
UC	Unified Communication
VoIP	Voice over IP
VoIP R-Factor	A number or score that is used to quantitatively express the subjective speech quality in VoIP systems.
WebRTC	Web Real-Time Communications
WPS	Wireless Priority Services

ADDENDUM NO. 4
INVITATION TO NEGOTIATE (ITN)
SUNCOM COMMUNICATION SERVICES
ITN NO: DMS-17/18-004

Date: August 1, 2019
To: Prospective Respondents to ITN No: DMS-17/18-004
From: Jesse Marks, Procurement Officer
Subject: Revision to the Procurement Officer

1. The Invitation to Negotiate, DMS-17/18-004, is hereby amended as follows and Section 1.6 Procurement Officer is replaced in its entirety:

The Procurement Officer is the **sole point of contact** for this procurement. Direct all contact with the Department to the procurement officer in writing by email.

Jesse Marks
State Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 360G
Tallahassee, FL 32399-0950
Phone: (850) 487-3977
Email: Jesse.Marks@dms.myflorida.com

*****PLACE THE SOLICITATION NUMBER IN THE SUBJECT LINE OF ALL EMAILS
TO THE PROCUREMENT OFFICER*****

If a Respondent is claiming that any portion of an email is trade secret under section 812.081, Florida Statutes, or otherwise confidential under Florida or Federal Law, the Respondent is to place the word "Confidential" in the subject line. (See also subsection 3.8.4 of this ITN for more information on confidential information.)

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays,

any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a Reply.**

Any such contact by an affiliate, a person with a relevant business relationship with a Respondent, or an existing or prospective subcontractor to a Respondent is assumed to be on behalf of a Respondent unless shown otherwise.

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. Any protest must be timely filed with the Agency Clerk. Protests may be filed by courier, hand delivery, or U.S. mail at Department of Management Services, Office of the General Counsel, Attention: Agency Clerk, 4050 Esplanade Way, Suite 160, Tallahassee, FL 32399-0950. Protests may also be filed by fax at 850-922-6312 or by email at agencyclerk@dms.myflorida.com It is the filing party's responsibility to meet all filing deadlines.

The Procurement Officer should be copied on such filings.

ADDENDUM NO. 2 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):

SUNCOM COMMUNICATION SERVICES

ITN NO: DMS-17/18-004

Date: May 21, 2019
To: Prospective Respondents to ITN No: DMS-17/18-004
From: Gerri Faircloth, Procurement Officer
Subject: Updates to the ITN, Timeline Revision, and Correction to Department Answers

1. The Invitation to Negotiate (ITN) No.: DMS-17/18-004, is hereby amended as follows:

1.1. Subsection 2.3, Timeline of Events, is hereby amended as follows:

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

TIMELINE OF EVENTS		
Events	Event Time (ET)	Event Date
ITN posted on the VBS.		February 11, 2019
Deadline to submit questions to the Procurement Officer.	3:00 PM	March 15, 2019
Department's anticipated posting of answers to Respondent's questions on the VBS.		April 19, 2019
Deadline to submit Reply and all required documents to the Procurement Officer.	2:00 PM	~~June 7, 2019~~ June 21, 2019
Public Opening. Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950	2:30 PM	~~June 7, 2019~~ June 21, 2019
Evaluation Phase.		~~June 17, 2019 to July 29, 2019~~ June 26, 2019 to August 16, 2019
Evaluators' Public Meeting to confirm scores Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	~~July 29, 2019~~ August 22, 2019
Negotiations Phase.		~~August 5, 2019~~ August 26, 2019 to January 8, 2020
Negotiation Team Public Meeting Room 101 4050 Esplanade Way, Tallahassee, Florida 32399-0950 Conference call # 1-888-585-9008 Participant code: 982866470#	10:00 AM	~~January 8, 2020~~ January 10, 2019
Post Notice of Intent to Award on the VBS.		January 14, 2020
Contract Execution.		TBD

2. The Department's proposed amendments to ITN No.: DMS-17/18-004, Addendum No.1, issued on April 22, 2019 is hereby amended as follows:

- 2.1** Item 1.a. of Addendum No.1, which amended ITN No: DMS-17/18-004, subsection 3.5, How to Submit a Reply, unintentionally omitted the first and last paragraphs from the original ITN No: DMS-17/18-004, subsection 3.5, How to Submit a Reply. These two paragraphs are now reinstated as part of ITN subsection 3.5, How to Submit a Reply, and are shown below in underlined text.

Respondents are responsible for submitting their Replies by the date and time specified in the Timeline of Events of this solicitation. Respondents are to submit the Reply in a sealed box(es) indicating the Respondent's name, the ITN number, and the Procurement Officer containing the following:

- 3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.
- 3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.
- 3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;
- 3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

All electronic documents are to be searchable to the fullest extent practicable. Paper and electronic copies of Replies are to consist of identical information. In the event of a conflict between the copies, the original paper Reply controls.

- 2.2** Item 2.e. of Addendum No. 1, which amended Attachment A: Statement of Work, ITN No: DMS-17/18-004, subsection 8.2, Additional Centrex Services, item 1, unintentionally omitted the words "or less". These words have been struck from the Statement of Work, subsection 8.2, Additional Centrex Services, item 1 as shown below.

A minimum Customer order of five (5) lines ~~or less in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

- 2.3** Item 4 of Addendum No. 1, which amended Attachment G: Component Price Sheet, is hereby deleted in its entirety and replaced with the Second Revised Attachment G: Component Price Sheet, attached to this addendum. This Second Revised Attachment G: Component Price Sheet unlocks the rows within the Assumptions section allowing Respondents to insert additional lines in conformance with the Component Price Sheet instructions.

3. The Department's responses to Questions #6, #69, and #92 of Addendum No.1, issued on April 22, 2019, are hereby revised as follows:

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products	~~See Attachment A, SOW subsection 3.43, Training.~~ The training requirement for Contractor's staff will vary according to the Service Categories being delivered by the Contractor, and the individual staff member's responsibilities. The training provided by the Contractor will ensure that staff members working on the Contract are knowledgeable of the contractual requirements and are thoroughly capable of delivering the service(s) contemplated in the Contract.
69	5.2	84-86	What type of Single Sign On solution is being used?	~~See response to Question #69.~~ The Department does not have this information as Customers make their own decisions related to their business needs.
92	7	93	Is the state interested Quality Management for Rep Performance ect?	Yes, Respondents may propose additional features as part of their Reply to this procurement. See ~~Attachment A, SOW~~, ITN, subsection 3.11.1 Vendor's Service Catalog.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

End of Addendum No. 2

ADDENDUM NO. 1 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):**SUNCOM COMMUNICATION SERVICES****ITN NO: DMS-17/18-004**

Date: April 22, 2019

To: Prospective Respondents to ITN No: DMS-17/18-004

From: Gerri Faircloth, Procurement Officer

Subject: Updates to the ITN and Respondent Questions and Department Answers

1. The Invitation to Negotiate, ITN No: DMS-17/18-004, is hereby amended as follows:

- a. Subsection 3.5, How to Submit a Reply, is hereby deleted in its entirety and replaced with the following:

- 3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.
- 3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.
- 3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;
- 3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

- b. Subsection 3.6.7 is hereby amended as follows:

- 3.6.7 The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services and associated equipment Respondent proposes in this procurement, ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~

- c. Subsection 3.11.1, Vendor's Service Catalog, is hereby amended as follows:

3.11.1 Vendor's Service Catalog

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services and associated equipment Respondent proposes in this procurement, ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~ Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

- d. The sentence below is added to Subsection 3.12.4 as follows:

Pricing in the Component Price Sheet and Vendor's Service Catalog shall not include state of Florida and federal taxes.

- e. Subsection 4.4.4, Other Department Rights During Negotiations, is hereby amended as follows:

- d) ~~Require any or all Respondents to address services, prices, or conditions offered by any other Respondent.~~ Intentionally left blank.

2. Attachment A: Statement of Work, ITN No: DMS-17/18-004, is hereby amended as follows:

- a. Subsection 3.34, Online Portal for Self-Management, item 5, is hereby added as follows:

5. Add, change, and delete licenses as requested by the Customer.

- b. Subsection 3.44.1, item 4., the first sentence is hereby amended as follows:

4. Communications Management Plan is a deliverable subject to final acceptance by DMS.

- c. Subsection 5.1, Unified Communications System and Services – General Features, item 3. oo., is hereby amended as follows:

oo. Call Center ~~(basic, standard, and premium)~~

- d. Subsection 6.2, SIP Trunking Features, item 3 is deleted in its entirety and replaced with the following:

3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.

- e. Subsection 8.2, Additional Centrex Services, item 1 is hereby amended as follows:

1. A minimum Customer order of five (5) lines ~~in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

3. Attachment B: Draft Contract, ITN No: DMS-17/18-004, is hereby amended as follows:

- a. Section 1.4.1, Suspension of Work, is hereby amended as follows:

1.4.1 Suspension of Work

~~The Department may, at its sole discretion, suspend any or all activities under the Contract, at any time, when it is in the best interest of the State of Florida to do so. The Department may, at its sole discretion, suspend the Contract at any time, when in the best interest of the Department or Customer to do so. The Department or the Customer will provide the Contractor written notice outlining the particulars of suspension and the effective date of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with the Contract. Within ninety (90) days, or any longer period agreed to by the Contractor, the Department will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract. Suspension of work will not entitle the Contractor to any additional compensation.~~

- b. Section 3.5, Payment Invoicing, is hereby amended as follows:

3.5 Payment Invoicing

~~The Contractor will be paid upon submittal of an invoice to the Department after delivery and acceptance of commodities or contractual services is confirmed, and the invoice is accepted by the Customer. The Contractor shall submit invoices for fees or other compensation for services or expenses in detail sufficient enough for a proper pre-audit and post-audit and contain the Contract Number and the Contractor's Federal Employer Identification Number. The Department reserves the right to request additional documentation as needed and Contractor will follow all invoice directives in the Statement of Work.~~

- c. Section 10.3, Remedial Measures, is hereby amended as follows:

~~Upon becoming aware of an alleged security breach, Contractor's Contract Manager must set up a conference call with the Department's Contract Manager. The conference call invitation must contain a brief description of the nature of the event. When possible, a thirty (30) minute notice will be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call will be scheduled. All available information must be shared on the call. The Contractor must answer all questions based on the information known at that time and answer additional questions as additional information becomes known.~~

~~The Contractor must provide the Department with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business hours, the Contractor must notify the Department's Contract Manager and in all events, within one (1) business day.~~
Intentionally left blank.

- d. Section 19, Performance Bond, the first paragraph is hereby amended as follows:

SECTION 19. PERFORMANCE BOND

Within thirty (30) days of Contract execution, Contractor will deliver to the Department's Contract Manager a Performance Bond in the amount of ~~\$60~~ \$10 million. The bond shall be used to guarantee satisfactory performance by the Contractor throughout the term of the Contract.

4. Attachment G: Component Price Sheet, ITN No: DMS-17/18-004, is hereby revised in accordance with the amendments set forth in the Revised Attachment G: Component Price Sheet attached as part of this addendum.

Enclosure:

Addendum No 1, Questions and Answers Exhibit
Revised Attachment G: Component Price Sheet

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Invitation to Negotiate
SUNCOM Communication Services
ITN NO: DMS-17/18-004

Addendum No. 1 Questions and Answers Exhibit

The Department's responses to timely submitted questions are below.

Question Number	Section	Page Number	Question	Response
1	NA	NA	What is the actual timeline for product implementation for whomever earns this bid?	See Attachment A, Statement of Work (SOW) subsection 3.44.2, Project Management Implementation Phase and subsection 3.45, Services Infrastructure Checklist.
2	Attachment A, Section 1.4	9	If a vendor is provided an award, will existing services under that vendor which are already in place, continue as is?	If the vendor is provided an award, Customers can continue to receive services from that same vendor.
3	Attachment A, Section 1.4	9	If a new vendor is provided an award, how will the agencies be communicated of the award and services the said vendor provides?	DMS provides information to SUNCOM customers.
4	Attachment A, Section 1.4	9	If the agencies do not wish to procure from the awarded agreement, will they be able to procure the same services outside the award?	Refer to section 282.703, Florida Statutes.
5	Attachment A, Section 1.4	9	If a vendor is provided an award, can you please describe the process if a vendor has changes to their business (ie: legal name change), how amendments be addressed?	The Department's processes for handling a contractor's changes to their business and possible contract amendments are reviewed and addressed on a case- by- case basis.

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products?	See Attachment A, SOW subsection 3.43, Training.
7	Attachment A, Section 3.5	27	Can you please describe the bandwidth requirements of the MPLS network connection required.	Attachment A, SOW subsection 3.15, Connection with MyFloridaNet, describes the amount of bandwidth required for the interconnection.
8	Attachment A, Section 3.5	27	Is awarded vendor allowed to procure the bandwidth requirements in this section from any supplier of the awarded vendor's choice.	Yes.
9	Attachment A, Section 3.22	31	Contractor WebPage – Is this a mandatory requirement of all awarded vendors? Bas [sic]	Yes, see Attachment A, SOW subsection 3.22, Contractor Webpage.
10	Attachment A, Section 5.2.2, Item C	85	Can you provide an example of voice activation?	For example, allowing the subscriber to dial a phone number using speech instead of entering the digits in the UC user interface.
11	Attachment A, Section 5.2.2, Item J	85	In regards to calandering [sic], update status based off of calander [sic], is there a calander [sic] that is widely adopted throughout the State?	The Department does not have this information as Customers make their own decisions related to their business needs.
12	Attachment A, Section 7.1, Item 1 - 15	93	CRM Integration- Is there a CRM that is widely adopted?	No.
13	Attachment A, Section 7.1	92/101	Can the premises equipment required (phones, gateways, monitoring equipment, and SBCs) be satisfied by a response in Section 5, or must they be explicitly listed in the Section 7 catalog?	If the Respondent is seeking to provide a Service Category, a response should be provided to each subsection in the Attachment A, SOW where applicable to the Respondent's proposed solution. It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections. The Respondent must provide the Department with an Attachment G – Component Price Sheet

Question Number	Section	Page Number	Question	Response
				and must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes to provide in its Reply to this procurement.
14	ITN 3.11.1 and Attachment A, Section 4.5	5/30 & 71/101	What is the difference between the Vendor's Service Catalog and the CSAB Service Catalog?	The Vendor's Service Catalog contains detailed pricing for all services Respondent proposes to provide in its Reply to this procurement. See Item # 1.b. and 1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing. The CSAB Service Catalog will contain the catalog of services, approved by the Department, and entered into the CSAB system available for ordering by Customers.
15	Attachment A, Sections 3.30, 3.30.1, 3.30.2, and 3.44	41/101 & 55/101	These sections do not indicate whether the respondent is to provide a response. Will the Department please clarify whether we are to provide a response to these sections?	For Attachment A, SOW subsection 3.30, Contractor Meetings with DMS, which includes 3.30, 3.30.1, 3.30.2, and 3.30.3, no response is required to these sections. For Attachment A, SOW subsection 3.44, Project Management, which includes 3.44 and 3.44.1 through 3.44.5, the response block listed on page 60 of the ITN applies to all of subsection 3.44, Project Management.
16	Attachment A, Section 6.2, Item 3	91/101	<i>Item 3. Offer call transfer intercept announcement which routes calls to a phone number with informative announcements.</i> Can you clarify the difference between standard intercept announcement and call transfer intercept announcement?	See Item # 2.d. of this addendum.

Question Number	Section	Page Number	Question	Response
17	Attachment A, Section 8.2, Item 1	99/101	<i>Item 1. A minimum Customer order of five lines or less in order to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.</i> Please confirm the words “or less” are supposed to be “or less” and not “or more”.	See Item # 2.e. of this addendum.
18	Attachment G	Category 1	On the Category 1 Single tab the pricing is all based on the number of lines. Will DMS please define what a line is?	A line is equivalent to a licensed subscriber with a unique number or extension that has a monthly recurring charge.
19	Attachment A, Section 5.1, Item 1	82/101	Will DMS please confirm local, long distance, and toll-free access are to be included in all single-tenant and multi-tenant solutions?	Confirmed.
20	NA	NA	Will an eligible or required user be able to purchase off this new SUNCOM contract using the Services Catalog to either expand their existing system or buy a brand-new premise-based system (HW/SW and services)?	Yes.
21	NA	NA	In a single-tenant environment (premise-based), will there be a fixed term (i.e. 36 or 48 months) for these specific products and services?	The Department has not specified the term for single-tenant systems. Vendors are permitted, but not required, to include pricing information on terms. See ITN, subsection 3.11.1.1. The Customer, Department, and SCS Contractor will agree upon the term in the CSAB work order.
22	NA	NA	Is the State / DMS looking for a single vendor to support all of the existing voice systems in order to provide the same level of service statewide, also enabling	DMS is seeking to establish through this ITN a contract or contracts (Contract) for a collection of voice services. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of

Question Number	Section	Page Number	Question	Response
			a phased approach migration to a Cloud environment?	the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
23	NA	NA	Can the selected vendor add or change services within the service catalog once on the State contract? For example, add a new device, an application or solution in order to meet the specific requirements of an agency; add new Cloud services that are not currently available; or update the service catalog with a new release to an existing application?	Changes in services, features, equipment, or technology in the same, alternative, or equivalent form within the scope of the Contract are permissible updates and are subject to prior DMS approval and inclusion of the services in CSAB is solely within DMS's discretion. See Attachment A, SOW subsection 1.5, Updates to Services or Equipment and subsection 4.5, Communications Service Authorization and Billing Service Catalog.
24	NA	NA	Is the end customer responsible for the cost of the MFN connection between their core sites and remote sites?	Yes.
25	Attachment G – Component Price Sheet (Service Category 1 – UC – Single-tenant)	1	Based upon the State's definition of a single-tenant vs. multi-tenant on page 82 of Attachment A: Statement of Work, single-tenant implementations are premises-based at a customer specified location. However, the pricing worksheet asks for a monthly price for the various system capacities identified. Monthly pricing typically applies to a cloud-based environment. Is it the State's intent to have this single-tenant premise-based solution a Cloud solution? Or should it be a purchase price of HW/SW plus any applicable monthly recurring services?	Monthly pricing applies to single-tenant and multi-tenant service offerings. This statement, however, does not restrict Respondents from proposing other price structures, or solutions, in the Vendor's Service Catalog.
26	NA	NA	Is it the State's intent to migrate all premise-based solutions to Cloud offerings?	Please see Attachment A, SOW subsection 1.4, Service Objectives.

Question Number	Section	Page Number	Question	Response
27	Attachment G - Component Price Sheet (Service Category 1 - UC - Single-tenant)	1	The capacities identified for a single-tenant (i.e. 50 or 200 users) appear to be fairly small in size. Are we to assume that this is an entirely new agency / customer or could it potentially be a remote site to a larger / existing entity?	The capacity was not intended to be associated with any particular customer.
28	NA	NA	What will be the SUNCOM service fees for Cloud services between DMS and the end customer?	The Department cost recovery fees for SCS, established by the Department, have not yet been determined.
29	1.2	7	Will the state choose providers based on geography covered by that particular provider or are they looking for a single source provider?	Selection criteria for award selection is set forth in ITN subsection 4.5.2, Selection Criteria. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
30	1.2.1	9	Can providers partner together based on geography to provide a more comprehensive solution?	Yes, see ITN subsection 3.13, Subcontracting.
31	1.4	11	Is the State of FL preference ala carte pricing or a tiered pricing table?	The state does not have a preference and Respondents may propose any rate structure.
32	2.1.6	15	What is the estimated total number of call paths that will be needed?	The Department does not have this information as Customers make their own decisions related to their business needs. Currently, there are approximately 10,000 SIP trunk call paths ordered by SUNCOM customers. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
33	4.14.5	64	Confirmation Needed: The state is requesting a minimum of 80Kbps per voice path?	The Respondent must propose solutions which provide the appropriate call quality and conform with the minimum requirements set forth in

Question Number	Section	Page Number	Question	Response
				Attachment A, SOW subsection 6.1., SIP Trunking Minimum Requirements.
34	14.1.2	99	Is it possible to have a list of all locations in Excel format?	This question is unclear. Information may be provided during the Negotiation Phase of the ITN.
35	Attachment A, Section 3.28	39-40	For security and backup purposes, would the State accept both on-premise and cloud solutions in a hybrid configuration?	Yes.
36	Attachment A, Section 7.2	93-94	Approximately, how many call center agents does the State currently utilize?	These are Customer specific applications and the Department does not have access to this information.
37	Attachment A, Section 2	12	Does the manpower requirement change if the Contractor does not reply to all four categories in the pricing option?	This question is unclear. The staffing and personnel levels may vary depending on service categories offered. However, key staff requirements apply to all vendors.
38	Attachment A, Section 3.30.3	42	At what point does the State want the Contractor to provide the manpower, circuits etc.?	See Attachment A, SOW subsection 3.44 Project Management.
39	Attachment A, Section 1.6	11	Can you provide the address of the data centers where we will be terminating circuits from our cloud data centers to the State?	The MFN-2 core nodes are in Tallahassee, Miami, Jacksonville, Tampa and Orlando.
40	Attachment A, Section 6	89	What will the Data Circuits from our cloud data centers to the state data center terminate on – a demarc router provided by the contractor or by the State?	The Respondent should propose their design for consideration, which may include termination of the circuit on a Contractor managed router in the MFN node. Contractor access circuits will eventually be terminated on a MFN core router.
41	Attachment A, Section 5.1	82	Please describe how the state plans to use Operator assistance.	Customers call an Operator for assistance when they have questions or concerns about placing calls.

Question Number	Section	Page Number	Question	Response
42	Attachment A, Section 5.1	84	Can the State provide an estimate of toll free numbers or DIDs associated with contact center.	The Department currently has over 2,000 toll free numbers. It is unknown how many of these numbers are associated with a contact center. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
43	Draft Contract, Section 1.1 & 1.2	3	Is the Initial Term and the Term Renewal language negotiable?	Contract renewal terms are subject to section 287.057(13), Florida Statutes, and Rule 60A-1.048, Florida Administrative Code. See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations. However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply. See ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.
44	Draft Contract, Section 3.5	6	What constitutes invoice acceptance?	See Item # 3.b. of this addendum and Attachment A, SOW Section 4, Business Operations.
45	Draft Contract, Section 3.10	6	Is the State exempt from federal taxes?	Yes, see Attachment A, SOW subsection 4.6, Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog.
46	Draft Contract, Section 8.3	13	If the indemnification terms are accepted, can this be limited to US IP protection only?	See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations.

Question Number	Section	Page Number	Question	Response
				However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply. See also ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.
47	Draft Contract, Section 9.4	15	Development is not contemplated under this agreement. What Work Product does the State think might be included?	This is standard contract language in the Department's contracts.
48	Draft Contract, Section 10.5	17	What type of certificate is required? Is cyber insurance COI acceptable?	The Department does not have a template for this certification. Contractor must annually demonstrate to the Department's satisfaction that it is in compliance with the Warranty of Security in Attachment B, Draft Contract subsection 10.2, Warranty of Security.
49	Draft Contract, Section 12.3	19	If liquidated damages would be accepted, can they be on a prorated basis for the value of services?	See Attachment B, Draft Contract subsections 3.6 Service Level Agreement, 10.2 Warranty of Security, and 14.4 Data Access for the application of liquidated damages.
50	Draft Contract, Section 19	25	Will this amount be prorated for the actual amount of categories Contractor responds?	See Item # 3.d. of this addendum and see response to Question # 46.
51	Invitation to Negotiate, Section 3.12	17	Regarding the Component Price Sheet (Attachment G), do the charges and fees indicated exclude taxes?	See Item #1.d. of this addendum.
52	Invitation to Negotiate, Section 2.2	6	Will the State allow for additional clarifying questions once they release the initial response to questions?	No. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.
53	Invitation to Negotiate, Section 3.5.1	9	In the spirit of economically prepared responses, would the State consider increasing the number of electronic copies (CD/DVD/Flash) and reducing the	Yes, see Item #1.a. of this ITN.

Question Number	Section	Page Number	Question	Response
			number of additional printed paper copies (9)?	
54	F963 SLA	3	Can you please define in more detail what is requested when stating call will be answered within 11 seconds for Operator Assistance?	Customer calls to the Operator shall be answered within eleven (11) seconds of the call being setup.
55	Invitation to Negotiate, Section 3.7 and Draft Contract Section 19	ITN – 11 Draft Contract - 25	In the Invitation to Negotiate, Section 3.7, a requirement is listed for a letter of bondability for a performance bond in the amount of \$10 million. However, in the draft contract, Section 19, a bid bond in the amount of \$60 million is listed. Can you please clarify?	See Item #3.d. of this addendum.
56	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	If all submitted pricing must be provided as if the terms and conditions of the Draft Contract are final, with no guaranteed minimum spend from the Department or the Customers, then will the evaluation process include the understanding that unit prices on the Component Price Sheets may seem artificially high due to Performance Bond and other cost recovery for what might be very low volume quantities, and that those unit prices would be expected to be lowered during the negotiation phase? Would the Department like to suggest any guidance for clear and accurate presentation in this regard?	The evaluation phase of the ITN does not contemplate the evaluation of a Respondent's submitted Component Price Sheet or the Vendor's Service Catalog. Please refer to ITN Section 4.3, Evaluation of the Reply, and Attachment H – Evaluator Scoring Workbook.
57	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	Regarding the text, "...the final Contract, as modified during negotiations", will the Department please provide a list of any and all service specific terms and	Response to questions 1 through 3: See response to Question #46.

Question Number	Section	Page Number	Question	Response
			conditions, and contractual terms and conditions, that would be entirely excluded from any negotiations at all? 1. Will the State allow Vendors to provide service specific terms and conditions for the State's consideration? 2. Will the State allow Vendors to take exception, request clarification, or provide redlines to terms and conditions of the bid during Phase 1 and/or Phase 2 of the ITN? 3. Will the State negotiate contractual terms and conditions during Phase 2 of the ITN? 4. Will the State provide all policies, protocols, and procedures the State deems applicable to this ITN?	Response to question 4: The Department does not have this information as Customers have their own unique policies, protocols, and procedures.
58	Invitation to Negotiate, Section 4.4.4	21	If any or all Respondents are required to address services, prices, or conditions offered by any other Respondent(s), does that mean submitted proposals or portions of proposals will be shared among competitors? What will be the rules and guidelines for providing information from one Respondent with another?	See Item # 1.e. of this addendum.
59	Attachment A: Statement of Work	83	oo; Contact Center (Basic, Standard and Premium)	See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.

Question Number	Section	Page Number	Question	Response
			Can you define the functionality that should be included in the 3 contact center options?	
60	Attachment A: Statement of Work	83	oo: Contact Center (Basic, Standard and Premium) Can you more clearly define the SLA requirements for the 3 contact center levels?	This question cites to page 83, subsection oo. but incorrectly refers to this subsection as relating to Contact Center. Attachment A, SOW subsection 5.1, Unified Communications Systems and Services – General Features, 3.oo. on page 83 relates to Call Centers. There are SLAs for Service Category 3 – Contact Centers, which apply to both single-tenant and multi-tenant Contract Centers. The Call Center SLAs are in Service Category 1. See response to Question #59.
61	Attachment A: Statement of Work	83	pp. Call Center desktop client Can you define the functionality for the desktop client?	It is up to the vendor to describe the functionality of the desktop client.
62	Attachment A: Statement of Work	83	pp. Call Center desktop client Can you define the SLAs for the desktop client?	The Call Center SLAs are in Category 1.
63	Attachment A: Statement of Work	83	Contact Center functionality and the respective SLAs are defined in Category-3, why is it also included in Category-1?	Contact Centers are not included in Service Category 1.
64	ITN No.: DMS-17/18-004	Document	There is no mention of FedRAMP compliancy which has become a requirement for hosted and managed services for State programs that receive partial or full federal funding. Does the State expect the hosted and multi-tenant options for Cat-1 and Cat-3 to comply with the FedRAMP?	The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.

Question Number	Section	Page Number	Question	Response
65	Attachment A: Statement of Work	92	Will the Department please provide a summary list of contact center minutes of use per Agency and per primary call center number, for each of the past twelve months?	This information is not available to the Department.
66	5.1	82 - 84	What is meant for Multi-Tenant Environments? Is this to allow for different SoFL divisions to share the same call processing platform or is this for a Centralized Hub/Spoke arrangement of multiple sites of same SoFL division?	Multi-tenant is defined in Attachment F – Definitions and Acronyms.
67	5.1	82 - 84	Is the Toll Free requirement for individual sites or will all Toll Free be handled in a Call Center Environment?	Toll-free is not limited to Call Center environments.
68	5.2, #2c.	85	Bullet C Supports Voice Activation that integrates seamlessly with other business communications systems. What type of other business communications systems will need to be integrated with any proposed solution.	The Department does not have this information as Customers make their own decisions related to their business needs.
69	5.2	84 - 86	What type of Single Sign On solution is being used?	See response to Question #69.
70	2	5	The Department has opted to solicit using an Invitation to Negotiate (ITN). In order to provide the best value to the Department, vendor would like to offer its solutions and pricing under contract and Service Level Agreement (SLA) terms that, in some cases, differ from the Draft Contract and SLAs referenced in the	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			ITN. Please confirm whether bidder should submit proposed alternative contract and SLA terms with its submission and that, if down-selected, vendor and Department will engage in negotiations to reach agreeable terms prior to any award.	
71	1.4.2 - Termination for Convenience	4	The language in the Department's contract does not require any advance notice to terminate for convenience and vendor would like to request a reasonable amount of advance notice. Would the Department consider adding a 30 day advance notice requirement to terminate any particular service and a 180 day advance notice requirement to terminate the agreement? The Department has agreed to the 180 day advance notice to terminate the agreement in a previously negotiated agreement, so we would like to request the same language for this agreement.	See response to Question #46.
72	3.3(b) Preferred Pricing	5	Vendor's product offerings to its public sector customers are competitively priced and provide a great value to our customers. In a previously negotiated agreement, the Department did not require a guaranteed maximum price nor did it require pricing not to exceed pricing offered under comparable contracts that are similar in size, scope and terms. Given this, would the Department consider similarly removing these two	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			obligations from the Draft Contract? Alternately, vendor would recommend the Department instead limit the definition of comparable contracts with the State of Florida or its localities.	
73	7.8 Time is of the Essence	12	This language is written fairly broadly and we've noted that this language does not appear in a previously negotiated agreement with the Department [sic]. Given this, would the Department be agreeable to removing this section from the Draft Contract? If this is not possible, since the Service Level Agreements included with the ITN provide very specific timelines and performance metrics, would the Department instead consider tying this Time is of the Essence language specifically to the SLA requirements?	See response to Question #46.
74	8.3 Indemnification	13 - 14	The indemnification language is written fairly broadly and does not exclude instances resulting from the negligence of the Department or an end user (which the Department has agreed to in a previously negotiated agreement). Would the Department consider clarifying that the indemnification obligation only apply to third party claims, be limited to direct personal and property damages only and not apply to any loss caused by the negligence of the Department or an end user?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
75	10.1 Duty to Provide Secure Data	15 - 16	Does the Department anticipate that any Protected Health Information ("PHI") will need to be received, maintained or transmitted in the provision of the services requested under this ITN?	There may be instances where a Contractor will receive PHI. The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.
76	10.2 Warranty of Security	16	This language includes a general prohibition that vendor will not perform any services from outside of the United States. A portion of vendor's services require some offshore support. If vendor provides a list of those services that require offshore support and information on the type of offshore support to be provided, would the Department consider waiving or clarifying this provision for the identified services?	See response to Question #46.
77	19 Performance Bond	25 - 26	The \$60M amount of the performance bond appears to correspond to the estimated annual total expenditures on the contract. If selected, can this amount be revised to the amount of business actually awarded (since the ITN states that an award can be made to multiple vendors)?	See response to Questions #46 and #55.
78	PUR 1000 Limitation of Liability		The Draft Contract does not include a Limitation of Liability provision, so it is our understanding that the Limitation of Liability language in PUR 1000 will apply. Would the Department consider revising the dollar amount of the contract or purchase order to be no more than the	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			total 12 preceding months of annual revenue?	
79			The State mandates connectivity between MFN and the Contractors network. What are the physical addresses that this would take place at?	See response to Question #39.
80			Are the minimum requirements listed by section the Statement of Work absolute or can the respondent discuss alternative ways to address these based on product details?	See response to Question #46.
81			How does the required Service Catalog correlate to the Attachment G – Component Price Sheet? Is the Service Catalog meant only for pricing items outside of or in addition to Attachment G? Or, if the Service Catalog must contain all items from Attachment G, can the respondent add other necessary pricing elements to the catalog and reference these in the assumptions sections of Attachment G?	See Item # 1.b. and 1.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.
82			What format is required for the Vendor Service Catalog?	There is no required format, but Vendor's Service Catalog must comply with the terms in ITN subsection 3.11, Vendor's Pricing.
83	7.2 Question 5	93	The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break	This is a Customer preference for a specific feature which will be requested by Customers. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should

Question Number	Section	Page Number	Question	Response
			codes (when an agent is on break). Would you prefer through Workforce Intelligence have rules that add other agents for those times and then release them back to the skills they were working once your Calls are within your defined SLA?	propose a suite of services with features and corresponding pricing.
84	7.1 Question 13	93	Through Voice Recognition or by entering numeric digits?	The Respondent should provide all options which are offered for verifying caller identity if submitting a Reply which proposes to provide Contact Centers.
85	7.3 Question 1	94	What languages are required?	This is a Customer preference, for a specific feature, which will be requested by Customers.
86	7.3 Question 4	94	Please list the CRM, DB's, ERP, ect that you would like integrations with.	These are Customer specific applications and the Department does not have access to this information.
87	7.3 Question 11	94	Please describe what you mean by retrieval recall.	Retrieval/recall means the ability to retrieve Customer interaction with the IVR.
88	7	93	How many call centers does the state have across all agencies and special districts?	See response to Question #86.
89	7	93	Approximately how many total agents	See response to Question #86.
90	7	93	Can you list the agencies, with total agents at each location, supervisors/Managers and the systems at each that would need to be integrated with per location. Also the intent of the integration? To provide Screen Pop, Memorialization of transactions in CRM/DB/ERP/Ticketing systems at each agency?	See response to Question #86.

Question Number	Section	Page Number	Question	Response
91	7	93	Can you provide; Max Busy Hour, Average Handle Time, Avg Time in Queue, Avg Post Wrap work time by each contact center?	These are Customer specific statistics and the Department does not have access to this information.
92	7	93	Is the state interested Quality Management for Rep Performance ect?	Yes, Respondents may propose additional features as part of their Reply to this procurement. See Attachment A, SOW, subsection 3.11.1 Vendor's Service Catalog.
93	7	93	Does the State take any payments such that a PCI level 1 is required?	The Department and its Customers do not take payments that require a PCI level 1 at this time.
94	7	93	Does the State have any agencies that require FEDRAMP environment?	The Department is not aware of any agencies that require FEDRAMP environment.
95	7	93	Does the state have outbound dialing (agent, agentless voice, SMS) campaigns? How many Agencies and what do the ones that have the need require from the outbound?	Yes. These are Customer specific applications and the Department does not have access to this information.
96	7	93	Are most of the centers inbound and outbound (besides campaigns)	Most of the Contact Centers are inbound.
97	7	93	Will you have Click to Talk entry points on your websites for customers to click on and then have the system prompt them for a phone number for an agent to call back on when there is an available agent?	Attachment A, SOW subsection 1.4, Service Objectives, states "SCS Customers range from small to very large with a wide diversity of communications requirements to meet their business needs." Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's needs, then it could be ordered.
98	7	93	Will any of your departments require Voice or Chat bots to answer questions	The specifics of how Customers utilize current products, and how those will be used in the

Question Number	Section	Page Number	Question	Response
			like "what is the status of my case" "How much is my check". Do you have Departments with long wait times usually for the same few questions?	future is not known. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's business needs, then it could be ordered.
99	7	93	Does the state require the ability to escalate a chat into a call?	No. Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's business needs, then it could be ordered.
100	7	93	Does the State need the ability to add and subtract agent licenses as needed?	Yes, see item #2.a. of this addendum.
101			In the SLA attachment, will consideration be given in the timelines for new locations that require the vendor to build out their network if it does not already exist to the client's premises?	See response to Question #46.
102			While we realize that the deadline for questions is today, should the answers to any questions cause us to have more, will there be a later period where we can ask for clarification?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions
103			Will you be open to answering additional questions after today's date?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.

Question Number	Section	Page Number	Question	Response
104	Attachment A, 3.16	28	Describe the Interoperability needed with MyFloridaNet.	Contractors shall interconnect with MFN as described in Attachment A, SOW Section 3.15, Connection with MyFloridaNet.
105	Attachment A, 3.16	28	Where are the two locations where the Interoperability is needed with MyFloridaNet?	See response to Question #39. Vendor may propose connection to any two of these core nodes.
106	Attachment G, pricing sheet	Cat 1, single	Can the pricing be broken down to just include phone features instead of including call center features, PC-based receptionist, etc. since these features are addressed in other tabs?	Please follow the instructions in the Revised Attachment G- Component Price Sheet attached as part of this addendum. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. Vendor-proposed breakdown of prices can be included in the Vendor's Service Catalog.
107	Attachment G, pricing sheet	Cat 4, row 9	Describe what the size of system is that you would like pricing for.	See Revised Attachment G – Component Price Sheet attached as part of this addendum. The Centrex Establishment Charge is independent of the number of main stations which will be served by the Vendor's Central Office switch.
108	Attachment G, pricing sheet	Cat 4, row 14	Define "Mainstation."	Mainstation means any Centrex line terminated on a Contractor's Centrex switch.
109	Attachment A		Can we opt out of the SOC requirement? If not can we subcontract it?	Opting out is not possible. Subcontracting is an option.
110	ITN, 4.5.1	22	Confirm whether this is single or multi-award – this Section suggests single, Section 5.1 reserves the right to multiple, Section 5.2 suggests multiple.	See ITN subsection 1.1, Solicitation Objective.
111	ITN, 4.5.2	22	If we don't bid ALL services, will we be rated lower?	See ITN, subsection 4.3.1, Scoring of Response to the Statement of Work.

Question Number	Section	Page Number	Question	Response
112	Attachment B, 1.3	3	Can the State please describe the circumstances (other than Termination under Section 1.4) under which such Transition Services would be required DURING the 5-year Contract term?	Customers may request a transition to new or changed services during the Contract term.
113	Attachment B, 1.4	4	Would the State/Department/Customer permit CLECs (which are registered resellers of telecommunication services pursuant to agreements with underlying carriers for the services) to pass through to them the Early Termination Fee they are charged by the underlying carrier(s) due to the early contract termination?	No.
114	Attachment B, 3.3	5	Will the State/Department/Customer allow for price increases should economic/market conditions so dictate	See Draft Contract, Section 3, Payment and Fees, and PUR 1000 Section 4, Price Changes Applicable only to Term Contracts.
115	Attachment B, 3.6	6	Will the State/Department/Customer consider using Awardee-provided SLAs in lieu of Attachment C – Service Level Agreements?	See response to Question #46.
116	Attachment B, 6.6, 13	10	Will the State/Department/Customer consider entering into an NDA if and when Contractor is asked to provide information under Section 6.6 or Section 13?	No.
117	Attachment B, 14.2.1	22	In lieu of refresh screening every 5 years, given that the term of the Contract is 5 years, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.

Question Number	Section	Page Number	Question	Response
118	Attachment B, 14.3	22	In lieu of this audit and inspection, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.
119	Attachment B, 14.4	23	In lieu of creating a new policy for protection of State of Florida Data, will the State/Department/Customer accept a company's general data protection policy, provided that it meets the substantive requirements of Section 14.4?	See response to Question #46.
120	Attachment B, 19	25	Will the State please explain the basis for the amount of the bond? Will the state consider tying the bond amount to the award amount? Will the State consider waiving the performance bond requirement?	See response to Questions #46 and #55.
121	Attachment A, 3.19	30	In the event that bandwidth upgrades are desired, upgrading/downgrading of a service/bandwidth is usually subject to availability and may be require additional construction, equipment, and/or a change in the rates set forth in the Proposal. If such additional costs are involved, will the State be willing to issue a change order or modification accordingly?	No.
122	Attachment A. Staffing. 2.5 Engineering and Design Manager	15/101	The State will always have support from an Engineering and Design Manager, can the exclusivity requirement be discussed?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
123	Attachment A. Staffing. 2.6 Operations and Security Manager	16/101	The State will always have support from an Operations and Security Manager, can the exclusivity requirement be discussed?	See response to Question #46.
124	Attachment A. 2.8 Network Operations Center and Security Operations Center Staffing	17/101	Can the SOC services be covered from the NOC?	This question is not clear. The NOC and SOC can be in the same facility. See Attachment A, SOW subsection 3.23, Network Operations Center.
125	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Please provide a list of locations (physical addresses) that could be use for interconnects with MFN	See response to Question #39.
126	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Are this locations state's Data Center or Hosting Facilities operated by somebody else - If the latter who is the operator of these facilities	The MFN nodes are managed by Harris Corporation and operated by Harris Corporation subcontractors.
127	Attachment A. 3.15 Connection with MyFloridaNet. #4	27/101	Please provide details about the State's IP addressing plan and overall network architecture	Please refer to the MFN-2 User Guide: https://www.dms.myflorida.com/content/download/132643/825368/MFN-2_49_User_Guide_RevC.docx
128	Attachment A. 3.15 Connection with MyFloridaNet. #7	27/101	Please provide details about the Quality of Service schema currently used by MFN	See response to Question #127.

Question Number	Section	Page Number	Question	Response
129	Attachment A. Effectiveness within Customer-Specific Domains. #3	29/101	Please provide examples of customizations to be required/requested but the Customer	An example of a customization that may be requested would be to allow a specific Customer to focus on their specific performance parameters as referenced in Attachment A, SOW subsections 3.31, Management Service, Systems, and Associated Dashboards, and 3.32, Tools. Another example is a Customer may want to see the MAC address and device name assigned to a subscriber while another Customer only wants to see the device name.
130	Attachment A. 3.23 Network Operations Center	32/101	Can the exclusivity requirement be discussed?	See response to Question #46.
131	Attachment A. 3.30.3 Project Implementation Phase – Project Kickoff Meeting	42/101	Can the 15 days be negotiated?	See response to Question #46.
132	Attachment A. 3.42 Service Level Agreement Performance Monitoring, Dashboard and Reporting	53/101	Will the SLAs be negotiated during the negotiation period?	See response to Question #46.
133	Attachment A. 5.1 Unified Communications System and Services –	83/101	Please provide details about the desired IP Faxing and UC Faxing features/capabilities - inbound / outbound / single number /	The Department serves many Customers who have a wide range of fax requirements and currently use different fax equipment. Respondents should describe the various fax options offered with the proposed service.

Question Number	Section	Page Number	Question	Response
	General Features #3		client/integrations / Multi-function integration / MFP model and maker	
134	Attachment A. 5.1 Unified Communications System and Services – General Features #3	83/101	Please provide details about Professional Services to be included	Professional services include any activities required to provision services for a Customer. Respondents must describe the Professional Services they propose to offer that corresponds to items in their Vendor Service Catalog.
135	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	What email system and clients are currently in use by the state	The Department does not have this information as Customers make their own decisions related to their business needs. The majority of state agencies use Microsoft Outlook.
136	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	Is Unified Messaging defined as simply access to and management of voicemail and email through the same client or would this also require a full 2-way sync with the users email inbox (deletion of voicemail on email client deletes the item from the voicemail platform and vice versa)	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
137	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	Which Mobile OS / Devices would we need to provide support for?	Respondents should indicate the mobile devices and operating systems supported by their proposed services.

Question Number	Section	Page Number	Question	Response
138	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	#1/d refers to Fixed/Mobile Convergence (FMC) - Is this service currently being provided to the state by a carrier? If so can you please provide details about the architecture / integration currently in place?	The state's single-tenant and multi-tenant service providers offer FMC as a feature. This information is currently not available to the Department.
139	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Which OS would we need to provide support for?	Respondents should indicate which operating systems are supported by their proposed services.
140	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Would the client need to be supported on virtual desktop environments?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
141	Attachment A. 5.2. Unified Communications System and Services – Integration and	85/101	p. Which Identity Providers (IdP) would we need to support for SSO?	The Department offers services to many Customers who utilize a variety of SSO solutions. Respondents should indicate which solutions they can interoperate with.

Question Number	Section	Page Number	Question	Response
	Interface – General Features #2			
142	Attachment A. 5.4 LAN Support Services	88/101	LAN Support Service - Please provide current LAN standards for equipment (model/maker)	The Department does not have existing LAN standards.
143	Attachment A. Section 7.1. Contact Center – General. #15	93/101	Please describe the different types / brands of CRM applications we may need to integrate with. Are they all Webbased or will some of them be Thick Clients (PC Based)? Any Terminal Services Screens (Green Screens)?	These are Customer specific applications which are unknown.
144	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #1	93/101	What type of Omni-Channel Services are you anticipating using? Email? Chat? SMS? Social? Other Task level Omni-Channels?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
145	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #7	93/101	Please provide a use case for this Whisper function? Do you use it today?	An example of use of the whisper feature is to allow a Contact Center agent to coach another agent during a live call. The caller, however, does not hear the agent interaction. Yes, the whisper function is currently used.
146	Attachment A. Section 5.4 LAN Support Services	88/101	This section states that we may provide option pricing for different LAN services under Category 1 but I don't see a section in Attachment G Component Price Sheet to provide pricing for these services. Where should we provide pricing for these optional services?	If the Reply proposes to provide LAN services, pricing must be included in the Vendor's Service Catalog. The Vendor's Service Catalog contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply. See Item # 1.b. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.

Question Number	Section	Page Number	Question	Response
147	Attachment G. Cat 1 Single Tab		What should be included with the "Monthly Price for System Capacity"? Is this only the systems needed (hosted app servers, SBC, Connectivity)? Or should that include the costs of the user/device subscriptions? If the cost of subscriptions should be separate can you please add another section for those?	Prices listed in the Revised Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Revised Attachment G – Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. See also Item #1.d. of this addendum.
148	Attachment G. Cat 1 Single Tab and Cat 1 Multi Tab		Can we provide the cost to purchase as well as rent/lease phones for a monthly fee?	Please follow the instructions in the Revised Attachment G- Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. Vendor-proposed pricing options are to be shown in the Vendor's Service Catalog, which includes all of Respondent's proposed services, associated equipment, and pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum.
149	Attachment G. all tabs		Can we include any one-time fees? If yes, where should we put them?	See response to Question #147. Pricing listed in the Vendor's Service Catalog should be provided in accordance with ITN subsection 3.11, Vendor's Service Catalog. See Items #1.b. and #1.c. of this addendum.
150	Attachment G. Cat 1 Single Tab		Are we allowed to provide "pricing plans" like there are for the Cat 1 Multi Option?	See response to Question #148.
151	Attachment G. all tabs		Should we include add on services like call recording, emergency notifications,	The Respondent must submit a Vendor's Service Catalog which contains detailed pricing for all

Question Number	Section	Page Number	Question	Response
			local survivability and other features/applications that are not included in the packages defined in the RFP. If yes, where should we include the pricing for those options.	services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.
152	Attachment A. General Question for Minimum requirements		In order to provide the best value solution and to be able to work across all agencies, can the bidder provide a range of solutions that meet the State's needs but allowing a degree of flexibility in the minimum requirements?	See response to Question #46.
153	ITN NO: DMS-17/18-004, Section 3.5.1	30	The Department instructs respondents to submit "One (1) original, un-redacted bound version of the Reply ... and nine (9) un-redacted bound paper copies". We believe environmental sustainability is critical for economies and for all global citizens. Will the Department reconsider and require only an electronic submission?	See Item #1.a. of this addendum.
154	ITN NO: DMS-17/18-004, Section 3.4, Website References	30	The Department instructs respondents "Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply". Can respondents add an attachment made up of all links "For further	No.

Question Number	Section	Page Number	Question	Response
			information" even though it wouldn't be scored?	
155	ITN NO: DMS-17/18-004, Section 3.5.1	30	The Department instructs respondents to provide "Vendor's Service Catalog" in printed format. The broad nature of a manufacturer's product offerings and the extremely high number of products (more than 1.6M) preclude the ability to provide a publicly available Price List. For [sic] example, a global rice list could be 10,000 pages in length. With the number of copies requested, that would amount to over 100,000 pages. Will the Department consider revising the instruction to include electronic access to a pricelist?	See Item #1.a. of this addendum.
156	ITN NO: DMS-17/18-004, Section 3.7, Tab 5; also Attachment B, Draft Contract, Section 19, Performance Bond	31 25	The Department instructs respondents to provide a "Letter of Bondability". Also Attachment B asks for a Performance Bond in the amount of \$60 million. We typically do not see this type of requirement on an IT RFP, especially for IDIQ contracts, which this ITN is, since there are no volume commitments to purchase. As you are aware, securing a Performance Bond can be very costly depending on the contract price.	See response to Questions #46 and #55.

Question Number	Section	Page Number	Question	Response
			Would the Department consider removing this requirement?	
157	Statement of Work Section 1.4	10	The first paragraph notes that respondents are encouraged to offer more than one manufacturer (system) option, should these be presented as separate component price sheets and service catalogs only or separate proposals to distinctly capture the variances across platforms?	Please submit a complete Revised Attachment G – Component Price Sheet, and a Vendor's Service Catalog which contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement. The Vendor should submit 1 (one) version of their complete Reply. See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.
158	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet is presented as a simple seemingly all inclusive bundled price with or without phones for lower end system capacities. The quantities are not specific, for example only system capacity of "up to x lines" is presented in the table. In addition, the System Requirements column lists features such as call center (basic, standard, premium) or PC based receptionist which appear to be nonspecific with regard to quantity (how many are to be included-it is not realistic that every user on a system would need a receptionist console or be contact center user) or nonspecific in general (are the respondents, basic, standard, or	The system capacity listed in Revised Attachment G- Component Price Sheet for Service Category 1 – Unified Communications – Single Tennant applies to all listed system requirements. The Department will not provide more detail. See response to Question #106.

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			premium contact center capabilities being requested). On-premise systems continue to be the solution of choice for larger environments with capacities above 1000 and are built custom to the requirements for the scenario regardless of size. Can you provide more detail on the scenario you are expecting to be priced for on premise examples?	
159	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet for Unified Communication, the multi-tenant price sheet for Unified Communication, and Statement of Work 5.1 all reference Call Center (basic, standard, and premium) and contact center desktop client. Are the contact or call center feature options in the Unified Communications offerings expected to be different from those in the Contact Center offerings since the name and feature descriptions do not match?	This question incorrectly refers to Attachment A, SOW subsection 5.1, Unified Communications System and Services – General Features, and Revised Attachment G – Component Price Sheet, tabs 1 and 2 for Service Category 1 – Unified Communications, as including a reference to “contact center desktop client”. These sections refer to Call Center desktop client. Service Category 1 does not include a feature option for contact centers. Contract Centers are referenced in Service Category 3 – Contact Centers. See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet.
160	Statement of Work Section 3.37	48	What ticketing system does DMS currently use? Can the vendor integrate with this system?	The Department has developed a customized ticketing system module within CSAB (SUNCOM Incident Management System or SIMS). Respondents should assume there is no single ticketing standard in use by Customers. Integration with DMS or other Customer systems will be at the discretion of the Customer.

Question Number	Section	Page Number	Question	Response
161	Statement of Work Section 3.24	34	Can the vendor off a SIEM service for security purposes [sic] as an option for the proposed solution?	Yes, a SIEM service may be offered as an option, however, the response must provide a comprehensive solution.
162	ITN, Section 3.6, tab 5	11	Mandatory requirements state a performance bond in the amount of \$10M yet Attachment B, Paragraph 19, page 25 states \$60M. What is the amount of performance bond that will be required within 30 days of contract execution?	See response to Question #55.
163	ITN, Section 3.13.1	18	Changes to subcontractors after contract execution requires a copy of the written subcontract agreement to be provided to the Department's Contract Manager. Please remove this requirement. A Contractor's subcontract with any specific subcontractor may contain information that is not specific to the State of Florida or is confidential between the subcontracting parties e.g. pricing and payment and therefore should not be released to the State.	See response to Question #46.
164	Attachment A, 2.2	14	The requirements for Account manager are "dedicated, but not necessarily exclusive" and "full-time". Please expand on the requirements. Can the Account Manager support other Contractor customers?	Yes, the Account Manager may support other customers, unless DMS determines an exclusive Account Manager is in DMS's best interest. This determination is solely with DMS's discretion and may be based on the volume of orders the Contractor receives from Customers, among other factors. If DMS determines an exclusive Account Manager is in DMS's best interest, the Account Manager will be dedicated to DMS and

Question Number	Section	Page Number	Question	Response
				Customers and will not support any other customers not contemplated in the awarded Contract.
165	Attachment, Paragraph 9.4	15	Where within the ITN response is a Contractor to include their software licensing terms?	See ITN, subsection 3.7, Contents of Reply, Tab 4.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.