

FAUQUIER COUNTY GOVERNMENT  
**PROCUREMENT DIVISION**  
320 Hospital Drive Ste. 23  
Warrenton, Virginia 20186  
Phone: 540.422.8357 Fax: 540.422.8355

**NOTICE OF CONTRACT RIDER**

DATE: October 15, 2024

COMMODITY NAME: Ready-to use E911 Hardware and Software, Maintenance, and Installation Services of E911 Public Safety Answering Points (PSAP) Solutions

CONTRACT NUMBER: 25-007-C-R (Riding VITA VA 230901-CRSL)

CONTRACT PERIOD: October 15, 2024, through August 31, 2025

RENEWALS: Three (3) 1-year renewals

CONTRACTOR: Carousel Industries of North America, LLC  
VN:643856  
659 South County Trail  
Exeter, RI 02822  
Phone : 757-930-8686  
Daniel Heilman  
[DHeilman@nwncarousel.com](mailto:DHeilman@nwncarousel.com)

TERMS: Net 45 days

DELIVERY: See contract details

FOR FURTHER INFORMATION CONTACT: Kristen Hylton  
Procurement Manager  
Phone: 540.422.8357

**NOTICE TO ALL FAUQUIER COUNTY GOVERNMENT USING DEPARTMENTS:** This contract is the result of a competitive bid program, and its use must follow the FCG Procurement Policy/Procedures for the purchase of the commodity listed herein. Please see the reverse side of this notice for further instructions regarding this contract.

## INSTRUCTIONS

1. **Orders:** All FCG Using Departments must order services listed by issuing FCG Purchase Orders per FCG Procurement Procedures Manual. An extra copy of the Procedures Manual can be obtained by calling Procurement at (540) 422-8351 or 8352.
2. The applicable contract number, vendor number, estimated total dollar amount (can be done as a “Not to exceed” estimated figure), contact person with phone number, and billing/delivery address must be shown on each purchase order for Finance & Contractor use.
3. Inspection on delivery and approval of contractor’s invoice is the responsibility of the receiving using department.
4. Any complaint as to quality of goods or services, faulty or delinquent delivery, or violation of contract provisions by contractor shall be reported to FCG Procurement for handling with the Contractor. All complaints must be submitted in writing and can be forwarded to Procurement via fax or courier.
5. **Renewals:** As stated on the face of this notice three (3) additional 1-year renewals are on this contract. Renewal notification will be issued by the contract officer after verification of Chesterfields County renewal, with input requested from the using departments, approximately sixty days in advance of the expiration date of
6. the current term.

*Procurement Office*  
*Attorney Request Form*

Date: 09/09/2024

To: Tracy Gallehr, County Attorney

From: Andy Johnson Ext. 8351

Subject: 25-007-C, Carousel Industries of North America, LLC

**Date Needed by:** 09/20/2024

Background or Problem Statement:

This is a Rider through VITA VA 230901-CRSL for E911 hardware and software, maintenance, and installation services of E911 Public Safety Answering Points (PSAP) Solutions for the Sheriff's Office E911 system. ✓

Please Review  or Approve  the following:

Office of the County Attorney Response:

9/27/24 AATF

**FAUQUIER COUNTY GOVERNMENT**  
a political subdivision of the Commonwealth of Virginia  
Contract # 25-007-C

(Riding VITA VA 230901-CRSL) **Carousel Industries of North America, LLC**

This Agreement is made and entered into this 15 day of October ~~September~~ 2024, by the Fauquier County Government, a political subdivision of the Commonwealth of Virginia (hereinafter referred to as "Owner") and **Carousel Industries of North America, LLC**, having its principal place of business at **659 South County Trail, Exeter RI 02822**, hereinafter referred to as "Contractor".

**WITNESSETH** that the Contractor and the Owner, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF SERVICES:** The Contractor shall provide ready-to-use, turnkey E911 Hardware and Software, Maintenance, and Installation Services of E911 Public Safety Answering Points (PSAP) Solutions.

**COMPENSATION:** The Owner will pay, and the Contractor will accept in full consideration for the performance during the contract term "pricing as negotiated and attached".

**CONTRACT PERIOD:** Date of execution through August 31, 2025, with 3 one-year renewals

The contract documents shall consist of and for the purpose of resolving ambiguity or conflicts shall be interpreted in the following order of priority:

- (1) This signed form;
- (2) Fauquier County General Terms & Conditions;
- (3) RFP 2022-04 for E911 Hardware and Software dated December 5, 2022, including Addenda 1, 2, and 3 dated December 7, 2022, December 19, 2022, and January 17, 2023, respectively; and
- (4) Final Contract VA-230901-CRSL and all Exhibits dated August 30, 2023, including Modification 1 dated May 20, 2024.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

**Carousel Industries of North America, LLC**

DocuSigned by:  
By: Danny Alberto  
Assistant General Counsel  
Title: \_\_\_\_\_  
Date: 10/10/2024

**Fauquier County Government**  
a political subdivision of the Commonwealth of Virginia

By: Kristen Hylton  
Kristen Hylton  
Title: Procurement Manager  
Date: 10.15.2024

**APPROVED AS TO FORM**



[Signature]  
COUNTY ATTORNEY

9/27/24  
DATE

## GENERAL TERMS, CONDITIONS AND INSTRUCTIONS TO BIDDERS/OFFERORS

Revised 08/05/2021

Vendor: These general rules and conditions shall apply to all purchases and be a part of each solicitation and every contract awarded by the Procurement Division, unless otherwise specified. The Procurement Division is responsible for the purchasing activity of Fauquier County, which is comprised of the Fauquier County Board of Supervisors, a body politic and political subdivision of the Commonwealth of Virginia, and the Constitutional Officers of Fauquier County, Virginia, and the Fauquier County School Board, a body corporate. The term "Owner" as used herein refers to the contracting entity which is the signatory on the contract and may be either Fauquier County or the Fauquier County School Board, or both. Bidder/Offeror or their authorized representatives are expected to inform themselves fully as to the conditions, requirements, and specifications before submitting bids/proposals: failure to do so will be at the bidder's/Offeror's own risk and except as provided by law, relief cannot be secured on the plea of error.

Subject to all Federal, State and local laws, policies, resolutions, regulations, rules, limitations and legislation, bids/proposals on all solicitations issued by the Procurement Division will bind bidders/Offerors to applicable conditions and requirements herein set forth unless otherwise specified in the solicitation.

1. **AUTHORITY**-Except as delegated in the Procurement Procedures Manual, the Purchasing Agent has the sole responsibility and authority for negotiating, placing and when necessary modifying every solicitation, contract and purchase order issued by the Owner. In the discharge of these responsibilities, the Purchasing Agent may be assisted by assigned buyers. Unless specifically delegated by the Purchasing Agent, no other Owner officer or employee is authorized to order supplies or services, enter into purchase negotiations or contracts, or in any way obligate the Owner for an indebtedness. Any purchase order or contract made which is contrary to these provisions and authorities shall be of no effect and void and the Owner shall not be bound thereby.
2. **COMPETITION INTENDED:** It is the Owner's intent that this solicitation permit competition. It shall be the Bidder's/Offeror's responsibility to advise the Purchasing Agent in writing if any language, requirement, specification, etc., or any combination thereof, stifles competition or inadvertently restricts or limits the requirements stated in this solicitation to a single source. The Purchasing Agent must receive such notification not later than five (5) business days prior to the deadline set for acceptance of the bids/proposals.

### CONDITIONS OF BIDDING

3. **CLARIFICATION OF TERMS:** Unless otherwise specified, if any Bidder/Offeror has questions about the specifications or other solicitation documents, the prospective Bidder/Offeror should contact the buyer whose name appears on the face of the solicitation no later than five (5) business days prior to the date set for the opening of bids or receipt of proposals. Any revisions to the solicitation will be made only by addendum issued by the Buyer. Notifications regarding specifications may not be considered if received in less than five (5) business days of the date set for opening of bids/receipt of proposals.
4. **MANDATORY USE OF OWNER FORMS AND TERMS AND CONDITIONS:** Failure to submit a bid/proposal on the official Owner forms provided for that purpose shall be a cause for rejection of the bid/proposal. Unauthorized modification of or additions to any portion of the Invitation to Bid or Request for Proposal may be cause for rejection of the bid/proposal. However, the Owner reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject any bid or proposal which has been modified.
5. **LATE BIDS/PROPOSALS & MODIFICATION OF BIDS/PROPOSALS:**

Any bid/proposal/modification received at the office designated in the solicitation after the exact time specified for receipt of the bid/proposal/modification is considered a late bid/proposal/modification. The Owner is not responsible for delays in the delivery of the mail by the U.S. Postal Service, private carriers or the inter-office mail system. It is the sole responsibility of the Bidder/Offeror to ensure their bid/proposal reaches the Procurement Division by the designated date and hour.

  - a. The official time used in the receipt of bids/proposals is that time stamp within the Bonfire Portal.
  - b. Late bids/proposals/modifications will be returned to the Bidder/Offeror UNOPENED, if solicitation number, acceptance date and Bidder/Offeror's return address is shown on the container.
  - c. If the Owner closes its offices due to inclement weather or other unforeseen emergency scheduled bid openings or receipt of proposals will be extended to the next business day, same time.
6. **WITHDRAWAL OF BIDS/PROPOSALS:**

A Bidder/Offeror for a contract other than for public construction may request withdrawal of his or her bid/proposal under the following circumstances:

  - a. Bids/Proposals may be withdrawn on written request from the Bidder/Offeror received at the address shown in the solicitation prior to the time of acceptance.
  - b. Requests for withdrawal of bids/proposals after opening of such bids/proposals but prior to award shall be transmitted to the Purchasing Agent, in writing, accompanied by full documentation supporting the request. If the request is based on a claim of error, documentation must show the basis of the error. Such documentation may take the form of supplier quotations, vendor work sheets, etc. If bid bonds were tendered with the bid, the Owner may exercise its right of collection.

No Bid/Proposal may be withdrawn under this paragraph when the result would be the awarding of the contract on another bid/Proposal of the same bidder/Offeror or of another bidder/Offeror in which the ownership of the withdrawing bidder/Offeror is more than five percent. In the case of Invitation for Bids, if a bid is withdrawn under the authority of this paragraph, the lowest remaining bid shall be deemed to be the low bid. No bidder/Offeror that is permitted to withdraw a bid/proposal shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn bid/proposal was submitted.
7. **ERRORS IN BIDS/PROPOSALS** – When an error is made in extending total prices, the unit bid price will govern. Erasures in bids/proposals must be initialed by the bidder/Offeror. Carelessness in quoting prices, or in preparation of bid/proposal otherwise, will not relieve the Bidder/Offeror. Bidders/Offeror's are cautioned to recheck their bids/proposals for possible error. Errors discovered after public opening cannot be corrected and the bidder will be required to perform if his or her bid is accepted.
8. **IDENTIFICATION OF BID/PROPOSAL ENVELOPE:** The signed bid/proposal and requested copies should be returned in a separate envelope or package, sealed and identified with the following information:

ADDRESSED AS INDICATED ON PAGE 1

**IFB/RFP NUMBER**  
**TITLE**  
**BID/PROPOSAL DUE DATE AND TIME**  
**VENDOR NAME AND COMPLETE MAILING ADDRESS (RETURN ADDRESS)**

If a bid/proposal is not addressed with the information as shown above, the Bidder/Offeree takes the risk that the envelope may be inadvertently opened and the information compromised, which may cause the bid/proposal to be disqualified. Bids/Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

9. **ACCEPTANCE OF BIDS/PROPOSALS:** Unless otherwise specified, all formal bids/proposals submitted shall be valid for a minimum period of one hundred twenty (120) calendar days following the date established for acceptance. At the end of the one hundred twenty (120) calendar days the bid/proposal may be withdrawn at the written request of the Bidder/Offeree. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
10. **CONDITIONAL BIDS:** Conditional bids are subject to rejection in whole or in part.
11. **BIDDERS PRESENT:** At the time fixed for the opening of responses to a bid, bid contents will be made public for the information of bidders and other interested parties who may be present either in person or by representative. All bids will be opened at the time and place specified and read publicly. Bid tabulations are posted on the Procurement Division's Bulletin Board for a minimum of 10 days from award date. At the time fixed for the receipt of responses for Request for Proposals, only the names of the Offerors will be read and made available to the public.
12. **RESPONSE TO SOLICITATIONS:** In the event a vendor cannot submit a bid on a solicitation, the vendor is requested to return the solicitation cover sheet with an explanation as to why the vendor is unable to bid on these requirements. Because of the large number of firms listed on the Owner's Bidders List, it may be necessary to delete from this list the names of those persons, firms or corporations who fail to respond after having been invited to bid for three (3) successive solicitations. Such deletion will be made only after formal notification of the intent to remove the firm from the Owner's Bidders List.
13. **BIDDER INTERESTED IN MORE THAN ONE BID:** If more than one bid is offered by any one party, either directly or by or in the name of his or her clerk, partner, or other persons, all such bids may be rejected. A party who has quoted prices on work, materials, or supplies to a bidder is not thereby disqualified from quoting prices to other bidders or firms submitting a bid directly for the work, materials or supplies.
14. **TAX EXEMPTION:** The Owner is exempt from the payment of any federal excise or any Virginia sales tax. The price bid must be net, exclusive of taxes. Tax exemption certificates will be furnished if requested by the Bidder/Offeree.
15. **DEBARMENT STATUS:** By submitting their bids/proposals, Bidders/Offerees certify that they are not currently debarred from submitting bids/proposals on contracts by the Owner, nor are they an agent of any person or entity that is currently debarred from submitting bids or proposals on contracts by the Owner or any agency, public entity/locality or authority of the Commonwealth of Virginia.
16. **ETHICS IN PUBLIC CONTRACTING:** The provisions contained in *Code of Virginia* §§ 2.2-4367 through 2.2-4377 (the Virginia Public Procurement Act), as amended from time to time, shall be applicable to all contracts solicited or entered into by the Owner. By submitting their bids/proposals, all Bidders/Offerees certify that their bids/proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Bidder, Offeror, supplier, manufacturer or subcontractor in connection with their bid/proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
17. **NO CONTACT POLICY:** No Bidder/Offeree shall initiate or otherwise have contact related to the solicitation with any Owner representative or employee, other than the Procurement Division, after the date and time established for receipt of bids/proposals. Any contact initiated by a Bidder/Offeree with any Owner representative, other than the Procurement Division, concerning this solicitation is prohibited and may cause the disqualification of the Bidder/Offeree from this procurement process.
18. **VIRGINIA FREEDOM OF INFORMATION ACT:** All proceedings, records, contracts and other public records relating to procurement transactions shall be open to the inspection of any citizen, or any interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act (*Code of Virginia* § 2.2-3700 *et. seq.*) and § 2.2-4342 of the Virginia Public Procurement Act except as provided below:
  - a. Cost estimates relating to a proposed procurement transaction prepared by or for a public body shall not be open to public inspection.
  - b. Any competitive sealed bidding bidder, upon request, shall be afforded the opportunity to inspect bid records within a reasonable time after the opening of bids but prior to award, except in the event that the Owner decides not to accept any of the bids and to reopen the contract. Otherwise, bid records shall be open to public inspection only after award of the contract. Any competitive negotiation Offeror, upon request, shall be afforded the opportunity to inspect proposal records within a reasonable time after the evaluation and negotiations of proposals are completed but prior to award except in the event that the Owner decides not to accept any of the proposals and to reopen the contract. Otherwise, proposal records shall be open to the public inspection only after award of the contract except as provided in paragraph "c" below. Any inspection of procurement transaction records under this section shall be subject to reasonable restrictions to ensure the security and integrity of the records.
  - c. Trade secrets or proprietary information submitted by a bidder, Offeror or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information and Virginia Public Procurement Acts; however, the bidder, Offeror or contractor must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.
  - d. Nothing contained in this section shall be construed to require the Owner, when procuring by "competitive negotiation" (Request for Proposal), to furnish a statement of reasons why a particular proposal was not deemed to be the most advantageous to the Owner.
19. **CONFLICT OF INTEREST:** Contractor certifies by signing bid to the Owner that no conflict of interest exists between Contractor and Owner that interferes with fair competition and no conflict of interest exists between Contractor and any other person or organization that constitutes a conflict of interest with respect to the contract with the Owner.

**SPECIFICATIONS**

20. **BRAND NAME OR EQUAL ITEMS:** Unless otherwise provided in the solicitation, the name of a certain brand, make or manufacturer does not restrict bidders to the specific brand, make or manufacturer named; it conveys the general style, type, character, and quality of the article desired, and any article which the Owner

in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The Bidder is responsible to clearly and specifically indicate the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Owner to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding, only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid non-responsive. Unless the Bidder clearly indicates in its bid/proposal that the product offered is "equal" product, such bid/proposal will be considered to offer the brand name product referenced in the solicitation.

21. **FORMAL SPECIFICATIONS:** When a solicitation contains a specification which states no substitutes, no deviation therefrom will be permitted and the bidder will be required to furnish articles in conformity with that specification.
22. **OMISSIONS & DISCREPANCIES:** Any items or parts of any equipment listed in this solicitation which are not fully described or are omitted from such specification, and which are clearly necessary for the completion of such equipment and its appurtenances, shall be considered a part of such equipment although not directly specified or called for in the specifications.

The Bidder/Offeree shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the specifications and drawings. Whenever the mention is made of any articles, material or workmanship to be in accordance with laws, ordinances, building codes, underwriter's codes, A.S.T.M. regulations or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as to the minimum requirements of these specifications.

23. **CONDITION OF ITEMS:** Unless otherwise specified in the solicitation, all items shall be new, in first class condition.

#### **AWARD**

24. **AWARD OR REJECTION OF BIDS:** The Purchasing Agent shall award the contract to the lowest responsive and responsible bidder complying with all provisions of the IFB, provided the bid price is reasonable and it is in the best interest of the Owner to accept it. Awards made in response to a RFP will be made to the highest qualified Offeror whose proposal is determined, in writing, to be the most advantageous to the Owner taking into consideration the evaluation factors set forth in the RFP. The Purchasing Agent reserves the right to award a contract by individual items, in the aggregate, or in combination thereof, or to reject any or all bids/proposals and to waive any informality in bids/proposals received whenever such rejection or waiver is in the best interest of the Owner. Award may be made to as many bidders/Offeror's as deemed necessary to fulfill the anticipated requirements of the Owner. The Purchasing Agent also reserves the right to reject the bid if a bidder is deemed to be a non-responsible bidder.
25. **ANNOUNCEMENT OF AWARD:** Upon the award or announcement of the decision to award a contract as a result of this solicitation, the Procurement Division will publicly post such notice on the Procurement Website at <http://www.fauquiercounty.gov/government/departments-h-z/procurement>
26. **QUALIFICATIONS OF BIDDERS OR OFFERORS:** The Owner may make such reasonable investigations as deemed proper and necessary to determine the ability of the Bidder/Offeree to perform the work/furnish the item(s) and the Bidder/Offeree shall furnish to the Owner all such information and data for this purpose as may be requested. The Owner reserves the right to inspect Bidder's/Offeror's physical facilities prior to award to satisfy questions regarding the Bidder's/Offeror's capabilities. The Owner further reserves the right to reject any bid or proposal if the evidence submitted by or investigations of, such Bidder/Offeree fails to satisfy the Owner that such Bidder/Offeree is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.
27. **TIE BIDS:** In the case of a tie bid, the Owner may give preference to goods, services and construction produced in Fauquier County or provided by persons, firms or corporations having principal places of business in the County. If such choice is not available, preference shall then be given to goods and services produced in the Commonwealth pursuant to *Code of Virginia* § 2.2-4324. If no County or Commonwealth choice is available, the tie shall be decided by lot.

#### **CONTRACT PROVISIONS**

28. **APPLICABLE LAW AND COURTS:** Any contract resulting from this solicitation shall be governed and construed in all respects by the laws of Virginia, and any litigation with respect thereto shall only be brought in the appropriate General District or Circuit Court of Fauquier County, Virginia. The Contractor shall comply with all applicable federal, state and local laws and regulations.
29. **ANTITRUST:** By entering into a contract, the Contractor conveys, sells, assigns, and transfers to the Owner all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Owner under said contract. This includes, but is not limited to, overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations that arise under United States' or the Commonwealth's antitrust laws. Consistent and continued tie bidding could cause rejection of bids by the Purchasing Agent and/or investigation for antitrust violations.
30. **INVOICING AND PAYMENT TERMS:** Unless otherwise provided in the solicitation payment will be made forty-five (45) days after receipt of a proper invoice, or forty-five (45) days after receipt of all goods or acceptance of work, whichever is the latter.
  - a. Invoices for items/services ordered, delivered/performed and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the contract number, purchase order number, and any federal employer identification number.
  - b. Any payment terms requiring payment in less than 45 days will be regarded as requiring payment 45 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 45 days, however.
  - c. The date of payment shall be deemed the date of postmark in all cases where payment is made by mail.
  - d. The Owner's fiscal year is July 1 - June 30. Contractors must submit invoices, especially for goods and/or services provided in the month of JUNE, for the entire month i.e. June 1 - June 30, so that expenses are recognized in the appropriate fiscal year.
  - e. Any payment made by the Contractor to the Owner shall only be made in U.S. Dollars. If payment is received in foreign currency the Owner may, in its sole discretion, reject such payment and require immediate compensation in U.S. Dollars.
31. **PAYMENT TO SUBCONTRACTORS:** A contractor awarded a contract under this solicitation is hereby obligated:
  - a. To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Owner for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
  - b. To notify the Owner and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month compounded monthly (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Owner, except for amounts withheld as stated in 2 above. The date of mailing of any payment by postage prepaid U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Owner.

32. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the Contractor in whole or in part without the written consent of the Purchasing Agent.
33. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Owner, after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to another remedies which the Owner may have.
34. **ANTI-DISCRIMINATION:** By submitting their bids/proposals, Bidders/Offeror's certify to the Owner that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act, the Virginia Human Rights Act (*Code of Virginia* § 2.2-3900 *et seq.*) and § 2.2-4311 of the Virginia Public Procurement Act. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1(E)).

In every contract over \$10,000 the provisions in A and B below apply:

- a. During the performance of this contract, the Contractor agrees as follows:
- 1) The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - 2) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
  - 3) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- b. The Contractor will include the provisions of a. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
35. **CHANGES TO THE CONTRACT:** Changes can only be made to the contract in one of the following ways:
- a. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
- b. The Owner may order changes within the general scope of the contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Owner a credit for any savings. Said compensation shall be determined by one of the following methods.
- 1) By mutual agreement between the parties in writing; or
  - 2) By agreeing in writing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Owner's right to audit the Contractor's records and/or determine the correct number of units independently; or
  - 3) By ordering the Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present the Owner with all vouchers and records of expenses incurred and savings realized. The Owner shall have the right to audit the records of the Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Procurement Division within thirty (30) days from the date of receipt of the written order from the Procurement Division. If the parties fail to agree on an amount of adjustment, the questions of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for relieving disputes provided by the Disputes Clause of this contract. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the Contractor from promptly complying with the changes ordered by the Owner or with the performance of the contract generally.
- c. No modification for a fixed price contract may be increased by more than 25% or \$50,000, whichever is greater without the advanced written approval of the Board of Supervisors or the School Board, as applicable.
- 36.. **INDEMNIFICATION:** Contractor shall indemnify, keep and save harmless the Owner, its agents, officials, employees and volunteers against claims of injuries, death, damage to property, patent claims, suits, liabilities, judgments, cost and expenses which may otherwise accrue against the Owner in consequence of the granting of a contract or which may otherwise result therefrom, if it shall be determined that the act was caused through negligence or error, or omission of the Contractor or his or her employees, or that of the subcontractor or his or her employees, if any; and the Contractor shall, at his or her own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith; and if any judgment shall be rendered against the Owner in any such action, the Contractor shall, at his or her own expenses, satisfy and discharge the same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the Owner as herein provided.
37. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “*drug-free workplace*” means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

38. **TERMINATION:** Subject to the provisions below, the contract may be terminated by the Owner upon thirty (30) days advance written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- Termination for Convenience:** In the event that the contract is terminated upon request and for the convenience of the Owner, without the required thirty (30) days advance notice, then the Owner shall be responsible for payment of services up to the termination date.
  - Termination for Cause:** Termination by the Owner for cause, default or negligence on the part of the contractor shall be excluded from the foregoing provision; termination costs, if any shall not apply. However, pursuant to the Default provision of these General Conditions, the Owner may hold the contractor responsible for any resulting additional purchase and administrative costs. The thirty (30) days advance notice requirement is waived in the event of Termination for Cause.
  - Termination Due to Unavailability of Funds in Succeeding Fiscal Years:** When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year, the contract shall be canceled without any liability or penalty to Owner.

**39. USE OF CONTRACT BY OTHER PUBLIC BODIES:** Except as prohibited by the current *Code of Virginia*, all resultant contracts will be extended, with the authorization of the Contractor, to other public bodies of the Commonwealth of Virginia and all currently active members of the Metropolitan-Washington Council of Governments (MWCOG) or, Mid-Atlantic Purchasing Team, to permit their ordering of supplies and/or services at the prices and terms of the resulting contract. If any other public body decides to use the final contract, the Contractor must deal directly with that public body concerning the placement or orders, issuance of the purchase order, contractual disputes, invoicing and payment. Fauquier County acts only as the “Contracting Agent” for these public bodies. Any resulting contract with other public bodies shall be governed by the laws of that specific entity. It is the Contractor’s responsibility to notify the public bodies of the availability of the contract. Fauquier County shall not be held liable for any costs or damage incurred by another public body as a result of any award extended to that public body by the Contractor.

40. **AUDIT:** The Contractor hereby agrees to retain all books, records and other documents relative to this contract for five years after final payment, or until audited by the Owner, whichever is sooner. The agency, its authorized agents, and/or Owner auditors shall have full access to and right to examine any of said materials during said period.
41. **SEX OFFENDER REGISTRY NOTIFICATION:** The Contractor shall not employ on school property any employee who is a registered sex offender and shall enforce the same restriction upon all sub-contractors and agents of Contractor. Prior to starting work and quarterly during performance of the work, the Contractor shall check the Virginia State Police Sex Offender Registry to verify sex offender status of all employees and agents of Contractor and Sub-Contractors who are employed on school property by the Contractor or Sub-Contractor. The Contractor shall furnish the Owner with evidence verifying compliance with the services.

Prior to starting work on-site, the Contractor shall submit a completed Fauquier County Public Schools “CERTIFICATION OF NO CRIMES AGAINST CHILDREN” form, a copy of which is included in this solicitation.

42. **COMPLIANCE WITH FEDERAL, STATE, AND LOCAL LAWS AND FEDERAL IMMIGRATION LAW:** During the term of any contract, the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth of Virginia, knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.
43. **ASBESTOS NOTIFICATION:** As required by the Environmental Protection Agency Asbestos Hazard Emergency Response Act 40 CFR, subpart E, 763.93, information regarding asbestos inspections, response actions, and post response activities is on file in a full asbestos report located in the main office of each school. Contractors bear full responsibility to review this material prior to commencing any activity at a school site.
44. **VIRGINIA STATE CORPORATION COMMISSION:** If required by law, the Contractor shall maintain a valid certificate of authority or registration to transact business in Virginia with the Virginia State Corporation Commission as required by Title 13.1 of the *Code of Virginia*, during the term of the Contract or any Contract renewal. The Contractor shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth to be revoked or cancelled at any time during the terms of the contract. If the Contractor fails to remain in compliance with the provisions of this section, the contract is voidable at the option of Owner.
45. **ADA WEBSITE-RELATED ACCESSIBILITY:** Any Contractor who performs services, designs, develops content, maintains or otherwise bears responsibility for the content and format of Owner’s website(s) or third-party programs accessed through Owner’s website(s), acknowledges receipt of, and responsibility to implement the accessibility standards found in the U.S. Department of Justice publication entitled “Accessibility of State and Local Government Websites to People with Disabilities,” available at [www.ada.gov/websites2.htm](http://www.ada.gov/websites2.htm) or, as attached directly to the solicitation. Contractor services as noted, shall conform to § 508 of Title III of the Americans with Disabilities Act (ADA) and the World Wide Web Consortium’s (W3C) Web Content Accessibility Guidelines (WCAG 2.0 AA), most current versions, in addition to the Owner’s web accessibility policy.

#### DELIVERY PROVISION

46. **SHIPPING INSTRUCTIONS-CONSIGNMENT:** Unless otherwise specified in the solicitation each case, crate, barrel, package, etc., delivered under the contract must be plainly stenciled or securely tagged, stating the Contractor’s name, purchase order number, and delivery address as indicated in the order. Where shipping containers are to be used, each container must be marked with the purchase order number, name of the Contractor, the name of the item, the item number, and the quantity contained therein. Deliveries must be made within the hours of 8:00 a.m. – 2:30 p.m. Deliveries at any other time will not be accepted unless specific arrangements have been previously made with the designated individual at the delivery point. No deliveries will be accepted on Saturdays, Sundays and holidays unless previous arrangements have been made. It shall be the responsibility of the contractor to insure compliance with these instructions for items that are drop-shipped.
47. **RESPONSIBILITY FOR SUPPLIES TENDERED:** The Contractor shall be responsible for the materials or supplies covered by the contract until they are delivered at the designated point, but the Contractor shall bear all risk on rejected materials or supplies after notice of rejection. Rejected materials or supplies must be removed by and at the expense of the contractor promptly after notification of rejection, unless public health and safety require immediate destruction or other disposal of rejected delivery. If rejected materials are not removed by the Contractor within ten (10) days after date of notification, the Owner may return the rejected materials or supplies to the Contractor at his or her risk and expense or dispose of them as its own property.

48. **INSPECTIONS:** The Owner reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specification. Inspection and acceptance of materials or supplies will be made after delivery at destinations herein specified unless otherwise stated. If inspection is made after delivery at destination herein specified, the Owner will bear the expense of inspection except for the value of samples used in case of rejection. Final inspection shall be conclusive except in regard to latent defects, fraud or such gross mistakes as to amount to fraud. Final inspection and acceptance or rejection of the materials or supplies will be made as promptly as practicable, but failure to inspect and accept or reject materials or supplies shall not impose liability on the Owner for such materials or supplies as are not in accordance with the specifications.
49. **COMPLIANCE:** Delivery must be made as ordered and in accordance with the solicitation or as directed by the Procurement Division when not in conflict with the bid/contract. The decision as to reasonable compliance with delivery terms shall be final. Burden of proof of delay in receipt of goods by the purchaser shall rest with the Contractor. Any request for extension of time of delivery from that specified must be approved by the Procurement Division, such extension applying only to the particular item or shipment affected. Should the Contractor be delayed by the Owner, there shall be added to the time of completion a time equal to the period of such delay caused by the Owner. However, the contractor shall not be entitled to claim damages of extra compensation for such delay or suspension. These conditions may vary for construction contracts.
50. **POINT OF DESTINATION:** All materials shipped to the Owner must be shipped F.O.B. DESTINATION unless otherwise stated in the contract. The materials must be delivered to the "Ship To" address indicated on the purchase order.
51. **REPLACEMENT:** Materials or components that have been rejected by the Procurement Division, in accordance with the terms of the contract, shall be replaced by the Contractor at no cost to the Owner.
52. **PACKING SLIPS OR DELIVERY TICKETS:** All shipments shall be accompanied by Packing Slips or Delivery Tickets and shall contain the following information for each item delivered:
- Purchase Order Number,
  - Name of Article and Stock Number,
  - Quantity Ordered,
  - Quantity Shipped,
  - Quantity Back Ordered,
  - The Name of the Contractor.

Contractors are cautioned that failure to comply with these conditions shall be considered sufficient reason for refusal to accept the goods.

#### **BIDDER/CONTRACTOR REMEDIES**

53. **PROTEST OF AWARD OR DECISION TO AWARD:** Any Bidder/Offeror who desires to protest the award or decision to award a contract, by either Fauquier County or the Fauquier County School Board, shall submit such protest in writing to the County Administrator (if the award or decision to award was made by Fauquier County) or the Superintendent of Schools (if the award or decision to award was made by the Fauquier County School Board), no later than ten (10) days after public notice of the award or announcement of the decision to award, whichever comes first. No protest shall lie for a claim that the selected bidder/Offeror is not a responsible bidder/Offeror. The written protest shall include the basis for the protest and the relief sought. The County Administrator or the Superintendent of Schools, as the case may be, shall issue a decision in writing within ten (10) days stating the reasons for the action taken. This decision shall be final unless the bidder/Offeror appeals within ten (10) days of the written decision by instituting legal action as provided in § VIII.H.3 of the County's Procurement Policy. Nothing in this paragraph shall be construed to permit an Offeror to challenge the validity of the terms or conditions of the solicitation.
- 54.. **DISPUTES:** Contractual claims, whether for money or other relief, shall be submitted in writing to the Superintendent of Schools (if the claim is against the Fauquier County School Board) or the County Administrator (if the claim is against Fauquier County) no later than sixty (60) days after final payment; however, written notice of the Contractor's intention to file such claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amount agreed due in the final payment. A written decision upon any such claims will be made by the School Board (if the claim is against the Fauquier County School Board) or the County Board of Supervisors (if the claim is against Fauquier County) within sixty (60) days after submittal of the claim. The Contractor may not institute legal action prior to receipt of the School Board or Board of Supervisors (whichever is applicable) decision on the claim unless the applicable party fails to render such decision within sixty (60) days. The decision of the School Board or Board of Supervisors (as applicable) shall be final and conclusive unless the Contractor within six (6) months of the date of the final decision on a claim, initiates legal action as provided in *Code of Virginia* § 2.2-4364. Failure of the School Board or Board of Supervisors to render a decision within sixty (60) days shall not result in the Contractor being awarded the relief claimed nor shall it result in any other relief or penalty. Should the School Board or Board of Supervisors (as applicable) fail to render a decision within sixty (60) days after submittal of the claim, the Contractor may institute legal action within six (6) months after such 60-day period shall have expired, or the claim shall be deemed finally resolved. No administrative appeals procedure pursuant to *Code of Virginia* § 2.2-4365 has been established for contractual claims under this contract.



# Information Technology RFP Contract

between

The Virginia Information Technologies Agency

on behalf of

The Commonwealth of Virginia

and

Carousel Industries of North America, LLC

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1.

**INFORMATION TECHNOLOGY RFP CONTRACT  
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## INFORMATION TECHNOLOGY RFP CONTRACT

THIS INFORMATION TECHNOLOGY RFP CONTRACT ("**Contract**") is entered into by and between the Virginia Information Technologies Agency ("**VITA**"), pursuant to § 2.2-2012 of the *Code of Virginia* and on behalf of the Commonwealth of Virginia ("**Commonwealth**"), and Carousel Industries of North America, LLC ("**Supplier**"), a limited liability company headquartered at 659 South County Trail, Exeter, RI 02822 to be effective as of September 1, 2023 ("**Effective Date**").

### 1. PURPOSE AND SCOPE

VITA, on behalf of the Commonwealth, is seeking services that will provide ready-to-use, turnkey E911 Hardware and Software, Maintenance, and Installation Services of E-9-1-1 Public Safety Answering Points ("**PSAP**") solutions. This Contract sets forth the terms and conditions under which Supplier shall provide these services. Supplier shall provide these products and services to all Authorized Users, as defined below.

This Contract is a jointly and cooperatively procured contract pursuant to § 2.2 -4304 of the Code. Accordingly, Supplier agrees that other public bodies outside of the Commonwealth may purchase the products and services furnished pursuant to this Contract even if those public bodies did not participate in the procurement, provided those entities execute a participating addendum that incorporates the terms and conditions of the Contract.

### 2. DEFINITIONS

Capitalized terms used in this Contract have the meaning as provided (i) where each term is used in the Contract unless the term is (ii) set forth in this "Definitions" section below which lists the capitalized terms used in this Contract and provides a definition for the term.

#### A. Acceptance

The written acknowledgement by the Authorized User of successful delivery and performance by the Supplier of its contractual commitments at the location(s) designated in the applicable order or Statement of Work ("**SOW**"), including completed and successful acceptance testing in conformance with the Requirements as determined by the Authorized User and set forth in the applicable order or SOW.

#### B. Authorized Users

All public bodies, including VITA, as defined by Code § 2.2-4301 and referenced by Code §§ 2.2-4304 and 2.2-2012, authorized to participate in the procurement of information technology under this Contract. Authorized Users include private institutions of higher education that are listed at: <http://www.cicv.org/Our-Colleges/Profiles.aspx>.

Pursuant to Code § 2.2-4304, "Authorized Users" also includes those public bodies, or public agencies or institutions or localities of the several states, of the United States or its territories, the District of Columbia, the U.S. General Services Administration, or the Metropolitan Washington Council of Governments that have executed a participating addendum with the Supplier to utilize this Contract.

#### C. Claim

Any and all losses, damages, claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines, penalties (whether criminal or civil), judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements), and costs. Collectively, "Claims".

#### D. Code

The Code of Virginia, as in effect and amended from time-to-time.

#### E. Commercial Off-The-Shelf ("**COTS**") Software

Software that is general in nature, not broad enterprise applications, which can be purchased and used immediately "as is," without modification, in the same form in which it was sold in the commercial marketplace. Standard options are not considered modifications.

#### F. Commonwealth

The Commonwealth of Virginia.

**G. Commonwealth Indemnified Parties**

The Commonwealth, public bodies of the Commonwealth, VITA, and Authorized Users, together with their respective officers, directors, agents, and employees.

**H. Component**

Any part or service of the Solution, Software, or Deliverable delivered by Supplier under this Contract, including under all orders or SOWs.

**I. Computer Virus**

Any malicious code, program, malware, or other internal component (e.g., computer virus, computer worm, computer time bomb, or similar component), which could damage, destroy, alter or disrupt any computer program, firmware, or hardware or which could, in any manner, reveal, damage, destroy, alter or disrupt any data or other information accessed through or processed by such software in any manner.

**J. Concurrent Users**

The maximum number of concurrent active users utilizing the Software at a given point in time.

**K. Confidential Information**

Non-public proprietary or trade secret information of VITA, Supplier, or an Authorized User, whether the information is in written, graphic, machine readable or other tangible form, and which at the time of disclosure to any other Party is either (i) marked as being "Confidential" or "Proprietary"; (ii) Personally Identifiable Information, including information about VITA's employees, contractors, and customers, or Sensitive Data, including PHI; or (iii) information that is protected by statute or other applicable law. In the case of VITA, "Confidential Information" also includes any (a) information to which the Supplier has access in VITA facilities or VITA's systems, (b) VITA data, VITA software, and systems access codes, and (c) information concerning VITA's and any other Authorized User's operations, plans, employees, contractors or third party suppliers.

The term "Confidential Information" does not include information that is:

- i. in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii. obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii. developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- iv. required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

**L. Contract**

This agreement, including all exhibits, schedules, and attachments, including any modifications or amendments thereto, entered into by VITA and Supplier.

**M. Contractor**

The use of the term "Contractor" in any of the following terms, conditions, links, or IRS Publication 1075 means the same as the term "Supplier" as defined and used in this Contract.

**N. Deliverable**

Software, Documentation, Components, plans, reports, data, and any other materials, items or events, in each case described or itemized as something that is developed, prepared or created and delivered or required to be developed, prepared or created and delivered or made available to VITA or other Authorized User as part of the Services, Maintenance Services, Licensed Services, Application, Solution, Product, Software, System Software, Supplier Product, or Updates.

**O. Documentation**

Those materials (including user manuals, training materials, guides, product descriptions, technical manuals, product specifications, supporting materials and Updates) detailing the information and instructions needed in order to allow any Authorized User and its agents to make productive use of the Application, Software, Solution, Product, Service, Licensed Services or Deliverable, including any and all components, and to implement and develop self-sufficiency with

regard to the Application, Software, Solution, Product, Service, Licensed Services or Deliverable, including any and all components, provided by Supplier in fulfilling its obligations under the Contract or as may be specified in any order or SOW issued pursuant to this Contract.

**P. Effective Date**

The date this Contract goes into full force and effect as set forth in the preamble of this Contract above.

**Q. Federal Tax Information (“FTI”)**

FTI consists of federal tax returns and return information (and information derived from it) that is in the possession or control of any Authorized User, which is covered by the confidentiality protections of the Internal Revenue Code (“IRC”) and subject to the IRC § 6103(p)(4) safeguarding requirements including IRS oversight. FTI is categorized as “Sensitive” but “Unclassified” information and may contain personally identifiable information.

**R. Industrial Funding Adjustment (“IFA”)**

The fee paid by Supplier to VITA to compensate VITA for the cost of procuring and managing the Contract.

**S. Inventory Record**

A record of all units of Product covered under warranty or maintenance by type, quantity, and location, including the end date for each unit’s warranty period or maintenance term, as applicable.

**T. Maintenance Coverage Period (“MCP”)**

The period of time during which Supplier is obligated to provide Maintenance Services for a unit of Software or Product.

**U. Maintenance Level**

The defined parameters of Maintenance Services, including the times during which, and time-frames in which, Supplier shall respond to a request for Maintenance Services. The available Maintenance Levels are defined in Exhibit B of this Contract, or as defined in any order or SOW issued pursuant to this Contract. The actual Maintenance Level for a unit of Software or Product will be set forth in the signed order or SOW for Maintenance Services of that Software or Product referencing this Contract.

**V. Maintenance Services**

Those services, preventive and remedial, provided or performed by Supplier under the Contract or for an Authorized User in order to ensure continued operation of the Product, Hardware, or Software, including Software Updates. Maintenance Services include support services.

**W. Multifunction Device (“MFD”)**

A device which includes various capabilities, including by not limited to, copying, printing, faxing and scanning as determined by the applicable original equipment manufacturers specifications.

**X. Open Source**

Computer software provided by a creator or community for users of the software to freely inspect, modify, enhance, and distribute the software and its source code. Open Source software operates under a licensing model whereby the copyright holder confers obligations to a user using that work, and all subsequent derivative works.

**Y. Operating Condition**

The condition that allows the Software or Product to function in a normal, acceptable working manner, as designed by the Software or Product manufacturer, and, if applicable, in compliance with any service levels established in the Contract or any order or SOW issued under the Contract.

**Z. Original Equipment Manufacturer (“OEM”)**

The original equipment manufacturer, or in the case of software, the software publisher/licensor of, Maintenance Services, Licensed Services, Application, Solution, Solution Component, Software, System Software, plans, reports, data, Product, and Updates.

**AA. Party**

Supplier, VITA, or in the case of a SOW, any Authorized User.

**BB. Performance Changes**

Any engineering changes that affect the ability of the Product(s) provided by Supplier pursuant to this Contract to meet the published specifications.

**CC. Preventative Maintenance**

Maintenance that can be performed in advance of an actual problem or malfunction through the monitoring of internal diagnostic reports generated automatically by print output devices.

**DD. Response Time**

The time between Supplier's receipt of Authorized User's request for Maintenance and the time Supplier has notified Authorized User that it has commenced repair and resolution of the reported problem.

**EE. System Software**

The operating system code, including software, firmware and microcode, (object code version) for each Product, including any subsequent revisions, as well as any applicable documentation.

**FF. Product**

Hardware, peripherals, and any other equipment, including the System Software, all upgrades, all applicable user documentation, and related accessories as set forth in Exhibit B or as specified in any order or SOW issued pursuant to the Contract.

**GG. Receipt**

An Authorized User has physically received or has unfettered access to any Deliverable at the correct "ship-to" location.

**HH. Requirements**

The functional, performance, operational, compatibility, Acceptance testing criteria, and other parameters and characteristics of the Product, Software, Solution, Service(s), Application and Licensed Services and Deliverables, including any and all components, as authorized by any combination of the Contract, as set forth in Exhibit A or the applicable order or SOW, and such other parameters, characteristics, or performance standards that may be agreed upon in writing by the Parties.

**II. Safety Changes**

Any engineering changes that affect the safety of the Product(s) provided pursuant to this Contract.

**JJ. Services**

Any work performed or service provided by Supplier – including the design and development of software and modifications, software updates, solution, products, implementation, installation, maintenance, support, testing, training, or other provision of service – in meeting the Requirements and fulfilling Supplier's obligations under the Contract or, as applicable, under any order or SOW authorized by the scope of the Contract. "Services" includes all functions, responsibilities, activities, and tasks of the Supplier that are an inherent, necessary, or customary part of the Services, or are required for the proper performance or provision of the Services.

**KK. Software**

The programs and code provided by Supplier under the Contract or any order or SOW issued hereunder as a component(s) of any Deliverable or component of any Solution, and any subsequent modification of such programs and code. For COTS Software, "Software" means the programs and code, and any subsequent releases, provided by Supplier under this Contract as set forth in Exhibit B or as described on Supplier's US and International price lists in effect at time of Authorized User's placement of order or SOW. If this Contract is for Software Maintenance, "Software" also includes the programs and code provided by Supplier under the Contract or any order or SOW issued pursuant to the Contract in the form of Software Updates.

**LL. Software Publisher**

The third-party licensor of the Software, other than the Supplier, provided by Supplier under this Contract.

**MM. Solution**

The Supplier's contractually committed technical approach for solving an information technology business objective and associated Requirements as defined and authorized by the scope of the Contract or any order or SOW issued under the Contract. Solution means all Supplier and

Supplier's third-party providers' components making up the Solution, including but not limited to Software, Product, configuration design, implementation, Supplier-developed interfaces, Services.

**NN. Statement of Work ("SOW")**

Any document in substantially the form of Exhibit C (describing the deliverables, due dates, assignment duration, Acceptance criteria, and payment obligations for a specific project, engagement, or assignment that Supplier commits to provide to an Authorized User), which, upon signing by both Parties, is made a part of the Contract.

**OO. Subcontractor**

Any entity to which Supplier (or other Subcontractor of any tier) has subcontracted for performance of, or delegated any of its responsibilities under the Contract, including an affiliate of the Supplier.

**PP. Supplier**

The entity set forth in the preamble of this Contract and any entity that controls, is controlled by, or is under common control with Supplier.

**QQ. Supplier Personnel**

Any and all of Supplier's employees, agents, contractors, or Subcontractors performing under this Contract.

**RR. Supplier Reporting System ("SRS")**

The VITA system used by Supplier to fulfill reporting obligations under this Contract. The SRS can be accessed at the following URL(s): <https://www.vita.virginia.gov/procurement/supplier-reporting/supplier-reporting-system-access/>, or any successor URL(s).

**SS. SWaM**

Any entity certified by the Commonwealth's Department of Small Business and Supplier Diversity as a small, women-owned, minority-owned, or service disabled veteran-owned business, as defined in Code §§ 2.2-2000.1 and 2.2-4310, or a certified micro business as defined in Executive Order Number 35 (2019).

**TT. Transition Period**

The period of time after the expiration or termination of the Contract that Supplier is obligated to continue providing assistance to Authorized Users so as to transition the Supplier's contractual obligations, or any portion thereof, to any other supplier.

**UU. Total Sales**

Sales under this Contract for which Supplier has received full and complete payment from an Authorized User.

**VV. Update**

Any update, modification, or new release of the Software, System Software, Application, Documentation, or Supplier Product that Supplier makes generally available to its customers at no additional cost. Software Updates include patches, fixes, upgrades, enhancements, improvements, or access mode, including without limitation additional capabilities to or otherwise improve the functionality, increase the speed, efficiency, or base operation of the Software.

**WW. VITA**

The Virginia Information Technologies Agency, an agency of the Commonwealth of Virginia pursuant to Chapter 20.1 (§§ 2.2-2005 et seq.) of the Code, or any successor agency.

**XX. Warranty Period**

The period of time during which Supplier is obligated to provide corrections, free of charge, for a unit of Software or Product.

**3. TERM AND TERMINATION**

**A. Contract Term**

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, will be effective and legally binding for a period of two (2) years ("Initial Term"). VITA, in its sole discretion, may renew this Contract for up to three (3) additional one (1) year renewal periods after the expiration of the Initial Term (collectively with the Initial

Term, the "Contract Term"). VITA will issue a written notification to the Supplier stating VITA's intention to exercise a renewal period no less than 30 calendar days prior to the expiration of any current term. In addition, performance of an order or SOW issued during the Contract Term may survive the expiration of the Contract Term, in which case all contractual terms and conditions required for the operation of such order or SOW will remain in full force and effect until all of Supplier's obligations pursuant to such order or SOW have met the final Acceptance criteria of the applicable Authorized User.

**B. Termination for Convenience**

VITA may terminate this Contract, in whole or in part, at any time and for any reason upon not less than 30 calendar days prior written notice to Supplier. An Authorized User may terminate an order or SOW, in whole or in part, at any time and for any reason upon not less than 30 calendar days prior written notice to Supplier. Any termination under this provision will not affect the rights and obligations attending any order or SOW outstanding at the termination date.

**C. Termination for Breach**

In the event of breach by the Supplier, VITA will have the right to terminate this Contract, in whole or in part, and an Authorized User may terminate an order or SOW issued hereunder, in whole or in part. Supplier will be deemed in breach in the event that Supplier fails to meet any material obligation set forth in this Contract or in any order or SOW issued hereunder. Any termination under the provisions of this section will be deemed a "Termination for Breach".

If VITA deems the Supplier to be in breach, VITA shall provide Supplier with notice of breach and allow Supplier 15 business days, or as otherwise agreed in writing by the parties, to cure the breach. If Supplier fails to cure the breach as noted, VITA may immediately terminate this Contract or any order or SOW issued pursuant to this Contract, in whole or in part. If an Authorized User deems the Supplier to be in breach of an order or SOW, that Authorized User shall provide Supplier with notice of breach and allow Supplier 15 business, or as otherwise agreed in writing by the parties, days to cure the breach. If Supplier fails to cure the breach as noted, the Authorized User may immediately terminate its order or SOW, in whole or in part. In addition, if Supplier is found by a court of competent jurisdiction to be in violation of or to have violated 31 U.S.C. § 1352, or if Supplier becomes a party excluded from Federal Procurement and Nonprocurement Programs, VITA may immediately terminate this Contract, in whole or in part, for breach, and VITA shall provide written notice to Supplier of such termination. Supplier shall provide prompt written notice to VITA if Supplier is charged with violation of 31 U.S.C. § 1352, or if federal debarment proceedings are instituted against Supplier.

**D. Termination for Non-Appropriation of Funds**

All payment obligations from public bodies under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate this Contract, in whole or in part, or any order or SOW, in whole or in part, or an Authorized User may terminate an order or SOW, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed.

**E. Effect of Termination**

Upon termination, neither the Commonwealth, nor VITA, nor any Authorized User will have any future liability except for Deliverables accepted by an Authorized User or Services (including any applicable Licensed Services and Maintenance Services) rendered by Supplier and accepted by the Authorized User prior to the termination date.

In the event of a Termination for Breach, Supplier shall accept return of any Deliverable that was not accepted by the Authorized User, and Supplier shall refund any monies paid by any Authorized User for the unaccepted Deliverable. The Authorized User will also have the right, in its sole discretion, to return any accepted Deliverable and Supplier shall refund any monies paid for the accepted Deliverable, less a reasonable value for the use of those components. Supplier will bear all costs of de-installation and return of Deliverables.

**F. Termination by Supplier**

In no instance will termination by Supplier be considered. Failure by an Authorized User to make timely payments owed to Supplier for its performance under this Contract will constitute a breach

by that Authorized User. Supplier's remedy for a breach is limited to the remedies set forth in Code § 2.2-4363 and the "Remedies" section of this Contract below.

**G. Transition of Services**

At the request of an Authorized User prior to or upon expiration or termination of this Contract, Supplier shall provide all assistance as the Authorized User may reasonably require to transition the Supplier's contractual obligations, or any portion thereof, to any other supplier with whom the Authorized User contracts for provision of same. This Transition Period obligation may extend beyond expiration or termination of the Contract for a period of six (6) months. If this Contract includes Supplier's provision of licensed products, Supplier shall take no action to restrict or terminate the use of such licensed products after the date of expiration or termination of the Contract or during any Transition Period, or both. Authorized Users shall pay for any additional maintenance or licensing fees during any Transition Period at the hourly rate or at a fee agreed upon by Supplier and the applicable Authorized User. Supplier shall provide all reasonable transition assistance requested by the applicable Authorized User to allow for the expired or terminated portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to Authorized User. The transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract, except for those terms or conditions that do not reasonably apply to transition assistance. Further, any Transition Period will not affect any Authorized User's rights in regards to any purchased Software perpetual licenses which are paid in full.

**H. Contract Kick-Off Meeting**

Within 30 calendar days of the Effective Date, Supplier may be required to attend a contract orientation meeting, along with the VITA contract manager/administrator, Authorized User project manager(s) or authorized representative(s), and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review all contractual obligations for both parties, all administrative and reporting requirements, and to discuss any other relationship, responsibility, communication and performance criteria set forth in the Contract.

**I. Contract Closeout**

Prior to the Contract's expiration date, Supplier may be provided contract closeout documentation by VITA. If contract closeout documentation is provided, then Supplier shall complete, sign, and return to VITA Supply Chain Management any required documentation within 30 calendar days of receipt to ensure completion of closeout administration and to maintain a positive performance reputation with the Commonwealth. Any required closeout documentation not received within 30 calendar days of Supplier's receipt of the Commonwealth's request will be documented in the contract file as Supplier non-compliance. Supplier's non-compliance may affect any pending payments due to the Supplier, including final payment, until the documentation is returned to VITA.

**4. SUPPLIER PERSONNEL**

**A. Selection and Management of Supplier Personnel**

Supplier shall ensure that all Supplier Personnel performing under this Contract are competent and knowledgeable of the contractual arrangements and the applicable order or SOW between Authorized User and Supplier. Supplier acknowledges that Supplier is the employer of all Supplier employees and shall have the sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of, provide (to the extent required by law) health care and other benefits for, and terminate the employment of Supplier employees. Supplier shall be solely responsible for the supervision and conduct of Supplier Personnel, including all acts, omissions, gross negligence, and willful misconduct of Supplier Personnel. Additionally, Supplier shall ensure that Supplier Personnel comply with the appropriate Authorized User's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws, including export regulations. Authorized User reserves the right to require the immediate removal from such Authorized User's premises of any Supplier Personnel whom such Authorized User believes has failed to comply with the above or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

**B. Key Personnel**

An order or SOW may designate certain of Supplier's personnel as "Key Personnel" or "Project Managers". Supplier's obligations with respect to Key Personnel and Project Managers will be described in the applicable order or SOW. Any changes to Key Personnel must be mutually agreed to in writing by Supplier and Authorized User. Failure of Supplier to perform in accordance with such obligations may be deemed a breach of this Contract or of the applicable order or SOW.

**C. Subcontractors**

Supplier shall not use Subcontractors to perform its contractual obligations or any order or SOW issued pursuant to the Contract unless specifically authorized in writing to do so by the Authorized User. If an order or SOW issued pursuant to this Contract is supported in whole or in part with federal funds, Supplier may not subcontract to any Subcontractor that is a party excluded from Federal Procurement and Nonprocurement Programs. In no event may Supplier subcontract to any Subcontractor that is debarred by the Commonwealth or that owes back taxes to the Commonwealth and has not made arrangements with the Commonwealth for payment of such back taxes.

If Supplier subcontracts the provision of any performance obligation under this Contract to any other party, Supplier shall (i) act as prime contractor and will be the sole point of contact with regard to all obligations under this Contract; and (ii) represent and warrant that any authorized Subcontractors shall perform in accordance with the terms and conditions, including warranties, set forth in this Contract.

**5. NEW TECHNOLOGY**

**A. Access to New Technology**

Supplier will bring to VITA's attention any new products or services within the scope of the Contract that Supplier believes will be of interest to VITA and will work to develop proposals for the provision of any such products or services as VITA requests.

**B. New Services Offerings Not Available from Supplier**

If new or replacement product or service offerings become available and cannot be competitively provided by the Supplier under the scope of this Contract, VITA will have the right to purchase the new or replacement products or services from a third party. If VITA elects to use such new or replacement product or service offerings, Supplier will reasonably assist VITA to migrate to such products or services.

If VITA elects to acquire new products or services as described in the paragraph above and such services replace existing Supplier-provided services, discount tiers and any commitments (as applicable per the Contract) will be reduced to reflect reductions in purchases of the replaced products or services.

**6. GENERAL WARRANTY**

THE OBLIGATIONS OF SUPPLIER UNDER THIS GENERAL WARRANTY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

Supplier warrants and represents to VITA that Supplier will fulfill its contractual obligations and meet all Requirements as described in Exhibit A. Supplier warrants and represents to VITA that:

**A. Hardware Maintenance**

Live technical support 24/7/365 including Commonwealth holidays, provide to any Authorized Users all reasonably necessary telephone or written consultation requested by such Authorized Users in connection with use, problems, and operation of the Hardware.

**B. Ownership**

Supplier has the right to perform and provide all contractual obligations and provide all needed services or products without violating or infringing any law, rule, regulation, copyright, patent, trade secret, or other proprietary right of any third party.

**C. Coverage Requirements**

During the Warranty Period of three hundred sixty-five (365) calendar days, or as specified in the applicable order or SOW, Supplier warrants that any Deliverables provided by Supplier under this

Contract will meet or exceed the Requirements. Supplier shall correct, at no additional cost to any Authorized User, all errors identified during the Warranty Period that result in Supplier's failure to meet the Requirement, or its contractual obligations.

The Warranty Period will begin at the Acceptance date of the applicable Deliverable.

**D. Performance Warranty**

With respect to Supplier's performance under this Contract:

- i. Supplier shall perform all contractual obligations with the care, skill and diligence, consistent with or above applicable professional standards currently recognized in Supplier's profession, and Supplier shall be responsible for the professional quality, technical accuracy, completeness, and coordination of all plans, information, specifications, Deliverables, and Services furnished under this Contract; and
- ii. Supplier shall ensure that any contractually-obligated Services or Deliverables, or both, meet or exceed the Requirements and that any Product will function in conformance with the Requirements.

**E. Documentation and Deliverables**

- i. Any required Documentation Supplier is obligated to provide under this Contract will be sufficient in detail and content to allow an appropriately trained user/programmer to understand and fully utilize, as applicable, the Deliverables without reference to any other materials or information.
- ii. All Deliverables provided or delivered pursuant to this Contract are at the current release level unless an Authorized User specifies an older version in its order or SOW.
- iii. No Update, engineering change, or revision made to any Supplier-provided Deliverables will (a) degrade the performance of any Deliverable or its components to a level below that defined in the Requirements or the Product manufacturer's or Software Publisher's published specifications, as applicable; (b) cause any other warranty to be breached; or (c) require an Authorized User to acquire additional hardware equipment or software.

**F. Malicious Code**

Supplier has used commercially reasonable efforts through quality assurance procedures to verify that there are no Computer Viruses or undocumented features in any of the Deliverables, as obligated and provided by Supplier under the order or SOW, at the time of delivery to the Authorized User. Supplier has used the best available means to scan any media provided to the Authorized User. Supplier warrants that the Deliverables, as obligated and provided by Supplier under the order or SOW, do not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the Deliverables.

Notwithstanding any rights granted under this Contract or at law, Supplier waives, under any and all circumstances, any right it has or may have in the future to exercise its license termination rights by electronic means. Supplier agrees that an Authorized User may pursue all remedies provided under law in the event of a breach or threatened breach of this section, including injunctive or other equitable relief.

**G. Open Source**

Supplier will notify all Authorized Users if any Deliverables, as obligated and provided by Supplier, contain any Open Source code and identify the specific Open Source License that applies to any embedded code dependent on Open Source code, provided by Supplier under this Contract.

**H. Supplier Viability**

Supplier has the financial capacity to perform and continue to perform its obligations under this Contract. Supplier has no constructive or actual knowledge of a potential legal proceeding being brought against Supplier that could materially adversely affect performance of this Contract. Further, Supplier is not prohibited by any contract, or order by any court of competent jurisdiction from entering into this Contract.

**I. Supplier's Past Experience**

Supplier has met similar contractual obligations and fulfilled the Requirements as set forth in Exhibit A and in this Contract, in similar or greater complexity, to other customers without

significant problems due to Supplier's performance and without causing a contractual breach or default claim by any customer.

## 7. SERVICES

### A. Nature of Services and Engagement

This Contract is optional use and non-exclusive, all Authorized Users may, at their sole discretion, receive benefits from third party suppliers of services similar to, or in competition with, Services provided by Supplier.

VITA, in its sole discretion, may cancel any order or SOW resulting in a commitment of any individual Supplier Personnel for more than 1,000 hours of work during any six (6) month period or of any such individual Supplier Personnel for more than eight (8) months in any twelve (12) month period. Any order or SOW cancelled by VITA will no longer be binding on either Party, and all obligations with respect to the cancelled order or SOW shall expire.

## 8. SOFTWARE LICENSE

Any and all license rights granted pursuant to this Contract will be held pursuant to the terms of the "Licensing Within the Commonwealth" section of this Contract below.

### A. License Grant

i. Reserved

ii. Software Licensed by Software Publisher

As part of its Solution, Supplier is providing Software that is licensed from a third-party Software Publisher through an End User Licensing Agreement ("EULA"). In the event that the Software Publisher will not modify the EULA to address those terms and conditions that VITA, as a government entity, cannot accept, then the EULA will be subject to the License Agreement Addendum ("LAA") attached to this Contract as Exhibit F. Supplier shall have the obligation to assist VITA in ensuring that any such Software Publisher executes the LAA. The Software Publisher's EULA, along with the LAA executed by Software Publisher will be added to Exhibit F for reference, but will not become a part of this Contract.

### B. License Type

All licenses granted, regardless of the type, include all uses set forth above. License type may vary by Software product and will be set forth in Exhibit B and identified on any order or SOW issued pursuant to this Contract.

- Concurrent User License

The license(s) granted to an Authorized User under this section authorize the use of the Software on any system based on the total number of Concurrent Users. The Authorized User shall specify an initial number of Concurrent User licenses in its order or SOW pursuant to this Contract. An Authorized User may increase the number of Concurrent User licenses upon issuing an order or SOW for additional Concurrent User licenses. The license fee for additional Concurrent User licenses and payment of the license fee is set forth in Exhibit B attached to this Contract.

- Site License

The license(s) granted under this Section authorizes use of the Software on any system located at the "Site" as such term is defined in the applicable order or SOW.

- Enterprise Wide License

The "Enterprise Wide License" authorizes use of the Software on any CPU, on any system, and by any user within the "Enterprise", as such term is defined in the applicable order or SOW, without limitation as to the quantity, location, or project.

**C. Authorized User Compliance**

Compliance with the terms and conditions of any license granted pursuant to this Contract is solely the responsibility of the Authorized User that purchased the license or for whom that license was purchased. VITA will have no responsibility for compliance with the terms and conditions of the purchased license, unless VITA purchased the license on its own behalf.

**D. No Subsequent, Unilateral Modification of Terms by Supplier (“Shrink Wrap”)**

The terms and conditions set forth in this section supersede and govern the licensing and delivery of all Products and Services in this Contract. The terms and conditions of this Contract will supersede any other provision or other unilateral license terms that may be issued by Supplier after the Effective Date, regardless of when those provisions were proposed or the fact that another agreement may be affixed to, or accompany, Software upon delivery (“shrink wrap”).

**E. Reservation of Rights**

Nothing contained in this section will be construed to restrict or limit the rights of the Commonwealth or any Authorized User to use any technical data that the Commonwealth or Authorized User may already possess or acquire under proper authorization from other sources.

**9. SOFTWARE LICENSE FOR SOFTWARE MAINTENANCE SERVICES**

License rights to the Software Updates and license types will be the same license rights and license types as for the Software. The license rights and license types for Software, and Software Updates, are set forth in Exhibit B attached to this Contract. License to any Software Update will commence upon installation of the Software Update on the Authorized User’s system. License rights will be held pursuant to the “Licensing Within the Commonwealth” section of this Contract below.

**10. PRODUCT SCOPE OF USE**

Any Authorized User may use the Product, and any Software licensed in connection with the Product, on a worldwide basis for the benefit of itself and its agents. Supplier further authorizes use of the Product by third parties who are under contract with an Authorized User to provide outsourcing services. If the Commonwealth or an Authorized User takes title under the terms of this Contract to any Products with System Software that is integral to the Products, there will be no restrictions on subsequent resale or distribution of the Products and System Software by the Commonwealth or the Authorized User.

**11. SYSTEM SOFTWARE LICENSE**

Any and all license rights granted pursuant to this Contract will be held pursuant to the terms of the “Licensing Within the Commonwealth” section of this Contract below.

**A. License Grant**

As part of its offering pursuant to this Contract, Supplier’s Product contains System Software that is licensed from a third-party Software Publisher through an End User Licensing Agreement (“EULA”). In the event that the Software Publisher will not modify the EULA to address those terms and conditions that VITA, as a government entity, cannot accept, then the EULA will be subject to the License Agreement Addendum (“LAA”) attached to this Contract as Exhibit F. Supplier shall have the obligation to assist VITA in ensuring that any such Software Publisher executes the LAA. The Software Publisher’s EULA, along with the LAA executed by Software Publisher will be added to Exhibit F for reference, but will not become a part of this Contract.

**B. Reserved**

**C. Reserved**

**D. Authorized User Compliance**

Compliance with the terms and conditions of any license granted pursuant to this Contract is solely the responsibility of the Authorized User that purchased the license or for whom that license was purchased. VITA will have no responsibility for compliance with the terms and conditions of the purchased license, unless VITA purchased the license on its own behalf.

- E. No Subsequent, Unilateral Modifications of Terms by Supplier (“Shrink Wrap”)**

The terms and conditions set forth in this section supersede and govern the licensing and delivery of all Products and Services in this Contract. The terms and conditions of this Contract supersede any other provision or other unilateral license terms that may be issued by Supplier after the Effective Date, regardless of when those provisions were proposed, or the fact that another agreement may be affixed to, or accompany, System Software upon delivery.
- F. Reservation of Rights**

Nothing contained in this section will be construed to restrict or limit the rights of the Commonwealth or any Authorized User to use any technical data that the Commonwealth or Authorized User may already possess or acquire under proper authorization from other sources.

## **12. DELIVERY AND INSTALLATION**

- A. Scheduling of Software Installation**

Supplier shall deliver Software and perform the Services according to the delivery dates set forth on the appropriate order or SOW.
- B. Installation of Software**
  - 1. Supplier Installation of Software**

The Software license fee listed in Exhibit B includes initial installation. Supplier shall install the Software in accordance with the installation schedule set forth in the applicable order or SOW. Supplier shall conduct its standard appropriate diagnostic evaluation at the Authorized User’s user site to determine that the Software is properly installed and fully ready for productive use, and shall supply the Authorized User with a copy of the results of the diagnostic evaluation promptly after completion of installation.

Supplier agrees that failure to install the Software in accordance with the delivery schedule in the applicable order or SOW constitutes a material breach of this Contract resulting in damages to the Authorized User. As an estimate of the damages the affected Authorized User will suffer, Supplier agrees to credit an affected Authorized User an amount equal to five percent (5%) of the total license fee, for each day the Software is undelivered or delivered but non-operational for a period of 30 calendar days following the agreed upon delivery date. If the delay exceeds than 30 calendar days, the affected Authorized User may immediately cancel the order or SOW and collect the damages for that period of late delivery. The affected Authorized User may also pursue any and all other remedies available at law or in equity for delays lasting longer than 30 calendar days or for non-delivery.
  - 2. Authorized User Installation of Software**

For Software that an Authorized User elects to install itself, or to contract with a third party to perform installation services, the Software will be deemed to be installed when all programs, program libraries, and user interfaces are copied to and initialized on the appropriate equipment as executable by having the ordering Authorized User, its Agent, or its third party installer invoke the primary function of each major component of the Software or when Acceptance criteria have been met. Authorized User shall provide to Supplier written notice of Acceptance upon completion of installation and successful Acceptance testing.
- C. Documentation of Software Configuration**

If the license fee for the Software listed in Exhibit B includes configuration by the Supplier, Supplier shall provide to the appropriate Authorized User documentation containing a description of the configuration. Such documentation shall be sufficiently detailed such that any appropriately trained employee or Agent of any Authorized User may reconstruct the configuration of the Software.
- D. Scheduling of Software Maintenance**

Supplier shall deliver Software Updates according to the delivery dates set forth on the appropriate order or SOW, or as mutually agreed by Supplier and Authorized User.
- E. Installation of Software Updates**

Software Updates will be deemed to be installed when all Acceptance criteria as specified in the Authorized User’s order or SOW have been met.

**F. Product Delivery Procedure**

Supplier shall deliver all Products F.O.B. destination, with the destination being the "ship to" address specified in the applicable order or SOW. If the order or SOW stipulates that the Supplier will provide installation of the Product, Supplier will bear all risk of loss of or damage to the Product until Receipt/Acceptance by the Authorized User. If the order or SOW stipulates that the Supplier will not provide installation of the Product, Supplier will bear all risk of loss or damage to the Product until Receipt. In all cases, Supplier shall arrange and pay for all transportation and insurance sufficient to fully protect the Product while in transit. Each shipment must include a packing slip indicating this Contract number, the Authorized User's order number, the SOW number, if applicable, the part number, a description of the Product shipped and the quantity shipped. Each package in any shipment must (i) be numbered; (ii) have a description stenciled on the outside indicating the quantity of Product contained by part number and description; and (iii) must conspicuously display the number of the package in that shipment which contains the packing slip. If required by the Authorized User, Supplier shall bar code all packages shipped. If any loss to, or damage of, the Product occurs prior to Acceptance by the Authorized User, Supplier shall immediately provide a replacement item. Title to Product, excluding System Software, will pass upon Acceptance.

Supplier will make available all appropriate and required Documentation at the time of delivery of the first unit of each different Product type. Product delivered without the appropriate and required Documentation will be considered "shipped short" until the applicable documentation has been received.

**G. Late Delivery of Product**

Supplier acknowledges and agrees that failure to deliver the Product ordered in strict accordance with the agreed upon delivery schedule as set forth in this Section will constitute a material breach of this Contract resulting in damages to the ordering Authorized User, the total sum of which would be impracticable or impossible to ascertain as of the Effective Date of this Contract. As an estimate of the minimum amount of damages such Authorized User will suffer, Supplier agrees to credit the Authorized User an amount equal to ten percent (10%) of the total purchase price for each day that the Product is undelivered or nonoperational for a period of fifteen (15) calendar days following the agreed upon delivery date, or if none specified, following the date order or SOW was received by Supplier. If the delay lasts longer than sixty (60) calendar days, the Authorized User may immediately cancel the order or SOW and collect as late delivery damages ten percent (10%) of the total purchase price. Any credit due the Authorized User will be applied to the next periodic invoice.

In addition, in the event the Supplier fails for any reason to deliver the Product within thirty (30) calendar days of the agreed upon delivery date set forth in the order/schedule, or if no date was specified, following the date the order or SOW was received by Supplier, then the ordering Authorized User, at its own discretion, may give Supplier oral or written notice of breach regarding the subject order or SOW. Once notice by the Authorized User is sent or given, the Authorized User may immediately procure the undelivered items, or substantially similar items, from another source. Once the Authorized User has effected a purchase from an alternate source, the Authorized User may charge-back Supplier. Supplier agrees to reimburse the Authorized User for any difference in cost between the original contract price and the Authorized User's cost to cover from the alternate source. In no event will any Authorized User be held to pay Supplier any costs incurred by Supplier, including but not limited to ordering, marketing, manufacturing, or delivering the item(s), which are subject of such Authorized User's notice of breach. Further, the Authorized User reserves any and all other remedies available at law or in equity.

**H. Reserved**

**I. Product Installation**

Unless otherwise agreed, Supplier shall provide the initial installation of all Product at no additional charge. Installation will include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, and related necessary services to allow for Acceptance by the Authorized User.

All Product installations shall comply with building and facilities standards established by the ordering Authorized User. If Authorized User installs the Product, Supplier shall provide all reasonably necessary telephone assistance at no charge.

### **13. ACCEPTANCE AND CURE PERIOD**

#### **A. Services Acceptance Criteria**

Service(s) will be deemed accepted when the Authorized User determines that the Service(s) meet(s) the Requirements set forth in the applicable order or SOW. Supplier shall ensure any individual Deliverable functions properly with any other Deliverables provided pursuant to the order or SOW. In the event that a previously Accepted Deliverable requires further modification in order to work properly with any other Deliverable, Supplier shall be responsible for all costs associated with the modification.

Authorized User shall commence Acceptance testing within fifteen (15) calendar days after Receipt of the Service, or within such other period as set forth in the applicable order or SOW. Acceptance testing will last no longer than thirty (30) calendar days, unless otherwise agreed to in writing between Authorized User and Supplier, for each Deliverable, or for the first instance of each Service type set forth in Exhibit B. Supplier shall provide the Authorized User any assistance and advice as the Authorized User may reasonably require, at no additional cost, during Acceptance testing. Authorized User shall provide Supplier written notice of Acceptance upon completion of installation and successful Acceptance testing. In the event that the Authorized User fails to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) business days following the Acceptance testing period, the Service will be deemed Accepted.

#### **B. Services Cure Period**

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit the non-conforming Service for re-testing within seven (7) calendar days of Supplier's receipt of written notice of non-conformance, unless otherwise agreed to between the Authorized User and Supplier in the applicable order or SOW. Should Supplier fail to cure the non-conformity or deliver a Service which meets the Requirements, the Authorized User may, in its sole discretion:

- i. reject the Service in its entirety, and any other Service(s) rendered unusable due to the non-conforming Service, and recover amounts previously paid to Supplier for all such Services;
- ii. issue a "partial Acceptance" of the Service with an equitable adjustment in the price to account for such deficiency; or
- iii. conditionally accept the applicable Service while reserving its right to revoke Acceptance if Supplier fails to make a timely correction.

Failure of a Service to meet, in all material respects, the Requirements after the second set of acceptance tests may constitute a breach by Supplier. In the event of such breach, the Authorized User may, at its sole discretion, terminate its order or SOW, in whole or in part, for the Services to be provided by Supplier.

#### **C. Software Acceptance Criteria**

Software is deemed accepted when the Authorized User determines, in writing, that the Software successfully operates in accordance with the Requirements. The Authorized User will commence Acceptance testing within five (5) calendar days after receipt of the Software, or within such other period as set forth in the applicable order or SOW. The Acceptance testing period for the first instance of each product type set forth in Exhibit B will last no longer than 30 calendar days, unless a longer period is agreed to in writing between Authorized User and Supplier. Supplier shall provide Authorized User with any assistance and advice the Authorized User may reasonably require throughout the Acceptance testing period. Supplier shall provide this assistance and advice at no additional cost, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User pursuant to the terms and conditions of the "Reimbursement of Expenses" section of this Contract below. Authorized User shall provide to Supplier written notice of Acceptance upon completion of successful Acceptance testing. In the event that Authorized User fails to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) business days following the end of the Acceptance testing period, the Software will be deemed Accepted.

**D. Software Cure Period**

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit the corrected Software for re-testing within seven (7) calendar days of the appropriate Authorized User's written notice of non-conformance, or as otherwise agreed between the Authorized User and Supplier in the applicable order or SOW. In the event Supplier fails to cure the non-conformity or deliver Software that meets the Requirements, the Authorized User may, in its sole discretion: (i) reject the Software in its entirety and recover amounts previously paid to Supplier; (ii) issue a "partial Acceptance" of the Software with an equitable adjustment in the price to account for any deficiency; or (iii) conditionally accept the applicable Software while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of the Software to meet, in all material respects, the Requirements after the second set of Acceptance tests will constitute a breach by Supplier and the Authorized User may, at its sole discretion, terminate its order or SOW, in whole or in part, for the Software and Services to be provided by Supplier. In addition, Supplier shall refund any monies previously paid by the Authorized User for Software or Services that were to be provided pursuant to the order of SOW.

**E. Software Maintenance Acceptance Criteria**

A Software Update is deemed accepted when the Authorized User determines that the Software Update meets the Requirements set forth in the applicable order or SOW. Authorized User shall commence Acceptance testing within fifteen(15) calendar days after Receipt of the Software, or within such other period as set forth in the applicable order or SOW. Acceptance testing for the first instance of each Update will be no longer than fifteen(15) calendar days, or such longer period as may be agreed in writing between Authorized User and Supplier. Supplier shall provide to the Authorized User such assistance and advice as the Authorized User may reasonably require, at no additional cost, during any Acceptance testing. Throughout the Acceptance testing period, Supplier shall provide to the Authorized User any assistance and advice as the Authorized User may reasonably require. Supplier shall provide this assistance and advice at no additional cost, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User pursuant to the terms and conditions of the "Reimbursement of Expenses" section of this Contract below. Authorized User shall provide to Supplier written notice of Acceptance upon completion of installation and successful Acceptance testing. Should Authorized User fail to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) business days following the Acceptance testing period, the Software Update will be deemed Accepted.

**F. Software Maintenance Cure Period**

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit the non-conforming Software Update for re-testing within seven (7) calendar days of the Supplier's receipt of the written notice of non-conformance, unless otherwise agreed to between the Authorized User and Supplier in the applicable order or SOW. In the event that Supplier fails to cure the non-conformity or deliver a Software Update which meets the Requirements, the Authorized User may, in its sole discretion: (i) reject the Software Update in its entirety and recover amounts previously paid pursuant to this Contract; (ii) issue a "partial Acceptance" of the Software Update with an equitable adjustment in the price to account for the deficiency; or (iii) conditionally accept the applicable Software Update while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of a Software Update to meet, in all material respects, the Requirements after the second set of Acceptance tests will constitute a breach by Supplier. In the event of breach, the Authorized User may, at its sole discretion, terminate its order or SOW, in whole or in part, for the Software Update and any associated Services to be provided by Supplier.

**G. Product Acceptance Criteria**

Product will be deemed accepted when the ordering Authorized User determines that the Product successfully operates in accordance with the Requirements. The Authorized User shall commence Acceptance testing within fifteen (15) calendar days, or within the period set forth in the applicable order or SOW, after Receipt/installation of the Product. Acceptance testing will be no longer than thirty (30) calendar days, or any longer period as may be agreed in writing between Authorized User and Supplier. Authorized User shall provide to Supplier written notice of Acceptance upon successful Acceptance testing. Should Authorized User fail to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) calendar days following the Acceptance testing period, the Product(s) will be deemed Accepted.

Throughout the Acceptance testing period, Supplier shall provide to the Authorized User any assistance and advice as the Authorized User may reasonably require. Supplier shall provide this assistance and advice at no additional cost, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User pursuant to the terms and conditions of the "Reimbursement of Expenses" section of this Contract below.

**H. Product Cure Period**

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit the corrected Product for re-testing within seven (7) calendar days of Supplier's receipt of a written notice of non-conformance, or as otherwise agreed between the Authorized User and Supplier in the applicable order or SOW. If Supplier fails to cure the non-conformity or deliver Product that meets the Requirements, the Authorized User may, in its sole discretion: (i) reject the Product in its entirety and recover amounts previously paid to Supplier; (ii) issue a "partial Acceptance" of the Product with an equitable adjustment in the price to account for such deficiency; or (iii) conditionally accept the applicable Product while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of a Product to meet, in all material respects, the Requirements after the second set of acceptance tests may constitute a breach by Supplier. In the event of such breach, the Authorized User may, at its sole discretion, terminate its order or SOW, in whole or in part, for the Product and any Services to be provided by Supplier.

**14. SOFTWARE MAINTENANCE SERVICES**

Supplier shall provide the following Services, at the prices identified in Exhibit B, to any Authorized User to maintain the Software in accordance with the Requirements:

**A. Known Defects**

Supplier shall promptly notify all Authorized Users of any defects or malfunctions in the Software, including Software Updates, or Documentation of which it learns from any source. Within thirty (30) calendar days of Supplier's knowledge of a defect or malfunction, Supplier shall (i) correct the defects or malfunctions for all Authorized Users or provide a correction of the defects or malfunctions to all Authorized Users; or (ii) provide to all Authorized Users a work around until corrected.

**B. Software Updates**

Supplier shall provide copies of the Software and Documentation revised to reflect any Software Updates made by Supplier or Software Publisher to all Authorized Users no later than the first day of general release.

**C. Coverage**

Supplier shall provide to any Authorized Users all reasonably necessary telephone or written consultation requested by the Authorized Users in connection with use, problems and operation of the Software. Supplier shall provide this consultation from 8 a.m. to 6 p.m. local time, Monday through Friday, excluding Commonwealth holidays.

**D. Service Levels**

Supplier shall respond to problems with the Software identified by an Authorized User in no more than one (1) business hour after notification. Supplier shall resolve all problems according to the following schedule:

- i. Priority 1 (Software not functioning) within six (6) business hours
- ii. Priority 2 (certain processing interrupted or malfunctioning but Software able to process) within 16 business hours
- iii. Priority 3 (minor intermittent malfunctioning, Software able to process data) within three (3) business days.

The level of severity (e.g., 1, 2, 3) will be defined by the applicable Authorized Users.

**E. New Releases**

No later than the first day of general release, Supplier shall provide to all Authorized Users copies of the Software and Documentation revised to reflect any enhancements, including all new releases, upgrades, and access modes, to the Software made by Supplier, including, without limitation, modifications to the Software which can increase the speed, efficiency or base of

operation of the Software or add additional capabilities to or otherwise improve the functionality of the Software.

**F. Software Evolution**

In the event that Supplier or Software Publisher merge or splinter the Software previously provided to any Authorized User, Supplier shall not charge any Authorized User additional support fees in order to receive Software Updates.

If Supplier or Software Publisher reduces or replaces functionality contained in a licensed Software product and provides the same or substantially similar functionality as, or within, a separate or renamed Software product, then the Commonwealth or the Authorized User will be entitled to license the Software product at no additional license or maintenance fee, and subject to the terms and conditions in this Contract.

If Supplier or Software Publisher releases an option, future Software product or other release that has substantially the same functionality as the Software products provided under this Contract, and the Software Publisher, or Supplier, or both, ceases to provide maintenance for the older Software product, then Supplier shall offer the Commonwealth or the Authorized User the option to exchange licenses for such replacement Software product or function at no additional charge.

**G. Escalation Procedures**

publicsafety@carouselindustries.com

**H. Remedies for Software Maintenance Services**

If the Software fails to conform, in all material respects, to the Requirements or the Software Publisher's specifications, Authorized User shall provide written notice of the failure to Supplier. If Supplier is unable to make the Software conform, in all material respects to the Requirements or the Software Publisher's specifications, within 30 calendar days of receiving Authorized User's notice, Supplier shall, at the affected Authorized User's request, refund any fees paid in advance to Supplier for Supplier's Services. Any refund under this provision will be prorated on a monthly basis starting from the date on which Authorized User notified Supplier of the non-conformance.

Credits and rebates are remedies available to all Authorized Users in addition to, and not in lieu of, any other remedies available pursuant to this Contract or at law or in equity.

**15. PRODUCT SUPPORT AND ADDITIONAL SERVICES**

**A. Authorized User or Third Party Support**

**1. Documentation and Support Availability**

In the event that VITA terminates this Contract, Supplier shall provide all the necessary user and installation Documentation and maintenance and repair training reasonably required to enable any Authorized User to maintain and repair the Product itself, or to obtain support and Maintenance Services from a third-party. Supplier shall also provide the Documentation and training necessary to allow any Authorized User to self-maintain to the subcomponent level. In addition, Supplier agrees to provide, for a period of five (5) years from the date of the last purchase, spare parts and components at the cost set forth in Exhibit B, including those solely sourced by Supplier, so as to enable any Authorized User or its designated third-party maintenance provider to provide full maintenance and repair of the Product.

**2. Timeliness and Price**

Supplier agrees to make the above-referenced Documentation, training, and spare parts and components available within 15 business days following receipt of a written request, and at a price set forth in Exhibit B. In addition, Supplier shall sell the Product to any Authorized User's third-party maintenance provider under contract with the Authorized User, at the prices as set forth in Exhibit B, for the sole purpose of supporting the Authorized User's installed inventory. Supplier shall document and provide to all Authorized Users, in a timely manner, any and all revisions to information and parts and components lists as they are developed or supplied by Supplier.

**B. Engineering Changes and Product Modification**

Product processing or operating capability, they will be scheduled at the Authorized User's request as to time and at the Authorized User's option. The Authorized User will have the option to waive or pre-approve all other engineering changes planned by Supplier on the Product delivered or planned for delivery to the Authorized User.

**C. Parts and Maintenance Support**

Supplier shall provide new or certifiable as new spare parts and the Maintenance Services identified in the "Maintenance Services" section of this Contract and Exhibit B attached to this Contract for each Product type ordered by an Authorized User. Supplier's obligation under this section will last for five (5) years from the expiration of the initial Warranty Period of the last unit of any given Product type provided by Supplier to the Authorized User. After this 5-year period, Supplier shall advise the Authorized User of its intent to discontinue either certain parts or Maintenance Services for any Product type ordered by the Authorized User.

Supplier shall notify the Authorized User one (1) year prior to the effective date of any such discontinuance, and shall provide to the Authorized User the opportunity to purchase spare parts in a quantity adequate to support its installed base. Should Supplier advise the Authorized User of its intent to discontinue certain parts for any Product type ordered by the Authorized User, the Authorized User has the option to request and Supplier has the obligation to provide, all documentation, including source code, required to ensure ongoing support, including full maintenance and repair by the Authorized User or its designated third-party maintenance provider within 30 calendar days prior to the discontinuance date, or to replace the unsupported Product with a supported Product at a cost to the Authorized User of no more than the cost delta between the supported Product and the unsupported Product.

**D. Inventory Record**

Supplier shall maintain the Inventory Record at no additional cost or reduction in the Warranty Period. Product quantities and types may vary as Product is added or deleted from coverage. Authorized User shall notify Supplier in writing of any Product relocated, added, or removed from service. Upon receipt of this notification, Supplier will amend the Inventory Record to reflect the relocation, addition, or deletion of the Product. Supplier shall provide, at no additional cost, a copy of the most current Inventory Record to any Authorized User upon request.

**E. Product Service Record**

Supplier shall maintain, at no additional cost, a Product Service Record for each unit of Product covered under warranty or maintenance. The Product Service Record must include the following records for each unit of Product: (i) installation/ relocation/ removal/ modifications; (ii) remedial actions; (iii) preventive actions; and (iv) any additional services not covered by warranty or maintenance. Upon request by the Authorized User, Supplier shall provide, at no additional cost, a copy of the Product Service Record.

**F. Product Discontinuation**

During the Contract Term, if any Product listed on Exhibit B is discontinued and Supplier does not offer a substitute acceptable to VITA, then Supplier shall continue to meet such Authorized User's needs for the discontinued Product for not less than sixty (60) months, for each Authorized User who purchased the discontinued Product. Additionally, Supplier shall make maintenance parts for the discontinued Product available to the Authorized User for a period of five (5) years from the date of discontinuation. In every event, Supplier will provide any Authorized User with 120 days advance written notice of its intent to discontinue any Product type previously ordered by such Authorized User.

**G. Additional Services**

Upon request of an Authorized User by means of an order or SOW issued in accordance with the ordering provisions of this Contract, Supplier will provide additional on-site services which may include: (i) relocation of previously installed hardware; (ii) assistance to Authorized User's communications department in mutually acceptable duties related to the warranty or Maintenance Services provided under this Contract; and (iii) cabling, if applicable. The Authorized User shall compensate Supplier for such additional on-site services in accordance with the prices identified in Exhibit B. These additional on-site services will be in addition to any existing on-site Warranty Services or Maintenance Services obligations of Supplier

Upon request of an Authorized User by means of an order or SOW issued in accordance with the ordering provisions of this Contract, Supplier will also provide the following services beyond those identified as Warranty Services or Maintenance Services offerings: (i) service on equipment not covered by this Contract; (ii) repair of damage or replacement of parts of Hardware resulting from changes in the hardware environment, extraordinary use of the hardware, or interconnected devices; or (iii) service outside the applicable hours of service specified in an executed order or SOW referencing this Contract. The charge for such services will be at the hourly rate specified in Exhibit B and will be inclusive of all expenses. Warranty Services or Maintenance Services requested for a unit of hardware within the 48-hour period immediately following Remedial Maintenance (as set forth below) performed on the same unit of hardware for the same problem, will not be considered an additional service and will be provided at no charge. Requests for additional services will only be approved for payment by the Authorized User when a Product's service record is included with the applicable invoice.

## **16. PRODUCT WARRANTY AND REMEDY**

### **A. Compatibility**

Supplier warrants that each Product provided pursuant to this Contract is, and will continue to be, data, program, and upward compatible with any other Product available or to be made available from Supplier within the same family of Products. Supplier warrants that, as a result of this compatibility, each Product can be utilized without adaptation of the other Products, and so that programs written for the Product shall operate on the next generation of Products, and not result in the need for alteration, emulation, or other loss of efficiency for a period of not less than five (5) years.

### **B. Product Warranty**

Supplier warrants the following with respect to the Product:

- i. The Product will be free of defects in material, design, and workmanship;
- ii. Upon delivery, the Product will be new and in Operating Condition and will have all engineering changes released to date already installed;
- iii. Supplier shall not disable any Authorized User's use of System Software through remote access or otherwise. If the System Software contains authorization codes allowing access to a data base or other software, Supplier warrants that such codes will be perpetual and non-expiring.

### **C. Performance Standards and Mean Time Between Failure**

Supplier warrants that the Product's performance and Mean Time Between Failure ("MTBF") standards will be at least as the standards set forth in Exhibit A of this Contract for a period of five (5) years following Acceptance of the Product by an Authorized User. Supplier's performance and MTBF standards will be calculated on the basis of the Authorized User's installed base of Supplier's Product. If the Product fails to satisfy (i) the MTBF standards or (ii) the performance standards for that Product type as set forth in this Contract, Supplier shall pay for any and all additional repairs, parts and labor required to bring Product to the appropriate level set forth in Exhibit A, including the cost to retrofit the entire installed Product base. If Supplier fails to so modify or replace the Product so as to achieve the MTBF standards within thirty (30) calendar days, the Authorized User may, at its option, return such Product and receive a full refund during the Product Warranty Period; or if the Warranty Period has expired, receive a straight line pro-rated refund, by year thereafter for the five (5) year period following installation of the Product.

### **D. Product Warranty Services**

During the warranty period of three hundred and sixty-five (365) calendar days, or as specified in the applicable order or SOW, Supplier warrants that the Product will meet or exceed the Requirements. Supplier shall provide Warranty Services (including unlimited telephonic support and all necessary travel and labor) during the warranty period at the prices set forth in Exhibit B of this Contract. Supplier shall correct, at no additional cost to any Authorized User, all errors identified during the Warranty Period that result in a failure of the Product to meet the Requirements.

Exhibit B provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to

perform its warranty and maintenance obligations. Any remedies will be paid to the Authorized User on a quarterly basis. Exhibit B defines coverage periods, response times, and restore times.

If multiple warranty levels are available, an Authorized User may elect, at any time, an alternative warranty level offered by Supplier. Any amendment to the warranty level will take effect within thirty (30) calendar days following Supplier's receipt of Authorized User's written notice, in the form of a modification to an order or SOW.

Authorized User's designated control organization will have the exclusive authority to request Warranty Services. Supplier shall not respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order.

(1) Product Covered

Exhibit B lists all Product types covered under warranty.

(2) Preventive Maintenance

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit B.

(3) Remedial Maintenance

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit B.

(4) Replacement Parts

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit B.

(5) Spares

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit B.

(6) Notification and Correction of Defects

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit B.

(7) One-year Depot Warranty

Supplier's depot warranty offerings and responsibilities are described in Exhibit B.

(8) On-site Warranty

Supplier's on-site warranty offerings and responsibilities are described in Exhibit B.

(9) System Software Warranty

As part of the standard warranty offering, for a period of not less than twelve (12) months beginning on the date of Acceptance, Supplier shall provide the following warranty services (including unlimited telephonic support and all necessary travel and labor) without additional charge to any Authorized User to maintain the System Software in accordance with the Requirements:

(a) New Releases

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit B.

(b) Coverage

Supplier's offerings and responsibilities related to coverage for telephonic and written consultation in connection with use, problems, and operation of the System Software are described in Exhibit B.

(c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and Authorized User's associated remedies, are described in Exhibit B.

(d) Software Evolution

Should Supplier or Software Publisher merge or splinter the System Software previously provided to any Authorized User, such action on the part of Supplier or Software Publisher shall not in any way result in any Authorized User being charged additional license or support fees in order to receive enhancements, releases, upgrades or support for the System Software.

If Supplier or Software Publisher reduces or replaces functionality contained in a licensed System Software product and provides the same or substantially similar functionality as or within a separate or renamed System Software product, then the Commonwealth or the Authorized User will be entitled to license such System Software product at no additional license or maintenance fee, and subject to the terms and conditions herein.

If Supplier or Software Publisher releases an option, future System Software product or other release that has substantially the same functionality as the Software products provided under this Contract, and Software Publisher and/or Supplier ceases to provide maintenance for the older System Software product, then Supplier shall offer the Commonwealth or the Authorized User the option to exchange licenses for such replacement System Software product or function at no additional charge.

(10) Escalation Procedures

publicsafety@carouselindustries.com

(11) Remedies

In addition to any remedies described in Exhibit B, if Supplier is unable to make the Product, including System Software, conform, in all material respects to the Requirements, within thirty (30) calendar days following notification by an Authorized User, Supplier shall, at such Authorized User's request, either (i) replace the non-conforming Product or (ii) accept return of the non-conforming Product and return all monies paid by such Authorized User for the returned Product.

Notwithstanding anything to the contrary in this Contract or in any exhibit hereto, VITA and any Authorized User retain all rights and remedies available at law or in equity.

(12) Product Maintenance Services and Renewal Options

At least sixty (60) calendar days prior to the expiration of the warranty period, Supplier shall notify the Authorized User, and the Authorized User, at its sole discretion, may order from Supplier Maintenance Services, including System Software Maintenance Services for a period of one (1) year and for the annual fee identified in Exhibit B. Supplier warrants that it shall make Maintenance Services available for all the Products, including System Software, listed in Exhibit B, or which are components of Products listed in Exhibit B, for a period of at least five (5) years from the expiration of the initial warranty period of any Product provided to an Authorized User pursuant to this Contract. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User shall not affect this Contract or the grant of any license pursuant thereto.

THE OBLIGATIONS OF SUPPLIER UNDER THIS WARRANTY AND REMEDY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

**17. PRODUCT MAINTENANCE SERVICES**

Supplier shall provide Maintenance Services (including unlimited telephonic support and all necessary travel and labor) during the MCP at the prices identified in Exhibit B without additional charge to maintain the Product in accordance with the Requirements.

Exhibit B attached to this Contract provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities, as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies will be

paid to the Authorized User on a quarterly basis. Exhibit B also defines coverage periods, response times, and restore times.

Authorized User's designated control organization will have the exclusive authority to request maintenance services. Supplier shall not respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order or SOW.

**A. Ordering**

See the "Fees, Ordering, and Payment Procedure" section of this Contract below.

**B. Renewal**

At least 60 calendar days prior to the expiration of the MCP for each unit of Product, Supplier shall notify the Authorized User in writing of such expiration. Authorized User may, at its sole discretion, issue an order or SOW to Supplier to renew the Maintenance Services, including System Software Maintenance Services, for an additional one (1) year period. Any increase in the annual fee for Maintenance Services may not exceed the lesser of (i) three percent (3%), or (ii) the annual change in CPI, as defined in the "Fees, Ordering and Payment Procedures" section of this Contract below, in effect at the time of renewal. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User will not affect this Contract or the grant of any license pursuant to the Contract.

**C. Offered Services**

Maintenance Services will include:

(1) Product Covered

Exhibit B lists all Product types for which Supplier offers Maintenance Services. No Authorized User is obligated to continue Maintenance Services on Product(s) that has been removed from service, provided Supplier has been notified in writing of such removal.

(2) Preventive Maintenance

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit B.

(3) Remedial Maintenance

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit B.

(4) Replacement Parts

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit B.

(5) Spares

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit B.

(6) Notification and Correction of Defects

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit B.

(7) Advanced Replacement Services

Supplier's advanced replacement service offerings and responsibilities are described in Exhibit B.

(8) On-site Maintenance Services

Supplier's on-site Maintenance Services offerings and responsibilities are described in Exhibit B.

(9) System Software Maintenance

During the MCP and as part of the standard Maintenance Services offering, Supplier shall provide the following Maintenance Services (including unlimited telephonic support and all necessary

travel and labor) without additional charge to any Authorized User to maintain the System Software in accordance with the Requirements:

(a) New Releases

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit B.

(b) Coverage

Supplier's offerings and responsibilities related to coverage for telephonic and written consultation in connection with use, problems, and operation of the System Software are described in Exhibit B.

(c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and any associated remedies, are described in Exhibit B.

(d) Software Evolution

If Supplier merges or splinters the System Software previously provided to any Authorized User, in no event will the merger or splinter on the part of Supplier result in any Authorized User being charged additional license or Maintenance fees in order to receive enhancements, releases, upgrades, or support for the System Software.

If Supplier or Software Publisher reduces or replaces functionality contained in a licensed System Software product and provides the same or substantially similar functionality as or within a separate or renamed System Software product, then the Commonwealth or the Authorized User will be entitled to license such System Software product at no additional license or maintenance fee, and subject to the terms and conditions herein.

If Supplier or Software Publisher releases an option, future System Software product or other release that has substantially the same functionality as the Software products provided under this Contract, and the Software Publisher, the Supplier, or both, ceases to provide maintenance for the older System Software product, then Supplier shall offer the Commonwealth or the Authorized User the option to exchange licenses for such replacement System Software product or function at no additional charge.

(10) Escalation Procedures

publicsafety@carouselindustries.com

(11) Remedies

In addition to any remedies described in Exhibit B, if the Product, including the System Software, fails to conform, in all material respects, to the Requirements, Authorized User shall provide written notice to the Supplier of the failure. If within 30 calendar days of its receipt of Authorized User's notice the Supplier is unable to make the Product, including the System Software, conform, in all material respects, to the Requirements, Supplier shall, at Authorized User's request, either (i) provide a replacement Product at no additional cost to the Authorized User, or (ii) accept return of the Product and return all monies paid by such Authorized User (a) for Maintenance Services for the returned Product, including System Software, pro-rated on a monthly basis as of the date the Authorized User reported the non-conformity, and (b) for the Product, including System Software, pro-rated on a monthly basis as of the date the Authorized User reported the non-conformity and based on the average life of the Product.

In addition to the remedies set forth in this Contract and any exhibits, VITA and any Authorized User retain all rights and remedies available at law or in equity.

## 18. FEES, ORDERING, AND PAYMENT PROCEDURE

### A. Fees and Charges

In consideration for the Supplier's performance obligations under this Contract, an Authorized User shall pay Supplier the fee(s) owed pursuant to the schedule of fees and charges as set forth on Exhibit B attached to this Contract. Supplier will only be entitled to those fees owed for Supplier's performance obligations and any additional Products and Services provided to an

Authorized User in accordance with the scope of this Contract and the Requirements, as authorized by Exhibit A, and per the Authorized User's order or SOW. The fees, and any associated discounts, will be applicable throughout the Contract Term unless modified pursuant to the terms and conditions below.

In the event the fees or discounts apply for any period less than the entire Term, Supplier agrees that it will not request an increase in the fees during the first twelve (12) month period following the Effective Date and will not request an increase in the fees more than once in any subsequent twelve (12) month period thereafter. Beginning 12 months after the Effective Date, Supplier may request in writing an adjustment to the prices set forth in Exhibit B to this Contract. No increase in fee amounts will exceed the lesser of three percent (3%) or the annual increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, All Items, Not Seasonally Adjusted, as published by the Bureau of Labor Statistics of the Department of Labor (<http://www.bls.gov/cpi/home.htm>) for the period ending 60 to 90 days prior to the effective date of the increase compared with the same index one (1) year prior. Supplier and VITA will work in good faith to agree on an appropriate change in pricing. Supplier must submit any change in price in writing to an Authorized User if the change impacts any order or SOW and in accordance with the above and will not become effective for 60 calendar days thereafter. Supplier agrees to offer price reductions to ensure compliance with the "Competitive Pricing" section of this Contract below.

**B. Reproduction Rights for Supplier Provided Software**

At an Authorized User's request, Supplier shall provide the Authorized User with a reproducible, portable data storage device (e.g. CD-ROM or USB flash drive) of Software and Updates. The Authorized User will be responsible for making copies and distributing the Software and Updates as required. Within 30 calendar days of the end of each calendar quarter, the Authorized User shall provide to Supplier a report of the net number of additional copies of the Software or Updates or both deployed during the quarter. Supplier will invoice such Authorized User for the net number of new licenses reported as deployed.

**C. Demonstration and/or Evaluation**

If the Supplier's contractual obligations include the provision of a Solution, an Application and Licensed Services, or Software-as-a-Service, at the request of any Authorized User, then Supplier shall perform any reasonable demonstration of its Solution, Application and Licensed Services, or Software-as-a Service at the Authorized User's location and at no charge.

If the Supplier's contractual obligations include the provision of Software, then the Supplier shall provide the Software to any Authorized User for evaluation purposes at no charge. The evaluation period will be determined by the complexity of testing but will be a period not less than 30 calendar days. Each new project is entitled to an evaluation copy regardless of whether an Authorized User has previously purchased the Software.

**D. Supplier Quote and Request for Quote**

An Authorized User may, at its sole discretion, issue a Request for Quote ("RFQ") for any combination of the Solution, Product, or Services provided under this Contract. Supplier shall respond to the RFQ by providing a written quote. Supplier's quote must include (a) a detailed description of each product or service proposed, including any applicable components, at the Exhibit B line item fee level; (b) the quantity of each line item; (c) the total contract price; (d) any additional percentage discount offered; (e) an extended price; (f) any optional or alternate pricing; and (g) any pricing assumptions. If requested by the Authorized User, Supplier's quote must also include a detailed description of the approach Supplier plans to take in developing, implementing, and maintaining its offering pursuant to the RFQ for the Authorized User. If Supplier is unable to meet the requirements of the RFQ, Supplier shall notify the Authorized User in writing of its inability to perform the work requested by the Authorized User, and provide the reasons for its inability to perform, prior to the due date for the submission of quotes in response to the RFQ. Supplier's failure to respond to an RFQ may be deemed a breach of this Contract.

**E. Competitive Request for Quotes**

If an Authorized User determines that a competitive process is required to ensure it receives the best value for any combination of its needed Solution, Product, or Services under this Contract, then the Authorized User may, at its sole discretion, use a Competitive Request for Quote ("CRFQ") process to obtain identical or similar Solutions, Products, or Services to those provided

by Supplier pursuant to this Contract. The CRFQ will clearly outline the project timing and requirements. If the Authorized User is not able to identify the exact specifications required, then the CRFQ respondents will be given the opportunity to identify and propose their recommended specifications.

**F. Ordering**

Supplier shall not accept any order or SOW from an Authorized User if the order or SOW is to be funded, in whole or in part, by federal funds and if, at the time the order or SOW is placed, Supplier is not eligible to be the recipient of federal funds as may be noted on any of the Lists of Parties Excluded from Federal Procurement and Nonprocurement Programs.

All Authorized Users have the right to license or purchase Supplier's Products or Services under this Contract, but have no obligation to purchase or license from Supplier any of Supplier's Products or Services. This Contract is optional use and non-exclusive, and all Authorized Users may, at their sole discretion, purchase, license or otherwise receive benefits from third party suppliers of products and services similar to, or in competition with, the Products and Services provided by Supplier.

Supplier shall accept any order or SOW placed by an Authorized User through the Commonwealth's electronic procurement website portal, eVA (<http://www.eva.virginia.gov/>). Agencies, as defined by Code § 2.2-2006, and legislative, judicial, and independent agencies of the Commonwealth, must order through eVA. All other Authorized Users are encouraged to order through eVA, but may order through the following means:

- i. Purchase Order ("PO"): An official PO form issued by an Authorized User.
  - ii. Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA under contract for use by an Authorized User. This ordering authority is limited to issuing orders or SOWs for the contractual offerings and Requirements available under the scope of this Contract. No Authorized User will have the authority to modify this Contract under any circumstances. An order or SOW may contain additional terms and conditions. In the event that the terms and conditions of an order or SOW are inconsistent with the terms and conditions of this Contract, the terms and conditions of this Contract will supersede.
- If the Contract allows for the provision of hardware Product, an Authorized User may order Maintenance Services for any Product at any time during the Term of the Contract, irrespective of whether such Product is covered under warranty or maintenance at the time the order is issued to Supplier. Each order will identify:
- iii. Product and, if applicable, serial number, for which Maintenance Services will be provided,
  - iv. Maintenance Level to be provided, and
  - v. MCP for the Product Maintenance. Authorized User may elect, at any time, another Maintenance Level offered by Supplier. Such amendment will take effect within 30 calendar days following Supplier's receipt of Authorized User's written notice, in the form of a modification to an order or SOW. Co-termination of MCP, TBD based on Supplier proposal.

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER OR SOW PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS THE AUTHORIZED USER IS VITA.

**G. Statement of Work**

A SOW, in the format provided for in Exhibit C attached to this Contract, is required for any orders placed by an Authorized User pursuant to this Contract. Supplier shall perform any and all contractual obligations at the times and locations set forth in the applicable SOW and at the rates set forth in Exhibit B to this Contract. All SOWs will be of a fixed price type unless VITA issues a written authorization for a time and materials type SOW. The fixed price SOWs may, with the written approval of VITA, contain a cost-reimbursable line item(s) for pre-approved travel expenses pursuant to the provisions of the "Reimbursement of Expenses" subsection below. If a time and materials type SOW is authorized, Supplier Personnel shall maintain daily time records of hours and tasks performed that must be submitted or made available for inspection by the Authorized User upon 48 hours advance written notice.

Any change to an SOW must be described in a written change request, in the format provided in Exhibit D. Either Party to an SOW may issue a change request that will be subject to written approval of the other Party before it becomes part of this Contract. In no event will any SOW or any modification require the Supplier to provide any Products or Services that are beyond the scope of this Contract as such scope is defined in Exhibit A, which is attached to this Contract and incorporated by reference.

#### **H. Invoice Procedures**

Supplier shall remit each invoice to the "bill-to" address provided with the order promptly after all Supplier's performance obligations have been accepted and in accordance with the milestone payment schedule, if any, in the applicable order or SOW. Payment for any support services, as authorized in the Contract and the Authorized User's applicable order or SOW, will be annually in arrears unless otherwise stated in this Contract, or in any order or SOW referencing this Contract. No invoice may include any costs other than those identified in the signed order or SOW, and those costs must be in accordance with the schedule of fees listed on Exhibit B. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent shipping charges are identified in Exhibit B and noted in any signed order or SOW referencing this Contract. Supplier shall issue invoices that identify, at a minimum:

- i. Dates/periods that invoice covers, including any service or subscription periods, as applicable.
- ii. Line item description of the Deliverable(s) applicable to this Contract, including any components or service type, and, if applicable, the project milestone.
- iii. Quantity, charge and extended pricing for each line item
- iv. Applicable date of the order or SOW or both
- v. This Contract number and the applicable order number or SOW number or both
- vi. Supplier's Federal Employer Identification Number ("FEIN")

Any terms included on Supplier's invoice will have no force or effect and will in no way bind the Authorized User.

#### **I. Purchase Payment Terms**

Supplier is responsible for the accuracy of its billing information. Supplier may not issue invoices pursuant to this Contract until all of Supplier's performance obligations have been accepted and are in accordance with the milestone payment schedule in the applicable order or SOW, or until after services have been rendered. Charges for Deliverables, Components or Services accepted more than 90 calendar days prior to receipt of a valid invoice may not be paid. In the event Supplier repeatedly over-bills an Authorized User, the Authorized User may assess a one percent (1%) charge for the amount over-billed for each month that such over-billing continues.

#### **J. Reimbursement of Expenses**

An Authorized User will only be liable to pay for Supplier's travel-related expenses, including transportation, meals, lodging and incidental expenses, that have been authorized by the Authorized User in advance in the order or SOW. The travel-related expenses will be reimbursable at the then-current per diem amounts and other travel regulations as published by the Virginia Department of Accounts (<http://www.doa.virginia.gov/>). Authorized Users who are not public bodies may have their own per diem amounts or other travel regulations applicable to Supplier's pre-approved travel expenses.

All reimbursed expenses will be billed to the Authorized User on a pass-through basis without any markup by Supplier. At Authorized User's request, Supplier shall provide copies of receipts for all travel expenses over US\$30.00.

#### **K. Disputed Charges**

If, before payment of an invoice, an Authorized User notifies the Supplier in writing of a disputed charge, Authorized User will have the right to withhold payment of the disputed amount until the dispute is settled or finally resolved. Supplier shall respond in writing to Authorized User's notification of a disputed charge acknowledging Supplier's receipt of the dispute within five (5) business days. Any charges disputed by Authorized User will be resolved (whether by credit or explanation of the charge to the Authorized User's satisfaction) in the Authorized User's required format within two (2) billing cycles (60 calendar days) following Authorized User's written

notification. In the absence of the Supplier's written evidence identifying the merit of the disputed amounts, Authorized User will not be obligated to pay the disputed amounts and may consider the matter concerning the specific identified amounts closed. Authorized User will not pay any disputed amounts that remain unresolved after 120 calendar days. If a disputed charge is reversed, Supplier shall reverse all associated surcharges, regulatory charges and taxes.

## **19. SUPPLIER SPONSORED PROMOTIONS**

The Supplier, at its discretion, may sponsor Product and Service promotions during the Term or any extensions. In the event that Supplier chooses to sponsor such a promotion, Supplier shall provide in writing to VITA, at least five (5) days prior to the promotion, the following information: (i) the dates of the promotion or the duration of the promotion to include the commencement date and the ending date; (ii) the exact Products or Services covered in the promotion; and (iii) the pricing or percentage discount offered during the promotion. VITA will communicate to Supplier in writing its agreement to the promotion.

Supplier shall make all sponsored Product or Service promotions available to all Authorized Users. Should the Supplier request a promotion that would be limiting, either through product configuration or quantities of Products and Services, VITA, at its sole discretion, may not provide a written agreement. VITA and Supplier agree that promotions will not target any one Authorized User, or a few Authorized Users.

VITA and Authorized Users may, at their discretion, assist in advertising the promotion. This assistance may consist of advertising space on Authorized User web sites, or other assistance at an Authorized User's discretion.

If Supplier fails to obtain the prior written agreement of VITA for the promotion, proposes prices different from those in the Contract without VITA's consent, or otherwise does not adhere to the provisions of this section, Supplier will be deemed to be in breach of this Contract. VITA will have all remedies for this breach available under the Contract as well as in law and in equity.

## **20. REPORTING**

Supplier shall submit to VITA monthly reports containing data on:

- i. Amount of Total Sales; and
- ii. Small Business Procurement and Subcontracting Spend

These reports must be submitted in accordance with the instructions and further detailed requirements, and on the templates set forth on the "Supplier & Vendor Reporting Requirements" webpage located at the following URL: <https://www.vita.virginia.gov/procurement/supplier-reporting/supplier--vendor-reporting-requirements/>, or any successor URL(s). Supplier is encouraged to review the site periodically for updates on Supplier reporting requirements and methods. Supplier's failure to comply with all reporting, payment, and other requirements in this section may be deemed by VITA, in its sole discretion, to be a breach of the Contract.

### **A. Amount of Total Sales**

Supplier shall submit to VITA a monthly report of Total Sales under this Contract.

In connection to the monthly report of Total Sales, Supplier shall pay to VITA the following monthly fees in accordance with instructions described on the "Supplier & Vendor Reporting Requirements" webpage located at: <https://www.vita.virginia.gov/procurement/supplier-reporting/supplier--vendor-reporting-requirements/>. The monthly report of Total Sales must include these fees and percentages:

- IFA: 2% of monthly sales

### **B. Small Business Procurement and Subcontracting Spend**

Supplier shall provide to VITA a report of monthly subcontracting spend data. This data must include Supplier's total spend to all Subcontractors who provide direct performance for obligations under this Contract. Supplier's monthly subcontracting spend data must be submitted via the SRS webpage located at: <https://www.vita.virginia.gov/procurement/supplier-reporting/supplier-reporting-system-access/>.

In addition, every six (6) months following the Effective Date, Supplier shall submit to VITA a "SWaM Subcontracting Certification of Compliance" ("SSCC") certifying that Supplier has fully

complied with the Contract's Supplier Procurement and Subcontracting Plan ("Plan"). A copy of Supplier's Plan is attached to this Contract as Exhibit H, and is incorporated by reference. The SSCC must include a written explanation of any variances of greater than 20% between the Plan and the actual subcontractor spend by Supplier. Supplier's SSCC will be maintained by VITA in the Supplier's procurement file. Supplier must submit the SSCC to the following address: SCMInfo@vita.virginia.gov. In the event that Supplier fails to comply with its contractually obligated Plan spend or fails to report its contractually obligated Plan spend, VITA may, at its sole discretion, prohibit or delay any renewals or extensions of the Contract, withhold any final payments due, or both. Supplier's failure to comply will be considered in the prospective award of any future contracts with Supplier.

## **21. SUPPLIER SERVICE LEVEL AGREEMENTS**

VITA and Supplier have agreed to a set of measurable performance standards, specific levels of achieving those standards, and remedies for failing to meet those standards. Collectively, these standards and remedies are referred to the Service Level Agreements ("**SLAs**") and are attached hereto and incorporated by reference as Exhibit I. Supplier agrees to be bound by and perform its obligations under this Contract pursuant to these SLAs. The remedies for Supplier's failure to meet the SLAs are set forth in Exhibit I.

## **22. TRAINING AND DOCUMENTATION**

### **A. Training**

In addition to any online tutorial training Supplier may make available, Supplier's fee, unless expressly excluded, includes all costs for any and all training as agreed upon for the training of at least one (1) Authorized User trainers per order or SOW. In order to allow Authorized User the full benefit of the applicable Deliverable, the training will cover the use and operation of the Deliverable provided to Authorized User including instruction in any necessary conversion, manipulation, or movement of such Authorized User's data. Supplier shall provide personnel sufficiently experienced and qualified to conduct such training at a time and location mutually agreeable to Supplier and Authorized User. Available additional and optional training, and applicable pricing and discounts, are described in Exhibit B.

### **B. Documentation**

Supplier shall deliver to Authorized User complete copies of any Documentation applicable to the Deliverable(s) provided to Authorized User, in a quantity and media format as agreed upon by the Parties under an order or SOW. Should Supplier revise or replace the Documentation, or should Documentation be modified to reflect Updates, Supplier shall deliver to the Authorized User copies of the updated or replacement Documentation, in the same quantity and media format as originally requested by the Authorized User, or as agreed upon between the Parties. Any Authorized User will have the right, as part of any license grant, to make as many additional copies of the Documentation, in whole or in part, for its own use as required. This Documentation must include, but is not limited to, overview descriptions of all major functions, detailed step-by-step installation and operating procedures for each screen and activity, and technical reference manuals. Such Documentation must be revised to reflect any modifications, fixes or updates made by Supplier. Any Authorized User, at its own discretion, will have the right, as part of the license granted by Supplier, to modify or completely customize all or part of the Documentation in support of the authorized use of the licensed Application or Software. The Authorized User may also duplicate such Documentation and include it in such Authorized User's document or platform. All Authorized Users shall continue to include Supplier's copyright notice.

## **23. AUTHORIZED USER SELF-SUFFICIENCY**

At Authorized User's request, and pursuant to an order or SOW for Supplier's Services issued under this Contract, Supplier shall provide all assistance reasonably required by Authorized User to develop Authorized User's self-sufficiency in operating and managing any combination of the Solution, Software, Products, or Services that Supplier provided to Authorized User under the applicable order or SOW. During or after the Transition Period, Authorized User may, at its sole discretion, elect to order or continue Maintenance Services from Supplier, if authorized under the scope of the Contract, for any of the Software or hardware Product, Components, or Solution Components delivered to Authorized User by Supplier.

## 24. COMPETITIVE PRICING

Supplier warrants that each of the prices, charges, economic or product terms, or warranties granted under this Contract are fair, reasonable, and commensurate with the price, charge, economic or product term or warranty being offered by Supplier to other government customers that purchase substantially similar services or products, at similar volumes, and under substantially similar terms and conditions. Supplier shall notify VITA of any new services or products that become generally available to all government customers during the Contract Term. New products and services are subject to the commercial terms associated with those products and services and must be formally added to this Contract before they can be purchased. Supplier shall also offer VITA commercially available national government products and services promotions and rates available at the time of purchase under the terms of those promotions.

## 25. CONFIDENTIALITY

### A. Treatment and Protection

Each Party shall:

- i. hold in strict confidence all Confidential Information of any other Party;
- ii. use the Confidential Information solely to perform or to exercise its rights under this Contract; and
- iii. not transfer, display, convey or otherwise disclose or make available all or any part of the other Party's Confidential Information to any third-party.

An Authorized User may, however, disclose the Confidential Information as delivered by Supplier to subcontractors, contractors, or agents of the Authorized User that are bound by non-disclosure agreements with the Authorized User. Each Party shall take the same measures to protect against the disclosure or misuse of the Confidential Information as it takes to protect its own proprietary or confidential information, but in no event will such measures be less than reasonable care.

### B. Return or Destruction

Upon the termination or expiration of this Contract, or upon the earlier written request of the disclosing Authorized User, Supplier shall, at its own expense, and at the election of the Authorized User, either:

- i. promptly return all tangible Confidential Information (and all copies thereof except the record required by law) to the disclosing Authorized User; or
- ii. destroy any Confidential Information in Supplier's possession or control, and provide the disclosing Authorized User with written certification of the destruction.

Additionally, Supplier shall cease all further use of the Authorized User's Confidential Information, whether in tangible or intangible form.

The Authorized User shall retain and dispose of Supplier's Confidential Information in accordance with the Commonwealth's records retention policies or, if Authorized User is not subject to the Commonwealth's policies, in accordance with the Authorized User's own records retention policies.

### C. Confidentiality Statement

All Supplier Personnel performing Services pursuant to this Contract are required to sign a confidentiality statement or non-disclosure agreement. Any violation of the statement or agreement will be deemed a breach of this Contract and may result in termination of the Contract or any order or SOW issued hereunder.

### D. Freedom of Information Act Acknowledgement

All Supplier documents now or later comprising the Contract may be released in their entirety under the Virginia Freedom of Information Act, and Supplier agrees that any confidentiality or similar stamps or legends that are attached to any future documents or information may be ignored to the extent they claim confidentiality beyond that permitted by the Virginia Freedom of Information Act.

In the case of Supplier proprietary or trade secret information, Supplier must have followed the procedures required by Code § 2.2-4342(F) in order for the information to be protected from disclosure under the Virginia Freedom of Information Act.

## **26. INDEMNIFICATION**

### **A. Indemnification Generally**

Supplier shall defend, indemnify, and hold harmless all Commonwealth Indemnified Parties from and against any third-party Claims to the extent the Claims in any way relate to, arise out of, or result from:

- i. any negligent act, negligent omission, or intentional or willful conduct of Supplier or any Supplier Personnel;
- ii. a breach of any representation, warranty, covenant, or obligation of Supplier contained in this Contract;
- iii. any defect in the Supplier-provided products or services;
- iv. any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Supplier-provided products or services; or
- v. any Claims by any Subcontractor resulting from Supplier's failure to pay such Subcontractor.

### **B. Defense Claims**

Supplier will be solely responsible for all costs and expenses associated with the defense of all third-party Claims against Commonwealth Indemnified Parties. Selection and approval of counsel, and approval of any settlement, shall be accomplished in accordance with all applicable laws, rules, and regulations. For state agencies, the applicable laws include §§ 2.2-507, 2.2-510, and 2.2-514 of the Code.

### **C. Duty to Replace or Reimburse**

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Supplier-provided products or services, or Supplier's performance, Supplier shall, at its expense and option, either (a) procure the right to continue use of such infringing products or services, or any components thereof; or (b) replace or modify the infringing products or services, or any components thereof, with non-infringing products or services satisfactory to VITA.

In the event that an Authorized User cannot use the affected Deliverable, Product, Licensed Services, or Services, including any Components, then Supplier shall reimburse such Authorized User for the reasonable costs incurred by such Authorized User in obtaining an alternative product or service.

### **D. Supplier Dispute of Obligation to Indemnify**

If a Claim is commenced against any Commonwealth Indemnified Parties by a third party alleging an infringement of the third party's intellectual property rights and Supplier is of the opinion that the allegations in the third-party Claim, in whole or in part, are not covered by the indemnification provision in this Contract, then Supplier shall immediately notify VITA and the affected Authorized User(s) in writing and shall, nonetheless, take all reasonable steps to protect the rights, remedies, and interests of the Commonwealth Indemnified Parties in the defense of the Claim, including to secure a continuance to permit VITA and the affected Authorized User(s) to appear and defend their interests in cooperation with Supplier as is appropriate, including any jurisdictional defenses VITA or the affected Authorized User(s) may have.

## **27. LIABILITY**

### **A. Supplier Liability**

Supplier agrees that it is fully responsible for all acts and omissions of Supplier Personnel, attributed to their negligence, gross negligence or willful misconduct, under this Contract.

Supplier's liability and indemnification obligations under this Contract shall not exceed, in aggregate, twice the value of the Contract. For purposes of this Contract, "value of the Contract" means the cumulative spend under this Contract—including any orders, SOWs, or Change

Orders thereto—by the Commonwealth in the twelve months immediately preceding the date the claim arose.

The limitations on liability set forth in this section will not apply to liability arising from any combination of the following:

- i. any intentional or willful misconduct, fraud, or recklessness of Supplier or any Supplier Personnel; or
- ii. claims for bodily injury, including death, and damage to real property or tangible property resulting from the negligence of a Supplier or any Supplier Personnel.

## **28. INSURANCE**

In addition to the insurance coverage required by law as referenced in the “Incorporated Contractual Provisions” section of this Contract below, Supplier shall carry:

Errors and omissions insurance coverage in the amount of \$5,000,000 per occurrence.

Throughout the Contract Term, Supplier shall provide evidence of insurance and access to a copy of Supplier’s policy documents upon request by VITA.

## **29. SECURITY COMPLIANCE**

Supplier shall comply with all provisions of the then-current Commonwealth security policies, standards, and guidelines published by VITA and which may be found at: <https://www.vita.virginia.gov/policy--governance/itrm-policies-standards/>, or any successor URL(s), as are pertinent to Supplier’s operation. Further, Supplier shall comply with all applicable provisions of the relevant Authorized User’s then-current security procedures as are pertinent to Supplier’s operation and that have been provided to Supplier by the Authorized User. Supplier shall also comply with all applicable federal, state, and local laws and regulations, including those pertaining to information security and privacy.

Any unauthorized release of any Confidential Information, or Commonwealth proprietary or personal information, by the Supplier or Supplier Personnel constitutes a breach of Supplier’s obligations under the Contract. Supplier shall notify VITA and any affected Authorized User within 24 hours of discovery of, or when Supplier should have discovered, any breach of “unencrypted” and “unredacted” personal information, as those terms are defined in Code § 18.2-186.6, and other confidential or personal identifying information provided to the Supplier by VITA or an Authorized User. To the extent permitted by law, Supplier shall provide VITA and any affected Authorized User the opportunity to participate in the investigation of the breach and to exercise control over reporting the unauthorized disclosure.

Supplier shall ensure performance of an audit of Supplier’s environment at least annually to provide assurance of “Controls Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy” in accordance with the then-current standards set forth by the American Institute of CPAs.

Supplier shall indemnify, defend, and hold the Commonwealth, VITA, their officers, directors, employees and agents harmless from and against any and all Claims, including reasonable expenses suffered by, accrued against, or charged to or recoverable from the Commonwealth, VITA, their officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant this section.

## **30. IMPORT/EXPORT**

Supplier shall comply with all data export laws and regulations. In addition, VITA policy requires that any data deemed “restricted” or “sensitive” by either federal or state authorities, may only be collected, developed, analyzed, or otherwise used or obtained by persons or entities working within the continental United States.

## **31. THIRD PARTY TERMS AND CONDITIONS**

In the event that Supplier’s provision of the Licensed Services or any performance obligations under the Contract, or any order or SOW issued under the Contract, include third-party terms and conditions, the Commonwealth security policies standards and guidelines referenced in this Contract above – i.e., SEC501 and SEC525 - will take precedence over any third party terms and conditions.

For the purposes of statutory law as referenced and incorporated in this Contract, if there is any conflict with any third party terms, such statutory law will govern.

### **32. BANKRUPTCY**

If Supplier becomes insolvent, takes any step leading to its cessation as a going concern, fails to pay its debts as they become due, or ceases business operations continuously for longer than 15 business days, then VITA may immediately terminate this Contract, and an Authorized User may terminate an order or SOW, on notice to Supplier unless Supplier immediately gives VITA or such Authorized User adequate assurance of the future performance of this Contract or the applicable order or SOW. If this Contract has not been otherwise terminated and bankruptcy proceedings are commenced with respect to Supplier, then VITA may suspend all further performance of this Contract until Supplier assumes this Contract and provides adequate assurance of its performance of Supplier's contractual obligations or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by VITA and Supplier that this is an executory contract. Any suspension of further performance by VITA or Authorized User pending Supplier's assumption or rejection will not be a breach of this Contract, and will not affect the rights of VITA or any Authorized User to pursue or enforce any of its rights under this Contract or otherwise.

### **33. GENERAL PROVISIONS**

#### **A. Relationship Between VITA and Authorized User and Supplier**

Supplier has no authority to contract for, bind or commit to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of VITA or any Authorized User. Under no circumstances will Supplier, or any Supplier Personnel, hold itself out as or be considered an agent or an employee of VITA or any Authorized User, and neither VITA nor any Authorized User will have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or any Supplier Personnel. Supplier represents and warrants that it is an independent contractor for purposes of federal, state, and local employment taxes, and agrees that neither VITA nor any Authorized User is responsible to collect or withhold for Supplier any federal, state, or local employment taxes, including, but not limited to, income tax withholding and social security contributions. Supplier shall pay or withhold any and all taxes, interest or penalties (including, but not limited to, any federal, state, or local withholding or employment taxes, and any penalties related to health care or employee benefits laws) that are imposed, assessed, or levied as a result of this Contract or Services performed pursuant to this Contract. Supplier shall reimburse VITA or any Authorized User in the event that any taxes, interest or penalties are assessed against and paid by VITA or any Authorized User as a result of this Contract.

#### **B. Licensing Within the Commonwealth**

Any and all licenses granted or provided pursuant to this Contract, whether to Work Product, System Software, COTS Software, or any other Software will be held by:

- i. the Commonwealth, if the Authorized User is an agency as defined by Code § 2.2-2006 or a legislative, judicial and independent agency of the Commonwealth, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code;
- ii. the applicable public body, if the Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity; or
- iii. the applicable private institution of higher education, if the Authorized User is a private institution of higher education listed at: <http://www.cicv.org/Our-Colleges/Profiles.aspx>.

#### **C. Incorporated Contractual Provisions**

In addition to the terms, conditions, and obligations of this Contract, Supplier agrees to the VITA "Mandatory Contract Terms" which consist of the VITA:

- "Core Contractual Terms";
- "Required eVA Terms and Conditions"; and
- "Mandatory Internal Revenue Service (IRS) Publication 1075 (required for FTI data only)"

Each of these Mandatory Contract Terms are set forth at the following URL and incorporated into this Contract by reference: <https://www.vita.virginia.gov/procurement/contracts/mandatory-contract-terms/> .

Supplier agrees that non-compliance with the above-referenced Mandatory Contract Terms and IRS Publication 1075—including Exhibit 7, “Safeguarding Contract Language” of IRS Publication 1075 which is attached to this Contract as Exhibit J and is incorporated by reference—may be deemed, solely by VITA, as a material breach of the applicable Order or SOW or of the Contract. Supplier is responsible for verifying the correct and current version of this IRS publication and related safeguarding terms language and acknowledges that any Authorized User issuing the Order or SOW will be held harmless.

The terms and conditions set forth in documents posted at the URL above, and any successor URL(s), are subject to change pursuant to action by the legislature of the Commonwealth, change in VITA policy, adoption of revised eVA business requirements, or change to IRS Publication 1075. If a change is made to any of the Mandatory Contract Terms documents, a new effective date will be noted in the applicable document title. Supplier is advised to check the URLs, or their successors, periodically.

**D. Compliance with the Federal Lobbying Act**

Supplier’s signed certification of compliance with 31 U.S.C. § 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the regulations issued from time to time thereunder is incorporated as Exhibit G to this Contract.

**E. Ethics in Public Contracting**

By signing this Contract, Supplier warrants that its assent to this Contract is made without collusion or fraud, and that Supplier has not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer or subcontractor in connection with their proposal or the terms of this Contract. Further, Supplier warrants that it has not conferred any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, on any public employee having official responsibility for this procurement transaction, unless consideration of substantially equal or greater value was exchanged. In addition, Supplier warrants that it will notify VITA if it becomes aware of a potential conflict of interest in the future.

**F. Governing Law**

This Contract is governed by and will be construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation relating to this Contract must be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. The Uniform Computer Information Transactions Act applies to this Contract only to the extent required by Code § 59.1-501.15.

**G. Dispute Resolution**

In accordance with Code § 2.2-4363, contractual claims, whether for money or other relief, must be submitted in writing to the public body from whom the relief is sought no later than 60 calendar days after final payment; however, written notice of the Supplier's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims will not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within 30 calendar days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under the Code nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within 30 calendar days. The decision of the relevant public body will be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under Code § 2.2-4364 or the administrative procedure authorized by Code § 2.2-4365.

In the event of any breach by a Commonwealth agency, Supplier's remedies will be limited to claims for damages and interest allowable under the Code and, if available and warranted,

equitable relief. All such claims to be processed pursuant to this Section. In no event will Supplier's remedies include the right to terminate any license or support services hereunder.

**H. Assignment**

This Contract is binding upon and will inure to the benefit of the permitted successors and assigns of VITA and Supplier. Supplier may not assign, subcontract, delegate or otherwise convey this Contract or any of its rights and obligations under this Contract, to any entity without the prior written consent of VITA, and any attempted assignment or subcontracting without consent will be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of VITA or Supplier to prohibit assignment or nonconsensual assignments, the effective date of the assignment will be 30 calendar days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification will not be covered by this assignment.

**I. Severability**

Invalidity of any term of this Contract, in whole or in part, will not affect the validity of any other term. VITA and Supplier further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

**J. Survival**

Any provisions of this Contract regarding Software License, Rights To Work Product, Warranty, Escrow, Confidentiality, Content Privacy and Security, Liability, Indemnification, Transition of Services, the right to purchase Maintenance Services, and the General Provisions will survive the expiration or termination of this Contract.

**K. Force Majeure**

No Party will be responsible for the delay or failure to meet its obligations under this Contract if the delay or failure arises from causes beyond the reasonable control and without the fault or negligence of the obligated Party. If any performance date under this Contract is postponed or extended pursuant to this Section for longer than 30 calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability for that termination, and in addition an Authorized User may terminate any order or SOW affected by such postponement or delay.

**L. No Waiver**

Any failure to enforce any terms of this Contract will not constitute a waiver.

**M. Remedies**

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.

**N. Right to Audit**

VITA reserves the right to audit those Supplier records that relate to the Contract or any SOWs or orders issued there under. VITA's right to audit is limited as follows:

- i. three (3) years from end date of the Contract;
- ii. at VITA's expense;
- iii. no more than once every twelve (12) months;
- iv. performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
- v. access to Supplier cost information is excluded.

In no event will Supplier have the right to audit, or require to have audited, VITA or any Authorized User.

**O. Taxes**

The Commonwealth is exempt from Federal excise and all State and Local taxes and any such taxes may not be included in Contract prices. Tax certificates of exemption, Form ST-12 can be

obtained from Authorized Users upon request. Deliveries against this Contract shall be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

**P. Currency**

All prices, costs, or fees in this Contract and all exhibits, schedules, orders, or SOWs will be in United States dollars.

**Q. Non-Disparagement**

Each Party agrees that it shall not engage in any conduct or pattern of conduct that involves the making or publishing of written or oral statements or remarks (including without limitations, the repetition or distribution of derogatory rumors, allegations, negative reports or comments) which are disparaging, deleterious or damaging to the integrity, reputation or good name of any other Party or the Party's affiliates, employees, agents, contractors, or subcontractors. This section will not be construed to prevent a Party from responding publicly to incorrect public statements or from making truthful statements when required by subpoena, court order, or otherwise required by law.

**R. Advertising and Use of Proprietary Marks**

No Party may use the name of the other Party or refer to the other Party, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of the other Party. In no event may any Party use a proprietary mark of the other Party without receiving the prior written consent of the other Party.

**S. Notices**

Any notice required or permitted to be given under this Contract must be in writing and will be deemed to have been sufficiently given if delivered in person, or if deposited in the U.S. mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed:

i. To VITA and to Supplier, if Supplier is incorporated or formed pursuant to the laws of the Commonwealth, to the addresses shown on the signature page.

ii. To Supplier, if Supplier is incorporated or formed outside the Commonwealth, to the address shown on the signature page and to the Registered Agent registered with the Virginia State Corporation Commission.

Pursuant to Title 13.1 of the Code, VITA or Supplier may change its address for notice purposes by giving the other Party notice of such change in accordance with this Section.

Administrative contract renewals, modifications or non-claim related notices are excluded from the above requirement. Such written, or signed, or both, contract administration actions may be processed by the assigned VITA and Supplier points of contact for this Contract and may be given in person, via U.S. mail, courier service or electronically.

**T. Offers of Employment**

During the first twelve (12) months of the Contract, should Supplier hire an employee of any Authorized User who has substantially worked on any project covered by this Contract without prior written consent, the Supplier will be billed for 50% of the employee's annual salary in effect at the time of termination.

**U. Contract Administration**

Supplier agrees that at all times during the Contract Term an account executive, at Supplier's senior management level, will be assigned and available to VITA. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

**V. Captions**

The captions of sections and subsections of this Contract are for convenience and in no way define, limit, or enlarge the scope of this Contract or any of its sections.

**W. Entire Contract**

The following exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

Exhibit A – Requirements

Exhibit B – Pricing

- Exhibit C – Statement of Work (SOW) Template
- Exhibit D – Change Order Template
- Exhibit E – Reserved
- Exhibit F – End User Licensing Agreement (for reference only)
- Exhibit G – Certification Regarding Lobbying
- Exhibit H – Supplier Procurement and Subcontracting Plan
- Exhibit I – Service Level Agreements
- Exhibit J – IRS Publication 1075

This Contract, its exhibits, and any prior non-disclosure agreement constitute the entire agreement between VITA and Supplier and supersede any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter of this Contract. Any and all terms and conditions contained in, incorporated into, or referenced by the Supplier's proposal are deemed invalid. The provisions of the Virginia Department of General Services, Division of Purchases and Supply Vendor's Manual will not apply to this Contract or any order issued pursuant to the Contract. This Contract may only be amended by an instrument in writing signed by VITA and Supplier.

An Authorized User and Supplier may enter into an ordering agreement pursuant to this Contract. To the extent that an ordering agreement, or any order or SOW issued pursuant to this Contract, includes any terms and conditions inconsistent with the terms and conditions of this Contract, the terms and conditions of the order or SOW will be of no force and effect.

**X. Order of Precedence**

In the event of a conflict, the following order of precedence shall apply: this Contract document, Exhibit A, any individual SOW, Exhibit B-Pricing, Exhibit I- Service Level Agreements, and then each remaining Exhibit in order of Exhibit letter, then any Order under the Contract. In the event of a conflict or inconsistency between the negotiated terms of this Contract and any provision incorporated by reference into the Contract (e.g., a section of a License Agreement), the negotiated terms of this Contract will take precedence. For purposes of this section, a "conflict" exists with respect to a subject that has been comprehensively addressed in the Contract when supplementary terms contained in a provision incorporated by reference would alter the rights and obligations of the Parties set forth in the Contract.

**Y. Counterparts and Electronic Signatures**

This Contract may be executed in multiple counterparts, each of which, when assembled to include an original signature for each of Supplier and VITA, will constitute a complete and fully executed original. All fully executed original counterparts will collectively constitute a single agreement. Signatures transmitted by fax or electronic mail (in portable data format ("PDF")) are also permitted as binding signatures to this Contract.

**Z. Opportunity to Review**

VITA and Supplier each acknowledge that it has had the opportunity to review this Contract and to obtain appropriate legal review if it so chose.

[SIGNATURE PAGE(S) TO FOLLOW]

Signed by the undersigned authorized representatives of VITA and Supplier and effective as of the Effective Date set forth in the preamble of this Contract above.

**Carroll Industries of North America, LLC**  


By: \_\_\_\_\_  
(Signature)

**VITA, on behalf of the  
COMMONWEALTH OF VIRGINIA**

*Philip L. Pippert*

By: \_\_\_\_\_  
(Signature)

Name: Danny Alberto \_\_\_\_\_  
(Print)

Name: Phil Pippert \_\_\_\_\_  
(Print)

Title: Assistant General Counsel \_\_\_\_\_

Title: Chief, Supply Chain Management \_\_\_\_\_

Date: 08/29/2023 \_\_\_\_\_

Date: 08/30/2023 \_\_\_\_\_

Address for Notice:  
\_\_\_\_\_  
\_\_\_\_\_

Address for Notice:  
\_\_\_\_\_  
\_\_\_\_\_

Attention: Legal Department

Attention: Contract Administrator

VA-230901-CRSL, Exhibit A

Exhibit A, VA-230901-CRSL

VA-230901-CRSL, Exhibit A

**Product Specifications & Standards**

	Y/N	Description
<p>The solution shall comply with all current COV ITRM Policies and Standards, as applicable, found at: <a href="http://www.vita.virginia.gov/library/default.aspx?id=537">http://www.vita.virginia.gov/library/default.aspx?id=537</a>.</p>	<p><b>Y</b></p>	<p>Motorola Solutions systems comply with the standards, where applicable.</p>
<p>The solution/application/product shall provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: <a href="http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf">http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf</a></p>	<p><b>Y</b></p>	<p>Motorola Solutions systems comply with the standards, where applicable.</p>
<p>The solution/application/product shall provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: <a href="http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf">http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf</a></p> <p>(Refer to <a href="http://www.section508.gov">www.section508.gov</a> and <a href="http://www.access-board.gov">www.access-board.gov</a> for further information) If no, does your solution/application/product provide alternate accessibility functionality? Please describe.</p>	<p><b>Y</b></p>	<p>The Motorola Solutions system complies with the standards, where applicable at <a href="https://www.motorola.com/us/about/corporate-responsibility-consumer-accessibility">https://www.motorola.com/us/about/corporate-responsibility-consumer-accessibility</a></p>
<p>Does your Solution or any of your subcontractors' components include any Kaspersky-branded products?? See definition below. If yes, please describe. <i>"Kaspersky-branded products" means information security products, solutions, and services supplied, directly or indirectly, by AO Kaspersky Lab or any of its predecessors, successors, parents, subsidiaries, or affiliates, including Kaspersky Lab North America, Kaspersky Lab, Inc., and Kaspersky Government Security Solutions, Inc. (collectively, "Kaspersky"), including those identified below: Kaspersky-branded products currently known to DHS are: Kaspersky Anti- Virus; Kaspersky Internet Security; Kaspersky Total Security; Kaspersky Small Office Security; Kaspersky Anti Targeted Attack; Kaspersky Endpoint Security; Kaspersky Cloud Security (Enterprise); Kaspersky Cybersecurity Services; Kaspersky Private Security Network; and Kaspersky Embedded Systems Security.</i></p>	<p><b>N</b></p>	<p>VESTA 9-1-1 does not include any Kaspersky branded products.</p>

VA-230901-CRSL, Exhibit A

**E-911 SYSTEMS**

**E-911 Systems**

Y/N

Description

<b>E9-1-1 PSAP CTI TELEPHONE SYSTEM HARDWARE, MINIMUM REQUIREMENTS</b>		
The solution should provide E-911 PSAP CTI telephone system hardware, separately, and as an entire system purchase, related to the following features and functions. Please describe.	Y	<p>Motorola Solutions designed its industry leading 9-1-1 call processing platform from the ground up to specifically accommodate future emergency call handling formats. Our VESTA® product line is that Next Generation platform. Already selected by over 1,000 agencies, VESTA was designed to handle IP communications including Wireline, Wireless, VOIP, TDD/ TTY, SMS/TXT, and will evolve to accept access technologies like MMS and video, all the while maintaining our reputation for reliability and ease of use. The VESTA 9-1-1 components will present calls to the telecommunicator' s position at the PSAP, using a graphical user interface Motorola Solutions calls "The VESTA® Console." The VESTA Console will allow the telecommunicator to handle all actions required, e.g., answer, transfer, hold etc., for each call.</p> <p>VESTA® 9-1-1 Advantages</p> <ul style="list-style-type: none"> <li>• VoIP and i3 - based technology</li> <li>• Proven reliability with hundreds of systems and thousands of positions deployed</li> <li>• Advanced SIP architecture designed specifically for mission-critical NG9-1-1 application</li> <li>• Available geo-diverse configurations to maximize flexibility and survivability</li> <li>• Purpose-built, fault-tolerant architecture with no single point of failure</li> <li>• Standard features include: no-hold conferencing, automatic call re-queueing and intelligent speed dial functions (ideal for emergency call taking environment)</li> <li>• Support for key-system mode of operation with multi-mode call selection, including priority answer</li> <li>• Desktop Client application with a new but familiar User Interface (UI) designed for usability, efficiency and configurability</li> <li>• Soft phone-based system reduces cost and desktop real-estate while improving reliability</li> <li>• Mobile CommandPOST™ option for remote positions and disaster recovery scenarios</li> <li>• Optional Remote maintenance and monitoring capabilities for enhanced system performance</li> </ul> <p>The Motorola Solutions response provides VITA with ability to procure an entire E9-1-1 system or component pieces as required to a new or existing solution.</p> <p>Please refer to the VESTA Overview</p>
ANI Controller and/or Controller Functions	Y	The proposed solution is an IP/SIP based ANI/ALI controller. The system provides interface modules to external circuits as specified under the NENA standards. The ANI/ALI controller functions are fully redundant.
Equipment Racks	Y	Racks or equipment cabinets can be supplied based on the needs of the PSAP. Both racks and cabinets are available in a variety of sizes with several options.
Hard Drive Back Up/Storage	Y	VESTA 9-1-1 includes dual HP HA Virtual servers are normally equipped with multiple disk drives in a minimum RAID 5 configuration
Intelligent Workstations	Y	The Intelligent Workstations provided by Motorola are commercially available PC-based workstations. The commercially available PC-based workstations are equipped with all necessary audio and video interface equipment (including a keyboard, mouse, speaker bar)
Headsets and Jacks (per position)	Y	The VESTA 9-1-1 workstations include a Sound Arbitration Module (SAM). The SAM has three jackbox interfaces providing connection to up to three headsets. These jackboxes can be configured for 4 wire or 6 wire /PTT handsets or headsets. Two (2) jackboxes are included in the solution for each position. The solution includes handsets, and headset interfaces. Headsets are not included in the base system price, but can be purchased upon request.
Keyboard	Y	Included with each workstation, per position
Monitors	Y	Monitors are available in 19, 20, 22, 24, 48 inch sizes. The turn-key solution offered as part of this response includes one 20" inch monitor per position. Other sizes can be quoted upon request.
Mouse	Y	Included with each workstation, per position
Numeric Keypad	Y	The VESTA 9-1-1 solution includes a 24-button or 48-button programmable Genovation Keypad, provisioned at each workstation. The Genovation keypads and keyboard can be configured with commonly used shortcuts.

VA-230901-CRSL, Exhibit A

**E-911 SYSTEMS**

Printers	<b>Y</b>	Laser Color and Black and White printers are available for purchase with the VESTA system
Punch Blocks	<b>Y</b>	Comply, punch blocks will be provided as needed to support the solution.
Telephone Sets	<b>Y</b>	<p>The proposed solution supports the following standalone Enhanced IP phone and expansion module:</p> <ul style="list-style-type: none"> <li>• Mitel 6867/6737i /6757i</li> <li>• Mitel M685i/675i expansion modules</li> </ul> <p>The Enhanced IP Phone set provides the following functionality:</p> <ul style="list-style-type: none"> <li>• Answer a 9-1-1 call</li> <li>• View and clear the location information of the caller</li> <li>• Manually request location information retransmit during a call</li> <li>• Place and retrieve calls on local hold</li> <li>• Send calls to transfer to queue (TTQ) on a vector directory number (VDN)</li> <li>• Transfer calls</li> <li>• Create conference calls</li> <li>• Access shared call appearance lines</li> </ul> <p>IP phones are not included in the base system price, nor are they required</p>
Transmit and Receive Audio (radio positions only)	<b>Y</b>	<p>The VESTA 9-1-1 workstations include a Sound Arbitration Module (SAM).</p> <ul style="list-style-type: none"> <li>• Two physical headset jacks are included with the proposed solution.</li> <li>• The VESTA 9-1-1 workstations include a SAM interface that arbitrates audio between the radio and 9-1-1 audio in the same headset without user intervention or switching.</li> <li>• Call takers can adjust sound at the console position using the Master Volume control window. The volume settings that a call-taker sets in the Master Volume window are saved when a user logs off from the console. The next time a user logs on to a console using the same username, the same volume settings are available. Call takers can easily adjust the transmit and receive volume levels of an existing phone call. The Master Volume window provides volume and muting control over telecommunicator headsets, microphones, call recordings, and auxiliary audio devices under the Jackboxes, IRR Playback, and Aux Audio tabs.</li> <li>• Call-takers can answer incoming calls by using their headset or by answering manually with the telephone on the desk.</li> </ul>
Uninterruptible Power Supply (per position)	<b>Y</b>	A per position UPS will be priced as optional within the proposed VESTA system.
<b>ANI Controller and/or Controller Functions</b>		
The solution should ensure all modules function independently. Please describe.	<b>Y</b>	<p>The VESTA® 9-1-1 architecture is engineered with no single point of failure. Fully independent servicing and upgrading of each side of a VESTA 9-1-1 system expands on this design advantage. This feature allows VESTA 9-1-1 to continue full capacity call processing during both scheduled or unscheduled outages. The VESTA 9-1-1 system is designed as a redundant system with no shared components between each side of the system. This permits full call taking operation from ingress to call-taker position during both scheduled and unscheduled outages.</p> <p>The VESTA 9-1-1 system contains redundant components to prevent single points of failure. The application servers, which are in an active/hot standby configuration, will automatically fail over should a module on the active server fail. Networking to workstations is handled with redundant network switches and the workstations are distributed between the switches to prevent more than 50% workstation failure. Additionally, the system design distributes the trunks over multiple gateways that are designed for the public safety environment.</p>
The solution should prevent bottlenecks from occurring. Please describe.	<b>Y</b>	The VESTA 9-1-1 system provides complete flexibility in regards to call flow and line configuration. The system can't accept more calls than there are lines configured in the solution.
The solution should provide that the ANI Controller force incoming telephone calls to wait for an available multi-frequency receiver before presenting the call. Please describe	<b>Y</b>	The VESTA 9-1-1 solution complies by not requiring an incoming call to have to wait for available multi-frequency receiver before presenting the call.

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**E-911 SYSTEMS**

The solution should provide that the ANI Controller use a single central controlling module or any other single device. Please describe.	<b>Y</b>	The VESTA 9-1-1 solution complies using an architecture that features no single point of failure. Both hardware and software is redundant in the VESTA 9-1-1 architecture.
<b>Equipment Racks</b>		
The solution shall provide racks and equipment cabinets. Please describe what sizes are available and provide pricing in the pricing document Appendix C.	<b>Y</b>	The solution includes a single 19" Equipment Rack (7ft). An optional equipment cabinet proposed by Motorola Solutions Inc. is enclosed and lockable. Both front and rear access doors are vented and/or solid. The cabinets are wired with proper cable management at the factory that meets or exceeds ANSI/TIA/EIA standards.
<b>Hard Drive Back Up/Storage</b>		
The solution shall include a backup system for backing up the hard drive. Please describe.	<b>Y</b>	All servers are deployed using VMware with an Active/Active architecture. Major databases are backed up on a nightly schedule and retained in two server locations preventing one server from wiping out the backups. A Disaster Recovery solution is available as an option as well. This solution backs up workstation images as well as server images. The Disaster Recovery solution is not priced in the solution, but can be priced upon request.
The solution should ensure the process required for backup does not interrupt normal use and/or operation of the system. Please describe.	<b>Y</b>	Solution backup operations run in the background and are automated. These backup operations can also be run manually as needed. In either case, they do not interrupt normal use or operation of the system.
The solution should include training and training manuals/guides on how to complete a backup of the hard drive at the time of system installation. Please describe.	<b>Y</b>	I&M manuals and training programs include information of backup operations. In addition, the system as shipped is provided with a CPR (Critical Program Restoration) disk.
<b>Intelligent Workstations</b>		
The solution should include intelligent workstations constructed with open systems architecture. Please describe.	<b>Y</b>	The proposed solution uses CotS hardware for the intelligent workstations.
List in detail the solution's proposed hardware, including component level information, and identifying propriety components for the following. If not included, please indicate.	<b>Y</b>	<p>The VESTA 9-1-1 solution is comprised of many interrelated components, service ingress gateways, database servers, application servers, local and wide area networks, distributed applications, network services, clients and many others. Most of the hardware provided is CotS, with open architecture.</p> <p>A more granular equipment list will also be provided as part of this RFP response.</p> <p>The SAM (Sound Arbitration Module) is a proprietary hardware module that performs the specialized audio management requirements for the proposed call processing system. Supporting up to three jack boxes/headsets or handsets, it also provides the following:</p> <ul style="list-style-type: none"> <li>• An interface to the supervisor's headset or handset.</li> <li>• An instant recall recorder interface.</li> <li>• A long term logging recorder interface.</li> </ul>
Call Answer / Hold / Release	<b>Y</b>	The VESTA system allows telecommunicators to answer, hold, and release calls from the application within the workstation.

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Supervised Call Transfer	<b>Y</b>	<p>The proposed solution has the ability to perform a supervised transfer, blind transfer, or supervised blind transfer using call controls. These functions may additionally be performed with one click for any contact on the contact list. The transferred calls will transmit the original ANI or Caller ID to the alternate networked PSAP.</p> <p>The following call transfers are supported:</p> <p>Supervised Transfer</p> <p>The call transfer is completed when the called party answers the call. Users can find Blind Transfer buttons in the Dial Directory and on the toolbar.</p> <p>Unsupervised Blind Transfer</p> <p>Console users can complete the transfer of an administrative or emergency call before the call is answered by the called party. The call is transferred when the console or phone of the caller party is ringing. Before the call is answered, the transferring console user is available to take another call.</p>
Conferencing (up to 6 parties)	<b>Y</b>	<p>VESTA 9-1-1 offers extensive conferencing capabilities. With the VESTA 9-1-1 conference feature each call-taker may conference up to 12 total parties without loss of audio quality. PSAPs may configure the VESTA 9-1-1 layout to offer the preferred methods of conferencing.</p>
One-button transfer	<b>Y</b>	<p>The VESTA 9-1-1 system uses Intelligent Speed Dial Technology. Numbers associated with a specific entity can be entered under one speed dial button. These entries include star codes for tandem transfers as well as a 10-digit number associated with that entity. If a 9-1-1 call comes in and the call-taker needs to perform a Tandem Transfer to a specific PSAP, they just select the Speed Dial Button labeled with the specific PSAP and the system performs the Tandem Transfer. If a call comes in on a 7/10 digit number and needs to be transferred, the call-taker selects the same button and the system knows to use the number assigned to the 7/10 digit entry. If the call-taker is idle and needs to call that same entity, the call-taker simply selects the same button and the system knows to grab a line from the outbound pool and dials the assigned number.</p>
DTMF/Hook flash support for same line transfer (Tandem transfer)	<b>Y</b>	<p>The proposed solution provides legacy tandem transfers and IP i3 provider transfer equivalents. Legacy Tandem transfers using hook flash signaling and * codes are supported using the methods described. The solution allows users to embed special dialing codes in the speed dial entries (such as star codes, prefixes like 9 or 8...). These can also include special functions such as hook-switch flash, pause, etc. Entries may also be set to automatically insert prefix or suffix digits according to system dialing rules. If a 9-1-1 call comes in and the Call taker needs to perform a Legacy Tandem Transfer or an i3 IP Router transfer to a specific PSAP, the user selects the Speed Dial Button labeled with the specific PSAP and the system performs the Legacy Tandem Transfer using * codes or URI's for i3 call transfers out over the i3 network. In addition, the intelligent workstation can transfer a caller to another workstation or to another queue using a speed dial, manual dialed number or the call appearance of another workstation on the user interface. VESTA also has the Agents Window as part of the GUI where all logged in users are listed indicating their call state, that can also be used to transfer a call to a specific person regardless of where they are sitting.</p>
Phone/Call Tree capabilities	<b>Y</b>	<p>The proposed solution includes an integrated, configurable multi-level auto attendant</p>
Multiple line appearances	<b>Y</b>	<p>The console positions can be configured to display all the line appearances (both 9-1-1 and Admin) available in the system and to differentiate them visually and audibly. Also, the console can be configured with the In Calls Appearance (ICA) resource button to present calls coming from ACD to available console positions and allow agents to answer and control administrative and emergency calls.</p>
Barge-in on shared lines	<b>Y</b>	<p>The proposed solution allows authorized Call Takers the ability to join a call (Barge-In) from another position invoking the Silent Monitor feature. The Barge-in feature can be invoked by a Call Taker on any administrative or 9-1-1 call that is active on another workstation by clicking the line or trunk. This is a permissions-based feature, and depends on the role that is barging in as well as the role of the console that is barged. When a user joins a 9-1-1 or an administrative call, they can hear and talk to all parties, and the ALI information of the caller appears in their call information window. The Call Takers call appearance icon will change to indicate the call is being monitored with monitor icon.</p>
Line Pooling for outbound calls	<b>Y</b>	<p>The system can be configured to use line pooling for outbound calls, or specific lines depending on the configuration.</p>

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Enhanced Caller ID Display (name and number)	<b>Y</b>	The Intelligent Workstation will present emergency non-emergency administrative calls with Caller ID information, if available from the call provider.
Remote Call Pick-up	<b>Y</b>	Vesta features a highly configurable interface in which the lines can be configured in multiple different on-screen layouts. For ex: a line ringing on con 1 can be picked up on con 3 by picking up the line extension
Station to station calls	<b>Y</b>	VESTA allows communication between positional workstations via Agents Window. The Agents window lists all console users that are logged on to the agency and lets you place voice calls to these console users. The Agents window provides information about an agent, such as the role of the agent, the state of their console, and the ACD state of their console among others.
Speed Dial	<b>Y</b>	<p>The VESTA 9-1-1 Console offers a very flexible interface for PSAPs to display contacts for one-click (Speed dials) dialing. The Dial Directory Window allows Calltakers to dial a phone number by clicking an icon button rather than by having to type the phone number. The Dial Directory offers a configurable toolbar with function buttons to allow Calltakers to perform specific functions efficiently. The VESTA 9-1-1 Dial Directory permits entry at any connected workstation. The data is then housed on the central backroom servers. Entries may be organized as default (system-wide) access, or internal (personal) access and visibility. With the proper permissions, entries can be added, deleted and modified. The Dial Directory search supports manual typing and features an auto-completer. The library search also permits group search (contacts sorted by a group identifier) or individual contact. Call takers can also use the Search Window to filter search results by typing the first few characters of a text string and click the Find Button.</p> <p>The VESTA 9-1-1 system uses Intelligent Speed Dial Technology. Numbers associated with a specific entity can be entered under one speed dial button. These entries include star codes for tandem transfers as well as a 10-digit number associated with that entity. If a 9-1-1 call comes in and the Calltaker needs to perform a Tandem Transfer to a specific PSAP, they just select the Speed Dial Button labeled with the specific PSAP and the system performs the Tandem Transfer. If a call comes in on a 7/10 digit number and needs to be transferred, the Calltaker selects the same button and the system knows to use the number assigned to the 7/10 digit entry. If the Calltaker is idle and needs to call that same entity, the Calltaker simply selects the same button and the system knows to grab a line from the outbound pool and dials the assigned number.</p> <p>Lines and/or trunks requiring special handling should be separated into different groups. Specific dialing context rules can then be created for each group for ease of use.</p>
Mute	<b>Y</b>	The proposed solution allows users to mute and un-mute the audio of any call using the mouse or keystroke. The mute function is only available through the Master Volume settings on the screen or using dedicated buttons on the VESTA GUI.
In-Call Dialing (incoming and outgoing)	<b>Y</b>	While on an active call, the solution allows for outbound dialing to other participants. The solution also provides flexibility to place active calls on hold to answer new incoming calls, or place new outbound calls.
Automatic Greetings	<b>Y</b>	VESTA 9-1-1 features a Greeting Manager. The Greetings Manager allows an agent to record greetings that will automatically play to emergency and administrative callers. Once an agent has recorded their greeting; they may play it back, re-record it, delete it, and save it. Greetings are controlled only by the agent that creates them. If greetings are activated, they are played whether or not the Auto-answer is activated. If the Auto-answer is activated for a specific greeting type, the greeting is played back even if the time is set to 0 seconds.
Radio Headset Sharing	<b>Y</b>	VESTA 9-1-1 fully supports radio arbitration to allow users to communicate with both radio and telephony with a single headset. VESTA's Sound Arbitration Module (SAM) provides sound integration to radio systems such as the MCC7500. A single headset can be used at a position via VESTA's headset jack box to arbitrate the audio between the phone system and the MCC7500 radio system.
Number (ANI) Display / Location Identification (ALI) Display	<b>Y</b>	The VESTA 9-1-1 solution provides complete new call details (ANI/ALI, CID, ESN, caller name and address, latitude and longitude, circuit name, etc.) in the Call Information Display window and in most of the line appearance resources prior to answering the call. The Call Information Display window displays calling-party information for an active call, or the last active call. Information for call types, including wireless, abandoned, TTY, monitored, and emergency calls are displayed. The Call Information Display appearance can be set in the Preferences dialog box.

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<p>List any proprietary components included in the proposed solution.</p>	<p><b>Y</b></p>	<p>The SAM is a proprietary hardware module that performs the specialized audio management requirements for the proposed call processing system. Supporting up to three jack boxes/headsets or handsets, it also provides the following:</p> <ul style="list-style-type: none"> <li>• An interface to the supervisor’s headset or handset.</li> <li>• An instant recall recorder interface.</li> <li>• A long term logging recorder interface.</li> </ul>
<p>The solution should ensure that the IWS will provide full Computer-Telephony Integration, allowing call-takers to have on-screen access to telephone features. Please describe.</p>	<p><b>Y</b></p>	<p>The call handling software application manages the receipt of emergency and administrative calls, seamlessly distributing them to Call Takers via the most modern and user friendly Graphical User Interface (GUI) in the public safety industry.</p>
<p>The solution should support call handling via laptop based workstations. Please describe.</p>	<p><b>Y</b></p>	<p>The optional VESTA™ CommandPOST portable, on-location emergency call handling position. It provides fast, cost-effective, portable 9-1-1 call handling at temporary locations outside the PSAP, such as at the scene of a disaster. The VESTA CommandPOST offers the exact same VESTA 9-1-1 desktop and operation as the PSAP call handling position.</p> <p>The VESTA CommandPOST package includes a laptop computer, watertight foam-lined case, cables, and connectors, enabling PSAPs to set up quickly and operate remotely and quickly under the harshest of conditions. The VESTA CommandPOST can also offer additional call handling positions at the main PSAP facility when used with its optional docking station. With the VESTA CommandPOST, PSAPs have the flexibility to add call handling positions locally and or remotely in a quick and efficient manner while using the same interface they are familiar with, thereby there’s no learning curve or downtime in potentially life-threatening situations.</p>
<p>The solution should offer an option for a rack mounted intelligent workstations to be located in the PSAP’s equipment room, with USB extenders for keyboard and mouse control. Please describe and include any performance specifications for the solution.</p>	<p><b>N</b></p>	<p>The solution features off-the-shelf workstation hardware.</p>
<p><b>Keyboard</b></p>		
<p>The solution should include a standard keyboard capable of assisting with processing all telephone calls, including but not limited to voice and TTY/TDD calls. Please describe.</p>	<p><b>Y</b></p>	<p>The call taker workstations provide a method for programming keyboard shortcuts. The shortcuts menu option allows users to assign single or multiple keystrokes to common functions on the desktop. For example, the Shift, Alt, Ctrl and soft keys (such as F11) can be used either independently, or in combination with letters and numbers. For instance, a user could assign F6 or Alt +K, as a shortcut to release a call.</p> <p>Two types of shortcut scopes are available:</p> <p><b>Application</b> - These shortcuts are available only when the console has focus. An application scope shortcut does not work if the keyboard focus is set to a text box that is part of a console asset.</p> <p><b>System</b> - These shortcuts are available system wide. If the console is minimized or another application has the focus, the shortcut invokes a console feature. A system scope shortcut works if the keyboard focus is set on a text box.</p> <p>Administrators can customize shortcuts in the Preferences window. When you change the shortcut scope from Application to System, the system checks for shortcuts that are not allowed and remove them. You can invoke a shortcut from the following devices:</p> <ul style="list-style-type: none"> <li>◆ Keyboard</li> <li>◆ Genovation keypad</li> </ul>
<p>The solution should include any keyboard templates and a particular KVM switch that can be used if desired to control multiple systems. Please describe and provide a list of keyboard templates.</p>	<p><b>Y</b></p>	<p>The solution provides a common off-the-shelf QWERTY keyboard for each workstation position.</p> <p>The solution can support a variety of KVM options.</p> <ul style="list-style-type: none"> <li>- 2 and 4 port push-to-select models as well as seamless transition models which allow keyboard transition upon placement of the mouse.</li> </ul>
<p><b>Monitors</b></p>		

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The solution should provide a recommended monitor size. Please describe.	Y	Both 22" and 24" monitor sizes are the most commonly used, and most recommended.
<b>Mouse</b>		
The solution should ensure that all systems operate with standard USB mouse. Please describe.	Y	A standard USB mouse is included with the Intelligent Workstation
The solution should include a mouse capable of assisting with processing all telephone calls, include but not limited to voice and TTY/TDD calls. Please describe.	Y	Telecommunicators can use the mouse to aid in call processing, including answer, hold, mute, transfer, and speed dials through VESTA's GUI.
<b>Numeric Keypad</b>		
The solution should include a numeric keypad capable of being programmed in providing specific functions supporting and capable of assisting with processing all telephone calls, including but not limited to, answering, holds, conferencing, etc. Please describe and indicate available keypad templates.	Y	<p>The VESTA 9-1-1 solution includes a 24-button or 48-button programmable Genovation Keypad, provisioned at each workstation. The Genovation keypads and keyboard can be configured with commonly used shortcuts.</p> <p>Genovation Keypad Genovation 24-key programmable keypad The 24-key programmable keypad includes 24 programmable / relegendable keys, allowing the user to label them to fit a specific need. The non-volatile, programmable memory allows the keypad to connect to any USB port without installing resident software. The keypad is easy to program using the Windows compatible software provided.</p> <ul style="list-style-type: none"> <li>• 24 fully programmable keys with relegendable keycaps</li> <li>• Three double keys, three extra single keys, and a keycap puller included</li> <li>• 6' USB cable with Type A plug</li> <li>• Two-level programmable, equivalent to 48 keys</li> <li>• Programmable LED Indicator Light (top right)</li> <li>• Supports USB MultiMedia keys *</li> <li>• Supports F1 through F24</li> <li>• Optional protective latex covers available</li> <li>• Low power consumption</li> <li>• Uses the highest quality key switches rated at 50 million operations</li> <li>• One year warranty</li> </ul> <p>Genovation 48-key programmable keypad The 48-key programmable keypad includes 48 programmable / relegendable keys that allow the user to label them to fit a specific need. The non-volatile built-in ROM allows the keypad to connect to most compatible PCs without installing resident software. The keypad is easy to program using the Windows compatible software provided.</p> <ul style="list-style-type: none"> <li>• 48 Fully Programmable/Relegendable Keys</li> <li>• Three double keys and keycap puller included</li> <li>• Two key N-key rollover</li> <li>• Programmable LED (Blue)</li> </ul>
<b>Printers</b>		
The solution should ensure all printers on the system are standard, plain paper. Please describe.	Y	Included printer(s) are standard home/office inkjet printers that can print color and black & white using plain 8.5x11 paper.
<b>Punch Blocks</b>		
The solution should ensure that standard 66 or 110 punch blocks are used on the system. Please describe.	Y	66 or 110 punch blocks can be used.
<b>Telephone Sets</b>		
The solution should ensure that telephone sets are pre-wired and ready for immediate use. Please describe.	Y	<p>If IP phone sets are purchased, they will be configured and ready for immediate use as the system cuts over.</p> <p>The standard VESTA call taking position does not require the use of a IP phone set.</p>

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For E9-1-1 systems which have a 'switch' or PBX built in, the solution should ensure that the "switch" or PBX uses digital architecture and technology, and is modular in design, if based on premise. Please describe.	Y	<p>The VESTA 9-1-1 IP PBX engine is designed specifically for Public Safety 9-1-1. The PBX is not based on Open Source software and is managed, designed, and developed by Motorola Solutions with no reliance on third-party vendors.</p> <p>The IP PBX Supports Complex Automated Call Distribution, with up to 200 Call Queues which enables superior call flow flexibility.</p> <p>The PBX is IP end-to-end and is fully redundant enabling that if the primary PBX server fails the secondary takes over seamlessly with no loss of service</p>
<b>Transmit and Receive Audio (radio positions only)</b>		
The solution should provide , at no additional charge, external transmit and receive headset connects that connect into the radio console interface. Please describe.	Y	<p>The Sound Arbitration Module (SAM) manages the audio and other controls for external communication devices and auxiliary equipment that reside at the user workstation. The SAM can arbitrate radio and phone voice paths and provides off-hook sense, jack sense and Tx/Rx audio pass-through. The SAM has three jack box interfaces providing connection to up to three headsets. These jack boxes can be configured for 4 wire or 6 wire /PTT handsets or headsets. Two (2) jack boxes are included in the solution for each position. A SAM will be included at each position.</p>
The solution should ensure impedance and volume levels equal to standard telephone headset, balanced, and free of hum, noise or cross talk. Please explain.	Y	<p>VESTA 9-1-1 Master Volume window provides volume and muting control over the user headsets, microphones, call recordings, and auxiliary audio devices under the Jackboxes, IRR Playback, and Aux Audio tabs. The Master Volume settings are saved when a user logs off from the console. The next time a user logs on to a console using the same username, the same volume settings are available. The Jackboxes tab contains sliders for volume levels for headsets connected to individual console jackboxes. A console can have multiple jackboxes: for example, one each for a console user, a supervisor, and a trainer. Selecting a Mute Mic check box mutes the audio for each microphone. When mute is applied to a jackbox with the headset muted, a red LED light appears on the SAM jackbox (The Basic jackbox does not have an LED light.). A single volume slider adjusts the levels for all microphones.</p>
<b>Uninterruptible Power Supply (per position)</b>		
The solution should provide an UPS that is an "under desk" UPS. Please describe.	Y	<p>The solution features a 750 VA under-desk UPS. This should provide 15 minutes or more of additional run time.</p>
The solution should include an UPS that supplies power at least 15 minutes. Please describe.	Y	<p>The solution features a 750 VA under-desk UPS. This should provide 15 minutes or more of additional run time.</p>

**E9-1-1 PSAP SYSTEM SOFTWARE REQUIREMENTS**

The Supplier should provide the latest production version of software releases for the product line selected. Please describe.	Y	<p>Motorola Solutions will maintain all furnished software in reliable operating condition and incorporate the latest software changes applicable to the installed solution for the duration of the contract. All solution customizations performed by Motorola Solutions will meet the purposes of this RFP and any resulting contract will be included in the continuing maintenance for the duration of the contract. This will include any maintenance period after the expiration of applicable warranty periods.</p>
If between the time of Offer and the time of final acceptance of the new system, the Supplier should ensure new releases of software marketed will be available, along with the most current version of the software, to the PSAP without additional charges. Please describe.	Y	<p>The system will include the most current release at time of system acceptance.</p>
The solution shall include proprietary CTI application software written using no less than 32 bit architecture. Please describe.	Y	<p>The CTI application software runs on 64 bit operating system. The current OS used is Windows 10 LTSC.</p>
The solution shall include proprietary switch or PBX software designed and written using current programming languages and techniques. Please explain.	Y	<p>The VESTA 9-1-1 IP PBX engine is designed specifically for Public Safety 9-1-1. The PBX is not based on Open Source software and is managed, designed, and developed by Motorola Solutions with no reliance on third party vendors.</p>

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<p>The Supplier shall ensure that long-term software support for proprietary or non-proprietary software, which is required, is available. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions maintains all software furnished in a reliable operating condition and will incorporate the latest fixes and provide minor updates as enhancements to existing functionality to keep the system state-of-the-art for the period during which VITMA has purchased the Next Generation Software Support Program.</p> <p>Upgrades to bug fixes, patches and anti-virus updates are included as part of our Support Policy. Motorola Solutions software will be defined as:                      -Program Fix (bug fixes, repair),                      -Updates (minor enhancements) and Upgrades (new features and functions).</p>
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**MINIMUM SYSTEM FUNCTIONALITY REQUIREMENTS**

<p><b>Abandon Call Capture</b> – The solution shall ensure that all proposed systems provide users and supervisors the capability to capture abandon call information, and redial the abandoned number automatically upon command with a single screen touch, keystroke, or mouse click. Please describe.</p>	<p><b>Y</b></p>	<p>The proposed solution can be configured to automate the abandoned call back process. When configured to do so, the Automated Abandoned Callback feature enables the solution to automatically redial a valid number from an abandoned 9-1-1 call. If the original 9-1-1 caller answers the call, a voice recording can prompt the caller either to proceed with the 9-1-1 call or to cancel the call. If the original 9-1-1 caller chooses to proceed, the call is sent to an emergency ACD queue for handling by a call taker. A transfer .WAV audio file can be configured to play when the call is transferred. The call is queued for ACD with the last known ALI. After the call is answered, the ALI appears in the Call Information Display with the label Abandoned.</p> <p>If the original 9-1-1 caller cancels the call or does not answer, by default, the call is disconnected and no further action is taken. A disconnect .WAV audio file can be configured to play when the call is released. Administrators can configure the filter to present the abandoned call to the console if the caller does not answer.</p>
<p>The solution should ensure that a list of abandoned calls will be provided in table format, and selectable for redial with a minimum number of screen touches, keystrokes, or mouse clicks. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 displays all abandoned calls with a unique visual icon and color code on the Call Takers personal call appearance (PCA) for fast identification. Additionally, all abandoned calls are displayed on a dedicated Abandoned Calls window. The ACD queue manager keeps only the oldest call for both ANI, and pANI for wireless callers. So the list will only contain unique numbers. The Abandoned Calls Window simplifies follow-up on abandoned calls by allowing the Call Taker to filter abandoned calls by queued, answered and calls and includes information such as date/time, CPN, and ESN.</p>
<p><b>Automatic Redial</b> – The solution should provide each user the capability to redial the last ten (minimum) numbers from the answered calls on their IWS. Please describe.</p>	<p><b>Y</b></p>	<p>The proposed solution features the Recent Calls window that displays information for each unique voice calling number and text calling number that was received and answered at a console. This window provides 3 call display options, one for inbound, one for outbound and one for location. Each recent calls window provides a list of calls along with additional information such as date, time, CPN, incoming circuit, ALI, and ESN Information for up to the previous last one-hundred (100) calls for an agent. The number of previous calls displayed is configurable and may be reduced from 100.</p>
<p>The solution should ensure that redial will occur with a minimal number of screen touches, keystrokes, or mouse clicks. Please explain.</p>	<p><b>Y</b></p>	<p>Using the recent calls window, telecommunicators will be able to select a recent call and redial the number with minimal action needed.</p>
<p><b>Call Conferencing</b> – The solution should ensure that all proposed systems provide conferencing features that permit every user and supervisor on the system to conference multiple lines and trunks without regard to the type of line or trunk. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 offers extensive conferencing capabilities. The layout can be configured to offer the preferred methods of conferencing.</p> <p>The following functionality is supported when using VESTA's conferencing tasks:</p> <ul style="list-style-type: none"> <li>• No audio interruption or audio degradation is created when using any of these conference call features.</li> <li>• Any member of a conference call can disconnect at any time without interrupting the remaining parties on the call.</li> <li>• VESTA 9-1-1 supports Mute All in which all parties of a conference can be muted. Selective Mute is a feature candidate for a future release of VESTA 9-1-1</li> </ul> <ul style="list-style-type: none"> <li>• VESTA 9-1-1 supports the ability to drop the last party added to a conference call.</li> <li>• VESTA 9-1-1 has the ability to perform a conference call where the current party is put on hold when another party is dialed. The conference is created before or after the targeted party answers the conference request.</li> </ul>
<p>The solution should ensure conferencing will not degrade the quality of the audio. Please explain.</p>	<p><b>Y</b></p>	<p>With the VESTA 9-1-1 conference feature each call-taker may conference up to 12 total parties without loss of audio quality</p>

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The solution should include a call conferencing process, and the number of lines that can be conferenced during a single call without degradation. Please describe.	Y	As mentioned previously, the VESTA 9-1-1 conference feature each call-taker may conference up to 12 total parties without loss of audio quality
The solution should ensure that adding a call to the conference will occur immediately with a minimum number of screen touches, keystrokes, or mouse clicks. Please describe.	Y	The solution can be configured to automate the process utilizing the dial directory with minimal user actions needed.
The solution should have a phone tree/call handler capabilities. Please describe.	Y	The solution includes a multi-level auto-attendant in which calls can be directed to specific operator groups, specific users, or to external numbers outside the system.
<b>Call Data Delivery</b> – The solution should ensure that the ANI/ALI will populate immediately upon call answering. Please describe.	Y	VESTA 9-1-1 is designed to present ANI and ALI via a shared call appearance button prior to agents answering the call. This provides pre-answer ANI and ALI, along with automatic and manual ALI rebid functions.
The solution shall ensure that the application will have the ability to interface with a CAD system to provide ANI/ALI to the CAD. Please describe.	Y	VESTA 9-1-1 provides the ANI/ALI decoded by the system via CAD spills through multiple CAD ports as needed. The call details available in the Call Information Display Window can be printed and or copied into other applications
<b>Call Holding</b> – The solution should ensure that proposed systems will permit users to immediately place a call on hold with a single screen touch, keystroke, or mouse click. Please describe.	Y	The proposed solution allows calls to be placed on system (non-exclusive) or local (exclusive) hold using a single mouse click or button push.
<b>Call Parking</b> – The solution should ensure that proposed system will permit users to place a call on hold at one telephone set and continue the conversation from any other telephone set. Please describe.	Y	Calls on hold will display unique status icons on their buttons to alert the Call Takers as to the type of hold in use. For ACD users, options are available to re-present held calls to the original Call Taker or to re-queue the call to the incoming call queue. And for pure single button ACD calls, they can either be placed on exclusive hold, system (non-exclusive) hold or moved the call off the ACD In Calls line over to the call takers personal call appearance buttons in much the same way you use a traditional park function. These calls on hold in your personal call appearance (PCA) can also be exclusively held or non-exclusively held so others could pick up those lines if you should get tied up with another call or are too busy to process those calls.
<b>Call Playback (instant recall)</b> – The solution should ensure that proposed system provide, in addition to data captured on logging recorders, a separate functionality for recording and playing back all calls for the most previous 30 minutes of operation (minimum). Please explain.	Y	The proposed VESTA 9-1-1 solution includes an Instant Recall Recorder (IRR) application. The IRR is a telephony, radio, and microphone-based message recording and recorded message handling device. The IRR runs on standalone consoles and agents can open the IRR application via the Instant Retrieval button. This software records continuously, indicates call duration, provides ANI, a time stamp, and provides instant playback for 9-1-1 calls. The IRR individually stamps each recording and sorts them by ANI, date, and time.  The recording time is configurable by the system administrator based on their specific requirements (it could be 12, 24, 36 hours, etc.). The total recording time is dictated most of the time by the PC hardware configuration based on available hard drive space, etc. The IRR call recording deletion is configurable by disk drive capacity threshold(s) and/or time as specified in this requirement. Each call conversation is recorded in an individual file and tagged with the time, date, station number, station name, call duration, etc.
The solution should include playback functions that occur with a minimal number of screen touches, keystrokes, or mouse clicks. Please explain.	Y	The IRR is a two-way voice communication-recording database that offers dispatchers immediate and convenient “point-and-click” search, and digital playback capability for recorded 9-1-1 calls at the console’s workstation.
The solution should include playback that is audible through the headset, handset, or external speaker. Please describe.	Y	VESTA supports playback via the options described in the requirement.
<b>Call Transfer</b> – The solution should ensure proposed system include call transfer functionality that will occur immediately with a maximum of three (3) screen touches, keystrokes, or mouse clicks. Please describe.	Y	VESTA’s Dial Directory supports one-click speed dial as well as contact search, selective agency transfer, agent to agent dialing, and (1) one button click dialing

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<p>The solution should include user and supervisor functions associated with normal call taking and monitoring applicable to transferred calls. Please explain.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 allows authorized users the ability to Barge-In (Silent Monitor) calls from another console position. The Monitor command allows a user to join any administrative or 9-1-1 call that is active on another VESTA 9-1-1 workstation by clicking the line or trunk. When a user joins a 9-1-1 or an administrative call with Monitor, they can hear and talk to all parties, and the ALI information of the caller appears in their Call Information window.</p> <p>The Call Takers call appearance icon will change to indicate the call is being monitored with the Monitor icon. The Silent Monitor feature allows a user to monitor another workstation silently. The Silent Monitor feature may be turned on for an entire session; therefore, it does not need to be activated with each new call. Silent Monitor also includes a toggle button to allow the monitoring party to 'barge-in' to the current call and provide coaching or other input. The user can then easily and quickly return to listen-only mode with a single click. The Call Taker will have no indication of visual or audible that the monitoring is taking place.</p>
<p>The solution should ensure users are capable of transferring calls manually and/or through speed dial functions from the keyboard and/or mouse. Please explain.</p>	<p><b>Y</b></p>	<p>VESTA's Dial Directory supports one-click speed dial as well as contact search, selective agency transfer, agent to agent dialing, and (1) one button click dialing</p>
<p>If the call being transferred is internal to the system, the solution should ensure notifications of the incoming transferred call are provided on the screen of the respective user to whom the call was transferred. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 solution user interfaces features the capability to configure distinct ring tone notifications for any call type or individual line including internal system transfers.</p>
<p>The solution should allow the user originating the transfer and all supervisors to reenter the call up to the point the call is answered at the transfer point. Please explain.</p>	<p><b>Y</b></p>	<p>Upon making the transfer until the call released at the transferring position, the position can rejoin the call at any time. After the call is released, supervisors may use the barge in function to re-enter the call.</p>
<p>If the call being transferred is internal to the system, the solution should provide the transferred line denoted on the originating users and all subsequent users' IWS until the call is complete? Please explain.</p>	<p><b>Y</b></p>	<p>Upon making the transfer until the call released at the transferring position, the position can rejoin the call at any time. After the call is released, users may use the barge in function to re-enter the call using the original line appearance.</p>
<p>The solution should have the versatility of transferring voice and data in a manner consistent with 9-1-1 operational standards. Please explain.</p>	<p><b>Y</b></p>	<p>VESTA provides extensive call transfer functionality, including legacy tandem transfers and IP i3 provider transfer equivalents. Legacy Tandem transfers using hook flash signaling and * codes are supported using the methods described. The solution allows users to embed special dialing codes in the speed dial entries (such as star codes, prefixes like 9 or 8...). These can also include special functions such as hook-switch flash, pause, etc. Entries may also be set to automatically insert prefix or suffix digits according to system dialing rules. If a 9-1-1 call comes in and the Call taker needs to perform a Legacy Tandem Transfer or an i3 IP Router transfer to a specific PSAP, the user selects the Speed Dial Button labeled with the specific PSAP and the system performs the Legacy Tandem Transfer using * codes or URI's for i3 call transfers out over the i3 network. In addition, the intelligent workstation can transfer a caller to another workstation or to another queue using a speed dial, manual dialed number or the call appearance of another workstation on the user interface. VESTA also has the Agents Window as part of the GUI where all logged in users are listed indicating their call state, that can also be used to transfer a call to a specific person regardless of where they are sitting.</p>
<p>If more than one-keystroke is required to transfer both the voice and data, the solution should identify this in the Commonwealth Proposal. Please explain.</p>	<p><b>Y</b></p>	<p>The solution does not require more than one keystroke to make a transfer.</p>
<p>The solution should maintain call data for calls transferred within the system throughout the duration of the call without regard to the number of transfers. Please explain.</p>	<p><b>Y</b></p>	<p>The system allows transfers of any calls available in the system and displayed on the console's screen layout to anywhere desired. The transferred calls will transmit the original ANI or Caller ID to the alternate networked PSAP regardless of how many times the call is transferred.</p>
<p><b>Headsets</b> – The solution should include independent headsets that transmit and receive audio. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola provides the Sound Arbitration Module (SAM) for each workstation that includes two jack boxes for connection of wired headsets/handsets. The SAM will support a variety of standard headsets. The jack boxes can be configured for 4 wire or 6 wire /PTT handsets or headsets. Wired headset interface is via the P10 jack box assembly from the Sound Arbitration Module. Powered amplifier and headset from the same manufacturer are recommended.</p>

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<p>The solution should provide the capability of independent adjusting transmit and receive audio levels from the touch screen by touch or using a mouse. Please explain.</p>	<p><b>Y</b></p>	<p>Call takers can adjust sound at the console position using the Master Volume control window. The volume settings that a call-taker sets in the Master Volume window are saved when a user logs off from the console. The next time a user logs on to a console using the same username, the same volume settings are available. Call takers can easily adjust the transmit and receive volume levels of an existing phone call. The Master Volume window provides volume and muting control over telecommunicator headsets, microphones, call recordings, and auxiliary audio devices under the Jackboxes, IRR Playback, and Aux Audio tabs.</p>
<p>The solution should clearly state whether a closed relay contact for a telephone “off-hook” condition is provided by their equipment or required of the radio system for integrating the headsets into the radio interface. Please explain.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 fully supports radio arbitration to allow users to communicate with both radio and telephony with a single headset. VESTA's Sound Arbitration Module (SAM) provides sound integration to radio systems such as the MCC7500. A single headset can be used at a position via VESTA's headset jack box to arbitrate the audio between the phone system and the MCC7500 radio system.</p>
<p>The solution should include relay contacts floating and not connected to ground or voltage/battery. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 Sound Arbitration Module features relay contacts that support on-hook/off-hook, or user-controlled via the user interface utilizing a normally open/common configuration.</p>
<p>The solution should permit use of standard telephone headsets available in the marketplace without modification to the headset jack or internal wiring. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 workstations include a Sound Arbitration Module (SAM). The SAM has three jackbox interfaces providing connection to up to three headsets. These jackboxes can be configured for 4 wire or 6 wire /PTT handsets or headsets. Two (2) jackboxes are included in the solution for each position. The recommendation is to test different headset models with the solution and determine which one(s) work(s) best.</p>
<p><b>Help File</b> – The solution should provide on-line help for all user functions. Please describe.</p>	<p><b>Y</b></p>	<p>There is an electronic user guide available within the user interface by clicking the question mark icon at the top right of the screen. This feature is also accessible while on a call.</p>
<p>The solution should retrieve help information while using the system without having to abandon a call or log off. Please describe.</p>	<p><b>Y</b></p>	<p>The online help feature is accessible while logged in and/or on a call.</p>
<p>The solution should include Help screens that contain standard Window™ type help functions such as, but not limited to, topics, contents, search, find, etc. Please describe.</p>	<p><b>Y</b></p>	<p>The help file includes all features as described in the requirement.</p>
<p><b>Intercom</b> - The solution should provide an internal intercom. Please describe.</p>	<p><b>Y</b></p>	<p>The intercom communication in VESTA 9-1-1 is handled through the Agents Window, this window allows users to place voice calls between agents, supervisors, etc. The Agents Window is a visual display list of all agents logged on to the agency and provides information such as the name of the other agents — for internal calls to another console, role, state, state of the console, and the ACD state of their console. The intercom ringing and visual indication is programmable and it's defined by the system's administrator.</p>
<p>The solution should ensure that users and supervisors have the capability to select whether the intercom audio is routed to their headset, handset, or external speaker. Please describe.</p>	<p><b>Y</b></p>	<p>Intercom media is channeled through the same media that is used for incoming and outgoing calls.</p>
<p>The solution should provide this function as part of the user/position setup feature, and follow the user from intelligent workstation to intelligent workstation, day to day unless changed in the setup. Please describe.</p>	<p><b>Y</b></p>	<p>The proposed call handling solution allows call takers to log into any workstation with their assigned default role or select any of the available profiles/roles pre-configured by the system administrator. The call-taker will have access to only the screen layouts assigned under their role by the system administrator. The call-taker will only see the default role assigned by the system administrator if a role has not been assigned to the call taker. The solution allows a call-taker to login from any position and/or PSAP as long as the user profile and the proper access rights are used.</p>
<p>The solution's use of the intercom feature should occur with a minimal number of screen touches, keystrokes, or mouse clicks. Please describe.</p>	<p><b>Y</b></p>	<p>The Agent Window allows quick access to the intercom feature and would require minimal clicks or keystrokes to use.</p>

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<p>The solution should provide an optional facility-wide intercom system that allows any operator to access the intercom with a minimal number of screen touches, keystrokes, or mouse clicks. Please describe.</p>	<p><b>N</b></p>	<p>The VESTA 9-1-1 solution does not provide this component. The VESTA solution provides the ability for a VESTA workstation to communicate between them via extension numbers. Telecommunicator can pick from the Dial Directory or utilize the Agents Window to identify and communicate with other agents logged on to the system at that given time. The VESTA 9-1-1 System will interface to an external intercom system or overhead building page system via the use of a third party devices that presents the intercom/paging interface as an industry standard PBX loop start trunk access line with filtered -21.5 to -26VDC talk voltage. These products are manufactured and readily available by third parties such as Valcom. Motorola Solutions does not provide an overhead paging system or the third party interface component. <a href="http://www.valcom.com/pagecontrol_prod/oneway.htm">http://www.valcom.com/pagecontrol_prod/oneway.htm</a> The current configuration as proposed has not taken into consideration this interface. Additional charges may apply.</p>
<p>The solution should include amplifier, speakers, wiring, and interconnection with CTI/PBX for a facility-wide system? If so, please describe.</p>	<p><b>N</b></p>	
<p><b>Longest Ring</b></p>		
<p><b>Answer</b> – The solution should provide the capability to immediately answer with a minimal number of screen touches, keystrokes, or mouse clicks from any screen the longest ringing trunk or line in queue. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 supports a variety of methods for immediately answering calls.</p> <ul style="list-style-type: none"> <li>• Priority queueing of calls. 9-1-1 calls are configured to have the highest priority for call-takers to answer. 9-1-1 and ten-digit emergency calls can be configured to overflow to other call queues, like the Non-emergency queue. Each call queue and their respective trunk lines can be mapped to the console screen layout, thus allowing each call-taker to see all the incoming calls.</li> <li>• Using the Multi calls appearance will allow the call taker to automatically answer the longest wait time call, and put any others on hold</li> <li>• Automatic call distribution (ACD) is support in which calls can be assigned a higher priority as needed to be delivered when calls are queued to be answered. Using Answer button, ACD Calls are answered automatically.</li> </ul> <p>Regardless of the method used, a genovation keypad can be programmed to answer the longest ringing trunk or line in queue using a single push of a button.</p>
<p>The solution should denote the trunk or line classification and priority. Please describe.</p>	<p><b>Y</b></p>	<p>The following system resources can be dedicated to any of the configured agencies:</p> <ul style="list-style-type: none"> <li>• Agent roles — Roles are uniquely configured for an agency</li> <li>• Line and trunk groups — Calls arrive at and originate from an agency on its dedicated line/trunk groups, which can be administrative, emergency, and DAAL. Lines are represented on the console as SCAs. ACD queues that distribute calls from lines are represented by MCAs on the console.</li> <li>• IP phone groups — Groups of IP phones are dedicated to an agency.</li> </ul>
<p><b>Identify</b> - The solution should readily identify the trunk and/or line and classification of the highest priority unanswered call in each trunk and/or line classification group. Please explain.</p>	<p><b>Y</b></p>	<p>The system can readily identify the trunk or line of the highest priority unanswered call based on the chosen configuration.</p>
<p><b>Queueing</b> – The solution shall automatically queue calls by priority for the longest ring. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 supports priority queueing of calls. 9-1-1 calls are configured to have the highest priority for call-takers to answer. 9-1-1 and ten-digit emergency calls can be configured to overflow to other call queues, like the Non-emergency queue. Each call queue and their respective trunk lines can be mapped to the console screen layout, thus allowing each call-taker to see all the incoming calls.</p>
<p>Every priority one (1) call shall be answered in order of ring duration before any in subsequent priorities are answered regardless of ring duration between priorities. Please describe.</p>	<p><b>Y</b></p>	<p>The solution is designed inherently to answer the longest ringing highest priority calls before moving onto lower priority calls regardless of the ring time of those calls.</p>
<p><b>Rebid</b> – The solution should ensure that manual ALI rebid capabilities are included and automatic ALI rebid is a configurable option. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 supports automatic and manual configuration of ALI rebids for wireless calls. In this case, the system can be configured to do a single rebid after a few seconds have elapsed from the time the call is received. Additional ALI rebids can be performed manually. Automatic rebids can be configured based solely on Class of Service or per carrier (if carrier id is provided in the ALI). Manual and Automatic rebids can be enabled/disabled by the administrator.</p>

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<p><b>Records Functionality</b> – The solution should offer standard-based records management functionality. Please describe.</p>	<p>The VESTA Analytics MIS system is Motorola Solutions' next generation MIS solution. The application supports all of the above requirements and will provide the Customer with advanced functionalities. It is a sophisticated emergency call center application for PSAP management, and is optimized for regional administrators and PSAP supervisors.</p> <p>VESTA Analytics plays an important role in four key areas of each 9-1-1 call centers' operation.</p> <ol style="list-style-type: none"><li>1. Operational management – analyzes data and provides information used to improve efficiencies in staffing, standard operating procedures, and information management.</li><li>2. Personnel Management – provides consolidated data on agent performance and metrics.</li><li>3. Evidence Organization – automatically associates related information from an incident to a common incident folder.</li><li>4. Crisis Management – assists the administrator in identifying trends and triggers to stay ahead of events as they unfold.</li></ol> <p>VESTA Analytics provides the following functionality and benefits:</p> <ul style="list-style-type: none"><li>• Displays a near real-time event list with automatic event association, plus a view of related detail information</li><li>• Advanced search and filtering capabilities for incident reconstruction and evidence organization</li><li>• Site statistics and key metrics</li><li>• Standard templates and advanced customization features for cross-tabular and ad hoc reporting</li><li>• Scheduled reports that can be distributed automatically</li><li>• Integrates with multiple types of call center systems</li><li>• Includes access to on-demand, web-based training</li><li>• End-to-end call flow so you can see the number of times a call is transferred to various PSAPs within the system</li></ul> <p>Core architecture of VESTA Analytics includes the following:</p> <ul style="list-style-type: none"><li>• Microsoft® SQL® Writer and the VESTA Analytics MIS data adaptors and processors to capture event data from various sources and normalize it for storage in the database</li><li>• Data Warehouse (hosted by Microsoft® SQL® Server) retains the event data using the PEI-DB database and SQL® Service Analysis Services (SSAS) cubes</li></ul>
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<p>The solution should include accurate daily call count by trunk and line, calls per hour, average mean answering time, average call duration, and other call related information. Please describe.</p>	<p><b>Y</b></p>	<p>The solution captures all of the above information via the VESTA 9-1-1 Analytics solution. The VESTA Analytics solution provides the following standard report templates:          Additionally, below is a list of the standard report templates available with the VESTA Analytics Standard solution.</p> <ul style="list-style-type: none"> <li>Standard Report Category Report Template</li> <li>Agent Agent Ring Count by Ring Time Range</li> <li>Agent Status Details</li> <li>Agent Transfer Average by Month</li> <li>Call Call Average by Day vs. Hour</li> <li>Call Count by Call Category</li> <li>Call Count by Call Types</li> <li>Call Count by Day</li> <li>Call Count by Hour</li> <li>Call Count by Month</li> <li>Call Count by Quarter</li> <li>Call Count by Wait Time Range</li> <li>Call Count by Week</li> <li>Call Count by Year</li> <li>Call Count Comparison by Month</li> <li>Call Duration</li> <li>Call Common Grouping Concurrent Trunk Line Utilization</li> <li>Location Information Location Information Rebids</li> <li>Queue Overflow County by Queue and Console</li> <li>Transfer - Conference Transfer Conference Count and Duration</li> <li>Transfer Conference County by Wait Time Range</li> <li>Trunk - Line Trunk and Line Utilization by Day vs. Hour</li> </ul> <p>Standard Cube Report Category Report Template</p>
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<p>The solution should include information reportable by user, position, trunk/line, etc.</p>	<p><b>Y</b></p>	<p>The solution captures all of the above information via the VESTA 9-1-1 Analytics solution. The VESTA Analytics solution provides the following standard report templates: Additionally, below is a list of the standard report templates available with the VESTA Analytics Standard solution.</p> <ul style="list-style-type: none"> <li>Standard Report Category Report Template</li> <li>Agent Agent Ring Count by Ring Time Range</li> <li>Agent Status Details</li> <li>Agent Transfer Average by Month</li> <li>Call Call Average by Day vs. Hour</li> <li>Call Count by Call Category</li> <li>Call Count by Call Types</li> <li>Call Count by Day</li> <li>Call Count by Hour</li> <li>Call Count by Month</li> <li>Call Count by Quarter</li> <li>Call Count by Wait Time Range</li> <li>Call Count by Week</li> <li>Call Count by Year</li> <li>Call Count Comparison by Month</li> <li>Call Duration</li> <li>Call Common Grouping Concurrent Trunk Line Utilization</li> <li>Location Information Location Information Rebids</li> <li>Queue Overflow County by Queue and Console</li> <li>Transfer - Conference Transfer Conference Count and Duration</li> <li>Transfer Conference County by Wait Time Range</li> <li>Trunk - Line Trunk and Line Utilization by Day vs. Hour</li> </ul> <p>Standard Cube Report Category Report Template</p>
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<p>The solution should include a finite set of pre-programmed reports, and AD HOC reports, available to users and supervisors. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics provides the following functionality and benefits:</p> <ul style="list-style-type: none"> <li>• Displays a near real-time event list with automatic event association, plus a view of related detail information</li> <li>• Advanced search and filtering capabilities for incident reconstruction and evidence organization</li> <li>• Site statistics and key metrics</li> <li>• Standard templates and advanced customization features for cross-tabular and ad hoc reporting</li> <li>• Scheduled reports that can be distributed automatically</li> <li>• Integrates with multiple types of call center systems</li> <li>• Includes access to on-demand, web-based training</li> <li>• End-to-end call flow so you can see the number of times a call is transferred to various PSAPs within the system</li> </ul> <p>Core architecture of VESTA Analytics includes the following:</p> <ul style="list-style-type: none"> <li>• Microsoft® SQL® Writer and the VESTA Analytics MIS data adaptors and processors to capture event data from various sources and normalize it for storage in the database</li> <li>• Data Warehouse (hosted by Microsoft® SQL® Server) retains the event data using the PEI-DB database and SQL® Service Analysis Services (SSAS) cubes</li> <li>• Front-end services (hosted by Microsoft® Internet Information Services [iis]) access and transform the event data in VESTA Analytics Data Warehouse to provide a browser-based user interface for monitoring and reporting</li> </ul> <p>VESTA Analytics provides an easy-to-use interface for displaying events and producing reports. Shown below, is the VESTA Analytics MIS Home Page which displays call data for the site(s). From this page, users can perform a quick search for a specific telephone number, view a report with one click of the mouse, display the details of a specific call record, and export the displayed call list to Microsoft® Excel®, if desired.</p> <p>"The VESTA Analytics reports can be viewed on-screen, printed, emailed or saved/exported using the following formats:</p> <ul style="list-style-type: none"> <li>• Acrobat PDF file (Portable Document Format)</li> <li>• CSV (comma-separated values file)</li> <li>• Microsoft Excel file</li> </ul>
<p>The solution should ensure report writing follow standard, SQL-based report writing syntax, and be user friendly in nature. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics includes a very powerful ad hoc reporting engine that allows you to create reports from scratch. This engine is built on SQL Server Reporting Services (SSRS), using SQL Server Report Builder, and requires some knowledge of Structured Query Language (SQL) or other relational database management systems. Ad Hoc reports can be designed by using the Report Model developed by Motorola Solutions. For more complex report building, it would be useful to obtain advanced training on SSRS.</p> <p>As an alternative to obtaining advanced training, Motorola Solutions provides a fee-based Data Dictionary to assist in understanding the database schema when creating ad hoc reports. Additional advanced training, or the Data Dictionary, can be priced upon request.</p>
<p><b>AD HOC</b> – Users, supervisors, and maintenance personnel should be provided the capability to query the database, and create and print reports in an ad hoc fashion. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA Analytics solution supports the capability to create an ad-hoc query on the data. As an option, the Data Dictionary can be purchased upon request. Ad hoc (custom) reports can be created from scratch and saved to the report library using an advanced ad hoc engine or using the optional Dashboard solution. Ad hoc reporting has been enhanced with user-friendly data views based on agent perspective, agent status, caller perspective, trunk-line perspective, units, and transfer/conference perspective.</p> <p>Note: VESTA Analytics includes a powerful ad hoc reporting engine built on SQL Reporting Services. Because ad hoc reporting is specific to the needs of a site, Motorola Solutions does not provide technical support for customized ad hoc reports.</p>

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<p><b>Records Management</b> - The use of MIS and report functions should not negatively impact system performance? Please describe.</p>	<p><b>Y</b></p>	<p>Depending on the configuration, the VESTA Analytics MIS system runs on it's own physical server, Virtual Machine, or low use DDS-B server. Regardless of the configuration, the solution is designed with its own hardware, memory, etc, resources that do not degrade call taking performance. Additionally, the Analytics user interface is browser based, allowing access from any PC on the VESTA network.</p>
<p><b>Records Retention</b> –The record retention feature should allow a user to define parameters for length of data storage? Please describe.</p>	<p><b>Y</b></p>	<p>The Analytics MIS solution is configurable to allow for defining data storage parameters to meet record retention needs.</p>
<p><b>Record Review and Reports</b> – Record review and report writing functions should be available to users, supervisors, and maintenance personnel if granted access to these functions by the system's administrator. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics is a browser-based application. VESTA Analytics does not need to be installed on remote workstations, thus eliminating possible disruptions to the Call Takers. It is a server-based application that is accessed from a browser on local or remote computers.</p> <ul style="list-style-type: none"> <li>• VESTA Analytics leverages Windows Integrated security to provide access to the data.</li> <li>• The Report Manager in VESTA Analytics allows users to schedule reports.</li> <li>• Scheduled reports can be setup to automatically email to designated recipients.</li> </ul>
<p>Additional use of password protection should be provided for records review and report writing. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA Analytics security configuration process assigns security rights through three primary components:</p> <ul style="list-style-type: none"> <li>◆ Users (includes Microsoft Windows groups)</li> <li>◆ Groups (VESTA Analytics security groups)</li> <li>◆ Permissions</li> </ul> <p>A role is a set of permissions that can be assigned to a user or group. A security role does not necessarily correspond to the functional role assigned to a person. A functional role identifies the type of work a person performs, such as administrator, call taker, or dispatcher. A security role identifies the level of permissions a person is assigned. For example, a site administrator has more permissions (access to VESTA Analytics functions) than a VESTA Analytics user has. VESTA Analytics provides a set of predefined roles for selection to simplify the task of managing permissions. For example, the technician role contains a set of permissions that provide access to App Manager functions and VESTA Analytics data queries.</p> <p>Note: Not all VESTA Analytics users have access to Product Security functionality. If you receive the following message, contact Vesta Solutions Technical Support for assistance: "The current user does not have permission to manage product security for sites."</p>
<p><b>User</b> – The solution should provide user specific information upon command. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA Analytics security configuration process assigns security rights through three primary components:</p> <ul style="list-style-type: none"> <li>◆ Users (includes Microsoft Windows groups)</li> <li>◆ Groups (VESTA Analytics security groups)</li> <li>◆ Permissions</li> </ul> <p>A role is a set of permissions that can be assigned to a user or group. A security role does not necessarily correspond to the functional role assigned to a person. A functional role identifies the type of work a person performs, such as administrator, call taker, or dispatcher. A security role identifies the level of permissions a person is assigned. For example, a site administrator has more permissions (access to VESTA Analytics functions) than a VESTA Analytics user has. VESTA Analytics provides a set of predefined roles for selection to simplify the task of managing permissions. For example, the technician role contains a set of permissions that provide access to App Manager functions and VESTA Analytics data queries.</p> <p>Note: Not all VESTA Analytics users have access to Product Security functionality. If you receive the following message, contact Vesta Solutions Technical Support for assistance: "The current user does not have permission to manage product security for sites."</p>

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<p>Information such as number of calls taken, trunk or line status by user, special qualifications, working assignment, and other related, operator specific information for users logged onto the system at the time of inquiry should be provided. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA Analytics MIS system is Motorola Solutions' next generation MIS solution. The application supports all of the above requirements and will provide the Customer with advanced functionalities. It is a sophisticated emergency call center application for PSAP management, and is optimized for regional administrators and PSAP supervisors. VESTA Analytics provides the following functionality and benefits:</p> <ul style="list-style-type: none"> <li>• Displays a near real-time event list with automatic event association, plus a view of related detail information</li> <li>• Advanced search and filtering capabilities for incident reconstruction and evidence organization</li> <li>• Site statistics and key metrics</li> <li>• Standard templates and advanced customization features for cross-tabular and ad hoc reporting</li> <li>• Scheduled reports that can be distributed automatically</li> <li>• Integrates with multiple types of call center systems</li> <li>• Includes access to on-demand, web-based training</li> <li>• End-to-end call flow so you can see the number of times a call is transferred to various PSAPs within the system</li> </ul>
<p><b>Viewing</b> – Records and reports should be viewable from the screen. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics is a browser-based application that also includes a dashboard reporting module within the call-taking system.</p>
<p>Please describe the methods of viewing printing records and reports, Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics leverages Windows Integrated security to provide access to the data. The Report Manager in VESTA Analytics allows users to schedule reports. Scheduled reports can be setup to automatically email to designated recipients. Advanced Reports are next generation reports specifically developed for the 9-1-1 site. They are based on Analysis Services (a historical data warehouse, current to the last collection) and provide more complex information than standard reports.</p> <p>The Dashboard reporting module provides drill-down features, the ability to obtain data based on user-defined parameters, and the ability to create special meters, graphs and tables. In addition, this module provides pre-defined views of configurable data for review. Enterprise and Hosted (multi-site) deployment allows users to run reports for remote Enterprise and Hosted sites. Enterprise functionality is the ability for a single VESTA Analytics Enterprise server to collect call records from other VESTA Analytics servers and aggregate the data in a single database for enterprise-wide reporting. Hosted functionality refers to the ability for multiple sites to share a common system while controlling access to the data by site. In this way, users from one site cannot see data from another site. User authorization</p>
<p><b>Remote Access</b> – The solution should provide maintenance technicians the capability of entering the system remotely using a laptop or desktop PC. Please describe.</p>	<p><b>Y</b></p>	<p>Vesta solutions will provide any network connectivity required to support its NSOC services. Vesta Solutions has facilities located in Temecula, California. Corporate IT deployment standards are for primary systems to be collocated in a Tier 4 data center with backups to those systems being in a data center with Tier 4 controls in a geo-diverse structure. Your Vesta Solutions systems are accessed via encrypted VPN over HTTPS. This allows for remote access to all tools/intellectual property required to support our customers. Based upon the severity of the event and/or impact on the Temecula Facility, our remote based tools/infrastructure will allow Business Continuation Succession for customer support, to transfer to any location that has internet access.</p>
<p>Remote entry into the system limited to those authorized through the system administrator function and those functions shall be password protected. Please describe.</p>	<p><b>Y</b></p>	<p>Trained technicians with authenticated credentials will be able to remotely access your proposed solution for troubleshooting within the security parameters of our NSOC.</p>
<p>Remote access connectivity shall comply with the PSAP's remote access procedures in effect at the time of installation. Please describe.</p>	<p><b>Y</b></p>	<p>Vesta Solutions utilizes applicable NENA specifications and incorporates the intentions of the Communications Security, Reliability, and Interoperability Council (CSRIC) Best Practices. Vesta Solutions stringently adheres to applicable rules and regulations of the FCC.</p> <p>Our approach to designing a comprehensive cyber security strategy for our customers is straightforward and guided by the following principles. We design security into our applications, starting from the ground up. This gives our customers peace of mind knowing Vesta Solutions has considered known requirements, potential threats, and vulnerabilities, to minimize residual risk. Vesta Solutions employees led the national effort to establish NG9-1-1 Cyber Security standards. Our employees helped develop large portions of the NENA NG-SEC standard, and have also worked with many similar 9-1-1 agencies to develop customized cyber security plans specific to NGCS.</p>

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<p><b>Speed Calling</b> – The solution for speed calling should include the following three separate and distinct functions: electronic directory (unlimited with easy filtering capability), 1-button transfer, and speed calling. Please describe.</p>	<p><b>Y</b></p>	<p>These functions are all available within the VESTA solution.</p>
<p>The solution should include the capability to preprogram a minimum of 100 numbers into a speed calling function. Please describe.</p>	<p><b>Y</b></p>	<p>The speed dial in the proposed solution meets and exceeds the stated requirements and is in fact nearly unlimited in the amount of speed dial entries. Additionally, our dial directory supports a maximum of 100 contact lists (one per agency/PSAP).</p>
<p>Selecting a number from the speed calling group should be accomplished from an object button or with a minimal number of screen touches, keystrokes, or mouse clicks. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 system uses Intelligent Speed Dial Technology. Numbers associated with a specific entity can be entered under one speed dial button. These entries include star codes for tandem transfers as well as a 10-digit number associated with that entity. If a 9-1-1 call comes in and the call-taker needs to perform a Tandem Transfer to a specific PSAP, they just select the Speed Dial Button labeled with the specific PSAP and the system performs the Tandem Transfer. If a call comes in on a 7/10 digit number and needs to be transferred, the call-taker selects the same button and the system knows to use the number assigned to the 7/10 digit entry. If the call-taker is idle and needs to call that same entity, the call-taker simply selects the same button and the system knows to grab a line from the outbound pool and dials the assigned number.</p>
<p>Look up tables for speed call groups, number selection, and automatic dialing of the number from the table should be included. Please describe.</p>	<p><b>Y</b></p>	<p>The Dial Directory search supports manual typing and features an auto-completer. The library search also permits group search (contacts sorted by a group identifier) or individual contact. call-takers can also use the Search Window to filter search results by typing the first few characters of a text string and click the Find Button. Once the number/button has been located, it can be clicked on and dialed.</p>
<p><b>Status</b> – The solution should provide users and Trunk/Line status functions and will be available to users, supervisors, and maintenance personnel if granted access to these functions by the system’s administrator. Please describe.</p>	<p><b>Y</b></p>	<p>This information can be viewable by using a combination of the Multi-Queue Display and Activity View windows within the VESTA system.</p>
<p><b>Storage</b> – The solution shall include three years of unlimited storage online storage. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics can be configured with a 2Tb storage capacity. The actual number of years of storage of data is dependent on the number of records being stored on a yearly basis. Storage capacity is based on the total call volume of a PSAP site, this is specific to each site.</p>
<p><b>Initial Year Requirements</b> – The solution shall have sufficient hard drive storage capacity to store system setup and data information online, without archiving. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics can be configured with a 2Tb storage capacity. Storage capacity is based on the total call volume of a PSAP site, this is specific to each site. Motorola Solutions recommends keeping at least two year’s worth of data in the active database.</p>
<p>The solution shall document, in detail, the amount of computer mass storage media necessary to store all data required for the operation of the 9-1-1 PSAP system proposed. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 Solution and the VESTA Analytics will be sized according to the particular application and VESTA design for that particular agency PSAP. This sizing will include such parameters as the total number of workstations, trunks, lines, queues and agents. It shall also be based upon estimates provided to Motorola Solutions from the agency such as but not limited to, yearly call volumes, expected length of data retrieval for MIS records, mapping data requirements and impacts to the MIS sizing such as the number of yearly TTY/TXT calls.</p>
<p><b>Subsequent Year Requirements</b> – The solution shall have sufficient hard drive storage capacity to archive and retrieve system set up and data information for two years. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Analytics can be configured with a 2Tb storage capacity. The actual number of years of storage of data is dependent on the number of records being stored on a yearly basis. Storage capacity is based on the total call volume of a PSAP site, this is specific to each site.</p>
<p>The process should provide discrete selection for archiving and/or retrieving data by date(s). Please explain.</p>	<p><b>Y</b></p>	<p>In the VESTA Analytics Application Manager archive function, the user selects the Archive End Date up to and including date of the data that is to be archived or select the date from the calendar. For retrieval purposes a user can select an archive on the archive menu page and the system will provide the information on the start and end dates as well as the number of events in the archive.</p>
<p><b>Software Upgrades</b> – The solution shall have sufficient hard drive storage to allow for reasonable growth to include future software upgrades. Please describe.</p>	<p><b>Y</b></p>	<p>Yes the system architecture will include partitioned space for future upgrades.</p>
<p><b>Supervision/System Administration</b> – The solution, should allow supervisors and/or system administrators to have the following rights:</p>	<p><b>Y</b></p>	<p>see below</p>

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<p><b>Call Monitoring</b> - The solution should provide supervisors and/or system administrators the capability to monitor the status of all trunks and lines, silently monitor conversations of multiple trunks and lines, interrupt conversations, reassign and transfer calls, and other supervisory functions. Please describe.</p>	<p><b>Y</b></p>	<p>Call takers and administrators can use the optional Activity View to view Line and Trunk activity. Typically Administrators will run the Activity View application at their administrative workstation. Motorola Solutions does not recommend Activity View is run at a call taker position. If a wall board display is used this information could be presented on the wall board display.</p> <p>On the Activities Window users can view the following activities:</p> <ul style="list-style-type: none"> <li>- Active Calls</li> <li>- Call-taker</li> <li>- Group Status</li> <li>- Group Information</li> <li>- ACD Queue</li> <li>- Trunk</li> <li>- Lines</li> </ul> <p>The Silent Monitor feature lets an authorized agent silently monitor a workstation. Silent monitoring may be turned on for an entire session, meaning that it does not need to be executed with each new call (click free mode). Silent Monitoring also includes a toggle button to allow the monitoring party to 'barge-in' to the current call and provide coaching or other input and then to return to listen-only mode, each with a single click. The call taker is not aware that the call is being monitored unless the supervisor goes active on the call.</p>
<p>The solution should include silent monitoring that allows for anonymous listening with call capture that can be played back. Please describe.</p>	<p><b>Y</b></p>	<p>The Silent Monitor feature allows a user to monitor another workstation silently. Silent Monitor feature may be turned on for an entire session; therefore, it does not need to be activated with each new call. Silent Monitor also includes a toggle button to allow the monitoring party to 'barge-in' to the current call and provide coaching or other input. The user can then easily and quickly return to listen-only mode with a single click. Call taker will have no indication, visual or audible, that the monitoring is taking place.</p>
<p><b>Information Availability</b> – The solution shall ensure that system and user specific information will be available from any intelligent workstation upon command. Please describe.</p>	<p><b>Y</b></p>	<p>Each time that a calltaker logs into the VESTA calltaker console they are provided with the system layout configuration assigned to them and their specific user settings.</p>
<p>The information should be readily accessible, easy to retrieve, current, and accurate. Please describe.</p>	<p><b>Y</b></p>	<p>Authorized and properly trained local system administrators can access the system to perform the tasks outlined above.</p> <ol style="list-style-type: none"> <li>a. Customize the system according to the operational preferences of a particular configuration.</li> <li>b. Upgrade the system for new or expanded uses</li> <li>c. Safeguard the system by backing-up the system database via the supplied system imaging disk</li> <li>d. Troubleshoot the system.</li> <li>e. Quickly view a multitude of system settings for each entity (911 trunk, user, etc.)</li> </ol>
<p><b>Backups</b> – The solution should permit Administrators to backup system Setup files separately from system Data and operating system files. Please describe.</p>	<p><b>Y</b></p>	<p>The system is designed with a Primary and Secondary servers that operate in a HOT STANDBY arrangement. All server data is backed up automatically once a day. This is all system files, not specific or individual files. It is unnecessary to specify individual or groups of files. All files are replicated across the servers. The Disaster Recovery option is available upon request. That can store server and workstation images if desired.</p>
<p>In the event of a system failure that causes system setup corruption, administrators shall be able to reload the system Setup files without affecting any other files. Please describe.</p>	<p><b>Y</b></p>	<p>Administrators can reload system files without affecting other files.</p>

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The availability to retrieve information from backup media should be available to administrators from any positions on the system. Please describe.	Y	Authorized Administrators can log in from any position into the servers via a web browser.
The process shall not require the information retrieval process to interrupt normal use and/or operation of the system. Please describe.	Y	Most upgrades and or retrieval operation do not affect normal operation.
The information should be retrieved in a "read-only" format, and not able to be altered from the retrieval process? If so, please explain.	Y	All server data is backed up automatically once a day. This is all system files, not specific or individual files. All files are replicated across the servers. Files cannot be altered during the retrieval process while restoring a device.

<b>System Alarm Notification</b>		
<b>Supervisors and Maintenance Personnel</b> - The solution should provide supervisors and /or maintenance personnel the capability to query the system as to any fault(s) and their effect(s) on the system. Please describe.	Y	<p>For PSAPs requiring detailed error reporting plus logging, the optional Activity View monitor application within the PSAP and the Diagnostics Document window personnel can display and monitor in real-time diagnostic information about services and programs on the system. The diagnostic information is displayed in a time-sensitive manner similar to a log file. Each line states a diagnostics message about the program status at the time the diagnostic message was generated. If the program diagnostic status changes, then a new diagnostic appears as a new line. The server, time, source and diagnostic message are detailed in separate columns on each line. Activity View provides 3 levels of alarms, minor, major and critical. The server alarm conditions are displayed in the status bar during an Activity View session. The following categories are available:</p> <ul style="list-style-type: none"> <li>- Minor - The minor alarm field on the status bar turns yellow when an alarm is raised. A minor alarm is triggered, for example, when an ALI Port disconnects.</li> <li>- Major - The major alarm field on the status bar turns red when an alarm is raised. A major alarm is triggered, for example, when the Activity Manager disconnects from Resource Manager.</li> <li>- Critical - The critical alarm field on the status bar turns red when an alarm is raised. Critical alarms are configured by your system administrator.</li> </ul> <p>Alarm sounds can be associated to alarms using .wav files for major and critical alarms. The default sound files for the critical and major alarms are installed with the system. No sound file is associated with a minor alarm. When a critical or a major alarm is raised, the alarm sounds, the status bar will indicate the alarm condition, and the Silence Alarm icon is displayed on the status bar. Silencing an alarm does not clear it. The alarm can only be cleared from DDS Configurator.</p>
The solution should have available alarm history, queries, reporting and printing. Please describe.	Y	The optional Monitoring and Response customer portal provides site administrators to the ability to query site history and print reports.
The system should be capable of selecting an automatic printing function to a selected printer and/or data file for system alarms. Please describe.	Y	The optional Monitoring and Response service can notify via email or txt assigned persons of system alarms.
<b>User</b> – The solution, should allow users to logged onto the system to receive visual notification at each position of telephone system alarms resulting from minor and/or major faults in the system. Please describe.	Y	VESTA 9-1-1 offers a system status window as a standard feature; this will report the operating status and the reporting from VESTA 9-1-1's self-diagnostics to each call taking positions.
The solution should identify minor and/or major faults and advise if they are user-definable. Please describe.	Y	Alarms on the Activity View application can be defined by type, major / minor.
The solution should allow for an additional feature for audible notification in which the tone level can be adjusted and/or muted in the setup process. Please describe.	Y	Alarm sounds can be associated to alarms using .wav files for major and critical alarms. The default sound files for the critical and major alarms are installed with the system. No sound file is associated with a minor alarm.

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There should be a minimal number of screen touches, keystrokes, or mouse clicks to extinguish audible alerts regardless of the user's position in the application at the time of the alarm. Please describe.	<b>Y</b>	When a critical or a major alarm is raised, the alarm sounds, the status bar will indicate the alarm condition, and the Silence Alarm icon is displayed on the status bar. The administrator can click the Silence Alarm icon to silence the alarm. Silencing an alarm does not clear it. The alarm can only be cleared from DDS Configurator.
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<b>System Changes</b>		
<b>Administrative Changes</b> – The solution should provide supervisors and/or system administrators with the capability to affect systemic changes from every intelligent workstation in the system. Please describe.	<b>Y</b>	VESTA Console is our Call Taker workspace. By separating the UI from business logic, VESTA Console permits different UI layouts to be deployed within the 9-1-1 facility. PSAP directors can configure positions individually or system-wide in a variety of options. Furthermore, directors can create layouts replicating the previous generation system permitting virtually zero work flow interruption during a system change. Call takers can then be moved to new layouts as training and knowledge transfer permits. Console layouts can be system wide by assigning the same console layout to all calltakers.
The solution should allow for user assignments and qualifications, trunk and line availability, trunk and line prioritization, and other administrative functions. Please describe.	<b>Y</b>	Through the server administrative interface administrators can configure line / trunk configuration and other functions.
<b>Tracking of Changes</b> – The solution shall ensure data integrity is maintained. Please describe.	<b>Y</b>	The VESTA 9-1-1 system tracks changes made to VESTA software code. However, the VESTA 9-1-1 system does not track changes made to system configuration.
If a change is made in the database, the solution shall maintain a permanent, non-editable (via the application) log entry made in the system that captures the user ID making the change, the date and time of the change, and the field(s) and specific data changed. Please describe.	<b>N</b>	There is no tracking for changes made to the VESTA database.
Text-to-9-1-1 – The solution shall have the ability to send a "short message" (SMS) or other kind of text message to 9-1-1. Please describe.	<b>Y</b>	The optional VESTA® SMS solution enables SMS to 9-1-1 and 9-1-1 voice call taking from the same VESTA 9-1-1 Console interface for ease and speed of use. Part of the VESTA 9-1-1 system's user interface, the VESTA SMS solution can support SMS to 9-1-1 for emergency sessions.  Support for SMS-to 9-1-1 is critical for those situations when making a 9-1-1 voice call could be dangerous, and to enable communication with 9-1-1 for the over 37 million hearing impaired without requiring the use of a TTY or a specialized text telephone. The optional VESTA SMS solution is based on the NENA i3 specification and supports interfacing Text Control Center (TCC) service providers as outlined in the Joint Alliance for Telecommunications Industry Solutions (ATIS) and the Telecommunications Industry Association (TIA) J-STD-110 specification, a standard that defines the capabilities necessary for SMS subscribers to send a SMS text message to 9-1-1. Note that connectivity to the TCC is a customer responsibility.
The solution shall provide a TTY/TDD solution for Text-to-9-1-1. Please describe.	<b>Y</b>	The interface and procedure for the Call Taker is very similar to a TDD/TTY call. The text message session can also be controlled in the same way as a voice call, i.e. it can be transferred to other positions on the VESTA 9-1-1 system. The reporting for text messaging is similar to TDD/TTY calls in terms of CDR and MIS reports.
<b>Time Stamping</b> – The solution shall time stamp all incoming voice, text to 9-1-1, TTY/TDD calls using the system's internal time source. Please describe.	<b>Y</b>	The system servers and call taker workstations use the Ethernet interface to receive time synchronization from a master clock such as a Spectracom NetClock Model 9483. The Master Clock is a system option.
The solution shall record the time the call entered the system, the time it was answered, the call duration, the time completed or transferred, and the user ID in the time stamp function. Please describe.	<b>Y</b>	These items are included in the VESTA Analytics reporting package mentioned in the previous response.
The solution time stamp referenced should be agreed upon time standard and not deviate from the RADIO AND CAD time. Please describe.	<b>Y</b>	The system servers and call taker workstations use the Ethernet interface to receive time synchronization from a master clock such as a Spectracom NetClock Model 9483.

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The solution's time stamp should adjust to Daylight Savings Time automatically. Please describe.	Y	VESTA 9-1-1 meets this requirement.
<b>Trunk/Lines</b> - The solution should provide trunk and line status from any intelligent workstation in the system Information such as active, on hold, available, working user, working position, call duration, and other call specific information as defined by authorized user. Please describe.	Y	The call-taker consoles are highly configurable and line / trunk appearances can be configured on the desk top to provide information on these. Agents information can also be displayed along with a variety of ancillary information.
The solution should be able to classify multiple classifications of trunks and lines (e.g., emergency, administrative, non-emergency, jurisdiction "X", etc.) Please describe.	Y	Lines can be classified by emergency or administrative lines as well as classifying a group of trunks that can be configured to ring to a single multi call appearance on a calltakers console.
<b>TTY/TDD</b> - The solution should include telephony fully integrated with the proposed TTY/TDD function. Please describe.	Y	The proposed solution includes comprehensive TDD/TYY functionality, as required by NENA. The VESTA 9-1-1 solution is equipped with an integrated TTY window. Each console position workstation includes Telecommunications Devices for the Deaf (TDD) detector ports. The system also provides this functionality without the requirement for additional external equipment at the workstation (i.e. special keyboards).  The VESTA 9-1-1 console supports the capability of programming an automated TDD answering string and messages can be grouped within functional categories (i.e. fire related, EMS related, police related, etc.). These pre-programmed messages are displayed and can easily be selected by the Call-taker to greatly improve an agent's efficiency when communicating with TDD/TTY callers. Agents can still exchange real-time messages with the 9-1-1 TDD/TTY caller via direct keyboard input. More than forty (40) predefined messages come standard with the VESTA 9-1-1 application, and other messages can be created (unlimited) to help the agent when communicating with a TDD/TTY caller. VESTA 9-1-1 displays TDD/TTY conversation in a logical manner separating caller and Call-taker's conversation segments so that it is easy to read the conversation. All data is displayed in real-time.
The solution should internally, without end user intervention, immediately recognize incoming TTY/TDD calls and immediately activate functions germane to TTY/TDD calls. Please describe.	Y	The proposed solution console workstations are capable of detecting calls originating from Baudot-type Telecommunications Devices for the Deaf and indicating to the user the presence of the TDD/TTY call. The TDD/TTY window is fully integrated within the console screen application. The solution's call appearances use the TTY/TDD icon to indicate delivery of a TTY/TDD call.
TTY/TDD calls should have the same recording and reporting capabilities as voice calls. Please describe.	Y	VESTA Analytics maintains a searchable call record for TDD/TTY calls in the same manner as voice calls.
The solution shall support Baudot and ASCII protocols. Please describe.	Y	The TDD/TTY functionality supports communication with both Baudot and ASCII TDD devices.

<b>User Setup</b>		
<b>Colors</b> - The solution should permit the administrator to select and change screen colors for those features not systemically predetermined by color. Please describe.	Y	VESTA Console permits different UI layouts to be deployed within the 9-1-1 facility. PSAP directors can configure positions individually or system-wide in a variety of options. Furthermore, directors can create layouts replicating the previous generation system permitting virtually zero work flow interruption during a system change.  Color Customization – One of the most popular features for customers is the ability to configure the screen colors which can be changed by the administrator. Customers tell us this creates a very appealing palate for them to work with and is very modern.

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<p><b>Features and Functionality</b> - The solution should permit the administrator to select and change system features such as but not limited to: screen layout, button size, font size, location, color, and type; mouse speed and arrow size; pre-recorded voice greetings, etc. Please describe.</p>	<p><b>Y</b></p>	<p>The call-taker console workspace is composed of interface elements that are organized in a layout. Between the static elements - title bar, menu and status bar, is the user configured workspace. Configuration elements include buttons, call appearance widgets, along with windows for contact lists, calls lists, speed dials and more. Administrators arrange these elements into layout designs which are assigned or restricted from users. Additionally the color palette can be controlled within the layout. System colors are compatible with Windows color schemes and accessibility options. VESTA 9-1-1 features a Greeting Manager that permits configuration of recorded announcements to callers. Call takers may create and store personal recorded announcements can be configured independently for emergency or administrative calls.</p>
<p><b>System Access Levels</b> - The solution should provide a minimum of three levels of system access – administrator, supervisory, and user. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 supports the use of unique login IDs and passwords for PSAP personnel. Multiple level of IDs are supported and/or the use of user profiles. Each user profile will provide different sets of system privileges associated with each level. The system administrator has the ability to configure/change system configuration. Administrators can add/edit/delete users and/or add/edit/delete system speed dials and much more. The administrator simply logs into the system with the username plus password and accesses the appropriate resource that requires changes. All workstations are configured from the DDS Configurator which provides centralized distributed control to all VESTA 9-1-1 workstations – local or remote.</p>
<p>The solution should provide administrators with the capability to access, add, change, delete, etc. every feature, function, and parameter in the system. Please describe.</p>	<p><b>Y</b></p>	<p>Authorized and properly trained local system administrators can access the system to perform the administrative tasks.</p>
<p>The solution should provide a selectable subset of administrator functions for supervisors and users. Please describe.</p>	<p><b>Y</b></p>	<p>The administrative interface of the VESTA 9-1-1 console (call taker application) provides Administrators the ability to assign permissions. The permission levels are none, read only, and agent configuration.</p>
<p>The solution should include advisement of available solutions for configurable permissions within system access levels. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions personnel can provide guidance on configuration requirements of a systems configuration. When a PSAP is considering equipping with an Motorola solution one of our Solutions Engineers will engage in communications with the site to assist in determining the requirements.</p>
<p><b>System Security</b> - The solution shall provide the capability for system users to securely log onto the system by using a user ID and user selected password. Please describe.</p>	<p><b>Y</b></p>	<p>The system uses user name and password combination for login. Administrators can define the password.</p>
<p>The solution's system security shall integrate with the enterprise architecture. Please describe.</p>	<p><b>Y</b></p>	<p>Partial Compliance - The VESTA 9-1-1 system can support this requirement provided the configuration is fully understood and reviewed.</p>
<p><b>Certification and Standards Compliance</b> - The solution shall include workstations certified as meeting the following standards and testing procedures, as applicable to IWS. Please indicate.</p>	<p><b>Y</b></p>	<p>See below</p>
<p>· ADA</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 workstations meet the Certification and Standards compliance with TTY and visual elements capabilities and intends to support ADA future mandates.</p>
<p>· ANSI</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 hardware is sourced from accredited ANSI vendors.</p>
<p>· ASTM</p>	<p><b>Y</b></p>	<p>Motorola Solutions and its suppliers are compliant to ASTM (American Society for Testing and Materials) standards, and intend to conform to future mandates.</p>
<p>· BIFMA</p>	<p><b>N</b></p>	<p>Not Applicable - BIFMA (Business Institute of Furniture Association). No furniture is proposed in this solution offering</p>
<p>· CSA</p>	<p><b>Y</b></p>	<p>Motorola Solutions is compliant to CSA (Canadian Standards Association), and intends to comply to future mandates.</p>
<p>· EIA</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 meet the Certification and Standards compliance of the EIA with certified Third Party Vendors</p>
<p>· HFS</p>	<p><b>Y</b></p>	<p>Motorola Solutions and its suppliers are compliant to HFS (Health Fire Safety) standards, and intend to conform to future mandates.</p>
<p>· NENA</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 is compliant to NENA 58-001 Standards and intends to support future mandates.</p>
<p>· NFPA</p>	<p><b>Y</b></p>	<p>Motorola Solutions and its suppliers are compliant to NFPA (National Fire Protection Association) standards, and intend to conform to future mandates.</p>

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· OSHA	<b>Y</b>	Motorola Solutions and its suppliers are compliant to OSHA standards, and intend to conform to future mandates.
· Telcordia	<b>Y</b>	Motorola Solutions interfaces are compliant to Telcordia standards
· UL codes	<b>Y</b>	Motorola Solutions only uses equipment that are UL certified.
· If there are other certifications and standards, as applicable, please list.	<b>N/A</b>	N/A

<b>The solution's specific standards shall include:</b>		
<b>NENA IP PSAP Standards (NENA 58-001)</b>	<b>Y</b>	<p>The proposed solution is in alignment with applicable NENA, APCO, FCC, UL, CE and Telcordia Standards as they apply to our product offering. Motorola Solutions intends to remain in alignment with future NENA NG9-1-1 i3 standards as they are ratified and commercial providers provide services, as they apply to our product offering. Note that the proposed solution supports delivery of PIDF-LO &amp; NENA ALI and plans to support EIDO once finalized by NENA.</p> <p>VESTA 9-1-1 is currently aligned with the following NENA Standards:</p> <ul style="list-style-type: none"> <li>• NENA-INF-003 NG9-1-1 Potential Points of Demarcation</li> <li>• 75-001 v1 - NG Security</li> <li>• 75-502 v1 – NG9-1-1 Security Checklist</li> <li>• 04-002 v4 - PSAP Master Clock</li> <li>• 04-004 v1 - PSAP Intelligent Workstation</li> <li>• 04-502 v1 - CPE Site Characteristics</li> <li>• 04-503 v1 - PSAP Security</li> <li>• 71-001 v1 - NG9-1-1 Additional Data (when it becomes available)</li> <li>• 57-750 v1 - NG9-1-1 System &amp; PSAP Operational Features &amp; Capabilities (for reference)</li> <li>• 77-501 v1 - NG9-1-1 Transition Plan (for reference)</li> <li>• 53-001 v1 - PSAP Disaster-Contingency Plans</li> <li>• 53-503 v1 - PSAP Survivability</li> <li>• 53-507 v1 - Virtual PSAP Management</li> <li>• 54-750 v1 - HMI &amp; PSAP Display</li> <li>• 08-001 v2 - Interim VoIP Architecture - i2</li> <li>• 08-506 v1 - Emergency Services IP Network Design</li> <li>• 73-501 v1 - Non-Voice Centric Emergency Services</li> </ul> <p>And the following ATIS standards and technical reports:</p> <ul style="list-style-type: none"> <li>• ATIS-0500019.2010 - Request for Assistance Interface (RFAI) Specification</li> <li>• ATIS-0500017: Considerations for an Emergency Services Next Generation Network (ES- NGN)</li> <li>• ATIS-0500008: Emergency Services Network Interfaces (ESNI) Framework</li> </ul>
The proposed system(s) shall comply with the NENA IP Capable PSAP 9-1-1 Features & Capabilities Standard 58-001 and Technical Standard 08-501, NENA Interface between the E9-1-1 Service Provider Network & IP PSAP, Issue 1. Please describe.	<b>Y</b>	The VESTA 9-1-1 solution is built on a VoIP - IETF SIP architecture and is ready for Next Generation deployment; it will also support legacy E9-1-1 facilities as well.
Please describe the Supplier's plans for compliance with NENA 58-001 as it is further developed.	<b>Y</b>	Motorola Solutions will remain compliant with future NENA NG9-1-1 i3 standards as they are ratified and commercial providers offer services. VESTA has been architected to accommodate this continuous evolution of the NG9-1-1 standards using software updates wherever possible. The proposed solution will evolve to accept future access technologies such as RTT, EIDO, MMS and video as those technologies and standards are finalized.

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<p><b>NENA Technical /Operational Standards and Operational Information Documents</b></p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 is substantially compliant with applicable NENA standards as they apply to our product offering. As Next Generation 9-1-1 standards evolve and are promulgated, Motorola Solutions will continue to comply with such standards. The implementation of these standards is a process which requires ongoing cooperation with other technology providers in the industry. Motorola Solutions continues to be a leader in pursuing the open, NENA I3-based design approach through ongoing participation in the NENA Intercompany Collaboration Events (ICE), in direct lab-to-lab Interoperability Testing (IOT) and customer-site IOT.</p>
<p>The Supplier shall be responsible for researching all NENA Technical/ Operational Standards and Operational Information Documents that relate to 9-1-1 CHE and 9-1-1 operations, interfaces and data. Please provide a matrix indicating which of the standards or Operational documents that the proposed system meets and which of those it is not compliant. In the case on non-compliance, please explain why the system is non-compliant.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 is substantially compliant with applicable NENA standards as they apply to our product offering. As Next Generation 9-1-1 standards evolve and are promulgated, Motorola Solutions will continue to comply with such standards. The implementation of these standards is a process which requires ongoing cooperation with other technology providers in the industry. Motorola Solutions continues to be a leader in pursuing the open, NENA I3-based design approach through ongoing participation in the NENA Intercompany Collaboration Events (ICE), in direct lab-to-lab Interoperability Testing (IOT) and customer-site IOT.</p>
<p><b>ADA Compliance</b></p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 workstations meet the Certification and Standards compliance with TDD/TTY and visual elements capabilities and intends to support ADA future mandates.</p>
<p>The solution shall include fully integrated TTY/TDD functionality. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 offers NENA complaint TDD/TTY call processing directly on the desktop. TDD/TTY call workflow is integrated with voice and SMS handling providing dispatchers with the most efficient 9-1-1 workstation solution. The TDD/TTY functionality supports communication with both Baudot and ASCII TDD devices. When the call is answered the workstation can automatically detect baudot and open the TTD/TTY call taker conversation window.</p>
<p>The TTY and TDD interface proposed shall comply with all existing and known future NENA standards, FCC rules or regulations and/or ADA requirements for handling TTY / TDD, Voice Carry-Over (VCO) and Hearing Carry-Over (HCO) calls. Please describe.</p>	<p><b>Y</b></p>	<p>The proposed solutions TDD/TTY functionality meets all the applicable industry standards. The system allows the call taker to manually select VCO or HCO where appropriate. In cases where the caller is speech-impaired but is able to hear, a call-taker can enable a hearing carry over (HCO) option to allow for both voice and TDD communication at the same time. When HCO is selected, a voice carry over (VCO) option is automatically selected as well. By enabling the VCO option, a call-taker can hear the caller, but the caller cannot hear the call-taker. Both parties can continue to send TDD messages. This option is used in situations where the caller is hearing-impaired but is able to speak.</p>
<p><b>EsiNet</b></p>	<p><b>Y</b></p>	<p>See Below</p>
<p>The solution shall have the ability to pull EsiNet logs for calls that did not reach the PSAP. Example would be a fast busy received by the caller but does not reach the PSAP</p>	<p><b>N</b></p>	<p>The VESTA 9-1-1 solution does not have the ability to poll external MIS resources. EsiNet logs would be present from the EsiNet provider, not the Call Handling Equipment.</p>
<p>The solution shall have the ability to conference between different modes (voice, video, data) on the same call.</p>	<p><b>Y</b></p>	<p>CommandCentral Citizen Input is a cloud-based service that allows citizens to send video, photographs and recordings to the PSAP (Public Safety Answering Point) in a controlled, permission-based procedure. Agencies stress that visual content cannot flow into the PSAP as 9-1-1 calls do because of the potential to increase stress in an already stressful job. Citizen Input solves this problem since no visual content is sent without the PSAP's permission. Citizen Input integrates into the VESTA 9-1-1 call handling software and is part of the CommandCentral software suite that integrates all elements of the public safety workflow. Results/benefits reported from our customers from the use of Citizen Input include:</p> <ul style="list-style-type: none"> <li>• PSAPs appreciate the cloud functionality</li> <li>• Domestic violence photo of suspect speeds search</li> <li>• Car accident victim videos her injuries to 9-1-1</li> <li>• Call taker does not have to look at the visual media</li> <li>• So user friendly there is no training curve</li> <li>• Automatic upgrades, no version control management</li> </ul>

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<p>The system shall have the ability to leverage Emergency Incident Data Object (EIOD) data related to calls. Please describe.</p>	<p><b>N</b></p>	<p>Motorola Solutions is committed to enhancing the VESTA 911 solution to include support for the future i3 Incident data eXchange (IDX) interface for EIDO conveyance to PSAP CAD systems. Motorola will commit to these standards once NENA has ratified and interoperability testing is completed. Motorola will provide an IDX for 'collecting' information from each of our NG911 elements and creating the Emergency Incident Data Object (EIDO) to send to other agencies or internal CAD systems, as needed. At this time, NENA has not completed the standards for the Incident Data Exchange however, Motorola continues to follow this very closely with EIDO being available with the proposed solution by XXXX date.</p>
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<p><b>Optional System Functionality</b></p>		
<p><b>Automatic Call Distribution</b></p>		
<p>Describe the solution's ACD functions that can be achieved without additional ACD hardware and/or software.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 solution includes ACD functionality inherently in the solution with no additional hardware or software needed. ACD can be used depending on the level of position licensing purchased.</p>
<p>The solution should fully integrate the ACD is internal or external to the system. Please describe.</p>	<p><b>Y</b></p>	<p>The Vesta 9-1-1 solution ACD is fully integrated internally to the system.</p>
<p><b>Mapping</b></p>		
<p>The solution should provide a 9-1-1 application that displays the location for the incoming 9-1-1 call. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA currently offers multiple different mapping solutions for our customers. Which product to quote and deliver is based on the needs of the particular agency. The responses in this section are an attempt to clarify the differences in each of the products where necessary. In the event that the response indicates "The VESTA 9-1-1 mapping applications" would mean that the response refers to all three mapping solutions, otherwise, the response is written to clarify which product needs clarification.</p>
<p>The solution should provide a ESRI® based map maintenance application component for performing specific 9-1-1/public safety data maintenance, such as addressing, MSAG creation and comparison, and development of map books. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 mapping applications are integrated tightly with the VESTA 9-1-1 call-handling software. The systems will plot calls with location information from landlines, wireless phase 1, wireless phase 2, VoIP and telematics.</p>
<p>The solution should provide ESRI Geodatabase format for data storage. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 integrates with most 3rd party mapping and CAD systems via a CAD output. If it is decided to use a mapping application separate from your current application, Motorola Solutions has proposed VESTA Map Local as optional. VESTA Map Local is built on ESRI's ArcGIS Runtime 100 Engine and can utilize any ESRI map data format such as shape files, Personal Geodatabases, File Geodatabases from any version of ArcGIS.</p>
<p>The solution should provide shape files only for import/export and are not used for storage or data manipulation. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Map Local supports shape files for import/export only, not for data storage.</p>
<p>The solution should accommodate a 20 digit, X/Y Coordinates, and longitude and latitude ANI and ALI in compliance with FCC Docket 94-102. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA mapping applications accept any length of coordinates supplied within the ALI as well as manually input X/Y coordinates in the map display's projection.</p>
<p>The solution should allow for communications with the ALI data base made in a full duplex mode immediately after the ANI is decoded. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 is delivered with standard dual ALI link configured. Optionally the VESTA 9-1-1 solution can be configured to accommodate up to 64 remote ALI circuits to NENA compliant databases (wireline/wireless and or VOIP providers). It supports multiple ALI request schemes across dual redundant ALI links including Priority, Simultaneous and Alternating ALI requests. This configuration provides protection against the failure of an ALI link and/or the failure of an ALI interface port. The solution supports 8 or 10 digit ALI requests.</p>
<p>The solution should allow for applications to coexist on the intelligent workstation with all other applications that are used. Please describe.</p>	<p><b>Y</b></p>	<p>The Motorola Solutions mapping applications are all tested and certified to coexist on the intelligent workstation with the VESTA 9-1-1 application. Cohabitation is supported on the VESTA 9-1-1 call-taking workstations for applications that have been tested and approved for use on the call-taker workstations.</p>

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<p>The solution should not have any limitations or require additional equipment needed to run the application(s). Please describe.</p>	<p><b>Y</b></p>	<p>If purchased, the Optional Command Central Aware solution is a cloud-based platform that is capable of running within the VESTA 9-1-1 Environment with no additional equipment needed. Also if purchased, the VESTA Map Local solution runs on the same client workstation as the VESTA 9-1-1 software. No additional equipment is required to run this. The only caveat, is if the PSAP is larger than 20 positions, a local server is needed to support psap-wide call viewing, which is an optional feature.</p>
<p>The solution should receive ALI from the CTI or CHE and display the location of the 9-1-1 call. Please describe.</p>	<p><b>Y</b></p>	<p>Both Command Central Aware and VESTA Map local receive location information directly from the CHE and display the location of the 9-1-1 call. RapidSOS location capability is also imbedded in both applications. In the case of RapidSOS, the RapidSOS database is queried upon receipt of the call.</p>
<p>The solution should ensure that rebid capabilities are included and automatic rebid is a configurable option. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 application can be configured with the automatic rebid capabilities. When the updated ALI is received all VESTA mapping applications will plot the new location.</p>
<p>The solution should plot calls on the map based on the latitude/longitude (X/Y) coordinates delivered by the 9-1-1 Service Provider. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA mapping applications plot wireless phase I and wireless phase II calls utilizing latitude/longitude coordinates if available in the ALI. Phase I calls will plot with a specific sector displayed if the customer provides a sector map layer. The calls are plotted based on a cell sector matching of the ALI string information and the cell sector map layer.</p>
<p>The solution should provide common mapping functions including but not limited to: Pan, Zoom, Measure Distance, Find Address, Find Common Place, find X/Y, mapping a radius around the location based on the COF. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 mapping applications do provide common mapping functions such as those listed in the requirement among other common functions. A very sophisticated search functionality is included allowing the user to manually map a location by entering an address, an intersection, coordinates or by performing an advanced search. Performing an advanced search will search ALL map layer attributes which have been configured for this search feature regardless of whether it is a point, line or polygon feature. These search layers may be configured by the site's GIS Personnel. A radial buffer is displayed representing the uncertainty value if that information is provided within the ALI information.</p>
<p>The solution should integrate and display customer provided layers. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 mapping applications display customer provided map layers. The mapping system can be maintained by the customer allowing them to add and configure any layers that they choose to include.</p>
<p>The solution should have the ability to interface with a CAD system to provide ANI/ALI to the CAD. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 system supports standard NENA CAD interfacing over a serial port - asynchronous serial ports (RS-232) for CAD data and Mapping communication. The CAD physical interface with the VESTA 9-1-1 system is an EIA connector complying with applicable RS-232 standards in a DB9, DB25 or RJ-11 format. VESTA 9-1-1 can additionally support CAD interfacing via layer 3 IP transport if required. Additional hardware is required and can be priced on request.</p>
<p>The solution should be network capable and provide the ability to display all calls taken on every workstation in the PSAP. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 mapping applications can display all calls taken within any PSAP connected to the VESTA 9-1-1 system or the system can be configured to only see calls specific to a PSAP.</p>
<p>The solution should have the ability to search and filter events. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA Map allows filtering calls according to agency permissions and allows the sorting of calls within a grid for searching.</p>
<p>The solution should have the ability to generate the closest possible address or intersection to the latitude/longitude coordinates (X/Y) for calls that utilize that location technology. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 mapping applications can perform a reverse geocode to display the closest address or intersection to the X,Y coordinates delivered in the ALI.</p>
<p>The solution should have the ability to generate reports when an agent identifies an erroneous ALI, incorrect map display, or no map display. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 solution has a build in ALI Discrepancy reporting feature that allows users to submit a report. These reports can be configured to automatically printed to a network printer or configured to be emailed if equipped with a connection to a local SMTP server.</p>
<p>The solution should allow on-going, user initiated loading of new maps and revised maps. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 mapping applications allow for customer based maintenance. There is the ability for Motorola to provide updates if the customer so chooses.</p>
<p>The solution should not require the supplier to load the data. If the supplier is required to load the data, this need shall be fully disclosed. Please describe.</p>	<p><b>Y</b></p>	<p>With all of the VESTA mapping applications, the site administrators can be trained to maintain the map data in the applications. It is only if the site does not feel comfortable doing it themselves that the need for provider involvement would be required. If required, the customer would submit their data to ADSC on a routine basis and the data would be uploaded for them.</p>
<p><b>Management Information System (MIS)</b></p>		

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<p>The solution should ensure that the MIS is designed to provide archiving at both the primary and the secondary site. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA Analytics MIS system will collect system information for reporting purposes from all the sites configured to include both the primary and the secondary sites. Archiving of data is normally performed to a NAS device located at one site and if a PSAP elects they could also store the archived data at a secondary site. The archived data is accessible through the App Manager VESTA Analytics Archiving page.</p>
<p>The solution should make the information from the MIS available historically or in real time, track the incoming and outgoing calls, provide management with real-time, historical information, and strategic management reports, user friendly and customizable and have a unique logon per user with the ability to expire passwords after 90 days. Please describe.</p>	<p><b>Y</b></p>	<p>For Administrators management information reporting purposes all calls can be viewed / reported on using the optional VESTA™ Analytics software. The optional VESTA® Activity View provides for real time display of system activity. The VESTA Analytics MIS system is a Next Generation Management Information System is in near real time displaying system information once completed by the VESTA workstation The VESTA Analytics near real time dashboard is included. In the application.</p> <p>Access to VESTA Analytics and the PEI-DB database is based on Windows authentication of users; therefore, the expiration of passwords is configurable and can be set to expire after 90 days. The VESTA Analytics Product Security identifies those users and groups (security principals) from the operating system provided they have been added to Microsoft Windows security on the domain controller.</p>
<p>The solution should have hard drive capacity sufficient at each site to store at a minimum five (5) years' worth of data based upon current statistics and/or unlimited amount of storage time through exporting to commonly available programs (e.g. Microsoft Excel, CSV file, etc.). Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA Analytics will be sized according to the particular application for that particular agency PSAP. This sizing will include such parameters as the total number of workstations, trunks, lines, queues and agents. It shall also be based upon estimates provided to Motorola Solutions from the agency such as but not limited to, yearly call volumes, expected length of data retrieval for MIS records, mapping data requirements and impacts to the MIS sizing such as the number of yearly TTY/TXT calls.</p>
<p>The solution should provide as a default that the Call Detail Record (CDR) port is activated. Please describe.</p>	<p><b>Y</b></p>	<p>A CDR port is an optional component that can be priced to a PSAP if the optional VESTA Analytics MIS solution is not purchased.</p>
<p>Please describe in detail, your solution's ability to meet the above goals and any other capabilities not listed.</p>	<p><b>Y</b></p>	<p>Please refer to the details in the VESTA Analytics Reporting Options Overview attached</p>
<p><b>MIS System Specifications</b> - The solution should have records management functions standards based on SQL-based report writing syntax. Please describe.</p>	<p><b>Y</b></p>	<p>Please note that the VESTA Analytics MIS solution comes with a robust set of reports that do not require the user to use SQL syntax to run the reports. This provides for simpler training and ease of use of the MIS package.</p> <p>Note: VESTA Analytics includes a powerful ad hoc reporting engine built on SQL Reporting Services. Because ad hoc reporting is specific to the needs of the site, Motorola does not provide technical support for customized ad hoc reports. If you are interested in using the Ad Hoc reporting engine, it is important to obtain advanced training on SQL reporting services or work with a firm that has developed this expertise.</p>
<p>The solution should ensure that the statistical reports allow managers to run reports detailing circuit usage, call answer time, abandoned calls, call duration, transfer destinations, Text-to-9-1-1/TDD and other call handling operations, for any date and time. Please describe.</p>	<p><b>Y</b></p>	<p>The use of a element period is a configurable option in many reports such as report by day, report by month, day vs hour, count by hour, count by day, count by week, duration reports, etc.</p>

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<p><b>Pre-Configured Reports</b> - The solution should have pre-configured statistical reports for commonly requested information which allow for customization of the date range, shift, position, users, and the ability to run ad-hoc queries. Please describe.</p>	<p><b>Y</b></p>	<p>A large number of call-taker / agent reports are available to the administrator such as:</p> <p>Agent Perspective Reports:</p> <ul style="list-style-type: none"> <li>- Agent Ring Count by Ring Time Range</li> <li>- Agent Transfer Average by Month</li> <li>- Agent Efficiency Ranking Report</li> <li>- Agent Offline Count by Offline Time Range</li> <li>- Agent Statistics Comparison</li> <li>- Agent Perspective Grouping</li> <li>- Agent Perspective Filtering</li> </ul> <p>For Ad hoc queries please refer to previous responses above.</p>
<p>The solution should have the ability to track and generate reports on wireless, VoIP, wire line, TTY/TDD and any other standardized emergency message types. Please describe.</p>	<p><b>Y</b></p>	<p>This is provided in the Call Count by Call Category Report.</p>
<p>The solution should provide automatically formatted reports for printing? Please describe.</p>	<p><b>Y</b></p>	<p>When a user produces a report, they can print the report using the Print button on the Report Viewer toolbar.</p>
<p>Please describe how your solution will accomplish this and describe all other preconfigured reporting specifications, including any specific data fields excluded from ad-hoc reporting.</p>	<p><b>Y</b></p>	<p>Please note that the VESTA Analytics MIS solution comes with a robust set of reports that do not require the user to use SQL syntax to run the reports. This provides for simpler training and ease of use of the MIS package. VESTA Analytics includes a powerful ad hoc reporting engine built on SQL Reporting Services. Because ad hoc reporting is specific to the needs of the site, Motorola does not provide technical support for customized ad hoc reports. If you are interested in using the Ad Hoc reporting engine, it is important to obtain advanced training on SQL reporting services or work with a firm that has developed this expertise.</p>
<p>The solution should provide reports and/or a record with detailed conversational history for text-to-9-1-1 or similar calls available, on demand, by any user on the system. Please describe.</p>	<p><b>Y</b></p>	<p>The Event Details Report (EDR) contains summary and detail information, such as caller location and response time to include SMS calls for the selected call in the Event List or the Scenario List.</p>
<p><b>Custom /Ad Hoc Reporting</b> - The solution should provide agents and supervisors with the capability to query the MIS database, and create/ print reports in an ad-hoc fashion from historical or real time data. Please describe.</p>	<p><b>Y</b></p>	<p>Only authorized users may access the MIS solution. The VESTA Analytics MIS solution comes with a robust set of reports that do not require the user to use SQL syntax to run the reports. This provides for simpler training and ease of use of the MIS package. VESTA Analytics includes a powerful ad hoc reporting engine built on SQL Reporting Services. Because ad hoc reporting is specific to the needs of the site, Motorola does not provide technical support for customized ad hoc reports. If you are interested in using the Ad Hoc reporting engine, it is important to obtain advanced training on SQL reporting services or work with a firm that has developed this expertise.</p>
<p>The solution should generate reports based on any data element. Please describe.</p>	<p><b>Y</b></p>	<p>Using the Raw Data model reports can be generated based on any data.</p>
<p>Please describe in detail the capabilities and limitations for ad-hoc reporting,</p>	<p><b>Y</b></p>	<p>For more complex report building, it would be useful to obtain advanced training on SSRS. As an alternative to obtaining advanced training, Motorola Solutions can create customized reports for you based on your site's needs. Contact your Motorola Solutions representative if you would like more information regarding this fee-based service.</p>
<p><b>Alarms</b> - The system should provide alarms to notify the system administrators when the MIS system is not operational and what affect the conditions may have on the overall system. Please describe.</p>	<p><b>N</b></p>	<p>There are no alarms to indicate if the MIS solution is not on line. There is no effect on the VESTA 9-1-1 call taking capabilities of the system if the MIS solution is not functioning.</p>

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**E-911 SYSTEMS**

<p><b>Backup Center (BUC)/Geodiversity</b> - The solution should include a secondary center and geodiverse options for the PSAP. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 system no fault design offers further resiliency through a Geo-Diverse option where Site A and Site B backrooms are located in geographically different backrooms. Allowing PSAP call taking operations to continue at full capacity despite a location based failure or location disaster. High availability and full redundancy open other exciting options as well. The VESTA 9-1-1 solution can be cost-effectively deployed in multi-agency or ring configurations where a single agency or carrier is the host.</p>
<p>The solution should include primary systems located at the PSAP's Emergency Communications Center in a designated location (e.g., equipment room). Please describe.</p>	<p><b>Y</b></p>	<p>Location of redundant equipment is dependent on the PSAP configuration such as is the site only a single site PSAP or a multi-PSAP site with two physical locations. In a single site location all redundant equipment will be located within one physical backroom. This still provides for full system redundancy. With a multi-site solution two sites can provide geo-diversity by having the redundant components physically located at the two locations so that should one of the sites experience a geographic event that affected the PSAP call taking capabilities the other sites redundant system would continue to provide 9-1-1 call capacity.</p>
<p>The solution should include secondary systems located at the PSAP's designated location. Please describe.</p>	<p><b>Y</b></p>	<p>Please refer to the description above. Yes, depending on the final site configuration requested by a PSAP.</p>
<p>The primary and secondary system should operate in tandem with no loss of functionality or degradation of performance. Please describe.</p>	<p><b>Y</b></p>	<p>If a link failures were to occur between the two sites both sites would continue to operate independently of each other.</p>
<p>The solution should understand that the PSAP's IT group will provide connectivity between the two systems, including but not limited to switches and routers, fiber backbone, and/or additional service to the Supplier. Please describe.</p>	<p><b>Y</b></p>	<p>As part of the deliverables VESTA 9-1-1 provides solution bandwidth estimates that assist in determining equipment requirements as well as solution drawings that define demarcation points for the system that will be provided. This will assist the IT group with determining WAN requirements for a geo-diverse or remote PSAP solution.</p>
<p>The solution should allow for half of the existing E9-1-1 trunks, 10-digit emergency and non-emergency circuits, moved from the PSAP to the secondary systems. Please describe.</p>	<p><b>Y</b></p>	<p>In a Geo-diverse configuration typically the trunks and admin lines are split amongst the two sites to maintain geo-diversification. However the configuration and number of trunks at each location can be determined by the agency during the planning stages.</p>
<p>Please describe in detail the call flow in the event there is a failure at the Primary PSAP.</p>	<p><b>Y</b></p>	<p>The system will be deployed on distributed architecture if required, with multiple instances of the core functional elements (FEs) and Network Element (NEs) deployed in 'active-active' configurations so there are not the common support issues associated with a 'primary-backup' failover strategy. Two or more FE and NE instances within a given facility are actively engaged in load-balanced call routing and processing, and there are multiple load-balanced routing centers simultaneously performing these transactions, so failure of a FE/NE component (or facility) will not be service affecting or will not degrade the performance of the Service.</p>
<p>The solution should include call takers at the failed site functionality and will any re-registering occur automatically. Please describe.</p>	<p><b>Y</b></p>	<p>If the failure is a server failure and the link remains established between the two sites all the call-takers at the site with the server failure will continue to process calls and no re-registration take place.</p>
<p><b>Geodiversity</b></p>		

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**E-911 SYSTEMS**

<p>The solution should support Geographic Diversification (Geodiversity) of ingress call paths via common equipment at two distinct sites. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 architecture features no single point of failure. The VESTA 9-1-1 redundant server delivers the MDS, DDS, EIM, CFS, and ASN applications on two redundant physical servers, in which the call center remains fully operable after the failure of one of the servers. Server hardware is automatically switched by means of fully integrated Internet Protocol soft-switch. The system also has dual switches and gateways for additional failover capacity.</p> <p>The VESTA 9-1-1 solution is offered on four different deployment configurations as follow:</p> <ul style="list-style-type: none"> <li>• Single-site centralized architecture</li> <li>• Dual-site distributed architecture</li> <li>• Multi-site centralized architecture</li> <li>• Multi-site distributed architecture</li> </ul> <p><b>Single-site Centralized Architecture:</b> All call processing and data management functions are located on the same Local Area Network (LAN) as the console user positions. Such a single-site, centralized LAN is typically confined to a single building.</p> <p><b>Dual-site Distributed Architecture:</b> The call processing and data management functions of the system are distributed across two geographically-dispersed sites. Console users at active positions can answer calls at Site A, while Site B is configured with backup positions that can be staffed as required. In this configuration, however, the system does not host a remote agency. It is the simplest form of a distributed system architecture.</p> <p><b>Multi-site Centralized Architecture:</b> Call processing and data management functions are either housed in the same room or in a different room within the same building that is connected by a LAN to a co-located agency. However, the system can host one or more remote agencies and support CommandPOST.</p> <p><b>Multi-site Distributed Architecture:</b> This full-fledged architecture represents the most complex type of deployment. The system is geographically dispersed and, at the same time, hosts remote agencies. Site A (the Main Site) and Site B (the Backup Site) are located at two different agencies, in which each is staffed with active console user positions.</p> <p>With redundancy at the hardware and software level, VESTA 9-1-1 users can be confident 9-1-1 call processing continues uninterrupted in the event of failure, upgrade or servicing.</p>
<p>The solution should include call handling positions, whether located at these sites, or at one or more remotely located PSAPs, receive calls from both common equipment sites simultaneously. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 is designed with full redundant side A and side B systems incorporating no shared components. Call handling positions can receive calls from either side A or side B. In addition, trunks and lines may also terminate at the remote location on local gateways. Call taking positions can receive calls from any of these locations simultaneously.</p>
<p>The solution should allow both systems to operate in tandem with no loss in functionality or performance. Please describe.</p>	<p><b>Y</b></p>	<p>If a link failures were to occur between the two sites both sites would continue to operate independently of each other.</p>
<p>The common equipment site should be redundantly equipped with both an active and a standby soft switch. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 is designed with full redundant side A and side B systems incorporating no shared components. The system works with one side active and the other in hot stand-by mode. The redundancy is designed at both hardware and software element levels. Legacy circuits are distributed across multiple gateways.</p>
<p>The solution should split a single soft switch pair across the two sites. Please describe.</p>	<p><b>N</b></p>	<p>The VESTA 9-1-1 solution is not a single softswitch. It is a pair of redundant 9-1-1 specifically designed switches.</p>
<p>The solution should include a Geodiverse system to operate as an independent PSAP. Please describe.</p>	<p><b>Y</b></p>	<p>The large capacity of the VESTA 9-1-1 solution makes it ideal for the largest PSAPs and a solution for multi-PSAP or hosted environments. The system can host regional and multi-agency environments.</p>

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SYSTEM CONFIGURATION AND SYSTEM PERFORMANCE

System Configuration	Y/N	Description
<b>Operating System</b>		
The solution should have the most recent Windows operating system. Please describe.	Y	Each workstation currently runs on the Microsoft Windows 10 Professional (64-bit) operating system with the latest approved Windows Service Packs.
<b>Configuration</b>		
The solution shall ensure that both stand alone and host remote are available. Please describe.	Y	The VESTA 9-1-1 The VESTA 9-1-1 solution and its supporting applications are extremely versatile and can support being deployed as a stand-alone solution, geo-diverse solution and as a host remote solution. To that end, both stand alone and host remotes are considered during site needs analysis and design stage of a VESTA 9-1-1 solution.
The solution shall provide intelligent workstations and servers that are Graphical User Interface (GUI) based. Please describe.	Y	The VESTA 9-1-1 Console will present calls to the telecommunicator' s position at the PSAP, using a graphical user interface Motorola Solutions calls "The VESTA® Console." The VESTA Console will allow the telecommunicator to handle all actions required, e.g., answer, transfer, hold etc., for each call.
The solution should provide systems that are modular in that additional equipment cards or shelves can be added to increase capacity. Please describe.	Y	The basis for the Motorola Solutions VESTA 9-1-1 solution is modular growth. The current VESTA 9-1-1 solution is scalable to two hundred and fifty (250) call taking positions and up to seven hundred and fifty (750) voice appearances (trunks/lines/i3 SIP voice appearances). In addition, the system accommodates up to two hundred (200) call queues. Lines, trunks and telephony interfaces are added via the appropriate gateway or interface. To increase capacity VESTA is simply provisioned for: 1) more ingress trunks on redundant gateways, 2) workstations are added, or 3) network switches (as capacities are reached) based on customer requirements.
The solution should have the capability to determine a user's function, duties or specific qualifications by the roles applied to their user ID. Please describe.	Y	The VESTA911 solution goes beyond being positioned based, layouts are assigned to user roles not positions. So each user will have a layout or selection of layouts based on selected role or shift duties. Additionally, specific layouts may be restricted from particular users. Adding or removing users from the system has no impact on saved layouts. In summary, this creates a very flexible method to optimize the user interfaces for a wide variety of users and call handling tasks. When a telecommunicator logs-on to the system they receive their defined Trunks, call appearances, speed dials and screen lay- outs based upon their user function, duties or specific qualification to their skill or PSAP job responsibility. Call-takers can have multiple log-on profiles such as but not limited to call-taker, dispatcher, Fire Dispatcher, etc.
<b>Integration</b>		
The solution shall interface with the CTI system with the PSAP's CAD, mapping (if not integrated with another system), radio systems, and voice logging/recorder. Please describe.	Y	The VESTA 9-1-1 solution provides for a NENA standard compliant Computer-Aided Dispatch (CAD) data spill. The CAD interface data spill would be utilized for interfacing to Computer Aided Dispatch systems, stand-alone mapping solutions, radio systems, voice logging recorders and any other systems capable of receiving the CAD data spill.
Does your solution describe integration methods employed in detail, and how methods will not affect the warranties, agreements, or proprietary rights of existing systems' manufacturers? Please describe.	Y	Cohabitation is supported on the VESTA 9-1-1 call-taking workstations for applications that have been tested and approved for use on the call-taker workstations. Additional charges apply for testing and certification of applications.
The solution should define the CTI telephone system fields available for transfer to the CAD, and propose varying degrees of telephone/CAD integration for the new CAD systems. Please describe.	Y	The VESTA 911 solution provides for a NENA standard compliant Computer-Aided Dispatch (CAD) data spill. The CAD interface data spill would be utilized for interfacing to Computer Aided Dispatch systems and other systems capable of receiving the CAD data spill. Beyond the standard CAD data spill, the VESTA CAD port via inherent optional programing parameters can provide for additional data points to be streamed to the CAD port. An example would be the ability to send TXT or TTY messages on the CAD port allowing for the CAD system, if so abled, to collect and display the information within the call record or incident card.

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**SYSTEM CONFIGURATION AND SYSTEM PERFORMANCE**

<p>The solution shall provide, at a minimum, a unique identifier number, name, address, telephone number of the calling party, class of service, and those fields that contain X/Y data for Wireless Phase II and that the time of the call will transfer to the CAD from the telephone number. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 911 solution provides for a NENA standard compliant Computer-Aided Dispatch (CAD) data spill. At a minimum this includes, a unique identifier number, the ALI information as it contains name, address, telephone number of the calling party, class of service, and those fields that contain X/Y data for Wireless Phase II and the time of the call. It also provides the ability to off-set position numbers should the call taking/dispatch position number range be different than the CAD system position range.</p>
<p>The solution should provide an identifier to ensure the flow of updates to the appropriate CAD incident. Please describe.</p>	<p><b>Y</b></p>	<p>Multiple CAD protocols are supported to interface with CAD systems. Three identifiers are used to ensure the flow of updates:                  - ANI                  - Position #                  - Trunk #</p> <p>ANI and Position # are always sent on any of the protocols that VESTA 9-1-1 supports.</p>
<p>The system shall fully integrate with the AT&amp;T EsiNet providing i3 capabilities and services. Please describe.</p>	<p><b>Y</b></p>	<p>The EsiNet Interface Module (EIM) provides connectivity to NENA I3-compliant and RFAI VoIP networks for the delivery of 9-1-1 calls and related information. Several versions of EIM are available, including AT&amp;T. "Several Versions" refers to the Vesta EIM (EsiNet Interface Module) profile that provides compatibility with the various EsiNet providers across the country. When programming VESTA for EsiNet i3/RFAI, there are different selectable profiles within VESTA which, when selected, load a specific "version" of the VESTA EIM. Each profile/version is specific for each provider including the current VA state EsiNet provider AT&amp;T. The Motorola VESTA Solution is compatible with AT&amp;T, Comtech, Intrado, Indigital, VESTA Router, and several other providers. Motorola continues to update the VESTA platform in new releases to include new vendors as they enter the EsiNet provider space.</p>
<p>The system shall integrate with other service providers that provide EsiNet. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA integrates with:</p> <ul style="list-style-type: none"> <li>- NENA I3 – Comtech/TCS</li> <li>- NENA I3 – InDigital Networks</li> <li>- NENA I3 – Vesta Solutions NGCS</li> <li>- West/Intrado RFAI</li> </ul>

<b>Digital Architecture</b>		
<p>The solution shall ensure that the system will be fully digital with the capability of incorporating all existing analog lines. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA® 9-1-1 is built on a VoIP - IETF SIP architecture and is ready for Next Generation deployment; it will also support legacy E9-1-1 facilities as well. VESTA 9-1-1 also provides administrative call handling, allowing PSAPs to use the same solution for both emergency and administrative calls. The VoIP complies with the SIP (NENA i3 standard). Audio signal processing is supported by VoIP CODEC. By default, the proposed call processing solution utilizes the G.711 CODEC and may optionally use G.729 Codec's for special, low-bandwidth applications (such as satellite-based connections).</p>
<p>The Supplier shall provide a complete project plan along with cost for such incorporation as part of the Eligible Agency Offer. Please describe.</p>	<p><b>Y</b></p>	<p>A detailed project plan is provided in support of every project.</p>
<p>The solution shall not use analog switch technology. Please describe.</p>	<p><b>Y</b></p>	<p>VESTA 9-1-1 is built on a VoIP - IETF SIP architecture. No analog switching technology is proposed.</p>

<b>Growth Capability</b>		
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**SYSTEM CONFIGURATION AND SYSTEM PERFORMANCE**

The solution shall ensure the switch or PBX will be sufficiently sized to permit system expansion. Please describe.	<b>Y</b>	The VESTA 9-1-1 solution is scalable to two hundred and fifty (250) call taking positions and up to seven hundred and fifty (750) voice appearances (trunks/lines/i3 SIP voice appearances). In addition, the system accommodates up to two hundred (200) call queues. Lines, trunks and telephony interfaces are added via the appropriate gateway or interface. To increase capacity VESTA is simply provisioned for: 1) more ingress trunks on redundant gateways, 2) workstations are added, or 3) network switches (as capacities are reached) based on customer requirements.
The solution shall provide computer power supplies, hard drives, expansion slots, etc. sized to allow for system expansion based on the size of the PSAP. Please describe.	<b>Y</b>	System engineers take potential expansion of the system into account when creating the overall system design

<b>Reliability</b>		
The system designs, to the greatest extent possible, shall be constructed to eliminate single points of failure by using fault-tolerant or highest availability architectures. Please describe.	<b>Y</b>	The VESTA 9-1-1 system is architected with no single point of failure, utilizing both redundant server hardware and a fully integrated Internet Protocol (IP) soft-switch that incorporates automatic switchover with no loss of service. The VESTA 9-1-1 Solution is also available in a non-redundant server configuration called VESTA Core which provides for a cost effective deployments where the PSAP is a primary or secondary which is backup via an alternate PSAP. VESTA Core incorporates the two server function on to a single server platform. VESTA Core is available with an option for survivability by where the 9-1-1 lines can be redirected to a local PBX or stand-alone phone system.
The solution should include failure diagnosis and reporting via SNMP, SMS or event log monitoring. Please describe.	<b>Y</b>	<p>The Motorola NSOC/Centralized Managed Support Operations (CMSO) is the central point of contact to report incidents and submit change requests. Co-located with the Technical Support Operation within the NSOC, the CMSO maintains a holistic view of your service delivery environment.</p> <p>Product and system technical resources are ready to receive and take action on requests for service.</p> <p>The NSOC will:</p> <ul style="list-style-type: none"> <li>• Open a ticket and categorize the reported issue or request</li> <li>• Resolve incidents based on priority</li> <li>• Perform analysis to help identify a corrective action plan</li> <li>• Escalate the incident/request to technical or service experts when required</li> <li>• Engage next level of management to ensure timely problem resolution when necessary</li> <li>• Provide regular status updates for escalated incidents</li> </ul> <p>Motorola applies industry standards in recording, monitoring, escalating, and reporting for incidents and changes reported by contracted customers, reflecting the importance of maintaining mission critical systems.</p> <p>Reporting Incidents - The NSOC is staffed with trained technicians who remotely access your VESTA solution to begin troubleshooting. For accurate reporting and ticket tracking, it is a requirement that all VESTA issues are reported to the NSOC.</p>
The solution shall identify any reduced levels of service caused by component failure, including the operational requirements for backup and recovery. Please describe.	<b>Y</b>	For details please refer to VESTA 9-1-1 Failover Scenarios document attached.
The solution shall provide varying degrees of levels of fallback operations, depending on the magnitude of the fault or problem. Please describe each level of fallback in detail.	<b>Y</b>	The VESTA 9-1-1 solution is designed to be extremely fault tolerant with gradual degradation of service. As an example, in the unlikely event of a workstation failure during an active call, the system will re-present the 911 call to the next available agent. In addition, the VESTA 9-1-1 solution can also be configured with a survivability option for 911 trunks in the event of a gateway failure. For details please refer to Vesta Failover Scenarios document attached.
The Supplier should provide spare equipment on site, upon request. Please describe.	<b>Y</b>	Local on-site spares are an option. As part of the normal quotation, Motorola Solutions will provide a recommended spare parts list which the Agency can elect to procure.

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**SYSTEM CONFIGURATION AND SYSTEM PERFORMANCE**

At the option of the PSAP, the Supplier should allow spare equipment to be purchased. Please describe.	<b>Y</b>	Local on-site spares are an option. As part of the normal quotation, Motorola Solutions will provide a recommended spare parts list which the Agency can elect to procure.
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**System Performance Requirements**

<b>System Availability</b>		
The E9-1-1 PSAP telephone system shall be available to users 24 hours a day, seven (7) days per week. Please describe.	<b>Y</b>	The system is designed to be available to users 24 hours by 7 day per week.
The solution's supplied hardware and software shall provide E9-1-1 functionality with minimal downtime. Please describe.	<b>Y</b>	<p>In the proposed solution, maintenance activities do not affect system up-time. No downtime is experienced during updates, upgrades or system maintenance. All upgrades will be provided as part of the software support agreement service to a Municipality. Upgrades are done in a non-service impacting process. Upgrade processes may vary, but the typical method is as follows:</p> <ul style="list-style-type: none"> <li>• The first step is a complete system backup in case a rollback to the current software release is necessary due to any unforeseen upgrade process interruptions</li> <li>• Next, one of the redundant host nodes is gracefully shut down and upgraded with any new software releases, patches, hot fixes, and service packs</li> <li>• When the host node is complete, the node is brought back online</li> <li>• This process is repeated for each Host node until all nodes are upgraded</li> </ul> <p>During the entire process, system operations continue uninterrupted. All PSAPs can process emergency and non-emergency calls as they do under normal operating conditions. The typical upgrade process has no impact on PSAP operations. Finally, the console software is upgraded console-by-console, or under some other plan convenient to and agreed upon by each PSAP.</p>
If the system is experiencing unexpected downtime, a technician shall be on site working to rectify the issue within two (2) hours or as agreed upon time frame between Contractor and Authorized User. Please describe.	<b>Y</b>	NWN Carousel Industries will dispatch field technicians as required to rectify issues causing downtime within the defined SLA.
The PSAP shall be notified hourly with status updates. Please describe.	<b>Y</b>	NWN Carousel defines customer preferred notification methods in advance of system cutovers and they are may vary based on outage severity. Notification methods may include telephone, email, web portal, or other predefined methods.
The solution shall consider the E9-1-1 functionality down whenever normal telephone operations cannot be conducted without experiencing major system alarms or conditions that inhibit or prevent the call taker from communicating with the calling party or performing vital call processing functions. Please describe.	<b>Y</b>	Any issue inhibiting a call takers ability to communicate with calling party on a 2-4 position PSAP is considered Critical as defined by our standard SLAs. Target response times are less than 15 minutes. This includes carrier related issues that NWN Carousel addresses through our agency agreement with the Telcos.
The solution shall allow the PSAP to be the final determinant for establishing criteria for system downtime. Please describe.	<b>Y</b>	All System SLAs can be customized and customer defined. Variations to standard defined SLAs may have service cost impact (lower/higher).

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**SYSTEM CONFIGURATION AND SYSTEM PERFORMANCE**

<p>The solution shall agree that E9-1-1 PSAP telephone system downtime resulting from external causes, including, but not limited to acts of God, fire, or PSAP's negligence will be excluded from downtime calculations. Please describe.</p>	<p><b>Y</b></p>	<p>NWN Carousel has read and complies</p>
<p>The solution shall agree that the PSAP will identify allowable operational downtime and your solution will provide reasonable expected availability of complete system functionality. Please describe.</p>	<p><b>Y</b></p>	<p>NWN Carousel does allow customer defined SLAs within reasonable measures and any manufacture defined system availability being the only limiting factor.</p>
<p>The Supplier shall be capable of performing hardware/software routine maintenance and upgrades while the system is operational. Please describe.</p>	<p><b>Y</b></p>	<p>Unique to 9-1-1 systems in the market, the VESTA 9-1-1 system does not need to be taken down for routine maintenance. Please see attached "Premium License Agreement"</p>

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**TRAINING AND MANUALS**

Training	Y/N	Description
<b>Transfer of Knowledge</b>		
The Supplier should include providing training documentation/curriculum to the PSAP in advance of the scheduled training for review/approval. Please describe.	Y	Training documentation is provided as part of the system disk that is shipped with the equipment. In addition, training materials for each student, specifically for the training to be provided, are shipped to the customer site (Syllabus, Training Manuals, Quick Reference Cards, Attendance Sheets, Course Evaluations, and Training Certificates, if applicable), usually one week prior to start of training. If training services are purchased from Motorola Solutions, materials will be shipped to the customer site prior to the arrival of students
The training information should be provided in any of the following formats: Word, Excel, PowerPoint, PDF, or hard copy. Please describe.	Y	Training documentation is provided as part of the system disk that is shipped with the equipment. In addition, training materials for each student, specifically for the training to be provided, are shipped to the customer site (Syllabus, Training Manuals, Quick Reference Cards, Attendance Sheets, Course Evaluations, and Training Certificates, if applicable), usually one week prior to start of training. If training services are purchased from Motorola Solutions, materials will be shipped to the customer site prior to the arrival of students
The Supplier should providing training onsite. Please describe. If not, please identify the training options and pricing structure to be applied when training is not included with the purchase.	Y	To the fullest extent possible, all training will be provided at the customer's simulated environment that reflects the 'go-live' environment using systems, applications, and hardware configured by and for the Customer Name 9-1-1 System. The Customer Project Manager is the sole coordinator of all classes and will determine and secure the training locations based on the deployment schedule.
The Supplier shall provide training to start as close to the cut over date as practical as agreed to by Authorized User. Please describe.	Y	After contract award, the Project Manager will work with the CoVA PSAP Project Manager to develop a comprehensive training schedule that will meet the requirements of the CoVA PSAP Training Department and be in concert with the PSAP cutover schedule. It is the goal of the training plan for Call Takers to be trained within three (3) weeks of the scheduled PSAP cutover where they are assigned to work.
The Supplier shall provide training by qualified instructors. Please describe and provide certifications and experience of trainers that would be associated with this contract.	Y	Training is provided by qualified Motorola instructors. As personnel are not assigned to a specific project until an order is received certification and experience can be provided to the PSAP once a installation date has been set. NWN Carousel utilizes the Motorola training services provided by Motorola. NWN Carousel does provide ongoing and/or informal training using Network Operation Center Engineers or Field Engineering resources.
The Supplier shall provide training times to be approved by the Authorized User. Please describe.	Y	After contract award, the Project Manager will work with the CoVA PSAP Project Manager to develop a comprehensive training schedule that will meet the requirements of the CoVA PSAP Training Department and be in concert with the PSAP cutover schedule. Working with the PSAP, scheduling constraints, available training positions, and the staffing levels at the PSAPs will all be considered to determine the optimal schedule.
The Supplier shall provide training designed for the following personnel (PSAP Administrators, PSAP Users and PSAP Trainers). Please describe.	Y	Motorola Solutions has developed courseware designed covering all roles in today's PSAP. From call taker and agent responsible for the day-to-day emergency call response activities, all the way to technician courses designed for those responsible for the system support and equipment maintenance. For larger agencies our cutover coaching and train-the-trainer courses are specifically suited to on-going educational support and ensure smooth PSAPs operations. Motorola Solutions provided for four (4) distinct functional groups for all of the proposed products: <ol style="list-style-type: none"> <li>1. Installation &amp; Maintenance Training</li> <li>2. Administration Training</li> <li>3. Train the Trainer Training</li> <li>4. User Training</li> </ol>

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**TRAINING AND MANUALS**

<p>The Supplier shall include training topics on all aspects of the E9-1-1 system, including but not limited to system functionality, MIS reporting, and configuration, at a minimum. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions provides training on all of the products sold to include:            VESTA 9-1-1            VESTA SMS            VESTA Analytics (MIS)            VESTA Map Local            VESTA Communicator            VESTA Activity View            Command Central Aware            Command Central Smart Transcription            Command Central Citizen Input</p>
<p>The Supplier should provide individual copies of training materials that participants can retain. Please describe.</p>	<p><b>Y</b></p>	<p>Training materials for each student, specifically for the training to be provided, are shipped to the customer site, usually one week prior to start of training. Training materials for each student typically includes:            Syllabus            Training Manuals            Quick Reference Cards            Course Evaluations            Training Certificates, if applicable.</p>
<p>The Supplier shall ensure that transfer of knowledge training is completed prior to final acceptance signoff. Please describe.</p>	<p><b>Y</b></p>	<p>Training is an important element of any new system that is being deployed. A key goal of Motorola Solutions is to develop and deliver world class learning programs that build every customer's technical product and systems knowledge, skills, and expertise. The company's courseware, instructors and documentation are all focused on enabling 9-1-1 organizations to receive maximum operational benefit from the VESTA NG9-1-1 call taking system. Training is conducted so that administrators and calltakers are all knowledge before final system signoff.</p>
<p>The Supplier should provide additional transfer of knowledge training be available free of charge after final acceptance via Computer Based Training courses. Please describe.</p>	<p><b>N</b></p>	<p>All E-Learning courses offered as part of the solution are available for a period of 1 year from course registration. Additional Instructor Led training can be offered at a later date for an additional charge.</p>

**Computer Based Training**

<p>The Supplier shall provide computer based training as necessary at no additional cost to the PSAP. Please describe.</p>	<p><b>N</b></p>	<p>While there is computer-based training available for much of the VESTA 9-1-1 solution content, it is not provided free of charge. Once purchased, online training is available for a period of 1 year upon registration for the course.</p>
<p>The Supplier shall provide computer based training designed for the following users (PSAP Administrators, PSAP Users and PSAP Trainers). Please describe.</p>	<p><b>Y</b></p>	<p>Much of the VESTA 9-1-1 solution content is available utilizing the Motorola Solutions LXP environment. These courses cover material such as:            Command Central Aware            Command Central Smart Transcription            Command Central Citizen Input            VESTA SMS            VESTA Activity View            VESTA Map Local            VESTA SIP IP Phones</p>

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**TRAINING AND MANUALS**

<p>The Supplier should provide at a minimum of training topics to include (System Functionality, MIS Reporting and Configuration). Please describe.</p>	<p><b>Y</b></p>	<p>Much of the VESTA 9-1-1 solution content is available utilizing the Motorola Solutions LXP environment. These courses cover material such as:  <a href="#">Command Central Aware</a>  <a href="#">Command Central Smart Transcription</a>  <a href="#">Command Central Citizen Input</a>  <a href="#">VESTA SMS</a>  <a href="#">VESTA Activity View</a>  <a href="#">VESTA Map Local</a>  <a href="#">VESTA SIP IP Phones</a></p>
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<b>Maintenance Training</b>		
<p>The Supplier shall provide maintenance training as necessary to PSAP maintenance technicians and others as needed at no additional cost. Please describe.</p>	<p><b>N</b></p>	<p>Installation and Maintenance training for the VESTA solution is comprehensive in nature and the normal I&amp;M course is 10 days in length as such these courses are available at additional cost.</p>
<p>The Supplier should include maintenance training topics outside the PSAP area. Please describe.</p>	<p><b>Y</b></p>	<p>Installation and Maintenance training for the VESTA solution is comprehensive in nature and provides detailed understanding of the VESTA 9-1-1 solution for technicians mandated with service and support of the system.</p>
<p>The Supplier should include maintenance training, at a minimum, in the following areas: (system functionality, MIS reporting and configuration). Please describe.</p>	<p><b>Y</b></p>	<p>Installation and Maintenance of the VESTA 9-1-1 system and Installation and Maintenance of the VESTA Analytics solution are two separate courses.</p>

<b>Manuals</b>		
<p>The Supplier shall provide that all manuals are provided to the PSAP at no additional charge at the time of equipment installation, and that the PSAP will have the final determination on method of delivery. Please describe.</p>	<p><b>Y</b></p>	<p>Training manuals for the solution are provided in soft copy as part of the system disk that is shipped with the equipment. In addition, printed copies of training materials specifically for the training to be provided to the CoVA PSAP are shipped to the customer site (Syllabus, Training Manuals, Quick Reference Cards, Attendance Sheets, Course Evaluations, and Training Certificates, if applicable), usually one week prior to start of training.</p>
<p>The Supplier should provide manuals that have at a minimum the following areas (Operational and Administrative requirements, Configuration requirements and Safety requirements). Please describe.</p>	<p><b>Y</b></p>	<p>All Motorola Solutions systems come with complete system and user documentation covering the relevant topics of the VESTA 9-1-1 solution. Some VESTA solutions will provide a separate user and administrative guide for a particular application. Administrative guides typically will also cover configuration except in cases where configuration is considered complex enough that a separate manual is required.</p>

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**SITE SURVEY/ELIGIBLE AGENCY OFFER REQUIREMENTS**

Site Survey/Eligible Agency Offer Requirements	Y/N	Description
The Supplier shall provide for Site Surveys, which are required, at no charge, when a PSAP calls for an Eligible Agency Offer on a new system, replacement hardware, or upgrades. Please describe.	Y	NWN Carousel performs system site surveys both in advance of system design as well as part of standard project deployment process.
The Supplier upon completion of a Site Survey, should supply the requesting customer a formal 'Eligible Agency Offer' to address the following items as applicable. Please describe.	Y	NWN Carousel complies.

**Cabling**

The Supplier shall ensure that the PSAP facility is adequately wired for standard telephone and LAN Operations using a minimum quality of Category 5 and 6 cables at the PSAP facility. Please describe.	Y	NWN Carousel will identify all structured cabling requirements required.
The Supplier shall provide all cable requirements in detail. Please describe.	Y	NWN Carousel can provide all structured cabling required or work with end user to identify what is needed. It is up to the customer how they prefer to address.

**Emergency Power**

The Supplier shall include advisement to the PSAP if the PSAP facility is not equipped with sufficient emergency and UPS backup power to support the CTI telephone system. Please describe.	Y	NWN Carousel has an extensive power and infrastructure group to consult with, identify, and document any deficiencies that need to address. Carousel has the ability to provide all aspects of a PSAPs power needs.
The Supplier shall ensure that when a new system is installed, the emergency and UPS backup power systems are sufficient to support the CTI telephone system, collectively with everything tied into the emergency and UPS system. Please describe. If not, describe the deficiencies.	Y	As part of a standard system deployment, power and back up systems are evaluated to not only insure sufficient power best practices are adhered to for system implementation, but that power requirements exist in support of conversion period (multiple 911 systems operational until conversion).
The Supplier shall ensure that the customer equipment provided under this Contract will be connected to the UPS in a manner so that telephone service is not interrupted during primary power fluctuations or outages. Please describe.	Y	As part of a standard system deployment, power and back up systems are evaluated to insure power best practices are adhered to for system implementation (online UPS Technologies).

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**SITE SURVEY/ELIGIBLE AGENCY OFFER REQUIREMENTS**

**Environmental**

<p>The Supplier shall include the advisement to the PSAP if the PSAP facility does not meet environmental standards necessary for proper equipment functionality; specifically, HVAC, power and grounding. Please describe.</p>	<p><b>Y</b></p>	<p>Our power and infrastructure group includes staffed data center architects fully versed in all power and cooling requirements.</p>
<p>The solution shall provide the operating temperature range and BTU's of heat generated for each primary piece of equipment. Please describe.</p>	<p><b>Y</b></p>	<p>The Motorola Solutions quotations generally include an estimated BTU output of the proposed configuration. As a general rule, operating temperature range is between 10C to 35C (50F to 95F, relative humidity (noncondensing). Minimum to be higher (more moisture) of -12C (10.4F) dew point or 8% relative humidity, maximum to be 24C (75.2F) dew point or 90% relative humidity.</p>

**Equipment Racks**

<p>The Supplier shall provide a detailed description of the placement of the equipment rack and include working with the PSAP on an acceptable, agreed to, floor plan when they are completing their site survey assessment before submitting their Eligible Agency Offer, ensuring exact floor plan and design is included in the proposal. Please describe.</p>	<p><b>Y</b></p>	<p>NWN Carousel performs system site surveys both in advance of system design as well as part of standard project deployment process. Carousel will work with PSAP on an acceptable, agreed to, floor plan or agreed upon implementation strategy before submitting firm agency offer.</p>
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**Grounding**

<p>The Supplier shall advise the PSAP if the PSAP system does not have the proper grounding available. Please describe.</p>	<p><b>Y</b></p>	<p>NWN Carousel performs system site surveys both in advance of system design as well as part of standard project deployment process. Carousel will identify grounding deficiencies and recommend plan for resolution, if required.</p>
<p>The solution shall conform to NEC or NFPA 1221 standards. Please describe.</p>	<p><b>Y</b></p>	<p>Yes, Carousel's solution will conform to applicable, NEC and NFPA 1221 standards.</p>
<p>The solution shall include both new equipment and for maintenance on existing systems. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions warrants to its Customer (defined as the party purchasing from Motorola Solutions ) that all hardware and associated equipment, excluding software and firmware, (collectively "Hardware") purchased from Motorola Solutions shall be free from defects in material and workmanship for a period of 18 months from the date of shipment from Motorola Solutions. To the extent the original equipment manufacturer ("OEM") is other than Motorola Solutions , and the OEM provides a warranty period greater than 18 months from the date of shipment, Motorola Solutions shall pass through the additional warranty period and terms to Motorola Solutions Customer to the extent permitted by the OEM.</p> <p>Refer to the Hardware Repair and Warranty Policy.          Motorola Solutions shall provide its standard warranty and support as provided by the Master Agreement (including its Next Generation 9-1-1 Software Support Program Policy, its Managed Services Program, and its Hardware Repair and Warranty Policy, each attached to the Master Agreement).</p>

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**SITE SURVEY/ELIGIBLE AGENCY OFFER REQUIREMENTS**

**Hardware**

<p>The solution shall include responsibility for listing, in detail, the hardware that PSAPs will require within the Eligible Agency Offer. Please describe.</p>	<p><b>Y</b></p>	<p>NWN Carousel will provide the agency with a formal quotation based upon the contracted VITA pricing. The quotation will be a comprehensive listing of the individual line items and part numbers associated to the contract. The quotation will typically be broken down into subsections, such as the 911 workstations, MIS solution, mapping, and services such as training and installation.</p>
<p>The Supplier shall ensure that all equipment proposed be within industry standards. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions product philosophy is to design products to open standards and compliancy to industry recommendations or specifications to provide our users with the highest degree of flexibility and choice. The foundation of Motorola Solutions NG9-1-1 solutions are in a standards-based, IP environment coupled with advanced applications and systems that provide improvements in call processing capabilities, information sharing, and system resiliency. In order to be responsive to the developments in i3 standards, Motorola Solutions is an active participant in NENA, APCO and other various industry forums. Motorola Solutions' Solution Architects are active members of various NENA work groups, and regularly attend NENA Industry Collaboration Events (ICE) and NENA Developers Conference (NDC) meetings. Through these organizations, the Motorola Solutions product management and development teams are updated on compliance, specification and ratification matters. Motorola Solutions resources regularly chair national APCO groups and events.</p>

**Headsets**

<p>The solution shall include in the Eligible Agency Offer engineering for headset connectivity, transmission, and reception of the telephone and audio systems. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions NG9-1-1 solutions incorporate one of the industry's most robust headset/handset/audio interface capabilities through their Sound Arbitration Module (SAM). The SAM manages the audio and other controls for multiple external communication devices and auxiliary equipment. The SAM unit provides for phone/radio arbitration, commination to external recording devices and management of other external audio inputs.</p>
<p>The solution shall provide for the integration of the headset between the telephone and radio system and is performed through the radio vendor's interface function in the radio console. Please describe.</p>	<p><b>Y</b></p>	<p>Motorola Solutions NG9-1-1 solutions do incorporate one of the industry's most robust headset/handset/audio interface capabilities through their Sound Arbitration Module (SAM). The SAM unit provides for phone/radio arbitration, commination to external recording devices and management of other external audio inputs. The SAM provides for 3 headset connections through jackboxes. These jackboxes can be configured for 4 or 6 wire Push to Talk and are supplied with volume and mute capability. The SAM provides for a Call Director's/radio interface which allows for a</p>
<p>The solution's 9-1-1 system shall interface to the standard radio systems. Please describe.</p>	<p><b>Y</b></p>	<p>Each answering position will be provided a "radio interface" connection via the Sound Arbitration Module (SAM). The SAM will monitor the "jackbox" for headset/handset connectivity. In the bare minimum, this connection consists of the industry standard outputs of the two transmit and two receive leads, an off-hook, ground and jack sense. The SAM module provides additional capabilities beyond this standard interface but this bare minimum will typically address all standard radio consoles.</p>

**Interface**

<p>The solution shall include in the Eligible Agency Offer the capability to interface with multiple systems including, at a minimum: CAD, Radio, Logging Recorders, Netclock, Data Analysis, Mapping and Agency Telecommunication Services, and the EsiNet. Please describe.</p>	<p><b>Y</b></p>	<p>The VESTA 9-1-1 solution includes multiple NENA complaint RS-232 serial CAD outputs which can be interfaced with third party NENA compliant CAD and/or mapping applications. Additionally, optional devices can enhance the legacy serial connection to an IP network.</p> <p>The VESTA 9-1-1 API/SDK offers third party 9-1-1 applications to integrate with our premier call taking application for data exchange. Motorola Solutions superior approach to API integration is to enhance PSAP operation through more intelligent communication between applications; in this manner the PSAP is offered the efficiencies of integration without any loss of functionality or availability of critical applications such as 9-1-1 call processing or CAD. With this approach, our customers benefit from smarter integration with no risk.</p>
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**SITE SURVEY/ELIGIBLE AGENCY OFFER REQUIREMENTS**

**Legacy Equipment**

The solution shall include in the Eligible Agency Offer the ability to provide hardware maintenance and software support for existing equipment. Please describe.	<b>Y</b>	If the agency is utilizing existing Motorola Call Handling Equipment that is deemed supportable, a Support Agreement will be put into place for a timeframe suitable to migrate to the New equipment. If the agency utilizing a Non-Motorola Call Handling Solution, that 3rd Party vendor will be responsible for supporting that Proprietary Solution.
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**Map Support**

The solution shall provide documentation outlining the procedures for loading new maps and uploading revised maps within Eligible Agency Suppliers. Please describe.	<b>Y</b>	Documentation will be provided outlining the procedures for loading new maps and uploading revised maps. Training documentation will also be provided prior to the training classes.
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**WAN Connectivity**

The solution should include the advisement of any WAN connectivity, including recommended bandwidth, if required. Please describe.	<b>Y</b>	When the system design requires network (WAN) connectivity, Motorola Solutions can provide the VESTA IP Networking Guide that outlines considerations for the LAN and WAN configurations. Once the system design is completed for the system, accounting for workstations, gateways and remote positions, etc., Motorola will provide bandwidth calculations and QoS requirements. This allows for each system to be calculated based upon actual components and not based on general rules of assumptions.
The Supplier shall ensure that all equipment required for the connectivity to a WAN will comply with the industry standard. Please describe.	<b>Y</b>	The VESTA 9-1-1 call processing solution is a mission-critical call management and response solution that is a NENA compliant, IETF standards-based, IP-centric implementation
The Supplier should include a complete list of equipment, including manufacturer, model, cost revisions, network diagram and timeline if a WAN connectivity is proposed. Please describe.	<b>Y</b>	When the system design requires network (WAN) connectivity, Motorola can provide the VESTA IP Networking Guide that outlines considerations for the LAN and WAN configurations. Once the system design is completed for the system, accounting for workstations, gateways and remote positions, etc., Motorola will provide bandwidth calculations and QoS requirements. This allows for each system to be calculated based upon actual components and not based on general rules of assumptions. If the WAN is the responsibility of the PSAP the final manufacturer / model and costs are the PSAP responsibilities.
The solution shall ensue that no non-IP protocols will be used. Please describe.	<b>Y</b>	The VESTA 9-1-1 solution's purpose-built Internet Protocol (IP) softswitch design delivers uninterrupted, mission-critical SIP telephony. Only IP based protocols are used.
The solution shall provide that all connectivity or cross connect systems purchased, are sized in a manner that accommodates moderate growth and modular system expansion for trunks, lines and ring down circuits. Please describe.	<b>Y</b>	As a general rule, connectivity and/or cross connect systems are provided with a reasonable estimate of growth capacity built-in. The basis for the VESTA 911 solution is modular growth. The VESTA 9-1-1 solution is scalable to two hundred and fifty (250) call taking positions and up to seven hundred and fifty (750) voice appearances (trunks/lines/i3 SIP voice appearances). In addition, the system accommodates up to two hundred (200) call queues. Lines, trunks and telephony interfaces are added via the appropriate gateway or interface. To increase capacity VESTA is simply provisioned for: 1) more ingress trunks on redundant gateways, 2) workstations are added, or 3) network switches (as capacities are reached) based on customer requirements.

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**SITE SURVEY/ELIGIBLE AGENCY OFFER REQUIREMENTS**

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**INSTALLATION OF SYSTEM**

Installation of System	Y/N	Description
The Supplier shall provide a turnkey installation which includes all equipment, labor, materials and services for a complete and operational system. Please describe.	<b>Y</b>	NWN Carousel has provided, as requested, turnkey solution pricing per the outlined requirements. Since PSAPs specific requirements may vary, NWN Carousel has listed additional components in appendix C, critical spare parts section, as needed.

**Line Item Proposal**

The Supplier should include line item charges within the Eligible Agency Offer. Please describe.	<b>Y</b>	Line item pricing can be made available with any offer proposed.
The quote, at a minimum, should include: turnkey installation, system parts, ancillary parts, software and any additional options that are being purchased from the contract. Please describe.	<b>Y</b>	NWN Carousel has provided, as requested, turnkey solution pricing per the outlined requirements. Since PSAPs specific requirements may vary, NWN Carousel has listed additional components in appendix C, critical spare parts section, as needed.
Quotes should remain valid for 90 days, at a minimum, from the date the quote is provided to the Authorized User.	<b>Y</b>	All pricing is valid 90 days from date of proposal.
<b>Installation Cost</b> - The Supplier shall ensure turnkey installation quotes are itemized as follows: installation labor billed at the proposed discount off MSRP, and material billed at the proposed discount off MSRP. Please describe.	<b>Y</b>	NWN Carousel will provide a detailed itemization of all associated Hardware, Software, Training, and Installation costs as reflected within pricing section of this RFP response.

**Scope of Work/Detailed Project Plan**

**Interfaces to existing PSAP systems**

The Supplier shall offer an option to install cabling to the PSAP's specifications as it relates to labeling and securing the cabl. Please describe.	<b>Y</b>	NWN Carousel has provided structure cabling labor rates to be leveraged as needed.
The Supplier should include removing the existing telephony equipment and cable at no additional charge. Please describe.	<b>Y</b>	NWN Carousel, as a standard part of our installation practice, includes removal of existing workstation equipment to facilitate implementation of the new 911 system. NWN Carousel has provided labor pricing specifically addressing the optional requirement removal of backroom equipment once new system is functional.
The Supplier shall include the removal of all debris that has been created as a result of the installation. Please describe.	<b>Y</b>	NWN Carousel will remove all debris that are created as a result of the installation.

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**INSTALLATION OF SYSTEM**

The Supplier should include identifying the total number of installation hours to complete the project? If so, please describe.	Y	NWN Carousel has extensive experience in 911 CPE replacement. We have proprietary tools used to identify the number of installation hours required for successful project completion.
<i>Key Personnel</i> - The Supplier shall ensure key personnel of the PSAP and the Supplier are identified? Please describe.	Y	NWN Carousel Project Manager will create a detailed project team list identifying all members of the project team including both the NWN Carousel and the customer. All roles and responsibilities will be ID on this project team list.
<i>Responsibilities</i> - The Supplier shall include identifying all the responsibilities of the PSAP regarding the installation. Please describe.	Y	NWN Carousel will provide a detailed scope of work that clearly identifies all PSAP responsibilities throughout the life of the project.

**Time Line**

The Supplier shall include developing a time line that includes but is not limited to items such as project meetings, kick off meetings, and "go/no go" meetings, etc. Please describe.	Y	NWN Carousel Project Manager will create a detailed project team list identifying all members of the project team including both the NWN Carousel and the customer. All roles and responsibilities will be ID on this project team list.
The Supplier shall include a time line that outlines equipment delivery, technician onsite (including total hours per technician onsite), training, and the cut-over date? If so, please describe.	Y	NWN Carousel Project Manager will create a detailed project team list identifying all technician responsibilities and delivery milestones.

**Implementation Support**

The Supplier shall provide on-site support during the implementation. Please describe.	Y	NWN Carousel has dedicated 911 implementation staff as well as regional technicians throughout Virginia, that will provide onsite technical support as needed.
The Supplier shall provide for weekly status reports to the 9-1-1 system administrator until the final acceptance certificate is signed by the PSAP. Please describe.	Y	As standard business practice, NWN Carousel Project Manager will hold weekly or bi-weekly calls with PSAP throughout life of the project until final acceptance and hand off to Support has occurred.
The Supplier shall provide on-site support during testing phases of implementation. Please describe.	Y	NWN Carousel always staffs technicians onsite during training and testing phases of system implementation.
The Supplier should provide offsite support at no cost, during implementation, until final acceptance certificate is signed by the PSAP? If so, please explain.	Y	NWN Carousel will provide unlimited offsite support as needed in support of a an ongoing system implementation project, in order to meet or exceed, the agreed upon project goals and Scope of Work. Any and all outstanding items associated with a post cutover project are identified on a punch list created by the customer and project manager. Both onsite and offsite engineers will work to complete these items at no additional cost to client.

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**INSTALLATION OF SYSTEM**

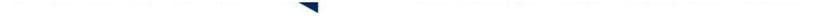
<p>The Supplier shall include a final acceptance certificate of acceptance that includes but not limited to: Delivery of all required documentation (as-built), training documents, the date of final acceptance warranty begin date, authorized PSAP signature, and counter signature/Supplier. Please describe.</p>	<p><b>Y</b></p>	<p>System acceptance and the creation of acceptance test plans is the responsibility of the NWN Carousel Project Manager and will be provided to customer.</p> <p>NWN Carousel provides the requested system documentation and as builds either electronically or in printed copy.</p>
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**Post Implementation Support**

<p>The Supplier shall provide at a minimum, five (5) business days, of on-site support starting the day after cut-over date. Please describe.</p>	<p><b>N</b></p>	<p>NWN Carousel provides technicians onsite after cutover as needed to insure a successful cutover. At a minimum, a technician is onsite for 2 days following cutover for completion of punch list items and dress up. Additional visits are scheduled as needed, at no additional cost. Once the Vesta system is live and cut over, support transitions to coverage under the site maintenance and support agreement 24x7. Generally, once a Vesta system is cut over, we complete all final work to the Vesta system within 2 days post system cut. In some circumstances, there may be leftover items where we will schedule technicians to complete as needed after that 2-day period to ensure the installation is complete and satisfactory to the PSAP.</p>
<p>The Supplier shall provide additional on-site support after the cut-over date upon request from the Authorized User. If so, please describe.</p>	<p><b>Y</b></p>	<p>NWN Carousel provides technicians onsite after cutover as needed to insure a successful cutover. At a minimum, a technician is onsite for 2 days following cutover for completion of punch list items and dress up. Additional visits are scheduled as needed.</p>
<p>The Supplier shall provide on-site support post implementation between the business hours of 8:00 am through 5:00 pm Eastern Standard Time upon request from the Authorized User. Please describe.</p>	<p><b>N</b></p>	<p>NWN Carousel provides onsite support as needed during the installation phase and post implementation. This onsite support may begin prior to 8:00AM and end after 5:00PM.</p>
<p>The Supplier should provide that a technician will be available on-site within two (2) hour of a priority system issue arising after 5:00 pm through 8:00 am EST when technicians are not scheduled to be on-site. Please describe.</p>	<p><b>Y</b></p>	<p>During installation, technicians are available within 2 hours of a priority system issue 24x7. This does not include post implementation. Once the Vesta system implementation is completed, support transitions to coverage under the site maintenance and support agreement. Our standard SLA onsite is less than four (4) hours from the time the trouble is indicated (less than 2 hours average). However, our standard SLA for remote interrogation and remediation is less than 15 minutes to less than 1 hour depending upon the priority level assigned the trouble. The NWN Carousel Network Operation Center is staffed 24x7x365 with certified VESTA engineers.</p>

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**INSTALLATION OF SYSTEM**





**SYSTEM SUPPORT AND MAINTENANCE**

System Support and Maintenance	Y/N	Description
The solution should include disclosure of end of life (EOL) for system and its components in periodic equipment updates no later than two years of anticipated EOL date. Please describe.	Y	Motorola Solutions provides notification of product updates and/or modifications to its distributors via a Product Change Notice (PCN), Technical Services Bulletin (TSB), or a New Product Announcement (NPA). It is then up to the distributor to determine if the update or modification needs to be provided to the actual user. It is also the responsibility of the distributor to ensure that the update or modification is installed.
The solution should include system support and maintenance for both legacy equipment and new system purchases. Please describe.	Y	NWN Carousel has included Line items in the pricing section to include system support and maintenance for both legacy equipment and new system purchases
The solution shall include support for system and all components available for five (5) years after the system installation is accepted by the Authorized User, including but not limited to: receiving, and testing of all component of the Call Handling Equipment. Please describe.	Y	Motorola Solutions assures NWN Carousel that it makes support available for the proposed product for a period of five (5) years. Support is provided for five years from system acceptance assuming five years of support is purchased by the PSAP (annually, prepaid etc.)
The Supplier should provide a maintenance and support plan. Please describe.	Y	NWN Carousel has provided Support and warranty options covering 1-5 years.

**Annual Agreements**

Hardware Maintenance Agreements and Annual Software Support Agreements should be priced according to identified and disclosed industry rates at the time of agreement request. Please describe.	Y	NWN Carousel maintenance agreements include fixed per position costs for ongoing support. Manufacturer Software Support pricing has been provided as requested. NWN Carousel recommends that we have the ability to update the pricing/price book provided in order to insure no obsolescence and to insure pricing remains current with industry rates
The Supplier should have the ability to meet all response times 365 days a year with no additional fees for responding on major holidays (New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day). Please describe.		NWN Carousel Support is based on 24x7x365. No additional fees are associated with major holidays.

**Hardware Maintenance Agreements**

<b>Hardware Maintenance Agreement</b> - The agreements should be based on an annual flat rate which includes total support and preventative maintenance for an E9-1-1 PSAP system to ensure continued operations. Please describe.	Y	NWN Carousel provides a flat rate, fixed annual amount based on the number of call taking positions that includes total support and preventative maintenance for an E9-1-1 PSAP system to ensure continued operations. NWN Carousel insures (1) Critical Spare parts are onsite and readily available as part of overall design, and (2) Hardware Warranties with available
The Supplier shall offer hardware maintenance agreements for a minimum of five (5) years, in one (1) year increments, to start after the initial one (1) year warranty period has ended. Please describe.	Y	NWN Carousel has included our initial (1) Year of onsite support in the Initial "turnkey price" as requested. Our turnkey pricing" also includes the minimum hardware warranty of (3) years available through the manufacturer. NWN Carousel has provided subsequent years as requested
The Supplier should provide the option for hardware maintenance agreements to be executed directly between the eligible agency (PSAP) and the supplier? If so, please explain.	Y	NWN Carousel only provides the option for hardware maintenance agreements to be executed between us and PSAP.

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**SYSTEM SUPPORT AND MAINTENANCE**

The Supplier shall permit prepaying for maintenance costs to correspond with PSAP Grant program requirements. Please describe.	<b>Y</b>	NWN Carousel understands the challenges of both grant cycles and fiscal year budgets there fore we can adjust maintenance terms to meet the needs of the PSAP budget cycles.
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**Preventative Maintenance**

Preventative Maintenance shall include the provision of all hardware cleaning, diagnostics or other activities required to maintain the manufacturer's recommended performance levels. Please describe.	<b>Y</b>	NWN Carousel follows manufacturer's recommended schedules for quarterly preventive maintenance inspection and remediation to insure optimal performance of supplied PSAP components.
Replacement parts shall be provided at no cost if the unit is covered under a preventative maintenance agreement. Please describe.	<b>Y</b>	Any component covered under the maintenance agreement will be replaced should it be determined it requires replacement by field engineer. Often components are replaced out of crash kits and then crash kits are replenished.
The Supplier shall provide a procedure by which each PSAP system covered under warranty or a maintenance plan will be visited on an annual, semi-annual, quarterly or some other scheduled routine for the purpose of preventative maintenance. Please describe.	<b>Y</b>	NWN Carousel follows manufacturer's recommended schedules for quarterly preventive maintenance inspection and remediation to insure optimal performance of supplied PSAP components.
The Supplier shall provide an itemized list of items that will be examined during the preventative maintenance visits. Please describe.	<b>Y</b>	NWN Carousel follows manufacturer's recommended schedules for quarterly preventive maintenance inspection and remediation to insure optimal performance of all supplied PSAP components. There is a focus on workstation hardware due to the locations the workstations are typically located in.
The Supplier shall provide a copy for the authorized user to keep of the itemized list of items examined during the preventative maintenance visit that is signed by an authorized individual of the company. Please describe.	<b>Y</b>	NWN Carousel maintains a preventive maintenance checklist that is typically kept in predetermined location within the PSAP and is completed and signed on a quarterly basis by the technician at that time.

**Response Times**

The Supplier should provide on-site hardware maintenance support seven (7) days per week, 24 hours per day throughout the term of the maintenance agreement. Please describe.	<b>Y</b>	NWN Carousel support is based on 24x7x365.
The Supplier should provide on-site response time within two (2) hours. Please describe.	<b>N</b>	Our standard SLA for onsite is less than (4) hours from the time the trouble is indicated. Our standard SLA for remote interrogation and remediation is less than 15 minutes to less then 1 hour depending upon the priority level assigned the trouble. NWN Carousel can offer customer defined onsite SLAs where available.
The solution shall update the E9-1-1 system administrator hourly during a complete system failure. Please describe.	<b>Y</b>	NWN Carousel defines customer preferred notification methods in advance of system cutovers and they are may vary based on outage severity. Notification methods may include telephone, email, web portal, or other predefined methods.
The solution shall include services available by telephone from hardware support technicians to end users. Please describe.	<b>Y</b>	NWN Carousel Network Operation Center is staffed 24x7 with certified VESTA engineers. Our clients can reach out to the NOC with questions relating to their VESTA 911 system
The solution shall provide 24x7 helpdesk support as part of the hardware maintenance agreements. Please describe.	<b>Y</b>	NWN Carousel Network Operation Center is staffed 24x7 with certified VESTA engineers. Our clients can reach out to the NOC with questions relating to their VESTA 911 system

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**SYSTEM SUPPORT AND MAINTENANCE**

The solution shall provide a toll-free help desk number for PSAPs. Please describe.	Y	NWN Carousel provides dedicated a toll-free number for all PSAP Customers (800-401-0760)
The solution shall provide a "help" file included in the application that is easily accessible to system users from the intelligent workstation. Please describe.	Y	The call-taker VESTA console includes a local help file that can be accessed via the "?" command button on the console. All VESTA 9-1-1 systems come with complete system and user documentation. Distribution is via Adobe PDF format. Users can access these system manuals on a workstation using Adobe®

**Qualifications of Onsite Technicians and Help Desk Technicians**

The Supplier shall provide technicians that are trained and certified by the manufacturer or an authorized reseller on the system which they are servicing. Please describe and provide certifications that are currently held by servicing techs that would be assigned to this contract.	Y	Yes, technicians are trained in Airbus VESTA Installation & Maintenance; Airbus Analytics; Airbus VESTA I&M; and Airbus VESTA Advanced Troubleshooting
The Supplier shall provide a copy of the certification of the technician who performed the rendered service at any time during the services rendered upon the request of the PSAP. Please describe.	Y	As requested NWN Carousel will provide the appropriate certificates.
Upon request from an Authorized User a copy of the certification of the technician who performed a service call shall be provided. Please describe.	Y	As requested NWN Carousel will provide the appropriate certificates.
Background checks shall be conducted on all onsite technicians and helpdesk technicians that will be assigned to this contract. Please describe.	Y	As part of NWN Carousel's hiring process all employees undergo a thorough background check
The Supplier should provide the ability for Authorized Users that do not have hardware maintenance agreements to acquire services on an as needed basis. Please describe.	Y	The authorized user can always request a maintenance quote through NWN Carousel's sales team and purchase at any time. Without an existing agreement, it would be billed at a T&M rate.
If the PSAP chooses not to have a hardware maintenance agreement, describe the process that the Authorized User will need to follow to secure any parts necessary for repair to the system.	Y	Without the maintenance agreement in place, the authorized user will be responsible for securing parts.  Note to Channel: Motorola Solutions shall provide its standard warranty and support as provided by the Master Agreement (including its Next Generation 9-1-1 Software Support Program Policy, its Managed Services Program, and its Hardware Repair and Warranty Policy, each attached to the Master Agreement).

**Software Support Agreements**

Software Support - Software Agreements should be based on an annual flat rate that includes total support for an E9-1-1 PSAP system to ensure continued operations. Please describe.	Y	Pricing options are flat rate and can be purchased in 1, 3 or 5 year increments.
The Supplier should offer an extended application software maintenance agreement for a minimum of five (5) years, in one (1) year increments. Please describe.	Y	There is the ability to have a 5 years in one year increments if the customer chooses.

VA-230901-CRSL, Exhibit A

**SYSTEM SUPPORT AND MAINTENANCE**

The Supplier shall provide installation of software patches, hot fixes, service packs and version upgrades provided by the software manufacturer. Please describe.	Y	NWN Carousel has provided and listed optional "Patch Management" services. These services address all underlying OS software as well as application patches from the manufacturer and are proactively implemented at the PSAPs that have this service.
The Supplier shall notify the PSAP Manager of software patches, hot fixes, service packs and version upgrades within 30 days of their availability. Please describe.	Y	NWN Carousel has provided and listed optional "Patch Management" services. NWN Carousel Service Delivery Manager assigned to the PSAP provides notification of product updates and/or modifications to our customers via a Product Change Notice (PCN), Technical Services Bulletin (TSB), or a New Product Announcement (NPA). Updates are ten scheduled with PSAPs and implemented as needed
The solution shall comply with hardware, software and intellectual property rights licensing requirements for the PSAPs use during installation and the PSAPs ongoing use after installation. Please describe	Y	The solution complies with property rights licensing as required

**Response Times**

The Supplier shall provide on-site software support seven (7) days per week, 24 hours per day throughout the term of the support agreement, as requested by Authorized User.	Y	Our standard SLA for onsite is less than (4) hours from the time the trouble is indicated. NWN Carousel does carry onsite SLAs in VA of (1) hour or less and can support depending upon the region. Our standard SLA for remote interrogation and remediation is less than 15 minutes to less than 1 hour depending upon the priority level assigned the trouble. NWN Carousel can offer customer defined onsite SLAs where available.
The Supplier shall provide telephone software support technicians to Authorized Users. Please describe.	Y	Our standard SLA for remote interrogation and remediation is less than 15 minutes to less than 1 hour depending upon the priority level assigned the trouble. NWN Carousel can offer customer defined onsite SLAs where available.
The supplier shall provide help desk support as part of the hardware maintenance agreements. Please describe.	Y	NWN Carousel Network Operation Center is staffed 24x7x365 with certified VESTA engineers. Our clients can reach out to the NOC with questions relating to their VESTA 911 system
The Supplier shall provide a toll-free help desk number for PSAPs. Please describe.	Y	NWN Carousel provides dedicated a toll-free number for all PSAP Customers (800-401-0760)
The Supplier shall provide 24/7 phone support to the PSAP. Please describe.	Y	Yes, Vesta certified engineers are staffed and available.
The Supplier shall provide a technician on-site within two (2) hours of notification of an issue, if the issue is unable to be resolved through remote diagnostics and repair. Please describe.	Y	Our standard SLA for remote interrogation and remediation is less than 15 minutes to less than 1 hour depending upon the priority level assigned the trouble. NWN Carousel can offer customer defined onsite SLAs where available. Our standard SLA for onsite is less than (4) hours from the time the trouble is indicated. NWN Carousel does carry onsite SLAs in VA of (1) hour or less and can support depending upon the region. Our standard SLA for remote interrogation and remediation is less than 15 minutes to less than 1 hour depending upon the priority level assigned the trouble. NWN Carousel can offer customer defined onsite SLAs where available.

## VA-230901-CRSL, Exhibit A

**Situation:** At this time, the Commonwealth is seeking On-Premise solutions as result of this RFP. However, Supplier should indicate ability to provide Software as a Service (SAAS) solutions. Should the Commonwealth's technology needs evolve during the term of the contract, the Commonwealth and Supplier may negotiate the offering of SAAS solutions via modification

**Instructions:** Based on the information above, Suppliers should provide detailed description of SaaS solutions available in the box below.

**NWN Carousel's As a Service Model** allows Agencies to move from CapEx to easy to manage OpEx pay-as-you-go model. Please see NWN Carousel's As a Service attachment.

**Motorola Solutions Call Handling SaaS Solution** can be deployed as a hosted, on premise or SaaS (subscription-based models) solution. Additionally Motorola utilizes SaaS for other products in its portfolio including CommandCentral Call Handling, ActiveEye, etc. Please see Solution Summary section in propopsal as well as Motorola SaaS Overview attached.





**Table 1: Complete "turnkey" Solution**

Table 1: Complete "turnkey" Solution	Cost
Two (2) Position (Includes 4 9-1-1 lines and 4 Admin lines)	\$216,923.60
Three (3) Position (Includes 6 9-1-1 lines and 4 Admin lines)	\$245,489.86
Four (4) Position (Includes 6 9-1-1 lines and 6 Admin lines)	\$274,058.65

**Notes**  
 All pricing includes (5) Years Software Support, AntiVirus, Patch Management, and Monitoring and Response with 5 Year Server and Workstation Warranty  
 All pricing includes (5) Years Software Support, AntiVirus, Patch Management, and Monitoring and Response with 5 Year Server and Workstation Warranty  
 All pricing includes (5) Years Software Support, AntiVirus, Patch Management, and Monitoring and Response with 5 Year Server and Workstation Warranty

**Table 2: Itemized List**

Please provide an itemized list and all associated costs that make up the proposed turnkey solution options in Table 1, including implementation and installation services. The total cost for each solution scenario in Table 2 should match the total cost of each corresponding scenario in Table 1. Add/delete rows as needed.

Table 2: Itemized List Description	Two (2) Position (Includes 4 9-1-1 lines and 4 Admin lines)			Three (3) Position (Includes 6 9-1-1 lines and 4 Admin lines)			Four (4) Position (Includes 6 9-1-1 lines and 6 Admin lines)		
	QTY	Unit Cost	Total	QTY	Unit Cost	Total	QTY	Unit Cost	Total
<b>VESTA® 9-1-1 Essentials Package</b>									
Note: VESTA Essentials is available in Single Backroom and Geo-Diverse configurations which include: *Server equipment for VESTA 9-1-1 and VESTA Analytics, VESTA Prime, VESTA IRR, CDR, Redundant FXD and FXS Gateways, Redundant Switches, Firewalls), 7U Equipment Rack, Network Color Printer and Cable, HP ProDesk Mini Workstations, 20" Widescreen Monitors, SAM Basic Jackbox Kit, SAM PC Speaker Kit, Genovaton Keypads 24-button 12ft.									
V911 R8.0 LIC/DOC/MED	2	\$ 2,153.57	\$ 4,307.14	2	\$ 2,153.57	\$ 4,307.14	2	\$ 2,153.57	\$ 4,307.14
V-ANLYT 3.6 LITE MED	1	\$ -	\$ -	1	\$ -	\$ -	1	\$ -	\$ -
VIRTUAL MEDIA SET R7.0 016	1	\$ -	\$ -	1	\$ -	\$ -	1	\$ -	\$ -
V-DL ESS BKRM SML SNGL BNDL	1	\$ 39,314.29	\$ 39,314.29	1	\$ 39,314.29	\$ 39,314.29	1	\$ 39,314.29	\$ 39,314.29
V-SVR BASIC SPT 1YR	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43
V-SVR BASIC SPT 1YR	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43
V-SVR BASIC SPT 1YR	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43
V-SVR BASIC SPT 1YR	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43
V-SVR BASIC SPT 1YR	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43	2	\$ 135.71	\$ 271.43
SW SPT ANALOG GATEWAY 1YR	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86
SW SPT ANALOG GATEWAY 1YR	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86
SW SPT ANALOG GATEWAY 1YR	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86
SW SPT ANALOG GATEWAY 1YR	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86
SW SPT ANALOG GATEWAY 1YR	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86	4	\$ 85.71	\$ 342.86
V911 ESS LT WKST BNDL	2	\$ 9,560.77	\$ 19,121.54	3	\$ 9,560.77	\$ 28,682.31	4	\$ 9,560.77	\$ 38,243.09
SPT VPRIME 1YR	2	\$ 1,634.30	\$ 3,268.60	3	\$ 1,634.30	\$ 4,902.90	4	\$ 1,634.30	\$ 6,537.20
SPT VPRIME 1YR	2	\$ 1,634.30	\$ 3,268.60	3	\$ 1,634.30	\$ 4,902.90	4	\$ 1,634.30	\$ 6,537.20
SPT VPRIME 1YR	2	\$ 1,634.30	\$ 3,268.60	3	\$ 1,634.30	\$ 4,902.90	4	\$ 1,634.30	\$ 6,537.20
SPT VPRIME 1YR	2	\$ 1,634.30	\$ 3,268.60	3	\$ 1,634.30	\$ 4,902.90	4	\$ 1,634.30	\$ 6,537.20
SPT VPRIME 1YR	2	\$ 1,634.30	\$ 3,268.60	3	\$ 1,634.30	\$ 4,902.90	4	\$ 1,634.30	\$ 6,537.20
V911 IRR SW SPT 1YR	2	\$ 295.53	\$ 591.06	3	\$ 295.53	\$ 886.59	4	\$ 295.53	\$ 1,182.11
V911 IRR SW SPT 1YR	2	\$ 295.53	\$ 591.06	3	\$ 295.53	\$ 886.59	4	\$ 295.53	\$ 1,182.11
V911 IRR SW SPT 1YR	2	\$ 295.53	\$ 591.06	3	\$ 295.53	\$ 886.59	4	\$ 295.53	\$ 1,182.11
V911 IRR SW SPT 1YR	2	\$ 295.53	\$ 591.06	3	\$ 295.53	\$ 886.59	4	\$ 295.53	\$ 1,182.11
V911 IRR SW SPT 1YR	2	\$ 295.53	\$ 591.06	3	\$ 295.53	\$ 886.59	4	\$ 295.53	\$ 1,182.11
SPT V-ANLYT LITE 1YR	2	\$ 163.44	\$ 326.89	3	\$ 163.44	\$ 490.33	4	\$ 163.44	\$ 653.77
SPT V-ANLYT LITE 1YR	2	\$ 163.44	\$ 326.89	3	\$ 163.44	\$ 490.33	4	\$ 163.44	\$ 653.77
SPT V-ANLYT LITE 1YR	2	\$ 163.44	\$ 326.89	3	\$ 163.44	\$ 490.33	4	\$ 163.44	\$ 653.77
SPT V-ANLYT LITE 1YR	2	\$ 163.44	\$ 326.89	3	\$ 163.44	\$ 490.33	4	\$ 163.44	\$ 653.77
SPT V-ANLYT LITE 1YR	2	\$ 163.44	\$ 326.89	3	\$ 163.44	\$ 490.33	4	\$ 163.44	\$ 653.77
<b>VESTA® 9-1-1 Management Console</b>									
DKTP ELITE MINI 800 G6 W/O OS	1	\$ 1,642.29	\$ 1,642.29	1	\$ 1,642.29	\$ 1,642.29	1	\$ 1,642.29	\$ 1,642.29
WINDOWS 10 LTSC LIC 21H2	1	\$ 162.29	\$ 162.29	1	\$ 162.29	\$ 162.29	1	\$ 162.29	\$ 162.29
ADPTR DP (M) TO VGA (F)	1	\$ 35.71	\$ 35.71	1	\$ 35.71	\$ 35.71	1	\$ 35.71	\$ 35.71
MNTR LCD 19IN	1	\$ 582.86	\$ 582.86	1	\$ 582.86	\$ 582.86	1	\$ 582.86	\$ 582.86
GENERIC WKST CFG FEE	1	\$ 357.14	\$ 357.14	1	\$ 357.14	\$ 357.14	1	\$ 357.14	\$ 357.14
<b>Network Equipment</b>									
SWITCH 9200 24-PORT W/24X7 5YR	2	\$ 7,973.71	\$ 15,947.43	2	\$ 7,973.71	\$ 15,947.43	2	\$ 7,973.71	\$ 15,947.43
Note: Part number includes switch and warranty.									
USB CONSOLE CBL	2	\$ 137.14	\$ 274.29	2	\$ 137.14	\$ 274.29	2	\$ 137.14	\$ 274.29
Note: The Cisco Catalyst 9200/9300 switch supports a variety of optional network modules for uplink ports (the default configuration does not include any network modules). Network modules are priced separately and quoted upon request.									
ALICAD Output									
8-PORT RS-232 DATABCAST 1U 110/220VAC	1	\$ 2,760.00	\$ 2,760.00	1	\$ 2,760.00	\$ 2,760.00	1	\$ 2,760.00	\$ 2,760.00
CABLE CBL NULL MODEM DB25MM 6FT	8	\$ 32.00	\$ 256.00	8	\$ 32.00	\$ 256.00	8	\$ 32.00	\$ 256.00
<b>Time Synchronization Equipment</b>									
Note: Customer to provide NTP Compliant Device									
Remote Access Firewall with (1) Year UTM Subscription	1	\$ 1,537.14	\$ 1,537.14	1	\$ 1,537.14	\$ 1,537.14	1	\$ 1,537.14	\$ 1,537.14
<b>Managed Services</b>									
<b>Monitoring &amp; Response (M&amp;R): Activation Fee</b>									
Note: M&R Activation Fees will apply if M&R services are disabled prior to receipt of a PO for the M&R support renewal.									
M&R ACT FEE, SMALL SITE	0	\$ 2,428.57	\$ -	0	\$ 2,428.57	\$ -	0	\$ 2,428.57	\$ -
<b>Monitoring, PM &amp; AV Service: Servers</b>									
Note: Includes (2) DDS Servers.									
M&R SVR AGENT LIC	2	\$ 839.23	\$ 1,678.46	2	\$ 839.23	\$ 1,678.46	2	\$ 839.23	\$ 1,678.46
M&R PM AV SVR SRVC 1YR	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37
M&R PM AV SVR SRVC 1YR	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37
M&R PM AV SVR SRVC 1YR	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37
M&R PM AV SVR SRVC 1YR	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37
M&R PM AV SVR SRVC 1YR	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37	2	\$ 2,104.19	\$ 4,208.37
<b>Monitoring, PM &amp; AV Service: Workstations</b>									
Note: Includes (2-4) Workstations, (1) Management Console.									
M&R WKST AGENT LIC	3	\$ 245.63	\$ 736.89	4	\$ 245.63	\$ 982.51	5	\$ 245.63	\$ 1,228.14
M&R PM AV WKST SRVC 1YR	3	\$ 848.69	\$ 2,546.06	4	\$ 848.69	\$ 3,394.74	5	\$ 848.69	\$ 4,243.43
M&R PM AV WKST SRVC 1YR	3	\$ 848.69	\$ 2,546.06	4	\$ 848.69	\$ 3,394.74	5	\$ 848.69	\$ 4,243.43
M&R PM AV WKST SRVC 1YR	3	\$ 848.69	\$ 2,546.06	4	\$ 848.69	\$ 3,394.74	5	\$ 848.69	\$ 4,243.43
M&R PM AV WKST SRVC 1YR	3	\$ 848.69	\$ 2,546.06	4	\$ 848.69	\$ 3,394.74	5	\$ 848.69	\$ 4,243.43
M&R PM AV WKST SRVC 1YR	3	\$ 848.69	\$ 2,546.06	4	\$ 848.69	\$ 3,394.74	5	\$ 848.69	\$ 4,243.43



PC MOUNTING BRKT	1	\$ 108.57
EXTERNAL SPEAKERS	1	\$ 150.86
ADPTR 2 PRONG TO MOD JACK	1	\$ 36.57
SAM BASIC JKBX KIT W/CBL	1	\$ 82.29
CBL INTFC SAM SPKR 10FT	1	\$ 8.57
SOUND ARBITRATION MOD SAM	1	\$ 1,442.86
GENERIC WKST CFC FEE	1	\$ 357.14
WARR NBD 600/705/800/805 G2/G3/G4/G5/G6 5YR	1	\$ 196.16
SWTCH 9200 24-PORT W/24X7 5YR	1	\$ 7,973.71
<b>Note: Part number includes switch and warranty.</b>		
USB CONSOLE CBL	1	\$ 137.14
FXO GATEWAY 4-PORT	1	\$ 1,140.00
FXS GATEWAY 4-PORT	1	\$ 1,030.00
MP114 FIRMWARE	1	\$ -

**Table 9: Hardware**

Please provide all available options and all associated costs. Please modify this table as applicable to your pricing model. Add/delete rows as needed.

Description, Manufacturer, Model, etc.	List Price	Discount from List	Net Cost
See attached TAB-Price List			

**Table 10: Software**

Please provide all available options and all associated costs. Please modify this table as applicable to your pricing model. Add/delete rows as needed.

Description, Manufacturer, Model, etc.	List Price	Discount from List	Net Cost
See attached TAB-Price List			

**Table 11: Training**

Please provide all available options and all associated costs. Note that any cost for training shall not include travel related expenses and travel is not a line item in the table below. Travel is subject to Contract Section 18. J. Reimbursement of Expenses. Add/delete rows as needed.

Description	QTY	Unit Cost	Unit of Measure (flat fee/hourly/monthly/annual/per user, etc.)
<b>V911 ESS/CORE TRNG BNDL-LT</b>	1	7,000.00	FLAT
Note: VESTA 911 Agent and Admin bundle for V911 Essentials/Core systems for small PSAPs (1-5 positions). Includes (1) 1 day V9-1-1 ADMIN TRNG to be conducted on the first day, (2) ½ day V9-1-1 AGENT TRNG to be conducted on the second day, and (1) 2 hour V-ANLYT LITE ONSITE TRNG course to be conducted on third day. Each course is for up to 8 students. Excludes training on SIP phones.			
<b>CUTOVER COACHING</b>	1	5,000.00	FLAT
Note: Cutover Coaching includes (1) 8 hour session within a 24 hour day. Includes trainer's daily training expenses and travel.			

**Table 12: Non-Turnkey Installation Services**

Please provide all available options and all associated costs. Note that any cost for training shall not include travel related expenses and travel is not a line item in the table below. Travel is subject to Contract Section 18. J. Reimbursement of Expenses. Add/delete rows as needed.

Description	Unit Cost	Unit of Measure (flat fee/hourly/per user, etc.)
Technician-Hourly In Hours (NO SLA)	\$225.00	FLAT
Technician-Hourly Out of Hours (NO SLA)	\$350.00	FLAT
Cat 5 cabling Fee 0-400ft	\$350.00	Per Run

**Table 13: Maintenance and Labor Services (with no service agreement)**

Please provide all available options and all associated costs. Add/delete rows as needed.

Description	Unit Cost	Unit of Measure (flat fee/hourly/per user, etc.)
Technician Dispatch Fee	\$150.00	FLAT
Technician-Hourly In Hours (NO SLA)	\$225.00	FLAT
Technician-Hourly Out of Hours (NO SLA)	\$350.00	FLAT

**Table 14: Additional Service Offerings**

Please provide all available options and all associated costs. Add/delete rows as needed.

Table 6: Additional Offerings	Consumption Model	Term (One Time, 1 Year Prepaid, or 5 Year Prepaid)	Two (2) Position (Includes 4 9-1-1 lines and 4 Admin lines)	Three (3) Position (Includes 6 9-1-1 lines and 4 Admin lines)	Four (4) Position (Includes 6 9-1-1 lines and 6 Admin lines)
			Cost	Cost	Cost
Description					
Citizen Input-Smart Transcription for (10) Named Users Includes Additional Monitors	SaaS	5 Year Prepaid	\$ 57,500.00		
Citizen Input-Smart Transcription for (15) Named Users Includes Additional Monitors	SaaS	5 Year Prepaid		\$ 72,795.00	
Citizen Input-Smart Transcription for (20) Named Users Includes Additional Monitors	SaaS	5 Year Prepaid			\$ 88,335.00
Active EYE Cyber Security					
Convey 9-1-1 RealTime Text Language Translation and Video Communications Platform	SaaS	Annual	\$ 15,000.00	\$ 19,750.00	\$ 25,500.00
Z-Axis Addition	SaaS	Annual	\$ 1,500.00	\$ 2,250.00	\$ 3,000.00
Convey 911 Installation	SaaS	One Time	1500	\$ 1,500.00	\$ 1,500.00

Price List



NWN Carousel					
Part Number	Part Description	Unit	Preferred Telco Price List	Discount %	
FREIGHT	PALLET SHIPPING	EA	\$ 1.00	0	
NA-ECG-VRA	NETWORK ASSESSMENT-BY NODE	EA	\$ 4,824.00	0	
SEC-PRO-CUST	SECURITY PROFESSIONAL SERVICES	EA	\$ 3,588.00	0	
SEC-MSR-CUST	FIREWALL MANAGEMENT-RECURRING	EA	\$ 574.00	0	
SEC-PRO-FW-SOHO	NGFW SOHO Appliance Implementation	EA	\$970.39	0	
SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	EA	\$ 139.00	0	
FG-60F-BDL-950-12	Hardware plus FortiCare Premium and FortiGuard Unified Threat Protection (UTP)	EA	\$ 1,510.00	0	
FG-60F-BDL-950-36	Hardware plus FortiCare Premium and FortiGuard Unified Threat Protection (UTP)	EA	\$2,008.55	0	
FG-60F-BDL-950-60	Hardware plus FortiCare Premium and FortiGuard Unified Threat Protection (UTP)	EA	\$2,762.63	0	
FC-10-0060F-314-02-DD	FortiCare Essential Support	EA	\$ 133.00	0	
FC-10-0060F-247-02-DD	FortiCare Premium Support	EA	\$ 178.00	0	
FC-10-0060F-284-02-DD	FortiCare Elite Support	EA	\$ 222.00	0	
FC-10-0060F-204-02-DD	Upgrade FortiCare Premium to Elite (Require FortiCare Premium)	EA	\$ 44.00	0	
FC-10-0060F-210-02-DD	Next Day Delivery Premium RMA Service (Requires FortiCare Premium or FortiCare Elite)	EA	\$ 244.00	0	
FC-10-0060F-211-02-DD	4-Hour Hardware Delivery Premium RMA Service (Requires FortiCare Premium or FortiCare Elite)	EA	\$ 307.00	0	
FC-10-0060F-212-02-DD	4-Hour Hardware and Onsite Engineer Premium RMA Service (Requires FortiCare Premium or FortiCare Elite)	EA	\$ 395.00	0	
UC-MSR-CI-ESS-ESSENTIA	ESSENTIAL PS SUPPORT PER POSITION	EA	\$ 3,080.00	0	
UC-PRO-PM-S	HOURLY PS ENGAGEMENT- PROJECT MANAGER	EA	\$ 223.00	0	
UC-PRO-SRPM-S	HOURLY PS ENGAGEMENT-STRATEGIC PROJECT MANAGER	EA	\$ 335.00	0	
UC-PRO-SE-S	Hourly PS Engagement – Solutions Engineer	EA	\$160.00	0	
UC-PRO-CUST	NWN CUSTOM PSO	EA	\$ 225.00	0	
UC-MSR-CUST	NWN CUSTOM SUPPORT	EA	\$ 1.00	0	
UC-3PN-CUST	CUSTOMER THIRD PARTY-ONE TIME SERVICES	EA	\$ 1.00	0	
UC-3PR-CUST-ARC	THIRD PARTY ANNUAL SERVICES	EA	\$ 1.00	0	
UC-3PR-CUST-MRC	THIRD PARTY MONTHLY SERVICES	EA	\$ 1.00	0	
<b>MultiSite-GeoDiverse Routing</b>			\$ -	0	
ATS-PRO-LAN-RTINTG	ROUTER CONFIG AND INSTALLATION-INTERMEDIATE	EA	\$ 6,500.00	0	
ATS-MSR-LAN-MORTG	ROUTER-MONITOR AND OPERATE	EA	\$ 186.00	0	
ATS-MSR-LAN-MRTG	Router Monitoring	EA	\$ 54.00	0	
ATS-MSR-LAN-MSWC	Switch Chassis Monitoring	EA	\$ 54.00	0	
ATS-MSR-LAN-MSWF	Switch Fixed Port Monitoring	EA	\$ 54.00	0	
UC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-service Ticketing	EA	\$ 3,333.33	0	
UC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC Reporting and Dashboards	A	\$ 10,416.67	0	
210-BBRU	SERVER-REMOTE INTELLIGENCE GATEWAY	EA	\$ 8,295.37	0	
C8200L-1N-4T	Cisco Catalyst 8200L with 1-NIM slot and 4x1G WAN ports	EA	\$ 1,965.77	0	
PWR-CC1-150WAC	Cisco C8200 1RU AC 150W PoE Power supply	EA	\$ 1,190.46	0	
GLC-LH-SMD=	1000BASE-LX/LH SFP transceiver module, MMF/SMF, 1310nm, DOM	EA	\$ 1,213.46	0	

CON-SNTP-C8200TL1	SNTC-24X7X4 Cisco Catalyst 8200L with 1-NIM slot and	EA	\$	2,600.00	0
<b>UPS</b>					
5SC1000	EATON 5SC-1000VA TOWER (220V)	EA	\$	411.00	0
5SW5Y-1750UC	Ext Warranty 5YR UPS Adv Exchg	EA	\$	169.00	0
5SC1500	EATON 5SC-1500G TOWER (208-240V)	EA	\$	761.00	0
9SX1500	Eaton 9SX 1500 - UPS - 1350 Watt - 1500 VA	EA	\$	2,131.00	0
9PX1500RTN	9PX 1500 RT LV + NETWORK CARD	EA	\$	2,924.00	0
9PX2000RTN	9PX 2000 RT LV NET BUNDLE	EA	\$	3,520.00	0
9PX5KTF5	Eaton 9PX 5K UPS with 120V xfmr, (18) 5-20R	EA	\$	8,755.00	0
9PXEBM180RT	EATON 9PX 5/6 KVA EBM 180V	EA	\$	2,161.00	0
9PXM8S4K-PD	4kVA 9PXM	EA	\$	12,974.00	0
9PXM8S8K-PD	8kVA 9PXM	EA	\$	18,503.00	0
9PXM8S12K-PD	12kVA 9PXM	EA	\$	25,069.00	0
9PXM8S16K-PD	16kVA 9PXM	EA	\$	30,598.00	0
9PXM8S20K-PD	20kVA 9PXM	EA	\$	36,127.00	0
<b>Headset</b>					
88011-99	GN 1200 Coiled Cable	EA	\$	36.00	0
1519-0157	Jabra BIZ Duo	EA	\$	76.00	0
1513-0157	Jabra BIZ Mono	EA	\$	69.00	0
2303-820-105	Jabra BIZ 2300 Mono	EA	\$	126.00	0
2309-820-105	Jabra BIZ 2300 Duo	EA	\$	166.00	0
2403-820-205	Jabra BIZ 2400 II Mono	EA	\$	206.00	0
2409-820-205	Jabra BIZ 2400 II Duo	EA	\$	228.00	0
920-69-508-105	Jabra PRO 920 Stereo	EA	\$	320.00	0
920-65-508-105	Jabra PRO 920 Mono	EA	\$	311.00	0
<b>POTS Alternative-Admin Lines</b>					
CDS-9090-PIABKIT	Edge 9090 MRC (up to 8 lines)	EA	\$	20.00	0
CDS-9010-PIABKIT	Edge 9090 MRC (up to 2 lines)	EA	\$	15.00	0
CDS-ACTIVATION-FEE	ONE TIME ACTIVATION	EA	\$	200.00	0
CDS-BUS LINES AND LICEN	MRC-CLOUD AND LTE MRC	EA	\$	29.99	0

### RapidSOS

Part Number	Part Description	Unit			
RS-Ready-001	RapidSOS Premium MAP with Ready 1 Features Per Position Annual	EA	\$	3,653.33	10
RS-Ready-002	RapidSOS Premium MAP with Ready 2 Features Per Position Annual	EA	\$	3,720.00	10
RS-Ready-003	RapidSOS Premium MAP with Ready 3 Features Per Position Annual	EA	\$	3,986.67	10
RS-Installation	Installation-One Time Per ECC	EA	\$	1,111.11	10

### Convey911

Part Number	Part Description	Unit			
CVYMVP-NWN-100	COMMUNICATIONS PLATFORM <100K CFS LANGUAGE TRANSLATION CLOUD		\$	6,111.11	10
CVYMVP-NWN-200	COMMUNICATIONS PLATFORM 100K-250K CFS		\$	7,222.22	10
CVYMVP-NWN-300	COMMUNICATIONS PLATFORM 250K-700K CFS LANGUAGE TRANSLATION CLOUD		\$	6,666.67	10
CVYMVP-NWN-400	COMMUNICATIONS PLATFORM 700K-1M CFS		\$	6,111.11	10
CVYMVP-NWN-500	COMMUNICATIONS PLATFORM >1M CFS		\$	5,000.00	10
CVYMVP-IMPL-1	IMPLEMENTATION & TRAINING-10% RAPIDSOS INTEGRATION & SINGLE SIGN ON20% of CVYMVP		\$	1.11	10
CVYT911-100	TEXT-TO-911 <100K CFS		\$	3,888.89	10
CVYT911-200	TEXT-TO-911 100K-250K CFS		\$	5,555.56	10
CVYT911-300	TEXT-TO-911 250K-700K CFS		\$	6,944.44	10
CVYT911-400	TEXT-TO-911 700K-1M CFS		\$	8,333.33	10
CVYT911-500	TEXT-TO-911 >1M CFS		\$	10,277.78	10
CVYMVP-XTNT	ADDITIONAL ANSWERING POINT / TENANT		\$	5,555.56	10

CVYVLT-PHONE-100	PHONE LANGUAGE INTERPRETATION SERVICE < 10K MINS	\$	1.39	10
CVYVLT-PHONE-200	PHONE LANGUAGE INTERPRETATION SERVICE 10K- 50K MINS	\$	1.11	10
CVYVLT-PHONE-300	PHONE LANGUAGE INTERPRETATION SERVICE 50K- 100K MINS	\$	0.89	10
CVYVLT-PHONE-400	>100K MINS	\$	0.83	10
CVYVLT-VIDEO-100	VIDEO LANGUAGE INTERPRETATION SERVICE < 10K MINS	\$	2.22	10
CVYVLT-VIDEO-200	50K MINS	\$	1.67	10
CVYVLT-VIDEO-300	VIDEO LANGUAGE INTERPRETATION SERVICE 50K- 100K MINS	\$	1.39	10
CVYVLT-VIDEO-400	>100K MINS	\$	0.83	10
CVYNXT-PNCL-HAT	NEXTNAV PINACLE HEIGHT ABOVE TERRAIN / Z- AXIS	\$	2,333.33	10

### Motorola

Part Number	Part Description	Unit		
000001-70027	SMART HANDS TRAINING	EA	\$ 3,190.48	10
04000-00133	MED 1000B CHASSIS P05	EA	\$ 2,956.19	10
04000-01636	WARR ZBOOK POWER G9 NBD 5YR	EA	\$ 841.90	10
04000-24006	SECURESYNC 2400 MASTER CLOCK	EA	\$ 22,882.54	10
04000-24007	PWR SPLY 2400 MASTER CLOCK DC	EA	\$ 1,852.70	10
04000-24008	ANTI-JAM ANTENNA 2400 MASTER CLOCK	EA	\$ 2,815.24	10
04000-81023	WKSTN MOUNT BRACKET Z2 MINI G9	EA	\$ 93.97	10
61050-G819609	LAPTOP ZBOOK POWER G9 W/O OS	EA	\$ 4,342.86	10
64040-60022	PRNTR USB/ETHERNET COLOR	EA	\$ 551.11	10
64040-60023	PRNTR USB/ETHERNET B/W LJ	EA	\$ 1,160.63	10
65000-13273	CBL PATCH ZEROBOOT CAT6 WHITE 10FT	EA	\$ 11.43	10
65000-13408	CBL PATCH ZEROBOOT CAT6 BLACK 15FT	EA	\$ 15.24	10
65000-13409	CBL PATCH ZEROBOOT CAT6 BLUE 15FT	EA	\$ 15.24	10
65000-14308	CBL PATCH ZEROBOOT CAT6 WHITE 15FT	EA	\$ 15.24	10
809800-00133	V911 EDGE TO VDP MIGRATION	EA	\$ -	
809800-17006-ESINET	FIELD ENG-EXPRESS ESINET	EA	\$ 115.87	10
809800-51013	PROJECT MGMT - SUPPORT	EA	\$ 2,108.90	10
809800-91207	THIRD PARTY SERVICES - DEPLOYMENT	EA	\$ 12.76	10
833004-00102	SAM CPOST HDWR KIT	EA	\$ 1,801.90	10
853031-DLLL-SG-3	V-DL SVR LG LOW BNDL SNGL	EA	\$ 49,537.78	10
863014-00201-2	REMOTE PERIPHERAL KIT	EA	\$ 1,575.87	10
870890-73003	FIREWALL V6.0.16/6.4.11 UPGD KIT	EA	\$ -	
870890-75003	VIRTUAL MEDIA SET 017A	EA	\$ -	
870891-66401	M&R SVR AGENT LICENSE	EA	\$ 780.95	10
870891-66402	M&R WKST AGENT LICENSE	EA	\$ 228.57	10
870891-66403	M&R NETWORK/IP LICENSE	EA	\$ 125.40	10
870899-0104R8.0	V911 R8.0 LIC/DOC/MED	EA	\$ 2,392.86	10
870899-0104R8.0U	V911 R8.0 LIC/DOC/MED UPG	EA	\$ -	
MSI-EXT-SPT-1MTH	MSI PROVIDED SITE EXTENDED SPT 1 MONTH	EA	\$ -	
MSI-EXT-SPT-2MTH	MSI PROVIDED SITE EXTENDED SPT 2 MONTHS	EA	\$ -	
MSI-EXT-SPT-3MTH	MSI PROVIDED SITE EXTENDED SPT 3 MONTHS	EA	\$ -	
000000-00300	SUITCASE TRNG S&H CHGS	EA	\$ 158.73	10
000000-04400	V-ANLYT I&M/ADMIN TRNG	EA	\$ 793.65	10
000000-08531	SENT PAT AGENT TRNG	EA		20
000000-08532	SENT PAT AGT TTT	EA		20
000000-08534	SENT PAT ADMIN TRNG	EA		20
000000-09712	TRNG DEVELOPMENT	EA	\$ 274.60	10
000000-18540	SENT PAT I&M/ADMIN TRNG	EA		20
000000-22104	SENT-CM ADMIN TRNG	EA		20
000000-24400	V-ANLYT I&M/ADM TRNG SUIT	EA	\$ 10,698.41	10
000000-24401	V-ANLYT I&M/ADMIN TRNG SUIT	EA	\$ 19,047.62	10
000000-24405	V-ANLYT REMOTE TRNG	EA	\$ 2,142.86	10
000000-24406	V-ANLYT LITE REMOTE TRNG	EA	\$ 1,071.43	10
000000-24407	V-ANLYT LITE ONSITE TRNG	EA	\$ 1,560.14	10
000000-24408	V-ANLYT REMOTE LITE REPORTS TRNG	EA	\$ 2,142.86	10

000000-25710	V-LOC I&M/ADMIN SUIT TRNG	EA	\$	16,103.17	10
000000-42101	SENT-CM AGENT TRNG	EA	\$	198.41	20
000000-52102	SENT-CM AGENT TTT TRNG	EA	\$	595.24	20
000000-70001	VESTA 911 SMART HANDS	EA	\$	3,456.35	20
000000-SYSLG	SYS CFG SPT-LG	EA	\$	11,428.57	10
000001-02101	SENT-CM AGENT TRNG	EA	\$	2,628.57	20
000001-02102	SENT-CM AGENT TTT TRNG	EA	\$	5,257.14	20
000001-02104	SENT-CM ADMIN TRNG	EA	\$	7,885.71	20
000001-05800	ORDS I&M/ADMIN ORMS TRNG	EA	\$	555.56	20
000001-06074	VSENT 4.X ACT-VIEW TRNG	EA	\$	1,904.76	20
000001-06075	E-LEARN V9-1-1 ACT-VIEW TRNG	EA	\$	785.71	10
000001-06300	VDMS I&M/ADMIN (ON-SITE)	EA	\$	25,952.38	20
000001-06605	VHUD ADMIN TRNG	EA	\$	1,904.76	20
000001-06606	E-LEARN VHUD ADMIN TRNG	EA	\$	785.71	20
000001-06700	V9-1-1 I&M FACT TRNG	EA	\$	5,555.56	10
000001-06701	V9-1-1 AGENT TRNG	EA	\$	1,904.76	10
000001-06702	V9-1-1 AGENT TTT TRNG	EA	\$	3,174.60	10
000001-06704	V9-1-1 ADMIN FOR STD	EA	\$	6,349.21	10
000001-06705	V9-1-1 I&M FACT-CERT	EA	\$	1,666.67	10
000001-06708	V9-1-1 ADMIN FOR COMPLEX	EA	\$	8,253.97	10
000001-06709	V9-1-1 ADDTL AGENCY FOR ADMIN TRNG	EA	\$	1,904.76	10
000001-06712	V9-1-1 AGENT TTT TRNG	EA	\$	4,761.90	10
000001-06713	INTRO TO PSAP CALL HANDLING FACT TRNG	EA	\$	1,666.67	10
000001-06714	INTRO TO PSAP CALL HANDLING SUIT TRNG	EA	\$	21,031.75	10
000001-06715	INTRO TO PSAP CALL HAND REGIONAL TRNG	EA	\$	3,412.70	10
000001-06716	V9-1-1 UPGD VIRTUAL TRNG	EA	\$	664.68	10
000001-06720	V911 I&M VILT TRNG	EA	\$	6,504.32	10
000001-06781	V9-1-1 O&M FED ONSITE	EA	\$	19,642.86	20
000001-06782	V9-1-1 O&M FACT TRNG	EA	\$	2,222.22	10
000001-06795	CPOST ON-SITE TRNG	EA	\$	-	
000001-06799	V9-1-1 SIP TRNG	EA	\$	2,142.86	20
000001-06800	V9-1-1 SMS ADMIN DELTA TR	EA	\$	1,904.76	10
000001-06800-SMS	V9-1-1 SMS ADMIN DELTA TR - SMS SVC	EA	\$	1,595.24	10
000001-06801	V9-1-1 SMS AGENT DELTA TR	EA	\$	952.38	10
000001-06803	V9-1-1 SMS I&M (IN-FACTORY)	EA	\$	1,666.67	10
000001-06804	V9-1-1 SMS TTT DELTA TR	EA	\$	1,904.71	10
000001-06805	E-LEARN V9-1-1 SMS ADMIN DELTA TRNG	EA	\$	785.71	10
000001-06805-SMS	E-LEARN V9-1-1 SMS ADMIN DELTA TR - SMS SVC	EA	\$	785.71	10
000001-06806	E-LEARN V9-1-1 SMS AGENT DELTA TRNG	EA	\$	468.25	10
000001-06807	E-LEARN V9-1-1 SIP TRNG	EA	\$	468.25	10
000001-06810	V911 SMS I&M VILT TRNG	EA	\$	1,662.24	10
000001-06820	V911 SMU VILT TRNG	EA	\$	1,165.59	10
000001-06901	CC ENABLEMENT V911 REMOTE TTT TRN	EA	\$	2,679.37	10
000001-06902	CC ENABLEMENT V911 ONSITE TTT TRN	EA	\$	5,952.38	10
000001-07144	PBDY ADMIN TRNG	EA	\$	1,904.76	10
000001-08531	SENT PAT AGENT TRNG	EA	\$	2,957.14	20
000001-08532	SENT PAT AGENT TTT TRNG	EA	\$	5,914.29	20
000001-08534	SENT PAT ADMIN TRNG	EA	\$	8,871.43	20
000001-08537	SENT PAT MON & STATS ADMIN TRN	EA	\$	2,957.14	20
000001-08538	CUTOVER COACHING	EA	\$	3,174.60	10
000001-08539	TTT COACHING	EA	\$	3,174.60	10
000001-08541	CUTOVER COACHING	EA	\$	5,555.56	10
000001-09706	CUSTOM TRNG - DAILY RATE	EA	\$	5,257.14	10
000001-09709	WEBEX TRNG (1) SESSION UN	EA	\$	2,460.32	10
000001-15710	ORVL I&M/ADMIN TRNG CTR	EA	\$	1,666.67	10
000001-15810	ORDS I&M ORVL TRNG CTR	EA	\$	833.33	10
000001-24400	AURORA I&M/ADM (ON-SITE)	EA	\$	12,575.00	20
000001-24411	E-LEARN V-ANLYT LITE TRNG	EA	\$	468.25	10
000001-25710	V-LOC I&M/ADMIN ON-SITE TR	EA	\$	16,103.17	10
000001-25714	V-LOC ADMIN TRNG	EA	\$	9,523.81	10
000001-25715	V-LOC ADMIN 2 DAYS	EA	\$	8,253.97	10
000001-25804	ORDS ADMIN TRNG	EA	\$	1,904.76	10
000001-26700	V911 I&M ONSITE TRN	EA	\$	52,571.43	10
000001-26704	VSENT 4 I&M REGIONAL 10D	EA	\$	8,928.57	20

000001-26707	V911 SMART HANDS ONSITE TRAINING	EA	\$	26,199.13	10
000001-27140	PBDY I&M/ADMIN ON-SITE TR	EA	\$	6,253.97	10
000001-45711	V-LOC AGENT TRNG	EA	\$	1,904.76	10
000001-55712	V-LOC AGENT TTT TRNG	EA	\$	3,174.60	10
000001-69001	VMAP AGT TTT	EA	\$	1,904.76	10
000001-69002	VMAP AGT TRNG	EA	\$	952.38	10
000001-69003	VMAP ADMIN ON-SITE TRNG	EA	\$	1,904.76	10
000001-69004	VMAP MAINT/ADMIN TRNG	EA	\$	793.65	10
000001-69006	VESTA MAP LOCAL I&M	EA	\$	1,666.67	10
000001-69007	VESTA MAP LOCAL AGENT TRNG	EA	\$	1,904.71	10
000001-69008	VESTA MAP LOCAL AGENT TTT	EA	\$	3,174.60	10
000001-69009	VMAP LOCAL GIS DATA HUB TRNG	EA	\$	1,904.71	10
000001-69011	E-LEARN VESTA MAP LOCAL I&M	EA	\$	468.25	10
000001-69012	E-LEARN VESTA MAP LOCAL AGENT TRNG	EA	\$	468.25	10
000001-69013	E-LEARN VMAP LOCAL GIS DATA HUB TRNG	EA	\$	468.25	10
000001-69014	E-LEARN VMAP LOCAL SYS GIS DATA HUB TRNG	EA	\$	158.73	10
000001-69015	VMAP LOCAL / V-ANLYT LITE TRNG FED BNDL	EA	\$	5,555.56	10
000001-B6701	V911 ESS/CORE TRNG BNDL-LT	EA	\$	7,777.78	10
000001-B6702	V911 ESS TRNG BNDL-STD	EA	\$	9,365.08	10
000001-SYSCORESS	SYS CFG SPT-COREESS	EA	\$	7,777.78	10
000002-06706	VSENT 4 TRBL SHOOT FACT	EA	\$	2,500.00	20
000002-24404	V-ANLYT ADMIN TRNG	EA	\$	3,174.60	10
00600-10061	CABINET 30U PKG	EA	\$	6,053.97	10
00600-13201	CABINET 23U PKG BLK	EA	\$	4,074.60	10
00600-13487	CABINET 20U 19IN	EA	\$	4,628.57	10
00600-20042	CABINET 42U 19IN	EA	\$	5,238.10	10
00600-20044	CABINET 37U	EA	\$	5,155.56	10
00600-20143	CABINET ROOF FAN HOLE	EA	\$	261.90	10
00600-20644	CABINET 42U	EA	\$	7,160.32	10
00611-00100	RACK MNT SURGE PRT 100PR	EA	\$	1,019.05	10
00611-00500	RACK MNT SURGE PRT 50PR	EA	\$	807.94	10
00754-10030	CBL ELAN 3PR X 24	FT	\$	6.35	10
02800-00903	HDST 4W MOD BK 24-BUT PHN	EA	\$	31.75	10
02800-20100	HDST 4W BK RND CARBON	EA	\$	53.97	10
02800-20200	HDST 4W BK PTT	EA	\$	84.13	10
02800-20200	HDST 4W BK PTT	EA	\$	84.13	10
02800-20501	HDST 4W MOD ELEC MIC BLK	EA	\$	58.73	10
02800-20701	HDST K 4W/MOD BLK CARBON	EA	\$	53.97	10
02800-20800	HDST BLK AMPLIFIED PTS	EA	\$	279.37	10
03044-20000	HDST CORD 12FT 4W MOD BLK	EA	\$	4.76	10
03059-80011	LINE CORD 6 COND 7FT	EA	\$	4.76	10
03800-00010	SO-SFP-10GE-SR CIS	EA	\$	50.79	10
03800-00100	SFP MOD 1000BASE-T CIS	EA	\$	63.49	10
03800-00931	SPT NEXUS 9300 SW 1YR 24X7	EA	\$	2,681.90	10
03800-01001	ROUTER ASR 1001	EA	\$	61,560.63	10
03800-01010	FIREWALL 101F	EA	\$	6,852.06	10
03800-01011	WARR FIREWALL 101F 1YR	EA	\$	6,497.78	10
03800-01015	WARR FIREWALL 101F 5YR	EA	\$	31,812.06	10
03800-01020	SFP MOD 1000BASE-LXD FOR	EA	\$	44.44	10
03800-01020	SFP MOD 1000BASE-LXD FOR	EA	\$	44.44	10
03800-02000	IP SWITCH TRF MGR 2000S	EA	\$	33,895.87	10
03800-02001	WARR TRF MGR 2000S AHR 1YR	EA	\$	7,089.52	10
03800-02010	IP SWITCH TRF MGR DNS LIC	EA	\$	47,029.84	10
03800-02232	EXTENDER NEXUS 2232	EA	\$	9,653.33	10
03800-03031R	WARR 60CM FRWALL RNWL 1YR	EA	\$	382.84	10
03800-03041R	WARR 60D FIREWALL RNWL 1YR	EA	\$	236.19	10
03800-03060	FIREWALL 60E	EA	\$	1,268.57	10
03800-03061	WARR FIREWALL 60E 1YR	EA	\$	288.89	10
03800-03062	WARR FIREWALL 60E 2YR	EA	\$	577.78	10
03800-03063	WARR FIREWALL 60E 3YR	EA	\$	757.14	10
03800-03064	WARR FIREWALL 60E 4YR	EA	\$	1,049.21	10
03800-03065	WARR FIREWALL 60E 5YR	EA	\$	1,333.33	10
03800-03066	FIREWALL 60E POE	EA	\$	1,006.98	10
03800-03067	WARR FIREWALL 60E POE 1YR	EA	\$	269.21	10

03800-03070	FIREWALL 60F	EA	\$	944.76	10
03800-03071	WARR FIREWALL 60F 1YR	EA	\$	214.60	10
03800-03073	WARR FIREWALL 60F 3YR	EA	\$	587.94	10
03800-03075	WARR FIREWALL 60F 5YR	EA	\$	979.05	10
03800-04000	IP TUBE E2 LAN BRIDGE	EA	\$	3,471.43	10
03800-04001	SPT IP TUBE 1YR 24X7	EA	\$	701.59	10
03800-04002	SPT IP TUBE 2YR 24X7	EA	\$	1,261.90	10
03800-04003	SPT IP TUBE 3YR 24X7	EA	\$	1,684.13	10
03800-04004	SPT IP TUBE 4YR 24X7	EA	\$	2,244.44	10
03800-04005	SPT IP TUBE 5YR 24X7	EA	\$	2,807.94	10
03800-04006	IP TUBE 7IN RACKMNT	EA	\$	196.83	10
03800-04007	IP TUBE X2 7IN RACKMNT	EA	\$	280.95	10
03800-04009	GE WAN NIM DUAL 1-PORT	EA	\$	1,111.11	10
03800-04010	GE WAN NIM DUAL 2-PORT	EA	\$	3,438.73	10
03800-09300	SWITCH NEXUS 9300 48P	EA	\$	36,195.56	10
03800-10002	SFP 1000BASE-T EXT TEMP	EA	\$	398.73	10
03800-10111	SPT ROUTER A1001 1YR NBD	EA	\$	2,407.62	10
03800-10121	SPT A1001 SW 1YR 24X7	EA	\$	4,246.35	10
03800-10131	SPT A1001 8-PORT ENET SHR 1YR NBD	EA	\$	1,658.41	10
03800-22321	SPT FEX2232 STD AIRFLOW/AC 1YR NBD	EA	\$	391.11	10
03800-23201	SPT EXT 2232 1YR NBD	EA	\$	-	
03800-23201RNWL	SPT EXT 2232 RNWL 1YR NBD	EA	\$	435.56	10
03800-30500	FIREWALL 500D	EA	\$	9,297.78	10
03800-30501	WARR 24X7 FIREWALL 500D 1YR	EA	\$	2,806.35	10
03800-30510	FIREWALL 501E	EA	\$	15,718.10	10
03800-30511	WARR 24X7 FIREWALL 501E 3YR	EA	\$	24,722.54	10
03800-30512	WARR 24X7 FIREWALL 501E 5YR	EA	\$	41,220.32	10
03800-30513	FIREWALL 501E POWER SUPPLY	EA	\$	1,701.59	10
03800-30514	WARR 24X7 FIREWALL 501E 1YR	EA	\$	6,683.17	10
03800-30591	SWITCH A/B RJ45 MANUAL	EA	\$	1,259.68	10
03800-30747	SWITCH A/B RJ45 REMOTE	EA	\$	4,333.97	10
03800-93001	SPT NEXUS 9300 1YR 24X7	EA	\$	2,077.46	10
03800-93002	SWITCH 9300 W/48P SYSTEM 1 PI	EA	\$	43,213.97	10
04000-00002	CBL COPPER TWINAX 2M CIS	EA	\$	62.22	10
04000-00003	CBL COPPER TWINAX 3M CIS	EA	\$	69.84	10
04000-00033	CBL COPPER TWINAX 3.3FT	EA	\$	101.59	10
04000-00041	TOOL KIT PC	EA	\$	117.46	10
04000-00069	CBL MODEM DB9F/25M	EA	\$	17.46	10
04000-00069	CBL MODEM DB9F/25M	EA	\$	17.46	10
04000-00075	DSU/CSU WAN INTF CARD	EA	\$	1,323.81	10
04000-00078	CBL EXT VIDEO MNTR 15FT	EA	\$	41.27	10
04000-00095	E911 RM RACK MNT 5-POS	EA	\$	66.67	10
04000-00096	E911 RM RACK MNT 10-POS	EA	\$	84.13	10
04000-00097	E911 RM RACK MNT 16-POS	EA	\$	100.00	10
04000-00098	PROTECTOR ANALOG/DIGITAL	EA	\$	20.63	10
04000-00099	GROUND BAR FOR 6-AP/6-DP	EA	\$	15.87	10
04000-00105	MEDIANT 1000 DIGITAL MOD	EA	\$	5,180.95	10
04000-00105	MEDIANT 1000 DIGITAL MOD	EA	\$	5,180.95	10
04000-00107	WARR RPLC MED 1000 AHR 1YR	EA	\$	170.57	10
04000-00109	MED 1000 DIGI T1/E1 VM	EA	\$	5,283.81	10
04000-00109-SP	MED 1000 2-SPAN SPARE	EA	\$	8,454.60	10
04000-00110	WARR MED 1000 DIGI T1 1YR	EA	\$	1,080.32	10
04000-00111	WARR RPLC MED 1000 AHR 1YR	EA	\$	401.81	10
04000-00112	MED 1000 2-SPAN BNDL	EA	\$	8,454.60	10
04000-00113	MED 1000 ANALOG FXO VM	EA	\$	453.33	10
04000-00115	WARR FXO/FXS/PWR AHR 1YR	EA	\$	29.21	10
04000-00116	MED 1000 FXO-LS BNDL	EA	\$	703.49	10
04000-00117	MED 1000 ANLG VM FXO LSGS	EA	\$	488.89	10
04000-00117	MED 1000 ANLG VM FXO LSGS	EA	\$	488.89	10
04000-00118	MED 1000 FXO-LS/GS BNDL	EA	\$	585.71	10
04000-00119	MED 1000 FXS-O BNDL	EA	\$	671.75	10
04000-00120	MED 1000 AC PWR SPLY	EA	\$	488.89	10
04000-00121	MED 1000 PWR SPLY BNDL	EA	\$	585.71	10
04000-00121	MED 1000 PWR SPLY BNDL	EA	\$	585.71	10

04000-00126	SERIAL DEVICE SVR DB9	EA	\$	282.54	10
04000-00127	MED 1000B CHASSIS P06	EA	\$	2,287.30	10
04000-00127-SP	MED 1000B CHASSIS SPARE	EA	\$	3,546.67	10
04000-00128	MED 1000B AC PWR SPLY	EA	\$	488.89	10
04000-00128	MED 1000B AC PWR SPLY	EA	\$	488.89	10
04000-00129	MED 1000B CHASSIS BNDL	EA	\$	4,302.22	10
04000-00129	MED 1000B CHASSIS BNDL	EA	\$	4,302.22	10
04000-00130	DIN RAIL 35MM X 3FT	EA	\$	31.75	10
04000-00132	MED 1000B PWR SPLY BNDL	EA	\$	755.56	10
04000-00135	ADPTR USB MOUSE TO PS/2	EA	\$	4.76	10
04000-00136	ADPTR USB KYBD TO PS/2	EA	\$	4.76	10
04000-00137	WARR FXO VM LS 1YR	EA	\$	34.13	10
04000-00138	WARR FXS VM 1YR	EA	\$	34.13	10
04000-00139	WARR PWR SPLY B 1YR	EA	\$	34.13	10
04000-00140	V911 MDS CENT OS	EA	\$	-	
04000-00141	MED 1000B CPU SPARE P06	EA	\$	928.57	10
04000-00141	MED 1000B CPU SPARE P06	EA	\$	928.57	10
04000-00142	WARR MED 1000B CPU AHR 1YR	EA	\$	68.22	10
04000-00142	WARR MED 1000B CPU AHR 1YR	EA	\$	68.22	10
04000-00142	WARR MED 1000B CPU AHR 1YR	EA	\$	68.22	10
04000-00142	WARR MED 1000B CPU AHR 1YR	EA	\$	68.22	10
04000-00144	MED 1000B CPU BNDL	EA	\$	1,236.83	10
04000-00145	WARR FXO VM LSGS 1YR	EA	\$	34.13	10
04000-00147	MED1000 IP2IP LIC	EA	\$	968.25	10
04000-00148	MED1000 IP2IP LIC UPGD	EA	\$	968.25	10
04000-00149	SPT M1000 IP2IP 9X5	EA	\$	100.00	10
04000-00150	SPT M1000 IP2IP 24X7	EA	\$	142.86	10
04000-00151	WARR RPLC MED1000 1YR	EA	\$	214.17	10
04000-00152	MED 1000 1-SPAN BNDL	EA	\$	5,443.81	10
04000-00152	MED 1000 1-SPAN BNDL	EA	\$	5,443.81	10
04000-00152-SP	MED 1000 1-SPAN SPARE	EA	\$	5,443.81	10
04000-00153	MED 3000 DC RDNT PWR GTWY	EA	\$	40,829.21	10
04000-00154	WARR RPLC MED 3000 DC AHR 1YR	EA	\$	48,750.48	10
04000-00156	MED 3000 DC GTWY BNDL	EA	\$	42,720.63	10
04000-00159	BLKBX TL159A 8-PORT DATACAST	EA	\$	1,008.25	10
04000-00160	DSX2-16 BNDL	EA	\$	6,218.24	10
04000-00161	DOMINION DSX2-16	EA	\$	4,478.73	10
04000-00162	DSX2 WARRANTY 1 YR	EA	\$	991.75	10
04000-00163	DSX2 WARRANTY 2 YR	EA	\$	1,424.76	10
04000-00164	CBL COPPER TWINAX 16.4FT	EA	\$	151.11	10
04000-00175	SW SPT ANLG GATEWAY YRS6-7	EA	\$	-	
04000-00176	SW SPT ANALOG GATEWAY 1YR	EA	\$	95.24	10
04000-00177	SW SPT ANALOG GATEWAY 2YR	EA	\$	227.35	10
04000-00177E	SW SPT ANALOG GATE 2YR-ESS	EA	\$	-	
04000-00178	SW SPT ANALOG GATEWAY 3YR	EA	\$	285.71	10
04000-00179	SW SPT ANALOG GATEWAY 4YR	EA	\$	454.70	10
04000-00179E	SW SPT ANALOG GATE 4YR-ESS	EA	\$	-	
04000-00180	SW SPT ANALOG GATEWAY 5YR	EA	\$	476.19	10
04000-00181	SW SPT M2000 GATEWAY 1YR	EA	\$	1,042.44	10
04000-00182	SW SPT M2000 GATEWAY 2YR	EA	\$	2,084.87	10
04000-00183	SW SPT M2000 GATEWAY 3YR	EA	\$	3,127.32	10
04000-00184	SW SPT M2000 GATEWAY 4YR	EA	\$	4,169.75	10
04000-00185	SW SPT M2000 GATEWAY 5YR	EA	\$	5,212.19	10
04000-00186	SW SPT M1000 GATEWAY 1YR	EA	\$	568.54	10
04000-00187	SW SPT M1000 GATEWAY 2YR	EA	\$	1,137.06	10
04000-00188	SW SPT M1000 GATEWAY 3YR	EA	\$	1,705.60	10
04000-00189	SW SPT M1000 GATEWAY 4YR	EA	\$	2,274.13	10
04000-00190	SW SPT M1000 GATEWAY 5YR	EA	\$	2,842.67	10
04000-00191	SW SPT M1000 T1 MOD 1YR	EA	\$	523.87	10
04000-00192	SW SPT M1000 T1 MOD 2YR	EA	\$	1,047.75	10
04000-00193	SW SPT M1000 T1 MOD 3YR	EA	\$	1,571.63	10
04000-00194	SW SPT M1000 T1 MOD 4YR	EA	\$	2,095.51	10
04000-00195	SW SPT M1000 T1 MOD 5YR	EA	\$	2,619.38	10
04000-00196	SW SPT M1000 GATEWAY 6YR	EA	\$	-	

04000-00197	SW SPT M1000 T1 MOD 6YR	EA	\$	-	
04000-00198	SW SPT M3000 DC GTWY 1YR	EA	\$	8,438.68	10
04000-00199	SW SPT M3000 DC GTWY 5YR	EA	\$	41,370.90	10
04000-00200	SW SPT ANALOG GATEWAY 6YR	EA	\$	-	
04000-00201	SW SPT M3000 DC GTWY 2YR	EA	\$	16,636.41	10
04000-00202	SW SPT M3000 DC GTWY 3YR	EA	\$	24,879.21	10
04000-00203	SW SPT M3000 DC GTWY 4YR	EA	\$	33,124.29	10
04000-00204	SW SPT M1000 GATEWAY 7YR	EA	\$	-	
04000-00205	SW SPT M1000 T1 MOD 7YR	EA	\$	-	
04000-00206	SW SPT ANALOG GATEWAY 6YR	EA	\$	-	
04000-00219	8-PORT RS-232 DATACAST 1U 110/220VAC	EA	\$	3,066.67	10
04000-00220	RS-232 2-PORT SHARING 1U 110/220VAC	EA	\$	2,228.57	10
04000-00262	TRANSFORMER W/DIN CONN	EA	\$	52.38	10
04000-00262	TRANSFORMER W/DIN CONN	EA	\$	52.38	10
04000-00315	ELM 6.5 WKST/IP LIC	EA	\$	140.25	10
04000-00316	ELM 6.5 SVR AGENT LIC	EA	\$	780.86	10
04000-00319	SQL 2014 CAL RUN EMB LIC	EA	\$	174.60	10
04000-00324	SQL SVR 2008 STD CLT RUN	EA	\$	105.36	20
04000-00326	LIC REALVNC REMOTE	EA	\$	63.49	10
04000-00331	POLYCOM 331 SIP PHN	EA	\$	214.60	10
04000-00332	SQL SVR 2016 STD 4-CORE LIC	EA	\$	5,259.68	10
04000-00339	SQL 2008R2 CAL RUN ENT EMB LIC	EA	\$	314.29	20
04000-00342	SQL 2014 SVR RNTM STD LIC	EA	\$	187.30	10
04000-00346	SQL 2014 SVR RUN EMB LIC	EA	\$	6,773.75	10
04000-00348	OR ESRI NET ENG RUNTIME	EA	\$	-	
04000-00351	SQL 2017 CAL RUN EMB LIC	EA	\$	167.62	10
04000-00352	SQL 2017 SVR RNTM STD LIC	EA	\$	167.62	10
04000-00354	SQL SVR STD RUNTIME 2019 4-CORE	EA	\$	6,078.73	10
04000-00355	SQL SVR STD RUNTIME 2019 2-CORE ADDTL LIC	EA	\$	3,114.92	10
04000-00356	SVR 2019 REMOTE DSKTP 5DVC CAL	EA	\$	1,598.73	10
04000-00357	BACKUP EXEC 20 SVR UPGD	EA	\$	1,427.30	10
04000-00358	BACKUP EXEC 20 APP DATABASE AGENT	EA	\$	1,427.30	10
04000-00395	HAREMOTE 2.0 CLIENT CD	EA	\$	199.02	10
04000-00398	M&R SVR AGENT LIC	EA	\$	932.48	10
04000-00399	M&R WKST AGENT LIC	EA	\$	272.92	10
04000-00400	M&R NETWORK/IP AGENT LIC	EA	\$	149.73	10
04000-00406	WIN 7 PRO SP1 LIC	EA	\$	333.33	10
04000-00407	INVERTER DC TO AC 1400VA	EA	\$	2,482.54	10
04000-00408	INVERTER DC TO AC BRKT	EA	\$	69.84	10
04000-00410	RAIL KIT DL380 G8 SVR	EA	\$	276.19	10
04000-00413	WIN REM DKTP SVCS 2016 LIC	EA	\$	336.51	10
04000-00414	SVR WIN2008/12/16/19 CAL 5PK	EA	\$	403.17	10
04000-00414	SVR WIN2008/12/16/19 CAL 5PK	EA	\$	403.17	10
04000-00419	PARALLEL PRNTR RIBBON	EA	\$	40.00	20
04000-00424	PUSH TRACTOR 420 PRINTER	EA	\$	166.07	20
04000-00427	BLACK BOX USB HUB Z200	EA	\$	44.64	20
04000-00436	PRESENTENSE TIME CLIENT 5.1	EA	\$	87.30	10
04000-00443	SVR WIN2016 STD ADDTL 4 CORES	EA	\$	482.54	10
04000-00444	SVR WIN2019 STD DWNGRD 2012	EA	\$	2,020.63	10
04000-00445	SVR WIN2019 STD ADDTL 4 CORES	EA	\$	396.83	10
04000-00446	SVR WIN2019 STD	EA	\$	2,020.63	10
04000-00448	WINDOWS 10 LTSC LIC 21H2	EA	\$	180.32	10
04000-00448-UPGD	UPGD-WINDOWS 10 LTSC LIC 2021 (21H2)	EA	\$	-	
04000-00492	DOCK STATION 65W G3 LAPTOP	EA	\$	582.54	10
04000-00493	THUNDERBOLT DOCKING STATION	EA	\$	763.49	10
04000-00493	THUNDERBOLT DOCKING STATION	EA	\$	763.49	10
04000-00495	DELL DOCKING STATION WD19S	EA	\$	835.56	10
04000-00525	MED 800C HA PAIR GOV BNDL	EA	\$	4,684.13	10
04000-00526	MED 800C HA PAIR GOV	EA	\$	3,173.33	10
04000-00527	MED 800C PWR SPLY GOV	EA	\$	492.70	10
04000-00528	WARR RPLC MED 800C AHR 1YR	EA	\$	204.44	10
04000-00529	WARR PWR SPLY 800C 1YR	EA	\$	40.63	10
04000-00533	SW SPT MED 800C GATEWAY 3YR	EA	\$	976.51	10
04000-00534	SW SPT MED 800C GATEWAY 4YR	EA	\$	1,301.59	10

04000-00535	SW SPT MED 800C GATEWAY 5YR	EA	\$	1,626.67	10
04000-00536	SW SPT MED 800C GATEWAY 1YR	EA	\$	325.33	10
04000-00537	SW SPT MED 800C GATEWAY 2YR	EA	\$	651.43	10
04000-00538	MED 800C HA PAIR BNDL	EA	\$	6,290.48	10
04000-00539	MED 800C HA PAIR	EA	\$	4,911.75	10
04000-00540	MED 800C HA 25 SBC SESSIONS	EA	\$	2,817.46	10
04000-00541	MED 800C HA 10 SBC SESSIONS (1-250)	EA	\$	1,409.52	10
04000-00542	MED 800C PWR SPLY	EA	\$	492.70	10
04000-00544	M800C HYBRID HA PAIR GOV BNDL - 1 PRI	EA	\$	15,101.59	10
04000-00544	M800C HYBRID HA PAIR GOV BNDL - 1 PRI	EA	\$	15,101.59	10
04000-00545	MED 800C E-SBC	EA	\$	3,550.79	10
04000-00546	WARR RPLC MED 800C E-SBC 1YR	EA	\$	206.59	10
04000-00547	MED 800C E-SBC 10 SBC SESSIONS (1-250)	EA	\$	1,342.86	10
04000-00548	MED 800C E-SBC BNDL	EA	\$	4,211.11	10
04000-00549	MED 800C E-SBC 10 SESSIONS (251-400)	EA	\$	1,031.75	10
04000-00551	MED 800C HA 10 SBC SESSIONS (251-400)	EA	\$	1,546.03	10
04000-00552	MED 800C E-SBC 10 SESSIONS ALL CODECS (1-250)	EA	\$	1,092.06	10
04000-00553	MED 800C HA 10 SBC SESSIONS ALL CODECS (1-250)	EA	\$	1,713.02	10
04000-00554	MED 800C HA 10 SBC SESSIONS (260-600)	EA	\$	1,180.95	10
04000-00555	VHUD ARIES SGL CH MED PLAYER	EA	\$	2,689.29	20
04000-00555-SP	VHUD ARIES SGL CH MED PLAYER - SPARE	EA	\$	2,689.29	20
04000-00570	M800C HA PAIR PSAP BNDL W/1YR SPT	EA	\$	14,834.29	10
04000-00571	WARR M800C HA PAIR PSAP BNDL ADDTL 1YR	EA	\$	2,482.54	10
04000-00572	M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC	EA	\$	2,237.46	10
04000-00580	MED 800C E-FEU 10 SBC SESSIONS (1-250)	EA	\$	34.29	10
04000-00581	SW SPT MED 800C E-FEU 10 SBC SESS (1-250) - 1YR	EA	\$	3.81	10
04000-00582	SW SPT MED 800C E-FEU 10 SBC SESS (1-250) - 2YR	EA	\$	7.62	10
04000-00583	SW SPT MED 800C E-FEU 10 SBC SESS (1-250) - 3YR	EA	\$	10.16	10
04000-00584	SW SPT MED 800C E-FEU 10 SBC SESS (1-250) - 4YR	EA	\$	13.97	10
04000-00585	SW SPT MED 800C E-FEU 10 SBC SESS (1-250) - 5YR	EA	\$	17.78	10
04000-00586	MED 800C HA FEU 10 SBC SESSIONS (1-250)	EA	\$	50.79	10
04000-00587	SW SPT MED 800C HA FEU 10 SBC SESS (1-250) - 1Y	EA	\$	5.08	10
04000-00588	SW SPT MED 800C HA FEU 10 SBC SESS (1-250) - 2Y	EA	\$	10.16	10
04000-00589	SW SPT MED 800C HA FEU 10 SBC SESS (1-250) - 3Y	EA	\$	15.24	10
04000-00590	SW SPT MED 800C HA FEU 10 SBC SESS (1-250) - 4Y	EA	\$	20.32	10
04000-00591	SW SPT MED 800C HA FEU 10 SBC SESS (1-250) - 5Y	EA	\$	25.40	10
04000-00592	M800C HYBRID SIMPLEX GOV BNDL - 2 PRI	EA	\$	8,928.25	10
04000-00592	M800C HYBRID SIMPLEX GOV BNDL - 2 PRI	EA	\$	8,928.25	10
04000-00593	M800C HYBRID SIMPLEX GOV BNDL - 1 PRI	EA	\$	7,848.89	10
04000-00593	M800C HYBRID SIMPLEX GOV BNDL - 1 PRI	EA	\$	7,848.89	10
04000-00609	FAN ROOF MNT KIT	EA	\$	565.08	10
04000-00610	ADPTR USB MEDIA EXTENDER	EA	\$	247.62	10
04000-00611	ADPTR USB C TO USB A	EA	\$	19.05	10
04000-00623	ADPTR RJ11/DB25	EA	\$	19.05	10
04000-00625	PDU DUAL TRNSFR SWITCH KIT	EA	\$	5,056.51	10
04000-00660	TL159A-E 230V DATACAST 8-PORT	EA	\$	736.51	10
04000-00707	FAN KIT BLK	EA	\$	331.75	10
04000-00713	CBL KVM MNTR 12FT	EA	\$	85.71	10
04000-00766	USB-C TO RJ45 ADAPTER	EA	\$	110.48	10
04000-00809	KVM 8-PORT SWITCH USB	EA	\$	943.49	10
04000-008B8	KEYBD ARBITRATOR 8-PORT	EA	\$	1,173.02	10
04000-00907	CBL SDLT SCSI 68-PIN	EA	\$	88.89	10
04000-00937	TERMINAL SERVER 8-PORT	EA	\$	2,786.03	10
04000-00938	TERMINAL SERVER 16-PORT	EA	\$	3,756.19	10
04000-00939	SWITCH SG220 26-PORT	EA	\$	591.75	10
04000-00940	FILE SYNC LIC 6-10 SVR	EA	\$	336.51	10
04000-00941	FILE SYNC ENGINE SVR	EA	\$	144.76	10
04000-00942	CISCO SG220 SMARTNET 8X5XNBD 1YR	EA	\$	64.76	10
04000-00990	RED HAT ENT LINUX SVR SPT RNWL 1YR	EA	\$	1,666.67	10
04000-00997	CBL OM4 FIBER AQUA 3.3FT	EA	\$	38.10	10
04000-01001-50	CBL SRL DB9M/DB9F 50FT	EA	\$	33.33	10
04000-01004-10	CBL SRL DB25M/DB25F 10FT	EA	\$	11.11	10
04000-01005	KVM DVI 4-PORT SWITCH	EA	\$	382.54	10
04000-01010	CBL DB25M/DB25M 10FT	EA	\$	12.70	10

04000-01011	KVM DVI 2-PORT SWITCH	EA	\$	277.78	10
04000-01014-10	CBL SRL DB25M/DB9F 10FT	EA	\$	15.87	10
04000-01014-15	CBL SER DB25M/DB9F 15FT	EA	\$	20.63	10
04000-01014-25	CBL SER DB25M/DB9F 25FT	EA	\$	23.81	10
04000-01014-50	CBL SRL DB25M/DB9F 50FT	EA	\$	33.33	10
04000-01014-75	CBL SER DB25M/DB9F 75FT	EA	\$	55.56	10
04000-01018	CBL DVI KVM EXT KIT	EA	\$	52.38	10
04000-01019	CBL DUAL LINK DVI-D 25FT	EA	\$	60.32	10
04000-01020	CBL DUAL LINK DVI-D 35FT	EA	\$	71.43	10
04000-01021	CBL 25FT M/M STEREO PATCH 3.5MM	EA	\$	6.35	10
04000-01025	HDMI/DVI ADPTR CBL 6FT	EA	\$	7.94	10
04000-01036	SWITCH KVM-2-PORT USB	EA	\$	149.21	10
04000-01038	SWITCH KVM 4-PORT USB	EA	\$	238.10	10
04000-01044	SWITCH IP KVM 16-PORT	EA	\$	2,246.03	10
04000-01053	CBL ANALOG QUAC UPGRD	EA	\$	179.37	10
04000-01059	CBL IOLAN RJ45M/RJ45M 10FT	EA	\$	28.57	10
04000-01061	CBL RJ45/DB25F SVR 4FT	EA	\$	26.98	10
04000-01062	CBL RJ45/DB25M SVR 4FT	EA	\$	26.98	10
04000-01063	CBL RJ45/DB9F SVR 4FT	EA	\$	26.98	10
04000-01064	CBL RJ45/DB9M SVR 3FT	EA	\$	26.98	10
04000-01067-15	CBL SER DB25F/DB9F 15FT	EA	\$	28.57	10
04000-01068	CBL SRL RJ45/DB9M 4FT	EA	\$	28.57	10
04000-01069	GNDR CHGR DB9M/DB9F	EA	\$	1.84	10
04000-01073	MINI-GBIC GIGABIT-SX-LC	EA	\$	546.03	10
04000-01074	MINI-GBIC GIGABIT-LX-LC	EA	\$	1,173.02	10
04000-01075	GBIC SFP MOD GLC-BX40-D-I	EA	\$	4,138.41	10
04000-01076	GBIC SFP MOD GLC-BX40-U-I	EA	\$	4,139.68	10
04000-01079	GBIC 1000BASE-X-SFP	EA	\$	952.38	10
04000-01079	GBIC 1000BASE-X-SFP	EA	\$	952.38	10
04000-01080	EHWIC GE SFP 1-PORT	EA	\$	2,326.98	10
04000-01080	EHWIC GE SFP 1-PORT	EA	\$	2,326.98	10
04000-01082-X	SWITCH 2960-X POE 24-PORT	EA	\$	5,248.25	10
04000-01083-X	SWITCH 2960-X POE 48-PORT	EA	\$	6,380.95	10
04000-01084	SFF 1000BASE-T	EA	\$	831.75	10
04000-01084	SFF 1000BASE-T	EA	\$	831.75	10
04000-01084	SFF 1000BASE-T	EA	\$	831.75	10
04000-01085	GBIC SFP MOD GLC-BX-D	EA	\$	2,378.41	10
04000-01086	GBIC SFP MOD GLC-BX-U	EA	\$	2,378.41	10
04000-01089	GBIC SFP MOD GLC-ZX-SM	EA	\$	4,434.92	10
04000-01091	GBIC SFP GLC-EX-SMD	EA	\$	2,958.73	10
04000-01092	GBIC SFP MOD GLC-LH-SM	EA	\$	1,886.98	10
04000-01093	SWITCH KM 4-PORT	EA	\$	1,820.63	10
04000-01102	CBL DUAL LINK DVI-D 6FT	EA	\$	12.70	10
04000-01129	CBL EXT USB A/A 6FT	EA	\$	4.76	10
04000-01200	VISIT INTERFACE UNIT(VIU)	EA	\$	1,114.92	10
04000-01300	CPI - 101	EA	\$	1,367.62	10
04000-01342	WARR VMAP LOAD BAL 1YR	EA	\$	786.54	10
04000-01344	VMAP LOAD BAL 440 BNDL	EA	\$	12,287.14	10
04000-01345	VMAP LOAD BAL 440	EA	\$	7,271.43	10
04000-01346	WARR VMAP LOAD BAL 440 UPDT 1YR	EA	\$	1,320.63	10
04000-01347	WARR VMAP LOAD BAL 440 RPLCMNT 1YR	EA	\$	1,698.41	10
04000-01350	CBL SVGA 75FT	EA	\$	42.86	10
04000-01492	WARR 24X7 ML330 1YR	EA	\$	600.79	10
04000-01496	WARR XW4200 9X5 4HR	EA	\$	451.08	10
04000-01498	WARR EXT ML310/3-4 3YR	EA	\$	1,332.38	10
04000-01499	WARR ML310/G3/G4 24X7 5YR	EA	\$	2,443.02	10
04000-01500	WARR Z200 XW43/44/46 3YR	EA	\$	471.92	10
04000-01501	WARR Z200 XW43/44/46 5YR	EA	\$	945.75	10
04000-01504	WARR 24X7 DC5700 5YR	EA	\$	824.44	10
04000-01506	WARR DDC2050 5YR	EA	\$	1,106.84	10
04000-01507	WARR DDP2000 5YR	EA	\$	475.71	10
04000-01508	WARR RPC 5YR	EA	\$	56.86	10
04000-01516	WARR 24X7 RP5700 5YR	EA	\$	902.16	10
04000-01524	WARR Z200 NBD 5YR	EA	\$	466.24	10

04000-01527	WARR MNTR CAREPAQS 4YR	EA	\$	51.17	10
04000-01528	WARR MNTR CAREPAQS 5YR	EA	\$	85.29	10
04000-01532	WARR 24X7 ML370/G4 1YR	EA	\$	1,580.67	10
04000-01533	WARR POST ML370/G5 1YR	EA	\$	1,546.56	10
04000-01534	WARR 24X7 ML310/5P 1YR	EA	\$	511.73	10
04000-01535	WARR 24X7 ML310/5 1YR	EA	\$	471.92	10
04000-01536	WARR 24X7 XW4100 1YR	EA	\$	924.90	10
04000-01537	WARR 24X7 ML310/4 1YR	EA	\$	456.76	10
04000-01541	WARR 24X7 ML330/G6 3YR	EA	\$	1,214.89	10
04000-01542	WARR 24X7 ML330/G6 5YR	EA	\$	2,190.95	10
04000-01543	WARR 24X7 DL380/G5 1YR	EA	\$	1,552.24	10
04000-01544	DELTA 44 MAT AUDIO CARD	EA	\$	869.84	10
04000-01546	WARR Z210 POST 1YR	EA	\$	708.84	10
04000-01548	WARR Z220 5YR	EA	\$	945.75	10
04000-01549	WARR POST ML350/G6 1YR	EA	\$	1,091.68	10
04000-01550	WARR POST ML370/G6 1YR	EA	\$	1,497.27	10
04000-01556	WARR 24X7 RP SFF 3YR	EA	\$	646.30	10
04000-01557	WARR 24X7 RP SFF 5YR	EA	\$	1,012.08	10
04000-01558	WARR NBD RP SFF 5YR	EA	\$	598.90	10
04000-01559	WARR POST DL380/G6 1YR	EA	\$	1,427.14	10
04000-01562	WARR 24X7 ML310E/G8 5YR	EA	\$	1,087.90	10
04000-01566	WARR 24X7 DL380G9 3YR	EA	\$	2,209.90	10
04000-01581	WARR NBD Z240 SPT POST 1 YR	EA	\$	295.67	10
04000-01587	WARR NBD Z220/230 WKST 5YR	EA	\$	369.57	10
04000-01589	WARR CPOST ZBOOK NBD 5YR G3 ONLY	EA	\$	542.06	10
04000-01591	WARR POST DL360G6 1YR	EA	\$	1,493.49	10
04000-01594	WARR NBD 600/705/800/805 G2/G3/G4/G5/G6 5YR	EA	\$	217.95	10
04000-01605	WARR NBD Z240/Z2 WKST 5YR	EA	\$	369.57	10
04000-01608	WARR POST ML350PG8 1YR	EA	\$	1,616.67	10
04000-01609	WARR POST ML310EG8 1YR	EA	\$	312.73	10
04000-01610	WARR POST 8570P NOTEBOOK 1YR	EA	\$	528.79	10
04000-01611	WARR POST ZBOOK15 1YR	EA	\$	528.79	10
04000-01612	WARR POST DL380/G7 1YR	EA	\$	1,673.02	10
04000-01619	WARR 24X7 DL380G10 3YR	EA	\$	3,991.46	10
04000-01620	WARR 24X7 DL380G10 5YR	EA	\$	10,571.90	10
04000-01621	WARR NBD DL380G10 5YR	EA	\$	5,568.35	10
04000-01622	WARR 24X7 ML110G10 3YR	EA	\$	824.44	10
04000-01623	WARR 24X7 ML110G10 5YR	EA	\$	2,223.17	10
04000-01624	WARR NBD ML110G10 5YR	EA	\$	1,214.89	10
04000-01625	WARR ZBOOK15 G5/G6 NBD 5YR	EA	\$	676.62	10
04000-01626	WARR 24X7 POST ML350G9 1YR	EA	\$	2,712.16	10
04000-01627	WARR 24X7 POST DL380G9 1YR	EA	\$	3,944.10	10
04000-01628	WARR 24X7 DL160G10 5YR	EA	\$	6,501.59	10
04000-01630	WARR ZBOOK15 G5/G6 NBD 3YR	EA	\$	360.10	10
04000-01631	WARR POST DL380PG8 1YR	EA	\$	3,090.79	10
04000-01632	WARR ZBOOK15 G7/G8/G9 NBD 3YR	EA	\$	485.08	10
04000-01633	WARR ZBOOK15 G7/G8 NBD 5YR	EA	\$	1,075.56	10
04000-01634	WARR 24X7 DL160G10 3YR	EA	\$	2,623.49	10
04000-01635	WARR NBD DL160G10 5YR	EA	\$	3,183.49	10
04000-01685	685I KEY EXP MOD	EA	\$	427.94	10
04000-01721	4-PORT ETHERNET DIGITAL I/O MODULE	EA	\$	604.44	10
04000-01751	TS-4 PORT TERMINAL SVR	EA	\$	1,142.86	10
04000-01752	TS-2 PORT TERMINAL SVR	EA	\$	650.79	10
04000-01753	TS-8 PORT TERM SVR DC	EA	\$	2,242.86	10
04000-01754	TS-16 PORT TERM SVR	EA	\$	2,323.81	10
04000-01755	IOLAN TERM SVR 8-PORT	EA	\$	911.11	10
04000-01756	IOLAN TERM SVR 16-PORT	EA	\$	2,163.49	10
04000-01757	4-PORT IOLAN DEVICE SVR	EA	\$	826.98	10
04000-01758	IOLAN TERM SVR 32-PORT	EA	\$	4,252.38	10
04000-01759	IOLAN TERM SVR 8-PORT	EA	\$	1,242.86	10
04000-01801	CBL FAN DB25M HD68 8-PORT	EA	\$	109.52	10
04000-01802	SIP AUDIO ALRTR	EA	\$	846.98	10
04000-01804	POE PWR INJECTOR	EA	\$	134.92	10
04000-01805	POE PWR INJECTOR	EA	\$	312.38	10

04000-01808	SWITCH KVM PS2/USB 8-PORT	EA	\$	449.21	10
04000-01810	SIP STROBE LIGHT	EA	\$	946.03	10
04000-01900	ROUTER 1921/K9 BNDL	EA	\$	1,487.30	10
04000-01901	RACK MNT KIT 1921 ROUTER	EA	\$	149.84	10
04000-01903	CBL ACU JKBX 3FT	EA	\$	34.92	10
04000-01911	ROUTER 1921 DATA LIC	EA	\$	1,096.83	10
04000-01914	ROUTER 1900 SEC LIC	EA	\$	1,153.97	10
04000-01914	ROUTER 1900 SEC LIC	EA	\$	1,153.97	10
04000-01915	WARR 1921 ROUTER NBD 1YR	EA	\$	164.89	10
04000-01916	WARR 1921 ROUTER NBD 2YR	EA	\$	318.41	10
04000-01917	WARR 1921 ROUTER NBD 3YR	EA	\$	462.44	10
04000-01918	WARR 1921 ROUTER NBD 4YR	EA	\$	644.40	10
04000-01919	WARR 1921 ROUTER NBD 5YR	EA	\$	786.54	10
04000-01921	ROUTER 1921/K9	EA	\$	1,361.27	10
04000-01922	WARR 1921 ROUTER 2YR 24X7	EA	\$	593.22	10
04000-01923	WARR 1921 ROUTER 3YR 24X7	EA	\$	864.25	10
04000-01925	WARR 1921 ROUTER 5YR 24X7	EA	\$	1,470.75	10
04000-01926	WARR 1921 ROUTER 1YR 24X7	EA	\$	310.83	10
04000-01927	WARR 1921 ROUTER 24X7 6YR	EA	\$	1,492.06	10
04000-01928	WARR 1921 ROUTER NBD 6YR	EA	\$	796.83	10
04000-01940	WARR 1921 ROUTER NBD 5YR	EA	\$	911.11	10
04000-02051	DKTP APPL PCI	EA	\$	2,174.60	10
04000-02080	ADPTR HDMI TO DVI-D	EA	\$	4.76	10
04000-02090	CBL HDMI 1.5FT BLK	EA	\$	4.76	10
04000-02180	CALL RECORD PRNTR SERIAL	EA	\$	365.08	10
04000-02378	CBL CRSSOVR ETHERNET 7FT	EA	\$	4.76	10
04000-02378	CBL CRSSOVR ETHERNET 7FT	EA	\$	4.76	10
04000-02380	REDUNDANT PWR SPLY 16TB NAS	EA	\$	512.70	10
04000-02401	HDWR FOR 23U CAB	EA	\$	25.40	10
04000-02420	CBL SER DB9F/DB9F 6FT	EA	\$	25.40	10
04000-02515	VHUD ARIES HW WARR 2YR	EA	\$	328.57	20
04000-02516	VHUD ARIES HW WARR 3YR	EA	\$	658.93	20
04000-02517	VHUD ARIES HW WARR 4YR	EA	\$	987.50	20
04000-02535	VHUD LEO HW WARR 2YR	EA	\$	608.93	20
04000-02536	VHUD LEO HW WARR 3YR	EA	\$	1,219.64	20
04000-02537	VHUD LEO HW WARR 4YR	EA	\$	1,828.57	20
04000-02616	VM1 PHN BNDL W/HDST	EA	\$	944.44	10
04000-02901	ROUTER 2900 UC LIC	EA	\$	801.59	10
04000-02901	ROUTER 2900 UC LIC	EA	\$	801.59	10
04000-02904	ROUTER 2911 DATA LIC	EA	\$	1,468.25	10
04000-02904	ROUTER 2911 DATA LIC	EA	\$	1,468.25	10
04000-02905	WARR 2911 ROUTER NBD 1YR	EA	\$	1,036.73	10
04000-02906	WARR 2911 ROUTER NBD 2YR	EA	\$	1,990.05	10
04000-02907	WARR 2911 ROUTER NBD 3YR	EA	\$	2,903.59	10
04000-02908	WARR 2911 ROUTER NBD 4YR	EA	\$	3,993.37	10
04000-02909	WARR 2911 ROUTER NBD 5YR	EA	\$	4,829.19	10
04000-02918	CBL RJ45-DB9F CONSOLE	EA	\$	44.44	10
04000-02918	CBL RJ45-DB9F CONSOLE	EA	\$	44.44	10
04000-02919	USB CONSOLE CBL	EA	\$	152.38	10
04000-02963	WARR 2960+ 24P 24X7 1YR	EA	\$	398.41	10
04000-02968	WARR 2960+ 24P 24X7 2YR	EA	\$	711.11	10
04000-02969	WARR 2960+ 24P 24X7 3YR	EA	\$	1,030.16	10
04000-02969	WARR 2960+ 24P 24X7 3YR	EA	\$	1,030.16	10
04000-02970	WARR 2960+ 24P 24X7 4YR	EA	\$	1,439.68	10
04000-02971	WARR 2960+ 24P 24X7 5YR	EA	\$	2,490.40	10
04000-02976	WARR 2960 24P NBD 6YR	EA	\$	969.84	10
04000-02981	WARR 2951 ROUTER NBD 1YR	EA	\$	2,262.97	10
04000-02982	WARR 2951 ROUTER NBD 2YR	EA	\$	4,275.76	10
04000-02983	WARR 2951 ROUTER NBD 3YR	EA	\$	6,135.03	10
04000-02984	WARR 2951 ROUTER NBD 4YR	EA	\$	8,515.52	10
04000-02985	WARR 2951 ROUTER NBD 5YR	EA	\$	10,340.67	10
04000-02992	WARR 2960 24P 2T 24X7 6YR	EA	\$	2,484.13	10
04000-03012	SECURE FIREWALL SG310	EA	\$	405.08	10
04000-03025	WARR FIREWALL CR15I 2YR	EA	\$	176.27	10

04000-03026	WARR FIREWALL CR15I 3YR	EA	\$	286.19	10
04000-03028	WARR FIREWALL CR15I 4YR	EA	\$	360.10	10
04000-03029	WARR FIREWALL CR15I 5YR	EA	\$	481.40	10
04000-03104	PAT MP104 FXS GW 4-PORT	EA	\$	1,293.65	10
04000-03114	MP114 FXS 4-PORT REV2	EA	\$	791.11	10
04000-03118	MP118 FXS 8-PORT REV2	EA	\$	982.54	10
04000-03530	PAT T1 GATEWAY 1SPN AC	EA	\$	17,773.97	10
04000-03531	TS-8 PORT TERM SVR PERLE	EA	\$	2,998.41	10
04000-03532	IOLAN RJ45F/DB25F ADPTR	EA	\$	30.16	10
04000-03533	IOLAN RJ45F/DB25F ADPTR 8PK	EA	\$	160.32	10
04000-03654	CISCO 3650-48TS-S SMARTNET EXT SVC 1YR	EA	\$	1,758.73	10
04000-04013	SRL ADPTR DKTP SFF	EA	\$	50.79	10
04000-04042	CBL 40G CU QSFP 2M CIS	EA	\$	101.59	10
04000-04221	ROUTER 4221/K9	EA	\$	1,888.89	10
04000-04222	ROUTER 4221 FND LIC	EA	\$	2,039.68	10
04000-04222	ROUTER 4221 FND LIC	EA	\$	2,039.68	10
04000-04227	ROUTER 4221 DNA ON-PREM SUB 5YR	EA	\$	2,295.24	10
04000-04232	WARR 4221 ROUTER NBD 3YR	EA	\$	639.68	10
04000-04233	WARR 4221 ROUTER NBD 5YR	EA	\$	1,061.90	10
04000-04237	WARR 4221 ROUTER 24X7 3YR	EA	\$	1,022.22	10
04000-04300	PERF DEMAND ROUTER LIC	EA	\$	2,214.29	10
04000-04301	ROUTER 4321/ISR BNDL W/1YR SPT	EA	\$	11,071.75	10
04000-04302	ROUTER 4321/ISR BNDL W/2YR SPT	EA	\$	12,005.08	10
04000-04303	ROUTER 4321/ISR BNDL W/3YR SPT	EA	\$	14,797.46	10
04000-04304	ROUTER 4321/ISR BNDL W/4YR SPT	EA	\$	13,834.92	10
04000-04305	ROUTER 4321/ISR BNDL W/5YR SPT	EA	\$	14,778.41	10
04000-04306	WAVE ISR 4331 BNDL W/ UC & SEC LICs CUBE-10	EA	\$	6,881.27	10
04000-04307	WAVE 4 PORT NETWORK INTERFACEW MODULE	EA	\$	2,780.95	10
04000-04311	ROUTER 4321/ISR BNDL SPT RNWL - 1YR	EA	\$	1,029.84	10
04000-04403	CBL SRL DB9M/DB9F 15FT	EA	\$	22.22	10
04000-05135	ADPTR DP (M) TO VGA (F)	EA	\$	39.68	10
04000-05205	CBL KVM USB 16FT	EA	\$	33.33	10
04000-05440	CBL USB EXT M/F 15FT	EA	\$	4.76	10
04000-05500	SRG PROTECTOR NTWK GND	EA	\$	120.63	10
04000-05500	SRG PROTECTOR NTWK GND	EA	\$	120.63	10
04000-05533	BLKBX TL553A-R3 DATASHARE	EA	\$	965.08	10
04000-06757	AASTRA 6757I SIP PHN	EA	\$	669.21	10
04000-06867	6867 IP PHN	EA	\$	282.54	10
04000-07070	KIT RJ45 ADPTRS	EA	\$	120.63	10
04000-07801	FOOTSTAND FOR M522 BLACK	EA	\$	21.59	10
04000-07801	FOOTSTAND FOR M522 BLACK	EA	\$	21.59	10
04000-07801	FOOTSTAND FOR M522 BLACK	EA	\$	21.59	10
04000-07863	WARR CPOST 8560P 3YR	EA	\$	164.89	10
04000-07864	WARR CPOST 8560P 4YR	EA	\$	269.84	10
04000-07865	CPOST 8560P WARR 5YR	EA	\$	487.30	10
04000-08179	DIGI DSPLY CLOCK 4IN POE	EA	\$	1,411.11	10
04000-08180	DIGI DSPLY AC PWR	EA	\$	141.27	10
04000-08180	DIGI DSPLY AC PWR	EA	\$	141.27	10
04000-08181	DIGI DSPLY CLOCK AND PWR	EA	\$	2,250.16	10
04000-08185	DISPLAY CLOCK 4IN LED	EA	\$	2,091.43	10
04000-08228	GPS ANTENNA SURG PROTECTR	EA	\$	446.03	10
04000-08230	GPS/GNSS OUTDOOR ANTENNA	EA	\$	665.40	10
04000-08231	GPS ANTENNA POST MT KIT	EA	\$	255.24	10
04000-08231	GPS ANTENNA POST MT KIT	EA	\$	255.24	10
04000-08236	GPS PVC POST MNT	EA	\$	194.29	10
04000-09002	NOKIA 5100-6100-7100 GPS	EA	\$	383.80	20
04000-09200	SWITCH 9200 24-PORT W/24X7 3YR	EA	\$	8,256.51	10
04000-09201	SWITCH 9200 24-PORT POE W/24X7 3YR	EA	\$	7,602.54	10
04000-09201	SWITCH 9200 24-PORT POE W/24X7 3YR	EA	\$	7,602.54	10
04000-09202	SWITCH 9200 48-PORT W/24X7 3YR	EA	\$	11,352.38	10
04000-09203	SWITCH 9200 48-PORT POE W/24X7 3YR	EA	\$	15,250.79	10
04000-09204	SWITCH 9200 SECONDARY PWR SUPPLY	EA	\$	868.57	10
04000-09205	SWITCH 9200 SECONDARY PWR SUPPLY CBL	EA	\$	55.87	10
04000-09206	SWITCH 9200 24-PORT W/24X7 5YR	EA	\$	8,859.68	10

04000-09207	SWITCH 9200 24-PORT POE W/24X7 5YR	EA	\$	10,237.46	10
04000-09208	SWITCH 9200 48-PORT W/24X7 5YR	EA	\$	15,328.25	10
04000-09209	SWITCH 9200 48-PORT POE W/24X7 5YR	EA	\$	20,565.08	10
04000-09210	SWITCH 9200 NETWORK EXP MOD - 10GB	EA	\$	2,816.51	10
04000-09211	SWITCH 9200 NETWORK EXP MOD 1GB	EA	\$	562.54	10
04000-09300	SWITCH 9300 24-PORT W/24X7 3YR	EA	\$	15,687.62	10
04000-09301	SWITCH 9300 24-PORT POE W/24X7 3YR	EA	\$	17,710.48	10
04000-09302	SWITCH 9300 48-PORT W/24X7 3YR	EA	\$	26,177.78	10
04000-09303	SWITCH 9300 48-PORT POE W/24X7 3YR	EA	\$	29,994.92	10
04000-09306	SWITCH 9300 24-PORT W/24X7 5YR	EA	\$	20,784.76	10
04000-09307	SWITCH 9300 24-PORT POE W/24X7 5YR	EA	\$	23,302.86	10
04000-09308	SWITCH 9300 48-PORT W/24X7 5YR	EA	\$	35,155.56	10
04000-09309	SWITCH 9300 48-PORT POE W/24X7 5YR	EA	\$	39,885.71	10
04000-09310	9300 4X1GE NTWK MOD SPARE	EA	\$	789.84	10
04000-09311	9300 4X10GE NTWK MOD SPARE	EA	\$	2,222.22	10
04000-09312	PWR SPLY 715W DC	EA	\$	782.22	10
04000-09483	NETCLOCK 9483	EA	\$	12,937.14	20
04000-09484	NETCLOCK 9483 + OCXO	EA	\$	9,616.07	20
04000-09487	NETCLOCK 3-PORT CARD	EA	\$	3,909.84	10
04000-09487	NETCLOCK 3-PORT CARD	EA	\$	3,909.84	10
04000-09492	ETHERNET DIST AMP + RS485 + 3-PORT	EA	\$	8,960.32	10
04000-09493	GPS TIME FREQUENCY SYNC	EA	\$	6,380.95	10
04000-0LX44	4-CHANNEL, PCI SOUND CARD	EA	\$	869.84	10
04000-10164	CBL OM4 FIBER AQUA 16.4FT	EA	\$	49.52	10
04000-10202	NON-SRG PWR STR 20AMP	EA	\$	300.00	10
04000-10500	ILO ADV SUBSCPT LIC 1YR	EA	\$	507.94	10
04000-10934	CBL PS/2 TO USB ADPTR	EA	\$	6.35	10
04000-12604	HDMI EXT/SPLTR LOCAL UNIT	EA	\$	580.32	10
04000-12610	HDMI EXT ACTIVE REM UNIT	EA	\$	351.75	10
04000-12851	NON-SRG PDU 20 AMP	EA	\$	325.40	10
04000-12960	SWITCH 2960-XR 48-PORT	EA	\$	12,864.76	10
04000-12961	WARR 2960-XR 48P 24X7 1YR	EA	\$	2,029.86	10
04000-12962	WARR 2960-XR 48P 24X7 2YR	EA	\$	3,991.46	10
04000-12963	WARR 2960-XR 48P 24X7 3YR	EA	\$	5,911.40	10
04000-12964	WARR 2960-XR 48P 24X7 4YR	EA	\$	7,655.06	10
04000-12965	WARR 2960-XR 48P 24X7 5YR	EA	\$	9,529.49	10
04000-12967	PWR SPLY 250W AC	EA	\$	542.86	10
04000-12970	PWR SPLY 250W AC	EA	\$	639.68	10
04000-12970	PWR SPLY 250W AC	EA	\$	639.68	10
04000-12971	WARR 2960-XR 48P NBD 1YR	EA	\$	1,013.98	10
04000-12972	WARR 2960-XR 48P NBD 2YR	EA	\$	2,029.86	10
04000-12973	WARR 2960-XR 48P NBD 3YR	EA	\$	3,032.46	10
04000-12974	WARR 2960-XR 48P NBD 4YR	EA	\$	3,904.29	10
04000-12975	WARR 2960-XR 48P NBD 5YR	EA	\$	4,842.44	10
04000-12976	WARR 2960-XR 24P 24X7 1YR	EA	\$	1,247.10	10
04000-12978	WARR 2960-XR 24P 24X7 2YR	EA	\$	2,516.94	10
04000-12979	WARR 2960-XR 24P 24X7 3YR	EA	\$	3,695.81	10
04000-12980	WARR 2960-XR 24P 24X7 4YR	EA	\$	4,768.54	10
04000-12981	WARR 2960-XR 24P 24X7 5YR	EA	\$	5,922.76	10
04000-12982	WARR 2960-XR 24P NBD 1YR	EA	\$	623.54	10
04000-12983	WARR 2960-XR 24P NBD 2YR	EA	\$	1,247.10	10
04000-12984	WARR 2960-XR 24P NBD 3YR	EA	\$	1,870.63	10
04000-12985	WARR 2960-XR 24P NBD 4YR	EA	\$	2,516.94	10
04000-12986	WARR 2960-XR 24P NBD 5YR	EA	\$	3,106.38	10
04000-12987	SWITCH 2960-XR POE 24-P	EA	\$	5,944.44	10
04000-12988	SWITCH 2960-XR 24P POE BNDL	EA	\$	5,984.13	10
04000-12989	PWR SPLY 640W 2960-XR POE	EA	\$	1,146.03	10
04000-12990	WARR 2960-XR POE 24P 24X7 1YR	EA	\$	1,415.78	10
04000-12991	WARR 2960-XR POE 24P 24X7 2YR	EA	\$	2,833.44	10
04000-12992	WARR 2960-XR POE 24P 24X7 3YR	EA	\$	4,171.52	10
04000-12993	WARR 2960-XR POE 24P 24X7 4YR	EA	\$	5,388.29	10
04000-12994	WARR 2960-XR POE 24P 24X7 5YR	EA	\$	6,697.94	10
04000-12B12	KVM SWITCH 12-PORT	EA	\$	2,074.60	10
04000-13007	WARR 2960-XR 48P NBD 6YR	EA	\$	4,904.76	10

04000-13009	WARR 2960-XR 24P NBD 6YR	EA	\$	3,123.81	10
04000-13010	CBL GPS ANTENNA 10FT	EA	\$	160.32	10
04000-13025	CBL GPS ANTENNA 25FT	EA	\$	396.19	10
04000-13050	CBL GPS ANTENNA 50FT	EA	\$	401.59	10
04000-13075	CBL GPS ANTENNA 75FT	EA	\$	844.44	10
04000-13125	CBL GPS ANTENNA 125FT	EA	\$	1,145.40	10
04000-13150	CBL GPS ANTENNA 150FT	EA	\$	847.62	10
04000-13175	CBL GPS ANTENNA 175FT	EA	\$	936.51	10
04000-13196	CBL DP M/M 1.5FT BLK	EA	\$	11.11	10
04000-13200	CBL GPS ANTENNA 200FT	EA	\$	1,683.81	10
04000-13359	CBL DP M/M 3FT BLK	EA	\$	12.70	10
04000-13362	CBL DP M/M 15FT BLK	EA	\$	17.46	10
04000-13363	CBL DP M/M 25FT BLK	EA	\$	33.02	10
04000-14320	WARR 4331 SEC/K9 NBD 1YR	EA	\$	1,071.75	10
04000-14322	WARR 4331 SEC/K9 NBD 3YR	EA	\$	3,004.44	10
04000-14324	WARR 4331 SEC/K9 NBD 5YR	EA	\$	5,235.56	10
04000-14325	WARR 4331 SEC/K9 24X7 1YR	EA	\$	1,715.56	10
04000-14327	WARR 4331 SEC/K9 24X7 3YR	EA	\$	4,704.76	10
04000-14329	WARR 4331 SEC/K9 24X7 5YR	EA	\$	8,276.83	10
04000-14341	WARR 4331 VSEC/K9 ROUTER NBD 1YR	EA	\$	1,586.03	10
04000-14342	WARR 4331 VSEC/K9 ROUTER NBD 2YR	EA	\$	3,168.25	10
04000-14343	WARR 4331 VSEC/K9 ROUTER NBD 3YR	EA	\$	4,667.94	10
04000-14344	WARR 4331 VSEC/K9 ROUTER NBD 4YR	EA	\$	6,166.35	10
04000-14345	WARR 4331 VSEC/K9 ROUTER NBD 5YR	EA	\$	7,666.03	10
04000-14350	ROUTER 4351/K9 2U	EA	\$	9,338.41	10
04000-14355	WARR 4351 ROUTER NBD 5YR	EA	\$	8,234.92	10
04000-14356	4351 ROUTER PERF ON DEMAND LIC	EA	\$	2,557.46	10
04000-14582	CBL VIDEO HDMI EXT 15FT	EA	\$	35.56	10
04000-15000	15000W VOLTAGE CONVERTER TRANSFORMER	EA	\$	308.57	10
04000-15220	PWR STRIP NON-SURGE 17IN	EA	\$	174.60	10
04000-16737	AASTRA 6737I PHN/ADPTR KIT	EA	\$	665.24	10
04000-16867	6867I PHN/ADPTR KIT	EA	\$	504.13	10
04000-20110	SECURE SPT 110 2YR	EA	\$	1,366.67	10
04000-20601	GND KIT FOR 8226	EA	\$	623.81	10
04000-22001	CASTER SET	EA	\$	219.05	10
04000-22960	SWITCH 2960-XR 48P POE BNDL	EA	\$	11,326.98	10
04000-22961	SWITCH 2960-XR POE 48-P	EA	\$	11,287.30	10
04000-22962	PWR 1025W 2960-XR 48-POE	EA	\$	1,765.08	10
04000-22963	WARR 2960-XR POE 48P 24X7 1YR	EA	\$	2,748.16	10
04000-22964	WARR 2960-XR POE 48P 24X7 2YR	EA	\$	5,337.13	10
04000-22965	WARR 2960-XR POE 48P 24X7 3YR	EA	\$	7,971.57	10
04000-22966	WARR 2960-XR POE 48P 24X7 4YR	EA	\$	10,405.11	10
04000-22967	WARR 2960-XR POE 48P 24X7 5YR	EA	\$	12,821.60	10
04000-22968	WARR 2960-XR POE 48P NBD 1YR	EA	\$	1,377.87	10
04000-22969	WARR 2960-XR POE 48P NBD 2YR	EA	\$	2,763.33	10
04000-22970	WARR 2960-XR POE 48P NBD 3YR	EA	\$	4,065.38	10
04000-22971	WARR 2960-XR POE 48P NBD 4YR	EA	\$	5,280.27	10
04000-22972	WARR 2960-XR POE 48P NBD 5YR	EA	\$	6,563.38	10
04000-22973	SWITCH 2960-XR 48P BNDL	EA	\$	9,103.17	10
04000-23200	ADPTR USB TO SERIAL	EA	\$	102.86	10
04000-25250	ADPTR NULL MODEM 25F/25F	EA	\$	12.70	10
04000-25250	ADPTR NULL MODEM 25F/25F	EA	\$	12.70	10
04000-25630	PDU 14-OUTLET TWIST LOCK 20 AMP	EA	\$	468.25	10
04000-25631	PDU 24-OUTLET TWST LOCK 20AMP	EA	\$	1,089.52	10
04000-26600	ADPTR MINI DP TO DP	EA	\$	22.22	10
04000-26957	ADPTR DISPLAY PORT-VGA	EA	\$	84.13	10
04000-26957	ADPTR DISPLAY PORT-VGA	EA	\$	84.13	10
04000-26958	ADPTR DISPLAY PORT-DVI D	EA	\$	71.11	10
04000-26959	ADPTR CBL MINI DISPLAY/DISPLAY PORT	EA	\$	33.33	10
04000-26960	DISPLAY PORT EMULATOR - 3PK	EA	\$	69.84	10
04000-29601	WARR 2960+ POE 24P 24X7 1YR	EA	\$	1,073.02	10
04000-29602	WARR 2960+ POE 24P 24X7 2YR	EA	\$	2,057.14	10
04000-29603	WARR 2960+ POE 24P 24X7 3YR	EA	\$	2,987.30	10
04000-29604	WARR 2960+ POE 24P 24X7 4YR	EA	\$	4,182.54	10

04000-29605	WARR 2960+ POE 24P 24X7 5YR	EA	\$	5,088.89	10
04000-29606	WARR 2960+ 48P 24X7 1YR	EA	\$	1,214.29	10
04000-29607	WARR 2960+ 48P 24X7 2YR	EA	\$	2,057.14	10
04000-29608	WARR 2960+ 48P 24X7 3YR	EA	\$	2,955.56	10
04000-29609	WARR 2960+ 48P 24X7 4YR	EA	\$	4,182.54	10
04000-29610	WARR 2960+ 48P 24X7 5YR	EA	\$	5,088.89	10
04000-29611	WARR 2960+ 24P NBD 1YR	EA	\$	168.25	10
04000-29612	WARR 2960+ 24P NBD 2YR	EA	\$	404.76	10
04000-29613	WARR 2960+ 24P NBD 3YR	EA	\$	471.43	10
04000-29614	WARR 2960+ 24P NBD 4YR	EA	\$	660.32	10
04000-29615	WARR 2960+ 24P NBD 5YR	EA	\$	957.11	10
04000-29623	SWITCH 2960 PLUS/CBL 48-PORT	EA	\$	2,861.90	10
04000-29624	WARR 2960+ 48P NBD 1YR	EA	\$	292.06	10
04000-29625	WARR 2960+ 48P NBD 2YR	EA	\$	560.32	10
04000-29626	WARR 2960+ 48P NBD 3YR	EA	\$	812.70	10
04000-29627	WARR 2960+ 48P NBD 4YR	EA	\$	1,133.33	10
04000-29628	WARR 2960+ 48P NBD 5YR	EA	\$	1,384.13	10
04000-29635-P	SWITCH 2960+ 48-PORT	EA	\$	2,819.05	10
04000-29638-X	SWITCH 2960-X+CBL 24-PORT	EA	\$	4,187.94	10
04000-29639-X	SWITCH 2960-X POE+CBL 24-P	EA	\$	5,423.49	10
04000-29640-X	SWITCH 2960-X 24-PORT	EA	\$	2,831.75	10
04000-29656-X	SWITCH 2960-X 48-PORT	EA	\$	4,866.67	10
04000-29666-X	SWITCH 2960-X +CBL 48-PORT	EA	\$	9,546.67	10
04000-29667-X	SWITCH 2960-X POE+CBL 48-P	EA	\$	9,723.17	10
04000-29669	STACK MODULE/CBL 2960-X KIT	EA	\$	2,003.81	10
04000-29669	STACK MODULE/CBL 2960-X KIT	EA	\$	2,003.81	10
04000-29676	WARR 2960-X 24P NBD 1YR	EA	\$	324.10	10
04000-29677	WARR 2960-X 24P NBD 2YR	EA	\$	648.19	10
04000-29678	WARR 2960-X 24P NBD 3YR	EA	\$	972.29	10
04000-29679	WARR 2960-X 24P NBD 4YR	EA	\$	1,298.27	10
04000-29680	WARR 2960-X 24P NBD 5YR	EA	\$	1,624.25	10
04000-29681	WARR 2960-X 48P 24X7 1YR	EA	\$	1,190.24	10
04000-29682	WARR 2960-X 48P 24X7 2YR	EA	\$	2,380.48	10
04000-29683	WARR 2960-X 48P 24X7 3YR	EA	\$	3,532.81	10
04000-29684	WARR 2960-X 48P 24X7 4YR	EA	\$	4,652.92	10
04000-29685	WARR 2960-X 48P 24X7 5YR	EA	\$	5,786.32	10
04000-29686	WARR 2960-X 48P NBD 1YR	EA	\$	593.22	10
04000-29687	WARR 2960-X 48P NBD 2YR	EA	\$	1,190.24	10
04000-29688	WARR 2960-X 48P NBD 3YR	EA	\$	1,785.37	10
04000-29689	WARR 2960-X 48P NBD 4YR	EA	\$	2,380.48	10
04000-29690	WARR 2960-X 48P NBD 5YR	EA	\$	2,971.81	10
04000-29691	WARR 2960-X POE 24P 24X7 1YR	EA	\$	904.05	10
04000-29692	WARR 2960-X POE 24P 24X7 2YR	EA	\$	1,811.90	10
04000-29693	WARR 2960-X POE 24P 24X7 3YR	EA	\$	2,727.32	10
04000-29694	WARR 2960-X POE 24P 24X7 4YR	EA	\$	3,583.98	10
04000-29695	WARR 2960-X POE 24P 24X7 5YR	EA	\$	4,442.56	10
04000-29696	WARR 2960-X POE 24P NBD 1YR	EA	\$	451.08	10
04000-29697	WARR 2960-X POE 24P NBD 2YR	EA	\$	904.05	10
04000-29698	WARR 2960-X POE 24P NBD 3YR	EA	\$	1,360.81	10
04000-29699	WARR 2960-X POE 24P NBD 4YR	EA	\$	1,811.90	10
04000-29700	WARR 2960-X POE 24P NBD 5YR	EA	\$	2,264.86	10
04000-29701	WARR 2960-X POE 48P 24X7 1YR	EA	\$	1,586.35	10
04000-29702	WARR 2960-X POE 48P 24X7 2YR	EA	\$	3,157.56	10
04000-29703	WARR 2960-X POE 48P 24X7 3YR	EA	\$	4,654.83	10
04000-29704	WARR 2960-X POE 48P 24X7 4YR	EA	\$	6,157.78	10
04000-29705	WARR 2960-X POE 48P 24X7 5YR	EA	\$	7,662.63	10
04000-29706	WARR 2960-X POE 48P NBD 1YR	EA	\$	792.22	10
04000-29707	WARR 2960-X POE 48P NBD 2YR	EA	\$	1,586.35	10
04000-29708	WARR 2960-X POE 48P NBD 3YR	EA	\$	2,380.48	10
04000-29709	WARR 2960-X POE 48P NBD 4YR	EA	\$	3,157.56	10
04000-29710	WARR 2960-X POE 48P NBD 5YR	EA	\$	3,909.97	10
04000-29712	WARR 2960-X 48P 24X7 6YR	EA	\$	5,842.86	10
04000-29713	WARR 2960-X 48P NBD 6YR	EA	\$	2,985.71	10
04000-29716	WARR 2960-X 24P 24X7 5YR	EA	\$	5,212.03	10

04000-29717	WARR 2960-X 24P 24X7 1YR	EA	\$	1,137.17	10
04000-29718	WARR 2960-X 24P 24X7 2YR	EA	\$	2,187.16	10
04000-29719	WARR 2960-X 24P 24X7 3YR	EA	\$	3,201.14	10
04000-29720	STACK MODULE 2960-X	EA	\$	1,452.70	10
04000-29721	CBL 2960-X STACK MOD 3FT	EA	\$	256.51	10
04000-29722	WARR 2960-X 24P 24X7 4YR	EA	\$	4,205.63	10
04000-29726	WARR 2960+ POE 24P NBD 1YR	EA	\$	301.59	10
04000-29727	WARR 2960+ POE 24P NBD 2YR	EA	\$	604.76	10
04000-29728	WARR 2960+ POE 24P NBD 3YR	EA	\$	904.76	10
04000-29729	WARR 2960+ POE 24P NBD 4YR	EA	\$	1,193.65	10
04000-29730	WARR 2960+ POE 24P NBD 5YR	EA	\$	1,492.06	10
04000-29731	WARR 2960+ POE 48P NBD 1YR	EA	\$	519.05	10
04000-29732	WARR 2960+ POE 48P NBD 2YR	EA	\$	1,034.92	10
04000-29733	WARR 2960+ POE 48P NBD 3YR	EA	\$	1,552.38	10
04000-29734	WARR 2960+ POE 48P NBD 4YR	EA	\$	2,047.62	10
04000-29735	WARR 2960+ POE 48P NBD 5YR	EA	\$	2,552.38	10
04000-29970	WARR 2960+ POE 48P 24X7 1YR	EA	\$	636.19	10
04000-29971	WARR 2960+ POE 48P 24X7 2YR	EA	\$	1,173.02	10
04000-29972	WARR 2960+ POE 48P 24X7 3YR	EA	\$	1,690.48	10
04000-29973	WARR 2960+ POE 48P 24X7 4YR	EA	\$	2,252.38	10
04000-29974	WARR 2960+ POE 48P 24X7 5YR	EA	\$	2,861.90	10
04000-30181	USB/SRL HUB	EA	\$	521.90	10
04000-30182	USB TO SERIAL HUB KIT	EA	\$	517.46	10
04000-31222	WARR 24X7 PHN SPT NAS SVR 5YR	EA	\$	3,204.76	10
04000-31280	ADPTR RJ45F/DB25M DCE 8PK	EA	\$	142.86	10
04000-31281	ADPTR RJ45F/DB25M	EA	\$	29.21	10
04000-31910	UPGD KIT SVR 2016 1450 NAS	EA	\$	1,155.56	10
04000-31911	WKSTN BLANK SLOT	PK	\$	17.78	10
04000-36500	SWITCH 3650-E 24-PORT	EA	\$	9,107.94	10
04000-36501	WARR 3650-E 24P NBD 1YR	EA	\$	1,364.60	10
04000-36502	WARR 3650-E 24P NBD 2YR	EA	\$	2,738.70	10
04000-36503	WARR 3650-E 24P NBD 3YR	EA	\$	4,029.37	10
04000-36504	WARR 3650-E 24P NBD 4YR	EA	\$	5,321.95	10
04000-36505	WARR 3650-E 24P NBD 5YR	EA	\$	6,612.65	10
04000-36507	SWITCH 3650-E 24-P BNDL	EA	\$	20,344.13	10
04000-36508	WARR 3650 24P NBD 6YR	EA	\$	6,680.95	10
04000-36511	WARR 3650-E 24P 24X7 1YR	EA	\$	2,740.59	10
04000-36512	WARR 3650-E 24P 24X7 2YR	EA	\$	5,325.75	10
04000-36513	WARR 3650-E 24P 24X7 3YR	EA	\$	7,910.92	10
04000-36514	WARR 3650-E 24P 24X7 4YR	EA	\$	10,050.70	10
04000-36515	WARR 3650-E 24P 24X7 5YR	EA	\$	12,524.05	10
04000-36519	SWITCH 3650-E 48-PORT BNDL	EA	\$	17,834.92	10
04000-36520	SWITCH 3650-E 48-PORT	EA	\$	17,278.73	10
04000-36521	WARR 3650-E 48P NBD 1YR	EA	\$	2,117.03	10
04000-36522	WARR 3650-E 48P NBD 2YR	EA	\$	4,160.16	10
04000-36523	WARR 3650-E 48P NBD 3YR	EA	\$	6,161.57	10
04000-36524	WARR 3650-E 48P NBD 4YR	EA	\$	7,986.73	10
04000-36525	WARR 3650-E 48P NBD 5YR	EA	\$	9,946.46	10
04000-36526	WARR 3650 48P 24X7 1YR	EA	\$	4,139.30	10
04000-36527	WARR 3650-E 48P 24X7 2YR	EA	\$	8,121.30	10
04000-36528	WARR 3650-E 48P 24X7 3YR	EA	\$	12,101.40	10
04000-36529	WARR 3650-E 48P 24X7 4YR	EA	\$	15,728.98	10
04000-36530	WARR 3650-E 48P 24X7 5YR	EA	\$	19,621.89	10
04000-36537	WARR 3650-S 24P NBD 1YR	EA	\$	612.17	10
04000-36538	WARR 3650-S 24P NBD 2YR	EA	\$	1,222.46	10
04000-36539	WARR 3650-S 24P NBD 3YR	EA	\$	1,526.98	10
04000-36540	WARR 3650-S 24P NBD 4YR	EA	\$	2,403.22	10
04000-36541	WARR 3650-S 24P NBD 5YR	EA	\$	2,981.29	10
04000-36542	WARR 3650-S 24P 24X7 1YR	EA	\$	1,222.46	10
04000-36543	WARR 3650-S 24P 24X7 2YR	EA	\$	2,444.92	10
04000-36544	WARR 3650-S 24P 24X7 3YR	EA	\$	3,602.94	10
04000-36545	WARR 3650-S 24P 24X7 4YR	EA	\$	4,702.21	10
04000-36546	WARR 3650-S 24P 24X7 5YR	EA	\$	5,807.14	10
04000-36551	SWITCH 3650-S 24-PORT POE BNDL	EA	\$	6,488.89	10

04000-36552	WARR 3650-S 24P POE NBD 1YR	EA	\$	716.41	10
04000-36553	WARR 3650-S 24P POE NBD 2YR	EA	\$	1,430.95	10
04000-36554	WARR 3650-S 24-PORT POE NBD 3YR	EA	\$	2,147.35	10
04000-36555	WARR 3650-S 24P POE NBD 4YR	EA	\$	2,863.78	10
04000-36556	WARR 3650-S 24P POE NBD 5YR	EA	\$	3,540.40	10
04000-36557	WARR 3650-S 24P POE 24X7 1YR	EA	\$	1,430.95	10
04000-36558	WARR 3650-S 24P POE 24X7 2YR	EA	\$	2,863.78	10
04000-36559	WARR 3650-S 24P POE 24X7 3YR	EA	\$	4,217.02	10
04000-36560	WARR 3650-S 24P POE 24X7 4YR	EA	\$	5,572.14	10
04000-36561	WARR 3650-S 24P POE 24X7 5YR	EA	\$	6,925.37	10
04000-37600	CALL RECORDING INTFC	EA	\$	450.79	10
04000-38056	DRAWER KYBD CPQ	EA	\$	449.21	10
04000-38500	SWITCH 3850 FIBER 12-PORT	EA	\$	14,179.37	10
04000-38511	SWITCH 3850 FIBER 12-PORT BNDL	EA	\$	15,125.40	10
04000-38512	SWITCH 3850 CPR 24-PORT	EA	\$	12,631.11	10
04000-38517	WARR 3850 24-PORT CPR 24X7 5YR	EA	\$	11,830.16	10
04000-38523	SWITCH 3850 CPR 24-PORT BNDL	EA	\$	13,577.78	10
04000-38524	PWR SPLY AC 350W - 3850 SWITCH	EA	\$	900.00	10
04000-38525	4-PORT EXP MOD 3850 SWITCH	EA	\$	692.06	10
04000-42000	FXS-O QUAD PORT MOD	EA	\$	629.84	10
04000-42001	FXO GATEWAY 4-PORT	EA	\$	1,266.67	10
04000-42002	FXS GATEWAY 4-PORT	EA	\$	1,144.44	10
04000-44318	GIS DATA HUB ADV TIER 3 MULTI AGG	EA	\$	10,053.97	10
04000-46001	VMAP LOCAL PREM SPT 1YR	EA	\$	-	
04000-46002	VMAP LOCAL PREM SPT 2YR	EA	\$	-	
04000-46003	VMAP LOCAL PREM SPT 3YR	EA	\$	-	
04000-46004	VMAP LOCAL PREM SPT 4YR	EA	\$	-	
04000-46005	VMAP LOCAL PREM SPT 5YR	EA	\$	-	
04000-46006	VMAP LOCAL BASE SPT 1YR	EA	\$	-	
04000-46007	VMAP LOCAL BASE SPT 2YR	EA	\$	-	
04000-46008	VMAP LOCAL BASE SPT 3YR	EA	\$	-	
04000-46009	VMAP LOCAL BASE SPT 4YR	EA	\$	-	
04000-46010	VMAP LOCAL BASE SPT 5YR	EA	\$	-	
04000-46011	VMAP LOCAL BASE-PREM SPT 1YR	EA	\$	-	
04000-46012	VMAP LOCAL BASE-PREM SPT 2YR	EA	\$	-	
04000-46013	VMAP LOCAL BASE-PREM SPT 3YR	EA	\$	-	
04000-46014	VMAP LOCAL BASE-PREM SPT 4YR	EA	\$	-	
04000-46015	VMAP LOCAL BASE-PREM SPT 5YR	EA	\$	-	
04000-47004	SPT DIS RCVR PRE SVR 1YR	EA	\$	525.56	10
04000-47005	SPT DIS RCVR PRE SVR 2YR	EA	\$	525.56	10
04000-47006	SPT DIS RCVR PRE SVR 3YR	EA	\$	1,049.37	10
04000-47007	SPT DIS RCVR PRE SVR 4YR	EA	\$	1,574.92	10
04000-47008	SPT DIS RCVR PRE SVR 5YR	EA	\$	2,098.73	10
04000-47009	SPT DIS RCVR PRE WKST 1YR	EA	\$	33.17	10
04000-47010	SPT DIS RCVR PRE WKST 2YR	EA	\$	33.17	10
04000-47011	SPT DIS RCVR PRE WKST 3YR	EA	\$	66.35	10
04000-47012	SPT DIS RCVR PRE WKST 4YR	EA	\$	99.52	10
04000-47013	SPT DIS RCVR PRE WKST 5YR	EA	\$	132.70	10
04000-47014	DIS RCVR DEDUP SVR LIC	EA	\$	177.78	10
04000-47015	DIS RCVR DEDUP WKST LIC	EA	\$	18.95	10
04000-47016	SPT D RCV SVR DEDUP 1YR	EA	\$	85.54	10
04000-47017	SPT D RCV SVR DEDUP 2YR	EA	\$	85.54	10
04000-47018	SPT D RCV SVR DEDUP 3YR	EA	\$	171.11	10
04000-47019	SPT D RCV SVR DEDUP 4YR	EA	\$	256.67	10
04000-47020	SPT DIS RCVR SVR DEDUP 5YR	EA	\$	342.22	10
04000-47021	SPT D RCV WKST DEDUP 1YR	EA	\$	10.49	10
04000-47022	SPT D RCV WKST DEDUP 2YR	EA	\$	10.49	10
04000-47023	SPT D RCV WKST DEDUP 3YR	EA	\$	20.95	10
04000-47024	SPT D RCV WKST DEDUP 4YR	EA	\$	31.44	10
04000-47025	SPT DIS RCVR WKST DEDUP 5Y	EA	\$	41.90	10
04000-47026	SPT DIS RCVR WKST RNWL 1YR	EA	\$	33.17	10
04000-47027	SPT DR WKST DUP RNWL 1YR	EA	\$	8.73	10
04000-47028	SPT DIS RCVR SVR RNWL 1YR	EA	\$	415.56	10
04000-47029	SPT DR SVR DUP RNWL 1YR	EA	\$	85.54	10

04000-47031	SPT DIS RCVR VIRT SVR 1YR	EA	\$	671.43	10
04000-47038	DIS RCVR WKST LIC	EA	\$	117.51	10
04000-47041R	SPT DIS RCVR SVR RNWL 1YR	EA	\$	733.35	10
04000-47046R	SPT DIS RCV WKST RNWL 1YR	EA	\$	41.90	10
04000-47047	SPT DIS RCV WKST 2YR	EA	\$	41.90	10
04000-47047R	SPT DIS RCV WKST RNWL 2YR	EA	\$	83.81	10
04000-47048	SPT DIS RCV WKST 3YR	EA	\$	83.81	10
04000-47048R	SPT DIS RCV WKST RNWL 3YR	EA	\$	123.97	10
04000-47049	SPT DIS RCV WKST 4YR	EA	\$	123.97	10
04000-47049R	SPT DIS RCV WKST RNWL 4YR	EA	\$	165.87	10
04000-47050	SPT DIS RCV WKST 5YR	EA	\$	165.87	10
04000-47050R	SPT DIS RCV WKST RNWL 5YR	EA	\$	207.78	10
04000-47051R	SPT DR VIRT SVR RNWL 1YR	EA	\$	710.63	10
04000-47060	DIS RCVR SVR LIC	EA	\$	3,589.84	10
04000-47061	SPT DIS RCV SVR 1YR	EA	\$	857.49	10
04000-47062	SPT DIS RCV SVR 2YR	EA	\$	1,714.98	10
04000-47063	SPT DIS RCV SVR 3YR	EA	\$	2,570.14	10
04000-47064	SPT DIS RCV SVR 4YR	EA	\$	3,380.84	10
04000-47065	SPT DIS RCV SVR 5YR	EA	\$	4,191.54	10
04000-47070	DIS RCVR VIRT SVR LIC	EA	\$	3,354.92	10
04000-47071	SPT DIS RCV VIRT SVR 1YR	EA	\$	802.51	10
04000-47072	SPT DIS RCV VIRT SVR 2YR	EA	\$	1,603.86	10
04000-47073	SPT DIS RCV VIRT SVR 3YR	EA	\$	2,413.38	10
04000-47074	SPT DIS RCV VIRT SVR 4YR	EA	\$	3,171.44	10
04000-47075	SPT DIS RCV VIRT SVR 5YR	EA	\$	3,929.49	10
04000-50033	SEISMIC BRACING KIT	EA	\$	41.27	10
04000-51028	PWR SPLY 6867 PHN	EA	\$	46.98	10
04000-52110	CBL VIDEO DVI 5M EXT	EA	\$	39.68	10
04000-52111	CBL VIDEO DVI 5M EXT	EA	\$	47.62	10
04000-60001	ESXI 6.0U2 UPGD KEYCODE	EA	\$	-	
04000-60612	CBL KVM USB 20FT	EA	\$	176.19	10
04000-60614	CBL KVM PS/2 PC	EA	\$	88.89	10
04000-60616	CBL KVM PS/2 PC 20FT	EA	\$	131.75	10
04000-60735	CBL KVM USB 6FT	EA	\$	30.48	10
04000-60825	PTT HEADSET ADPTR BLK	EA	\$	264.13	10
04000-64503	ADPTR CTI	EA	\$	119.05	10
04000-64503	ADPTR CTI	EA	\$	119.05	10
04000-64508	ACCESSORY CONNECTION MOD	EA	\$	47.62	10
04000-67022	GPS CBL CONN	EA	\$	82.54	10
04000-68001	V-SVR OS BASIC PER CPU	EA	\$	477.78	10
04000-68002	V-SVR OS FND PER CPU	EA	\$	801.59	10
04000-68003	V-SVR OS STD PER CPU	EA	\$	1,609.52	10
04000-68005	V-SVR BASIC SPT 1YR	EA	\$	150.79	10
04000-68005-RNWL	V-SVR BASIC RNWL SPT 1YR	EA	\$	150.79	10
04000-68006	V-SVR BASIC SPT 2YR	EA	\$	301.59	10
04000-68006-RNWL	V-SVR BASIC RNWL SPT 2YR	EA	\$	301.59	10
04000-68007	V-SVR BASIC SPT 3YR	EA	\$	453.97	10
04000-68007-RNWL	V-SVR BASIC RNWL SPT 3YR	EA	\$	453.97	10
04000-68008	V-SVR BASIC SPT 4YR	EA	\$	604.76	10
04000-68008-RNWL	V-SVR BASIC RNWL SPT 4YR	EA	\$	604.76	10
04000-68009	V-SVR BASIC SPT 5YR	EA	\$	755.56	10
04000-68009-RNWL	V-SVR BASIC RNWL SPT 5YR	EA	\$	755.56	10
04000-68010	V-SVR FND SPT 1YR	EA	\$	252.38	10
04000-68010-RNWL	V-SVR FND RNWL SPT 1YR	EA	\$	252.38	10
04000-68011	V-SVR FND SPT 2YR	EA	\$	503.17	10
04000-68011-RNWL	V-SVR FND RNWL SPT 2YR	EA	\$	503.17	10
04000-68012	V-SVR FND SPT 3YR	EA	\$	755.56	10
04000-68012-RNWL	V-SVR FND RNWL SPT 3YR	EA	\$	755.56	10
04000-68013	V-SVR FND SPT 4YR	EA	\$	1,007.94	10
04000-68013-RNWL	V-SVR FND RNWL SPT 4YR	EA	\$	1,007.94	10
04000-68014	V-SVR FND SPT 5YR	EA	\$	1,258.73	10
04000-68014-RNWL	V-SVR FND RNWL SPT 5YR	EA	\$	1,258.73	10
04000-68015	V-SVR STD SPT 1YR	EA	\$	630.16	10
04000-68015-RNWL	V-SVR STD RNWL SPT 1YR	EA	\$	630.16	10

04000-68016	V-SVR STD SPT 2YR	EA	\$	1,049.21	10
04000-68016-RNWL	V-SVR STD RNWL SPT 2YR	EA	\$	1,049.21	10
04000-68017	V-SVR STD SPT 3YR	EA	\$	1,573.02	10
04000-68017-RNWL	V-SVR STD RNWL SPT 3YR	EA	\$	1,573.02	10
04000-68018	V-SVR STD SPT 4YR	EA	\$	2,115.87	10
04000-68018-RNWL	V-SVR STD RNWL SPT 4YR	EA	\$	2,115.87	10
04000-68019	V-SVR STD SPT 5YR	EA	\$	2,611.11	10
04000-68019-RNWL	V-SVR STD RNWL SPT 5YR	EA	\$	2,611.11	10
04000-68025	V-SVR BASIC SPT 6YR	EA	\$	906.35	10
04000-68026	V-SVR STD SPT 6YR	EA	\$	3,241.27	10
04000-68027	V-SVR MGMT CTR SPT 6YR	EA	\$	13,776.19	10
04000-68028	V-SVR BASIC SPT 7YR	EA	\$	1,063.49	10
04000-68030	V-SVR ENT PLUS PER PROC	EA	\$	5,834.92	10
04000-68031	V-SVR ENT PLUS SPT 1YR	EA	\$	1,412.70	10
04000-68032	V-SVR ENT PLUS SPT 2YR	EA	\$	2,801.59	10
04000-68033	V-SVR ENT PLUS SPT 3YR	EA	\$	4,136.51	10
04000-68034	V-SVR ENT PLUS SPT 4YR	EA	\$	5,471.43	10
04000-68035	V-SVR ENT PLUS SPT 5YR	EA	\$	6,807.94	10
04000-68036	V-SVR MGMT CTR PER SYS	EA	\$	10,931.75	10
04000-68037	V-SVR MGMT CTR SPT 1YR	EA	\$	2,845.71	10
04000-68037-RNWL	V-SVR MG CTR RNWL SPT 1YR	EA	\$	2,845.71	10
04000-68038	V-SVR MGMT CTR SPT 2YR	EA	\$	5,541.59	10
04000-68038-RNWL	V-SVR MG CTR RNWL SPT 2YR	EA	\$	5,541.59	10
04000-68039	V-SVR MGMT CTR SPT 3YR	EA	\$	8,236.19	10
04000-68039-RNWL	V-SVR MG CTR RNWL SPT 3YR	EA	\$	8,236.19	10
04000-68040	V-SVR MGMT CTR SPT 4YR	EA	\$	10,933.33	10
04000-68040-RNWL	V-SVR MG CTR RNWL SPT 4YR	EA	\$	10,933.33	10
04000-68041	V-SVR MGMT CTR SPT 5YR	EA	\$	13,629.21	10
04000-68041-RNWL	V-SVR MG CTR RNWL SPT 5YR	EA	\$	13,629.21	10
04000-76641	MCAFFEE ANTI-VIRUS LIC	EA	\$	218.41	10
04000-77001	500GB SATA SSD	EA	\$	311.11	10
04000-77002	6PORT HD GE WAN SERVICE MODULE	EA	\$	17,201.27	10
04000-80011	IP PHONE WALL MNT KIT	EA	\$	55.87	10
04000-81008	VM APP 8 X CPU CORES	EA	\$	12,256.51	10
04000-81009	VM APP 8 X CPU CORES SPT 5YRS	EA	\$	14,980.32	10
04000-81010	POWER STRIP 4-OUTLET	EA	\$	177.78	10
04000-81011	8-IN HDMI DVI-D DBL ADPT	EA	\$	35.56	10
04000-81012	HEADSET JACKBOX SPACERS	EA	\$	78.73	10
04000-81013	ADDER PRO4 KM SWITCH	EA	\$	1,636.83	10
04000-81014	ADDER PRO8 KM SWITCH	EA	\$	2,783.49	10
04000-81015	WKSTN CABINETS	EA	\$	4,176.51	10
04000-81016	WKSTN MNTR ARMS	EA	\$	1,097.14	10
04000-81017	SQL SVR ENT RUNTIME 2019 4-CORE	EA	\$	12,704.76	10
04000-81018	SQL SVR ENT RUNTIME 2019 2-CORE ADDTL LIC	EA	\$	12,703.49	10
04000-81019	MIS SQL LICENSING	EA	\$	127,028.57	10
04000-81021	USB TO ETHERNET ADPTR Z2 G5 MINI	EA	\$	80.00	10
04000-81022	MNT CPU BRCKT	EA	\$	849.52	10
04000-81032	SDE CAD CISCO CATALYST 9407R CHASSIS SWITCH	EA	\$	189,550.48	10
04000-81036	ADAPTASPACE INSTALL LABOR	EA	\$	10,185.40	10
04000-81044	CATALYST 9410R PSAC1 LAN	EA	\$	352,779.68	10
04000-81045	CATALYST 9300 48P PSAC1 LAN	EA	\$	34,726.35	10
04000-81046	NEXUS 93180YC-FX PSAC1 LAN	EA	\$	138,873.65	10
04000-81047	CATALYST 9410R PSAC2 LAN	EA	\$	350,626.03	10
04000-81048	CATALYST 9300 48P PSAC2 LAN	EA	\$	34,726.35	10
04000-81049	NEXUS 93180YC-FX PSAC2 LAN	EA	\$	138,873.65	10
04000-81051	CAT6 PATCH CBL BLCK 20FT	EA	\$	13.97	10
04000-81052	DUPLEX MULTIMODE OM4 CBL AQUA 7M	EA	\$	43.17	10
04000-81053	DUPLEX MULTIMODE OM4 SDE CBL AQUA 7M	EA	\$	43.17	10
04000-81054	LAN PATCH PSAC1/PSAC2 CBL BLCK 20FT	EA	\$	22.86	10
04000-81056	IOGEAR 2PT KVM	EA	\$	740.32	10
04000-85000	PYXIS SPT RNWL - 1 YR	EA	\$	15.24	10
04000-90001	24-PORT 1U RACKMOUNT	EA	\$	105.40	10
04000-90002	24-PORT FIBER 1U PATCH PANEL	EA	\$	163.81	10
04000-90003	3650 STACK MOD CBL 3FT	EA	\$	194.29	10

04000-90004	DEVICE SERIAL ADPTR 4-PORT	EA	\$	242.54	10
04000-90005	DUAL NIC PCIE ETHERNET ADPTR	EA	\$	339.05	10
04000-90010	3650 STACK MOD CBL 10FT	EA	\$	290.79	10
04000-93010	9300 SFP+ NETWORK MODULE	EA	\$	4,649.21	10
04000-93011	9300 STACKING CABLE 50CM	EA	\$	185.71	10
04000-96006	CBL STRGHT WRD RJ14 6FT	EA	\$	11.11	10
04000-KEYCODE	04000-KEYCODE	EA	\$	8,333.33	10
04000-RMU19	BRKT 19IN RACK ARBITR 8P	EA	\$	47.62	10
04000-RMUC19	BRKT 19 RACK MTG 2U	EA	\$	73.02	10
04400-00405	E911 INTERNAL UPS BAT REP	EA	\$	561.90	10
04400-00412	E911 EXTERNAL UPS BAT REP	EA	\$	693.65	10
04400-00417	E911 BATTERY CABINET	EA	\$	865.08	10
04401-00094	BATTERY 6-CELL LITH ION	EA	\$	273.02	10
04401-00095	BATTERY 9-CELL LITH ION	EA	\$	528.57	10
04401-00096	BATTERY 9-CELL 73-WH	EA	\$	382.54	10
04401-00098	BATTERY 90-WH ZBOOK 15G3	EA	\$	295.24	10
04401-30072	BATTERY UPS RM 72V	EA	\$	1,287.30	10
04401-30092	BATTERY UPS RM 48V	EA	\$	1,815.87	10
04401-30192	BATTERY UPS 192V	EA	\$	1,566.67	10
06000-00100	PWR SPLY Z2 WKST	EA	\$	122.22	10
06000-00220	PWR SPLY Z220 SFF 240W	EA	\$	285.71	20
06000-00240	PWR SPLY Z240 SFF 240W	EA	\$	182.14	20
06000-00241	PWR SPLY Z240 TOWER 400W	EA	\$	185.71	20
06000-02440	PWR SPLY RP2440 400MA	EA	\$	15.87	10
06000-03009	PWR SPLY 500W G9	EA	\$	485.71	10
06000-03506	PWR SPLY ML/DL350/370 G6	EA	\$	492.06	10
06000-03509	PWR SPLY ML350G9 SVR DC	EA	\$	747.62	10
06000-03510	PWR CORD DC PS ML350G9 SVR	EA	\$	93.65	10
06000-03705	PWR SPLY ML370/G5 RDNT	EA	\$	346.03	10
06000-03805	PWR SPLY DL380G5	EA	\$	457.14	10
06000-03806	PWR SPLY DL380 G6	EA	\$	422.22	10
06000-03808	PWR SPLY DL380P/G8	EA	\$	465.08	10
06000-03809	PWR SPLY 750W DC G8	EA	\$	660.32	10
06000-03810	PWR SPLY 48VDC DL380G9	EA	\$	722.22	10
06000-03811	PWR SPLY 48VDC DL380G10	EA	\$	765.08	10
06000-04100	PWR SPLY XW4100	EA	\$	299.68	10
06000-04600	PWR SPLY XW4600	EA	\$	276.19	10
06200-01100	700VA SECURITY II UPS	EA	\$	1,807.94	10
06200-01200	2000VA SECURITY II UPS 5-20P	EA	\$	3,577.78	10
06200-01300	2000VA SECURITY II UPS L5-20P	EA	\$	3,577.78	10
06200-01400	SECURITY II EXT RUNTIME BATTERY	EA	\$	1,160.32	10
06200-01500	SECURITY II UPS SNMP CARD	EA	\$	412.70	10
06200-03000	APC SMART-UPS X 3000VA RACK 2U	EA	\$	6,398.73	10
06200-03002	APC RBC43 REPLACEMENT BATTERY	EA	\$	954.92	10
06200-03101	BATT REPLC UPS 3000/2000	EA	\$	495.24	10
06200-03102	BATT REPLC UPS 3000XL	EA	\$	950.79	10
06200-03304	BATT REPLC UPS 3000-3U	EA	\$	423.81	10
06500-00060	RACKMOUNT 19IN RM KIT 60E	EA	\$	345.40	10
06500-00100	HORIZONTAL WIRE MGMT 1U	EA	\$	106.67	10
06500-00101	CBL MGMT BRKT	EA	\$	17.46	10
06500-00102	HORIZONTAL WIRE MGMT 1U	EA	\$	87.30	10
06500-00200	HORIZONTAL WIRE MGMT 2U	EA	\$	204.44	10
06500-00201	2-POST RELAY RACK MNT KIT	EA	\$	562.54	10
06500-00501	2-POST 5U RACK MNT KIT	EA	\$	414.29	10
06500-02193	19IN KYBD MOUSE TRAY	EA	\$	407.94	10
06500-02302	SHELF 19IN CAB MT BLK	EA	\$	171.43	10
06500-10610	GND BAR CAB MNT	EA	\$	103.17	10
06500-10611	GND BAR RACK MNT	EA	\$	115.87	10
06500-10758	RACK PERIPHERAL SHELF BK	EA	\$	119.05	10
06500-19151	SHELF RACK DBL BLK 19IN	EA	\$	506.67	10
06500-19152	SHELF 19IN FIXED MEGAFRAME	EA	\$	336.51	10
06500-48353	6FT EQUIPMENT RACK 19IN	EA	\$	779.37	10
06500-55053	7FT EQUIPMENT RACK 19IN	EA	\$	436.51	10
2213524-2-SR1	CBL 6FT STEREO PATCH 3.5MM	EA	\$	3.17	10

2213775-1-SR1	PCI CARD WITH 24 I/O	EA	\$	384.76	10
2213936-1-SR1	FXO GATEWAY MP114 4-PORT	EA	\$	1,266.67	10
2213936-1-SR1	FXO GATEWAY MP114 4-PORT	EA	\$	1,266.67	10
2213936-1-SR1	FXO GATEWAY MP114 4-PORT	EA	\$	1,266.67	10
2213937-1-SR1	FXO GATEWAY MP118 8-PORT	EA	\$	2,093.65	10
2213937-1-SR1	FXO GATEWAY MP118 8-PORT	EA	\$	2,093.65	10
2213937-SPARE	FXO GATEWAY 8-PORT SPARE	EA	\$	2,093.65	10
2213938-1-SR1	FXS GATEWAY MP114 4-PORT	EA	\$	1,144.44	10
2213938-1-SR1	FXS GATEWAY MP114 4-PORT	EA	\$	1,144.44	10
2213939-1-SR1	FXS GATEWAY MP118 8-PORT	EA	\$	2,093.65	10
2213939-1-SR1	FXS GATEWAY MP118 8-PORT	EA	\$	2,093.65	10
2213939-1-SR1	FXS GATEWAY MP118 8-PORT	EA	\$	2,093.65	10
2213939-SPARE	FXS GATEWAY 8-PORT SPARE	EA	\$	2,093.65	10
30119-07262	2U BLANK PANEL	EA	\$	12.70	10
3210772G-11-SR01	VSENT IRR USB KEY	EA	\$	419.05	10
3210778G-10-SR01	SGL FTSWITCH FOR MCSERIES	EA	\$	228.57	10
3210870G-22-SR02	ALARM PANEL	EA	\$	634.92	10
3213311-01-SR01	AUDICODES MP-1XX SHELF	EA	\$	58.73	10
3220666G-01	SAM BRKT	EA	\$	14.29	10
36286-02400	SURGE PROT MODULE 240V	EA	\$	12.70	10
36286-02402	SURGE PROT MODULE 75V	EA	\$	19.05	10
4210025G-02-SR01	PWR SPLY AC/DC 5V/4A (LEVEL VI)	EA	\$	31.75	10
4210033G-01-SR01	SAM JACKBOX CBL 10FT - GAT #	EA	\$	14.29	10
4210035G-01-SR01	CBL SAM 6400 SER PHN	EA	\$	19.05	10
4210036G-01-SR01	CBL SAM 9600 SER PHN	EA	\$	19.05	10
4211136-02-SR1	USB HASP KEY	EA	\$	102.86	10
61000-409602SFF	WKST HP Z2 G4 SFF W/O OS	EA	\$	2,006.35	10
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	EA	\$	1,309.52	10
61000-409613	ELITEONE 800 G5 AIO W10	EA	\$	3,553.02	10
61000-409615SFF	WKST Z2 G5 SFF SSD W/O OS	EA	\$	2,093.97	10
61000-409616	DKTP ELITE MINI 805 G6 W/O OS	EA	\$	1,528.89	10
61000-409617	WKST Z2 G5 MINI I5 SSD W/O OS	EA	\$	3,117.46	10
61000-409617	WKST Z2 G5 MINI I5 SSD W/O OS	EA	\$	3,117.46	10
61000-409620	DKTP ELITE MINI 800 G6 W/O OS	EA	\$	1,824.76	10
61000-819604SFF	WKST Z240 SFF 8GB W/O OS	EA	\$	1,803.17	10
61002-409602SFF	WKST DELL 7020SFF	EA	\$	2,371.43	10
61050-G819605-3Y	HP LAPTOP W/O OS & WARR 3YR	EA	\$	3,258.73	10
61050-G819605-5Y	HP LAPTOP W/O OS & WARR 5YR	EA	\$	3,871.43	10
61050-G819606	LAPTOP ZBOOK15 G6 W/O OS	EA	\$	3,460.32	10
62033-2GB4T02	SVR NAS 8TB BNDL	EA	\$	2,626.98	10
62033-2GB4T03	SVR NAS 4TB	EA	\$	1,395.56	10
62033-2GB8T01	SVR NAS 8TB	EA	\$	1,782.86	10
62033-8G16TB01	SVR NAS 16TB	EA	\$	9,777.78	10
62033-8G16TB01	SVR NAS 16TB	EA	\$	9,777.78	10
62033-8G16TB02	SVR NAS 16TB BNDL	EA	\$	9,782.54	10
62040-C32GB02	SVR 1U RACK DL160/G10	EA	\$	5,598.73	10
62040-G819204	SVR 2U RACK ENH DL380/G10 2.2	EA	\$	7,898.41	10
62040-G819205	SVR 2U RACK ENH DL380/G10 2.4	EA	\$	10,052.06	10
62040-H819604	SVR 2U RACK HI-END DL380/G10 12 CORE	EA	\$	12,873.02	10
62040-H819605	SVR 2U RACK HI-END DL380/G10 16CORE	EA	\$	12,320.00	10
62040-L819604	SVR RACK ML350 G10	EA	\$	8,417.78	10
62042-D24GB01	SVR R720 ENHANCED GHC	EA	\$	13,501.59	10
62042-D32GB01	SVR R720 HIGH END GHC	EA	\$	12,250.79	10
63000-00100	MNTR MTG ARM	EA	\$	346.03	10
63000-192610	MNTR LCD 19IN	EA	\$	647.62	10
63000-192610	MNTR LCD 19IN	EA	\$	647.62	10
63000-221693	MNTR FP WIDE SCRNL LED 22IN	EA	\$	553.65	10
63000-241692	MNTR 24IN FP WIDE SCR LED	EA	\$	604.76	10
63000-241693	MNTR 27IN FP LED LCD	EA	\$	1,051.43	10
63000-271691	MNTR 27IN FP LED	EA	\$	1,061.59	10
63000-321691	MNTR WIDE SCRNL IPS 32IN	EA	\$	1,923.81	10
63002-46001	OPS DEVICE ADPTR	EA	\$	71.43	10
63002-495301	MNTR LED 49IN	EA	\$	3,547.94	10
63002-55053	MNTR LED 55IN BLK	EA	\$	3,544.13	10

63006-751691	MNTR LED 75IN	EA	\$	8,751.75	10
63009-192803	MNTR RACK KYBD KVM 19IN	EA	\$	3,078.10	10
63009-192803	MNTR RACK KYBD KVM 19IN	EA	\$	3,078.10	10
63010-242801	MNTR HP 24IN TS	EA	\$	779.68	10
63010-242802	TECH GLOBAL EVOLUTION SERIES 24INCH WITH TO	EA	\$	5,147.94	10
63010-242802	TECH GLOBAL EVOLUTION SERIES 24INCH WITH TO	EA	\$	5,147.94	10
64000-00200	DKTP TWR STAND	EA	\$	76.19	10
64000-00300	SECURITY SLEEVE MINI PC	EA	\$	91.43	10
64000-00300	SECURITY SLEEVE MINI PC	EA	\$	91.43	10
64000-00301	CBL LOCK SECURITY SLEEVE	EA	\$	73.02	10
64000-00457	DRIVE CAGE ML350G LFF	EA	\$	233.33	10
64000-00500	MNTR MTG BRKT	EA	\$	52.38	10
64000-00501	BRKT WALL MNT MNTR LCD LG	EA	\$	375.87	10
64000-00600	PC MOUNTING BRKT	EA	\$	120.63	10
64000-00600	PC MOUNTING BRKT	EA	\$	120.63	10
64000-01251	FAX 1250 TONER BLK	EA	\$	25.40	10
64000-03000	PWR CORD C13 NEMA 5-15P	EA	\$	20.63	10
64000-03025	PWR CORD MNTR/WKST 25FT	EA	\$	47.62	10
64000-03050	PWR CORD MNTR/WKST 50FT	EA	\$	38.10	10
64000-03103	PWR CORD Z230 WKST 9.8FT	EA	\$	84.13	10
64000-03104	PWR CORD MNTR 10AMP 12FT	EA	\$	26.98	10
64000-20037	HARD DRIVE 36GB NHS 310	EA	\$	471.43	10
64000-20040	HARD DRIVE 500GB G3 MINI	EA	\$	280.63	10
64000-20056	HARD DRIVE 146GB SAS 15K	EA	\$	693.65	10
64000-20060	HARD DRIVE 450GB SAS 10K	EA	\$	1,179.37	10
64000-20064	HARD DRIVE 300GB 12G SAS 10K	EA	\$	696.83	10
64000-20066	HARD DRIVE 600GB SAS 10K	EA	\$	1,011.11	10
64000-20067	HARD DRIVE 300GB SAS 15K	EA	\$	930.16	10
64000-20072	HARD DRIVE 1.2TB 12G 10K	EA	\$	1,012.06	10
64000-20076	HARD DRIVE 250GB SATA XW	EA	\$	100.00	10
64000-20079	HARD DRIVE 600GB 15K SFF	EA	\$	1,160.32	10
64000-20081	HARD DRIVE 1TB SSD	EA	\$	1,603.17	10
64000-20081	HARD DRIVE 1TB SSD	EA	\$	1,603.17	10
64000-20082	HARD DRIVE 800GB 12G MU SFF	EA	\$	1,718.10	10
64000-20083	HARD DRIVE 900GB SAS 15K	EA	\$	1,666.67	10
64000-20084	HARD DRIVE 500GB 600G2	EA	\$	268.25	10
64000-20151	HARD DRIVE 500GB SATA 7200 3.5	EA	\$	389.84	10
64000-20151	HARD DRIVE 500GB SATA 7200 3.5	EA	\$	389.84	10
64000-30025	PROCESSOR E5520 DL380/6	EA	\$	1,123.81	10
64000-30027	PROCESSOR E5645 ML350/G6	EA	\$	1,461.90	10
64000-30029	PROCESSOR E52620 DL380PG8	EA	\$	1,231.75	10
64000-30033	PROCESSOR E52640 DL380PG8	EA	\$	2,212.70	10
64000-30034	PROCESSOR E5630 2.53GHZ	EA	\$	1,366.67	10
64000-30035	PROCESSOR 2620V3 DL380G9	EA	\$	1,058.73	10
64000-30037	PROCESSOR E5-2620 350LFF	EA	\$	1,036.51	10
64000-30038	PROCESSOR E52609V2	EA	\$	712.70	10
64000-30039	PROCESSOR 2620V4 DL380G9	EA	\$	992.06	10
64000-30041	PROCESSOR E5-2640V4 DL360G9	EA	\$	2,914.29	10
64000-30042	PROCESSOR 4110 DL380 G10	EA	\$	1,325.40	10
64000-30043	EXTERNAL DVD MODULE	EA	\$	230.16	10
64000-30044	PROCESSOR 4110 ML350 G10	EA	\$	1,465.40	10
64000-30045	PROCESSOR 4210 ENH DL380 G10	EA	\$	1,865.40	10
64000-30046	PROCESSOR 4216 HI-END DL380 G10	EA	\$	2,989.21	10
64000-30047	EXTERNAL DVD DRIVE	EA	\$	230.16	10
64000-40086	1GB RAM 800MHZ	EA	\$	90.48	10
64000-40089	2GB RAM 800MHZ	EA	\$	93.65	10
64000-40094	8GB RAM ML350P/DL380P/G8	EA	\$	115.87	10
64000-40095	4GB RAM ML350E/G8	EA	\$	130.16	10
64000-40098	4GB RAM ML310E/G8	EA	\$	147.62	10
64000-40099	8GB RAM ML310E/G8	EA	\$	273.02	10
64000-40101	4GB RAM Z230	EA	\$	176.19	10
64000-40102	8GB RAM ML350G9/DL380G9	EA	\$	261.90	10
64000-40103	16GB RAM ML350G9/DL380G9	EA	\$	514.29	10
64000-40104	8GB RAM ML350G8 LFF	EA	\$	350.79	10

64000-40105	16GB RAM ML350G8 LFF	EA	\$	450.79	10
64000-40106	4GB RAM 12800R DDR3-1600	EA	\$	187.30	10
64000-40107	8GB RAM PC36-12800R	EA	\$	242.86	10
64000-40108	4GB RAM DDR4 Z240	EA	\$	106.35	10
64000-40109	8GB RAM DDR4-2400	EA	\$	336.51	10
64000-40110	16GB RAM DDR4-2400	EA	\$	644.44	10
64000-40111	8GB RAM DDR4 Z240	EA	\$	220.63	10
64000-40112	4GB RAM DDR4 PRODESK 600 G3	EA	\$	106.35	10
64000-40113	8GB RAM DDR4 PRODESK 600 G3	EA	\$	184.13	10
64000-40114	4GB RAM DDR4 PRODESK 600 G2	EA	\$	103.17	10
64000-40115	8GB RAM DDR4 PRODESK 600 G2	EA	\$	176.19	10
64000-40116	4GB RAM DDR3L ZBOOK G2	EA	\$	114.29	10
64000-40117	8GB RAM ML350G9/DL380G9	EA	\$	352.38	10
64000-40118	8GB RAM DDR4 Z2	EA	\$	369.84	10
64000-40118	8GB RAM DDR4 Z2	EA	\$	369.84	10
64000-40119	8GB RAM DDR4-2400 Z240	EA	\$	78.73	10
64000-40120	8GB RAM DRR4 3200	EA	\$	220.95	10
64000-40121	8GB RAM DDR4-3200 805 G6	EA	\$	226.03	10
64000-40196	HP SMART STORAGE BATTERY 96W	EA	\$	253.97	10
64000-44015	PWR CORD AB XFMR 15FT	EA	\$	15.87	10
64000-50001	RACK MNT 1U LT04 1760SAS	EA	\$	5,544.44	10
64000-50002	SMART ARRAY P212 CTRL	EA	\$	438.10	10
64000-50003	HOST BUS ADPTR H222	EA	\$	488.89	10
64000-50004	DATA CART HP LTO4 1.6TB	EA	\$	65.08	10
64000-50006	CBL SAS MIN-MIN KIT	EA	\$	190.48	10
64001-20039	HARD DRIVE 36GB ML330	EA	\$	736.51	10
64007-50021	KEYPAD 24 KEY USB CBL 12FT	EA	\$	228.57	10
64007-50022	KEYPAD 24-KEY USB CBL 25FT	EA	\$	275.56	10
64007-50023	KEYPAD 48-KEY USB CBL 6FT	EA	\$	368.25	10
64007-50024	KEYPAD 48-KEY USB CBL 12FT	EA	\$	519.37	10
64007-50025	KEYPAD 48-KEY USB CBL 25FT	EA	\$	379.37	10
64007-50026	KEYPAD 24-KEY USB CBL 6FT	EA	\$	212.70	10
6400C-20012	HARD DRIVE 73G 15K BKUP	EA	\$	577.78	10
6400C-20021	HARD DRIVE 1TB SATA	EA	\$	653.97	10
6400C-20023	HARD DRIVE 73G U320 BU	EA	\$	369.84	10
6400C-20024	HARD DRIVE 1TB SATA BU	EA	\$	124.44	10
6400C-20026	HARD DRIVE 250GB SATA	EA	\$	97.05	10
6400C-20028	HARD DRIVE PORTABLE 2TB	EA	\$	168.25	10
6400C-20029	HARD DRIVE 500GB SATA 7200 2.5	EA	\$	441.27	10
6400C-20030	HARD DRIVE 256GB SATA SSD	EA	\$	379.68	10
6400C-20031	HARD DRIVE 500GB SATA 5400 2.5	EA	\$	250.16	10
6400C-20032	HARD DRIVE SATA 4TB 3.5	EA	\$	262.86	10
6400C-40033	2GB RAM DDR3-1600 Z220	EA	\$	58.73	10
6400C-40034	1GB RAM RP5700	EA	\$	33.33	10
6400C-40036	8GB RAM ML/DL G6/G7 SVR	EA	\$	150.79	10
6400C-40037	8GB RAM DDR3 Z230	EA	\$	169.84	10
6400C-40038	8GB RAM ZBOOK 15 G3	EA	\$	155.56	10
6400C-40039	4GB RAM ZBOOK 15 G3	EA	\$	88.89	10
6400C-40040	8GB RAM ZBOOK 15 G3	EA	\$	238.10	10
6400C-40045	16GB RAM G10 2666	EA	\$	676.19	10
6400C-40046	8GB RAM ML350P/DL380P/G8	EA	\$	177.78	10
6400C-40047	8GB RAM ZBOOK 15 G3	EA	\$	269.84	10
6400C-40048	4GB RAM ZBOOK 15 G3	EA	\$	123.81	10
6400C-40049	8GB RAM DDR4 600 G4	EA	\$	350.79	10
6400C-40050	8GB RAM DDR4 705 G4/G5	EA	\$	330.16	10
6400C-40052	16GB RAM G10 2933	EA	\$	679.37	10
6400C-40053	8GB RAM ZBOOK POWER G5/G6/G7/G8	EA	\$	458.41	10
6400C-60011	DVD-RW XW4300/4400	EA	\$	69.84	10
6400C-60011	DVD-RW XW4300/4400	EA	\$	69.84	10
64011-10019	MOUSE USB XW4300	EA	\$	23.81	10
64011-10020	MOUSE USB MATTE	EA	\$	20.63	10
64011-10024	MOUSE 5-BTN USB SCROLL	EA	\$	55.56	10
64011-10024	MOUSE 5-BTN USB SCROLL	EA	\$	55.56	10
64020-10012	KYBD USB WIRED	EA	\$	44.44	10

64020-10013	KYBD USB MATTE BLK	EA	\$	23.81	10
64021-10025	KYBD/MOUSE BNDL	EA	\$	97.78	10
64021-10027	KYBD PS2/USB BLK	EA	\$	26.98	10
64034-50014	MODEM 56K EXTERNAL	EA	\$	231.75	10
64034-50020	MODEM 56K EXT SVR	EA	\$	611.11	10
64040-60021	PRNTR USB/ETHERNET B/W LJ	EA	\$	987.94	10
64040-60037	PRNTR SVR 620N	EA	\$	352.38	10
64040-60075	PRNTR CART CM8050 BONDING	EA	\$	92.06	10
64040-60085	PRNTR COLOR M575F	EA	\$	4,811.11	10
64040-60087	PRNTR 506N BLK/WHT	EA	\$	1,845.08	10
64040-60089	PRNTR COLOR NTWK LASER	EA	\$	1,200.00	10
64040-60090	PRNTR CART 5550HDN BLK	EA	\$	390.48	10
64040-60091	PRNTR CART 5550HDN CYAN	EA	\$	546.03	10
64040-60092	PRNTR CART 5550HDN YELLOW	EA	\$	546.03	10
64040-60093	PRNTR CART 5550HDN MAGENT	EA	\$	546.03	10
64040-60094	PRNTR CART 9500MFP BLK	EA	\$	265.08	10
64040-60095	PRNTR CART 9500MFP CYAN	EA	\$	536.51	10
64040-60096	PRNTR CART 9500MFP YELLOW	EA	\$	536.51	10
64040-60097	PRNTR CART 9500MFP MAGENT	EA	\$	536.51	10
64040-60098	PRNTR CART 9050DN BLK	EA	\$	479.37	10
64040-60099	PRNTR CART 4350DTN BLK	EA	\$	392.06	10
64040-60100	PRNTR TONE 4350DTN 2PAK B	EA	\$	747.62	10
64040-60101	PRNTR CART M345X BLK	EA	\$	258.73	10
64040-60102	PRNTR CART CP3505 BLK	EA	\$	230.16	10
64040-60103	PRNTR CART CP3505 CYAN	EA	\$	296.83	10
64040-60104	PRNTR CART CP3505 YELLOW	EA	\$	296.83	10
64040-60105	PRNTR CART CP3505 MAGENTA	EA	\$	296.83	10
64040-60106	PRNTR CART 9050MFP BLK	EA	\$	479.37	10
6404C-60013	PRNTR RIBBON 6312 40M BLK	EA	\$	92.06	10
6404C-60014	PRNTR RIBBON 6312 60M BLK	EA	\$	109.52	10
6404C-60015	PRNTR CART 6312 BLK	EA	\$	226.98	10
6404C-60016	PRNTR CART 6218 BLK	EA	\$	188.89	10
65000-00002	CBL PATCH 3FT	EA	\$	13.97	10
65000-00016	CBL EXT K/M/M PS/2 10FT	EA	\$	58.73	10
65000-00018	CBL EXT CMPTR/MNTR 12FT	EA	\$	6.35	10
65000-00030	CBL EXT K/M/M 15FT	EA	\$	101.59	10
65000-00031	CBL K/M/M 35FT	EA	\$	214.29	10
65000-00039	CBL KYBD SRL MOUSE 10FT	EA	\$	90.48	10
65000-00040	ADPTR KYBD	EA	\$	22.22	10
65000-00046	PATCH PNL 48-PORT	EA	\$	419.05	10
65000-00052	CBL SRL M1 150FT	EA	\$	396.83	10
65000-00082	TAPE CART SDLT	EA	\$	220.63	10
65000-00083	TAPE CLEANING SDLT	EA	\$	160.32	10
65000-00085	HARD DRIVE FRAME/CARRIER	EA	\$	309.52	10
65000-00107G	PATCH PNL 24-PORT CAT6	EA	\$	173.97	10
65000-00112	GRAPHICS QUAD 128MB PCI	EA	\$	1,131.75	10
65000-00113	GRAPHICS QUAD 2GB PCI-E	EA	\$	947.62	10
65000-00114	PATCH PNL VOICE 24-PORT	EA	\$	-	
65000-00114	PATCH PNL VOICE 24-PORT	EA	\$	-	
65000-00115	GRAPHICS QUAD 4GB PCI-E	EA	\$	1,323.81	10
65000-00119	CBL USB 2.0 A/B 3M	EA	\$	25.40	10
65000-00124	CBL PATCH 15FT	EA	\$	22.22	10
65000-00128	CARRIER/FRAME SATA	EA	\$	252.38	10
65000-00129	CBL EXT USB 15FT	EA	\$	41.27	10
65000-00137	CTLR SATA 2-PORT	EA	\$	84.13	10
65000-00138	CBL PATCH RJ45 30FT	EA	\$	34.92	10
65000-00141	CBL USB/AUDIO 10FT	EA	\$	101.59	10
65000-00144	KEYCAP CLEAR 1X1 VERSION 1	EA	\$	1.59	10
65000-00145	KEYCAP CLEAR 1X2 VERSION 1	EA	\$	3.17	10
65000-00146	KEYPAD COVER 2X2 VERSION 1	EA	\$	7.94	10
65000-00147	CLB 15FT EXT KMM USB	EA	\$	77.78	10
65000-00148	KEYCAP CLEAR 1X1 VERSION 2	EA	\$	2.54	10
65000-00149	KEYCAP CLEAR 1X2 VERSION 2	EA	\$	5.08	10
65000-00164	CBL USB EXT M/F 10FT	EA	\$	28.57	10

65000-00169	CBL PS2 KVM 42U CAB HP	EA	\$	241.27	10
65000-00172	CBL EXT KMM USB 15FT	EA	\$	73.02	10
65000-00176	CBL USB EXT REPEAT 16FT	EA	\$	57.14	10
65000-00176	CBL USB EXT REPEAT 16FT	EA	\$	57.14	10
65000-00177	CBL EXT KMM USB 10FT	EA	\$	66.67	10
65000-00179	NIC PCIE GIGABIT	EA	\$	68.25	10
65000-00182	CBL RJ45-10P/DB25M 4FT	EA	\$	55.87	10
65000-00185	RACK KIT Z200/210 WKST	EA	\$	346.03	10
65000-00186	PCI-E DIO 24-CHNL CARD	EA	\$	438.10	10
65000-00193	CBL STRAIGHT WIRED 15FT	EA	\$	23.81	10
65000-00195	CBL STRAIGHT WIRED 18FT	EA	\$	38.10	10
65000-00197	KIT CBL DP/USB 15FT EXT	EA	\$	33.33	10
65000-00198	KMM DVI/USB KIT	EA	\$	96.83	10
65000-00203	CBL CMTR/SWITCH PS2 10FT	EA	\$	131.75	10
65000-00204	CBL SWITCH/KVM PS2 1FT	EA	\$	88.89	10
65000-00206	CBL E1 RJ48C GRAY 25FT	EA	\$	52.38	10
65000-00212	DRIVE CAGE KIT ML370/G6	EA	\$	177.78	10
65000-00217	RACK CONV KIT ML350E G8	EA	\$	325.40	10
65000-00220	CARD SRL PCI/E 8-PORT	EA	\$	625.40	10
65000-00227	NIC ETHERNET ADPTR 2-PORT	EA	\$	384.13	10
65000-00228	BLK UNIV FILLER PNL	PK	\$	149.21	10
65000-00229	NIC 1GB 4-PORT G8	EA	\$	695.24	10
65000-00232	SMART ARRAY 2GB P CACHE	EA	\$	995.24	10
65000-00233	CBL MINI-SAS 350P/G8 CAGE	EA	\$	190.48	10
65000-00234	CBL PWR 350P/G8 DRV CAGE	EA	\$	149.21	10
65000-00235	CBL PWR 2.5M 48V DC	EA	\$	63.49	10
65000-00236	CBL PATCH BLUE 1FT	EA	\$	2.10	10
65000-00237	CBL PATCH BLUE 2FT	EA	\$	2.10	10
65000-00238	CBL PATCH BLUE 3FT	EA	\$	3.81	10
65000-00239	CBL PATCH BLUE 10FT	EA	\$	4.62	10
65000-00240	CBL PATCH ORANGE 1FT	EA	\$	2.10	10
65000-00241	CBL PATCH ORANGE 2FT	EA	\$	2.10	10
65000-00242	CBL PATCH BLACK 10FT	EA	\$	3.70	10
65000-00243	CBL PATCH RED 3FT	EA	\$	1.59	10
65000-00248	CBL PATCH RED 10FT	EA	\$	7.94	10
65000-00249	CBL PATCH BLUE SNAGLESS 50FT	EA	\$	21.59	10
65000-00250	CBL STRAIGHT WIRED 26FT	EA	\$	25.40	10
65000-00252	GRAPHICS 32MB PCI DUAL DDR	EA	\$	277.78	10
65000-00255	GRAPHICS PCI-EX16 QUAD	EA	\$	1,025.40	10
65000-00257	GRAPHICS DUAL 512MB PCIE	EA	\$	227.30	10
65000-00258	GRAPHICS NVS310 BNDL	EA	\$	484.13	10
65000-00259	KIT DIGI 8-PORT	EA	\$	1,473.02	10
65000-00260	GRAPHICS QUAD/ADPTR BNDL	EA	\$	1,082.54	10
65000-00261	NIC PCIE SNGL ADPTR CARD	EA	\$	226.03	10
65000-00261	NIC PCIE SNGL ADPTR CARD	EA	\$	226.03	10
65000-00262	KIT CBL RJ11 ADPTR DB25	EA	\$	23.81	10
65000-00263	DOCK STATION THUNDERBOLT KIT	EA	\$	803.17	10
65000-00264	HPE ETHERNET 10GB 2-PORT ADPTR	EA	\$	1,166.67	10
65000-00266	GRAPHICS CARD 2GB PCIE	EA	\$	284.13	10
65000-00267	CBL WHITE PATCH 14FT	EA	\$	6.35	10
65000-00268	CBL BLUE PATCH 14FT	EA	\$	6.35	10
65000-00269	CBL PATCH RED 14FT	EA	\$	8.89	10
65000-00270	CBL PATCH RED 25FT	EA	\$	13.97	10
65000-00306	CBL STRGHT WRD RJ11 6FT	EA	\$	23.81	10
65000-00311	12-PORT FIBER OPT ADPTR PANEL	EA	\$	193.65	10
65000-00312	FIBER ADPTR PATCH PANEL RAIL	EA	\$	82.54	10
65000-00313	FIBER PATCH PANEL RACK MNT 1U	EA	\$	396.83	10
65000-00314	8-PORT BNC PATCH PANEL	EA	\$	80.95	10
65000-00448	CBL MINI-SAS HD CAGE	EA	\$	82.54	10
65000-00449	CBL PWR HD CAGE	EA	\$	123.81	10
65000-00450	BACKPLANE BD HD CAGE	EA	\$	617.46	10
65000-00452	CBL MINI-SAS 380P/G8 CAGE	EA	\$	206.35	10
65000-00454	DRIVE CAGE SFF ML350G9	EA	\$	307.94	10
65000-00457	CBL KIT 350G9 SMARTARRAY	EA	\$	115.87	10

65000-00458	SMART ARRAY P440AR/2GB W/FBWC	EA	\$	1,144.13	10
65000-00459	CBL SMART ARRAY P440AR/2GB	EA	\$	105.40	10
65000-00460	SMART ARRAY P440 CBL KIT	EA	\$	1,507.30	10
65000-00461	HARD DRIVE BACKPLANE SFF DL360/G9	EA	\$	281.90	10
65000-00463	HARD DRIVE BACKPLANE SFF DL380/G10	EA	\$	411.11	10
65000-00464	SMART ARRAY P408I-P G10	EA	\$	841.27	10
65000-00467	HPE TPM 2.0 GEN10 KIT	EA	\$	86.13	10
65000-00468	24-PORT CAT6A PATCH PANEL RJ45 1U	EA	\$	521.90	10
65000-02025	CBL USB 2.0 EXT 22.5FT	EA	\$	47.62	10
65000-02605	CBL USB 2.0 EXT 26.5FT	EA	\$	53.97	10
65000-03040	CBL NULL MODEM DB25M/M 6FT	EA	\$	35.56	10
65000-03377	CBL PATCH GRAY ETHERNET 5FT	EA	\$	3.17	10
65000-10191	CBL PATCH ORANGE 3FT	EA	\$	5.08	10
65000-10192	CBL PATCH ORANGE 10FT	EA	\$	8.89	10
65000-12781	ADPTR DP TO HDMI	EA	\$	40.63	10
65000-13172G	CBL USB 2.0 A/B 2M	EA	\$	4.76	10
65000-13401	CBL USB 2.0 A/B 5M	EA	\$	26.98	10
65000-13402	CBL USB 2.0 A/B 6FT	EA	\$	3.17	10
65000-13403	CBL USB 2.0 A/B 10FT	EA	\$	6.35	10
65000-13404	CBL USB 2.0 A/B 15FT	EA	\$	8.89	10
65000-13404	CBL USB 2.0 A/B 15FT	EA	\$	8.89	10
65000-30026	DVD X16 SATA LIGHTSCRIBE	EA	\$	346.03	10
65000-30515	CBL USB EXT 6FT	EA	\$	20.63	10
65000-46201	MNTR STAND 46IN LCD	EA	\$	122.22	10
65000-48127-SP	AVIO RACK MNT KIT SPARE	EA	\$	161.90	10
65000-49125	AVIO F125 RCVR	EA	\$	3,361.90	10
65000-52110-20	CBL VIDEO DVI 20FT	EA	\$	161.90	10
65000-52112-18	CBL VIDEO DVI 18FT	EA	\$	174.60	10
65000-52112-30	CBL VIDEO DVI 30FT	EA	\$	212.70	10
65000-60600	WALL MNT BRKT FOR 55IN MNTR	EA	\$	633.65	10
65013-50012	MOUSE TRACKBALL	EA	\$	52.38	10
660001-00032	EXTERNAL SPEAKERS	EA	\$	167.62	10
70-SR100LIC-ACSR	SR100 LIC NXX 4200 ESN LIC UPGD	EA	\$	24,919.75	10
803005-01620	CPOST PELICAN CASE 1620	EA	\$	817.78	10
809800-00102	GENERIC WKST CFG FEE	EA	\$	396.83	10
809800-00105	V911 ADV DATA LVL 3 STD ANNUAL SUB	EA	\$	4,452.38	10
809800-00112	GENERIC SVR CFG FEE	EA	\$	396.83	10
809800-00113	3RD PARTY FIELD SVCS - NOT ABDS	EA	\$	15.87	10
809800-00114	TRAVEL EXPENSE	EA	\$	846.03	10
809800-00115	DAILY TRAINER EXPENSE	EA	\$	480.95	10
809800-00116	VDMS ENTR SOLUTION SPT Y5	EA	\$	1,309.52	10
809800-00117	VM1 ENTR SLT SPT YR5	EA	\$	1,222.22	10
809800-00118	VP ENTR SLT SPT YR5	EA	\$	960.32	10
809800-00119	VSTD ENTR SLT SPT YR5	EA	\$	680.95	10
809800-00120	INTEGRATION & TESTING SVC	EA	\$	158.73	10
809800-00121	ENTR SLT DEVELOPMENT	EA	\$	158.73	10
809800-00124	ENTERPRISE SOL ENG SVCS	EA	\$	158.73	10
809800-00125	ENTERPRISE SOL PROF SVCS	EA	\$	238.10	10
809800-00128	NTWK INFRA REMOTE SCVS	EA	\$	265.87	10
809800-00129	NTWK INFRA DESIGN SCVS	EA	\$	299.11	10
809800-00198	RECFG NTWK DEVICE	EA	\$	-	
809800-00199	ROUTER CFG FEE	EA	\$	844.44	10
809800-00200	CFG NTWK DEVICE	EA	\$	211.11	10
809800-00201	VPN CFG SVCS	EA	\$	317.46	10
809800-00364	TRAVEL EXPENSE DAY 1 - PM	EA	\$	2,380.95	10
809800-00365	DAILY LIVING EXPENSES - PM	EA	\$	396.83	10
809800-00400	CLUSTER CONFIG AND ENG INTG	EA	\$	336,805.76	10
809800-00417	ACD STATUS MNTR ENT TEMP BUILD	EA	\$	1,904.76	10
809800-00900	TECHNICAL SUPPORT SERVIC	HR	\$	265.87	10
809800-00903	TECH SPT SVCS	EA	\$	349.21	10
809800-01120	V911 LIC EIM RFAI SPT 5YR	EA	\$	220.14	10
809800-01132	V911 LIC EIM RFAI SPT 6YR	EA	\$	286.38	10
809800-01279	V-ANLYT SPT RNSTMNT	EA	\$	1,283.33	10
809800-01359	ORDS SVR CFG	EA	\$	555.56	10

809800-01375	ORDS SVR CFG N-PCML	EA	\$	1,111.11	10
809800-01416	MIS SVR CFG	EA	\$	793.65	10
809800-01507	PBDY SVR CFG FEE	EA	\$	1,190.48	10
809800-01511	PBDY NPEI SVR CFG	EA	\$	2,380.95	10
809800-01514	PBDY SPT RNSTMNT	EA	\$	2,750.02	10
809800-01517	PB 4.X/5.X SPT THRU Y1PEI	EA	\$	3,135.98	10
809800-01518	PB 4.X/5.X SPT THRU Y2PEI	EA	\$	5,573.38	10
809800-01519	PB 4.X/5.X SPT THRU Y3PEI	EA	\$	8,360.06	10
809800-01520	PB 4.X/5.X SPT THRU Y4PEI	EA	\$	9,406.03	10
809800-01521	PB 4.X/5.X SPT THRU Y5PEI	EA	\$	10,450.08	10
809800-01526	PBDY DATA CONV SRVC	EA	\$	158.73	10
809800-01527	PBDY CUSTOM ALI FMT	EA	\$	7,936.51	10
809800-01532	PBDY DATA FMT/CONV SVC	EA	\$	158.73	10
809800-01541	SPT PBDY SW 1 MTH	EA	\$	261.90	10
809800-01542	SPT PBDY SW 2 MTH	EA	\$	522.06	10
809800-01543	SPT PBDY SW 3 MTH	EA	\$	784.00	10
809800-01544	SPT PBDY SW 4 MTH	EA	\$	1,045.87	10
809800-01545	SPT PBDY SW 5 MTH	EA	\$	1,307.78	10
809800-01546	SPT PBDY SW 6 MTH	EA	\$	1,567.98	10
809800-01547	SPT PBDY SW 7 MTH	EA	\$	1,829.84	10
809800-01548	SPT PBDY SW 8 MTH	EA	\$	2,090.06	10
809800-01549	SPT PBDY SW 9 MTH	EA	\$	2,351.98	10
809800-01550	SPT PBDY SW 10 MTH	EA	\$	2,612.14	10
809800-01551	SPT PBDY SW 11 MTH	EA	\$	2,874.06	10
809800-02299	V-LOC SPT RNSTMNT	EA	\$	2,245.40	10
809800-03288	SPT V-ANLYT STD 1MTH	EA	\$	22.70	10
809800-03289	SPT V-ANLYT STD 2MTH	EA	\$	43.65	10
809800-03290	SPT V-ANLYT STD 3MTH	EA	\$	66.37	10
809800-03291	SPT V-ANLYT STD 4MTH	EA	\$	87.33	10
809800-03292	SPT V-ANLYT STD 5MTH	EA	\$	110.02	10
809800-03293	SPT V-ANLYT STD 6MTH	EA	\$	132.73	10
809800-03294	SPT V-ANLYT STD 7MTH	EA	\$	153.65	10
809800-03295	SPT V-ANLYT STD 8MTH	EA	\$	176.37	10
809800-03296	SPT V-ANLYT STD 9MTH	EA	\$	197.37	10
809800-03297	SPT V-ANLYT STD 10MTH	EA	\$	220.03	10
809800-03298	SPT V-ANLYT STD 11MTH	EA	\$	242.75	10
809800-03301	SPT V-ANLYT STD 1YR	EA	\$	263.67	10
809800-03302	SPT V-ANLYT STD 2YR	EA	\$	469.89	10
809800-03303	SPT V-ANLYT STD 3YR	EA	\$	703.70	10
809800-03304	SPT V-ANLYT STD 4YR	EA	\$	792.76	10
809800-03305	SPT V-ANLYT STD 5YR	EA	\$	880.57	10
809800-03321	SPT V-ANLYT STD YRS6-7	EA	\$	2,335.17	10
809800-03322	SPT V-ANLYT STD 6YR	EA	\$	1,049.79	10
809800-03356	SPT V-ANLYT PYXIS INT 1YR	EA	\$	825.95	10
809800-03357	SPT V-ANLYT PYXIS INT 2YR	EA	\$	1,466.86	10
809800-03358	SPT V-ANLYT PYXIS INT 3YR	EA	\$	2,200.29	10
809800-03359	SPT V-ANLYT PYXIS INT 4YR	EA	\$	2,476.32	10
809800-03360	SPT V-ANLYT PYXIS INT 5YR	EA	\$	2,750.19	10
809800-03361	SPT V-ANLYT ENT/HOST 1YR	EA	\$	495.92	10
809800-03362	SPT V-ANLYT ENT/HOST 2YR	EA	\$	880.06	10
809800-03363	SPT V-ANLYT ENT/HOST 3YR	EA	\$	1,320.10	10
809800-03364	SPT V-ANLYT ENT/HOST 4YR	EA	\$	1,486.00	10
809800-03365	SPT V-ANLYT ENT/HOST 5YR	EA	\$	1,650.11	10
809800-03366	SPT V-ANLY VNT N-ABDS 1YR	EA	\$	3,438.06	10
809800-03367	SPT V-ANLY VNT N-ABDS 2YR	EA	\$	6,188.00	10
809800-03368	SPT V-ANLY VNT N-ABDS 3YR	EA	\$	8,800.35	10
809800-03369	SPT V-ANLY VNT N-ABDS 4YR	EA	\$	9,900.17	10
809800-03370	SPT V-ANLY VNT N-ABDS 5YR	EA	\$	11,000.13	10
809800-03371	SPT V-ANLYT ENT/HOST YRS6-7	EA	\$	4,620.32	10
809800-03372	SPT V-ANLYT ENT/HOST 1M	EA	\$	41.90	10
809800-03373	SPT V-ANLYT ENT/HOST 2MTH	EA	\$	82.08	10
809800-03374	SPT V-ANLYT ENT/HOST 3M	EA	\$	123.98	10
809800-03375	SPT V-ANLYT ENT/HOST 4M	EA	\$	165.90	10
809800-03376	SPT V-ANLYT ENT/HOST 5MTH	EA	\$	207.81	10

809800-03377	SPT V-ANLYT ENT/HOST 6MTH	EA	\$	165.33	10
809800-03378	SPT V-ANLYT ENT/HOST 7MTH	EA	\$	289.89	10
809800-03379	SPT V-ANLYT ENT/HOST 8MTH	EA	\$	330.02	10
809800-03380	SPT V-ANLYT ENT/HOST 9MTH	EA	\$	371.95	10
809800-03381	SPT V-ANLYT ENT/HOST 10MTH	EA	\$	412.11	10
809800-03382	SPT V-ANLYT ENT/HOST 11MTH	EA	\$	454.02	10
809800-03383	SPT V-ANLYT ENT/HOST 6YR	EA	\$	2,247.37	10
809800-03391	SPT V-ANLYT DB-5P 1YR	EA	\$	1,155.97	10
809800-03392	SPT V-ANLYT DB-5P 2YR	EA	\$	2,053.40	10
809800-03393	SPT V-ANLYT DB-5P 3YR	EA	\$	3,080.08	10
809800-03394	SPT V-ANLYT DB-5P 4YR	EA	\$	3,466.13	10
809800-03395	SPT V-ANLYT DB-5P 5YR	EA	\$	3,850.27	10
809800-03396	SPT V-ANLYT DB-20P 1YR	EA	\$	1,815.89	10
809800-03397	SPT V-ANLYT DB-20P 2YR	EA	\$	3,226.71	10
809800-03398	SPT V-ANLYT DB-20P 3YR	EA	\$	4,840.08	10
809800-03399	SPT V-ANLYT DB-20P 4YR	EA	\$	5,446.27	10
809800-03400	SPT V-ANLYT DB-20P 5YR	EA	\$	6,050.41	10
809800-03401	SPT V-ANLYT DB-1000P 1YR	EA	\$	3,135.98	10
809800-03402	SPT V-ANLYT DB-1000P 2YR	EA	\$	5,573.38	10
809800-03403	SPT V-ANLYT DB-1000P 3YR	EA	\$	8,360.06	10
809800-03404	SPT V-ANLYT DB-1000P 4YR	EA	\$	9,406.03	10
809800-03405	SPT V-ANLYT DB-1000P 5YR	EA	\$	10,450.08	10
809800-03406	SPT V-ANLYT DB-1000P 1MTH	EA	\$	261.90	10
809800-03407	SPT V-ANLYT DB-1000P 2MTH	EA	\$	522.06	10
809800-03408	SPT V-ANLYT DB-1000P 3MTH	EA	\$	784.00	10
809800-03409	SPT V-ANLYT DB-1000P 4MTH	EA	\$	1,045.87	10
809800-03410	SPT V-ANLYT DB-1000P 5MTH	EA	\$	1,307.78	10
809800-03411	SPT V-ANLYT DB-1000P 6MTH	EA	\$	1,567.98	10
809800-03412	SPT V-ANLYT DB-1000P 7MTH	EA	\$	1,829.84	10
809800-03413	SPT V-ANLYT DB-1000P 8MTH	EA	\$	2,090.06	10
809800-03414	SPT V-ANLYT DB-1000P 9MTH	EA	\$	2,351.98	10
809800-03415	SPT V-ANLYT DB-1000P 10MTH	EA	\$	2,612.14	10
809800-03416	SPT V-ANLYT DB-1000P 11MTH	EA	\$	2,874.06	10
809800-03417	SPT V-ANLYT DB-1000P 6YR	EA	\$	13,586.06	10
809800-03419	SPT V-ANLYT DB-1000P 6-7YR	EA	\$	8,360.06	10
809800-03426	SPT V-ANLYT DB-5P 6MTH	EA	\$	577.98	10
809800-03601	V-ANLYT LITE SPT 1YR	EA	\$	197.43	10
809800-03602	V-ANLYT LITE SPT 2YR	EA	\$	352.75	10
809800-03603	V-ANLYT LITE SPT 3YR	EA	\$	527.57	10
809800-03604	V-ANLYT LITE SPT 4YR	EA	\$	593.68	10
809800-03605	V-ANLYT LITE SPT 5YR	EA	\$	660.43	10
809800-04054	SPT VESTA SW 4 MTH	EA	\$	429.52	10
809800-07801	CPOST SW SPT 1YR	EA	\$	1,815.89	10
809800-07802	CPOST SW SPT 2YR	EA	\$	3,226.71	10
809800-07803	CPOST SW SPT 3YR	EA	\$	4,840.08	10
809800-07804	CPOST SW SPT 4YR	EA	\$	5,446.27	10
809800-07805	CPOST SW SPT 5YR	EA	\$	6,050.41	10
809800-07810	PAT CPOST SW SPT 10MTH	EA	\$	1,701.09	20
809800-07811	PAT CPOST SW SPT 11MTH	EA	\$	1,871.98	20
809800-07871	PAT CPOST SW SPT 1MTH	EA	\$	170.89	20
809800-07872	PAT CPOST SW SPT 2MTH	EA	\$	339.84	20
809800-07873	PAT CPOST SW SPT 3MTH	EA	\$	510.71	20
809800-07874	PAT CPOST SW SPT 4MTH	EA	\$	681.63	20
809800-07875	PAT CPOST SW SPT 5MTH	EA	\$	852.52	20
809800-07876	PAT CPOST SW SPT 6MTH	EA	\$	1,021.45	20
809800-07877	PAT CPOST SW SPT 7MTH	EA	\$	1,192.36	20
809800-07878	PAT CPOST SW SPT 8MTH	EA	\$	1,361.25	20
809800-07879	PAT CPOST SW SPT 9MTH	EA	\$	1,532.16	20
809800-10101	SALI SVR CONFIG FEE	EA	\$	476.19	10
809800-10201	IP PHN CFG FEE PER PHN	EA	\$	79.37	10
809800-11433	VESTA LOCATE SPT 1 MTH	EA	\$	121.79	20
809800-11434	VESTA LOCATE SPT 2 MTH	EA	\$	243.57	20
809800-11435	VESTA LOCATE SPT 3 MTH	EA	\$	363.41	20
809800-11436	VESTA LOCATE SPT 4 MTH	EA	\$	485.23	20

809800-11437	VESTA LOCATE SPT 5 MTH	EA	\$	607.00	20
809800-11438	VESTA LOCATE SPT 6 MTH	EA	\$	726.84	20
809800-11439	VESTA LOCATE SPT 7 MTH	EA	\$	848.64	20
809800-11440	VESTA LOCATE SPT 8 MTH	EA	\$	970.36	20
809800-11441	VESTA LOCATE SPT 9 MTH	EA	\$	1,090.25	20
809800-11442	VESTA LOCATE SPT 10 MTH	EA	\$	1,211.98	20
809800-11443	VESTA LOCATE SPT 11 MTH	EA	\$	1,333.84	20
809800-14106	M&R MED ENT SWTH SRVC 1YR	EA	\$	15,888.95	10
809800-14107	M&R MED ENT SWTH SRVC 2YR	EA	\$	30,189.05	10
809800-14108	M&R MED ENT SWTH SRVC 3YR	EA	\$	43,694.71	10
809800-14109	M&R MED ENT SWTH SRVC 4YR	EA	\$	56,405.57	10
809800-14110	M&R MED ENT SWTH SRVC 5YR	EA	\$	68,322.78	10
809800-14146	VIRUS REMOVAL SRVC	EA	\$	317.46	10
809800-14149	M&R ACT FEE LARGE SITE	EA	\$	4,603.17	10
809800-14150	M&R ACT FEE, SMALL SITE	EA	\$	2,698.41	10
809800-14151	M&R ACT FEE, MED SITE	EA	\$	3,650.79	10
809800-14152	MGD SERV DEV & IMPL	EA	\$	119.05	10
809800-14153	DR MIGRATION SPT FEE	EA	\$	761.90	10
809800-14159	M&R 3.0 SVR SRVC 6YR	EA	\$	12,030.90	10
809800-14161	M&R 3.0 SVR SRVC 1YR	EA	\$	2,269.95	10
809800-14171	VIRUS PROTECT 3.0 SVC 1YR	EA	\$	164.24	10
809800-14172	VIRUS PROTECT 3.0 SVC 2YR	EA	\$	289.95	10
809800-14173	VIRUS PROTECT 3.0 SVC 3YR	EA	\$	424.59	10
809800-14174	VIRUS PROTECT 3.0 SVC 4YR	EA	\$	620.22	10
809800-14175	VIRUS PROTECT 3.0 SVC 5YR	EA	\$	691.70	10
809800-14176	VIRUS PROTECT 3.0 SVC YRS 6-7	EA	\$	2,029.65	10
809800-14177	VIRUS PROTECT LINUX 5YR	EA	\$	218.87	10
809800-14178	VIRUS PROTECT LINUX YRS 6-7	EA	\$	611.94	10
809800-14179	VIRUS PROTECT 3.0 SRVC 7YR	EA	\$	1,020.19	10
809800-14180	VIRUS PROTECT 3.0 SVC 6YR	EA	\$	856.06	10
809800-14186	SECURITY MGMT 3.0 SVC 1YR	EA	\$	478.44	10
809800-14187	SECURITY MGMT 3.0 SVC 2YR	EA	\$	906.35	10
809800-14188	SECURITY MGMT 3.0 SVC 3YR	EA	\$	1,343.06	10
809800-14189	SECURITY MGMT 3.0 SVC 4YR	EA	\$	1,856.10	10
809800-14190	SECURITY MGMT 3.0 SVC 5YR	EA	\$	2,216.11	10
809800-14198	M&R SVR SRVC 1MTH	EA	\$	189.16	10
809800-14199	M&R SVR SRVC 2MTH	EA	\$	378.30	10
809800-14200	M&R SVR SRVC 3MTH	EA	\$	567.46	10
809800-14201	M&R SVR SRVC 4MTH	EA	\$	756.60	10
809800-14202	M&R SVR SRVC 5MTH	EA	\$	945.81	10
809800-14203	M&R SVR SRVC 6MTH	EA	\$	1,134.98	10
809800-14204	M&R SVR SRVC 7MTH	EA	\$	1,324.06	10
809800-14205	M&R SVR SRVC 8MTH	EA	\$	1,513.30	10
809800-14206	M&R SVR SRVC 9MTH	EA	\$	1,702.38	10
809800-14207	M&R SVR SRVC 10MTH	EA	\$	1,891.52	10
809800-14208	M&R SVR SRVC 11MTH	EA	\$	2,080.79	10
809800-14209	M&R WKST/IP SRVC 1MTH	EA	\$	52.38	10
809800-14210	M&R WKST/IP SRVC 2MTH	EA	\$	104.78	10
809800-14211	M&R WKST/IP SRVC 3MTH	EA	\$	157.16	10
809800-14212	M&R WKST/IP SRVC 4MTH	EA	\$	209.56	10
809800-14213	M&R WKST/IP SRVC 5MTH	EA	\$	261.94	10
809800-14214	M&R WKST/IP SRVC 6MTH	EA	\$	314.33	10
809800-14215	M&R WKST/IP SRVC 7MTH	EA	\$	366.71	10
809800-14216	M&R WKST/IP SRVC 8MTH	EA	\$	419.10	10
809800-14217	M&R WKST/IP SRVC 9MTH	EA	\$	471.49	10
809800-14218	M&R WKST/IP SRVC 10MTH	EA	\$	523.87	10
809800-14219	M&R WKST/IP SRVC 11MTH	EA	\$	576.27	10
809800-14220	VIRUS PROTECT SRVC 1MTH	EA	\$	13.68	10
809800-14221	VIRUS PROTECT SRVC 2MTH	EA	\$	27.38	10
809800-14222	VIRUS PROTECT SRVC 3MTH	EA	\$	41.03	10
809800-14223	VIRUS PROTECT SRVC 4MTH	EA	\$	54.70	10
809800-14224	VIRUS PROTECT SRVC 5MTH	EA	\$	68.43	10
809800-14225	VIRUS PROTECT SRVC 6MTH	EA	\$	82.13	10
809800-14226	VIRUS PROTECT SRVC 7MTH	EA	\$	95.73	10

809800-14227	VIRUS PROTECT SRVC 8MTH	EA	\$	109.49	10
809800-14228	VIRUS PROTECT SRVC 9MTH	EA	\$	123.10	10
809800-14229	VIRUS PROTECT SRVC 10MTH	EA	\$	136.76	10
809800-14230	VIRUS PROTECT SRVC 11MTH	EA	\$	150.56	10
809800-14231	DIS RCV SVR SRVC 1MTH	EA	\$	28.81	10
809800-14232	DIS RCV SVR SRVC 2MTH	EA	\$	57.62	10
809800-14233	DIS RCV SVR SRVC 3MTH	EA	\$	86.43	10
809800-14234	DIS RCV SVR SRVC 4MTH	EA	\$	115.24	10
809800-14235	DIS RCV SVR SRVC 5MTH	EA	\$	144.05	10
809800-14236	DIS RCV SVR SRVC 6MTH	EA	\$	172.86	10
809800-14237	DIS RCV SVR SRVC 7MTH	EA	\$	201.67	10
809800-14238	DIS RCV SVR SRVC 8MTH	EA	\$	230.48	10
809800-14239	DIS RCV SVR SRVC 9MTH	EA	\$	259.29	10
809800-14240	DIS RCV SVR SRVC 10MTH	EA	\$	288.10	10
809800-14241	DIS RCV SVR SRVC 11MTH	EA	\$	316.90	10
809800-14242	DIS RCV WKST SRVC 1MTH	EA	\$	9.60	10
809800-14243	DIS RCV WKST SRVC 2MTH	EA	\$	19.21	10
809800-14244	DIS RCV WKST SRVC 3MTH	EA	\$	28.81	10
809800-14245	DIS RCV WKST SRVC 4MTH	EA	\$	38.41	10
809800-14246	DIS RCV WKST SRVC 5MTH	EA	\$	48.02	10
809800-14247	DIS RCV WKST SRVC 6MTH	EA	\$	57.62	10
809800-14248	DIS RCV WKST SRVC 7MTH	EA	\$	67.22	10
809800-14249	DIS RCV WKST SRVC 8MTH	EA	\$	76.83	10
809800-14250	DIS RCV WKST SRVC 9MTH	EA	\$	86.43	10
809800-14251	DIS RCV WKST SRVC 10MTH	EA	\$	96.03	10
809800-14252	DIS RCV WKST SRVC 11MTH	EA	\$	105.63	10
809800-14264	SECURITY MGMT SRVC 1MTH	EA	\$	39.86	10
809800-14265	SECURITY MGMT SRVC 2MTH	EA	\$	79.75	10
809800-14266	SECURITY MGMT SRVC 3MTH	EA	\$	119.60	10
809800-14267	SECURITY MGMT SRVC 4MTH	EA	\$	159.48	10
809800-14268	SECURITY MGMT SRVC 5MTH	EA	\$	199.35	10
809800-14269	SECURITY MGMT SRVC 6MTH	EA	\$	239.22	10
809800-14270	SECURITY MGMT SRVC 7MTH	EA	\$	279.10	10
809800-14271	SECURITY MGMT SRVC 8MTH	EA	\$	318.97	10
809800-14272	SECURITY MGMT SRVC 9MTH	EA	\$	358.83	10
809800-14273	SECURITY MGMT SRVC 10MTH	EA	\$	398.70	10
809800-14274	SECURITY MGMT SRVC 11MTH	EA	\$	438.57	10
809800-14275	MNTR SEC SVR BNDL 1YR	EA	\$	2,337.98	10
809800-14276	MNTR SEC SVR BNDL 2YR	EA	\$	4,445.48	10
809800-14277	MNTR SEC SVR BNDL 3YR	EA	\$	6,464.16	10
809800-14278	MNTR SEC SVR BNDL 4YR	EA	\$	8,437.14	10
809800-14279	MNTR SEC SVR BNDL 5YR	EA	\$	10,210.79	10
809800-14280	MNTR SEC WKST BNDL 1YR	EA	\$	942.98	10
809800-14281	MNTR SEC WKST BNDL 2YR	EA	\$	1,795.10	10
809800-14282	MNTR SEC WKST BNDL 3YR	EA	\$	2,627.94	10
809800-14283	MNTR SEC WKST BNDL 4YR	EA	\$	3,485.52	10
809800-14284	MNTR SEC WKST BNDL 5YR	EA	\$	4,211.43	10
809800-14285	MNTR SEC SVR BNDL 1MTH	EA	\$	195.56	10
809800-14286	MNTR SEC SVR BNDL 2MTH	EA	\$	391.11	10
809800-14287	MNTR SEC SVR BNDL 3MTH	EA	\$	586.67	10
809800-14288	MNTR SEC SVR BNDL 4MTH	EA	\$	782.27	10
809800-14289	MNTR SEC SVR BNDL 5MTH	EA	\$	977.78	10
809800-14290	MNTR SEC SVR BNDL 6MTH	EA	\$	1,173.40	10
809800-14291	MNTR SEC SVR BNDL 7MTH	EA	\$	1,368.95	10
809800-14292	MNTR SEC SVR BNDL 8MTH	EA	\$	1,564.44	10
809800-14293	MNTR SEC SVR BNDL 9MTH	EA	\$	1,760.10	10
809800-14294	MNTR SEC SVR BNDL 10MTH	EA	\$	1,955.56	10
809800-14295	MNTR SEC SVR BNDL 11MTH	EA	\$	2,151.22	10
809800-14296	MNTR SEC WKST BNDL 1MTH	EA	\$	78.57	10
809800-14297	MNTR SEC WKST BNDL 2MTH	EA	\$	157.14	10
809800-14298	MNTR SEC WKST BNDL 3MTH	EA	\$	235.71	10
809800-14299	MNTR SEC WKST BNDL 4MTH	EA	\$	314.33	10
809800-14300	MNTR SEC WKST BNDL 5MTH	EA	\$	392.86	10
809800-14301	MNTR SEC WKST BNDL 6MTH	EA	\$	471.49	10

809800-14302	MNTR SEC WKST BNDL 7MTH	EA	\$	550.06	10
809800-14303	MNTR SEC WKST BNDL 8MTH	EA	\$	628.57	10
809800-14304	MNTR SEC WKST BNDL 9MTH	EA	\$	707.24	10
809800-14305	MNTR SEC WKST BNDL 10MTH	EA	\$	785.71	10
809800-14306	MNTR SEC WKST BNDL 11MTH	EA	\$	864.40	10
809800-14501	VIRUS PROTECT 3.0 SA SVC 1YR	EA	\$	206.11	10
809800-14502	VIRUS PROTECT 3.0 SA SVC 2YR	EA	\$	363.21	10
809800-14503	VIRUS PROTECT 3.0 SA SVC 3YR	EA	\$	531.02	10
809800-14504	VIRUS PROTECT 3.0 SA SVC 4YR	EA	\$	775.41	10
809800-14505	VIRUS PROTECT 3.0 SA SVC 5YR	EA	\$	864.62	10
809800-14506	VIRUS PROTECT 3.0 SA SVC 1MTH	EA	\$	17.46	10
809800-14507	VIRUS PROTECT 3.0 SA SVC 2MTH	EA	\$	34.92	10
809800-14508	VIRUS PROTECT 3.0 SA SVC 3MTH	EA	\$	52.38	10
809800-14509	VIRUS PROTECT 3.0 SA SVC 4MTH	EA	\$	69.86	10
809800-14510	VIRUS PROTECT 3.0 SA SVC 5MTH	EA	\$	87.32	10
809800-14511	VIRUS PROTECT 3.0 SA SVC 6MTH	EA	\$	188.94	10
809800-14512	VIRUS PROTECT 3.0 SA SVC 7MTH	EA	\$	120.52	10
809800-14513	VIRUS PROTECT 3.0 SA SVC 8MTH	EA	\$	138.00	10
809800-14514	VIRUS PROTECT 3.0 SA SVC 9MTH	EA	\$	155.44	10
809800-14515	VIRUS PROTECT 3.0 SA SVC 10MTH	EA	\$	172.92	10
809800-14516	VIRUS PROTECT 3.0 SA SVC 11MTH	EA	\$	190.33	10
809800-16117	SPT DIS RCV SVR THRU YR2	EA	\$	1,026.83	10
809800-16118	SPT DIS RCV SVR THRU YR3	EA	\$	2,053.65	10
809800-16119	SPT DIS RCV SVR THRU YR4	EA	\$	3,080.21	10
809800-16120	SPT DIS RCV SVR THRU YR5	EA	\$	4,106.78	10
809800-16122	SPT DIS RCV WKST THRU YR2	EA	\$	159.02	10
809800-16123	SPT DIS RCV WKST THRU YR3	EA	\$	317.78	10
809800-16124	SPT DIS RCV WKST THRU YR4	EA	\$	-	
809800-16125	SPT DIS RCV WKST THRU YR5	EA	\$	-	
809800-16126	SPT DIS RCV SVR THRU YR1	EA	\$	1,026.70	10
809800-16127	SPT DIS RCV WKST THRU YR1	EA	\$	115.24	10
809800-16128	SPT DIS RCV SVR YRS 6-7	EA	\$	1,693.76	10
809800-16129	SPT DIS RCV WKST YRS 6-7	EA	\$	317.78	10
809800-16138	M&R 3.0 IP DEV SRVC 6YR	EA	\$	3,331.62	10
809800-16139	M&R 3.0 IP DEV SVC YRS 6-7	EA	\$	7,565.63	10
809800-16142	SPT DR VIRTUAL SVR 2YR	EA	\$	3,476.35	10
809800-16143	SPT DR VIRTUAL SVR 3YR	EA	\$	5,032.27	10
809800-16144	SPT DR VIRTUAL SVR 4YR	EA	\$	6,497.33	10
809800-16145	SPT DR VIRTUAL SVR 5YR	EA	\$	7,154.29	10
809800-16147	SPT DR VIRT SVR YRS 6-7	EA	\$	24,334.40	10
809800-16148	SPT DIS RCVR VIRT SVR 6YR	EA	\$	9,699.30	10
809800-16149	SPT DIS RCV WKST 7YR	EA	\$	866.54	10
809800-16154	SPT DIS RCV WKST 6YR	EA	\$	751.16	10
809800-16160	M&R 3.0 WKST SRVC YRS 6-7	EA	\$	7,565.63	10
809800-16161	M&R 3.0 WKST SRVC 1YR	EA	\$	628.65	10
809800-16162	M&R 3.0 WKST SRVC 2YR	EA	\$	1,194.51	10
809800-16163	M&R 3.0 WKST SRVC 3YR	EA	\$	1,728.60	10
809800-16164	M&R 3.0 WKST SRVC 4YR	EA	\$	2,231.81	10
809800-16165	M&R 3.0 WKST SRVC 5YR	EA	\$	2,702.97	10
809800-16166	M&R 3.0 IP DEV SRVC 1YR	EA	\$	628.65	10
809800-16167	M&R 3.0 IP DEV SRVC 2YR	EA	\$	1,194.51	10
809800-16168	M&R 3.0 IP DEV SRVC 3YR	EA	\$	1,728.60	10
809800-16169	M&R 3.0 IP DEV SRVC 4YR	EA	\$	2,231.81	10
809800-16170	M&R 3.0 IP DEV SRVC 5YR	EA	\$	2,702.97	10
809800-16171	M&R 3.0 WKST SRVC 1MTH	EA	\$	52.38	10
809800-16172	M&R 3.0 WKST SRVC 2MTH	EA	\$	104.78	10
809800-16173	M&R 3.0 WKST SRVC 3MTH	EA	\$	157.16	10
809800-16174	M&R 3.0 WKST SRVC 4MTH	EA	\$	209.56	10
809800-16175	M&R 3.0 WKST SRVC 5MTH	EA	\$	261.94	10
809800-16176	M&R 3.0 WKST SRVC 6MTH	EA	\$	314.33	10
809800-16177	M&R 3.0 WKST SRVC 7MTH	EA	\$	366.71	10
809800-16178	M&R 3.0 WKST SRVC 8MTH	EA	\$	419.10	10
809800-16179	M&R 3.0 WKST SRVC 9MTH	EA	\$	471.49	10
809800-16180	M&R 3.0 WKST SRVC 10MTH	EA	\$	523.87	10

809800-16181	M&R 3.0 WKST SRVC 11MTH	EA	\$	576.27	10
809800-16182	M&R 3.0 IP DEV SRVC 1MTH	EA	\$	52.38	10
809800-16183	M&R 3.0 IP DEV SRVC 2MTH	EA	\$	104.78	10
809800-16184	M&R 3.0 IP DEV SRVC 3MTH	EA	\$	157.16	10
809800-16185	M&R 3.0 IP DEV SRVC 4MTH	EA	\$	209.56	10
809800-16186	M&R 3.0 IP DEV SRVC 5MTH	EA	\$	261.94	10
809800-16187	M&R 3.0 IP DEV SRVC 6MTH	EA	\$	314.33	10
809800-16188	M&R 3.0 IP DEV SRVC 7MTH	EA	\$	366.71	10
809800-16189	M&R 3.0 IP DEV SRVC 8MTH	EA	\$	419.10	10
809800-16190	M&R 3.0 IP DEV SRVC 9MTH	EA	\$	471.49	10
809800-16191	M&R 3.0 IP DEV SRVC 10MTH	EA	\$	523.87	10
809800-16192	M&R 3.0 IP DEV SRVC 11MTH	EA	\$	576.27	10
809800-16193	M&R 3.0 WKST SRVC 7YR	EA	\$	3,960.14	10
809800-16194	SPT DIS RCV SVR THRU YR1	EA	\$	857.60	10
809800-16195	M&R 3.0 WKST SRVC 6YR	EA	\$	3,331.62	10
809800-16196	SPT DIS RCV SVR THRU YR2	EA	\$	2,046.24	10
809800-16197	SPT DIS RCV SVR THRU YR3	EA	\$	3,067.44	10
809800-16198	SPT DIS RCV SVR THRU YR4	EA	\$	3,380.89	10
809800-16199	SPT DIS RCV SVR THRU YR5	EA	\$	4,191.65	10
809800-16201	SPT DR VIRTUAL SVR 1YR	EA	\$	1,829.67	10
809800-16207	M&R 3.0 IP SRVC MESB 1YR	EA	\$	2,619.13	10
809800-16208	M&R 3.0 IP SRVC MESB 5YR	EA	\$	12,659.17	10
809800-16211	PATCH MGMT 3.2 SVC 1YR	EA	\$	387.71	10
809800-16212	PATCH MGMT 3.2 SVC 2YR	EA	\$	773.62	10
809800-16213	PATCH MGMT 3.2 SVC 3YR	EA	\$	1,136.70	10
809800-16214	PATCH MGMT 3.2 SVC 4YR	EA	\$	1,488.03	10
809800-16215	PATCH MGMT 3.2 SVC 5YR	EA	\$	1,826.87	10
809800-16216	PATCH MGMT 3.2 SVC 1MTH	EA	\$	32.30	10
809800-16217	PATCH MGMT 3.2 SVC 2MTH	EA	\$	64.60	10
809800-16218	PATCH MGMT 3.2 SVC 3MTH	EA	\$	96.92	10
809800-16219	PATCH MGMT 3.2 SVC 4MTH	EA	\$	129.24	10
809800-16220	PATCH MGMT 3.2 SVC 5MTH	EA	\$	161.54	10
809800-16221	PATCH MGMT 3.2 SVC 6MTH	EA	\$	193.86	10
809800-16222	PATCH MGMT 3.2 SVC 7MTH	EA	\$	226.16	10
809800-16223	PATCH MGMT 3.2 SVC 8MTH	EA	\$	258.48	10
809800-16224	PATCH MGMT 3.2 SVC 9MTH	EA	\$	290.78	10
809800-16225	PATCH MGMT 3.2 SVC 10MTH	EA	\$	323.10	10
809800-16226	PATCH MGMT 3.2 SVC 11MTH	EA	\$	355.40	10
809800-16227	PATCH MGMT SVC 3.2 YRS 6-7	EA	\$	1,547.00	10
809800-16228	PATCH MGMT 3.2 SRVC 6YR	EA	\$	2,214.44	10
809800-16229	PATCH MGMT SRVC 3.2 7YR	EA	\$	2,602.29	10
809800-16231	SEC MGMT 3.1 SVC 1YR	EA	\$	661.83	10
809800-16232	SEC MGMT 3.1 SVC 2YR	EA	\$	1,276.44	10
809800-16233	SEC MGMT 3.1 SVC 3YR	EA	\$	1,873.70	10
809800-16234	SEC MGMT 3.1 SVC 4YR	EA	\$	2,528.38	10
809800-16235	SEC MGMT 3.1 SVC 5YR	EA	\$	3,020.75	10
809800-16236	SEC MGMT 3.1 SVC 1MTH	EA	\$	55.87	10
809800-16237	SEC MGMT 3.1 SVC 2MTH	EA	\$	111.75	10
809800-16238	SEC MGMT 3.1 SVC 3MTH	EA	\$	167.63	10
809800-16239	SEC MGMT 3.1 SVC 4MTH	EA	\$	223.51	10
809800-16240	SEC MGMT 3.1 SVC 5MTH	EA	\$	279.38	10
809800-16241	SEC MGMT 3.1 SVC 6MTH	EA	\$	335.25	10
809800-16242	SEC MGMT 3.1 SVC 7MTH	EA	\$	391.13	10
809800-16243	SEC MGMT 3.1 SVC 8MTH	EA	\$	447.00	10
809800-16244	SEC MGMT 3.1 SVC 9MTH	EA	\$	502.89	10
809800-16245	SEC MGMT 3.1 SVC 10MTH	EA	\$	558.76	10
809800-16246	SEC MGMT 3.1 SVC 11MTH	EA	\$	614.63	10
809800-16247	SEC MGMT 3.1 SVC 6YR	EA	\$	3,683.08	10
809800-16311	M&R SVR SRVC 1YR	EA	\$	2,269.95	10
809800-16312	M&R SVR SRVC 2YR	EA	\$	4,312.76	10
809800-16313	M&R SVR SRVC 3YR	EA	\$	6,242.10	10
809800-16314	M&R SVR SRVC 4YR	EA	\$	8,058.38	10
809800-16315	M&R SVR SRVC 5YR	EA	\$	9,760.94	10
809800-16316	M&R SVR SRVC 1MTH	EA	\$	189.16	10

809800-16317	M&R SVR SRVC 2MTH	EA	\$	378.30	10
809800-16318	M&R SVR SRVC 3MTH	EA	\$	567.46	10
809800-16319	M&R SVR SRVC 4MTH	EA	\$	756.60	10
809800-16320	M&R SVR SRVC 5MTH	EA	\$	945.81	10
809800-16321	M&R SVR SRVC 6MTH	EA	\$	1,134.98	10
809800-16322	M&R SVR SRVC 7MTH	EA	\$	1,324.06	10
809800-16323	M&R SVR SRVC 8MTH	EA	\$	1,513.30	10
809800-16324	M&R SVR SRVC 9MTH	EA	\$	1,702.38	10
809800-16325	M&R SVR SRVC 10MTH	EA	\$	1,891.52	10
809800-16326	M&R SVR SRVC 11MTH	EA	\$	2,080.79	10
809800-16327	M&R WKST SRVC 1YR	EA	\$	628.65	10
809800-16328	M&R WKST SRVC 2YR	EA	\$	1,194.51	10
809800-16329	M&R WKST SRVC 3YR	EA	\$	1,728.60	10
809800-16330	M&R WKST SRVC 4YR	EA	\$	2,231.81	10
809800-16331	M&R WKST SRVC 5YR	EA	\$	2,702.97	10
809800-16332	M&R WKST SRVC 1MTH	EA	\$	52.38	10
809800-16333	M&R WKST SRVC 2MTH	EA	\$	104.78	10
809800-16334	M&R WKST SRVC 3MTH	EA	\$	157.16	10
809800-16335	M&R WKST SRVC 4MTH	EA	\$	209.56	10
809800-16336	M&R WKST SRVC 5MTH	EA	\$	261.94	10
809800-16337	M&R WKST SRVC 6MTH	EA	\$	314.33	10
809800-16338	M&R WKST SRVC 7MTH	EA	\$	366.71	10
809800-16339	M&R WKST SRVC 8MTH	EA	\$	419.10	10
809800-16340	M&R WKST SRVC 9MTH	EA	\$	471.49	10
809800-16341	M&R WKST SRVC 10MTH	EA	\$	523.87	10
809800-16342	M&R WKST SRVC 11MTH	EA	\$	576.27	10
809800-16343	M&R IP DEVICE SRVC 1YR	EA	\$	628.65	10
809800-16344	M&R IP DEVICE SRVC 2YR	EA	\$	1,194.51	10
809800-16345	M&R IP DEVICE SRVC 3YR	EA	\$	1,728.60	10
809800-16346	M&R IP DEVICE SRVC 4YR	EA	\$	2,231.81	10
809800-16347	M&R IP DEVICE SRVC 5YR	EA	\$	2,702.97	10
809800-16348	M&R IP DEVICE SRVC 1MTH	EA	\$	52.38	10
809800-16349	M&R IP DEVICE SRVC 2MTH	EA	\$	104.78	10
809800-16350	M&R IP DEVICE SRVC 3MTH	EA	\$	157.16	10
809800-16351	M&R IP DEVICE SRVC 4MTH	EA	\$	209.56	10
809800-16352	M&R IP DEVICE SRVC 5MTH	EA	\$	261.94	10
809800-16353	M&R IP DEVICE SRVC 6MTH	EA	\$	314.33	10
809800-16354	M&R IP DEVICE SRVC 7MTH	EA	\$	366.71	10
809800-16355	M&R IP DEVICE SRVC 8MTH	EA	\$	419.10	10
809800-16356	M&R IP DEVICE SRVC 9MTH	EA	\$	471.49	10
809800-16357	M&R IP DEVICE SRVC 10MTH	EA	\$	523.87	10
809800-16358	M&R IP DEVICE SRVC 11MTH	EA	\$	576.27	10
809800-16361	M&R PM AV SVR SRVC 1YR	EA	\$	2,337.98	10
809800-16362	M&R PM AV SVR SRVC 2YR	EA	\$	4,445.48	10
809800-16363	M&R PM AV SVR SRVC 3YR	EA	\$	6,464.16	10
809800-16364	M&R PM AV SVR SRVC 4YR	EA	\$	8,437.14	10
809800-16365	M&R PM AV SVR SRVC 5YR	EA	\$	10,210.79	10
809800-16366	M&R PM AV SVR SRVC 1MTH	EA	\$	195.56	10
809800-16367	M&R PM AV SVR SRVC 2MTH	EA	\$	391.11	10
809800-16368	M&R PM AV SVR SRVC 3MTH	EA	\$	586.67	10
809800-16369	M&R PM AV SVR SRVC 4MTH	EA	\$	782.27	10
809800-16370	M&R PM AV SVR SRVC 5MTH	EA	\$	977.78	10
809800-16371	M&R PM AV SVR SRVC 6MTH	EA	\$	1,173.40	10
809800-16372	M&R PM AV SVR SRVC 7MTH	EA	\$	1,368.95	10
809800-16373	M&R PM AV SVR SRVC 8MTH	EA	\$	1,564.44	10
809800-16374	M&R PM AV SVR SRVC 9MTH	EA	\$	1,760.10	10
809800-16375	M&R PM AV SVR SRVC 10MTH	EA	\$	1,955.56	10
809800-16376	M&R PM AV SVR SRVC 11MTH	EA	\$	2,151.22	10
809800-16377	M&R PM AV WKST SRVC 1YR	EA	\$	942.98	10
809800-16378	M&R PM AV WKST SRVC 2YR	EA	\$	1,795.10	10
809800-16379	M&R PM AV WKST SRVC 3YR	EA	\$	2,627.94	10
809800-16380	M&R PM AV WKST SRVC 4YR	EA	\$	3,485.52	10
809800-16381	M&R PM AV WKST SRVC 5YR	EA	\$	4,211.43	10
809800-16382	M&R PM AV WKST SRVC 1MTH	EA	\$	78.57	10

809800-16383	M&R PM AV WKST SRVC 2MTH	EA	\$	157.14	10
809800-16384	M&R PM AV WKST SRVC 3MTH	EA	\$	235.71	10
809800-16385	M&R PM AV WKST SRVC 4MTH	EA	\$	314.33	10
809800-16386	M&R PM AV WKST SRVC 5MTH	EA	\$	392.86	10
809800-16387	M&R PM AV WKST SRVC 6MTH	EA	\$	471.49	10
809800-16388	M&R PM AV WKST SRVC 7MTH	EA	\$	550.06	10
809800-16389	M&R PM AV WKST SRVC 8MTH	EA	\$	628.57	10
809800-16390	M&R PM AV WKST SRVC 9MTH	EA	\$	785.81	10
809800-16391	M&R PM AV WKST SRVC 10MTH	EA	\$	785.71	10
809800-16392	M&R PM AV WKST SRVC 11MTH	EA	\$	864.40	10
809800-16393	M&R PM AV WKST SRVC 6YR	EA	\$	5,154.79	10
809800-16404	SPT DIS RCV WKST 1YR RNWL	EA	\$	158.89	10
809800-16405	SPT DIS RCV WKST 2YR RNWL	EA	\$	317.78	10
809800-16406	SPT DIS RCV WKST 3YR RNWL	EA	\$	477.05	10
809800-16407	SPT DIS RCV WKST 4YR RNWL	EA	\$	636.05	10
809800-16408	SPT DIS RCV WKST 5YR RNWL	EA	\$	795.06	10
809800-16411	PREMIER MANAGED NETWORK DEVICE SRVC 1YR	EA	\$	2,304.79	10
809800-16412	PREMIER MANAGED NETWORK DEVICE SRVC 2YR	EA	\$	4,379.13	10
809800-16413	PREMIER MANAGED NETWORK DEVICE SRVC 3YR	EA	\$	6,341.65	10
809800-16414	PREMIER MANAGED NETWORK DEVICE SRVC 4YR	EA	\$	8,181.90	10
809800-16415	PREMIER MANAGED NETWORK DEVICE SRVC 5YR	EA	\$	9,910.89	10
809800-16416	PREMIER MANAGED NETWORK DEVICE SRVC 1MTH	EA	\$	192.06	10
809800-16417	PREMIER MANAGED NETWORK DEVICE SRVC 2MTH	EA	\$	384.13	10
809800-16418	PREMIER MANAGED NETWORK DEVICE SRVC 3MTH	EA	\$	576.21	10
809800-16419	PREMIER MANAGED NETWORK DEVICE SRVC 4MTH	EA	\$	768.27	10
809800-16420	PREMIER MANAGED NETWORK DEVICE SRVC 5MTH	EA	\$	960.33	10
809800-16421	PREMIER MANAGED NETWORK DEVICE SRVC 6MTH	EA	\$	1,152.40	10
809800-16422	PREMIER MANAGED NETWORK DEVICE SRVC 7MTH	EA	\$	1,344.46	10
809800-16423	PREMIER MANAGED NETWORK DEVICE SRVC 8MTH	EA	\$	1,536.54	10
809800-16424	PREMIER MANAGED NETWORK DEVICE SRVC 9MTH	EA	\$	1,728.60	10
809800-16425	PREMIER MANAGED NETWORK DEVICE SRVC 10MT	EA	\$	1,920.67	10
809800-16426	PREMIER MANAGED NETWORK DEVICE SRVC 11MT	EA	\$	2,112.73	10
809800-16427	PREMIER MANAGED SRVR SRVC 1YR	EA	\$	3,142.87	10
809800-16428	PREMIER MANAGED SRVR SRVC 2YR	EA	\$	5,971.56	10
809800-16429	PREMIER MANAGED SRVR SRVC 3YR	EA	\$	8,646.44	10
809800-16430	PREMIER MANAGED SRVR SRVC 4YR	EA	\$	11,157.48	10
809800-16431	PREMIER MANAGED SRVR SRVC 5YR	EA	\$	13,514.86	10
809800-16432	PREMIER MANAGED SRVR SRVC 1MTH	EA	\$	192.06	10
809800-16433	PREMIER MANAGED SRVR SRVC 2MTH	EA	\$	384.13	10
809800-16434	PREMIER MANAGED SRVR SRVC 3MTH	EA	\$	576.21	10
809800-16435	PREMIER MANAGED SRVR SRVC 4MTH	EA	\$	768.27	10
809800-16436	PREMIER MANAGED SRVR SRVC 5MTH	EA	\$	960.33	10
809800-16437	PREMIER MANAGED SRVR SRVC 6MTH	EA	\$	1,152.40	10
809800-16438	PREMIER MANAGED SRVR SRVC 7MTH	EA	\$	1,344.46	10
809800-16439	PREMIER MANAGED SRVR SRVC 8MTH	EA	\$	1,536.54	10
809800-16440	PREMIER MANAGED SRVR SRVC 9MTH	EA	\$	1,728.60	10
809800-16441	PREMIER MANAGED SRVR SRVC 10MTH	EA	\$	1,920.67	10
809800-16442	PREMIER MANAGED SRVR SRVC 11MTH	EA	\$	2,112.73	10
809800-16443	PREMIER MANAGED WKST SRVC 1YR	EA	\$	1,466.73	10
809800-16444	PREMIER MANAGED WKST SRVC 2YR	EA	\$	2,786.68	10
809800-16445	PREMIER MANAGED WKST SRVC 3YR	EA	\$	4,035.32	10
809800-16446	PREMIER MANAGED WKST SRVC 4YR	EA	\$	5,206.86	10
809800-16447	PREMIER MANAGED WKST SRVC 5YR	EA	\$	6,306.94	10
809800-16448	PREMIER MANAGED WKST SRVC 1MTH	EA	\$	122.22	10
809800-16449	PREMIER MANAGED WKST SRVC 2MTH	EA	\$	244.46	10
809800-16450	PREMIER MANAGED WKST SRVC 3MTH	EA	\$	366.68	10
809800-16451	PREMIER MANAGED WKST SRVC 4MTH	EA	\$	488.90	10
809800-16452	PREMIER MANAGED WKST SRVC 5MTH	EA	\$	611.14	10
809800-16453	PREMIER MANAGED WKST SRVC 6MTH	EA	\$	733.37	10
809800-16454	PREMIER MANAGED WKST SRVC 7MTH	EA	\$	855.59	10
809800-16455	PREMIER MANAGED WKST SRVC 8MTH	EA	\$	977.81	10
809800-16456	PREMIER MANAGED WKST SRVC 9MTH	EA	\$	1,100.05	10
809800-16457	PREMIER MANAGED WKST SRVC 10MTH	EA	\$	1,222.27	10
809800-16458	PREMIER MANAGED WKST SRVC 11MTH	EA	\$	1,344.49	10

809800-16459	ENHANCED NETWORK M&R SRVC 1YR	EA	\$	1,466.73	10
809800-16460	ENHANCED NETWORK M&R SRVC 2YR	EA	\$	2,786.68	10
809800-16461	ENHANCED NETWORK M&R SRVC 3YR	EA	\$	4,035.32	10
809800-16462	ENHANCED NETWORK M&R SRVC 4YR	EA	\$	5,206.86	10
809800-16463	ENHANCED NETWORK M&R SRVC 5YR	EA	\$	6,306.94	10
809800-16464	ENHANCED NETWORK M&R SRVC 1MTH	EA	\$	122.22	10
809800-16465	ENHANCED NETWORK M&R SRVC 2MTH	EA	\$	244.46	10
809800-16466	ENHANCED NETWORK M&R SRVC 3MTH	EA	\$	366.68	10
809800-16467	ENHANCED NETWORK M&R SRVC 4MTH	EA	\$	488.90	10
809800-16468	ENHANCED NETWORK M&R SRVC 5MTH	EA	\$	611.14	10
809800-16469	ENHANCED NETWORK M&R SRVC 6MTH	EA	\$	733.37	10
809800-16470	ENHANCED NETWORK M&R SRVC 7MTH	EA	\$	855.59	10
809800-16471	ENHANCED NETWORK M&R SRVC 8MTH	EA	\$	977.81	10
809800-16472	ENHANCED NETWORK M&R SRVC 9MTH	EA	\$	1,100.05	10
809800-16473	ENHANCED NETWORK M&R SRVC 10MTH	EA	\$	1,222.27	10
809800-16474	ENHANCED NETWORK M&R SRVC 11MTH	EA	\$	1,344.49	10
809800-16901	VESTA SAAS-AZ-MGD 911 BASIC POS MRC	EA	\$	1,646.03	10
809800-16902	VESTA SAAS-AZ-MGD 911 ADV POS MRC	EA	\$	1,706.35	10
809800-16943	VESTA SAAS-UT-V911 ECATS MIS PER PSAP MRC TC	EA	\$	641.27	10
809800-16944	VESTA SAAS-UT-V911 ECATS MIS PER PSAP MRC TC	EA	\$	688.89	10
809800-16950	CC ENABLEMENT V911 SML - NRC	EA	\$	14,880.95	10
809800-16951	CC ENABLEMENT V911 MED - NRC	EA	\$	20,833.33	10
809800-16952	CC ENABLEMENT V911 LRG - NRC	EA	\$	34,722.22	10
809800-16953	CC ENABLEMENT V911 XL - NRC	EA	\$	69,444.44	10
809800-16954	CC ENABLEMENT V911 MEGA - NRC	EA	\$	99,206.35	10
809800-16955	VESTA SAAS-UT-V911 NETWORK SETUP FEE NRC	EA	\$	7,558.24	10
809800-16970	CI SYS IMP- PER POS	EA	\$	142.86	10
809800-16971	CI SYS IMP- 1ST AGENCY / SITE	EA	\$	11,365.08	10
809800-16972	CI SYS IMP- SUB AGENCIES / SITES	EA	\$	2,968.25	10
809800-16973	AW911 SYS IMP - PER POS	EA	\$	142.86	10
809800-16974	AW911 SYS IMP - 1ST AGENCY / SITE	EA	\$	11,365.08	10
809800-16975	AW911 SYS IMP - SUB AGENCIES / SITES	EA	\$	2,968.25	10
809800-16980	ST SYS IMP- PER POS	EA	\$	142.86	10
809800-16981	ST SYS IMP- 1ST AGENCY / SITE	EA	\$	10,507.94	10
809800-16982	ST SYS IMP- SUB AGENCIES / SITES	EA	\$	2,111.11	10
809800-16990	CI / ST BUND SYS IMP- PER POS	EA	\$	222.22	10
809800-16991	CI / ST BUND SYS IMP- 1ST AGENCY/ SITE	EA	\$	11,365.08	10
809800-16992	CI / ST BUND SYS IMP - SUB AGENCIES / SITES	EA	\$	2,968.25	10
809800-16993	AW911 / CI / ST BUND SYS IMP - PER POS	EA	\$	222.22	10
809800-16994	AW911 / CI / ST BUND SYS IMP - 1ST AGENCY / SITE	EA	\$	11,365.08	10
809800-16995	AW911 / CI / ST BUND SYS IMP- SUB AGENCIES / SITI	EA	\$	2,968.25	10
809800-17005	FIELD ENG REMOTE SVCS	EA	\$	158.73	10
809800-17006	FIELD ENG-EXPRESS	EA	\$	115.87	10
809800-17006-SMS	FIELD ENG-EXPRESS SMS	EA	\$	115.87	10
809800-17007	FIELD ENG-STANDARD	EA	\$	158.73	10
809800-17007-SMS	FIELD ENG-STANDARD SMS	EA	\$	158.73	10
809800-17032	SITE READINESS SVCS	EA	\$	47,619.05	10
809800-17036	REMOTE INSTALL AUDIT	EA	\$	115.87	10
809800-17037	ONSITE INSTALL AUDIT	EA	\$	158.73	10
809800-17038	COORDINATION SERVICES	EA	\$	1,257.05	10
809800-17046	ST NM SYS MGR SRVC 1YR	EA	\$	106.35	10
809800-17101	FIELD ENG-PRIMARY	EA	\$	158.73	10
809800-17102	FIELD ENG-SECONDARY	EA	\$	158.73	10
809800-17103	FIELD ENG-INTG	EA	\$	158.73	10
809800-17104	FIELD ENG-T & M	EA	\$	158.73	10
809800-17105	ORCS IMP	EA	\$	158.73	10
809800-17108	PRIV SFTY FIELD ENG	EA	\$	158.73	10
809800-17113	FIELD ENG-PER DAY	EA	\$	1,853.97	10
809800-17116	VHUD TEMP BUILD - STD	EA	\$	2,142.86	20
809800-17117	XLST FILE CREATION SERVICE - SMS	EA	\$	1,587.30	10
809800-17501	V911 ESS/CORE REM FE SVCS - SML	EA	\$	10,158.73	10
809800-17502	V911 ESS REM FE SVCS - MED	EA	\$	20,317.46	10
809800-17503	V911 ESS REM FE SVCS - GEO	EA	\$	5,079.37	10
809800-20210	SPT HA CUST EXT SPT 6MTH	EA	\$	563.10	10

809800-20211	SPT HA THRU YR1 PEI	EA	\$	825.95	10
809800-2960XEXT	WARR 2960X 24P NBD EXT 1YR	EA	\$	642.51	10
809800-35056	PAT SVR CFG	EA	\$	892.86	20
809800-35058	SENT IWS CFG	EA	\$	357.14	20
809800-35060	SENT STG FEE PER POS	EA	\$	535.71	20
809800-35061	V911 SYS CFG	EA	\$	1,587.30	10
809800-35064	SYS DIVERSIFICATION FEE	EA	\$	793.65	10
809800-35065	V911 SYS CFG	EA	\$	1,329.37	10
809800-35072	SPT PAT SW 1 MTH	EA	\$	170.89	20
809800-35073	SPT PAT SW 2 MTH	EA	\$	339.84	20
809800-35074	SPT PAT SW 3 MTH	EA	\$	510.71	20
809800-35075	SPT PAT SW 4 MTH	EA	\$	681.63	20
809800-35076	SPT PAT SW 5 MTH	EA	\$	852.52	20
809800-35077	SPT PAT SW 6 MTH	EA	\$	1,021.45	20
809800-35078	SPT PAT SW 7 MTH	EA	\$	1,192.36	20
809800-35079	SPT PAT SW 8 MTH	EA	\$	1,361.25	20
809800-35080	SPT PAT SW 9 MTH	EA	\$	1,532.16	20
809800-35081	SPT PAT SW 10 MTH	EA	\$	1,701.09	20
809800-35082	SPT PAT SW 11 MTH	EA	\$	1,871.98	20
809800-35083	V911 SVR CFG - CUST PROV	EA	\$	793.65	10
809800-35084	V911 VIRTUAL CFG FEE	EA	\$	1,198.41	10
809800-35090	V911 SW SPT 1YR	EA	\$	1,815.89	10
809800-35091	V911 SW SPT 2YR	EA	\$	3,226.71	10
809800-35092	V911 SW SPT 3YR	EA	\$	4,840.08	10
809800-35093	V911 SW SPT 4YR	EA	\$	5,446.27	10
809800-35094	V911 SW SPT 5YR	EA	\$	6,050.41	10
809800-35095	V911 SW SPT 1YR NON-ABDS	EA	\$	2,521.37	10
809800-35096	V911 SW SPT 2YR NON-ABDS	EA	\$	4,538.13	10
809800-35097	V911 SW SPT 3YR NON-ABDS	EA	\$	6,453.44	10
809800-35098	V911 SW SPT 4YR NON-ABDS	EA	\$	7,260.51	10
809800-35099	V911 SW SPT 5YR NON-ABDS	EA	\$	8,066.79	10
809800-35101	SPT PAT RNSTMNT	EA	\$	2,897.32	20
809800-35102	SPT PAT/CM IRR RNSTMNT	EA	\$	716.96	20
809800-35103	SPT PAT STATS RNSTMNT	EA	\$	428.21	20
809800-35104	SPT SENT MNTR RNSTMNT	EA	\$	2,526.07	20
809800-35105	V911 IRR SW SPT 7YR	EA	\$	1,751.83	10
809800-35106	V911 SPT RNSTMNT	EA	\$	2,575.40	10
809800-35107	V911 IWS CFG - CUST PROV	EA	\$	634.92	10
809800-35108	V911 IWS STG FEE	EA	\$	476.19	10
809800-35109	V911 IWS CFG	EA	\$	317.46	10
809800-35110	V911 IRR SW SPT 1YR	EA	\$	328.37	10
809800-35111	V911 IRR SW SPT 2YR	EA	\$	583.22	10
809800-35111E	V911 IRR SW SPT 2YR-ESS	EA	\$	583.22	10
809800-35112	V911 IRR SW SPT 3YR	EA	\$	876.75	10
809800-35113	V911 IRR SW SPT 4YR	EA	\$	985.22	10
809800-35113E	V911 IRR SW SPT 4YR-ESS	EA	\$	985.22	10
809800-35114	V911 IRR SW SPT 5YR	EA	\$	1,094.97	10
809800-35115	V911 IRR SW SPT 1YR NCC	EA	\$	455.73	10
809800-35116	V911 IRR SW SPT 2YR NCC	EA	\$	820.84	10
809800-35117	V911 IRR SW SPT 3YR NCC	EA	\$	1,168.10	10
809800-35118	V911 IRR SW SPT 4YR NCC	EA	\$	1,313.46	10
809800-35119	V911 IRR SW SPT 5YR NCC	EA	\$	1,459.97	10
809800-35120	V911 ACT VIEW SW SPT 1YR	EA	\$	1,155.97	10
809800-35121	V911 ACT VIEW SW SPT 2YR	EA	\$	2,053.40	10
809800-35122	V911 ACT VIEW SW SPT 3YR	EA	\$	3,080.08	10
809800-35123	V911 ACT VIEW SW SPT 4YR	EA	\$	3,466.13	10
809800-35124	V911 ACT VIEW SW SPT 5YR	EA	\$	3,850.27	10
809800-35130	V911 SW SPT TRNSFR	EA	\$	-	
809800-35131	V911 ADV SW SPT 1YR	EA	\$	2,310.03	10
809800-35132	V911 ADV SW SPT 2YR	EA	\$	4,106.78	10
809800-35133	V911 ADV SW SPT 3YR	EA	\$	6,160.17	10
809800-35134	V911 ADV SW SPT 4YR	EA	\$	6,930.22	10
809800-35135	V911 ADV SW SPT 5YR	EA	\$	8,250.57	10
809800-35136	V911 IRR SW SPT 6YR	EA	\$	1,423.46	10

809800-35137	V911 ACT VIEW SW SPT 6YR	EA	\$	5,006.24	10
809800-35138	V911 IRR SW SPT YRS6-7	EA	\$	3,068.60	10
809800-35139	SPT V911 ACT VIEW SPT YRS 6-7	EA	\$	10,780.75	10
809800-35140	V911 ADV SW SPT TRNSFR	EA	\$	-	
809800-35143	V911 FED R4 TO R7 CFG FEE	EA	\$	1,741.27	10
809800-35152	V911 IRR SW SPT 2MTH	EA	\$	54.13	10
809800-35162	V911 ACT VIEW SW SPT 2MTH	EA	\$	192.06	10
809800-35171	V911 IRR SW SPT 1MTH	EA	\$	27.94	10
809800-35172	V911 IRR SW SPT 2MTH	EA	\$	55.87	10
809800-35173	V911 IRR SW SPT 3MTH	EA	\$	82.10	10
809800-35174	V911 IRR SW SPT 4MTH	EA	\$	110.00	10
809800-35175	V911 IRR SW SPT 5MTH	EA	\$	137.94	10
809800-35176	V911 IRR SW SPT 6MTH	EA	\$	165.90	10
809800-35177	V911 IRR SW SPT 7MTH	EA	\$	192.06	10
809800-35178	V911 IRR SW SPT 8MTH	EA	\$	220.02	10
809800-35179	V911 IRR SW SPT 9MTH	EA	\$	248.00	10
809800-35180	V911 IRR SW SPT 10MTH	EA	\$	275.87	10
809800-35181	V911 IRR SW SPT 11MTH	EA	\$	302.17	10
809800-35182	V911 ACT VIEW SPT 1MTH	EA	\$	97.78	10
809800-35183	V911 ACT VIEW SPT 2MTH	EA	\$	192.06	10
809800-35184	V911 ACT VIEW SPT 3MTH	EA	\$	289.86	10
809800-35185	V911 ACT VIEW SPT 4MTH	EA	\$	385.87	10
809800-35186	V911 ACT VIEW SPT 5MTH	EA	\$	481.92	10
809800-35187	V911 ACT VIEW SPT 6MTH	EA	\$	577.98	10
809800-35188	V911 ACT VIEW SPT 7MTH	EA	\$	674.02	10
809800-35189	V911 ACT VIEW SPT 8MTH	EA	\$	770.05	10
809800-35190	V911 ACT VIEW SPT 9MTH	EA	\$	867.84	10
809800-35191	V911 ACT VIEW SPT 10MTH	EA	\$	962.14	10
809800-35192	V911 ACT VIEW SPT 11MTH	EA	\$	1,059.87	10
809800-35229	V911 ADV SW SPT 1YR NON-ABDS	EA	\$	3,209.24	10
809800-35230	V911 ADV SW SPT 2YR NON-ABDS	EA	\$	5,776.03	10
809800-35231	V911 ADV SW SPT 3YR NON-ABDS	EA	\$	8,213.43	10
809800-35232	V911 ADV SW SPT 4YR NON-ABDS	EA	\$	9,240.13	10
809800-35233	V911 ADV SW SPT 5YR NON-ABDS	EA	\$	10,266.95	10
809800-35245	V911 IRR RNSTMNT	EA	\$	637.30	10
809800-35246	V911 ACT VIEW RNSTMNT	EA	\$	2,245.40	10
809800-35251	SPT V911 CUST HW 1YR	EA	\$	1,888.76	10
809800-35252	SPT V911 CUST HW 2YR	EA	\$	3,777.52	10
809800-35253	SPT V911 CUST HW 3YR	EA	\$	5,666.29	10
809800-35254	SPT V911 CUST HW 4YR	EA	\$	7,555.05	10
809800-35255	SPT V911 CUST HW 5YR	EA	\$	9,443.81	10
809800-35261	VESTA 9-1-1 MULTIPLE CDR SPT 1YR	EA	\$	1,728.60	10
809800-35262	VESTA 9-1-1 MULTIPLE CDR SPT 2YR	EA	\$	3,265.25	10
809800-35263	VESTA 9-1-1 MULTIPLE CDR SPT 3YR	EA	\$	4,609.60	10
809800-35264	VESTA 9-1-1 MULTIPLE CDR SPT 4YR	EA	\$	5,762.25	10
809800-35265	VESTA 9-1-1 MULTIPLE CDR SPT 5YR	EA	\$	6,722.33	10
809800-35310	VHUD ENT SPT 1YR	EA	\$	3,384.00	20
809800-35311	VHUD ENT SPT 2YR	EA	\$	7,281.61	20
809800-35312	VHUD ENT SPT 3YR	EA	\$	10,317.61	20
809800-35313	VHUD ENT SPT 4YR	EA	\$	13,281.61	20
809800-35315	VHUD SGL SVR OPUT SPT 1YR	EA	\$	1,134.00	20
809800-35316	VHUD SGL SVR OPUT SPT 2YR	EA	\$	2,026.63	20
809800-35317	VHUD SGL SVR OPUT SPT 3YR	EA	\$	2,885.66	20
809800-35318	VHUD SGL SVR OPUT SPT 4YR	EA	\$	3,706.96	20
809800-35320	VHUD 1-4 SVR OPUT SPT 1YR	EA	\$	2,267.82	20
809800-35321	VHUD 1-4 SVR OPUT SPT 2YR	EA	\$	4,071.43	20
809800-35322	VHUD 1-4 SVR OPUT SPT 3YR	EA	\$	5,755.38	20
809800-35323	VHUD 1-4 SVR OPUT SPT 4YR	EA	\$	7,398.18	20
809800-35325	VHUD 1-14 SVR OPUT SPT 1YR	EA	\$	5,085.77	20
809800-35326	VHUD 1-14 SVR OPUT SPT 2YR	EA	\$	9,157.04	20
809800-35327	VHUD 1-14 SVR OPUT SPT 3YR	EA	\$	12,960.52	20
809800-35328	VHUD 1-14 SVR OPUT SPT 4YR	EA	\$	16,675.20	20
809800-35330	VHUD 1-24 SVR OPUT SPT 1YR	EA	\$	10,737.43	20
809800-35331	VHUD 1-24 SVR OPUT SPT 2YR	EA	\$	19,309.04	20

809800-35332	VHUD 1-24 SVR OPUT SPT 3YR	EA	\$	27,355.38	20
809800-35333	VHUD 1-24 SVR OPUT SPT 4YR	EA	\$	35,192.91	20
809800-35335	VHUD 1-49 SVR OPUT SPT 1YR	EA	\$	24,839.32	20
809800-35336	VHUD 1-49 SVR OPUT SPT 2YR	EA	\$	44,732.23	20
809800-35337	VHUD 1-49 SVR OPUT SPT 3YR	EA	\$	63,353.82	20
809800-35338	VHUD 1-49 SVR OPUT SPT 4YR	EA	\$	81,505.38	20
809800-35340	VHUD SUPV VIEWER SPT 1YR	EA	\$	389.32	20
809800-35341	VHUD SUPV VIEWER SPT 2YR	EA	\$	739.20	20
809800-35342	VHUD SUPV VIEWER SPT 3YR	EA	\$	1,032.18	20
809800-35343	VHUD SUPV VIEWER SPT 4YR	EA	\$	1,303.54	20
809800-35345	VHUD DATA ACCESS LIC SPT 1YR	EA	\$	841.04	20
809800-35346	VHUD DATA ACCESS LIC SPT 2YR	EA	\$	1,528.46	20
809800-35347	VHUD DATA ACCESS LIC SPT 3YR	EA	\$	2,082.34	20
809800-35348	VHUD DATA ACCESS LIC SPT 4YR	EA	\$	2,776.46	20
809800-35401	CITIZEN INPUT NAMED USER 1YR	EA	\$	124.67	10
809800-35402	CITIZEN INPUT NAMED USER 2YR	EA	\$	249.33	10
809800-35403	CITIZEN INPUT NAMED USER 3YR	EA	\$	374.00	10
809800-35404	CITIZEN INPUT NAMED USER 4YR	EA	\$	498.67	10
809800-35405	CITIZEN INPUT NAMED USER 5YR	EA	\$	623.33	10
809800-35501	SMART TRANSCRIPTION NAMED USER 1YR	EA	\$	623.33	10
809800-35502	SMART TRANSCRIPTION NAMED USER 2YR	EA	\$	1,246.67	10
809800-35503	SMART TRANSCRIPTION NAMED USER 3YR	EA	\$	1,870.00	10
809800-35504	SMART TRANSCRIPTION NAMED USER 4YR	EA	\$	2,493.33	10
809800-35505	SMART TRANSCRIPTION NAMED USER 5YR	EA	\$	3,116.67	10
809800-35601	CI/ST BUNDLE NAMED USER 1YR	EA	\$	712.38	10
809800-35602	CI/ST BUNDLE NAMED USER 2YR	EA	\$	1,424.76	10
809800-35603	CI/ST BUNDLE NAMED USER 3YR	EA	\$	2,137.14	10
809800-35604	CI/ST BUNDLE NAMED USER 4YR	EA	\$	2,849.52	10
809800-35605	CI/ST BUNDLE NAMED USER 5YR	EA	\$	3,561.90	10
809800-41001	CUSTOMER ACCESS PRG FEE	EA	\$	3,492.06	10
809800-41003	CUSTOM EXT SPT - 1ST YEAR	EA	\$	174.71	10
809800-41004	CUSTOM EXT SPT - 2ND YEAR	EA	\$	174.71	10
809800-41005	CUSTOM EXT SPT - 3RD YEAR	EA	\$	174.71	10
809800-44001	VMAP LIC SPT 1YR	EA	\$	1,316.52	10
809800-44001M	VMAP LIC SPT RNWL 1MTH	EA	\$	92.41	10
809800-44001R	VMAP LIC SPT RNWL 1YR	EA	\$	1,316.52	10
809800-44002	VMAP LIC SPT 2YR	EA	\$	2,486.52	10
809800-44002M	VMAP LIC SPT RNWL 2MTH	EA	\$	92.41	10
809800-44002R	VMAP LIC SPT RNWL 2YR	EA	\$	2,486.52	10
809800-44003	VMAP LIC SPT 3YR	EA	\$	3,509.65	10
809800-44003M	VMAP LIC SPT RNWL 3MTH	EA	\$	92.41	10
809800-44003R	VMAP LIC SPT RNWL 3YR	EA	\$	3,509.65	10
809800-44004	VMAP LIC SPT 4YR	EA	\$	4,386.52	10
809800-44004M	VMAP LIC SPT RNWL 4MTH	EA	\$	92.13	10
809800-44004R	VMAP LIC SPT RNWL 4YR	EA	\$	4,386.52	10
809800-44005	VMAP LIC SPT 5YR	EA	\$	5,118.16	10
809800-44005M	VMAP LIC SPT RNWL 5MTH	EA	\$	92.19	10
809800-44005R	VMAP LIC SPT RNWL 5YR	EA	\$	5,118.16	10
809800-44006M	VMAP LIC SPT RNWL 6MTH	EA	\$	92.22	10
809800-44007M	VMAP LIC SPT RNWL 7MTH	EA	\$	92.25	10
809800-44008M	VMAP LIC SPT RNWL 8MTH	EA	\$	92.13	10
809800-44009M	VMAP LIC SPT RNWL 9MTH	EA	\$	92.16	10
809800-44010M	VMAP LIC SPT RNWL 10MTH	EA	\$	92.19	10
809800-44011	SPT VMAP LIC 7YR	EA	\$	7,751.46	10
809800-44111	VMAP GIS SVCS	EA	\$	7,635.41	10
809800-44112	QRTLY UPDTS GIS DATA PROV	EA	\$	830.95	10
809800-44118	GIS SOL ENG SVCS	EA	\$	158.73	10
809800-44119	VMAP LOCAL GIS SVCS	EA	\$	7,635.41	10
809800-44120	3RD PARTY QTRLY UPDATES GIS DATA SVCS	EA	\$	7,864.13	10
809800-44121	3RD PARTY GIS DATA SETUP SVCS	EA	\$	1,013.33	10
809800-44122	VMAP TO VMAP LOCAL PREM QRTLY GIS UPDTS	EA	\$	1,103.90	10
809800-44201	VMAP CAD API MAINT SPT 1YR	EA	\$	2,142.86	10
809800-46001	VMAP LOCAL PREM CONTRACT 1YR	EA	\$	1,000.08	10
809800-46002	VMAP LOCAL PREM CONTRACT 2YR	EA	\$	2,000.16	10

809800-46003	VMAP LOCAL PREM CONTRACT 3YR	EA	\$	3,000.22	10
809800-46004	VMAP LOCAL PREM CONTRACT 4YR	EA	\$	4,000.30	10
809800-46005	VMAP LOCAL PREM CONTRACT 5YR	EA	\$	5,000.38	10
809800-46006	VMAP LOCAL BASE CONTRACT 1YR	EA	\$	714.37	10
809800-46007	VMAP LOCAL BASE CONTRACT 2YR	EA	\$	1,428.73	10
809800-46008	VMAP LOCAL BASE CONTRACT 3YR	EA	\$	2,143.08	10
809800-46009	VMAP LOCAL BASE CONTRACT 4YR	EA	\$	2,857.44	10
809800-46010	VMAP LOCAL BASE CONTRACT 5YR	EA	\$	3,571.81	10
809800-46011	VMAP LOCAL BASE-PREM CONTRACT 1YR	EA	\$	285.71	10
809800-46012	VMAP LOCAL BASE-PREM CONTRACT 2YR	EA	\$	571.43	10
809800-46013	VMAP LOCAL BASE-PREM CONTRACT 3YR	EA	\$	857.14	10
809800-46014	VMAP LOCAL BASE-PREM CONTRACT 4YR	EA	\$	1,142.86	10
809800-46015	VMAP LOCAL BASE-PREM CONTRACT 5YR	EA	\$	1,428.57	10
809800-51003	PROJECT MGMT-PRIMARY	EA	\$	158.73	10
809800-51005	PROJECT MGMT-INTG	EA	\$	158.73	10
809800-51006	PROJECT MGMT-T AND M	EA	\$	158.73	10
809800-51007	PROJECT MGMT - REMOTE	EA	\$	119.05	10
809800-51007-SMS	PROJECT MGMT - REMOTE SMS COORDINATION	EA	\$	119.05	10
809800-51008	PROJECT MGMT - FEDERAL	EA	\$	12,698.41	10
809800-51011	PROJECT MGMT - LEAD	EA	\$	2,539.68	10
809800-51012	ECH SERVICE MGMT PER POS 1YR	EA	\$	366.78	10
809800-51101	V-ANLYT COHAB STG FEE	EA	\$	317.46	10
809800-51102	VM CFG OS ADD-ON	EA	\$	317.46	10
809800-51104	VM CFG ASN ON USB	EA	\$	-	
809800-52001	PROSVC-WAN QOS REM TEST	EA	\$	158.73	10
809800-52002	PROSVC-WAN QOS ONSITE TST	EA	\$	238.10	10
809800-52003	PROSVC-NTWK DSGN REM	EA	\$	158.73	10
809800-52004	PROSVC-NTWK DSGN ON-SITE	EA	\$	238.10	10
809800-52005	PROSVC VESTA 911 REMOTE UPGD	EA	\$	158.73	10
809800-70001	SYS SVR CFG	EA	\$	1,190.48	10
809800-70003	FIREWALL CFG FEE	EA	\$	396.83	10
809800-71004	SERVICE MANAGER	EA	\$	819.95	10
809800-71005	IMPLEMENTATION MANAGER	EA	\$	574.29	10
809800-71006	TECH WRITER	EA	\$	80,342.57	10
809800-71007	MSI RADIO PM	EA	\$	244.60	10
809800-71008	MSI RADIO FE	EA	\$	281.83	10
809800-71009	MSI RADIO SVC TECH	EA	\$	276.51	10
809800-71010	50 PRECONFIG/CUSTOM DOITT	EA	\$	182,883.41	10
809800-71013	LOG REPLICATOR	EA	\$	272,727.22	10
809800-80017	SPT V RNSTMNT	EA	\$	2,575.40	10
809800-80044	SVR CAB CFG FEE	EA	\$	1,746.03	10
809800-80060	SPT VV INTEG CUST EXT SPT 6MTH	EA	\$	5,628.57	10
809800-80062	SPT VV S/A THRU YR1 PEI	EA	\$	69.22	10
809800-80063	SPT VV INTEG THRU YR1 PEI	EA	\$	82.51	10
809800-80081	SPT CUST EXT VDMS 1MTH	EA	\$	349.77	20
809800-80082	SPT CUST EXT VDMS 2MTH	EA	\$	1,398.98	20
809800-80083	SPT CUST EXT VDMS 3MTH	EA	\$	3,147.73	20
809800-80084	SPT CUST EXT VDMS 4MTH	EA	\$	5,595.93	20
809800-80085	SPT CUST EXT VDMS 5MTH	EA	\$	8,743.68	20
809800-80087	SPT VDMS THRU YR1 PCML	EA	\$	232.13	20
809800-80097	SPT CUST EXT VDMS 7MTH	EA	\$	17,137.59	20
809800-80098	SPT CUST EXT VDMS 8MTH	EA	\$	22,383.75	20
809800-80099	SPT CUST EXT VDMS 9MTH	EA	\$	28,329.48	20
809800-80100	SPT CUST EXT VDMS 10MTH	EA	\$	34,974.61	20
809800-80101	SPT CUST EXT VDMS 11MTH	EA	\$	42,319.32	20
809800-80102	SPT CUST EXT VDMS 1YR	EA	\$	50,363.43	20
809800-80106	SPT VIRR THRU YR1 PEI	EA	\$	27.37	10
809800-80156	SPT VMQD CUST EXT SPT 6MTH	EA	\$	18,935.73	10
809800-80157	SPT VMQD-S THRU YR1 PEI	EA	\$	385.73	10
809800-80195	SPT V22BTN CUST EXT SPT 6MTH	EA	\$	1,257.17	10
809800-80196	SPT VM1 22BTN THRU Y1 PEI	EA	\$	25.60	10
809800-90001	VESTA WKST CFG ABDS	EA	\$	714.29	10
809800-90100	VEX FE (1-3 POS)	EA	\$	12,698.41	10
809800-90101	VEX FE (4-5 POS)	EA	\$	14,285.71	10

809800-90401	1ST TIER SUB-CONTRACT SPT 1YR	EA	\$	-	
809800-90505	1ST TIER ON-SITE SPT 5YR	EA	\$	1,169,840.41	10
809800-91101	PYXIS ONSITE SPT/INST 1YR	EA	\$	15.87	10
809800-91102	PYXIS ONSITE SPT/INST 2YR	EA	\$	31.75	10
809800-91103	PYXIS ONSITE SPT/INST 3YR	EA	\$	47.62	10
809800-91104	PYXIS ONSITE SPT/INST 4YR	EA	\$	63.49	10
809800-91105	PYXIS ONSITE SPT/INST 5YR	EA	\$	79.37	10
809800-91201	PYXIS REMOTE PHN SPT 1YR	EA	\$	7.94	10
809800-91202	PYXIS REMOTE PHN SPT 2YR	EA	\$	15.87	10
809800-91203	PYXIS REMOTE PHN SPT 3YR	EA	\$	23.81	10
809800-91204	PYXIS REMOTE PHN 4YR	EA	\$	31.75	10
809800-91205	PYXIS REMOTE PHN SPT 5YR	EA	\$	39.68	10
809800-91206	THIRD PARTY SERVICES	EA	\$	15.24	10
809810-00100	V911 I3 PASSPORT STD ANNUAL SUB	EA	\$	3,492.17	10
809810-00101	V911 I3 PASSPORT ENT ANNUAL SUB	EA	\$	27,936.57	10
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	EA	\$	-	
809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB	EA	\$	1,309.62	10
809810-00104	V911 ADV DATA LVL 2 ENT ANNUAL SUB	EA	\$	27,936.57	10
809810-00105-1	V911 REM DKTP ACCESS ANNUAL SUB	EA	\$	1,151.76	10
810303-00101	ON-SITE LABOR ASST	EA	\$	1,984.13	10
810803-00101	ON-SITE INST ASST VESTA	EA	\$	1,984.13	10
810803-00301	RADIO INT AND OPT SVCS	EA	\$	-	
830801-03101	CBL ACU ON-BOARD SND 10FT	EA	\$	63.49	10
830801-03102-15	CBL ACU ON-BOARD SND 15FT	EA	\$	187.94	10
830801-04001-10	CBL 4W MOD-MOD 10FT	EA	\$	12.70	10
830801-04001-15	CBL 4W MOD-MOD 15FT	EA	\$	30.16	10
830801-04001-25	CBL 4W MOD-MOD 25FT	EA	\$	38.10	10
830801-04001-35	CBL 4W MOD-MOD 35FT	EA	\$	47.62	10
830801-05001-08	CBL LOOPBACK 8IN IOLAN	EA	\$	4.76	10
830804-00601	PWR SPLY KIT (SAM)	EA	\$	44.44	10
830804-00701	PDU BRKTS MTG KIT	EA	\$	-	
830808-01001G	SAM JKBX KIT W/CBL	EA	\$	562.54	10
830808-01201	SAM BASIC JKBX KIT W/CBL	EA	\$	91.43	10
831501-00101	CBL LOOPBACK 8IN DIGI	EA	\$	28.57	10
832201-01201-24P	CBL PYXIE 24P-28IN	EA	\$	187.30	10
833401-00101G-10	CBL SAM JKBX 10FT	EA	\$	17.46	10
833401-00101G-15	CBL SAM JKBX 15FT	EA	\$	57.14	10
833401-00101G-24	CBL SAM JKBX 24FT	EA	\$	196.83	10
833401-00301G-03	CBL INTFC SAM SPKR 3FT	EA	\$	12.70	10
833401-00301G-10	CBL INTFC SAM SPKR 10FT	EA	\$	9.52	10
833401-00301G-15	CBL INTFC SAM SPKR 15FT	EA	\$	17.46	10
833401-00301G-25	CBL INTFC SAM SPKR 25FT	EA	\$	20.63	10
833401-00402G-10	CBL INTFC B JKBX NPTT 10FT	EA	\$	19.05	10
833401-00402G-15	CBL INTFC B JKBX NPTT 15FT	EA	\$	60.32	10
833401-00402G-25	CBL INTFC B JKBX NPTT 25FT	EA	\$	106.67	10
835001-00125	STG8 TO SCGX ADAPTER	EA	\$	0.02	10
850808-00902	SOUND ARBITRATION MOD SAM	EA	\$	1,603.17	10
850830-03201	BASIC SAM HDWR KIT	EA	\$	1,836.51	10
850830-03201	BASIC SAM HDWR KIT	EA	\$	1,836.51	10
853004-00301	CPOST SAM HDWR KIT	EA	\$	3,828.57	10
853004-00302	CPOST BASIC SAM HDWR KIT	EA	\$	2,831.02	10
853004-00401	SAM EXT SPKR KIT	EA	\$	266.67	10
853004-00501	SAM & SPKR RACK MNT KIT	EA	\$	61.90	10
853004-00701	SAM PC SPKR KIT	EA	\$	194.29	10
853030-00302	V911 SAM HDWR KIT	EA	\$	2,680.00	10
853031-DLBRMGD-A	V-DL ESS BKRM MED GEO A BNDL	EA	\$	36,449.52	10
853031-DLBRMGD-B	V-DL ESS BKRM MED GEO B BNDL	EA	\$	41,364.60	10
853031-DLBRMSG	V-DL ESS BKRM MED SNGL BNDL	EA	\$	62,095.24	10
853031-DLBRSGD-A	V-DL ESS BKRM SML GEO A BNDL	EA	\$	30,415.24	10
853031-DLBRSGD-B	V-DL ESS BKRM SML GEO B BNDL	EA	\$	32,594.29	10
853031-DLBRSSG	V-DL ESS BKRM SML SNGL BNDL	EA	\$	43,682.54	10
853031-DLFEDGD-2	V-DL SVR BNDL GEO FED	EA	\$	25,063.25	10
853031-DLFEDSG-2	V-DL SVR BNDL SNGL FED	EA	\$	37,257.14	10
853031-DLLL-GD-2	V-DL SVR LG LOW BNDL GEO	EA	\$	30,658.13	10

853031-DLMGS-GD2	V-DL SVR MGS BNDL GEO	EA	\$	40,185.40	10
853031-DLMGS-SG2	V-DL SVR MGS BNDL SNGL	EA	\$	74,875.14	10
853031-DLSSVRGD2	V-DL SVR BNDL SML GEO	EA	\$	20,120.63	10
853031-DLSSVRSG2	V-DL SVR BNDL SML SGL	EA	\$	32,265.40	10
853031-DLSVRCFS	V-DL CFS SVR BNDL	EA	\$	16,109.94	10
853031-DLSVRGD-2	V-DL MED SVR BNDL GEO	EA	\$	28,177.21	10
853031-DLSVRSG-2	V-DL MED SVR BNDL SNGL	EA	\$	46,629.71	10
853031-DLVLS-GD2	V-DL SVR VLS BNDL GEO	EA	\$	36,103.29	10
853031-DLVLS-SG2	V-DL SVR VLS BNDL SNGL	EA	\$	52,328.57	10
853031-ESSLTMPWKST	V911 ESS LT/MAP WKST BNDL	EA	\$	12,380.95	10
853031-ESSLTWKST	V911 ESS LT WKST BNDL	EA	\$	10,623.08	10
853031-ESSSTDMPWKST	V911 ESS STD/MAP WKST BNDL	EA	\$	15,396.83	10
853031-ESSSTDWKST	V911 ESS STD WKST BNDL	EA	\$	12,169.84	10
853031-MADVALMLBSW	V911 ADV/ANALT/MLB MIG SW BNDL	EA	\$	-	
853031-MADVALMLPSW	V911 ADV/ANALT/MLP MIG SW BNDL	EA	\$	-	
853031-MADVASMLBSW	V911 ADV/ANASTD/MLB MIG SW BNDL	EA	\$	-	
853031-MADVASMLPSW	V911 ADV/ANASTD/MLP MIG SW BNDL	EA	\$	-	
853031-MADVMLBSW	V911 ADV/MLB MIG SW BNDL	EA	\$	-	
853031-MADVMLPSW	V911 ADV/MLP MIG SW BNDL	EA	\$	-	
853031-MDLOCSURV-2	V-DL MED SVR LOC SURV BNDL	EA	\$	57,360.32	10
853031-MIGVADVALSW	V911 ADV/ANALT MIG SW BNDL	EA	\$	0.02	10
853031-MIGVADVSW	V911 ADV MIG SW BNDL	EA	\$	0.02	10
853031-MIGVBSCALSW	V911 BSC/ANALT MIG SW BNDL	EA	\$	0.02	10
853031-MIGVBSCASSW	V911 BSC/ANASTD MIG SW BNDL	EA	\$	0.02	10
853031-MIGVBSCSW	V911 BSC MIG SW BNDL	EA	\$	0.02	10
853031-MIGVPRMALSW	V911 PRIME/ANALT MIG SW BNDL	EA	\$	0.02	10
853031-MIGVPRMASSW	V911 PRIME/ANASTD MIG SW BNDL	EA	\$	0.02	10
853031-MIGVPRMSW	V911 PRIME MIG SW BNDL	EA	\$	0.02	10
853031-MPRMASMLBSW	V911 PRIME/ANASTD/MLB MIG SW BNDL	EA	\$	-	
853031-MPRMASMLPSW	V911 PRIME/ANASTD/MLP MIG SW BNDL	EA	\$	-	
853031-MUPGD6	VESTA SVR MED UPGD BNDL	EA	\$	2,653.97	10
853031-SFTPHN-1	ENH SOFT PHN BNDL W10	EA	\$	4,331.60	10
853031-SMLOCSURV-1	V-DL SVR LOC SURV BNDL	EA	\$	33,939.05	10
853031-SMS-1	V-ASN DED SVR BNDL	EA	\$	8,219.05	10
853031-VADVALMLBSW	V911 ADV/ANALT/MLB SW BNDL	EA	\$	14,920.63	10
853031-VADVALMLPSW	V911 ADV/ANALT/MLP SW BNDL	EA	\$	16,904.76	10
853031-VADVALSW	V911 ADV/ANALT SW BNDL	EA	\$	11,428.57	10
853031-VADVASMLBSW	V911 ADV/ANASTD/MLB SW BNDL	EA	\$	15,079.37	10
853031-VADVASSW	V911 ADV/ANASTD SW BNDL	EA	\$	11,587.30	10
853031-VADVMLBSW	V911 ADV/MLB SW BNDL	EA	\$	13,650.79	10
853031-VADVMLPSW	V911 ADV/MLP SW BNDL	EA	\$	15,634.92	10
853031-VADVSW	V911 ADV SW BNDL	EA	\$	10,793.65	10
853031-VAHAIOBNDL	V911 OFFSITE AIO BNDL	EA	\$	12,460.94	10
853031-VAHBNDL1YR	V911 OFFSITE BNDL SPT 1YR	EA	\$	2,881.38	10
853031-VAHBNDL2YR	V911 OFFSITE BNDL SPT 2YR	EA	\$	5,413.10	10
853031-VAHBNDL3YR	V911 OFFSITE BNDL SPT 3YR	EA	\$	7,682.41	10
853031-VAHBNDL4YR	V911 OFFSITE BNDL SPT 4YR	EA	\$	9,429.00	10
853031-VAHBNDL5YR	V911 OFFSITE BNDL SPT 5YR	EA	\$	10,912.70	10
853031-VAHLTPBNDL	V911 OFFSITE LAPTOP BNDL 3YR	EA	\$	12,460.94	10
853031-VAHLTPBNDL5Y	V911 OFFSITE LAPTOP BNDL 5YR	EA	\$	15,488.25	10
853031-VAUPGD6	V-ANLYT SVR MED AUR UPGD BNDL	EA	\$	4,103.17	10
853031-VBSCALMLBSW	V911 BSC/ANALT/MLB SW BNDL	EA	\$	8,888.89	10
853031-VBSCALMLPSW	V911 BSC/ANALT/MLP SW BNDL	EA	\$	10,873.02	10
853031-VBSCALSW	V911 BSC/ANALT SW BNDL	EA	\$	5,396.83	10
853031-VBSCASMLBSW	V911 BSC/ANASTD/MLB SW BNDL	EA	\$	9,047.62	10
853031-VBSCASMLPSW	V911 BSC/ANASTD/MLP SW BNDL	EA	\$	11,031.75	10
853031-VBSCASSW	V911 BSC/ANASTD SW BNDL	EA	\$	5,555.56	10
853031-VBSCMLBSW	V911 BSC/MLB SW BNDL	EA	\$	7,460.32	10
853031-VBSCMLPSW	V911 BSC/MLP SW BNDL	EA	\$	9,444.44	10
853031-VBSCSW	V911 BSC SW BNDL	EA	\$	4,761.90	10
853031-VCPOST	V911 CPOST BNDL - 3YR	EA	\$	6,666.67	10
853031-VDSKTP	V911 DSKTP BNDL	EA	\$	3,174.60	10
853031-VLSMS-1	V-ASN VLG SVR BNDL	EA	\$	9,301.59	10
853031-VLUPGDL6	VESTA SVR VLG UPGD BNDL	EA	\$	2,388.89	10

853031-VPRMALMLBSW	V911 PRIME/ANALT/MLB SW BNDL	EA	\$	12,539.68	10
853031-VPRMALMLPSW	V911 PRIME/ANALT/MLP SW BNDL	EA	\$	14,523.81	10
853031-VPRMALSW	V911 PRIME/ANALT SW BNDL	EA	\$	9,047.62	10
853031-VPRMASMLBSW	V911 PRIME/ANASTD/MLB SW BNDL	EA	\$	12,698.41	10
853031-VPRMASMLPSW	V911 PRIME/ANASTD/MLP SW BNDL	EA	\$	14,682.54	10
853031-VPRMASSW	V911 PRIME/ANASTD SW BNDL	EA	\$	9,206.35	10
853031-VPRMMLBSW	V911 PRIME/MLB SW BNDL	EA	\$	11,269.84	10
853031-VPRMMLPSW	V911 PRIME/MLP SW BNDL	EA	\$	13,253.97	10
853031-VPRMSW	V911 PRIME SW BNDL	EA	\$	8,412.70	10
854331-VNXTWKST2	VNXT HARDWARE G9 CLIENT PER POS	EA	\$	6,720.00	10
861363-06906	VMAP ARC GIS MAINT ADMIN TRNG	EA	\$	19,877.78	10
861390-00101	V-LOC MAP BUILD-STD	EA	\$	3,637.00	10
862600-00101	SALI SW SPT-ALI SPEC	EA	\$	7.86	20
862600-00201	SALI SW SPT-DBMS SPEC	EA	\$	7.86	20
862600-00301	SALI SW SPT-ALI 1YR	EA	\$	27.50	20
862600-00401	SALI SW SPT-DBMS 1YR	EA	\$	27.50	20
862600-01301	SALI SW SPT-DBMS 1 MTH	EA	\$	1.96	20
862600-01302	SALI SW SPT-DBMS 2 MTH	EA	\$	3.93	20
862600-01303	SALI SW SPT-DBMS 3 MTH	EA	\$	7.86	20
862600-01304	SALI SW SPT-DBMS 4 MTH	EA	\$	9.82	20
862600-01305	SALI SW SPT-DBMS 5 MTH	EA	\$	11.80	20
862600-01306	SALI SW SPT-DBMS 6 MTH	EA	\$	13.77	20
862600-01307	SALI SW SPT-DBMS 7 MTH	EA	\$	15.71	20
862600-01308	SALI SW SPT-DBMS 8 MTH	EA	\$	17.68	20
862600-01309	SALI SW SPT-DBMS 9 MTH	EA	\$	21.61	20
862600-01310	SALI SW SPT-DBMS 10 MTH	EA	\$	23.57	20
862600-01311	SALI SW SPT-DBMS 11 MTH	EA	\$	25.54	20
862600-01401	SALI SW SPT-ALI 1 MTH	EA	\$	1.96	20
862600-01402	SALI SW SPT-ALI 2 MTH	EA	\$	3.93	20
862600-01403	SALI SW SPT-ALI 3 MTH	EA	\$	7.86	20
862600-01404	SALI SW SPT-ALI 4 MTH	EA	\$	9.82	20
862600-01405	SALI SW SPT-ALI 5 MTH	EA	\$	11.80	20
862600-01406	SALI SW SPT-ALI 6 MTH	EA	\$	13.77	20
862600-01407	SALI SW SPT-ALI 7 MTH	EA	\$	15.71	20
862600-01408	SALI SW SPT-ALI 8 MTH	EA	\$	17.68	20
862600-01409	SALI SW SPT-ALI 9 MTH	EA	\$	21.61	20
862600-01410	SALI SW SPT-ALI 10 MTH	EA	\$	23.57	20
862600-01411	SALI SW SPT-ALI 11 MTH	EA	\$	25.54	20
862605-00101	SALI BASE INST & TRN	EA	\$	5,582.14	20
862605-00301	SALI BASE ON-SITE TRN	EA	\$	5,582.14	20
862691-00601	SALI UNIT LIC 10K	EA	\$	650.18	20
862691-00701	SALI UNIT LIC 100K	EA	\$	561.80	20
862691-00801	SALI UNIT LIC 500K	EA	\$	428.21	20
862691-00901	SALI UNIT LIC 2M	EA	\$	100.18	20
862691-01001	SALI UNIT LIC 10M	EA	\$	49.11	20
862691-01601	SALI DBMS UNIT LIC 10K	EA	\$	781.79	20
862691-01701	SALI DBMS UNIT LIC 100K	EA	\$	701.25	20
862691-01801	SALI DBMS UNIT LIC 500K	EA	\$	514.63	20
862691-01901	SALI DBMS UNIT LIC 2M	EA	\$	117.86	20
862691-02001	SALI DBMS UNIT LIC 10M	EA	\$	58.93	20
862691-02601	SALI WEBDBMS UNIT LIC 10K	EA	\$	196.43	20
862691-02701	SALI WEBDBMS UNIT LIC100K	EA	\$	176.79	20
862691-02801	SALI WEBDBMS UNIT LIC500K	EA	\$	131.61	20
862691-02901	SALI WEBDBMS UNIT LIC 2M	EA	\$	31.43	20
862691-03001	SALI WEBDBMS UNIT LIC 10M	EA	\$	15.71	20
862691-04101	SALI CELL BASE LIC 10K	EA	\$	5,971.43	20
862691-04201	SALI CELL BASE LIC 100K	EA	\$	3,987.50	20
862691-04301	SALI CELL BASE LIC 500K	EA	\$	15,174.11	20
862691-04901	SALI CELL UNIT LIC 2M	EA	\$	49.11	20
862691-05001	SALI CELL UNIT LIC 10M	EA	\$	25.54	20
862691-06601	SALI WEBALI UNIT LIC 10K	EA	\$	163.04	20
862691-06701	SALI WEBALI UNIT LIC 100K	EA	\$	147.32	20
862691-06801	SALI WEBALI UNIT LIC 500K	EA	\$	106.07	20
862691-06901	SALI WEBALI UNIT LIC 2M	EA	\$	25.54	20

862691-07001	SALI WEBALI UNIT LIC 10M	EA	\$	11.80	20
862691-08001	SALI DBMS/ALI/CELL LIC INCREASE	EA	\$	163.20	20
863000-00106	WARR UPLIFT 8T1 NTU 1YR	EA	\$	771.75	10
863000-00107	WARR UPLIFT 4T1 NTU 1YR	EA	\$	536.03	10
863000-00108	WARR UPLIFT T3 NTU 1YR	EA	\$	516.83	10
863004-00102	RACK MTG KIT T3 NTUS	EA	\$	69.84	10
863004-00401	WALL MTG KIT 4T1/8T1 NTU	EA	\$	65.08	10
863005-00101	ETHERNET 8T1 NTU	EA	\$	4,700.95	10
863005-00201	ETHERNET 4T1 NTU	EA	\$	2,120.63	10
863014-00103	PERIPHERAL VIRTUAL KIT	EA	\$	5,230.48	10
870801-76001	V911 I3 LOGGING SERVICE API	EA	\$	11,698.41	10
870809-00101	V CAD INTF MOD	EA	\$	3,988.10	10
870809-00602	V-ENH SOFT PHONE SMS LIC	EA	\$	731.16	10
870809-00603	V-ENH SOFT PHONE TTY LIC	EA	\$	731.16	10
870809-00604	V-ENH SOFT PHN LIC	EA	\$	523.81	10
870809-00701	VHUD VIEWER PER SEAT LIC	EA	\$	611.11	10
870809-00701U	VHUD VIEWER PER SEAT MIG UPGD	EA	\$	-	
870809-00801	V911 MQD MODULE	EA	\$	-	
870809-00802	VESTA 9-1-1 MULTIPLE CDR MODULE	EA	\$	9,603.19	10
870809-00901	IP PHN LIC ENH	EA	\$	523.81	10
870810-01302	VESTA 9-1-1 AAC PSAP MOD	EA	\$	9,603.19	10
870810-01302U	VESTA 9-1-1 AAC PSAP MOD UPGD	EA	\$	-	
870810-01401	VESTA 9-1-1 DIRECT PSAP CONNECT	EA	\$	6,111.11	10
870810-01501	VESTA 9-1-1 QUEUE SELECT PSAP MOD	EA	\$	9,603.19	10
870890-0104R7.0U	V911 R7.0 USB REPLACEMENT	EA	\$	-	
870890-07001	SYS DISC 3.5	EA	\$	-	
870890-07003	SYS DISC 4.1	EA	\$	-	
870890-07004	SYS DISC 5.0	EA	\$	-	
870890-07005	SYS DISC 5.1	EA	\$	-	
870890-07006	SYS DISC 5.1.4	EA	\$	-	
870890-07008	SYS DISC 6.0	EA	\$	-	
870890-07009	SYS DISC 6.1	EA	\$	-	
870890-07501	CPR/SYSPREP MEDIA IMAGE	EA	\$	76.19	10
870890-07701	PC IMAGE FOR CUSTOMER	EA	\$	96.03	10
870890-0CHSENTR1.0	VESTA NXT NG911 ENTERPRISE LICENSE	EA	\$	6,324,647.92	10
870890-0MISENTR1.0	VESTA NEXT NG MIS ENTERPRISE LICENSE	EA	\$	309,662.84	10
870890-62301	VSENT 4 R2 HF2	EA	\$	-	
870890-62401	VSENT 4 R2 HF3	EA	\$	-	
870890-62501	VSENT 4 R2 EIP SCA CW HF	EA	\$	-	
870890-62601	EIM R2.2	EA	\$	-	
870890-62701	VSENT 4 R3 HF1	EA	\$	-	
870890-62702	VESTA 4.3 HF1	EA	\$	-	
870890-62801	VSENT 4 R2 HF5	EA	\$	-	
870890-63501	VSENT 4 R3 HF2	EA	\$	-	
870890-66901	V911 ESXI 5.1 U3 UPDTS	EA	\$	-	
870890-67001	V911 .NET 4.6.1 & KB PATCH	EA	\$	-	
870890-67101	V911 R6.1 - MDS	EA	\$	-	
870890-67201	V911 R6.1 - DDS	EA	\$	-	
870890-67203	V911 R6.1 - DDS HF2	EA	\$	-	
870890-67301	V911 R6.1 - COMP	EA	\$	-	
870890-67501	V911 R6.1 - ASN	EA	\$	-	
870890-67502	V911 R6.1 ASN HF4	EA	\$	-	
870890-67701	V911 R6.1 - OPEN NMS	EA	\$	-	
870890-67801	V911 - TCG	EA	\$	-	
870890-67901	V911 R6.1 HF1	EA	\$	-	
870890-68201	V911 R7.0 - MDS	EA	\$	-	
870890-68501	V911 R7.0 - COMP	EA	\$	-	
870890-68901	V911 - CENTOS UPGD 4.9	EA	\$	-	
870890-69001	V911 LOC SURVIVABILITY MED	EA	\$	2,619.05	10
870890-69001U	V911 LOC SURVIVABILITY MED UPGD	EA	\$	-	
870890-69002	V911 SYS SELECTOR MED	EA	\$	5,238.10	10
870890-69002U	V911 SYS SELECTOR MED UPGD	EA	\$	-	
870890-69003	V911 LOC SURVIVABILITY MED R1.0.9	EA	\$	2,619.05	10
870890-69003U	V911 LOC SURVIVABILITY MED UPGD R1.0.9	EA	\$	-	

870890-69004	V911 SYS SELECTOR MED R1.0.35	EA	\$	5,238.10	10
870890-69004U	V911 SYS SELECTOR MED UPGD R1.0.35	EA	\$	-	
870890-69101	V911 R6.1 HF4	EA	\$	-	
870890-69301	V911 R7.0 FP1 - DDS	EA	\$	-	
870890-69401	V911 R7.0 FP1 - MDS	EA	\$	-	
870890-69501	V911 R7.0 FP1 - VCD	EA	\$	-	
870890-69701	V911 R7.0 FP1 - CFS	EA	\$	-	
870890-69801	V911 R7.0 FP1 HF1	EA	\$	-	
870890-69901	V911 R6.1 SP1	EA	\$	-	
870890-72001U	V911 BASE R7.2 MEDIA UPGD	EA	\$	-	
870890-72701	V911 R7.0 SP1	EA	\$	-	
870890-72801	V911 R7.0 SP1 - MDS	EA	\$	-	
870890-73001	FIREWALL FIRMWARE SMS UPGD KIT	EA	\$	-	
870890-73002	FIREWALL 60D-60E FIRMWARE UPGD KIT	EA	\$	-	
870890-73101	V911 R7.1 SP1	EA	\$	-	
870890-73201	V911 R7.0 SP2	EA	\$	-	
870890-73301	VSENT 4 R4 MDS HF1	EA	\$	-	
870890-73401	VSENT 4 R4 DDS HF1	EA	\$	-	
870890-73501	VSENT 4 R4 VCD HF1	EA	\$	-	
870890-73601	VSENT 4 R4 CONSOLE HF1	EA	\$	-	
870890-73701	VSENT 4 R4 HARDEN SCRIPTS HF1	EA	\$	-	
870890-73801	VSENT 4 R4 HF1	EA	\$	-	
870890-74001	VESTA 9-1-1 REAL TIME CTRL MOD	EA	\$	9,603.19	10
870890-74002	V911 REAL TIME CTRL MOD HF1	EA	\$	-	
870890-74601	V911 R7.1 SP2	EA	\$	-	
870890-74701	V911 R7.1 SP1 HF2	EA	\$	-	
870890-74801	V911 R7.1 SP2 HF1	EA	\$	-	
870890-74901	V911 M1KB FIRMWARE	EA	\$	-	
870890-74902	V911 M1KB FIRMWARE UPGRADE	EA	\$	-	
870890-75002	VIRTUAL MEDIA SET R7.0 016	EA	\$	-	
870890-76101	V911 R7.1 SP2 HF3	EA	\$	-	
870890-76201	V911 R7.2 HF1	EA	\$	-	
870890-76301	MP114 FIRMWARE	EA	\$	-	
870890-76401	V911 R7.2 SP1	EA	\$	-	
870890-76501	V911 R7.2 SP1 HF1	EA	\$	-	
870890-76601	V911 MDS R7.0 SP2	EA	\$	-	
870890-76701	V911 R7.0 SP1 FEDERAL	EA	\$	-	
870890-76901	V911 R7.2 SP2	EA	\$	-	
870890-77001	V911 R7.2 SP2 HF1	EA	\$	-	
870890-77102	V911 R7.2 RDC FP	EA	\$	-	
870890-77103	V911 ESXI 6.5 MANUAL UPG KIT	EA	\$	-	
870890-77104	V911 ESXI 6.7 MANUAL UPG KIT - FED	EA	\$	-	
870890-77201	V911 R7.4 HF1	EA	\$	-	
870890-77301	VESTA 9-1-1 RELEASE 7.4 HOT FIX 2	EA	\$	-	
870890-77401	V911 R7.5 HF1	EA	\$	-	
870890-77402	V911 R7.5 HF2	EA	\$	-	
870890-77403	V911 R7.5 HF2 - CONSOLE ONLY	EA	\$	-	
870890-77501-CA	V911 R7.4 SP1 - CA	EA	\$	-	
870890-77601	VESTA 9-1-1 R7.7 HF1	EA	\$	-	
870890-77603	VESTA 9-1-1 R7.7 HF3	EA	\$	-	
870891-66101	V911 CAD INTFC LIC ONLY	EA	\$	436.49	10
870891-66201	CAD INTFC LIC	EA	\$	436.49	10
870891-66301	VESTA 9-1-1 SMS LIC	EA	\$	-	
870891-66302	VESTA 9-1-1 OUTBOUND SMS LIC	EA	\$	-	
870891-66601	CLOUD INTERFACE	EA	\$	-	
870899-00804.0	VDMS 4.0 LIC ONLY	EA	\$	13,160.71	10
870899-00804.0U	VDMS 4.0 LIC ONLY UPGD	EA	\$	-	
870899-00904.0	VDMS 4.0 LIC/DOC/MED	EA	\$	13,160.71	10
870899-0104FR7.0	VDMS 4.0 LIC/DOC/MED UPGD	EA	\$	-	
870899-0104FR7.0	VESTA 911 R7.0 FED LIC/DOC/MED	EA	\$	20,952.40	10
870899-0104FR7.0U	VESTA 911 R7.0 FED LIC/DOC/MED UPGD	EA	\$	-	
870899-0104R6.1U	V911 R6.1 LIC/DOC/MED UPGD	EA	\$	-	
870899-0104R7.0	V911 R7.0 LIC/DOC/MED	EA	\$	2,619.05	10
870899-0104R7.0U	V911 R7.0 LIC/DOC/MED UPGD	EA	\$	-	

870899-0104R7.1	V911 R7.1 LIC/DOC/MED	EA	\$	2,619.05	10
870899-0104R7.1U	V911-R7.1 LIC/DOC/MED UPGD	EA	\$	-	
870899-0104R7.2	V911 R7.2 LIC/DOC/MED	EA	\$	2,619.05	10
870899-0104R7.2U	V911 R7.2 DOC/MED UPG	EA	\$	-	
870899-0104R7.4	V911 R7.4 LIC/DOC/MED	EA	\$	2,619.05	10
870899-0104R7.4U	V911 R7.4 DOC/MED UPG	EA	\$	-	
870899-0104R7.5	V911 R7.5 LIC/DOC/MED	EA	\$	2,193.46	10
870899-0104R7.5U	V911 R7.5 DOC/MED UPG	EA	\$	-	
870899-0104R7.6U	V911 R7.6 DOC/MED UPG	EA	\$	-	
870899-0104R7.7	V911 R7.7 LIC/DOC/MED	EA	\$	2,632.14	10
870899-0104R7.7U	V911 R7.7 DOC/MED UPG	EA	\$	-	
870899-0104R7.8	V911 R7.8 LIC/DOC/MED	EA	\$	2,392.86	10
870899-0104R7.8U	V911 R7.8 DOC/MED UPG	EA	\$	-	
870899-0104R7.9	V911 R7.9 LIC/DOC/MED	EA	\$	2,392.86	10
870899-0104R7.9U	V911 R7.9 LIC/DOC/MED UPG	EA	\$	-	
870899-01601	V911 IRR UPGD W/HASP	EA	\$	855.54	10
870899-04102U	VHUD ENT SVR MEDIA R12.6.1 UPGD	EA	\$	-	
870899-60002.0	V911 CLOUD INTERFACE - NO API	EA	\$	-	
870899-70002.0	V911 CLOUD INTERFACE	EA	\$	-	
870899-72001	V911 BASE R7.2 LIC/DOC/MED	EA	\$	2,619.05	10
871390-06401	V-LOC 3.0 PICT LIC/DOC/MED	EA	\$	392.86	10
871390-06401U	V-LOC 3.0 PICT L/D/M UPGD	EA	\$	-	
871390-06501	ORVL 3.0 DS COMM HF	EA	\$	-	
871390-06601	ORVL 3.0 ERR HNDL HF	EA	\$	-	
871390-06701	ORVL 3.0 PICT ERR HNDL HF	EA	\$	-	
871390-06801	V-LOC 3.0 SP1	EA	\$	-	
871390-06901	V-LOC 3.0 SP1 PICTOMETRY	EA	\$	-	
871390-07101	V-LOC 3.0 SP1 HF1	EA	\$	-	
871390-07201	V-LOC 3.0 SP1 PICT HF1	EA	\$	-	
871390-08301	VMAP LOCAL R1.0 HF1	EA	\$	-	
871390-20401	ORDS 4.0 REP MAP UPDT HF	EA	\$	-	
871390-30101	VMAP PICT INTG	EA	\$	392.86	10
871391-00205.3U	ORMS 5.3 LIC ONLY UPGD	EA	\$	-	
871391-06401	V-LOC 3.0 PICTOM LIC ONLY	EA	\$	392.86	10
871391-06401U	V-LOC 3.0 PICT LIC UPGD	EA	\$	-	
871391-20102.0U	ORVL 2.0 LIC ONLY UPGD	EA	\$	-	
871391-20103.0	V-LOC 3.0 LIC ONLY	EA	\$	6,111.11	10
871391-20103.0U	V-LOC 3.0 LIC ONLY UPGD	EA	\$	-	
871391-30101.0U	VMAP LIC ONLY UPGD	EA	\$	-	
871391-30201	VMAP SVR LIC	EA	\$	-	
871391-30301.0	VMAP LIC STRATEGIC	EA	\$	6,860.16	10
871391-30401	VMAP ENT SVR LIC	EA	\$	-	
871391-40101.0	VMAP LOCAL BASE LIC ONLY	EA	\$	4,801.59	10
871391-40101.0U	VMAP LOCAL BASE LIC ONLY UPGD	EA	\$	-	
871391-50101.0	VMAP LOCAL PREM LIC ONLY	EA	\$	6,547.62	10
871391-50101.0U	VMAP LOCAL PREM LIC ONLY UPGD	EA	\$	-	
871391-52101	VMAP LOCAL BASE-PREM LIC UPLIFT	EA	\$	2,182.54	10
871391-53101	VMAP TO VMAP LOCAL PREM LIC ONLY UPLIFT	EA	\$	2,449.65	10
871399-06601.0U	ORDS CLIENT LIC UPGD	EA	\$	-	
871399-10404.1	ORDS 4.1 EDGE SVR	EA	\$	1,161.11	10
871399-10404.1U	ORDS 4.1 ENT EDGE SVR UPG	EA	\$	-	
871399-30101.0	VMAP LIC/MED	EA	\$	7,310.63	10
871399-30101.0U	VMAP LIC/MED UPGD	EA	\$	-	
871399-40103.0	VMAP LOCAL R3 BASE LIC-KEY/MED	EA	\$	4,365.06	10
871399-40103.0U	VMAP LOCAL R3 BASE MED UPGD	EA	\$	-	
871399-40104.0	VMAP LOCAL R4 BASE LIC-KEY/MED	EA	\$	4,801.59	10
871399-40104.0U	VMAP LOCAL R4 BASE MED UPGD	EA	\$	-	
871399-40105.0	VMAP LOCAL R5 BASE LIC-KEY/MED	EA	\$	4,801.59	10
871399-40105.0U	VMAP LOCAL R5 BASE MED UPGD	EA	\$	-	
871399-40203.0	VMAP LOCAL R3 BASE KEY/MED	EA	\$	-	
871399-40204.0	VMAP LOCAL R4 BASE KEY/MED	EA	\$	-	
871399-40205.0	VMAP LOCAL R5 BASE KEY/MED	EA	\$	-	
871399-50103.0	VMAP LOCAL R3 PREM LIC-KEY/MED	EA	\$	6,547.62	10
871399-50103.0U	VMAP LOCAL R3 PREM MED UPGD	EA	\$	-	

871399-50104.0	VMAP LOCAL R4 PREM LIC-KEY/MED	EA	\$	6,547.62	10
871399-50104.0U	VMAP LOCAL R4 PREM MED UPGD	EA	\$	-	
871399-50105.0	VMAP LOCAL R5 PREM LIC-KEY/MED	EA	\$	6,547.62	10
871399-50105.0U	VMAP LOCAL R5 PREM MED UPGD	EA	\$	-	
871399-52102.0	VMAP LOCAL BASE-PREM LIC KEY/MED UPLIFT R2	EA	\$	2,182.54	10
871399-53103.0	VMAP TO VMAP LOCAL PREM LIC-KEY/MED UPLIFT	EA	\$	2,449.65	10
871399-53203.0	VMAP LOCAL BASE-PREM LIC KEY/MED UPLIFT R3	EA	\$	2,182.54	10
871399-54104.0	VMAP TO VMAP LOCAL PREM LIC-KEY/MED UPLIFT F	EA	\$	2,449.65	10
871399-54105.0	VMAP TO VMAP LOCAL PREM LIC-KEY/MED UPLIFT F	EA	\$	2,449.65	10
871399-54204.0	VMAP LOCAL BASE-PREM LIC KEY/MED UPLIFT R4	EA	\$	2,182.54	10
871399-54205.0	VMAP LOCAL BASE-PREM LIC KEY/MED UPLIFT R5	EA	\$	2,182.54	10
871499-01206	M&R 3.0 LIC SVR	EA	\$	679.21	10
871499-01210	M&R 3.0 IP DEVICES LIC	EA	\$	123.97	10
871499-01211	M&R 3.0 WKST LIC	EA	\$	123.97	10
871499-01212	M&R 3.0 LIC VM HOST	EA	\$	123.97	10
871499-01302	DIS RCV WKST LIC	EA	\$	118.83	10
871499-01303	DIS RCVR SVR LIC	EA	\$	3,006.49	10
871499-01304	DIS RCVR VIRT SVR LIC	EA	\$	2,809.75	10
871499-01305	M&R SVR AGENT LIC	EA	\$	780.95	10
871499-01306	M&R WKST AGENT LIC	EA	\$	228.57	10
871499-01307	M&R NETWORK IP AGENT LIC	EA	\$	125.40	10
871499-01308	DIS RCVR SVR LIC	EA	\$	3,006.49	10
871499-01309	DIS RCVR WKST LIC	EA	\$	98.41	10
871590-00701	PBDY DATA CONV UTILITY	EA	\$	13,095.24	10
871599-00104.1	PBDY 4.1 L/D/M JITC	EA	\$	16,587.30	10
871599-00104.1U	PBDY 4.1 L/D/M UPGD JITC	EA	\$	-	
871599-00104.5U	PBDY 4.5 L/D/M UPGD	EA	\$	-	
871599-00105.0	PBDY 5.0 LIC/DOC/MED	EA	\$	16,587.30	10
871599-00105.0U	PBDY 5.0 LIC/DOC/MED UPGD	EA	\$	-	
871690-01105	UNIV COMP 1.5	EA	\$	-	
871690-01106	UNIV COMP 1.1 SP1	EA	\$	-	
871690-01107	UNIV COMP 1.5 R2 SUPCD	EA	\$	-	
871690-01108	UNIV COMP 1.5 SUP REL3	EA	\$	-	
871690-01111	UNIV COMP 1.5 SUP REL6	EA	\$	-	
871690-01114	UC 1.5 FOR ORAR 4.0 SP1	EA	\$	-	
871690-01115	UC 2.0 SP1 ORAR 4.0 SP1	EA	\$	-	
871690-01118	UNIV COMP 2.1	EA	\$	-	
871690-01401	AXXON DRVR FMWR FIX	EA	\$	-	
871690-01702	MCAFFEE VIRUS SCAN 10.7	EA	\$	30.48	10
871690-13001	RED HAT UPDTS	EA	\$	-	
871890-00206.0	PEI-DB 6.0	EA	\$	-	
871890-00206.1	PEI-DB 6.1	EA	\$	-	
871890-00206.2	PEI-DB 6.2	EA	\$	-	
871890-00207.0	PEI-DB 7.0	EA	\$	-	
871890-00207.1	PEI-DB 7.1	EA	\$	-	
871890-00207.2	PEI-DB 7.2	EA	\$	-	
871890-00208.0	PEI-DB 8.0	EA	\$	-	
871890-00305.0	PEI-DB 5.0 SP1	EA	\$	-	
871890-00307.2	PEI-DB 7.2 SP1	EA	\$	-	
871890-00308.0	PEI-DB 8.0 - V-ANLYT LITE	EA	\$	-	
871890-00408	PEI-DB 8.0 SP1	EA	\$	-	
871890-00508	PEI-DB 8.0 SP1 - V-ANLYT 3.1/3.2 LITE	EA	\$	-	
871890-00601	PEI-DB 4.2 CALL HSTRY HF	EA	\$	-	
871890-00701	PEI-DB 4.2 ARCH PERF HF	EA	\$	-	
871890-00901	PEI-DB 7.1 SQL WRITER HF	EA	\$	-	
871890-01001	PEI-DB 7.2 SQL WRTR HF	EA	\$	-	
871890-01501	PEI-DB 5.0 FP1 SVC STS HF	EA	\$	-	
872699-00404.3	SENT WEBDBMS 4.3 LIC / MEDIA	EA	\$	-	
872699-00404.3U	SENT WEBDBMS 4.3 LIC / MEDIA UPGD	EA	\$	-	
872699-00904.3	SENT DBMS 4.3 LIC / MEDIA	EA	\$	-	
872699-00904.3U	SENT DBMS 4.3 LIC / MEDIA UPGD	EA	\$	-	
872699-01004.3	SENT ALI 4.3 LIC / MEDIA	EA	\$	-	
872699-01004.3U	SENT ALI 4.3 LIC / MEDIA UPGD	EA	\$	-	
872699-01504.3	SENT WEBALI 4.3 LIC / MEDIA	EA	\$	-	

872699-01504.3U	SENT WEBALI 4.3 LIC / MEDIA UPGD	EA	\$	-	
873010-00101	PAT ADMIN PHN LIC	EA	\$	349.21	10
873010-00101U	PAT ADMIN PHN LIC UPGD	EA	\$	-	
873010-00102	IP PHN LIC STD	EA	\$	349.21	10
873010-00102U	IP PHN LIC STD UPGD	EA	\$	-	
873010-00201	PAT VM LIC PER MAILBOX	EA	\$	87.30	10
873010-00202	IP PHN LIC ENH	EA	\$	523.81	10
873010-00202U	IP PHN LIC ENH UPGD	EA	\$	-	
873010-00402	V911 VM LIC PER MAILBOX	EA	\$	87.75	10
873010-00402U	V911 VM LIC PER MBOX UPGD	EA	\$	-	
873090-11102	V911 LIC EIM MOD	EA	\$	-	
873090-11102U	V911 LIC EIM MOD UPGD	EA	\$	-	
873090-11103	V911 LIC ICC MOD	EA	\$	-	
873090-11104	V911 LIC RTT MOD	EA	\$	-	
873090-11202	V911 LIC EIM I3 MOD	EA	\$	-	
873090-11301	V911 CITIZEN INPUT LIC	EA	\$	-	
873090-11302	V911 SMART TRANSCRIPT LIC	EA	\$	-	
873090-12101	M1KB CHASSIS SPLMTL MED	EA	\$	-	
873091-00701	SENT PAT RFAI EIM LIC	EA	\$	-	
873091-00801	SENT PAT LIC I3 EIM LIC	EA	\$	-	
873091-11302	V911 RTR LIC EIM MOD	EA	\$	-	
873099-00501U	PAT/CM IRR UPGD	EA	\$	-	
873099-00502	V911 IRR LIC/MED	EA	\$	1,737.30	10
873099-00502U	V911 IRR LIC UPGD	EA	\$	-	
873099-00601	PAT/CM CDR SVR LIC	EA	\$	2,141.09	20
873099-00601U	PAT/CM CDR SVR LIC UPGD	EA	\$	-	
873099-00602	V911 CDR SVR LIC	EA	\$	1,903.19	10
873099-00602U	V911 CDR SVR LIC UPGD	EA	\$	-	
873099-00702	V911 ACTIV VIEW SYS LIC	EA	\$	6,111.11	10
873099-00702U	V911 ACTIV VIEW SYS LIC UPG	EA	\$	-	
873099-00801	PAT AGENT MNTR LIC	EA	\$	1,473.21	20
873099-00801U	SEN AGENT MNTR LIC UPGD	EA	\$	-	
873099-00802	V911 ACT VIEW LIC PER ST	EA	\$	1,309.52	10
873099-00802U	V911 ACT VIEW LIC PER ST UP	EA	\$	-	
873099-01001	PAT STATS DATA CLCTN LIC	EA	\$	1,168.75	20
873099-01001U	PAT STATS DATA CLCTN UPGD	EA	\$	-	
873099-01101	PAT/CM CDR PER SEAT LIC	EA	\$	176.79	20
873099-01101U	PAT/CM CDR PER SEAT UPGD	EA	\$	-	
873099-01102	V911 CDR PER SEAT LIC	EA	\$	157.14	10
873099-01102U	V911 CDR PER SEAT LIC UPGD	EA	\$	-	
873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD	EA	\$	9,603.19	10
873099-03001	PAT/CM CAD INTF LIC	EA	\$	982.14	20
873099-03002	V911 CAD INTF KIT BB 120V	EA	\$	1,042.41	10
873099-03002U	V911 CAD INTF LIC UPGD	EA	\$	-	
873301-04401	V-ANLYT DATA DICTIONARY / ADV RPT GD	EA	\$	21,934.52	10
873390-01801	AURORA 2.2 SP1	EA	\$	-	
873390-01901	AURORA 2.3 AGT RPTS DS HF	EA	\$	-	
873390-04001	V-ANLYT 2.4 SP1	EA	\$	-	
873390-04101	V-ANLYT 2.4 SP2	EA	\$	-	
873390-04102	V-ANLYT 2.4 SP2 DIAL DIGIT HF	EA	\$	-	
873390-04103	V-ANLYT 2.4 SP2 HF1	EA	\$	-	
873390-04201	V-ANLYT 3.1 HF1	EA	\$	-	
873390-04301	V-ANLYT 2.4 SP2 PURGING HF	EA	\$	-	
873390-04501	V-ANLYT 3.2 HF1	EA	\$	-	
873390-04601	V-ANLYT 3.2 FEDERAL HF2	EA	\$	-	
873390-04701	V-ANLYT 3.3 HF1	EA	\$	-	
873390-04801	V-ANLYT LITE 3.4.1	EA	\$	-	
873390-04901	V-ANLYT 3.4.1	EA	\$	-	
873390-05101	V-ANLYT LITE 3.4.2	EA	\$	-	
873390-05201	V-ANLYT 3.4.2	EA	\$	-	
873390-05301	V-ANLYT LITE 3.4.2 HF1	EA	\$	-	
873390-05401	V-ANLYT 3.4.2 HF1	EA	\$	-	
873390-05501	V-ANLYT LITE 3.5 HF1	EA	\$	-	
873390-05601	V-ANLYT 3.5 HF1	EA	\$	-	

873390-05701	V-ANLYT 3.5 LANG FP	EA	\$	-	
873390-05801	V-ANLYT 3.6 HF1	EA	\$	-	
873390-05901	V-ANLYT LITE 3.6 HF1	EA	\$	-	
873391-00201	V-ANLYT COLLECTION LIC	EA	\$	1,396.83	10
873391-00201U	V-ANLYT COLL LIC UPGD	EA	\$	-	
873391-00301	V-ANLYT USER LIC	EA	\$	1,309.52	10
873391-00301U	V-ANLYT USER LIC UPGD	EA	\$	-	
873391-00501	V-ANLYT STD LIC	EA	\$	3,492.06	10
873391-00501U	V-ANLYT STD LIC UPGD	EA	\$	-	
873391-00901	V-ANLYT ADV RPT PKG LIC	EA	\$	6,111.11	10
873391-00901U	V-ANLYT ADV RPT PKG LIC UPGD	EA	\$	-	
873391-01001	V-ANLYT ENT LIC	EA	\$	26,190.48	10
873391-01001U	V-ANLYT ENT LIC UPGD	EA	\$	-	
873391-01002	V-ANLYT HOST LIC	EA	\$	26,190.48	10
873391-01002U	V-ANLYT HOST LIC UPGD	EA	\$	-	
873391-01004	V-ANLYT HOST W/ENT ENV	EA	\$	3,492.06	10
873391-01004U	V-ANLYT HOST ENT LIC UPGD	EA	\$	-	
873391-01702	V-ANLYT ARIES INTG/LIC	EA	\$	4,365.06	10
873391-01702U	V-ANLYT ARIES INT/LIC UPG	EA	\$	-	
873391-01802U	V-ANLYT ORVL INTG LIC UPG	EA	\$	-	
873391-02001	V-ANLYT SITE LIC	EA	\$	2,619.05	10
873391-02001U	V-ANLYT SITE LIC UPGD	EA	\$	-	
873391-03001U	V-ANLYT LIC-1000P UPGD	EA	\$	-	
873391-03002U	V-ANLYT LIC-20P UPGD	EA	\$	-	
873391-03003U	V-ANLYT LIC-5P UPGD	EA	\$	-	
873391-03004	V-ANLYT DASHBD NCTO LIC-1000P	EA	\$	16,587.30	10
873391-03004U	V-ANLYT LIC-1000P NCTO UPGD	EA	\$	-	
873391-03005	V-ANLYT DASHBD NCTO LIC-20 POS	EA	\$	9,603.19	10
873391-03005U	V-ANLYT LIC-20P NCTO UPGD	EA	\$	-	
873391-03006	V-ANLYT DASHBD NCTO LIC-5 POS	EA	\$	6,111.11	10
873391-03006U	V-ANLYT LIC-5P NCTO UPGD	EA	\$	-	
873391-03007U	V-ANLYT LIC-5P MIG DASHBD UPGD	EA	\$	-	
873391-03008U	V-ANLYT LIC-20P MIG DASHBD UPGD	EA	\$	-	
873391-03009U	V-ANLYT LIC-1000P MIG DASHBD UPGD	EA	\$	-	
873391-04001	V-ANLYT LT COLL LIC	EA	\$	1,047.62	10
873391-04001U	V-ANLYTC LT COLL LIC UPGD	EA	\$	-	
873391-04002	V-ANLYT LT USER LIC	EA	\$	654.76	10
873391-04002U	V-ANLYT LT USR LIC UPGD	EA	\$	-	
873391-04003	V-ANLYT LT LIC	EA	\$	-	
873391-04003U	V-ANLYT LT LIC UPGD	EA	\$	-	
873391-04004	V-ANLYT LT TO STD LIC	EA	\$	3,492.06	10
873391-04004U	V-ANLYT LT TO STD UPGD	EA	\$	-	
873391-04005	AURORA LITE USER LIC TO STD	EA	\$	654.76	10
873391-04005U	V-ANLYT LT-STD USER UPGD	EA	\$	-	
873391-04006	V-ANLYT LT/STD COLL LIC	EA	\$	349.21	10
873391-04006U	V-ANLYT LT-STD COLL UPGD	EA	\$	-	
873391-04007	V-ANLYT STD TO HOST LIC	EA	\$	22,698.41	10
873391-04008	V-ANLYT STD TO ENT LIC	EA	\$	22,698.41	10
873391-05001	V-ANLYT DATA MIGRATION LIC	EA	\$	-	
873399-00102.4U	V-ANLYT 2.4 D/M UPGD	EA	\$	-	
873399-00103.0	V-ANLYT 3.0 DOC/MED	EA	\$	-	
873399-00103.0U	V-ANLYT 3.0 DOC/MED UPGD	EA	\$	-	
873399-00103.1U	V-ANLYT 3.1 DOC/MED UPGD	EA	\$	-	
873399-00103.2	V-ANLYT 3.2 DOC-MED	EA	\$	-	
873399-00103.2U	V-ANLYT 3.2 DOC-MED UPGD	EA	\$	-	
873399-00103.3	V-ANLYT 3.3 DOC/MED	EA	\$	-	
873399-00103.3U	V-ANLYT 3.3 DOC/MED UPGD	EA	\$	-	
873399-00103.4	V-ANLYT 3.4 DOC/MED	EA	\$	-	
873399-00103.4-1U	V-ANLYT 3.4.1 DOC/MED UPGD	EA	\$	-	
873399-00103.4U	V-ANLYT 3.4 DOC/MED UPGD	EA	\$	-	
873399-00103.5	V-ANLYT 3.5 DOC/MED	EA	\$	-	
873399-00103.5U	V-ANLYT 3.5 DOC/MED UPGD	EA	\$	-	
873399-00103.6	V-ANLYT 3.6 MED	EA	\$	-	
873399-00103.6U	V-ANLYT 3.6 MED UPGD	EA	\$	-	

873399-00203.0	V-ANLYT 3.0 LITE DOC/MED	EA	\$	-	
873399-00203.0U	V-ANLYT 3.0 LITE DOC/MED UPGD	EA	\$	-	
873399-00203.1U	V-ANLYT 3.1 LITE DOC/MED UPGD	EA	\$	-	
873399-00203.2	V-ANLYT 3.2 LITE DOC-MED	EA	\$	-	
873399-00203.2U	V-ANLYT 3.2 LITE DOC-MED UPGD	EA	\$	-	
873399-00203.3	V-ANLYT 3.3 LITE DOC/MED	EA	\$	-	
873399-00203.3U	V-ANLYT 3.3 LITE DOC/MED UPGD	EA	\$	-	
873399-00203.4	V-ANLYT 3.4 LITE DOC/MED	EA	\$	-	
873399-00203.4-1U	V-ANLYT 3.4.1 LITE DOC/MED UPGD	EA	\$	-	
873399-00203.4U	V-ANLYT 3.4 LITE DOC/MED UPGD	EA	\$	-	
873399-00203.5	V-ANLYT 3.5 LITE DOC/MED	EA	\$	-	
873399-00203.5U	V-ANLYT 3.5 LITE DOC/MED UPGD	EA	\$	-	
873399-00203.6	V-ANLYT 3.6 LITE MED	EA	\$	-	
873399-00203.6U	V-ANLYT 3.6 LITE MED UPGD	EA	\$	-	
873399-F00203.2	V-ANLYT 3.2 LITE FED DOC-MED	EA	\$	-	
873399-F00203.2U	V-ANLYT 3.2 LITE FED DOC-MED UPGD	EA	\$	-	
874291-00101	VANLYT XT USER LIC	EA	\$	1,309.52	10
874291-00201	VANLYT XT HOST W/ENV LIC	EA	\$	3,492.06	10
874291-00301	VANLYT XT INTG LIC PER SITE	EA	\$	26,190.48	10
874291-00401	ACD STATUS MNTR SVR OUTPUTS LIC	EA	\$	56,298.62	10
874291-00501	ACD STATUS MNTR ACCESS LIC	EA	\$	1,920.00	10
874291-00601	ACD STATUS MONITOR PER SEAT LIC	EA	\$	508.89	10
874291-00701	ACD STATUS MNTR SUPV VIEWER LIC	EA	\$	1,452.94	10
874299-01001	ACD STATUS MNTR ENT SVR MEDIA	EA	\$	9,166.67	10
99608-06GND04	GND CBL 4FT 6GA GRN	EA	\$	33.33	10
99908-08151-025	CBL 25 PR 25FT M/F	EA	\$	63.49	10
99908-08151-050	CBL 25 PR 50FT M/F	EA	\$	236.51	10
99908-08151-075	CBL 25 PR 75FT M/F	EA	\$	163.49	10
99908-08151-100	CBL 25 PR 100FT M/F	EA	\$	201.59	10
99999-99911	TRAVEL EXPENSES - FIELD ENG	EA	\$	158.73	10
99999-99916	TRAVEL EXPENSES - TRAINING	EA	\$	158.73	10
BA-D00-ALA1	V-ANLYT LT FED ADD-ON	EA	\$	8,661.46	10
BA-D00-PBA0-1	V-PEABODY ADD-ON	EA	\$	2,144.44	10
BA-D00-PBA0-2	V-PEABODY ADD-ON	EA	\$	6,147.62	10
BA-LNM-00A0-3	V-ML NMS 80 NODES LG ADD	EA	\$	6,201.37	10
BA-M00-ALA0-3	V-ANLYT LITE ADD-ON BNDL	EA	\$	2,492.70	10
BA-M00-ASA0-3	V-ANLYT STD ADD-ON	EA	\$	10,419.05	10
BA-M00-DSA0-1	V-DATA SYNC ADD-ON	EA	\$	4,093.65	10
BA-MGD-VSSL	GEO-DIV LIC SYS	EA	\$	3,273.81	10
BA-MGD-VSSL-M	GEO-DIV LIC MIG SYS	EA	\$	-	
BA-MNM-00A0-1	V-ML NMS 40 NODES ADD-ON	EA	\$	6,863.49	10
BA-MNM-00L0-1	V-DL NMS 40 NODES ADD-ON	EA	\$	7,163.49	10
BA-MNM-DNA0-1	V-ML DATA SYNC NMS ADD-ON	EA	\$	8,206.35	10
BA-MNM-DNL0-1	V-DL DATA SYNC NMS ADD-ON	EA	\$	8,188.89	10
BA-MSG-VM00-1	V-MAP VM ADD-ON BNDL	EA	\$	4,665.08	10
BA-S00-ALB0	V-ANLYT LITE SM ADD-ON	EA	\$	1,360.32	10
BA-V00-VS00-1	V-CTR APPLIANCE ADD-ON	EA	\$	14,604.44	10
BR-MSG-VMA0-1	VMAP MED STNDALN SVR BNDL	EA	\$	10,550.79	10
BR-MSG-VML0-1	VMAP LOW STNDALN SVR BNDL	EA	\$	11,907.94	10
CANCEL-FE	FE CANCELLATION FEE	EA	\$	158.73	10
CANCEL-TRNG	TRNG CANCELLATION FEE	EA	\$	158.73	10
CUST-EQUIP	CUSTOMER EQUIPMENT	EA	\$	0.02	10
CUSTOM-CFGSVC	CUSTOM CFG SVCS	EA	\$	158.73	10
CUSTOM-CUTSPT	CUSTOM CUT-OVR SPT SVCS	EA	\$	158.73	10
CUSTOM-DEV	CUSTOM-DEV PER SOW	EA	\$	158.73	10
CUSTOM-FE	CUSTOM FE SVCS	EA	\$	158.73	10
CUSTOM-PM	CUSTOM PM SVCS	EA	\$	158.73	10
CUSTOM-SOLENG	CUSTOM SOL ENG SVCS	EA	\$	158.73	10
CUSTOM-TRNMAT	CUSTOM TRNG MATL	EA	\$	158.73	10
CUSTOM-TSTSVC	CUSTOM TST SVCS	EA	\$	158.73	10
FIELDENGOT	O/T FIELD ENGINEERING	EA	\$	238.10	10
PA-0AD-VSSL	VADV LIC ADD-ON	EA	\$	-	
PA-0PR-VSSL	VPRIME LIC ADD-ON	EA	\$	4,801.59	10
PA-0SG-OVSL	V-LOC LIC ADD-ON	EA	\$	4,365.06	10

PA-MGD-VSSL	GEO-DIV LIC POS	EA	\$	1,309.52	10
PA-MGD-VSSL-M	GEO-DIV LIC MIG POS	EA	\$	-	
PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	EA	\$	1,134.92	10
PA-MSG-ASSL-E	V-ANLYT STD PER SEAT LIC	EA	\$	1,134.92	10
PA-MSG-ASSL-M	V-ANLYT STD SEAT LIC MIG	EA	\$	-	
PA-SSG-ALA0	AURORA LITE MIS ADD-ON KIT	EA	\$	2,458.41	10
PA-SSG-ALSL	V-ANLYT LT PER SEAT LIC	EA	\$	960.32	10
PA-SSG-ALSL-M	V-ANLYT LITE LIC SEAT NO FEE	EA	\$	-	
PM-PROJ-UNIT	PROJECT MANAGEMENT UNIT	EA	\$	952.38	10
PS-0AC-VSSL-M	VESTA COMP REG	EA	\$	120.48	10
PS-0AD-VSML	VADV MLTP PER SEAT LIC	EA	\$	10,912.70	10
PS-0AD-VSML-M	VADV MLTP SEAT LIC NFEE	EA	\$	-	
PS-0AD-VSSL	VADV PER SEAT LIC	EA	\$	12,222.22	10
PS-0AD-VSSL-M	VADV PER SEAT LIC NFEE	EA	\$	-	
PS-0PR-VSML	VPRIME MLTP PER SEAT LIC	EA	\$	8,293.65	10
PS-0PR-VSML-M	VPRIME MLTP SEAT LIC NFEE	EA	\$	-	
PS-0PR-VSSL	VPRIME PER SEAT LIC	EA	\$	9,603.19	10
PS-0PR-VSSL-M	VPRIME PER SEAT LIC NFEE	EA	\$	-	
PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	EA	\$	3,492.06	10
PS-0SQ-VSML-M	VS BSC MLTP SEAT LIC NFEE	EA	\$	-	
PS-0SQ-VSSL	VS BSC PER SEAT LIC	EA	\$	4,801.59	10
PS-0SQ-VSSL-M	VS BSC PER SEAT LIC NFEE	EA	\$	-	
SA-0AD-VSSL-1Y	SPT VADV ADD-ON 1YR	EA	\$	495.92	10
SA-0AD-VSSL-2Y	SPT VADV ADD-ON 2YR	EA	\$	935.95	10
SA-0AD-VSSL-3Y	SPT VADV ADD-ON 3YR	EA	\$	1,320.10	10
SA-0AD-VSSL-4Y	SPT VADV ADD-ON 4YR	EA	\$	1,650.37	10
SA-0AD-VSSL-5Y	SPT VADV ADD-ON 5YR	EA	\$	1,926.41	10
SA-0GD-0000-S	GEO-DIV/MULT-SITE CFG FEE	EA	\$	1,587.30	10
SA-MSG-ALSL-10M	SPT V-ANLYT STD 10MTH	EA	\$	179.84	10
SA-MSG-ALSL-11M	SPT V-ANLYT STD 11MTH	EA	\$	195.60	10
SA-MSG-ALSL-1E	SPT V-ANLYT STD 1YR	EA	\$	214.78	10
SA-MSG-ALSL-1M	SPT V-ANLYT STD 1MTH	EA	\$	19.21	10
SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	EA	\$	214.78	10
SA-MSG-ALSL-2E	SPT V-ANLYT STD 2YR	EA	\$	405.32	10
SA-MSG-ALSL-2M	SPT V-ANLYT STD 2MTH	EA	\$	36.67	10
SA-MSG-ALSL-2Y	SPT V-ANLYT STD 2YR	EA	\$	405.32	10
SA-MSG-ALSL-3E	SPT V-ANLYT STD 3YR	EA	\$	572.76	10
SA-MSG-ALSL-3M	SPT V-ANLYT STD 3MTH	EA	\$	52.38	10
SA-MSG-ALSL-3Y	SPT V-ANLYT STD 3YR	EA	\$	572.76	10
SA-MSG-ALSL-4E	SPT V-ANLYT STD 4YR	EA	\$	716.19	10
SA-MSG-ALSL-4M	SPT V-ANLYT STD 4MTH	EA	\$	71.59	10
SA-MSG-ALSL-4Y	SPT V-ANLYT STD 4YR	EA	\$	716.19	10
SA-MSG-ALSL-5E	SPT V-ANLYT STD 5YR	EA	\$	834.63	10
SA-MSG-ALSL-5M	SPT V-ANLYT STD 5MTH	EA	\$	89.06	10
SA-MSG-ALSL-5Y	SPT V-ANLYT STD 5YR	EA	\$	834.63	10
SA-MSG-ALSL-6M	SPT V-ANLYT STD 6MTH	EA	\$	108.29	10
SA-MSG-ALSL-7M	SPT V-ANLYT STD 7MTH	EA	\$	124.03	10
SA-MSG-ALSL-7Y	SPT V-ANLYT STD 7YR	EA	\$	1,263.17	10
SA-MSG-ALSL-8M	SPT V-ANLYT STD 8MTH	EA	\$	143.19	10
SA-MSG-ALSL-9M	SPT V-ANLYT STD 9MTH	EA	\$	160.70	10
SA-SSG-ALSL-10M	SPT V-ANLYT LITE 10MTH	EA	\$	151.97	10
SA-SSG-ALSL-11M	SPT V-ANLYT LITE 11MTH	EA	\$	167.63	10
SA-SSG-ALSL-1M	SPT V-ANLYT LITE 1MTH	EA	\$	13.97	10
SA-SSG-ALSL-1Y	SPT V-ANLYT LITE 1YR	EA	\$	181.60	10
SA-SSG-ALSL-2E	SPT V-ANLYT LITE 2YR-ESS	EA	\$	342.27	10
SA-SSG-ALSL-2M	SPT V-ANLYT LITE 2MTH	EA	\$	31.44	10
SA-SSG-ALSL-2Y	SPT V-ANLYT LITE 2YR	EA	\$	342.27	10
SA-SSG-ALSL-3M	SPT V-ANLYT LITE 3MTH	EA	\$	45.40	10
SA-SSG-ALSL-3Y	SPT V-ANLYT LITE 3YR	EA	\$	483.94	10
SA-SSG-ALSL-4E	SPT V-ANLYT LITE 4YR-ESS	EA	\$	605.94	10
SA-SSG-ALSL-4M	SPT V-ANLYT LITE 4MTH	EA	\$	61.13	10
SA-SSG-ALSL-4Y	SPT V-ANLYT LITE 4YR	EA	\$	605.94	10
SA-SSG-ALSL-5M	SPT V-ANLYT LITE 5MTH	EA	\$	75.08	10
SA-SSG-ALSL-5Y	SPT V-ANLYT LITE 5YR	EA	\$	705.73	10

SA-SSG-ALSL-6M	SPT V-ANLYT LITE 6MTH	EA	\$	92.59	10
SA-SSG-ALSL-6Y	SPT V-ANLYT LITE 6YR	EA	\$	887.46	10
SA-SSG-ALSL-7M	SPT V-ANLYT LITE 7MTH	EA	\$	106.52	10
SA-SSG-ALSL-8M	SPT V-ANLYT LITE 8MTH	EA	\$	120.56	10
SA-SSG-ALSL-9M	SPT V-ANLYT LITE 9MTH	EA	\$	136.21	10
SALI-UPGD-FEE	SALI UPGD/INSTALL/CFG FEE	EA	\$	146.24	10
SHIPPING-CHARGES	SHIPPING CHARGES	EA	\$	15.87	10
SPTVDMS3MTHPEI	SPT VDMS THRU 3 MTH PCML	EA	\$	197.32	10
SPTVIRRPEI3MTH	SPT VIRR THRU 3MTH PEI	EA	\$	27.37	10
SPTVVINTG3MTH	SPT VV INTEG THRU 3MTH	EA	\$	82.65	10
SS-0AD-VSSL-10M	SPT VADV 10MTH	EA	\$	1,925.87	10
SS-0AD-VSSL-11M	SPT VADV 11MTH	EA	\$	2,118.00	10
SS-0AD-VSSL-1M	SPT VADV 1MTH	EA	\$	192.06	10
SS-0AD-VSSL-1Y	SPT VADV 1YR	EA	\$	2,310.03	10
SS-0AD-VSSL-2M	SPT VADV 2MTH	EA	\$	385.87	10
SS-0AD-VSSL-2Y	SPT VADV 2YR	EA	\$	4,363.56	10
SS-0AD-VSSL-3M	SPT VADV 3MTH	EA	\$	577.95	10
SS-0AD-VSSL-3Y	SPT VADV 3YR	EA	\$	6,160.17	10
SS-0AD-VSSL-4M	SPT VADV 4MTH	EA	\$	770.02	10
SS-0AD-VSSL-4Y	SPT VADV 4YR	EA	\$	7,700.02	10
SS-0AD-VSSL-5M	SPT VADV 5MTH	EA	\$	962.10	10
SS-0AD-VSSL-5Y	SPT VADV 5YR	EA	\$	8,983.75	10
SS-0AD-VSSL-6M	SPT VADV 6MTH	EA	\$	1,155.90	10
SS-0AD-VSSL-7M	SPT VADV 7MTH	EA	\$	1,347.97	10
SS-0AD-VSSL-7Y	SPT VADV YRS 6-7	EA	\$	25,153.59	10
SS-0AD-VSSL-8M	SPT VADV 8MTH	EA	\$	1,540.02	10
SS-0AD-VSSL-9M	SPT VADV 9MTH	EA	\$	1,732.14	10
SS-0PR-VSML-1E	SPT VPRIME MLTP 1YR-ESS	EA	\$	1,568.05	10
SS-0PR-VSML-2E	SPT VPRIME MLTP 2YR-ESS	EA	\$	2,819.87	10
SS-0PR-VSML-5E	SPT VPRIME MLTP 5YR-ESS	EA	\$	6,095.73	10
SS-0PR-VSSL-10M	SPT VPRIME 10MTH	EA	\$	1,512.08	10
SS-0PR-VSSL-11M	SPT VPRIME 11MTH	EA	\$	1,663.98	10
SS-0PR-VSSL-1M	SPT VPRIME 1MTH	EA	\$	151.90	10
SS-0PR-VSSL-1Y	SPT VPRIME 1YR	EA	\$	1,815.89	10
SS-0PR-VSSL-2M	SPT VPRIME 2MTH	EA	\$	302.08	10
SS-0PR-VSSL-2Y	SPT VPRIME 2YR	EA	\$	3,429.38	10
SS-0PR-VSSL-3M	SPT VPRIME 3MTH	EA	\$	453.97	10
SS-0PR-VSSL-3Y	SPT VPRIME 3YR	EA	\$	4,840.08	10
SS-0PR-VSSL-4M	SPT VPRIME 4MTH	EA	\$	605.89	10
SS-0PR-VSSL-4Y	SPT VPRIME 4YR	EA	\$	6,050.16	10
SS-0PR-VSSL-5M	SPT VPRIME 5MTH	EA	\$	757.79	10
SS-0PR-VSSL-5Y	SPT VPRIME 5YR	EA	\$	7,059.25	10
SS-0PR-VSSL-6M	SPT VPRIME 6MTH	EA	\$	907.95	10
SS-0PR-VSSL-6Y	SPT VPRIME 6YR	EA	\$	8,873.86	10
SS-0PR-VSSL-7M	SPT VPRIME 7MTH	EA	\$	1,059.87	10
SS-0PR-VSSL-7Y	SPT VPRIME 7YR	EA	\$	10,689.62	10
SS-0PR-VSSL-7YR	SPT VPRIME 6-7YR	EA	\$	5,646.89	10
SS-0PR-VSSL-9M	SPT VPRIME 9MTH	EA	\$	1,361.92	10
SS-0SQ-VSML-6Y	SPT VS BSC 6YR	EA	\$	8,873.86	10
SS-0SQ-VSML-7YR	SPT VS BSC 7YR	EA	\$	10,486.84	10
SS-0SQ-VSSL-10M	SPT VS BSC 10MTH	EA	\$	1,512.08	10
SS-0SQ-VSSL-11M	SPT VS BSC 11MTH	EA	\$	1,663.98	10
SS-0SQ-VSSL-1M	SPT VS BSC 1MTH	EA	\$	151.90	10
SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	EA	\$	1,815.89	10
SS-0SQ-VSSL-2E	SPT VS BSC 2YR-ESS	EA	\$	3,429.38	10
SS-0SQ-VSSL-2M	SPT VS BSC 2MTH	EA	\$	302.08	10
SS-0SQ-VSSL-2Y	SPT VS BSC 2YR	EA	\$	3,429.38	10
SS-0SQ-VSSL-3M	SPT VS BSC 3MTH	EA	\$	453.97	10
SS-0SQ-VSSL-3Y	SPT VS BSC 3YR	EA	\$	4,840.08	10
SS-0SQ-VSSL-4E	SPT VS BSC 4YR-ESS	EA	\$	6,050.16	10
SS-0SQ-VSSL-4M	SPT VS BSC 4MTH	EA	\$	605.89	10
SS-0SQ-VSSL-4Y	SPT VS BSC 4YR	EA	\$	6,050.16	10
SS-0SQ-VSSL-5M	SPT VS BSC 5MTH	EA	\$	757.79	10
SS-0SQ-VSSL-5Y	SPT VS BSC 5YR	EA	\$	7,059.25	10

SS-0SQ-VSSL-6M	SPT VS BSC 6MTH	EA	\$	907.95	10
SS-0SQ-VSSL-7M	SPT VS BSC 7MTH	EA	\$	1,059.87	10
SS-0SQ-VSSL-7Y	SPT VS BSC YRS6-7	EA	\$	19,764.11	10
SS-0SQ-VSSL-8M	SPT VS BSC 8MTH	EA	\$	1,210.00	10
SS-0SQ-VSSL-9M	SPT VS BSC 9MTH	EA	\$	1,361.92	10
SSV00S03204A	COMMANDCENTRAL EMERGENCY BACKUP	EA	\$	2,190.48	10
SW-AT-SWE	ENTERPRISE-WIDE ALERTUS	EA	\$	75,428.57	10
SW-AT-SWSE-1Y	ENT-ALERTUS SPT-LEGACY	EA	\$	57,371.43	10
SW-AT-SWSL1	LG-ALERTUS SPT-LEGACY	EA	\$	14,323.81	10
SW-AT-SWSM-1Y	MED-ALERTUS SPT-LEGACY	EA	\$	9,447.62	10
SW-AT-SWSS-1Y	SM-ALERTUS SPT-LEGACY	EA	\$	5,257.14	10
SW-AT-TTS10	ALERTUS TTS MODULE	EA	\$	6,019.05	10

<b>End User Pricing</b>

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\$	133.00
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\$	1,213.46

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\$ 311.00

\$ 20.00

\$ 15.00

\$ 200.00

\$ 29.99

**End User Pricing**

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\$ 3,348.00

\$ 3,588.00

\$ 1,000.00

**End User Pricing**

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\$ 6,500.00

\$ 6,000.00

\$ 5,500.00

\$ 4,500.00

\$ 1.00

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\$ 9,250.00

\$ 5,000.00

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\$	1.50
\$	1.25
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<b>End User Pricing</b>
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⌘	30.00
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⌘	147.14
⌘	181.43
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⌘	142.86
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⌘	1,930.00
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⌘	5,581.23
⌘	2,243.43
⌘	9,377.14
⌘	3,684.29
⌘	2,946.43
⌘	-
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⌘	6,447.14
⌘	7,385.71
⌘	7,370.00
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⌘	1,224.29
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⌘	9,495.71
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₺	1,188.09
₺	1,485.33
₺	1,733.77
₺	1,428.57
₺	161.86
₺	176.04
₺	193.30
₺	17.29
₺	193.30
₺	364.79
₺	33.00
₺	364.79
₺	515.49
₺	47.14
₺	515.49
₺	644.57
₺	64.43
₺	644.57
₺	751.17
₺	80.16
₺	751.17
₺	97.46
₺	111.63
₺	1,136.86
₺	128.87
₺	144.63
₺	136.77
₺	150.87
₺	12.57
₺	163.44
₺	308.04
₺	28.30
₺	308.04
₺	40.86
₺	435.54
₺	545.34
₺	55.01
₺	545.34
₺	67.57
₺	635.16

83.33
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271.87
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408.57
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\$	817.16
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\$	17,787.70
\$	1,089.00
\$	1,225.73
\$	1,971.43
\$	67,885.71
\$	51,634.29
\$	12,891.43
\$	8,502.86
\$	4,731.43
\$	5,417.14

**EXHIBIT C STATEMENT OF WORK (SOW) TEMPLATE**  
**BETWEEN (NAME OF AUTHORIZED USER) AND CAROUSEL INDUSTRIES OF NORTH AMERICA, LLC**

**ISSUED UNDER**

**CONTRACT NUMBER VA-230901-CRSL**  
**BETWEEN**  
**VIRGINIA INFORMATION TECHNOLOGIES AGENCY**  
**AND**  
**CAROUSEL INDUSTRIES OF NORTH AMERICA, LLC**

Exhibit C-~~X~~, between (Name of Agency/Institution) and Carousel Industries of North America, LLC (“**Supplier**”) is hereby incorporated into and made an integral part of Contract Number VA-230901-CRSL (“**Contract**”) between the Virginia Information Technologies Agency (“**VITA**”) on behalf of the Commonwealth of Virginia and Supplier.

In the event of any discrepancy between this Exhibit ~~X~~ and the Contract, the provisions of the Contract shall control.

*(Note to Template Users: Any Service, Licensed Services, Solution or Software provided under this SOW must comply with all COVA Security and Enterprise Architecture ITRM policies, standards and guidelines located at <https://www.vita.virginia.gov/it-governance/itrm-policies-standards>.*

*If Authorized User is a State Agency and determines any area of non-compliance with the ITRM PSGs at the above links in the Service, Licensed Services, Solution or Software to be provided by Supplier under this SOW, such Authorized User’s Project Manager must obtain written waiver from VITA in accordance with the waiver process prior to placing any related order or authorizing Supplier to commence any work. Agency should collaborate with their designated Customer Account Manager to obtain such waiver.)*

*[Note to Template Users: Instructions for using this template to draft a Statement of Work are in gray highlight and **italics**. These instructions should be deleted after the appropriate text has been added to the Statement of Work. Contractual language is **not italicized** and should remain in the document. Text that is highlighted in **blue** is variable based on the nature of the project.]*

**STATEMENT OF WORK**

This Statement of Work (“**SOW**”) is issued by the (Name of Agency/Institution), hereinafter referred to as “**Authorized User**” under the provisions of the Contract. The objective of the project described in this SOW is for the Supplier to provide the Authorized User with a Solution (“**Solution**”) or Services (“**Services**”) or Software (“**Software**”) or Hardware and Maintenance or Licensed Application Services” for Authorized User Project Name. *(Customize the last sentence to state what you are getting from the Supplier, based on the VITA Contract language, and with your project name.)*

**1. PERIOD OF PERFORMANCE**

The work authorized in this SOW will occur within **XX (XX) months** of execution of this Statement of Work. This includes **delivery, installation, implementation, integration, testing and acceptance all of products and services** necessary to implement the Authorized User’s **Solution, training, and any support, other than on-going maintenance services**. The period of performance for **maintenance services shall be one (1) year after implementation or end of Warranty Period and may be extended for additional one (1) year periods**, pursuant to and unless otherwise specified in the Contract. *(Customize this section to match what you are getting from the Supplier, based on the allowable scope of the VITA Contract and your project’s specific needs within that allowable scope.)*

**2. PLACE OF PERFORMANCE**

*(Assign performance locations to major milestones or any other project granularity, depending on your transparency and governance needs, if needed.)*

Tasks associated with this project will be performed at **the Authorized User's location(s) in City/State, at Supplier's location(s) in City/State**, or other locations as required by the effort.

**3. PROJECT DEFINITIONS**

*Provide project unique definitions so that all stakeholders have the same understanding. Ensure these do not conflict with the Contract definition.)*

All definitions of the Contract shall apply to and take precedence over this SOW. Authorized User's specific project definitions are listed below:

**4. PROJECT SCOPE**

*(Provide a description of the scope of your project and carve out what is NOT in the scope of your project. Remember that it must fit within the VITA Contract scope.)*

**A. General Description of the Project Scope**

**B. Project Boundaries**

**5. AUTHORIZED USER'S SPECIFIC REQUIREMENTS**

*(Provide information about your project's and your agency's specific requirements for this particular project including, but not limited to the following subsections):*

**A. Authorized User-Specific Requirements**

**B. Special Considerations for Implementing Technology at Authorized User's Location(s)**

**C. Other Project Characteristics to Insure Success**

**6. CURRENT SITUATION**

*(Provide enough background information to clearly state the current situation to Supplier so that Supplier cannot come back during performance claiming any unknowns or surprises. Some example subsections are provided below. You may collapse/expand as you feel is necessary to provide adequate information and detail.)*

**A. Background of Authorized User's Business Situation**

**B. Current Architecture and Operating System**

**C. Current Work Flow/Business Flow and Processes**

**D. Current Legacy Systems**

**E. Current System Dependencies**

**F. Current Infrastructure (Limitations, Restrictions)**

**G. Usage/Audience Information**

**7. PRODUCTS AND SERVICES TO SUPPORT THE PROJECT REQUIREMENTS (AND/OR SOLUTION)**

**A. Required Products (or Solution Components)**

*(List the products, or if your project is for a Solution, the Solution components, (hardware, software, etc.) provided by Supplier that will be used to support your project requirements. Identify any special configuration requirements, and describe the system infrastructure to be provided by the Authorized User. Provide an overview that reflects how the system will be deployed within the Authorized User's environment. You are urged to refer to the VITA Contract for allowable scope and other guidance in drafting language for this section.)*

## B. Required Services

(List the services (e.g., requirements development, Solution design, configuration, interface design, data conversion, installation, implementation, testing, training, risk assessment, performance assessment, support and maintenance) that will be provided by Supplier in the performance of your project. You are urged to refer to the VITA Contract for the definition of Services and for the allowable scope in drafting language for this section. You will notice subsections "C" and "D" below offer areas for expanded detail on training, support and maintenance services. You may add other subsections in which you wish to expand the information/details/requirements for other service areas as well. It is likely some of this detail will be a combination of your known needs and the Supplier's proposal. In all cases the provisions should include all negotiated commitments by both parties, even if you reference by incorporation the Supplier's proposal in any subsection.)

## C. Training Requirements and/or Authorized User Self-Sufficiency/Knowledge Transfer

(Provide an overview and details of training services to be provided for your project and any special requirements for specific knowledge transfer to support successful implementation of the Solution. If the intent is for the Authorized User to become self-sufficient in operating or maintaining the Solution, determine the type of training necessary, and develop a training plan, for such user self-sufficiency. Describe how the Supplier will complete knowledge transfer in the event this Statement of Work is not completed due to actions of Supplier or the non-appropriation of funds for completion affecting the Authorized User. You may refer to the VITA Contract for guidance on the allowable scope for this.

## D. Support and Maintenance Requirements

(Document the level of support, as available under the Contract, required by your project to operate and maintain the Solution. This may include conversion support, legacy system integration, transition assistance, Solution maintenance (including maintenance level), or other specialized consulting to facilitate delivery or use of the Solution.

## E. Personnel Requirements

(Provide any supplier personnel qualifications, requirements, licenses, certifications or restrictions including project manager, key personnel, subcontractors, etc., but ensure they do not conflict with the VITA Contract terms.)

## F. Transition Phase-In/Phase-Out Requirements

(Describe any specific requirements for orientation or phasing in and/or phasing out of the project with the Supplier. Be specific on what the project needs and expected results are, the duration and other pertinent detail, but ensure they do not conflict with the VITA Contract provision(s) regarding Transition of Services or with any other training requirements in the SOW.)

## 8. TOTAL PROJECT PRICE

The total Fixed Price for this Project shall not exceed \$US XXX.

Supplier's invoices shall show retainage of ten percent (10%). Following completion of Solution implementation, Supplier shall submit a final invoice to the Authorized User, for the final milestone payment amount shown in the table in section 9 below, plus the total amount retained by the Authorized User. If travel expenses are not included in the fixed price of the Solution, such expenses shall be reimbursed in accordance with Commonwealth of Virginia travel policies as published by the Virginia Department of Accounts (<http://www.doa.virginia.gov>). In order to be reimbursed for travel expenses, Supplier must submit an estimate of such expenses to Authorized User for approval prior to incurring such expenses.

(Sections 9 through 11 should be used or deleted depending on the project's complexity, risk and need for governance. For a simple project you may only need the section 10 table, but for a more complex project, or a major IT project, you may need a combination of or all of the tables for check and balance and redundancy.)

## 9. PROJECT DELIVERABLES

(Provide a list of Supplier's deliverable expectations. The table is to be customized for the Authorized User's project. You may want to categorize deliverables for each phase or major milestone of the

project and then categorize other interim deliverables and/or performance and status reports under one of them or under an Administrative or Project Management section.)

The following deliverables are to be provided by Supplier under this SOW. Subsequent sections may include further detail on the content requirements for some deliverables.

No.	Title	Due Date	Format Required (i.e., electronic/hard copy/CD/DVD)	Distribution Recipients	Review Complete Due Date	Final Due Date
	Project Plan					
	Design Plan					
	Implementation Plan					
	Data Conversion Plan					
	Risk Assessment Plan					
	Test Plan					
	Training Plan					
	Performance Plan					
	Contingency Plan					
	Disaster Recovery Plan					
	Cutover Plan					
	Change Management Plan					
	Transition Plan					
	Monthly Status Reports					
	Quarterly Performance /SLA Reports					
	Training Manual					
	Final Solution Submission Letter					
	Final Acceptance Letter					

**10. MILESTONES, DELIVERABLES, PAYMENT SCHEDULE, AND HOLDBACKS**

(This table should include the project’s milestone events, associated deliverables, when due, milestone payments, any retainage amount to be held until final acceptance and the net payment you promise to pay for each completed and accepted milestone event. This table includes sample data only and must be customized for your project needs.)

The following table identifies milestone events and deliverables, the associated schedule, any associated payments, any retainage amounts, and net payments.

Milestone Event	Associated Milestone Deliverable(s)	Schedule	Payment	Retainage	Net Payment
Project kick-off meeting	---	Execution + 5 days	---	---	---
Site survey	Site survey report	Execution + 10 days	---	---	---
Requirements Analysis & Development	Design Plan	Execution+45 days	\$30,000	\$15,000	\$15,000
	Project Plan	Execution+45 days			
	Implementation Plan	Execution + 45 days			
Begin Implementation		Execution + 60 days			
Data Conversion & Mapping		Execution + 90 days	\$10,000	\$3,000	\$7,000
Installation of software	---	Execution + 90 days	\$10,000	\$1,000	\$9,000
Installation of hardware	---	Execution + 90 days	\$10,000	\$1,000	\$9,000
Configuration and testing	---	Execution + 120 days	---	---	---
Training	Training manual	Execution + 130 days	\$10,000	\$1,000	\$9,000
30-Day User Acceptance Testing	---	Execution + 160 days	\$20,000	\$2,000	\$18,000
Implementation complete	Solution	Execution + 160 days	\$10,000	--	\$10,000
Final Acceptance		Execution + 210 days	--	--	\$23,000

**11. EVENTS AND TASKS FOR EACH MILESTONE**

(If needed, provide a table of detailed project events and tasks to be accomplished to deliver the required milestones and deliverables for the complete Solution. Reference each with the relevant milestone. A Work Breakdown Structure can be used as shown in the table below or at the very least a Project Plan should have this granularity. The Supplier’s proposal should be tailored to the level of detail desired by the Authorized User’s business owner/project manager for project governance.)

The following table identifies project milestone events and deliverables in a Work Breakdown Structure format.

WBS No.	Milestone	Milestone Event	Milestone Task	Interim Task Deliverables	Duration
1.0	Site survey				
1.1		Conduct interviews			
1.1.1			Schedule interviews	None	20 days after contract start
1.1.2			Complete interviews	Interview Results Report	25 days after contract start

1.2		Receive AU information			
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**12. ACCEPTANCE CRITERIA**

(This section should reflect the mutually agreed upon UAT and Acceptance Criteria specific to this engagement. Please read the VITA contract definitions for the definitions or Requirements and Acceptance. Ensure the language in this section does not conflict with the VITA Contract language.)

Acceptance Criteria for this Solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by the Authorized User. The UAT will ensure that all of the requirements and functionality required for the Solution have been successfully delivered. Supplier will provide the Authorized User with a detailed test plan and acceptance check list based on the mutually agreed upon UAT Plan. This UAT Plan check-list is incorporated into this SOW in Exhibit **B-X**.

Each deliverable created under this Statement of Work will be delivered to the Authorized User with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the Authorized User's Project Manager with space to indicate if the deliverable is accepted, rejected, or conditionally accepted. Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Project Manager. The Project Manager will have **ten (10)** days from receipt of the deliverable to provide Supplier with the signed Acceptance Receipt unless an alternative schedule is mutually agreed to between Supplier and the Authorized User in advance.

**13. PROJECT ASSUMPTIONS AND PROJECT ROLES AND RESPONSIBILITIES**

(This section contains areas to address project assumptions by both the Supplier and the Authorized User and to assign project-specific roles and responsibilities between the parties. Make sure that all assumptions are included to alleviate surprises during the project. Ensure that all primary and secondary (as needed) roles and responsibilities are included. You will tailor the Responsibility Matrix table below to fit your project's needs.)

**A. Project Assumptions**

The following assumptions are specific to this project:

**B. Project Roles and Responsibilities**

The following roles and responsibilities have been defined for this project:

**(Sample Responsibility Matrix)**

Responsibility Matrix	Supplier	Authorized User
Infrastructure – Preparing the system infrastructure that meets the recommended configuration defined in <b>Section 2B herein</b>		√
Server Hardware		√
Server Operating		√
Server Network Connectivity		√
Relational Database Management Software (Installation and Implementation)		√
Server Modules – Installation and Implementation	√	
PC Workstations – Hardware, Operating System, Network Connectivity		√
PC Workstations – Client Software		√
Application Installation on PC Workstations	√	
Wireless Network Access Points	√	
Cabling, Electric and User Network Connectivity from Access Points		√
Wireless Mobile Computing Products – Scanners, printers	√	

Project Planning and Management	√	√
Requirements Analysis	√	√
Application Design and Implementation	√	
Product Installation, Implementation and Testing	√	
Conversion Support	√	
Conversion Support -- Subject Matter Expertise		√
Documentation	√	
Training	√	
Product Maintenance and Support	√	
Problem Tracking	√	√
Troubleshooting – IT Infrastructure		√
Troubleshooting – Solution	√	

**14. COMMONWEALTH AND SUPPLIER-FURNISHED MATERIALS, EQUIPMENT, FACILITIES AND PROPERTY**

(In this section, provide details of any materials, equipment, facilities and property to be provided by your Agency or the Supplier in performance of this project. If none, so state so that the requirements are clear. If delivery of any of these is critical to the schedule, you may want to identify such delivery with hard due dates tied to “business days after project start” or “days after event/milestone.” Be sure to specify the delivery and point of contact information.)

**A. Provided by the Commonwealth**

**B. Provided by the Supplier**

**15. SECURITY REQUIREMENTS**

(Provide (or reference as an Attachment) Authorized User’s security requirements.)

For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier’s employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier’s employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of the Contract.

Supplier shall comply with all requirements in the Security Compliance section of the Contract

**16. REQUIRED STANDARDS, CERTIFICATIONS, AND SPECIFICATIONS**

In addition to any standards and specifications included in the Contract, Supplier shall follow the standards and specifications listed below during performance of this effort.

(List any specific Commonwealth, VITA, Federal, engineering, trade/industry or professional standards, certifications and specifications that Supplier is required to follow or possess in performing this work. The first bullet includes a link to COVA-required standards for all Commonwealth technology projects. The rest are examples only and highlighted to reflect this. If you need a waiver of any COVA-required standard, please follow the process located at this link:

<http://www.vita.virginia.gov/oversight/default.aspx?id=10344> and select the Data Standards Guidance bulleted link. Your Customer Account Manager can assist you.

- COV ITRM Policies and Standards: <http://www.vita.virginia.gov/library/default.aspx?id=537>
- IEEE 802®

- HIPAA
- SAS 70 Type II

**17. U.S. ENVIRONMENTAL PROTECTION AGENCY'S AND DEPARTMENT OF ENERGY'S ENERGY STAR GUIDELINES RISK MANAGEMENT**

(Risk is a function of the probability of an event occurring and the impact of the negative effects if it does occur. Negative effects include schedule delay, increased costs, failure of dependent legacy system interoperability, other project dependencies that don't align with this project's schedule, and poor quality of deliverables. Depending on the level of risk of this project, as assessed by your Project Manager and/or Steering Committee, this section may contain any or all of the following components, at a level of detail commensurate with the level of risk. Remember to add them to the Deliverables table.)

**C. Initial Risk Assessment**

Authorized User and Supplier shall each provide an initial assessment from their point of view.

**D. Risk Management Strategy**

(The list below is taken from VITA PMD template discussing what should go into a Risk Management Strategy. Don't forget to consider and plan for any budget contingencies to accommodate potential risks that are identified.)

- 1. Risk Identification Process:** The processes for risk identification.
- 2. Risk Evaluation and Prioritization:** How risks are evaluated and prioritized.
- 3. Risk Mitigation Options:** Describe the risk mitigation options. They must be realistic and available to the project team.
- 4. Risk Plan Maintenance:** Describe how the risk plan is maintained during the project lifecycle.
- 5. Risk Management Responsibilities:** Identify all project team members with specific risk management responsibilities. (e.g., an individual responsible for updating the plan or an individual assigned as a manager).

**E. Risk Management Plan**

(Include a description of frequency and form of reviews, project team responsibilities, steering and oversight committee responsibilities and documentation. Be sure to add all deliverables associated with risk strategizing and planning to the list of Deliverables.)

**18. DISASTER RECOVERY**

Planning for disaster recovery for your project is paramount to ensure continuity of service. The criticalness and complexity of your project, including its workflow into other dependent systems of the Commonwealth or federal systems, will help you determine if you require a simple contingency plan or a full-blow contingency plan that follows the Commonwealth's ITRM Guideline SEC508-00 found at this link:

[http://www.vita.virginia.gov/uploadedFiles/Library/ContingencyPlanningGuideline04\\_18\\_2007.pdf](http://www.vita.virginia.gov/uploadedFiles/Library/ContingencyPlanningGuideline04_18_2007.pdf)

It is advisable that you visit the link before making your decision on how you need to address contingency planning and related deliverables in this SOW; as well as, how this will impact your planned budget. A likely deliverable for this section would be a Continuity of Operations Plan. You may choose to include the above link in your final SOW to describe what the Plan will entail. The same link includes the following processes, which you may choose to list in your final requirements for this section, to be performed by your team, the Supplier or both and/or a steering committee if your project warrants such oversight and approval:

- *Development of the IT components of the Continuity of Operations Plan (COOP)*
- *Development and exercise of the IT Disaster Recovery Plan (IT DRP) within the COOP*

- *Development and exercise of the IT System Backup and Restoration Plan*

## 19. PERFORMANCE BOND

(If your project is sizeable, complex and/or critical, and the VITA Contract does not already provide for a performance bond, you may want the Supplier to provide one. The VITA Contract may include an Errors and Omissions insurance requirement, which would cover the Supplier's liability for any breach of the Contract or this SOW. Be sure to read the Contract for this information. However, if you feel that this project warrants further performance incentive due to the project or the Supplier's viability, you may include the following language in this section.)

The Supplier shall post performance bond in an amount equal to one hundred percent (100%) of the total contract value and provide a copy of the bond to Authorized user within (10) days of execution of this SOW Agreement. In the event that the Supplier or any subcontractor or any officer, director, employee or agent of the Supplier or any subcontractor or any parent or subsidiary corporation of the Supplier or any subcontractor fails to fully and faithfully perform each material requirement of this SOW Agreement, including without limitation the Supplier's obligation to indemnify the Authorized User, the performance bond shall be forfeited to Authorized User. The bond shall be in a form customarily used in the technology industry and shall be written by a surety authorized to do business in Virginia and that is acceptable to Authorized User.

## 20. OTHER TECHNICAL/FUNCTIONAL/REQUIREMENTS

(Provide any other unique project technical and functional requirements and expectations in sufficient detail in this section. Ensure they do not conflict with existing requirements in the VITA Contract. Several examples are listed.)

### A. Service Level Requirements

### B. Mean-Time-Between-Failure Requirements

### C. Data Access/Retrieval Requirements

### D. Additional Warranties

## 21. REPORTING

(The following are examples of reporting requirements which may be included in your SOW depending on the project's need for governance. In an effort to help VITA monitor Supplier performance, it is strongly recommended that the SOW include "Supplier Performance Assessments". These assessments may be performed at the Project Manager's discretion and are not mandated by VITA.)

### A. Weekly/Bi-weekly Status Update.

The weekly/bi-weekly status report, to be submitted by Supplier to the Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

### B. Supplier Performance Self-Assessment.

Within thirty (30) days of execution of the project start, the Supplier and the Authorized User will agree on Supplier performance self-assessment criteria. Supplier shall prepare a monthly self-assessment to report on such criteria. Supplier shall submit its self-assessment to the Authorized User who will have five (5) days to respond to Supplier with any comments. If the Authorized User agrees with Supplier's self-assessment, such Authorized User will sign the self-assessment and submit a copy to the VITA Supplier Relationship Manager.

### C. Performance Auditing

(If you have included service level requirements in the above section entitled, Other Technical/Functional Requirements, you will want to include a requirement here for your ability to audit the results of the Supplier's fulfillment of all requirements, Likewise, you may want to include

your validation audit of the Supplier's performance reporting under this Reporting section. It is important, however, that you read the VITA contract prior to developing this section's content so that conflicts are avoided. Suggested language is provided below, but must be customized for your project.)

Authorized User (or name of IV&V contractor, if there is one), will audit the results of Supplier's service level obligations and performance requirements on a monthly/quarterly basis, within ten (10) days of receipt of Supplier's self-assessments and service report(s). Any discrepancies will be discussed between the Authorized User and Supplier and any necessary invoice/payment adjustments will be made. If agreement cannot be reached, the Authorized User and Supplier will escalate the matter in accordance with the Escalation provision of the Contract. *(If none, you may add your escalation procedure in this section.)*

**D. Supplier Performance Assessments**

(You may want to develop assessments of the Supplier's performance and disseminate such assessments to other Authorized Users of the VITA Contract. Prior to dissemination of such assessments, Supplier will have an opportunity to respond to the assessments, and independent verification of the assessment may be utilized in the case of disagreement.)

**22. CHANGE MANAGEMENT**

(Changes to the baseline SOW must be documented for proper project oversight. Depending on your project, you may need to manage and capture changes to configuration, incidents, deliverables, schedule, price or other factors your team designates as critical. Any price changes must be done in compliance with the Code of Virginia, § 2.2-4309. Modification of the contract, found at this link: <http://leg1.state.va.us/cgi-bin/legp504.exe?000+coh+2.2-4309+500825>. Changes to the scope of this SOW must stay within the boundaries of the scope of the VITA Contract.

For complex and/or major projects, it is recommended that you use the VITA PMD processes and templates located at: <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=567>. Administrative or non-technical/functional changes (deliverables, schedule, point of contact, reporting, etc.) should extrapolate the affected sections of this SOW in a "from/to" format and be placed in a numbered modification letter referencing this SOW and date, with a new effective date. The VITA Contract may include a template for your use or you may obtain one from the VITA Contract's Point of Contact. It is very important that changes do not conflict with, but do comply with, the VITA Contract, which takes precedence. The following language may be included in this section, but additional language is needed to list any technical/functional change management areas specific to this SOW; i.e., configuration, incident, work flow, or any others of a technical/functional nature.)

All changes to this SOW must comply with the Contract. Price changes must comply with the Code of Virginia, § 2.2-4309. All changes to this SOW shall be in written form and fully executed between the Authorized User's and the Supplier's authorized representatives. For administrative changes, the parties agree to use the change template, attached to this SOW. For technical/functional change management requirements, listed below, the parties agree to follow the processes and use the templates provided at this link: <http://www.vita.virginia.gov/it-governance/project-management/project-management-templates-tools/>.

**23. POINT OF CONTACT**

For the duration of this project, the following project managers shall serve as the points of contact for day-to-day communication:

Authorized User: \_\_\_\_\_

Supplier: \_\_\_\_\_

[SIGNATURE PAGE(S) TO FOLLOW]



By signing below, both parties agree to the terms of this Exhibit.

**Supplier:**

**Authorized User:**

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_  
(Print)

Name: \_\_\_\_\_  
(Print)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Template**

**EXHIBIT D to Contract VA-230901-CRSL**

**Change Order No. XXX for Statement of Work D-X**  
**Between (NAME OF AGENCY/INSTITUTION) and Carousel Industries of North America, LLC**

**Issued Under**  
**CONTRACT NUMBER VA-230901-CRSL**  
**BETWEEN**  
**VIRGINIA INFORMATION TECHNOLOGIES AGENCY**  
**AND**  
**CAROUSEL INDUSTRIES OF NORTH AMERICA, LLC**

This Change Order No. XXX hereby modifies and is made an integral part of Statement of Work D-X (“SOW”), between NAME OF AGENCY/INSTITUTION (“Authorized User”) and Carousel Industries of North America, LLC, (“Supplier”), which was issued under Contract Number VA-230901-CRSL (“Contract”) between the Virginia Information Technologies Agency (“VITA”) and Supplier, on behalf of the Commonwealth of Virginia and its Authorized Users.

*[Note: Instructions for using this template to draft a Change Order are in gray. These instructions should be deleted after the appropriate text has been added to the Change Order. Contractual language is not in gray and should remain in the document. Text that is highlighted in blue is contractual language that is variable based on the nature of the project and in final form should not be highlighted. Agency/Institution should remove the first two lines of the heading, which pertain to this template as an Exhibit to the VITA Contract and remove the Exhibit reference from the header.]*

**CHANGE ORDER**

This is Change Order No. XXX to a SOW XXX issued by Authorized User to Supplier under which Supplier is to provide the Authorized User with a Authorized User Project Name Solution (“Solution”). The following item(s) is/are hereby modified as follows: *[Note: Include only the sections of the SOW that are being changed. Do not include sections not being modified. Changes should be clearly identified as “From” (copy/paste from current SOW section) and “To” (fully describe the change(s) to the referenced section). Here is an example, using SOW section 1.]*

**1. PERIOD OF PERFORMANCE**

The following change is made to the Period of Performance:

[The duration of the Period of Performance is increased by four (4) months.]

The following is changed with respect to the Period of Performance:

From: twelve (12) months of execution of this Statement of Work

To: sixteen (16) months of execution of this Statement of Work

This Change Order No. XXX is issued pursuant to and, upon execution, shall become incorporated in the SOW, which is incorporated in the Contract. In the event of conflict, the following order of precedence shall apply:

- i). The Contract

- ii). Statement of Work ~~D-X~~, as amended by this and previous Change Orders, with the more current Change Orders superseding older Change Orders.

The foregoing is the complete and final expression of the agreement between the parties to modify the SOW and cannot be modified, except by a writing signed by duly authorized representatives of both parties hereto.

ALL OTHER TERMS AND CONDITIONS OF THE REFERENCED SOW REMAIN UNCHANGED.

[SIGNATURE PAGE(S) TO FOLLOW]

By signing below, the authorized parties agree to the terms of this Change Order No. **XXX**, effective **(INSERT EFFECTIVE DATE)**.

**Supplier:**

**Authorized User:**

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_  
(Print)

Name: \_\_\_\_\_  
(Print)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

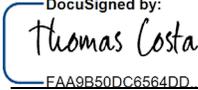
Date: \_\_\_\_\_

**EXHIBIT G**  
**CERTIFICATION REGARDING LOBBYING**

The undersigned certifies, to the best of his or her knowledge and belief, that:

- i). No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- ii). If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- iii). The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:  DocuSigned by:  
Thomas Costa  
FAA9B50DC6564DD

Printed Name: **Tom Costa**

Organization: **NWN Carousel**

Date: 2/4/2023

## **Exhibit H – Small Business (SWaM) Subcontracting Plan**

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Supplier must complete and submit a Small Business (“**SWaM**”) Subcontracting Plan using this template. In order for a Supplier’s Small Business Subcontracting Plan to be awarded points for the SWaM Participation evaluation criterion, either Supplier or Supplier’s proposed subcontractor(s) must hold an active State of Virginia Department of Small Business and Supplier Diversity (“**DSBSD**”) SWaM certification prior to the due date and time for receipt of proposals. This includes small women, small minority, or service disabled veteran-owned businesses when they have received DSBSD small business certification.

**Supplier Name:** NWN Carousel

**Preparer Name:** Daniel Heilman

**Date:** 02/10/23

### **Instructions:**

1. If Supplier is certified by DSBSD as a small business or as a micro business, complete only **Section A** of this form.

Suppliers that are DSBSD certified small or as a micro businesses will receive the maximum available points for the SWaM Participation evaluation criterion.

2. If Supplier is not a DSBSD certified small or micro business but plans to utilize DSBSD certified small or micro business subcontractor (s) in performing the requirements of the contract, complete **Section B** of this form.

For the Supplier to receive points for the SWAM Participation evaluation criterion, the Supplier shall state the amount of the overall spend utilization commitment percentage that will be directly with SWAM subcontractors in performing the Requirements of the contract. Points will be scaled based on commitment percentage amount.

3. If Supplier is not a DSBSD certified small or micro business and does not plan to utilize DSBSD certified small or micro business subcontractor(s) in performing the requirements of the contract, please so state: \_\_\_\_\_

Suppliers that are not certified small businesses and do not plan to use certified small business subcontractors will not receive any points for the SWAM Participation evaluation criterion.

### **Section A**

If your firm is certified by the Department of Small Business and Supplier Diversity, provide your certification number and the date of certification. Supplier must include a copy of DSBSD certification with its proposal:

Certification number: \_\_\_\_\_ Certification Date: \_\_\_\_\_

### **Section B**

Populate the table below to show Supplier’s overall commitment percentage that will be directly spent with SWAM subcontractors in performing the Requirements of the contract. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. This shall not exclude DSBSD-certified micro businesses or women, minority, or service disabled veteran-owned businesses when they have received the DSBSD small business certification. Note: this proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation percentages may result in breach of the contract.

SUPPLIERS MUST PROVIDE UTILIZATION COMMITMENT PERCENTAGES IN ORDER TO RECEIVE POINTS. IN CASE OF INCONSISTENCY OF LINE ITEM AND TOTAL, TOTAL WILL BE USED.

**B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement**

Small Business Name & Address DSBSD Designation and Certificate #	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement	Spend utilization commitment percentage
<b>American Cabling Company</b> 1522 Pointer Ridge Place Bowie, MD 20716  DBE (WBE) Certification Number: 4583987	Cynthia Matthews Phone: (301) 390-2774 Fax: (240) 334-2962 <a href="mailto:Cynthia.Matthews@american">Cynthia.Matthews@american</a>	Communications and Networking Cabling	Virginia Based DBE/WBE-Business Partner to support Cable Infrastructure on an as needed Basis.	Up to 1%
<b>Computer Cabling &amp; Technology Services, Inc.</b> 3445 Lake Pointe Dr Harrisonburg, VA 22801  Small/Micro Certification Number: 647304	Daniel M. Beam Phone: (540) 437-4201 Fax: (540) 564-2401 <a href="mailto:Daniel.Beam@cctsi.com">Daniel.Beam@cctsi.com</a>	Communications and Networking Cabling	Virginia Based Small/Micro-Business Partner to support Cable Infrastructure on an as needed Basis.	Up to 1%
<b>Genesis Cabling Services, Inc.</b> 2520 Horse Pasture Rd., Ste 102 Virginia Beach, VA 23453  Small/Micro Certification Number: 676754	Marcia A. Humphrey Phone: (757) 644-4007 Fax: (757) 644-4027 <a href="mailto:Marcia@genesiscabling.com">Marcia@genesiscabling.com</a>	Telecom and Networking Cabling	Virginia Based Small/Micro-Business Partner to support Cable Infrastructure on an as needed Basis.	Up to 1%
SWaM Total Commitment Percentage:  Please state here the total spend commitment percentage for DSBSD-certified SWaM businesses directly performing the Requirements of this Contract				<b>1%</b>

## Exhibit I – Service Level Agreements (SLAs)

The SLAs shall be effective following commencement of the Services.

Performance Standard	Measurement	Measurement period	% Level	Service Price	Remedy
<b>1. Post Implementation Support</b>					
1.a. On-site Support	Two (2) business days after cut-over date between the business hours of 8:00am through 5:00pm EST.	Monthly	95%	100%	If Supplier fails to provide on-site support to the Authorized User in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.
Remote Support	Less than fifteen (15) minutes				
1.b Answer Time	All Calls in 60 Sec	Monthly	95%	100%	If Supplier fails to answer calls during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately

					following the failure.
1.c Technician Response Time	<p>On-site within two (2) hours of priority system issue arising after 5:00pm through 8:00am EST.</p> <p><b><u>Remote Diagnostics</u></b></p> <p>Less than fifteen (15) minutes</p> <p><b><u>On Site Response</u></b></p> <p>P1 Critical – 4hrs (Avg less than 2hrs)</p> <p>P2 Major – 8hrs (Avg less than 4hrs)</p> <p>P3 Minor – 4 Calendar Days (Avg less than 2 days)</p> <p>P4MAC Work – 5 Business Days (Avg less than 3 days).</p>	Monthly	95%	100%	If Supplier fails to provide a technician on-site in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.
1.d Close Ticket Time	8 Hr. after Trouble Resolution	Monthly	90%	NA	
<b>2. Hardware Maintenance Support</b>					
2.a On-site Support	<p>On-site support seven (7) days per week, 24 hours per day throughout the maintenance agreement term.</p> <p><b><u>Remote Diagnostics</u></b></p> <p>Less than fifteen (15) minutes</p> <p><b><u>On Site Response</u></b></p>	Monthly	95%	100%	If Supplier fails to provide on-site support to the Authorized User in the required timeframe during any calendar month, Supplier will credit

	<p>P1 Critical – 4hrs (Avg less than 2hrs)</p> <p>P2 Major – 8hrs (Avg less than 4hrs)</p> <p>P3 Minor – 4 Calendar Days (Avg less than 2 days)</p> <p>P4MAC Work – 5 Business Days (Avg less than 3 days).</p>				<p>\$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.</p>
2.b Answer Time	All Calls in 60 Sec	Monthly	95%	100%	<p>If Supplier fails to answer calls during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.</p>
2.c Technician Response Time	<p>On-site within two (2) hours of notice of an issue. \</p> <p><b><u>Remote Diagnostics</u></b></p> <p>Less than fifteen (15) minutes</p> <p><b><u>On Site Response</u></b></p> <p>P1 Critical – 4hrs (Avg less than 2hrs)</p> <p>P2 Major – 8hrs (Avg less than 4hrs)</p>	Monthly	95%	100%	<p>If Supplier fails to provide a technician on-site in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately</p>

	P3 Minor – 4 Calendar Days (Avg less than 2 days)  P4MAC Work – 5 Business Days (Avg less than 3 days).				following the failure.
2.d Helpdesk Support	24x7	Monthly	100%	100%	If Supplier fails to provide helpdesk support to the Authorized User in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.
2.e Close Ticket Time	8 Hr. after Trouble Resolution	Monthly	90%	NA	
<b>3. Software Support</b>					
3.a Notification of patches, hot fixes, service packs, and version upgrades	Within thirty (30) days of availability	Monthly	100%	NA	NWN Carousel provides optional patch management services that are applied on a quarterly basis. Each Public Safety Customer is also assigned a "Customer

					Experience Manager” who schedules recurring meetings based on each PSAPs preference (Monthly, Quarterly, Etc). These meeting address service-related reviews but include topics such as product updates. Technical Service Bulletins are issued by the manufacturer and passed to customer with recommendations as to whether they are applicable to the PSAP, and remediation scheduled as needed.
3.b On-site Support	On-site software support seven (7) days per week, 24 hours per day throughout the software agreement term, as required by Authorized User.	Monthly	95%	100%	If Supplier fails to provide on-site support to the Authorized User in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately

					following the failure.
3.c Helpdesk Support	24x7	Monthly	100%	100%	If Supplier fails to provide helpdesk support to the Authorized User in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.
3.d Answer Time	All Calls in 60 Sec	Monthly	95%	100%	If Supplier fails to answer calls from the Authorized User in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.
3.e Technician Response Time	On-site within two (2) hours of notification of an issue that is	Monthly	95%	100%	If Supplier fails to provide a

	<p>unable to resolved through a remote diagnostics and repair,</p> <p><b><u>Remote Diagnostics</u></b></p> <p>Less than fifteen (15) minutes</p> <p><b><u>On Site Response</u></b></p> <p>P1 Critical – 4hrs (Avg less than 2hrs)</p> <p>P2 Major – 8hrs (Avg less than 4hrs)</p> <p>P3 Minor – 4 Calendar Days (Avg less than 2 days)</p> <p>P4MAC Work – 5 Business Days (Avg less than 3 days).</p>				<p>technician on-site in the required timeframe during any calendar month, Supplier will credit \$1000/1% to the Authorized User. Such credit will be issued in the month immediately following the failure.</p>
3.f Close Ticket Time	8 Hr. after Trouble Resolution	Monthly	90%	NA	

**EXHIBIT J**

**IRS PUBLICATION 1075 EXHIBIT 7  
CONTRACT LANGUAGE FOR TECHNOLOGY SERVICES**

**I. PERFORMANCE**

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be done under the supervision of the contractor or the contractor's employees.
- (2) The contractor and the contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.
- (3) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
- (4) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- (5) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- (7) All computer systems receiving, processing, storing or transmitting FTI must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal Tax Information.
- (8) No work involving Federal Tax Information furnished under this contract will be subcontracted without prior written approval of the IRS.
- (9) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
- (10) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.

(10) (Include any additional safeguards that may be appropriate.)

## II. CRIMINAL/CIVIL SANCTIONS

(1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

(2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

(3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(4) Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A (see *Exhibit 4, Sanctions for Unauthorized Disclosure*, and *Exhibit 5, Civil Damages for Unauthorized Disclosure*). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

### **III. INSPECTION**

The IRS and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

**MODIFICATION NO. 1  
TO  
CONTRACT NUMBER VA-230901-CRSL  
BETWEEN THE  
COMMONWEALTH OF VIRGINIA  
AND  
Carousel Industries of North America, LLC**

This Modification No. 1 (“**Modification**”) is an agreement between the Virginia Information Technologies Agency (“**VITA**”), pursuant to § 2.2-2012 of the *Code of Virginia* and on behalf of the Commonwealth of Virginia (“**Commonwealth**”), and Carousel Industries of North America, LLC (“**Supplier**”), to modify and amend Contract No. VA-230901-CRSL (“**Contract**”) in accordance with the terms and conditions of this Modification. This Modification and any attachments thereto is, upon execution by VITA and Supplier (each a “**Party**” and, collectively, the “**Parties**”), incorporated into and made an integral part of the Contract.

Capitalized terms used in this Modification have the meaning ascribed to them in the Contract unless otherwise defined in this Modification.

In consideration of the recitals set forth above, which are hereby restated and agreed to by the Parties, and for valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, Supplier and VITA agree to amend the Contract as follows:

In accordance with Contract, *Section 33. General Provisions, C. Incorporated Contractual Provisions*, the following revisions and/or additions are reflected below and in the revised Exhibit B dated May 2024.

FG-60F-BDL-950-12	Hardware plus FortiCare Premium and FortiGuard Unified Threat Protection (UTP)	\$1510.00 EA
FG-60F-BDL-950-36	Hardware plus FortiCare Premium and FortiGuard Unified Threat Protection (UTP)	\$2008.55 EA
FG-60F-BDL-950-60	Hardware plus FortiCare Premium and FortiGuard Unified Threat Protection (UTP)	\$2762.63 EA
SEC-PRO-FW-SOHO	NGFW SOHO Appliance Implementation	\$970.39 EA
UC-PRO-SE-S	Hourly PS Engagement – Solutions Engineer	\$160.00 EA
SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	\$139.00 EA

The changes set forth in this Modification are effective immediately.

The foregoing is the complete and final expression of the agreement between Supplier and VITA to modify the Contract and cannot be modified, except by writing signed by duly authorized representatives of both parties.

**ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN UNCHANGED.**

**PERSONS SIGNING THIS MODIFICATION ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THE CONTRACT AND ACKNOWLEDGE THAT EACH OF THE SUPPLIER AND THE COMMONWEALTH AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**Carousel Industries of North America, LLC**

VITA, on behalf of the  
COMMONWEALTH OF VIRGINIA

BY: Daniel Heilman

BY: Mary Lou Bulger

NAME: Daniel Heilman

NAME: Mary Lou Bulger

TITLE: PS Account Manager

TITLE: Strategic Sourcing Manager

DATE: 5/2/24

DATE: 5/10/24