



MULTIPLE AWARD SCHEDULE
INFORMATION TECHNOLOGY PRICELIST
INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES
SOLICITATION NO. 47QSMD20R0001 REFRESH 0005

MicroAutomation, Inc. is an industry-leading contact center and 9-1-1 technology company that specializes in operations, process, design, development, and execution. We provide advanced contact center and 9-1-1 solutions across all types of organizations in both the public and private sectors. For over 30 years, MicroAutomation has designed, developed, and implemented contact center solutions for small and large businesses and for 9-1-1 centers for state and local entities, and the Department of Defense.

Special Item No. 33411 Purchasing of New Electronic Equipment
Special Item No. 511210 Software Licenses
Special Item No. 54151S Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

SIN 33411 PURCHASING OF NEW ELECTRONIC EQUIPMENT

FSC CLASS 7010 - SYSTEM CONFIGURATION

Servers
Other Systems Configuration Equipment, Not Elsewhere Classified

FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

Network Equipment
Other Communications Equipment

FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Miscellaneous Communications Equipment

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 33411 of this contract and cannot be purchased separately. If the construction, alteration, or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.

SIN 511210 - SOFTWARE LICENSES

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-



line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Operating System Software
- Application Software
- Communications Software
- Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

- Operating System Software
- Application Software
- Communications Software
- Special Physical, Visual, Speech, and Hearing Aid Software

SIN 54151 – SOFTWARE MAINTENANCE SERVICES

SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

MicroAutomation has been providing IT Professional Services to the public and private sectors for over 30 years. MicroAutomation employs highly trained and skilled technologists that can design, develop, and implement on-premise and cloud contact center and 9-1-1 solutions.

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Multiple Award Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.



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Contract Number: 47QTCA22D0004

Period Covered by Contract: 10/1/2021 – End of Contract

General Services Administration
Federal Acquisition Service

Pricelist is current as of 10/1/2021

Products and ordering information in this MAS Pricelist are also available on the GSA Advantage System. For a full listing of our products and services, please visit the GSA Advantage System at <https://www.gsaadvantage.gov>.



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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage![™] on-line shopping service (www.gsaadvantage.gov). The catalogs, pricelists, GSA Advantage![™] and the Federal Acquisition Service Home Page contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small and minority-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

MicroAutomation, Inc.
5870 Trinity Parkway, Suite 600
Centreville, VA 20120

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payments above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.



The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

1-800-817-2771

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: SAM UEI: **CLWCMMFXNWP5**

Block 30: Type of Contractor – **B. Other Small Business**

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **77-0299902**

4a. CAGE Code: **08MW5**

4b. Contractor has registered and is in current standing with the Systems for Award Management (SAM.gov) system.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
33411	Negotiable between Contractor and Ordering Activity
511210	Negotiable between Contractor and Ordering Activity
54151	Negotiable between Contractor and Ordering Activity

b. **URGENT REQUIREMENTS:** When the contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to

contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within three (3) business days after receipt. If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: None
- e. Other: None

8. TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Small Requirements: The minimum dollar value of orders to be issued is \$100.

10. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

- Special Item Number 33411 – Purchasing of New Electronic Equipment
- Special Item Number 511210 - Software Licenses
- Special Item Number 54151 – Software Maintenance Services
- Special Item Number 54151S - Information Technology (IT) Professional Services

11. ORDERING PROCEEDURES FOR MULTIPLE AWARD SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

12. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS

PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with

the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST),

pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.1 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! at <http://www.gsaadvantage.gov>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements

(Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

(2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

(3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

(4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

N/A

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

23. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

24. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance and shall make copies available to the Contracting Officer upon request.

26. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO PURCHASING OF
NEW ELECTRONIC EQUIPMENT (SPECIAL ITEM NUMBER 33411)**

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

Shipping costs will be invoiced at cost and are not included in the price of the equipment.

4. INSTALLATION AND TECHNICAL SERVICES

a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

\$245 per hour during domestic business hours, plus travel at the government per diem rates.

\$294 per hour during domestic night or weekend hours, plus travel at the government per diem rates.

\$294 per hour for international work, plus travel at the government per diem rates.

b. **INSTALLATION, DEINSTALLATION, REINSTALLATION.** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 33411.

c. **OPERATING AND MAINTENANCE MANUALS.** The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

6. WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

All equipment comes with a 1-year warranty

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. **Limitation of Liability.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for indirect, incidental or consequential damages resulting from any defect or deficiencies in accepted items, nor shall the liability of Contractor exceed the amount paid for the equipment.

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 511210) AND MAINTENANCE (SPECIAL ITEM
NUMBER 54151)**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

All products come with a 30-day warranty

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for indirect, incidental or consequential damages resulting from any defect or deficiencies in accepted items, nor shall the liability of Contractor exceed the amount paid for the product(s).

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **1-866-628-4357** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available 24 hours a day.

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type) :

1. Software Maintenance as a Product (SIN 511210)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

 X 2. Software Maintenance as a Service (SIN 54151)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears on a monthly basis in accordance with 31 U.S.C. 3324.

6. PERIODS OF MAINTENANCE (54151)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.
- c. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12-month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- d. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

7. UTILIZATION LIMITATIONS - (511210 AND 54151)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION
TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM
NUMBER 54151S)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices. All hourly rates listed herein represent domestic U.S. rates only. Overseas rates will be determined on a case-by-case basis.

Labor Categories:

Commercial Job Title:	Associate Computer Specialist
Minimum/General Experience:	One to three years of technical experience which applies to multiple complex areas of a specialty in automated contact center solutions. Requires competence in operating systems, product configuration and tuning, trouble ticket resolution. Associate position requires direct supervision and task assignment.
Functional Responsibility:	Installation and configuration of operating systems, Infrastructure products; product tuning and Tier 1 & 2 support; physical machine build-out and deployment.
Minimum Education:	Associate's Degree in Information Technology or Computer Science.
Rate without IFF:	\$132.30/hr.

Commercial Job Title: **Computer Specialist**

Minimum/General Experience: Three to seven years of technical experience which applies to multiple complex areas of a specialty in automated contact center solutions. Requires competence in operating systems, product configuration and tuning, trouble ticket resolution. Specialist position requires minimal direct supervision, able to work independently.

Functional Responsibility: Installation and configuration of operating systems, infrastructure products; product tuning and Tier 1 & 2 support; physical machine build-out and deployment.

Minimum Education: Bachelor's Degree or equivalent in Information Technology or Computer Science.

Rate without IFF: \$161.70/hr.

Commercial Job Title: **Associate Programmer**

Minimum/General Experience: One to three years of technical experience which applies to computer systems application development. Requires competence in variety of relevant technologies including: JAVA, C++, JSP, XML. Entry-level position requiring maximum direct supervision, product review and task management

Functional Responsibility: Application coding and development based on customer requirements and project standards; unit & integration testing of developed modules; Tier 2 & 3 application issue analysis and resolution.

Minimum Education: Bachelor's Degree in Computer Science or Associates Degree in Computer Science with equivalent years of experience.

Rate without IFF: \$156.80/hr.

Commercial Job Title: **Programmer**

Minimum/General Experience: Three to six years of technical experience which applies to computer systems application development. Requires competence in variety of relevant technologies including: JAVA, C++, JSP, XML. Position requires normal supervision, product review and task management.

Functional Responsibility: Application coding and development based on customer requirements and project standards; unit & integration testing of developed modules; Tier 2 & 3 application issue analysis and resolution.

Minimum Education: Bachelor's Degree in Computer Science or Associates Degree in Computer Science with equivalent years of experience.

Rate without IFF: \$191.10/hr.

Commercial Job Title: Associate Computer Scientist

Minimum/General Experience: Zero to two years of technical experience which applies to systems engineering, telephony integration and speech processing. Requires competence in telephony interoperability standards and development and/or speech recognition and voice processing, VXML, CCXML, IVR application IDE's (AVP, VO, SCP, GVP). Associate position requires direct supervision, work product review and task assignment.

Functional Responsibility: Systems, software and hardware integration design and development; advanced speech-based technology development, configuration and tuning.

Minimum Education: Bachelor's Degree in Computer Science or Information Technology.

Rate without IFF: \$171.50/hr.

Commercial Job Title: Associate Project Manager

Minimum/General Experience: Zero to four years of technical project management experience which applies to customer-facing application development projects. Requires competence in work breakdown analysis, resource scheduling, project scope management, customer management, project status reporting and issue management. Requires direct supervision by Senior Project Manager; is capable of delivery responsibility for small projects.

Functional Responsibility: Plan and control project scope, work plans, resources, schedules, deliverables, testing and go-live; develop and manage project status reporting and issue management; monitor project billing and collection.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, Business or Engineering.

Rate without IFF: \$156.80/hr.

Commercial Job Title: Project Manager

Minimum/General Experience: Four to eight years of technical project management experience which applies to customer-facing application development projects. Requires competence in work breakdown analysis, resource scheduling, project scope management, customer management, project status reporting and issue management. Requires minimal supervision by Senior Project Manager; is capable of delivery responsibility for medium to large projects.

Functional Responsibility: Plan and control project scope, work plans, resources, schedules, deliverables, testing and go-live; develop and manage project status reporting and issue management; monitor project billing and collection.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, Business or Engineering.

Rate without IFF: \$191.10/hr.

Commercial Job Title: Associate Technical Writer

Minimum/General Experience: Zero to three years of technical writing experience related to software systems requirements, design, documentation, and/or training. Requires competence in effective communication, and presentation, grasp of technical concepts. Associate position requires direct supervision and work product review.

Functional Responsibility: Participation in customer and project design sessions; development of project and customer documentation; development of customer training and operations manuals.

Minimum Education: Bachelor's Degree or equivalent in English, Computer Science, Information Technology or General Business.

Rate without IFF: \$98/hr.

Commercial Job Title: Technical Writer

Minimum/General Experience: Three to five years of technical writing experience related to software systems requirements, design, documentation, and/or training. Requires competence in effective communication, and presentation, grasp of technical concepts. Position requires normal supervision and work product review.

Functional Responsibility: Participation in customer and project design sessions; development of project and customer documentation; development of customer training and operations manuals.

Minimum Education: Bachelor's Degree or equivalent in English, Computer Science, Information Technology or General Business.

Rate without IFF: \$117.60/hr.

Commercial Job Title: Senior Technical Writer

Minimum/General Experience: Six or more years of technical writing experience related to software systems requirements, design, documentation, and/or training. Requires competence in effective communication, and presentation, grasp of technical concepts. Position requires minimal supervision and work product review; capable of directing, managing and reviewing work products of Associates.

Functional Responsibility: Participation in customer and project design sessions; development of project and customer documentation; development of customer training and operations manuals.

Minimum Education: Bachelor's Degree or equivalent in English, Computer Science, Information Technology or General Business.

Rate without IFF: \$142.10/hr.

Commercial Job Title: Associate Analyst

Minimum/General Experience: Zero to three years of experience in technical systems design; experience translating needs and requirements into an appropriate technology solution; ability to articulate the business value. Requires competence in structured analysis and design, problem solving skills, superior oral and written communications skills. Associate position requires direct supervision, task management and work product review.

Functional Responsibility: Participate in customer requirements and needs analysis gathering; converts requirements into overall architecture and design; defines key system components and best development approach; performs Tier 2 and 3 issue resolution support.

Minimum Education: Bachelor's Degree or equivalent in Information Technology or Computer Science.

Rate without IFF: \$112.70/hr.

Commercial Job Title: Analyst

Minimum/General Experience: Three to six years of experience in technical systems design; experience translating needs and requirements into an appropriate technology solution; ability to articulate the business value. Requires competence in structured analysis and design, problem solving skills, superior oral and written communications skills. Position requires normal supervision, task management and work product review.

Functional Responsibility: Participate in customer requirements and needs analysis gathering; converts requirements into overall architecture and design; defines key system components and best development approach; performs Tier 2 and 3 issue resolution support.

Minimum Education: Bachelor's Degree or equivalent in Information Technology or Computer Science.

Rate without IFF: \$137.20/hr.

Commercial Job Title:	Senior Analyst
Minimum/General Experience:	Six or more years of experience in technical systems design; experience translating needs and requirements into an appropriate technology solution; ability to articulate the business value. Requires competence in structured analysis and design, problem solving skills, superior oral and written communications skills. Position requires minimal supervision, task management and work product review; capable of managing and directing Associate's; principle design point of contact.
Functional Responsibility:	Participate in customer requirements and needs analysis gathering; converts requirements into overall architecture and design; defines key system components and best development approach; performs Tier 2 and 3 issue resolution support.
Minimum Education:	Bachelor's Degree or equivalent in Information Technology or Computer Science.
Rate without IFF:	\$166.60/hr.
Commercial Job Title:	Associate Technical Consultant
Minimum/General Experience:	Seven or more years of development and technical consulting experience in the areas of telephony, IVR and CTI. Requires competence in systems architecture, design, and engineering. Possess outstanding verbal and written communication skills. Subject matter expertise in one or more relevant functional and/or technical scope of practice. Able to work with minimal supervision.
Functional Responsibility:	Definition of solution architecture and design; Identification and presentation of relevant industry and technical best practices.
Minimum Education:	Bachelor's Degree in Information Technology or Computer Science.
Rate without IFF:	\$196/hr.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

MicroAutomation, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Chris Gray at 703-543-2117 (Phone) or at cgray@microautomation.com**.

**BEST VALUE
 BLANKET PURCHASE AGREEMENT
 FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

_____ Date

Ordering Activity

_____ Date

Contractor

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;

- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

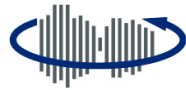
Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers’ needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

SIN	MFR PART NO	MANUFACTURER NAME	PRODUCT NAME	UOI	GSA NET PRICE
33411	911-G-1290	MICROAUTOMATION, INC.	E-911 CAMA -48V Power Supply	Each	\$ 197.47
33411	GEN-G-7005	MICROAUTOMATION, INC.	Dialogic 16-Port Analog Telephony Card	Each	\$ 3,455.73
33411	GEN-G-6002	MICROAUTOMATION, INC.	AudioCodes MP-114 Analog to SIP Gateway - FXO	Each	\$ 451.36
33411	GEN-G-6004	MICROAUTOMATION, INC.	AudioCodes MP-114 Analog to SIP Gateway - FXS	Each	\$ 415.09
33411	GEN-G-6006	MICROAUTOMATION, INC.	AudioCodes MP-118 Analog to SIP Gateway - FXO	Each	\$ 798.95
33411	GEN-G-6008	MICROAUTOMATION, INC.	AudioCodes MP-118 Analog to SIP Gateway - FXS	Each	\$ 738.50
33411	GEN-G-6010	MICROAUTOMATION, INC.	AudioCodes Mediant 1000/1 Span/IP	Each	\$ 3,863.72
33411	GEN-G-6012	MICROAUTOMATION, INC.	AudioCodes Mediant 2000/1 Span/IP	Each	\$ 5,154.26
33411	911-G-1280	MICROAUTOMATION, INC.	E-911 CAMA 24-port Station Board	Each	\$ 3,863.72
33411	911-G-1285	MICROAUTOMATION, INC.	E-911 CAMA 4-span T1 Board	Each	\$ 4,831.38
33411	GEN-G-7030	MICROAUTOMATION, INC.	Dialogic 24-Port Digital T1 card - Speech Enabled	Each	\$ 5,134.22
33411	GEN-G-7032	MICROAUTOMATION, INC.	Dialogic 48-Port Digital T1 card - Speech Enabled	Each	\$ 8,590.43
33411	GEN-G-7035	MICROAUTOMATION, INC.	Dialogic 48-Port Digital T1 card - Speech Enabled	Each	\$ 8,787.42
33411	GEN-G-7038	MICROAUTOMATION, INC.	Dialogic 96-Port Digital T1 card - Speech Enabled	Each	\$ 12,835.55
33411	GEN-G-6014	MICROAUTOMATION, INC.	AudioCodes 1000 1 Span Dual PS w/ 1yr MAINT. (M1K-D9)	Each	\$ 4,593.19
33411	GEN-G-6016	MICROAUTOMATION, INC.	AudioCodes 1000 2 Span Dual PS w/ 1yr MAINT. (M1K-D10)	Each	\$ 6,167.92
33411	GEN-G-6018	MICROAUTOMATION, INC.	AudioCodes 1000 4 Span Dual PS w/ 1yr MAINT. (M1K-D12)	Each	\$ 10,505.20
33411	911-G-2030	MICROAUTOMATION, INC.	E-911 Telephone Handset Audio Tap (THAT)	Each	\$ 296.21
33411	911-G-2032	MICROAUTOMATION, INC.	E-911 External USB Sound Card	Each	\$ 49.37
33411	911-G-2034	MICROAUTOMATION, INC.	E-911 Internal Serial Card	Each	\$ 148.10
33411	911-G-2038	MICROAUTOMATION, INC.	Spectracom NENA-compliant NetClock Network Time Server	Each	\$ 11,915.70
33411	911-G-1292	MICROAUTOMATION, INC.	E-911 CAMA -48V Power Cable	Each	\$ 30.60
33411	911-G-1294	MICROAUTOMATION, INC.	E-911 CAMA Ribbon Cable	Each	\$ 37.52
33411	911-G-3070	MICROAUTOMATION, INC.	E-911 System Installation Kit	Each	\$ 345.57
33411	911-G-3050	MICROAUTOMATION, INC.	E-911 CCM Server High Availability PC Server System - Basic	Each	\$ 4,414.87
33411	911-G-3052	MICROAUTOMATION, INC.	E-911 CCM Server High Availability PC Server System - Advanced	Each	\$ 6,567.89
33411	911-G-3056	MICROAUTOMATION, INC.	E-911 CAMA Gateway High Availability PC Server System	Each	\$ 6,017.80
33411	911-G-3058	MICROAUTOMATION, INC.	E-911 CCM/CAMA Gateway High Availability PC Server System	Each	\$ 7,033.36
33411	911-G-9200	MICROAUTOMATION, INC.	E-911 Workstation TDD Bundle	Each	\$ 592.41
33411	GEN-G-1300	MICROAUTOMATION, INC.	Conductor Radio/Telephone Dispatch Box with Footswitch	Each	\$ 982.41
33411	GEN-G-1320	MICROAUTOMATION, INC.	Plantronics Poly EncorePro HW510 Noise Canceling Headset	Each	\$ 102.77
33411	GEN-G-1310	MICROAUTOMATION, INC.	Plantronics M22 Universal Amplifier	Each	\$ 172.79
33411	GEN-G-1400	MICROAUTOMATION, INC.	Netgear ProSafe GS110TP Ethernet Switch with Fiber Uplink	Each	\$ 587.47
33411	GEN-G-1410	MICROAUTOMATION, INC.	Tripp Lite 19" 42U Rack	Each	\$ 1,604.44

33411	GEN-G-1420	MICROAUTOMATION, INC.	Tripp Lite Rack Console w/ 19" LCD and KVM Cable Kit	Each	\$ 1,579.76
33411	GEN-G-1430	MICROAUTOMATION, INC.	Tripp Lite 8-Port KVM Switch	Each	\$ 592.41
33411	GEN-G-1440	MICROAUTOMATION, INC.	Tripp Lite 1500VA 1350W UPS	Each	\$ 1,012.03
33411	911-G-3054	MICROAUTOMATION, INC.	E-911 CAMA Gateway High Availability, Dual-Processor, PC Server System	Each	\$ 6,795.93
511210	911-G-1010	MICROAUTOMATION, INC.	E-911 CCM Base Program (CT) - WIN	Each	\$ 17,278.63
511210	911-G-1090	MICROAUTOMATION, INC.	E-911 CCM Call Taker License - 1 Pack	Each	\$ 493.68
511210	911-G-1092	MICROAUTOMATION, INC.	E-911 CCM Call Taker License - 5 Pack	Each	\$ 2,394.32
511210	911-G-1094	MICROAUTOMATION, INC.	E-911 CCM Call Taker License - 10 Pack	Each	\$ 4,467.76
511210	911-G-1096	MICROAUTOMATION, INC.	E-911 CCM Call Taker License - 25 Pack	Each	\$ 10,614.01
511210	911-G-1110	MICROAUTOMATION, INC.	E-911 CCM ALI Server - WIN	Each	\$ 15,995.07
511210	911-G-1210	MICROAUTOMATION, INC.	E-911 CAMA Gateway Base Software Package	Each	\$ 4,936.75
511210	911-G-1212	MICROAUTOMATION, INC.	E-911 CAMA Server Per Port License	Each	\$ 246.84
511210	911-G-1310	MICROAUTOMATION, INC.	E-911 CCM Reporting Package - WIN	Each	\$ 23,992.61
511210	911-G-1410	MICROAUTOMATION, INC.	E-911 SoftFone - WIN 32	Each	\$ 123.42
511210	911-G-1414	MICROAUTOMATION, INC.	E-911 SoftFone - JAVA	Each	\$ 123.42
511210	911-G-1420	MICROAUTOMATION, INC.	E-911 Abandoned Call GUI - WIN	Each	\$ 246.84
511210	911-G-1424	MICROAUTOMATION, INC.	E-911 Abandoned Call GUI - Java	Each	\$ 246.84
511210	911-G-1430	MICROAUTOMATION, INC.	E-911 Chat Server Base	Each	\$ 987.35
511210	911-G-1432	MICROAUTOMATION, INC.	E-911 Chat Server User License	Each	\$ 49.37
511210	911-G-1440	MICROAUTOMATION, INC.	E-911 ALI Display GUI - WIN	Each	\$ 246.84
511210	911-G-1444	MICROAUTOMATION, INC.	E-911 ALI Display GUI - Java	Each	\$ 246.84
511210	911-G-1510	MICROAUTOMATION, INC.	Fire Station Alerting - Base Program	Each	\$ 6,417.78
511210	911-G-1512	MICROAUTOMATION, INC.	Fire Station Alerting - Per Notified Location License	Each	\$ 493.68
511210	911-G-9090	MICROAUTOMATION, INC.	E-911 CCM Call Taker License Bundle - 1 Pack	Each	\$ 691.15
511210	911-G-9092	MICROAUTOMATION, INC.	E-911 CCM Call Taker License Bundle - 5 Pack	Each	\$ 3,356.99
511210	911-G-9094	MICROAUTOMATION, INC.	E-911 CCM Call Taker License Bundle - 10 Pack	Each	\$ 6,294.36
511210	911-G-9096	MICROAUTOMATION, INC.	E-911 CCM Call Taker License Bundle - 25 Pack	Each	\$ 14,908.99
511210	CCM-G-1010	MICROAUTOMATION, INC.	CallCenter Millennium Base Program (CT) - WIN	Each	\$ 17,278.63
511210	CCM-G-1100	MICROAUTOMATION, INC.	CallCenter Millennium User License - 1 Pack	Each	\$ 370.26
511210	CCM-G-1102	MICROAUTOMATION, INC.	CallCenter Millennium User License - 5 Pack	Each	\$ 1,801.91
511210	CCM-G-1104	MICROAUTOMATION, INC.	CallCenter Millennium User License - 10 Pack	Each	\$ 3,356.99
511210	CCM-G-1106	MICROAUTOMATION, INC.	CallCenter Millennium User License - 25 Pack	Each	\$ 7,948.17
511210	CCM-G-1108	MICROAUTOMATION, INC.	CallCenter Millennium User License - 50 Pack	Each	\$ 14,810.25
511210	CCM-G-1110	MICROAUTOMATION, INC.	CallCenter Millennium User License - 75 Pack	Each	\$ 20,240.68
511210	CCM-G-1112	MICROAUTOMATION, INC.	CallCenter Millennium User License - 100 Pack	Each	\$ 24,190.08
511210	CCM-G-1118	MICROAUTOMATION, INC.	CallCenter Millennium User License - Site License	Each	\$ 98,735.00
511210	CCM-G-1400	MICROAUTOMATION, INC.	CallCenter Millennium IVR Interface Option Port License	Each	\$ 148.10
511210	CCM-G-1412	MICROAUTOMATION, INC.	CallCenter Millennium IVR Interface Option Base - Edify NT	Each	\$ 1,481.03
511210	CCM-G-1430	MICROAUTOMATION, INC.	CallCenter Millennium IVR Interface Option Base - Intervoice-Brite NT	Each	\$ 1,481.03
511210	CCM-G-1460	MICROAUTOMATION, INC.	CallCenter Millennium IVR Interface Option Base - VoiceXML	Each	\$ 1,481.03

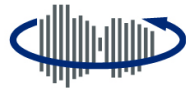


511210	CCM-G-1510	MICROAUTOMATION, INC.	CallCenter Millennium SoftFone - WIN 32	Each	\$ 123.42
511210	CCM-G-1514	MICROAUTOMATION, INC.	CallCenter Millennium SoftFone - JAVA	Each	\$ 123.42
511210	CCM-G-2000	MICROAUTOMATION, INC.	CallCenter Millennium SAM Realtime Option - WIN	Each	\$ 12,341.88
511210	CCM-G-2040	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Option (DB2) - WIN	Each	\$ 12,341.88
511210	CCM-G-2050	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Option (Oracle) - WIN	Each	\$ 12,341.88
511210	CCM-G-2060	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Option (SQL Server) - WIN	Each	\$ 12,341.88
511210	CCM-G-2062	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Option (ODBC) - WIN	Each	\$ 12,341.88
511210	CCM-G-2070	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting (DB2) - WIN	Each	\$ 21,721.70
511210	CCM-G-2080	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting (Oracle) - WIN	Each	\$ 21,721.70
511210	CCM-G-2090	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting (SQL Server) - WIN	Each	\$ 21,721.70
511210	CCM-G-2092	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting (ODBC) - WIN	Each	\$ 21,721.70
511210	CCM-G-2100	MICROAUTOMATION, INC.	CallCenter Millennium Query Server (DB2) - WIN	Each	\$ 4,936.75
511210	CCM-G-2110	MICROAUTOMATION, INC.	CallCenter Millennium Query Server (Oracle) - WIN	Each	\$ 4,936.75
511210	CCM-G-2120	MICROAUTOMATION, INC.	CallCenter Millennium Query Server (SQL Server) - WIN	Each	\$ 4,936.75
511210	CCM-G-2122	MICROAUTOMATION, INC.	CallCenter Millennium Query Server (ODBC) - WIN	Each	\$ 4,936.75
511210	CCM-G-2200	MICROAUTOMATION, INC.	CallCenter Millennium Host Server - WIN	Each	\$ 4,936.75
511210	CCM-G-2310	MICROAUTOMATION, INC.	CallCenter Millennium Intelligent Routing (CT) - WIN	Each	\$ 3,949.40
511210	CCM-G-2400	MICROAUTOMATION, INC.	CallCenter Millennium SKBR - WIN	Each	\$ 24,683.75
511210	CCM-G-2410	MICROAUTOMATION, INC.	CallCenter Millennium S2S Transfer - WIN	Each	\$ 9,873.50
511210	CCM-G-2420	MICROAUTOMATION, INC.	CallCenter Millennium Load Balancing - Windows	Each	\$ 24,683.75
511210	CCM-G-2500	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center Base Program - WIN	Each	\$ 9,873.50
511210	CCM-G-2504	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center Base Program - Linux	Each	\$ 9,873.50
511210	CCM-G-2510	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center E-Mail Option	Each	\$ 4,936.75
511210	CCM-G-2512	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center Chat Option	Each	\$ 4,936.75
511210	CCM-G-2514	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center Web CallBack Option	Each	\$ 4,936.75
511210	CCM-G-2516	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center Video Option	Each	\$ 4,936.75
511210	CCM-G-2518	MICROAUTOMATION, INC.	CallCenter Millennium Contact Center SKBR Option	Each	\$ 4,936.75
511210	CCM-G-9010	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - CSTA - Small	Each	\$ 36,333.47
511210	CCM-G-9012	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - CSTA - Medium	Each	\$ 43,888.72
511210	CCM-G-9014	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - CSTA - Large	Each	\$ 56,655.76
511210	CCM-G-9020	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Avaya Definity Switches - Small	Each	\$ 36,333.47
511210	CCM-G-9022	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Avaya Definity Switches - Medium	Each	\$ 43,888.72
511210	CCM-G-9024	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Avaya Definity Switches - Large	Each	\$ 56,655.76
511210	CCM-G-9030	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Nortel Meridian Switches - Small	Each	\$ 36,333.47
511210	CCM-G-9032	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Nortel Meridian Switches - Medium	Each	\$ 43,888.72
511210	CCM-G-9034	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Nortel Meridian Switches - Large	Each	\$ 56,655.76
511210	CCM-G-9040	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Aspect Switches - Small	Each	\$ 36,333.47

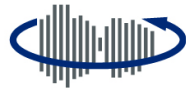
511210	CCM-G-9042	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Aspect Switches - Medium	Each	\$ 43,888.72
511210	CCM-G-9044	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Aspect Switches - Large	Each	\$ 56,655.76
511210	CCM-G-9050	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Small	Each	\$ 36,333.47
511210	CCM-G-9052	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Medium	Each	\$ 43,888.72
511210	CCM-G-9054	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Large	Each	\$ 52,625.76
511210	CCM-G-9066	MICROAUTOMATION, INC.	CallCenter Millennium Base HW/SW Bundle (CT) - Nortel DMS-100/SL-100 (CompuCall/ICM) Switches	Each	\$ 62,984.87
511210	CTI-G-1010	MICROAUTOMATION, INC.	MicroForce Base Program (CT) - WIN	Each	\$ 1,481.03
511210	CTI-G-1018	MICROAUTOMATION, INC.	MicroForce Port License	Each	\$ 98.74
511210	CTI-G-1040	MICROAUTOMATION, INC.	MicroMessenger Base Program	Each	\$ 28,210.00
511210	GEN-G-2024	MICROAUTOMATION, INC.	Zetron TDD/CAD Interface Software	Each	\$ 914.29
511210	GEN-G-2026	MICROAUTOMATION, INC.	Zetron IntegratorIRR Package	Each	\$ 414.69
511210	GEN-G-7034	MICROAUTOMATION, INC.	Dialogic 48-Port Digital T1 card - Speech Enabled	Each	\$ 10,554.77
511210	GEN-G-7036	MICROAUTOMATION, INC.	Dialogic 96-Port Digital T1 card - Speech Enabled	Each	\$ 15,343.42
511210	GEN-G-1110	MICROAUTOMATION, INC.	IBM WebSphere Host On Demand	Each	\$ 492.67
511210	GEN-G-1112	MICROAUTOMATION, INC.	IBM WebSphere Software Development Kit	Each	\$ 1,480.04
511210	CCM-G-9110	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - CSTA - Small	Each	\$ 32,339.74
511210	CCM-G-9112	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - CSTA - Medium	Each	\$ 39,939.32
511210	CCM-G-9114	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - CSTA - Large	Each	\$ 52,706.36
511210	CCM-G-9120	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Avaya Definity Switches - Small	Each	\$ 32,339.74
511210	CCM-G-9122	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Avaya Definity Switches - Medium	Each	\$ 39,939.32
511210	CCM-G-9124	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Avaya Definity Switches - Large	Each	\$ 52,706.36
511210	CCM-G-9130	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Nortel Meridian Switches - Small	Each	\$ 32,339.74
511210	CCM-G-9132	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Nortel Meridian Switches - Medium	Each	\$ 39,939.32
511210	CCM-G-9134	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Nortel Meridian Switches - Large	Each	\$ 52,706.36
511210	CCM-G-9140	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Aspect Switches - Small	Each	\$ 32,339.74
511210	CCM-G-9142	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Aspect Switches - Medium	Each	\$ 39,939.32
511210	CCM-G-9144	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Aspect Switches - Large	Each	\$ 52,706.36
511210	CCM-G-9150	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Small	Each	\$ 32,339.74
511210	CCM-G-9152	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Medium	Each	\$ 39,939.32
511210	CCM-G-9154	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Large	Each	\$ 52,706.36
511210	CCM-G-9166	MICROAUTOMATION, INC.	CallCenter Millennium Base SW Bundle (CT) - Nortel DMS-100/SL-100 (CompuCall/ICM) Switches	Each	\$ 58,999.20
511210	CCM-G-9200	MICROAUTOMATION, INC.	CallCenter Millennium SAM Realtime Reporting Bundle - WIN	Each	\$ 21,326.76
511210	CCM-G-9240	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Reporting Bundle (DB2) - WIN	Each	\$ 21,326.76
511210	CCM-G-9250	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Reporting Bundle (Oracle) - WIN	Each	\$ 21,326.76
511210	CCM-G-9260	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Reporting Bundle (SQL Server) - WIN	Each	\$ 21,326.76

511210	CCM-G-9262	MICROAUTOMATION, INC.	CallCenter Millennium SAM Historical Reporting Bundle (ODBC) - WIN	Each	\$ 21,326.76
511210	CCM-G-9270	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting Bundle (DB2) - WIN	Each	\$ 30,706.59
511210	CCM-G-9280	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting Bundle (Oracle) - WIN	Each	\$ 30,706.59
511210	CCM-G-9290	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting Bundle (SQL Server) - WIN	Each	\$ 30,706.59
511210	CCM-G-9292	MICROAUTOMATION, INC.	CallCenter Millennium SAM Full Reporting Bundle (ODBC) - WIN	Each	\$ 30,706.59
511210	CTI-G-1052	MICROAUTOMATION, INC.	MicroRoute (CT)	Each	\$ 4,936.75
511210	911-G-1600	MICROAUTOMATION, INC.	Switch Time Synchronizer	Each	\$ 1,184.82
511210	CCM-G-1352	MICROAUTOMATION, INC.	MicroAutomation Gateway for I3 - WIN	Each	\$ 4,936.75
511210	911-G-1962	MICROAUTOMATION, INC.	E-911 Display Board Interface - WIN	Each	\$ 4,911.56
511210	911-G-1450	MICROAUTOMATION, INC.	E-911 Advanced Call Taker Softfone - WIN32	Each	\$ 482.90
511210	CCM-G-3010	MICROAUTOMATION, INC.	CTI Connect Software Development Kit	Each	\$ 2,468.38
511210	CCM-G-3020	MICROAUTOMATION, INC.	CTI Connect (Windows) Full Function per device license (1 to 50 licenses)	Each	\$ 197.47
511210	CCM-G-3030	MICROAUTOMATION, INC.	CTI Connect (Windows) Full Function per device license (51 to 150 licenses)	Each	\$ 177.82
511210	CCM-G-3040	MICROAUTOMATION, INC.	CTI Connect (Windows) Full Function per device license (150+ licenses)	Each	\$ 49.37
511210	CCM-G-3050	MICROAUTOMATION, INC.	CTI Connect (Windows) Monitor Only per device license (1 to 150 licenses)	Each	\$ 74.05
511210	CCM-G-3060	MICROAUTOMATION, INC.	CTI Connect (Windows) Monitor Only per device license (150+ licenses)	Each	\$ 24.68
511210	CCM-G-3070	MICROAUTOMATION, INC.	CTI Connect (Windows) Monitor Plus per device license (1 to 150 licenses)	Each	\$ 98.74
511210	CCM-G-3080	MICROAUTOMATION, INC.	CTI Connect (Windows) Monitor Plus per device license (150+ licenses)	Each	\$ 39.49
511210	CCM-G-3090	MICROAUTOMATION, INC.	CTI Connect Additional USB Hardware Key	Each	\$ 197.47
511210	CCM-G-3100	MICROAUTOMATION, INC.	CTI Connect Call Information Manager (CIM), Single Site	Each	\$ 8,145.64
511210	CCM-G-3110	MICROAUTOMATION, INC.	CTI Connect Call Information Manager (CIM), Multi Site	Each	\$ 14,119.11
511210	CCM-G-3000	MICROAUTOMATION, INC.	CSTA Switch Simulator 2.1 (Windows)	Each	\$ 9,379.83
511210	CCM-G-3120	MICROAUTOMATION, INC.	CTI Connect Gateway for Cisco CallManager (Windows)	Each	\$ 3,455.73
511210	CCM-G-3130	MICROAUTOMATION, INC.	CTI Connect 6.1 (WIN) Full Function per device license (1 to 50 licenses) - Nortel DMS100/SL-100	Each	\$ 197.47
511210	CCM-G-3140	MICROAUTOMATION, INC.	CTI Connect 6.1 (WIN) Full Function per device license (51 to 150 licenses) - Nortel DMS100/SL-100	Each	\$ 177.32
511210	CCM-G-3150	MICROAUTOMATION, INC.	CTI Connect 6.1 (WIN) Full Function per device license (150+ licenses) - Nortel DMS100/SL-100	Each	\$ 49.37
511210	CCM-G-2240	MICROAUTOMATION, INC.	CallCenter Millennium Digital Recorder Interface - WIN	Each	\$ 4,936.75
511210	GEN-G-1040	MICROAUTOMATION, INC.	High Availability CTI Server - Standard	Each	\$ 2,665.85
511210	GEN-G-1042	MICROAUTOMATION, INC.	High Availability IVR Server - Standard	Each	\$ 5,331.69
511210	GEN-G-1044	MICROAUTOMATION, INC.	High Availability IVR Server - Advanced	Each	\$ 5,578.53
511210	CTI-G-9060	MICROAUTOMATION, INC.	MicroAttendant Package Bundle	Each	\$ 43,404.11
511210	911-G-1098	MICROAUTOMATION, INC.	E-911 Call Taker License - 50 Pack	Each	\$ 19,697.63
511210	911-G-1099	MICROAUTOMATION, INC.	E-911 Call Taker License - 100 Pack	Each	\$ 34,705.35
511210	911-G-1132	MICROAUTOMATION, INC.	E-911 CAD Server - WIN	Each	\$ 11,848.20
511210	911-G-1192	MICROAUTOMATION, INC.	E-911 ALI Update System	Each	\$ 2,715.21
511210	911-G-1460	MICROAUTOMATION, INC.	Advanced E-911 CallTaker SoftFone - WIN 32 - 1 Pack	Each	\$ 641.78
511210	911-G-1462	MICROAUTOMATION, INC.	Advanced E-911 CallTaker SoftFone - WIN 32 - 5 Pack	Each	\$ 3,124.96

511210	911-G-1464	MICROAUTOMATION, INC.	Advanced E-911 CallTaker SoftFone - WIN 32 - 10 Pack	Each	\$ 5,820.43
511210	911-G-1466	MICROAUTOMATION, INC.	Advanced E-911 CallTaker SoftFone - WIN 32 - 25 Pack	Each	\$ 13,872.27
511210	911-G-1468	MICROAUTOMATION, INC.	Advanced E-911 CallTaker SoftFone - WIN 32 - 50 Pack	Each	\$ 25,523.00
511210	911-G-1469	MICROAUTOMATION, INC.	Advanced E-911 CallTaker SoftFone - WIN 32 - 100Pack	Each	\$ 45,072.53
511210	911-G-1560	MICROAUTOMATION, INC.	E-911 Display Board Interface - WIN	Each	\$ 6,417.78
511210	911-G-1570	MICROAUTOMATION, INC.	E-911 Center Call Taker Visual Status Monitoring GUI	Each	\$ 5,282.32
511210	911-G-9098	MICROAUTOMATION, INC.	E-911 CCM Call Taker License Bundle - 50 Pack	Each	\$ 27,497.70
511210	911-G-9099	MICROAUTOMATION, INC.	E-911 CCM Call Taker License Bundle - 100 Pack	Each	\$ 48,528.25
511210	IVR-G-1010	MICROAUTOMATION, INC.	Medicare Part A Provider Inquiry Application - per port	Each	\$ 1,184.82
511210	IVR-G-1020	MICROAUTOMATION, INC.	Medicare Part B Provider Inquiry Application - per port	Each	\$ 1,184.82
511210	IVR-G-1012	MICROAUTOMATION, INC.	Medicare Part A Provider Inquiry UI Document	Each	\$ 11,848.20
511210	IVR-G-1014	MICROAUTOMATION, INC.	Medicare Part A Provider Inquiry SDD	Each	\$ 9,873.50
511210	IVR-G-1022	MICROAUTOMATION, INC.	Medicare Part B Provider Inquiry UI Document	Each	\$ 11,848.20
511210	IVR-G-1024	MICROAUTOMATION, INC.	Medicare Part B Provider Inquiry SDD	Each	\$ 9,873.50
511210	IVR-G-1016	MICROAUTOMATION, INC.	Medicare Part A Provider Inquiry Reporting Package	Each	\$ 12,341.88
511210	IVR-G-1026	MICROAUTOMATION, INC.	Medicare Part B Provider Inquiry Reporting Package	Each	\$ 12,341.88
511210	IVR-G-1018	MICROAUTOMATION, INC.	Medicare Part A Automated Batch Processing Package	Each	\$ 4,936.75
511210	IVR-G-1028	MICROAUTOMATION, INC.	Medicare Part B Automated Batch Processing Package	Each	\$ 4,936.75
511210	IVR-G-1030	MICROAUTOMATION, INC.	Medicare DMERC Provider Inquiry Application - per port	Each	\$ 1,184.82
511210	IVR-G-1032	MICROAUTOMATION, INC.	Medicare DMERC Provider Inquiry UI Document	Each	\$ 11,848.20
511210	IVR-G-1034	MICROAUTOMATION, INC.	Medicare DMERC Provider Inquiry SDD	Each	\$ 9,873.50
511210	IVR-G-1036	MICROAUTOMATION, INC.	Medicare DMERC Provider Inquiry Reporting Package	Each	\$ 12,341.88
511210	IVR-G-1038	MICROAUTOMATION, INC.	Medicare DMERC Automated Batch Processing Package	Each	\$ 4,936.75
511210	IVR-G-1040	MICROAUTOMATION, INC.	Medicare CAP Provider Inquiry Application - per port	Each	\$ 1,184.82
511210	IVR-G-1042	MICROAUTOMATION, INC.	Medicare CAP Provider Inquiry UI Document	Each	\$ 11,848.20
511210	IVR-G-1044	MICROAUTOMATION, INC.	Medicare CAP Provider Inquiry SDD	Each	\$ 9,873.50
511210	IVR-G-1046	MICROAUTOMATION, INC.	Medicare CAP Provider Inquiry Reporting Package	Each	\$ 12,341.88
511210	IVR-G-1048	MICROAUTOMATION, INC.	Medicare CAP Automated Batch Processing Package	Each	\$ 4,936.75
511210	IVR-G-1440	MICROAUTOMATION, INC.	Nuance Vocalizer	Each	\$ 839.25
511210	IVR-G-1441	MICROAUTOMATION, INC.	Nuance Vocalizer Additional Voice	Each	\$ 167.85
511210	IVR-G-1450	MICROAUTOMATION, INC.	Nuance Basic Dialog Module (NDM)	Each	\$ 49.37
511210	IVR-G-1382	MICROAUTOMATION, INC.	Nuance Recognizer - Tier 2	Each	\$ 1,086.09
511210	IVR-G-1383	MICROAUTOMATION, INC.	Nuance Recognizer - Tier 3	Each	\$ 1,579.76
511210	IVR-G-1384	MICROAUTOMATION, INC.	Nuance Recognizer - Tier 4	Each	\$ 1,974.70
511210	IVR-G-1392	MICROAUTOMATION, INC.	Nuance Recognizer - Tier 2 - Additional Language	Each	\$ 217.22
511210	IVR-G-1393	MICROAUTOMATION, INC.	Nuance Recognizer - Tier 3 - Additional Language	Each	\$ 315.95
511210	IVR-G-1394	MICROAUTOMATION, INC.	Nuance Recognizer - Tier 4 - Additional Language	Each	\$ 394.94
511210	CTI-G-1043	MICROAUTOMATION, INC.	MicroMessenger Event-Based Notification Module	Each	\$ 9,873.50
511210	CTI-G-1044	MICROAUTOMATION, INC.	MicroMessenger Interactive Survey Module	Each	\$ 9,873.50
511210	VOX-G-1100	VOXEO	Aspect/Voxeo Setup Fee	Each	\$ 4,936.75



511210	VOX-G-1200	VOXEO	Aspect/Voxeo Installation Services - on site, per day (excludes Travel per diem)	Each	\$ 2,468.38
511210	VOX-G-2110	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month	Each	\$ 493.68
511210	VOX-G-2120	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month - Additional Minute Charge	Each	\$ 0.0790
511210	VOX-G-2130	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month - VO on Demand Surcharge	Each	\$ 0.0197
511210	VOX-G-2210	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month	Each	\$ 987.35
511210	VOX-G-2220	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month - Additional Minute Charge	Each	\$ 0.0691
511210	VOX-G-2230	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month - VO on Demand Surcharge	Each	\$ 0.0197
511210	VOX-G-2310	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month	Each	\$ 2,468.38
511210	VOX-G-2320	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month - Additional Minute Charge	Each	\$ 0.0592
511210	VOX-G-2330	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month - VO on Demand Surcharge	Each	\$ 0.0197
511210	VOX-G-2410	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month	Each	\$ 4,936.75
511210	VOX-G-2420	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month - Additional Minute Charge	Each	\$ 0.0494
511210	VOX-G-2430	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month - VO on Demand Surcharge	Each	\$ 0.0173
511210	VOX-G-2510	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month	Each	\$ 9,873.50
511210	VOX-G-2520	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month - Additional Minute Charge	Each	\$ 0.0444
511210	VOX-G-2530	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month - VO on Demand Surcharge	Each	\$ 0.0148
511210	VOX-G-2610	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month	Each	\$ 24,683.75
511210	VOX-G-2620	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month - Additional Minute Charge	Each	\$ 0.0395
511210	VOX-G-2630	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month - VO on Demand Surcharge	Each	\$ 0.0124
511210	VOX-G-2710	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month	Each	\$ 49,367.50
511210	VOX-G-2720	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month - Addtl Minute Charge	Each	\$ 0.0346
511210	VOX-G-2730	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month - VoiceObjects on Demand	Each	\$ 0.0099
511210	VOX-G-3100	VOXEO	Aspect/Voxeo Transport surcharge for inbound calls to US TFN (toll free numbers)	Each	\$ 0.0185
511210	VOX-G-3105	VOXEO	Aspect/Voxeo Transport surcharge for inbound calls to US DIDs (local numbers)	Each	\$ 0.0123
511210	VOX-G-3110	VOXEO	Aspect/Voxeo Transport surcharge for inbound calls for outbound calls (DID or TFN)	Each	\$ 0.0123
511210	VOX-G-3200	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Per Minute Surcharge for Calls Made From Payphones	Each	\$ 0.7808
511210	VOX-G-4100	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - One-time Set Up Fee for International Calling	Each	\$ 976.02
511210	VOX-G-4210	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Additional Telephone Number Setup Fee - One is included with Initial	Each	\$ 314.84
511210	VOX-G-4220	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Additional DID/Toll Free 877/866 - One-time Setup Fee per Number	Each	\$ 31.48
511210	VOX-G-4225	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Additional DID/Toll Free 877/866 - Annual Fee	Each	\$ 31.48
511210	VOX-G-4230	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Toll Free Vanity and 800 - One-time Setup Fee per Number	Each	\$ 24.68
511210	VOX-G-4235	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Toll Free Vanity and 800 - Annual Fee	Each	\$ 49.37
511210	VOX-G-4240	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - International Toll-Free Number - One-time Setup Fee per Number	Each	\$ 987.35

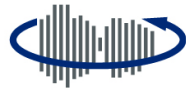


511210	VOX-G-4245	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - International Toll-Free Number - Monthly Fee	Each	\$	74.05
511210	VOX-G-4250	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - International DID Number - One-time Setup Fee per Number	Each	\$	49.37
511210	VOX-G-4255	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - International DID Number - Annual Fee	Each	\$	197.47
511210	VOX-G-5110	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Transfer RESPORG to Voxeo From Another Carrier - One-time Setup Fee	Each	\$	31.48
511210	VOX-G-5115	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Transfer RESPORG to Voxeo From Another Carrier - Annual Fee	Each	\$	31.48
511210	VOX-G-5211	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Call Recording Surcharge per Minute	Each	\$	0.0099
511210	VOX-G-5221	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Conferencing Surcharge per Minute	Each	\$	0.0099
511210	VOX-G-5251	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Nuance TTS Surcharge per Minute	Each	\$	0.0123
511210	VOX-G-5255	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Nuance ASR - Tier 3 Surcharge per Minute	Each	\$	0.0222
511210	VOX-G-5260	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Nuance ASR - Tier 4 Surcharge per Minute	Each	\$	0.0321
511210	VOX-G-5313	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Secure Socket Layer (SSL) Transaction Services - Monthly Fee	Each	\$	246.84
511210	VOX-G-5320	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - One-time Setup	Each	\$	246.84
511210	VOX-G-5323	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - Monthly Fee -	Each	\$	1,974.70
511210	VOX-G-5329	VOXEO	Aspect/Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - Change Request	Each	\$	148.10
511210	VOX-G-7110	VOXEO	Aspect/Voxeo Prophecy Software License - Developer Edition - 4 Port	Each	\$	245.85
511210	VOX-G-7115	VOXEO	Aspect/Voxeo Prophecy Software License - Production Licenses - 1 to 500 Ports - each	Each	\$	1,104.84
511210	VOX-G-7120	VOXEO	Aspect/Voxeo Prophecy Software License - Production Licenses - 501 to 2,000 Ports - each	Each	\$	996.24
511210	VOX-G-7130	VOXEO	Aspect/Voxeo Prophecy Software License - Production Licenses - 2,001 + Ports - each	Each	\$	828.39
511210	VOX-G-8110	VOXEO	Aspect/Voxeo Voice Objects Pro Software License - Developer Edition 4-Port	Each	\$	611.17
511210	VOX-G-8210	VOXEO	Aspect/Voxeo Voice Objects Pro Software License - Production Licenses - 1 to 500 Ports - each	Each	\$	1,223.33
511210	VOX-G-8220	VOXEO	Aspect/Voxeo Voice Objects Pro Software License - Production Licenses - 501 to 2,000 Ports - each	Each	\$	1,104.84
511210	VOX-G-8230	VOXEO	Aspect/Voxeo Voice Objects Pro Software License - Production Licenses - 2,000 + Ports - each	Each	\$	917.25
511210	VOX-G-9110	VOXEO	Aspect/Voxeo Prophecy Pro Software License - Developer Edition 4-Port	Each	\$	759.27
511210	VOX-G-9210	VOXEO	Aspect/Voxeo Prophecy Pro Software License - Production Licenses - 1 to 500 Ports - each	Each	\$	1,529.41
511210	VOX-G-9220	VOXEO	Aspect/Voxeo Prophecy Pro Software License - Production Licenses - 501 to 2,000 Ports - each	Each	\$	1,371.43
511210	VOX-G-9230	VOXEO	Aspect/Voxeo Prophecy Pro Software License - Production Licenses - 2,000 + Ports - each	Each	\$	1,144.34
511210	CCM-G-3500	MICROAUTOMATION, INC.	CallCenter Millennium Enhanced Diagnostic Display Server	Each	\$	17,278.63
511210	CCM-G-3510	MICROAUTOMATION, INC.	CallCenter Millennium EDD IVR Application Connector	Each	\$	4,936.75
511210	CCM-G-3512	MICROAUTOMATION, INC.	CallCenter Millennium EDD Database Connector	Each	\$	4,936.75
511210	CCM-G-3520	MICROAUTOMATION, INC.	CallCenter Millennium EDD Notification Module	Each	\$	4,936.75
511210	CCM-G-3530	MICROAUTOMATION, INC.	CallCenter Millennium EDD Dashboard	Each	\$	1,184.82
511210	CCM-G-3532	MICROAUTOMATION, INC.	CallCenter Millennium EDD Status Display	Each	\$	493.68
511210	911-G-9810	MICROAUTOMATION, INC.	E-911 PSAP Server Base Bundle (B)	Each	\$	23,708.49
511210	911-G-9820	MICROAUTOMATION, INC.	E-911 PSAP Server Base/ALI Bundle (BA)	Each	\$	39,851.66

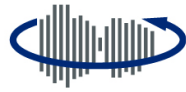
511210	911-G-9830	MICROAUTOMATION, INC.	E-911 PSAP Server Base/ALI/CAMA Bundle (BAC)	Each	\$ 58,520.64
511210	911-G-9840	MICROAUTOMATION, INC.	E-911 PSAP Server Base/ALI/Reporting Bundle (BAR)	Each	\$ 65,997.30
511210	911-G-9850	MICROAUTOMATION, INC.	E-911 PSAP Server Base/ALI/Reporting/CAMA Bundle (BARC)	Each	\$ 82,513.24
511210	911-G-1474	MICROAUTOMATION, INC.	E-911 Workstation TDD Display GUI	Each	\$ 246.84
511210	911-G-1472	MICROAUTOMATION, INC.	E-911 Workstation CallTTY Display GUI	Each	\$ 47.35
511210	911-G-1270	MICROAUTOMATION, INC.	E-911 SIP Echo Cancellation Library	Each	\$ 1,763.13
511210	911-G-9700	MICROAUTOMATION, INC.	E-911 CAMA PRI Gateway - 12 Port Bundle - WIN	Each	\$ 22,068.28
511210	911-G-9720	MICROAUTOMATION, INC.	E-911 CAMA SIP Gateway - 24 Port Bundle - Linux	Each	\$ 26,793.46
511210	911-G-3500	MICROAUTOMATION, INC.	E-911 CCM Enhanced Diagnostic Display Server	Each	\$ 17,278.63
511210	911-G-3512	MICROAUTOMATION, INC.	E-911 CCM EDD Database Connector	Each	\$ 4,936.75
511210	911-G-3520	MICROAUTOMATION, INC.	E-911 CCM EDD Notification Module	Each	\$ 4,936.75
511210	911-G-3532	MICROAUTOMATION, INC.	E-911 CCM EDD Status Display	Each	\$ 493.68
511210	GEN-G-1010	MICROAUTOMATION, INC.	Microsoft Windows 2016 Server	Each	\$ 1,327.99
511210	GEN-G-1020	MICROAUTOMATION, INC.	Microsoft SQL Server Standard 2016	Each	\$ 2,211.66
511210	911-G-1190	MICROAUTOMATION, INC.	E-911 Training Solution	Each	\$ 14,810.25
511210	GEN-G-1200	MICROAUTOMATION, INC.	EasyView Report Scheduler	Each	\$ 51.34
511210	GEN-G_1210	MICROAUTOMATION, INC.	Recrystallize Pro Report Web Browser	Each	\$ 893.55
511210	911-G-4100	MICROAUTOMATION, INC.	Omni911 NextGen IP Telephone System	Each	\$ 9,873.50
511210	911-G-4105	MICROAUTOMATION, INC.	Omni911 NextGen Communications Server	Each	\$ 26,658.45
511210	911-G-4110	MICROAUTOMATION, INC.	Omni911 NextGen ALI Server	Each	\$ 11,453.26
511210	911-G-4115	MICROAUTOMATION, INC.	Omni911 NextGen Reporting Package	Each	\$ 9,873.50
511210	911-G-4120	MICROAUTOMATION, INC.	Omni911 NextGen SMS Server	Each	\$ 10,663.38
511210	911-G-4140	MICROAUTOMATION, INC.	Omni911 SoftPhone Client	Each	\$ 3,949.40
511210	911-G-4152	MICROAUTOMATION, INC.	NG-911 High Availability Server System	Each	\$ 6,567.85
511210	911-G-4164	MICROAUTOMATION, INC.	AudioCodes 4-Port CAMA to SIP Gateway - FXS	Each	\$ 414.69
511210	911-G-4168	MICROAUTOMATION, INC.	AudioCodes 8-Port CAMA to SIP Gateway - FXS	Each	\$ 738.54
511210	911-G-9910	MICROAUTOMATION, INC.	Omni911 PSAP Server Base Bundle (Omni911-B)	Each	\$ 52,973.30
511210	911-G-9920	MICROAUTOMATION, INC.	Omni911 PSAP Server Base/ALI Bundle (Omni911-BA)	Each	\$ 64,426.56
511210	911-G-9930	MICROAUTOMATION, INC.	Omni911 PSAP Server Base/ALI/CAMA Bundle (Omni911-BAC)	Each	\$ 65,255.94
511210	911-G-9940	MICROAUTOMATION, INC.	Omni911 PSAP Server Base/ALI/Reporting Bundle (Omni911-BAR)	Each	\$ 74,300.06
511210	911-G-9950	MICROAUTOMATION, INC.	Omni911 PSAP Server Base/ALI/Reporting/CAMA Bundle (Omni911-BARC)	Each	\$ 75,129.44
511210	911-G-9845	MICROAUTOMATION, INC.	E-911 PSAP Server Base/ALI/Reporting Bundle (BAR-Lite)	Each	\$ 54,405.34
511210	911-G-9855	MICROAUTOMATION, INC.	E-911 PSAP Server Base/ALI/Reporting/CAMA Bundle (BARC-Lite)	Each	\$ 68,452.98
511210	911-G-2040	MICROAUTOMATION, INC.	Spectracom NetClock Network Time Server	Each	\$ 6,052.46
511210	GEN-G-1435	MICROAUTOMATION, INC.	Tripp Lite 8-Port Rackmount KVM Switch w/OSD	Each	\$ 366.31
511210	GEN-G-1425	MICROAUTOMATION, INC.	Tripp Lite 15ft PS2/USB KVM Cable Kit	Each	\$ 48.38
511210	GEN-G-1445	MICROAUTOMATION, INC.	Tripp Lite PDU Basic 120V 15A Rack Mount 13 Outlet Strip	Each	\$ 110.58
511210	GEN-G-1450	MICROAUTOMATION, INC.	Samsung 19" LED Monitor	Each	\$ 200.43
511210	911-G-9730	MICROAUTOMATION, INC.	E-911 CAMA SIP Gateway - 96 Port Bundle - Linux	Each	\$ 51,847.72

511210	CTI-G-1100	MICROAUTOMATION, INC.	XWhisper Server	Each	\$ 10,367.18
511210	CTI-G-1102	MICROAUTOMATION, INC.	XWhisper User License	Each	\$ 138.23
511210	CTI-G-1150	MICROAUTOMATION, INC.	Xpert Import Utility	Each	\$ 5,529.16
511210	CTI-G-1200	MICROAUTOMATION, INC.	XRadio Server	Each	\$ 17,278.63
511210	CTI-G-1202	MICROAUTOMATION, INC.	XRadio User License	Each	\$ 345.57
511210	CTI-G-1210	MICROAUTOMATION, INC.	Flex V Radio Interface for XRadio Server	Each	\$ 6,911.45
511210	CCM-G-3015	MICROAUTOMATION, INC.	CTI Connect Full Function Server License	Each	\$ 59,241.00
511210	CCM-G-3016	MICROAUTOMATION, INC.	CTI Connect Full Function Server License - Hot Backup	Each	\$ 29,620.50
511210	CCM-G-3021	MICROAUTOMATION, INC.	CTI Connect Full Function Per Device License, 1 - 50 licenses - Hot Backup	Each	\$ 98.74
511210	CCM-G-3031	MICROAUTOMATION, INC.	CTI Connect Full Function Per Device License, 51-150 licenses - Hot Backup	Each	\$ 88.86
511210	CCM-G-3041	MICROAUTOMATION, INC.	CTI Connect Full Function Per Device License, 150+ licenses - Hot Backup	Each	\$ 24.68
511210	CCM-G-3095	MICROAUTOMATION, INC.	CTI Connect Full Function Per Device License - Cold Backup	Each	\$ 49.37
511210	CCM-G-3200	MICROAUTOMATION, INC.	CTI for Salesforce	Each	\$ 197.47
511210	CCM-G-3210	MICROAUTOMATION, INC.	CTI for SAP	Each	\$ 197.47
511210	CCM-G-3220	MICROAUTOMATION, INC.	CTI for Microsoft CRM	Each	\$ 197.47
511210	CCM-G-3230	MICROAUTOMATION, INC.	CTI for Siebel	Each	\$ 197.47
511210	GEN-G-6020	MICROAUTOMATION, INC.	AudioCodes 500 VoIP Gateway	Each	\$ 2,270.91
511210	GEN-G-7080	MICROAUTOMATION, INC.	Dialogic HMP 3.0 Voice	Each	\$ 13.82
511210	GEN-G-7081	MICROAUTOMATION, INC.	Dialogic HMP 3.0 RTP G.711	Each	\$ 18.76
511210	GEN-G-7082	MICROAUTOMATION, INC.	Dialogic HMP 3.0 IP Call Control	Each	\$ 25.67
511210	GEN-G-7083	MICROAUTOMATION, INC.	Dialogic HMP 3.0 Speech	Each	\$ 30.61
511210	IVR-G-4000	MICROAUTOMATION, INC.	Communication Portal Studio Development Suite	Each	\$ 4,936.75
511210	IVR-G-4002	MICROAUTOMATION, INC.	Communication Portal Hardware Channel Runtime License	Each	\$ 567.73
511210	IVR-G-4004	MICROAUTOMATION, INC.	Communication Portal Station Channel Runtime License	Each	\$ 567.73
511210	IVR-G-4006	MICROAUTOMATION, INC.	Communication Portal IP Channel Runtime License	Each	\$ 567.73
511210	IVR-G-4008	MICROAUTOMATION, INC.	Communication Portal Software Channel Runtime License	Each	\$ 296.21
511210	IVR-G-4010	MICROAUTOMATION, INC.	Communication Portal Voice XML Application Server License	Each	\$ 567.73
511210	IVR-G-4012	MICROAUTOMATION, INC.	Communication Portal Mobile IVR Navigator Runtime License	Each	\$ 567.73
511210	IVR-G-4100	MICROAUTOMATION, INC.	Communication Portal Studio Development Suite - Hot Backup	Each	\$ 2,468.38
511210	IVR-G-4102	MICROAUTOMATION, INC.	Communication Portal Hardware Channel Runtime License - Hot Backup	Each	\$ 567.73
511210	IVR-G-4104	MICROAUTOMATION, INC.	Communication Portal Station Channel Runtime License - Hot Backup	Each	\$ 567.73
511210	IVR-G-4106	MICROAUTOMATION, INC.	Communication Portal IP Channel Runtime License - Hot Backup	Each	\$ 567.73
511210	IVR-G-4108	MICROAUTOMATION, INC.	Communication Portal Software Channel Runtime License - Hot Backup	Each	\$ 296.21
511210	IVR-G-4110	MICROAUTOMATION, INC.	Communication Portal Voice XML Application Server License - Hot Backup	Each	\$ 567.73
511210	IVR-G-4112	MICROAUTOMATION, INC.	Communication Portal Mobile IVR Navigator Runtime License - Hot Backup	Each	\$ 567.73
511210	IVR-G-4300	MICROAUTOMATION, INC.	CTI Connect Media Gateway Voice Channel for DTMF	Each	\$ 47.39
511210	IVR-G-4305	MICROAUTOMATION, INC.	CTI Connect Media Gateway Voice Channel for Speech	Each	\$ 69.11
511210	911-G-4101	MICROAUTOMATION, INC.	Omni911 NextGen IP Telephone System - JITC Certified	Each	\$ 11,108.31

511210	911-G-4106	MICROAUTOMATION, INC.	Omni911 NextGen Communications Server - JITC Certified	Each	\$ 29,992.44
511210	911-G-4111	MICROAUTOMATION, INC.	Omni911 NextGen ALI Server - JITC Certified	Each	\$ 12,885.64
511210	911-G-4116	MICROAUTOMATION, INC.	Omni911 NextGen Reporting Package - JITC Certified	Each	\$ 12,885.64
511210	911-G-4121	MICROAUTOMATION, INC.	Omni911 NextGen SMS Server - JITC Certified	Each	\$ 11,996.98
511210	911-G-4122	MICROAUTOMATION, INC.	Omni911 NextGen SMS Session Licenses - 10 pack	Each	\$ 1,561.63
511210	911-G-4125	MICROAUTOMATION, INC.	Omni911 NextGen Recording Archive	Each	\$ 4,936.75
511210	911-G-4126	MICROAUTOMATION, INC.	Omni911 NextGen Recording Archive - JITC Certified	Each	\$ 4,533.75
511210	911-G-4141	MICROAUTOMATION, INC.	Omni911 SoftPhone Client - JITC Certified	Each	\$ 2,821.00
511210	911-G-4102	MICROAUTOMATION, INC.	High Availability IP Telephone System Option	Each	\$ 5,584.32
511210	911-G-9952	MICROAUTOMATION, INC.	Omni911 Bundle Base with Texting - 4 Position	Each	\$ 105,787.50
511210	911-G-9953	MICROAUTOMATION, INC.	Omni911 Bundle Base without Texting - 4 Position	Each	\$ 98,170.80
511210	911-G-9954	MICROAUTOMATION, INC.	Omni911 Bundle Redundant with Texting - 4 Position	Each	\$ 119,398.83
511210	911-G-9955	MICROAUTOMATION, INC.	Omni911 Bundle Redundant without Texting - 4 Position	Each	\$ 111,782.13
511210	911-G-9956	MICROAUTOMATION, INC.	Omni911 Bundle High Availability with Texting - 4 Position	Each	\$ 138,686.50
511210	911-G-9957	MICROAUTOMATION, INC.	Omni911 Bundle High Availability without Texting - 4 Position	Each	\$ 130,960.99
511210	911-G-9960	MICROAUTOMATION, INC.	Omni911 Bundle Base with Texting - 4 Position - JITC Certified	Each	\$ 112,162.96
511210	911-G-9961	MICROAUTOMATION, INC.	Omni911 Bundle Base without Texting - 4 Position - JITC Certified	Each	\$ 103,784.59
511210	911-G-9962	MICROAUTOMATION, INC.	Omni911 Bundle Redundant with Texting - 4 Position - JITC Certified	Each	\$ 127,135.42
511210	911-G-9963	MICROAUTOMATION, INC.	Omni911 Bundle Redundant without Texting - 4 Position - JITC Certified	Each	\$ 118,757.05
511210	911-G-9964	MICROAUTOMATION, INC.	Omni911 Bundle High Availability with Texting - 4 Position - JITC Certified	Each	\$ 148,014.94
511210	911-G-9965	MICROAUTOMATION, INC.	Omni911 Bundle High Availability without Texting - 4 Position - JITC Certified	Each	\$ 139,416.13
54151S	SVC-G-1210	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Computer Specialist	Each	\$ 133.29
54151S	SVC-G-1212	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Computer Specialist	Each	\$ 162.91
54151S	SVC-G-1220	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Programmer	Each	\$ 157.98
54151S	SVC-G-1222	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Programmer	Each	\$ 192.53
54151S	SVC-G-1230	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Computer Scientist	Each	\$ 172.79
54151S	SVC-G-1240	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Project Manager	Each	\$ 157.98
54151S	SVC-G-1242	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Project Manager	Each	\$ 192.53
54151S	SVC-G-1250	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Technical Writer	Each	\$ 98.74
54151S	SVC-G-1252	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Technical Writer	Each	\$ 118.48
54151S	SVC-G-1254	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Senior Technical Writer	Each	\$ 143.17
54151S	SVC-G-1260	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Analyst	Each	\$ 113.55
54151S	SVC-G-1262	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Analyst	Each	\$ 138.23
54151S	SVC-G-1264	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Senior Analyst	Each	\$ 167.85
54151S	SVC-G-1270	MICROAUTOMATION, INC.	MicroAutomation Hourly Services - Associate Technical Consultant	Each	\$ 197.47
511210	ENG-G-1010	ENGHOUSE INTERACTIVE, INC.	Inbound Voice Server Port License (SCP)	Each	\$ 463.45
511210	ENG-G-1011	ENGHOUSE INTERACTIVE, INC.	Inbound Voice Server Port License (SCP) - Express	Each	\$ 463.45



511210	ENG-G-1012	ENGHOUSE INTERACTIVE, INC.	Inbound Voice Server Port License (SCP) - Hot Backup	Each	\$ 232.13
511210	ENG-G-1013	ENGHOUSE INTERACTIVE, INC.	Inbound Voice Server Port License (SCP) - Hot Backup Express	Each	\$ 232.13
511210	ENG-G-1014	ENGHOUSE INTERACTIVE, INC.	Event Publisher API License (1 included in Base System License)	Each	\$ 4,030.00
511210	ENG-G-1020	ENGHOUSE INTERACTIVE, INC.	Multi-Node System License	Each	\$ 10,075.00
511210	ENG-G-1101	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (V)	Each	\$ 1,612.00
511210	ENG-G-1102	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (E)	Each	\$ 1,612.00
511210	ENG-G-1103	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (W)	Each	\$ 1,612.00
511210	ENG-G-1104	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (T)	Each	\$ 1,612.00
511210	ENG-G-1105	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (PD)	Each	\$ 1,612.00
511210	ENG-G-1106	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (V)	Each	\$ 403.00
511210	ENG-G-1107	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (E)	Each	\$ 403.00
511210	ENG-G-1108	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (W)	Each	\$ 403.00
511210	ENG-G-1109	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (T)	Each	\$ 403.00
511210	ENG-G-1110	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (PD)	Each	\$ 403.00
511210	ENG-G-1111	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (V) - Express	Each	\$ 1,007.50
511210	ENG-G-1112	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (E) - Express	Each	\$ 1,007.50
511210	ENG-G-1113	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (W) - Express	Each	\$ 1,007.50
511210	ENG-G-1114	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (T) - Express	Each	\$ 1,007.50
511210	ENG-G-1115	ENGHOUSE INTERACTIVE, INC.	Primary Interaction Type Seat Licenses () for iType: (PD) - Express	Each	\$ 1,007.50
511210	ENG-G-1116	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (V) - Express	Each	\$ 201.50
511210	ENG-G-1117	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (E) - Express	Each	\$ 201.50
511210	ENG-G-1118	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (W) - Express	Each	\$ 201.50
511210	ENG-G-1119	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (T) - Express	Each	\$ 201.50
511210	ENG-G-1120	ENGHOUSE INTERACTIVE, INC.	Secondary Interaction Type Seat Licenses () for iType: (PD) - Express	Each	\$ 201.50
511210	ENG-G-1210	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - ShoreGear - Full	Each	\$ 12,049.70
511210	ENG-G-1212	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - ShoreGear - Mid	Each	\$ 8,221.20
511210	ENG-G-1213	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - ShoreGear - Low	Each	\$ 2,692.04
511210	ENG-G-1214	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - ShoreGear - Express	Each	\$ 2,015.00
511210	ENG-G-1220	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - Full	Each	\$ 16,120.00
511210	ENG-G-1221	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - Mid	Each	\$ 8,221.20
511210	ENG-G-1222	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - Low	Each	\$ 2,692.04
511210	ENG-G-1223	ENGHOUSE INTERACTIVE, INC.	Switchlink Voice Interface License - Express	Each	\$ 2,015.00
511210	ENG-G-1311	ENGHOUSE INTERACTIVE, INC.	Survey Manager Addn'l Node Server License	Each	\$ 6,045.00



511210	ENG-G-1312	ENGHOUSE INTERACTIVE, INC.	Survey Manager Concurrent Agent License	Each	\$ 201.50
511210	ENG-G-1400	ENGHOUSE INTERACTIVE, INC.	T&D System License	Each	\$ 1,612.00
511210	ENG-G-1410	ENGHOUSE INTERACTIVE, INC.	T&D Switchlink Voice Interface License - Location 1: None	Each	\$ 1,612.00
511210	ENG-G-1510	ENGHOUSE INTERACTIVE, INC.	Syntellect Hardware Channel Runtime license	Each	\$ 644.80
511210	ENG-G-1511	ENGHOUSE INTERACTIVE, INC.	Syntellect Station Channel Runtime license	Each	\$ 644.80
511210	ENG-G-1512	ENGHOUSE INTERACTIVE, INC.	Syntellect IP Channel Runtime license	Each	\$ 644.80
511210	ENG-G-1513	ENGHOUSE INTERACTIVE, INC.	Syntellect Software Channel Runtime license	Each	\$ 463.45
511210	ENG-G-1520	ENGHOUSE INTERACTIVE, INC.	Syntellect Hardware Channel Runtime license	Each	\$ 322.40
511210	ENG-G-1521	ENGHOUSE INTERACTIVE, INC.	Syntellect Station Channel Runtime license	Each	\$ 322.40
511210	ENG-G-1522	ENGHOUSE INTERACTIVE, INC.	Syntellect IP Channel Runtime license	Each	\$ 322.40
511210	ENG-G-1523	ENGHOUSE INTERACTIVE, INC.	Syntellect Software Channel Runtime license	Each	\$ 232.13
511210	ENG-G-1530	ENGHOUSE INTERACTIVE, INC.	Syntellect Hardware Channel Runtime license	Each	\$ 161.20
511210	ENG-G-1531	ENGHOUSE INTERACTIVE, INC.	Syntellect Station Channel Runtime license	Each	\$ 161.20
511210	ENG-G-1532	ENGHOUSE INTERACTIVE, INC.	Syntellect IP Channel Runtime license	Each	\$ 161.20
511210	ENG-G-1533	ENGHOUSE INTERACTIVE, INC.	Syntellect Software Channel Runtime license	Each	\$ 116.06
511210	ENG-G-1540	ENGHOUSE INTERACTIVE, INC.	Syntellect Hardware Key USB	Each	\$ 72.54
511210	ENG-G-1550	ENGHOUSE INTERACTIVE, INC.	Syntellect Decision Manager Reports	Each	\$ 4,030.00
511210	ENG-G-1560	ENGHOUSE INTERACTIVE, INC.	Syntellect CTI Link for Syntellect SCP 8.0	Each	\$ 1,209.00
511210	ENG-G-1561	ENGHOUSE INTERACTIVE, INC.	Cisco ICM Link for Syntellect SCP 8.0	Each	\$ 4,030.00
511210	ENG-G-1570	ENGHOUSE INTERACTIVE, INC.	Syntellect 8.0 Development Suite	Each	\$ 4,030.00
511210	ENG-G-1571	ENGHOUSE INTERACTIVE, INC.	Syntellect 8.0 Development Suite Starter Bundle	Each	\$ 5,956.34
511210	ENG-G-1580	ENGHOUSE INTERACTIVE, INC.	Software Media for SCP 8.0 Runtime System	Each	\$ 80.60
511210	ENG-G-1581	ENGHOUSE INTERACTIVE, INC.	Software Media for Syntellect VoiceXML Studio 8.0	Each	\$ 80.60

