



GSA

Pricing Schedule

GSA Contract #: GS-35F-0886N

March 14, 2009



Table of Contents

- 1.** BAI Systems & Engineering
- 2.** HEAT Software Products Descriptions/Pricing: SIN: 132-33
- 3.** Right Answers Description/Pricing: SIN: 132-33
- 4.** VegaStream SIP Voice Gateway Products Description/Pricing: SIN: 132-33
- 5.** Polycom: SIN: 132-33
- 6.** Linksys: SIN: 132-33
- 7.** Enteo: SIN: 132-33
- 8.** Centennial Software Products Description/Pricing: SIN: 132-33
- 9.** Nuance Speech Solutions: SIN: 132-33
- 10.** BAI Training Description: SIN 132-50
- 11.** BAI Implementation: SIN 132-51M



1. COMPANY PROFILE AND INFORMATION FOR ORDERING OFFICES

Name Ballew & Associates, Inc. d/b/a BAI Systems & Engineering is a wholly owned subsidiary of Ballew & Associates, Inc, a South Carolina Corporation.

BAI Systems & Engineering is a firm specializing in Service Management Software Engineering Solutions both domestically and globally headquartered in Atlanta, GA.

Founded in 1993, BAI Systems & Engineering prides itself in providing world-class ITIL Service Management and IP Contact Center solutions. BAI Systems & Engineering has position itself to strategically focus on their Clients:

- **EDS**
- **US Army**
- **National Guard Bureau**
- **Department of Energy**
- **American Federation of Teachers**
- **AAA**
- **Department of Labor**
- **American Color Graphics**
- **Laidlaw Transportation**

This assists the Client on reaching their core competencies of People, Processes and Systems making them realize their immediate and long-term goals by keying in on the ITIL principles of:

- **Incident Management**

- **Problem Management**
- **Change Management**
- **Release Management**
- **Availability Management**
- **Configuration Management**
- **Service Level Management.**

Our partnering effort focuses on marrying key solutions together for our clients to build the best ITIL compliant help desk software and the best service management software solution for their company. Our Partner relationships include:

- [FrontRange](#) - the developers of the award winning ITIL compliant HEAT Help Desk Software, IT Service Management Software, IP Communications Manager, HEAT Inventory Management, HEAT Voice Self Service, HEAT Self Service, Incident Management, Configuration Management, Change Management, Service Level Management, Inventory Management, Asset Management and Knowledge Management Software Solutions.
- [VegaStream](#) - gateway distributes seamless VoIP for voice traffic between your telephone equipment, Voice over IP networks and PSTN.
- [Right Answers](#) - provides software, pre-packaged content, content services, and an unmatched client success approach that involves working closely with our clients to drive user adoption and content effectiveness.
- [Polycom](#) - offers full range of high-quality, easy to deploy, manage and use voice communications endpoints, Polycom delivers business value by cutting costs, simplifying system management, fostering real time collaboration and decision making, and improving relationships with employees, customers and partners.
- [NeverFail](#) - is dedicated to creating a world where business applications are continuously available. High Availability, Disaster Recovery and Data protection disciplines come together through an affordable and accessible solution.
- [Linksys](#) - Linksys, a division of Cisco Systems, Inc., is the recognized global leader in VoIP, Wireless and Ethernet networking for home, SOHO (Small Office, Home Office) and small business users. Headquartered in Irvine, California, Linksys specializes in products and solutions that provide effortless and economical sharing of broadband Internet connections, files, printers, digital music, videos, photos and gaming over a wired or wireless network. These reliable, easy-to-use, world-class products are backed with award-winning technical support, setting the standard for excellence in the consumer and small business.
- [enteo](#) - provides management of software, hardware, and users creates advantages that no company wishes to miss out on, raising the market standards for PC Lifecycle Management and today is considered one of the leading providers in this area.
- [Nuance](#) - offers speech-enabled applications, range of speech and dialog technologies to allow customers to hear spoken information using state-of-the-art and next-generation natural language dialogs.

- [Centennial Web Discovery and Software Asset Management Suite](#): IT Inventory/Software Asset Management Software recommended by BSA, Business Software Alliance,

Information for Ordering Offices:

Terms and Conditions: Net 30 Days. Accept all Government Credit Cards. Remit all payments to address below.

For Additional Information

Corporate Office:

| | |
|---|---|
| BAI Systems & Engineering..... | Voice: (404) 549-8053 |
| 264 19 th St. NW, Suite 2318 | Fax: (678) 802-4747 |
| Atlanta, GA 30363 | URL: www.baisystems.net |
| Frank A. Ballew..... | Email: fballew@baisystems.net |
| President | |
| Wai Yein Wong-Ballew | |
| Vice-President | Email: sballew@baisystems.net |

1. HEAT Help Desk Software SIN: 132-33

GSA Contract Number: GS-35F-0086N



HEAT Pricing: All
HEAT Products
have a 10% GSA
Discount off
License Cost: SIN
132-33

| Users | Price/Seat | License Cost | M&S | Total | Users | Price/Seat | License Cost | M&S | Total |
|-------|------------|--------------|----------|----------|-------|------------|--------------|----------|-----------|
| 1 | \$3,088 | \$3,088 | \$679 | \$3,767 | 51 | \$1,589 | \$81,059 | \$17,833 | \$98,892 |
| 2 | \$3,088 | \$6,175 | \$1,359 | \$7,534 | 52 | \$1,578 | \$82,066 | \$18,054 | \$100,120 |
| 3 | \$3,088 | \$9,263 | \$2,038 | \$11,300 | 53 | \$1,567 | \$83,072 | \$18,276 | \$101,348 |
| 4 | \$3,088 | \$12,350 | \$2,717 | \$15,067 | 54 | \$1,557 | \$84,073 | \$18,496 | \$102,569 |
| 5 | \$3,088 | \$15,438 | \$3,396 | \$18,834 | 55 | \$1,547 | \$85,080 | \$18,717 | \$103,797 |
| 6 | \$3,424 | \$20,544 | \$4,520 | \$25,064 | 56 | \$1,537 | \$86,086 | \$18,939 | \$105,025 |
| 7 | \$3,121 | \$21,849 | \$4,807 | \$26,656 | 57 | \$1,528 | \$87,087 | \$19,159 | \$106,246 |
| 8 | \$2,894 | \$23,149 | \$5,093 | \$28,242 | 58 | \$1,519 | \$88,094 | \$19,381 | \$107,474 |
| 9 | \$2,717 | \$24,455 | \$5,380 | \$29,835 | 59 | \$1,510 | \$89,100 | \$19,602 | \$108,702 |
| 10 | \$2,575 | \$25,755 | \$5,666 | \$31,421 | 60 | \$1,502 | \$90,101 | \$19,822 | \$109,923 |
| 11 | \$2,575 | \$28,325 | \$6,231 | \$34,556 | 61 | \$1,494 | \$91,108 | \$20,044 | \$111,151 |
| 12 | \$2,474 | \$29,686 | \$6,531 | \$36,216 | 62 | \$1,486 | \$92,109 | \$20,264 | \$112,372 |
| 13 | \$2,389 | \$31,052 | \$6,831 | \$37,883 | 63 | \$1,478 | \$93,115 | \$20,485 | \$113,600 |
| 14 | \$2,315 | \$32,413 | \$7,131 | \$39,544 | 64 | \$1,471 | \$94,122 | \$20,707 | \$114,828 |
| 15 | \$2,252 | \$33,779 | \$7,431 | \$41,211 | 65 | \$1,463 | \$95,123 | \$20,927 | \$116,049 |
| 16 | \$2,196 | \$35,140 | \$7,731 | \$42,871 | 66 | \$1,457 | \$96,129 | \$21,148 | \$117,277 |
| 17 | \$2,147 | \$36,506 | \$8,031 | \$44,538 | 67 | \$1,450 | \$97,136 | \$21,370 | \$118,505 |
| 18 | \$2,104 | \$37,873 | \$8,332 | \$46,205 | 68 | \$1,443 | \$98,137 | \$21,590 | \$119,727 |
| 19 | \$2,065 | \$39,234 | \$8,631 | \$47,865 | 69 | \$1,437 | \$99,143 | \$21,811 | \$120,954 |
| 20 | \$2,030 | \$40,600 | \$8,932 | \$49,532 | 70 | \$1,431 | \$100,150 | \$22,033 | \$122,182 |
| 21 | \$1,998 | \$41,961 | \$9,231 | \$51,192 | 71 | \$1,425 | \$101,151 | \$22,253 | \$123,404 |
| 22 | \$1,969 | \$43,327 | \$9,532 | \$52,859 | 72 | \$1,419 | \$102,157 | \$22,475 | \$124,632 |
| 23 | \$1,943 | \$44,688 | \$9,831 | \$54,519 | 73 | \$1,413 | \$103,164 | \$22,696 | \$125,859 |
| 24 | \$1,919 | \$46,054 | \$10,132 | \$56,186 | 74 | \$1,408 | \$104,165 | \$22,916 | \$127,081 |
| 25 | \$1,897 | \$47,415 | \$10,431 | \$57,847 | 75 | \$1,402 | \$105,171 | \$23,138 | \$128,309 |
| 26 | \$1,843 | \$47,911 | \$10,540 | \$58,451 | 76 | \$1,397 | \$106,178 | \$23,359 | \$129,537 |
| 27 | \$1,824 | \$49,247 | \$10,834 | \$60,081 | 77 | \$1,392 | \$107,179 | \$23,579 | \$130,758 |
| 28 | \$1,807 | \$50,589 | \$11,130 | \$61,719 | 78 | \$1,387 | \$108,185 | \$23,801 | \$131,986 |
| 29 | \$1,791 | \$51,926 | \$11,424 | \$63,349 | 79 | \$1,382 | \$109,192 | \$24,022 | \$133,214 |
| 30 | \$1,776 | \$53,268 | \$11,719 | \$64,986 | 80 | \$1,377 | \$110,193 | \$24,242 | \$134,435 |
| 31 | \$1,761 | \$54,604 | \$12,013 | \$66,617 | 81 | \$1,373 | \$111,199 | \$24,464 | \$135,663 |
| 32 | \$1,748 | \$55,946 | \$12,308 | \$68,254 | 82 | \$1,368 | \$112,200 | \$24,684 | \$136,884 |
| 33 | \$1,736 | \$57,288 | \$12,603 | \$69,891 | 83 | \$1,364 | \$113,207 | \$24,905 | \$138,112 |
| 34 | \$1,724 | \$58,625 | \$12,897 | \$71,522 | 84 | \$1,360 | \$114,213 | \$25,127 | \$139,340 |
| 35 | \$1,713 | \$59,967 | \$13,193 | \$73,159 | 85 | \$1,355 | \$115,214 | \$25,347 | \$140,561 |
| 36 | \$1,703 | \$61,303 | \$13,487 | \$74,790 | 86 | \$1,351 | \$116,221 | \$25,569 | \$141,789 |
| 37 | \$1,693 | \$62,645 | \$13,782 | \$76,427 | 87 | \$1,347 | \$117,227 | \$25,790 | \$143,017 |

| Users | Price/Seat | License Cost | M&S | Total | Users | Price/Seat | License Cost | M&S | Total |
|-------|------------|--------------|----------|----------|-------|------------|--------------|----------|-----------|
| 38 | \$1,684 | \$63,982 | \$14,076 | \$78,057 | 88 | \$1,344 | \$118,228 | \$26,010 | \$144,238 |
| 39 | \$1,675 | \$65,324 | \$14,371 | \$79,695 | 89 | \$1,340 | \$119,235 | \$26,232 | \$145,466 |
| 40 | \$1,667 | \$66,660 | \$14,665 | \$81,325 | 90 | \$1,336 | \$120,241 | \$26,453 | \$146,694 |
| 41 | \$1,659 | \$68,002 | \$14,960 | \$82,962 | 91 | \$1,332 | \$121,242 | \$26,673 | \$147,915 |
| 42 | \$1,651 | \$69,339 | \$15,254 | \$84,593 | 92 | \$1,329 | \$122,249 | \$26,895 | \$149,143 |
| 43 | \$1,644 | \$70,681 | \$15,550 | \$86,230 | 93 | \$1,325 | \$123,255 | \$27,116 | \$150,371 |
| 44 | \$1,637 | \$72,017 | \$15,844 | \$87,861 | 94 | \$1,322 | \$124,256 | \$27,336 | \$151,592 |
| 45 | \$1,630 | \$73,359 | \$16,139 | \$89,498 | 95 | \$1,319 | \$125,263 | \$27,558 | \$152,820 |
| 46 | \$1,624 | \$74,701 | \$16,434 | \$91,135 | 96 | \$1,315 | \$126,269 | \$27,779 | \$154,048 |
| 47 | \$1,618 | \$76,038 | \$16,728 | \$92,766 | 97 | \$1,312 | \$127,270 | \$27,999 | \$155,269 |
| 48 | \$1,612 | \$77,380 | \$17,023 | \$94,403 | 98 | \$1,309 | \$128,277 | \$28,221 | \$156,497 |
| 49 | \$1,606 | \$78,716 | \$17,318 | \$96,034 | 99 | \$1,306 | \$129,283 | \$28,442 | \$157,725 |
| 50 | \$1,601 | \$80,058 | \$17,613 | \$97,671 | 100 | \$1,303 | \$130,284 | \$28,662 | \$158,946 |

| Users | Price/Seat | License Cost | M&S | Total | Users | Price/Seat | License Cost | M&S | Total |
|-------|------------|--------------|----------|-----------|-------|------------|--------------|----------|-----------|
| 101 | \$1,297 | \$131,038 | \$28,828 | \$159,866 | 151 | \$1,116 | \$168,520 | \$37,074 | \$205,594 |
| 102 | \$1,292 | \$131,791 | \$28,994 | \$160,785 | 152 | \$1,112 | \$169,087 | \$37,199 | \$206,286 |
| 103 | \$1,287 | \$132,545 | \$29,160 | \$161,704 | 153 | \$1,109 | \$169,653 | \$37,324 | \$206,977 |
| 104 | \$1,282 | \$133,298 | \$29,326 | \$162,624 | 154 | \$1,105 | \$170,220 | \$37,448 | \$207,668 |
| 105 | \$1,277 | \$134,052 | \$29,491 | \$163,543 | 155 | \$1,102 | \$170,781 | \$37,572 | \$208,352 |
| 106 | \$1,272 | \$134,805 | \$29,657 | \$164,462 | 156 | \$1,098 | \$171,347 | \$37,696 | \$209,043 |
| 107 | \$1,267 | \$135,559 | \$29,823 | \$165,381 | 157 | \$1,095 | \$171,914 | \$37,821 | \$209,734 |
| 108 | \$1,262 | \$136,312 | \$29,989 | \$166,301 | 158 | \$1,092 | \$172,480 | \$37,946 | \$210,426 |
| 109 | \$1,257 | \$137,066 | \$30,154 | \$167,220 | 159 | \$1,088 | \$173,041 | \$38,069 | \$211,110 |
| 110 | \$1,253 | \$137,819 | \$30,320 | \$168,139 | 160 | \$1,085 | \$173,608 | \$38,194 | \$211,801 |
| 111 | \$1,248 | \$138,573 | \$30,486 | \$169,058 | 161 | \$1,082 | \$174,174 | \$38,318 | \$212,492 |
| 112 | \$1,244 | \$139,326 | \$30,652 | \$169,978 | 162 | \$1,079 | \$174,741 | \$38,443 | \$213,183 |
| 113 | \$1,240 | \$140,080 | \$30,817 | \$170,897 | 163 | \$1,075 | \$175,302 | \$38,566 | \$213,868 |
| 114 | \$1,235 | \$140,833 | \$30,983 | \$171,816 | 164 | \$1,072 | \$175,868 | \$38,691 | \$214,559 |
| 115 | \$1,231 | \$141,587 | \$31,149 | \$172,736 | 165 | \$1,069 | \$176,435 | \$38,816 | \$215,250 |
| 116 | \$1,227 | \$142,340 | \$31,315 | \$173,655 | 166 | \$1,066 | \$177,001 | \$38,940 | \$215,941 |
| 117 | \$1,223 | \$143,094 | \$31,481 | \$174,574 | 167 | \$1,063 | \$177,562 | \$39,064 | \$216,626 |
| 118 | \$1,219 | \$143,847 | \$31,646 | \$175,493 | 168 | \$1,060 | \$178,129 | \$39,188 | \$217,317 |
| 119 | \$1,215 | \$144,601 | \$31,812 | \$176,413 | 169 | \$1,057 | \$178,695 | \$39,313 | \$218,008 |
| 120 | \$1,211 | \$145,354 | \$31,978 | \$177,332 | 170 | \$1,054 | \$179,262 | \$39,438 | \$218,699 |
| 121 | \$1,208 | \$146,108 | \$32,144 | \$178,251 | 171 | \$1,052 | \$179,823 | \$39,561 | \$219,383 |
| 122 | \$1,204 | \$146,861 | \$32,309 | \$179,170 | 172 | \$1,049 | \$180,389 | \$39,686 | \$220,075 |
| 123 | \$1,200 | \$147,615 | \$32,475 | \$180,090 | 173 | \$1,046 | \$180,956 | \$39,810 | \$220,766 |
| 124 | \$1,197 | \$148,368 | \$32,641 | \$181,009 | 174 | \$1,043 | \$181,517 | \$39,934 | \$221,450 |
| 125 | \$1,193 | \$149,122 | \$32,807 | \$181,928 | 175 | \$1,040 | \$182,083 | \$40,058 | \$222,141 |
| 126 | \$1,189 | \$149,875 | \$32,973 | \$182,848 | 176 | \$1,038 | \$182,650 | \$40,183 | \$222,832 |
| 127 | \$1,186 | \$150,629 | \$33,138 | \$183,767 | 177 | \$1,035 | \$183,216 | \$40,308 | \$223,524 |
| 128 | \$1,183 | \$151,382 | \$33,304 | \$184,686 | 178 | \$1,032 | \$183,783 | \$40,432 | \$224,215 |
| 129 | \$1,179 | \$152,136 | \$33,470 | \$185,605 | 179 | \$1,030 | \$184,344 | \$40,556 | \$224,899 |
| 130 | \$1,176 | \$152,889 | \$33,636 | \$186,525 | 180 | \$1,027 | \$184,910 | \$40,680 | \$225,590 |
| 131 | \$1,173 | \$153,643 | \$33,801 | \$187,444 | 181 | \$1,025 | \$185,477 | \$40,805 | \$226,281 |

| Users | Price/Seat | License Cost | M&S | Total | Users | Price/Seat | License Cost | M&S | Total |
|-------|------------|--------------|----------|-----------|-------|------------|--------------|----------|-----------|
| 132 | \$1,170 | \$154,396 | \$33,967 | \$188,363 | 182 | \$1,022 | \$186,038 | \$40,928 | \$226,966 |
| 133 | \$1,167 | \$155,150 | \$34,133 | \$189,282 | 183 | \$1,020 | \$186,604 | \$41,053 | \$227,657 |
| 134 | \$1,163 | \$155,903 | \$34,299 | \$190,202 | 184 | \$1,017 | \$187,171 | \$41,178 | \$228,348 |
| 135 | \$1,160 | \$156,657 | \$34,464 | \$191,121 | 185 | \$1,015 | \$187,737 | \$41,302 | \$229,039 |
| 136 | \$1,157 | \$157,410 | \$34,630 | \$192,040 | 186 | \$1,012 | \$188,298 | \$41,426 | \$229,724 |
| 137 | \$1,154 | \$158,164 | \$34,796 | \$192,959 | 187 | \$1,010 | \$188,865 | \$41,550 | \$230,415 |
| 138 | \$1,152 | \$158,917 | \$34,962 | \$193,879 | 188 | \$1,008 | \$189,431 | \$41,675 | \$231,106 |
| 139 | \$1,149 | \$159,671 | \$35,128 | \$194,798 | 189 | \$1,005 | \$189,998 | \$41,799 | \$231,797 |
| 140 | \$1,146 | \$160,424 | \$35,293 | \$195,717 | 190 | \$1,003 | \$190,559 | \$41,923 | \$232,481 |
| 141 | \$1,143 | \$161,178 | \$35,459 | \$196,637 | 191 | \$1,001 | \$191,125 | \$42,048 | \$233,173 |
| 142 | \$1,140 | \$161,931 | \$35,625 | \$197,556 | 192 | \$998 | \$191,692 | \$42,172 | \$233,864 |
| 143 | \$1,138 | \$162,685 | \$35,791 | \$198,475 | 193 | \$996 | \$192,258 | \$42,297 | \$234,555 |
| 144 | \$1,135 | \$163,438 | \$35,956 | \$199,394 | 194 | \$994 | \$192,819 | \$42,420 | \$235,239 |
| 145 | \$1,132 | \$164,192 | \$36,122 | \$200,314 | 195 | \$992 | \$193,386 | \$42,545 | \$235,930 |
| 146 | \$1,130 | \$164,945 | \$36,288 | \$201,233 | 196 | \$990 | \$193,952 | \$42,669 | \$236,621 |
| 147 | \$1,127 | \$165,699 | \$36,454 | \$202,152 | 197 | \$987 | \$194,519 | \$42,794 | \$237,313 |
| 148 | \$1,125 | \$166,452 | \$36,619 | \$203,071 | 198 | \$985 | \$195,080 | \$42,917 | \$237,997 |
| 149 | \$1,122 | \$167,200 | \$36,784 | \$203,984 | 199 | \$983 | \$195,646 | \$43,042 | \$238,688 |
| 150 | \$1,120 | \$167,959 | \$36,951 | \$204,910 | 200 | \$981 | \$196,213 | \$43,167 | \$239,379 |

HEAT® Plus Knowledge

Information You Need, When You Need It

Deliver superior support with quick and proper issue resolution. HEAT Plus Knowledge improves customer satisfaction and actually lowers overall costs by providing support technicians easy access to answers. And by adding Right Answers Knowledge-Paks® - the world's first and largest IT support knowledge base - your technicians and end-users can access hundreds of thousands of problem-resolutions. Knowledge-Pak titles cover virtually every popular business application from vendors such as Microsoft, Netscape, Novell, Corel, Lotus, Adobe, and Symantec.

New Customer Pricing

HEAT Plus Knowledge Service & Support Users only

| Min | Max | Purchased License Per License Cost | Customers Maintenance | |
|-------------|------------|---|----------------------------------|------------|
| | 1 | 10 | \$1,195 | 22% |
| | 11 | 25 | \$1,095 | 22% |
| | 26 | 50 | \$995 | 22% |
| | 51 | 100 | \$895 | 22% |
| | 101 | 200 | \$795 | 22% |
| | 201 | 250 | \$695 | 22% |
| 250+ | | \$595 | 22% | |

Each seat includes web access and authoring

**HEAT Self Service with HEAT Plus
Knowledge Employee/Customers Users**

| | | |
|-------------------------------------|--|----------------|
| Number of Employees or Customers | Price per Tier ^{Price per 1000} above 5000 | |
| Supported | | |
| 1 1000 | \$7,995 | |
| 1001 2500 | \$15,995 | |
| 2501 5000 | \$31,995 | |
| 5000+ | \$31,995 | \$5,995 |

Each seat includes web access and authoring
Price per server
22% Maintenance

Must be purchased with HEAT Self Service

Right Answers Support Package

Pricing

| Seats | | Price per | Maintenance |
|------------|-----------|--------------|-----------------|
| Min | Ma | | |
| | x | | |
| 1 | 4 | \$399 | Included |
| 5 | 9 | \$349 | Included |
| 10 | 24 | \$299 | Included |
| 25 | 49 | \$249 | Included |
| 50 | 99 | \$199 | Included |
| 100 | + | \$149 | Included |

Right Answers End User Package Pricing

| Seats | | Price per | Maintenance |
|---------------|--------------|---------------|-----------------|
| Min | Max | | |
| 1 | 999 | \$5.00 | Included |
| 1,000 | 4,999 | \$3.00 | Included |
| 5,000 | 9,999 | \$2.00 | Included |
| 10,000 | + | \$1.50 | Included |

HEAT® Self Service™

Significantly Reduce Call Volumes

Increase service desk productivity by reducing the flood of routine technical issues to your support center. With HEAT Self Service, customers can search the knowledge base, submit a new service issue or check the status of an issue – without adding to your incoming call volume.

| HEAT Self Service | | | M&S |
|-------------------|-----------------|-------------------|------------|
| \$ | 7,500.00 | Per Server | 22% |

iHEAT™

HEAT Access – Anywhere

Accessing HEAT service management tools has never been easier for on-the-go technicians. With iHEAT's server-based, thin client computing system, technicians can access HEAT® to view and manage issues via a Web browser.

| iHEAT Per User | | M&S |
|----------------|--|------------|
| 295.00 | | 22% |

2. Right Answers – IT Knowledge Management:

- **GSA Pricing is 30% off Retail Price GS-35F-0886N SIN 132-33 Please Call for Pricing**

RightAnswers is uniquely focused on delivering self-service and support analyst knowledge solutions by providing a total solution that includes software, pre-packaged content, content services, and an unmatched client success approach that involves working closely with our clients to drive user adoption and content effectiveness.

Our products are a complement to any existing Help Desk software product as RightAnswers specializes in providing end-users and Help Desk staff with proven solutions to cost-effectively answer questions they have or support. With our entire focus on the resolution stage of the support equation, RightAnswers has become the leader in this market space by providing a refreshing approach to products and services and a culture that is dedicated to supporting our clients at every turn.

With over 3.5 million licensed users and 500 companies using our solutions across a host of commercial enterprises, higher education institutions and government agencies, RightAnswers products enable quick problem resolution for both self-service end-users and support analysts that deliver the following key benefits to the entire organization:

- Improve the end-user support experience
- Provide a 24x7, online support channel
- Reduce calls to the Help Desk
- Improve First Call Resolution Rates
- Minimize call escalations
- Build a highly-leveraged, enterprise-wide Knowledge Base

3. VegaStream IP Voice Gateways SIN 132-33



: SIN 132-33

VegaStream's VoIP gateways enable service providers and business customers to rapidly deploy and profit from lower telephony costs and improved productivity across their organizations' HQs and remote offices.

The award winning Vega gateways are based on international communications standards, including SIP and H.323 to deliver an open and non-proprietary VoIP solution that can be seamlessly integrated alongside existing communications investments.

Established in 1998, VegaStream operates globally with sales and support centers in Europe (Bracknell, UK), North America (San Diego), CALA (Florida) and Asia-Pacific (Sydney, Australia). VegaStream investors include [MTI Partners](#), [Pace Micro Technology](#) and VegaStream management.

VegaStream's mission is to enable seamless interoperability between the wide and varied range of proprietary telephone systems

As one of the earliest suppliers of VoIP gateways supporting SIP, VegaStream's portfolio of gateways are recognized as best-in-class SIP VoIP gateways for products such as Nortel Networks MCS5100, MCS5200 and Siemens OpenScape.

VegaStream's partners with other VoIP technology leaders in areas such as voice recognition, and IP mobility to enable connectivity between their products and traditional PSTN networks. The company's products are deployed by global service provider networks such as Primus Communications and Orbitel and demanding end-users such as the US Navy.

VegaStream products are sold through a network of systems integrators and service providers where they are becoming commonplace within mainstream enterprise networks to reduce the cost of everyday business communications.

GSA Pricing is 25% off retail Price GSA Contract Number: GS-35F-0086N

| | | | Price Level | 100% |
|--------------------------------------|--------------------|--------------------------------|-----------------|--------|
| Part Number | | Description | MSRP/List Price | |
| Digital Gateway Products | | | | |
| Vega400 Digital Media Gateway | Part Number | | | |
| Vega400 1 T1 | V040000100F000124 | 1 T1 with SIP or H.323 | \$ | 4,500 |
| Vega400 2 T1 | V040000100F000148 | 2 T1 with SIP or H.323 | \$ | 8,000 |
| Vega400 4 T1 | V040002100F000196 | 4 T1 with SIP or H.323 | \$ | 11,300 |
| Vega400 1 E1 | V040000100F000230 | 1 E1 with SIP or H.323 | \$ | 4,600 |
| Vega400 2 E1 | V040001100F000260 | 2 E1 with SIP or H.323 | \$ | 8,500 |
| Vega400 4 E1 | V040003100F0002B4 | 4 E1 with SIP or H.323 | \$ | 12,000 |
| Vega400 Upgrades | | | | |
| 1 T1 to 2 T1 | V03001500004 | From 1 T1 to 2 T1 | \$ | 3,500 |
| 1 T1 to 4 T1 | V03001700012 | From 1 T1 to 4 T1 | \$ | 6,800 |
| 2 T1 to 4 T1 | V03001900012 | From 2 T1 to 4 T1 | \$ | 3,300 |
| 1 E1 to 2 E1 | V03000500004 | From 1 E1 to 2 E1 | \$ | 3,900 |
| 1 E1 to 4 E1 | V03000700016 | From 1 E1 to 4 E1 | \$ | 7,400 |
| 2 E1 to 4 E1 | V03000900008 | From 2 E1 to 4 E1 | \$ | 3,500 |
| Analog Gateway Products | | | | |
| Vega50 4+2 FXS/FXO | V50/04/02/US | 4FXS + 2FXO with SIP or H.323 | \$ | 550 |
| Vega50 4 FXO | V50/00/04/US | 4FXO with SIP or H.323 | \$ | 600 |
| Vega50 8+2 FXS/FXO | V50/08/02/US | 8FXS + 2FXO with SIP or H.323 | \$ | 1,000 |
| Vega50 8 FXO | V50/00/08/US | 8FXO with SIP or H.323 | \$ | 1,100 |
| Vega50 24+2 FXS/FXO | V50/24/02/US | 24FXS + 2FXO with SIP or H.323 | \$ | 2,300 |
| Vega 50 6x4 24 FXO** | V01-9122222 | 24FXO with SIP or H.323 | \$ | 3,000 |

| | | | |
|---------------------|---------------|--------------------------------------|----------|
| Vega50 48+2 FXS/FXO | V01504800048 | 48FXS + 2FXO with SIP or H.323 | \$ 4,000 |
| Vega50 2 BRI | V50/BRI/02/US | 2 BRI (4 channels) with SIP or H.323 | \$ 900 |
| Vega 50 6x4 4 BRI | V01-9300000 | 4 BRI (8 channels) with SIP or H.323 | \$ 1,800 |

* Volumes greater than 50 units require special price arrangement.

** Minimum order of 50 Units

6. Polycom SIN: 132-33:

Polycom - full range of high-quality, easy to deploy, manage and use voice and video communications endpoints, video management software, web conferencing software, multi-network gateways and multipoint conferencing enable organizations of all sizes to increase productivity and agility. Polycom delivers business value by cutting costs, simplifying system management, fostering real time collaboration and decision making, and improving relationships with employees, customers and partners.

Please call for quote or email sales@baisystems.net

7. Linksys/Cisco: SIN: 132-33

Linksys - Linksys, a division of Cisco Systems, Inc., is the recognized global leader in VoIP, Wireless and Ethernet networking for home, SOHO (Small Office, Home Office) and small business users. Headquartered in Irvine, California, Linksys specializes in products and solutions that provide effortless and economical sharing of broadband Internet connections, files, printers, digital music, videos, photos and gaming over a wired or wireless network. These reliable, easy-to-use, world-class products are backed with award-winning technical support, setting the standard for excellence in the consumer and small business.

Please call for quote or email sales@baisystems.net

8. Enteo: SIN: 132-33

[enteo](#) - provides management of software, hardware, and users creates advantages that no company wishes to miss out on, raising the market standards for PC Lifecycle Management and today is considered one of the leading providers in this area.

an enteo management solution is designed for thin and rich clients, servers, and mobile devices.

The work of today's IT management does not stop with the installation or re-installation of operating systems and applications. In fact, the bulk of the job involves system operation. Thus, enteo has developed a full set of integrated products to manage each step in the system lifecycle; together, we comprise the most efficient solution portfolio in the area of system management today.

an enteo lifecycle management solution combines our most popular software solutions into task-oriented packages, meaning more efficiency and more benefits.

enteo provides practical and efficient system management tools for the entire system lifecycle. And our products' success in the marketplace confirms the effectiveness of our integrated approach: enteo's top two products – NetInstall and NetInventory – own 22 and 21 percent of the market, respectively.*

Please call for quote or email sales@baisystems.net

9. Discovery 2005 – IT Asset Management & Network Audit:

Now just one **network discovery** tool is all it takes to create a full inventory of all IT assets, drive down unnecessary expenditure, increase IT effectiveness, minimize security vulnerabilities and Software Compliance with the SAM Suite.

Discovery 2005 from **Centennial Software** will dynamically find, audit and track all hardware and software deployed across your network

- so your **network inventory** is never out of date, which means you need never make a bad IT management decision.
- **GSA Pricing is 10% off Retail Price GS-35F-0886N SIN 132-33**
- **Call for Pricing**

9. Nuance Speech Solutions: SIN: 132-33

[Nuance](#) - offers speech-enabled applications, range of speech and dialog technologies to allow customers to hear spoken information using state-of-the-art and next-generation natural language dialogs.

RealSpeak is software that converts text into remarkably high quality speech. Whether you want to speech-enable an in-car navigation system, provide a screen reader for the blind or partially sighted, or enhance your call center service, RealSpeak is the natural solution. Friendly, expressive, highly intelligible quality that speaks for itself.

In the case of Customer Service, Text-To-Speech is used in IVR to read out information such as top urgent issues, or ticket status.

Nuance Recognizer is the speech recognition solution combines the natural conversational capabilities of OpenSpeech Recognizer and SpeakFreely with the administrative resources of Nuance 8.5 to deliver a best-of-breed speech recognizer that drives business performance by dramatically enhancing the efficiency of speech-based self-service interactions.

At your Help Desk, Speech Recognition can capture customer information so that it can be passed to our IP Communications Management software where the call can be routed accordingly.

Speaker Verification makes voice services more robust to fraud. Speaker Verification quickly and automatically confirms a caller's identity using the unique characteristics of each customer's voice. Advanced technology complements other means of identifying callers, such as using live agents to confirm the account holder's birth date, account balance, or government ID number.

For an IT Help Desk, the customer can call in to reset network password. To ascertain the identity of the caller, the caller can speak last 4 digit of his Social Security Number.

Please call for quote or email sales@baisystems.net

7. BAI Training & Education: SIN 132-50

HEAT System Administrator Training (\$1,695 per person with a 10% Discount, Quantity Discounts, All Training done on Customer Site)

Course Length: 5 Days (lecture/lab)

Course Description:

The HEAT System will be approached from the perspective of an Administrator/User. The skills to effectively navigate throughout HEAT will be covered as well as the Administrator features including customization and maintenance. The management tools that come with HEAT, which include Auto Ticket Generator, Business Process Automation Module, Answer Wizard, Manager's Console, and HEAT Alert will also be discussed. Areas that will be covered include:

- Creating and updating call records
- Maintaining Profile and Configuration records
- Using Call History Information
- The concepts of data sources and edit sets
- Screen layout and design to include Profile, Subset, Detail, and Configuration tables
- Design and use of Validation tables
- Using View Sets
- Connecting to External Tables
- Backing up and database disaster recovery
- Setting security
- Importing and exporting between HEAT databases
- Defining and running escalations
- Using Manager's Console to manage the help desk
- Using First Level Support
- Defining Auto Ticket Generator to use email to create tickets
- Requesting reports through Answer Wizard
- Defining LDAP Link to HEAT

Student Profile and Prerequisites:

This course is designed for HEAT System Administrators/users who will be responsible for designing and maintaining their HEAT System. They should have user knowledge of Microsoft Windows® operating system.

HEAT Technician Training (\$895 per person with 10% Discount)

Course Length: 2 Days (lecture/lab)

Course Description:

The HEAT System will be approached from the perspective of a Technician/User. It is an intensive, beyond the basics exploration of HEAT's Call Logging, Alert Monitor, and Knowledge Management (First Level Support or HEAT Plus Knowledge) modules. It is intended for those individuals who directly support HelpDesk activities, including call takers and assignment technicians. Areas that will be covered include:

- Navigating the screens of the Call Record and Customer Record side of HEAT

- Create, modify, and delete call records as well as profile, config, contacts, and validation table records
- Configure User Preferences
- Create call groups and hot lists; perform Boolean searches of profile and fielded data.
- Build Autotasks
- Understand and be able to use every menu option available in Call Logging
- Search an FLS knowledge tree, post solutions to Call Logging, and perform Auto-population activities
- Configure Alert Monitor to personal specifications

Student Profile and Prerequisites:

This course is designed for HEAT Technician/users who will be responsible for Call Logging. They should have user knowledge of Microsoft Windows® operating system.

Asset Tracker Training (\$895 per person with 10% Discount)

Course Length: 2 days

Course Description:

HEAT Asset Tracker is an automated asset tracking solution that allows you to gather and maintain asset management data, and view asset information from within HEAT. In this 2-day course you will learn:

- Overview of Asset Management
- Tracking Manager
- Asset Details along with reviewing best practices in asset management
- Capture immediate and accurate hardware and software data to populate the data repository
- Data management using Tracking Manager
- Software licensing
- Moves, adds and changes, upgrades, repairs and hardware retirement
- Access the data through reporting
- Customize Tracking Manager
- Work with Asset Details from both HEAT and Tracking Manager
- Access asset information for a specific customer
- Populate a HEAT trouble ticket to track specific customer issues

Student Profile and Prerequisites:

Experience with MS Windows. Close contact with the HEAT Administrator, or an understanding of the HEAT database is helpful in setting up the interface between Asset Tracker and HEAT.

HEAT Plus Knowledge (\$895 per person with 10% Discount)

Course Length: 2 Days (lecture/lab)

Course Description:

HEAT Plus Knowledge offers a web-based solution for storing, authoring, and sharing knowledge. In this two-day course you will learn how to install/configure HEAT Plus Knowledge as well as integrate the HEAT Knowledge Connector with Call Logging and HEAT Self Service for a comprehensive knowledge solution. Also, you will learn how to manage content network links, content services and content collections; establish a workflow for new knowledge, and evaluate knowledge site security needs.

- Introducing HEAT Plus Knowledge
- Installing HEAT Plus Knowledge
- Configure HEAT Plus Knowledge
- Integrate HEAT Knowledge Connector with Call Logging
- Integrate HEAT Knowledge with HEAT Self Service
- Administrating HEAT Plus Knowledge
- Using the Library Manager
- Managing Content, links, service, and collections
- Establishing knowledge workflows
- Review security site needs
- FLS to HPK Migration
- Upgrading HPK
- Knowlix to HPK Migration

Student Profile and Prerequisites:

This course is designed for HPK Administrators/users who will be responsible for maintaining their Knowledgebase System. They should have user knowledge of Microsoft Windows® operating system.

Advanced Crystal Reports Training (\$1,295 per person with 10% Discount)

(Designing HEAT Reports with Seagate's Crystal Report Designer®)

Course Length: 3 days (lecture/lab)

Course Description:

This course acquaints the student with the tools Crystal provides for building a reports, plus gives the student experience in using these tools and techniques against a HEAT database. The course provides a foundation upon which a student can grow. Even for those with Crystal Report writing experience, this course provides a powerful refresher for report design against the HEAT database. Topics will include:

- Initial Default Settings
- Connecting to a HEAT database
- Inserting fields onto a report
- Formatting text, number, and date fields
- Creating and Using formulas
- Duration Calculations
- Using multiple tables
- Using Select Expert to pull only needed data
- Grouping data
- Counting records
- Creating Charts and graphs
- Inserting sub-reports
- Formulas for complex situations
- Creating percentages
- Calculating unsaved activities
- Report Expert tools (Cross-Tabs, Mailing, Labels, etc.)
- Troubleshooting

Student Profile and Prerequisites:

This course is designed for HEAT System Administrators or anyone who will be responsible for creating reports using Seagate Crystal Reports™. A student taking this course should have user knowledge of a Microsoft Windows® operating system and an understanding of their HEAT database.

Course Agendas are available upon enrollment. We train the students on customer site using customer system and configuration. BAI Systems & Engineering offers a 10% GSA Discount and quantity discounts for number of Students. Please contact BAI Systems & Engineering for Training and Discount Pricing.

8. BAI Systems & Engineering Implementation: SIN 132-51M

BAI Systems & Engineering Implementation rate is \$1,500.00 per day or \$187.50 per hour. GSA receives a 15% Discount for Implementation.