

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>CallCenter Millennium</b>						
132-33	CCM-G-1010	CallCenter Millennium Base Program (CT) - WIN CallCenter Millennium Base Program for Windows - CT Connect version <i>Requires Full Function CT Connect licenses.</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1012	CallCenter Millennium Base Program (CT) - AIX CallCenter Millennium Base Program for AIX - CT Connect version <i>Requires Full Function CT Connect licenses.</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1014	CallCenter Millennium Base Program (CT) - OS2 CallCenter Millennium Base Program for OS2 - CT Connect version <i>Requires Full Function CT Connect licenses.</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1016	CallCenter Millennium Base Program (CT) - Unix CallCenter Millennium Base Program for Unix - CT Connect version <i>Requires Full Function CT Connect licenses.</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1020	CallCenter Millennium Base Program (CP) - WIN CallCenter Millennium Base Program for Windows - CallPath Server version <i>Requires CallCenter Millennium Switch Interface (Genesys CallPath).</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1022	CallCenter Millennium Base Program (CP) - AIX CallCenter Millennium Base Program for AIX - CallPath Server version <i>Requires CallCenter Millennium Switch Interface (Genesys CallPath).</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1024	CallCenter Millennium Base Program (CP) - OS2 CallCenter Millennium Base Program for OS2 - CallPath Server version <i>Requires CallCenter Millennium Switch Interface (Genesys CallPath).</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	CCM-G-1026	CallCenter Millennium Base Program (CP) - Unix CallCenter Millennium Base Program for Unix - CallPath Server version <i>Requires CallCenter Millennium Switch Interface (Genesys CallPath).</i>	30 Days	USA	\$17,500.00	\$17,150.00



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132-33	CCM-G-1100	CallCenter Millennium User License - 1 Pack CallCenter Millennium User License - 1 Pack. License required for each agent telephone.	30 Days	USA	\$375.00	\$367.50
132-33	CCM-G-1102	CallCenter Millennium User License - 5 Pack CallCenter Millennium User License - 5 Pack. License required for each agent telephone.	30 Days	USA	\$1,825.00	\$1,788.50
132-33	CCM-G-1104	CallCenter Millennium User License - 10 Pack CallCenter Millennium User License - 10 Pack. License required for each agent telephone.	30 Days	USA	\$3,400.00	\$3,332.00
132-33	CCM-G-1106	CallCenter Millennium User License - 25 Pack CallCenter Millennium User License - 25 Pack. License required for each agent telephone.	30 Days	USA	\$8,050.00	\$7,889.00
132-33	CCM-G-1108	CallCenter Millennium User License - 50 Pack CallCenter Millennium User License - 50 Pack. License required for each agent telephone.	30 Days	USA	\$15,000.00	\$14,700.00
132-33	CCM-G-1110	CallCenter Millennium User License - 75 Pack CallCenter Millennium User License - 75 Pack. License required for each agent telephone.	30 Days	USA	\$20,500.00	\$20,090.00
132-33	CCM-G-1112	CallCenter Millennium User License - 100 Pack CallCenter Millennium User License - 100 Pack. License required for each agent telephone.	30 Days	USA	\$24,500.00	\$24,010.00
132-33	CCM-G-1118	CallCenter Millennium User License - Site License CallCenter Millennium User License - License for 1 Physical Site <i>One site only.</i>	30 Days	USA	\$100,000.00	\$98,000.00
132-33	CCM-G-1352	MicroAutomation Gateway for I3 - WIN MicroAutomation CSTA Gateway (Windows) for Interactive Intelligence (I3) telephone switches. <i>Provides a standard CSTA interface to the Interactive Intelligence 2.4 telephone switch. Requires Full Function CT Connect licenses for full CTI functionality. Uses I3 v2.4 SDK. Customer must be at V2.4 Software Release for the I3 switch.</i>	30 Days	USA	\$5,000.00	\$4,900.00

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132-33	CCM-G-1400	CallCenter Millennium IVR Interface Option Port License CallCenter Millennium IVR Interface Option Port License <i>Requires CallCenter Millennium IVR Interface Option Base.</i>	30 Days	USA	\$150.00	\$147.00
132-33	CCM-G-1410	CallCenter Millennium IVR Interface Option Base - Edify OS2 CallCenter Millennium IVR Interface Option Base - Edify OS2 <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1412	CallCenter Millennium IVR Interface Option Base - Edify NT CallCenter Millennium IVR Interface Option Base - Edify NT <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1420	CallCenter Millennium IVR Interface Option Base - DirectTalk for Windows CallCenter Millennium IVR Interface Option Base - DirectTalk for Windows/WebSphere Voice Response <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1422	CallCenter Millennium IVR Interface Option Base - DirectTalk for OS2 CallCenter Millennium IVR Interface Option Base - DirectTalk for OS2 <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1424	CallCenter Millennium IVR Interface Option Base - DirectTalk for AIX CallCenter Millennium IVR Interface Option Base - DirectTalk for AIX/WebSphere Voice Response <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1430	CallCenter Millennium IVR Interface Option Base - Intervoice-Brite NT CallCenter Millennium IVR Interface Option Base - Intervoice-Brite NT	30 Days	USA	\$1,500.00	\$1,470.00

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		<i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>				
132-33	CCM-G-1432	CallCenter Millennium IVR Interface Option Base - Intervoice-Brite OS2 CallCenter Millennium IVR Interface Option Base - Intervoice-Brite OS2 <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1440	CallCenter Millennium IVR Interface Option Base - Conversant CallCenter Millennium IVR Interface Option Base - Conversant <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1450	CallCenter Millennium IVR Interface Option Base - Periphonics CallCenter Millennium IVR Interface Option Base - Periphonics <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1460	CallCenter Millennium IVR Interface Option Base - VoiceXML CallCenter Millennium IVR Interface Option Base - VoiceXML interface <i>Requires Full Function CT Connect licenses and Base System. No Agent licenses are required for IVR ports.</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CCM-G-1510	CallCenter Millennium SoftFone - WIN 32 CallCenter Millennium SoftFone for Windows 32-bit - Agent Telephony GUI <i>Requires Full Function CT Connect licenses and Base System. Agent Licenses are required.</i>	30 Days	USA	\$125.00	\$122.50
132-33	CCM-G-1512	CallCenter Millennium SoftFone - WIN 16 CallCenter Millennium SoftFone for Windows 16-bit - Agent Telephony GUI. <i>Requires Full Function CT Connect licenses and Base System. Agent Licenses are required.</i>	30 Days	USA	\$125.00	\$122.50
132-33	CCM-G-1514	CallCenter Millennium SoftFone - JAVA CallCenter Millennium SoftFone for Java - Agent Telephony GUI.	30 Days	USA	\$125.00	\$122.50

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		<i>Requires Full Function CT Connect licenses and Base System. Agent Licenses are required.</i>				
132-33	CCM-G-2000	CallCenter Millennium SAM Realtime Option - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Option for Windows. Includes customizable Java ACD Summary and Agent Summary GUI applications. <i>Requires Monitor Only CT Connect licenses and Base System. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2002	CallCenter Millennium SAM Realtime Option - AIX CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Option for AIX. Includes customizable Java ACD Summary and Agent Summary GUI applications. <i>Requires Monitor Only CT Connect licenses and Base System. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2004	CallCenter Millennium SAM Realtime Option - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Option for OS2. Includes customizable Java ACD Summary and Agent Summary GUI applications. <i>Requires Monitor Only CT Connect licenses and Base System. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2006	CallCenter Millennium SAM Realtime Option - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Option for Unix. Includes customizable Java ACD Summary and Agent Summary GUI applications. <i>Requires Monitor Only CT Connect licenses and Base System. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2040	CallCenter Millennium SAM Historical Option (DB2) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for Windows - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.	30 Days	USA	\$12,500.00	\$12,250.00

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		<i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 Database. Custom reports available for an additional services fee.</i>				
132-33	CCM-G-2042	CallCenter Millennium SAM Historical Option (DB2) - AIX CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for AIX - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 Database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2044	CallCenter Millennium SAM Historical Option (DB2) - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for OS2 - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 Database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2046	CallCenter Millennium SAM Historical Option (DB2) - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for Unix - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 Database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2050	CallCenter Millennium SAM Historical Option (Oracle) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for Windows - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2052	CallCenter Millennium SAM Historical Option (Oracle) - AIX CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for AIX - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.	30 Days	USA	\$12,500.00	\$12,250.00

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		<i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. Custom reports available for an additional services fee.</i>				
132-33	CCM-G-2054	CallCenter Millennium SAM Historical Option (Oracle) - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for OS2 - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2056	CallCenter Millennium SAM Historical Option (Oracle) - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for Unix - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2060	CallCenter Millennium SAM Historical Option (SQL Server) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for Windows - MS SQL Server Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and Microsoft SQL Server database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2062	CallCenter Millennium SAM Historical Option (ODBC) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Option for Windows - MS Windows ODBC-32 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and ODBC Compatible database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	CCM-G-2070	CallCenter Millennium SAM Full Reporting (DB2) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for Windows - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.	30 Days	USA	\$22,000.00	\$21,560.00

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		<p><i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>				
132-33	CCM-G-2072	<p>CallCenter Millennium SAM Full Reporting (DB2) - AIX</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for AIX - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2074	<p>CallCenter Millennium SAM Full Reporting (DB2) - OS2</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for OS2 - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2076	<p>CallCenter Millennium SAM Full Reporting (DB2) - Unix</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for Unix - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Requires Monitor Only CT Connect licenses, Base System, and IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2080	<p>CallCenter Millennium SAM Full Reporting (Oracle) - WIN</p>	30 Days	USA	\$22,000.00	\$21,560.00



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		<p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for Windows - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>				
132-33	CCM-G-2082	<p>CallCenter Millennium SAM Full Reporting (Oracle) - AIX</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for AIX - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2084	<p>CallCenter Millennium SAM Full Reporting (Oracle) - OS2</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for OS2 - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2086	<p>CallCenter Millennium SAM Full Reporting (Oracle) - Unix</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for Unix - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p>	30 Days	USA	\$22,000.00	\$21,560.00

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		<i>Requires Monitor Only CT Connect licenses, Base System, and Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>				
132-33	CCM-G-2090	CallCenter Millennium SAM Full Reporting (SQL Server) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for Windows - MS SQL Server Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and Microsoft SQL Server Database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2092	CallCenter Millennium SAM Full Reporting (ODBC) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Option for Windows - MS Windows ODBC-32 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Requires Monitor Only CT Connect licenses, Base System, and ODBC compatible database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$22,000.00	\$21,560.00
132-33	CCM-G-2100	CallCenter Millennium Query Server (DB2) - WIN CallCenter Millennium Query Server for Windows - IBM DB2 Interface <i>Requires an IBM DB2 database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2102	CallCenter Millennium Query Server (DB2) - AIX CallCenter Millennium Query Server for AIX - IBM DB2 Interface <i>Requires an IBM DB2 database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2104	CallCenter Millennium Query Server (DB2) - OS2 CallCenter Millennium Query Server for OS2 - IBM DB2 Interface <i>Requires an IBM DB2 database.</i>	30 Days	USA	\$5,000.00	\$4,900.00

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132-33	CCM-G-2106	CallCenter Millennium Query Server (DB2) - Unix CallCenter Millennium Query Server for Unix - IBM DB2 Interface <i>Requires an IBM DB2 database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2110	CallCenter Millennium Query Server (Oracle) - WIN CallCenter Millennium Query Server for Windows - Oracle Interface <i>Requires an Oracle database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2112	CallCenter Millennium Query Server (Oracle) - AIX CallCenter Millennium Query Server for AIX - Oracle Interface <i>Requires an Oracle database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2114	CallCenter Millennium Query Server (Oracle) - OS2 CallCenter Millennium Query Server for OS2 - Oracle Interface <i>Requires an Oracle database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2116	CallCenter Millennium Query Server (Oracle) - Unix CallCenter Millennium Query Server for Unix - Oracle Interface <i>Requires an Oracle database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2120	CallCenter Millennium Query Server (SQL Server) - WIN CallCenter Millennium Query Server for Windows - MS SQL Server Interface <i>Requires a Microsoft SQL Server database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2122	CallCenter Millennium Query Server (ODBC) - WIN CallCenter Millennium Query Server for Windows - MS Windows ODBC-32 Interface <i>Requires an ODBC-compatible database.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2200	CallCenter Millennium Host Server - WIN CallCenter Millennium Host Server for Windows <i>Requires IBM Websphere Host-on-Demand.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2202	CallCenter Millennium Host Server - AIX CallCenter Millennium Host Server for AIX	30 Days	USA	\$5,000.00	\$4,900.00

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		<i>Requires IBM Websphere Host-on-Demand.</i>				
132-33	CCM-G-2202	CallCenter Millennium Host Server - OS2 CallCenter Millennium Host Server for OS2 <i>Requires IBM Websphere Host-on-Demand.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2204	CallCenter Millennium Host Server - Unix CallCenter Millennium Host Server for Unix <i>Requires IBM Websphere Host-on-Demand.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2240	CallCenter Millennium Digital Recorder Interface - WIN CallCenter Millennium Digital Recorder Interface component for Eventide, Dictaphone, NICE, and Verint digital recorders. <i>Provides the ability to tag call recordings with CTI data items such as ANI, DNIS, CALL ID, etc). Data and keywords are configurable. Requires CallCenter Millennium Base System and appropriate licenses from Digital Recorder product to support interface to the digital recorder.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2300	CallCenter Millennium Intelligent Routing (CP) - WIN CallCenter Millennium Intelligent Routing Option for Windows - CallPath Server <i>Requires CallCenter Millennium Switch Interface (CP) and CallCenter Millennium Base System.</i>	30 Days	USA	\$25,000.00	\$24,500.00
132-33	CCM-G-2302	CallCenter Millennium Intelligent Routing (CP) - AIX CallCenter Millennium Intelligent Routing Option for AIX - CallPath Server <i>Requires CallCenter Millennium Switch Interface (CP) and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2304	CallCenter Millennium Intelligent Routing (CP) - OS2 CallCenter Millennium Intelligent Routing Option for OS2 - CallPath Server <i>Requires CallCenter Millennium Switch Interface (CP) and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2306	CallCenter Millennium Intelligent Routing (CP) - Unix CallCenter Millennium Intelligent Routing Option for Unix - CallPath Server	30 Days	USA	\$10,000.00	\$9,800.00



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		<i>Requires Full Function CT Connect licenses (CT) and CallCenter Millennium Base System.</i>				
132-33	CCM-G-2310	CallCenter Millennium Intelligent Routing (CT) - WIN CallCenter Millennium Intelligent Routing for Windows - CT Connect Server - Call Routing Manager <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$4,000.00	\$3,920.00
132-33	CCM-G-2400	CallCenter Millennium SKBR - WIN CallCenter Millennium Skills Based Routing Option for Windows <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$25,000.00	\$24,500.00
132-33	CCM-G-2402	CallCenter Millennium SKBR - AIX CallCenter Millennium Skills Based Routing Option for AIX <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2404	CallCenter Millennium SKBR - OS2 CallCenter Millennium Skills Based Routing Option for OS2 <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2406	CallCenter Millennium SKBR - Unix CallCenter Millennium Skills Based Routing Option for Unix <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2410	CallCenter Millennium S2S Transfer - WIN CallCenter Millennium Switch-to-Switch Transfer Option for Windows <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2412	CallCenter Millennium S2S Transfer - AIX CallCenter Millennium Switch-to-Switch Transfer Option for AIX <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2414	CallCenter Millennium S2S Transfer - OS2 CallCenter Millennium Switch-to-Switch Transfer Option for OS2 <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-2416	CallCenter Millennium S2S Transfer - Unix CallCenter Millennium Switch-to-Switch Transfer Option for Unix <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2420	CallCenter Millennium Load Balancing - Windows CallCenter Millennium Load Balancing Option for Windows <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$25,000.00	\$24,500.00
132-33	CCM-G-2422	CallCenter Millennium Load Balancing - AIX CallCenter Millennium Load Balancing Option for AIX <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$25,000.00	\$24,500.00
132-33	CCM-G-2424	CallCenter Millennium Load Balancing - OS2 CallCenter Millennium Load Balancing Option for OS2 <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$25,000.00	\$24,500.00
132-33	CCM-G-2426	CallCenter Millennium Load Balancing - Unix CallCenter Millennium Load Balancing Option for Unix <i>Requires Full Function CT Connect licenses and CallCenter Millennium Base System.</i>	30 Days	USA	\$25,000.00	\$24,500.00
132-33	CCM-G-3000	CSTA Switch Simulator 2.1 (Windows) CSTA Switch Simulator 2.1 for Windows. Includes USB Hardware key. 20% Maintenance Support fee required. <i>Used for customers that wish to simulate CTI events and call control without the use of a telephone switch. Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i>	30 Days	USA	\$9,500.00	\$9,310.00
132-33	CCM-G-3010	CT Connect 8.1 Software Development Kit CT Connect 7.5 Software Development Kit, one license required per developer seat. 20% Maintenance Support fee required. <i>Used for customers that wish to develop code directly to CT Connect without interfacing with CallCenter Millennium. Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i>	30 Days	USA	\$2,500.00	\$2,450.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-3020	CT Connect 8.1 (Windows) Full Function per device license (1 to 50 licenses) Full function CT Connect license supporting a single device. License fee for 1 to 50 devices. Includes one USB dongle. 20% Maintenance Support fee required. <i>Full function CTI license supporting a single device. Specify number of devices when ordering (minimum of 10). Includes one USB Dongle. License price is cumulative calculated, first 50 licenses of an order at \$200, the next 100 at \$180 and all additional ones at \$50. One order one license dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i>	30 Days	USA	\$200.00	\$196.00
132-33	CCM-G-3030	CT Connect 8.1 (Windows) Full Function per device license (51 to 150 licenses) Full function CT Connect license supporting a single device. License fee for 51 to 150 devices. 20% Maintenance Support fee required. <i>Full function CTI license supporting a single device. Specify number of devices when ordering (minimum of 10). Includes one USB Dongle. License price is cumulative calculated, first 50 licenses of an order at \$200, the next 100 at \$180 and all additional ones at \$50. One order one license dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i>	30 Days	USA	\$180.00	\$176.50
132-33	CCM-G-3040	CT Connect 8.1 (Windows) Full Function per device license (150+ licenses) Full function CT Connect license supporting a single device. License fee for over 150 devices. 20% Maintenance Support fee required. <i>Full function CTI license supporting a single device. Specify number of devices when ordering (minimum of 10). Includes one USB Dongle. License price is cumulative calculated, first 50 licenses of an order at \$200, the next 100 at \$180 and all additional ones at \$50. One order one license dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i>	30 Days	USA	\$50.00	\$49.00
132-33	CCM-G-3050	CT Connect 8.1 (Windows) Monitor Only per device license (1 to 150 licenses) Monitor Only CT Connect license supporting a single device. License fee for 1 to 150 devices. Includes one USB dongle. 20% Maintenance Support fee required.	30 Days	USA	\$75.00	\$73.50

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p><i>Monitor-only license supporting a single device. Specify number of devices when ordering (minimum of 25). Includes one USB Dongle. License price is cumulative calculated, first 150 licenses of an order at \$75, all additional ones at \$25. One order includes one license Dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>				
132-33	CCM-G-3060	<p>CT Connect 8.1 (Windows) Monitor Only per device license (150+ licenses)</p> <p>Monitor Only CT Connect license supporting a single device. License fee for over 150 devices. 20% Maintenance Support fee required.</p> <p><i>Monitor-only license supporting a single device. Specify number of devices when ordering (minimum of 25). Includes one USB Dongle. License price is cumulative calculated, first 150 licenses of an order at \$75, all additional ones at \$25. One order includes one license Dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$25.00	\$24.50
132-33	CCM-G-3070	<p>CT Connect 8.1 (Windows) Monitor Plus per device license (1 to 150 licenses)</p> <p>Monitor Plus CT Connect license supporting a single device. Monitor Plus provides same functionality as Monitor Only plus Single Step Conferencing and Hangup control function. License fee for 1 to 150 devices. Includes one USB dongle. 20% Maintenance Support fee required.</p> <p><i>Same as Monitor license, plus single step conferencing and hang up call control function (minimum of 25). Includes one USB Dongle. License price is cumulative calculated, first 150 licenses of an order at \$100, all additional ones at \$40. One order includes one license Dongle. If the order should be split, additional dongles and set up has to be purchased ((E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$100.00	\$98.00
132-33	CCM-G-3080	<p>CT Connect 8.1 (Windows) Monitor Plus per device license (150+ licenses)</p> <p>Monitor Plus CT Connect license supporting a single device. Monitor Plus provides same functionality as Monitor Only plus Single Step Conferencing and Hangup control function. License fee for over 150 devices. 20% Maintenance Support fee required.</p>	30 Days	USA	\$40.00	\$39.20



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p><i>Same as Monitor license, plus single step conferencing and hang up call control function (minimum of 25). Includes one USB Dongle. License price is cumulative calculated, first 150 licenses of an order at \$100, all additional ones at \$40. One order includes one license Dongle. If the order should be split, additional dongles and set up has to be purchased ((E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>				
132-33	CCM-G-3090	<p>CT Connect 8.1 Additional USB Hardware Key</p> <p>Additional USB license dongle, programmed for specific license number to split license orders over different dongles. 20% Maintenance Support fee required.</p> <p><i>Required if device licenses will be spread among different CTI Servers. Purchase one dongle for each additional CTI Server after the first CTI Server. Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$200.00	\$196.00
132-33	CCM-G-3100	<p>CT Connect 8.1 Call Information Manager (CIM), Single Site</p> <p>CT Connect 7.5 Call Information Manager, Single Site application. 20% Maintenance Support fee required.</p> <p><i>The Call Information Manager is a software module that manages data associated with a call. The Call Information Manager makes the data available to the applications that handle that call outside of CallCenter Millennium. Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$8,250.00	\$8,085.00
132-33	CCM-G-3110	<p>CT Connect 8.1 Call Information Manager (CIM), Multi Site</p> <p>CT Connect 7.5 Call Information Manager, Mult Site application. 20% Maintenance Support fee required.</p> <p><i>The Call Information Manager is a software module that manages data associated with a call. The Call Information Manager makes the data available to the applications that handle that call outside of CallCenter Millennium. Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$14,300.00	\$14,014.00
132-33	CCM-G-3120	<p>CT Connect 8.1 Gateway for Cisco CallManager (Windows)</p> <p>CT Connect 7.5 Gateway for Cisco® CallManager™ (Windows) with USB Hardware key</p> <p><i>Required for solutions utilizing the Cisco® CallManager™ telephone switch. Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$3,500.00	\$3,430.00
132-33	CCM-G-3130	<p>CT Connect 6.1 (WIN) Full Function per device license (1 to 50 licenses) - Nortel DMS100/SL-100</p>	30 Days	USA	\$200.00	\$196.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Full function CT Connect license supporting a single device for the Nortel DMS100/SL-100 telephone switch using the Nortel Compucall/ICM. License fee for 1 to 50 devices. Includes one USB dongle. 20% Maintenance Support fee required.</p> <p><i>Full function CTI license supporting a single device for the Nortel DMS100/SL-100 Central Office telephone switch using the Nortel Compucall/ICM. Resources consist of ACD Queues, Control Directory Numbers (CDNs), ACD extensions, and Directory Numbers (DNs). Specify number of devices when ordering (minimum of 10). Includes one USB Dongle. License price is cumulative calculated, first 50 licenses of an order at \$200, the next 100 at \$180 and all additional ones at \$50. One order one license dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>				
132-33	CCM-G-3140	<p>CT Connect 6.1 (WIN) Full Function per device license (51 to 150 licenses) - Nortel DMS100/SL-100</p> <p>Full function CT Connect license supporting a single device for the Nortel DMS100/SL-100 telephone switch using the Nortel Compucall/ICM. License fee for 51 to 150 devices. 20% Maintenance Support fee required.</p> <p><i>Full function CTI license supporting a single device for the Nortel DMS100/SL-100 Central Office telephone switch using the Nortel Compucall/ICM. Resources consist of ACD Queues, Control Directory Numbers (CDNs), ACD extensions, and Directory Numbers (DNs). Specify number of devices when ordering (minimum of 10). Includes one USB Dongle. License price is cumulative calculated, first 50 licenses of an order at \$200, the next 100 at \$180 and all additional ones at \$50. One order one license dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$180.00	\$176.00
132-33	CCM-G-3150	<p>CT Connect 6.1 (WIN) Full Function per device license (150+ licenses) - Nortel DMS100/SL-100</p> <p>Full function CT Connect license supporting a single device for the Nortel DMS100/SL-100 telephone switch using the Nortel Compucall/ICM. License fee for over 150 devices. 20% Maintenance Support fee required.</p>	30 Days	USA	\$50.00	\$49.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p><i>Full function CTI license supporting a single device for the Nortel DMS100/SL-100 Central Office telephone switch using the Nortel Compucall/ICM. Resources consist of ACD Queues, Control Directory Numbers (CDNs), ACD extensions, and Directory Numbers (DNs). Specify number of devices when ordering (minimum of 10). Includes one USB Dongle. License price is cumulative calculated, first 50 licenses of an order at \$200, the next 100 at \$180 and all additional ones at \$50. One order one license dongle. If the order should be split, additional dongles and set up has to be purchased (E50021-001). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>				
132-33	CCM-G-3200	<p>Syntellect PhoneLink for Salesforce Starter Kit (10-user bundle)</p> <p>Includes 10 User Licenses of Syntellect PhoneLink for Salesforce software, Syntellect CT Connect software (10 devices) and Syntellect CT Connect gateway software. 20% Maintenance Support fee required.</p> <p><i>Direct interface from Salesforce to CT Connect. Kit includes Full Function CT Connect licenses and CT Connect Server software. Licenses should be ordered as soft licenses (no USB dongle). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$2,500.00	\$2,450.00
132-33	CCM-G-3210	<p>Syntellect PhoneLink for Salesforce Add- On (5-user bundle)</p> <p>Adds 5 User Licenses to the Syntellect PhoneLink for Salesforce Starter Kit and Syntellect CT Connect (5 Devices). 20% Maintenance Support fee required.</p> <p><i>Direct interface from Salesforce to CT Connect. Kit includes Full Function CT Connect licenses. Licenses should be ordered as soft licenses (no USB dongle). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$1,250.00	\$1,225.00
132-33	CCM-G-3220	<p>Syntellect PhoneLink for Siebel CRM Starter Kit (10-user bundle)</p> <p>Includes 10 User Licenses of Syntellect PhoneLink for Siebel CRM software, Syntellect CT Connect software (10 devices) and Syntellect CT Connect gateway software. 20% Maintenance Support fee required.</p> <p><i>Direct interface from Siebel CRM to CT Connect. Kit includes Full Function CT Connect licenses and CT Connect Server software. Licenses should be ordered as soft licenses (no USB dongle). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>	30 Days	USA	\$3,500.00	\$3,430.00
132-33	CCM-G-3230	<p>Syntellect PhoneLink for Siebel CRM Add-On (5-user bundle)</p>	30 Days	USA	\$1,750.00	\$1,715.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Adds 5 User Licenses to the Syntellect PhoneLink for Siebel CRM Starter Kit and Syntellect CT Connect (5 Devices). 20% Maintenance Support fee required.</p> <p><i>Direct interface from Siebel CRM to CT Connect. Kit includes Full Function CT Connect licenses. Licenses should be ordered as soft licenses (no USB dongle). Note: A 20% required maintenance and support fee must be charged for all Syntellect products.</i></p>				
132-33	CCM-G-3500	<p>CallCenter Millennium Enhanced Diagnostic Display Server</p> <p>CallCenter Millennium Enhanced Diagnostic Display Server - Collects and distributes hardware/software/component status information to EDD client applications. SNMP alerts supported natively; support for other connections require EDD connectors. Licensed by Server. One EDD Server required per installation.</p> <p><i>SNMP support provided natively. Application log and Database connectors available separately.</i></p>	30 Days	USA	\$17,500.00	
132-33	CCM-G-3510	<p>CallCenter Millennium EDD IVR Application Connector</p> <p>CallCenter Millennium Enhanced Diagnostic Display IVR Application Log Connector - Connector for EDD Server to support monitoring Application logs. Support Log4j logs natively; customization may be required for other text-based log types. One Connector required per Application Server. Requires EDD Server</p> <p><i>Connector support Log4j logs natively. Other text-based logs may require customization. One Connector required per Application Server.</i></p>	30 Days	USA	\$5,000.00	
132-33	CCM-G-3512	<p>CallCenter Millennium EDD Database Connector</p> <p>CallCenter Millennium Enhanced Diagnostic Display Database Connector - Connector for EDD Server to support monitoring Relational Database systems. One Connector required per database. Requires EDD Server.</p> <p><i>Customization required to specify "heartbeat" query. Connector interfaces with multiple databases of the same type (i.e. same query) to support redundant database configurations.</i></p>	30 Days	USA	\$5,000.00	
132-33	CCM-G-3520	<p>CallCenter Millennium EDD Notification Module</p> <p>CallCenter Millennium Enhanced Diagnostic Notification Module - Client application to EDD Server to generate alerts according to predefined rules. Supports e-mail and SMS-based alerts natively. One Diagnostic Notification Module required per EDD Server instance.</p> <p><i>Rules, targets, and notification medium must be defined for notification to occur.</i></p>	30 Days	USA	\$5,000.00	

<b>SIN</b>	<b>Item Number</b>	<b>Product</b>	<b>Warranty</b>	<b>Product Point</b>	<b>List Price</b>	<b>GSA Price</b>
132-33	CCM-G-3530	CallCenter Millennium EDD Dashboard CallCenter Millennium EDD Dashboard - Graphical User Interface to display real-time activity of IVR and client applications. Requires EDD Server. One license required per user. <i>Display can be customized according to user requirements.</i>	30 Days	USA	\$1,200.00	
132-33	CCM-G-3532	CallCenter Millennium EDD Status Display CallCenter Millennium EDD Status Display application - Graphical User Interface to display real-time status of components monitored by EDD Server. Requires EDD Server. One license required per user. <i>Display can be customized according to user requirements.</i>	30 Days	USA	\$500.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>CallCenter Millennium Bundles</b>						
132-33	CCM-G-9010	CallCenter Millennium Base HW/SW Bundle (CT) - CSTA - Small CallCenter Millennium Base Hardware/Software Bundle for CSTA Switches - Small. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services  <i>Supports a maximum of 32 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires CSTA link on the telephone switch.</i>	30 Days	USA	\$36,750.00	\$36,063.00
132-33	CCM-G-9012	CallCenter Millennium Base HW/SW Bundle (CT) - CSTA - Medium CallCenter Millennium Base Hardware/Software Bundle for CSTA Switches - Medium. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services  <i>Supports a maximum of 75 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires CSTA link on the telephone switch.</i>	30 Days	USA	\$44,400.00	\$43,562.00
132-33	CCM-G-9014	CallCenter Millennium Base HW/SW Bundle (CT) - CSTA - Large CallCenter Millennium Base Hardware/Software Bundle for CSTA Switches - Large. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services  <i>Supports a maximum of 150 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires CSTA link on the telephone switch.</i>	30 Days	USA	\$57,300.00	\$56,234.00
132-33	CCM-G-9020	CallCenter Millennium Base HW/SW Bundle (CT) - Avaya Definity Switches - Small CallCenter Millennium Base Hardware/Software Bundle for Avaya Definity Switches - Small. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services	30 Days	USA	\$36,750.00	\$36,063.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p><i>Supports a maximum of 32 resources (extensions, VDNs, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Avaya ASAI LAN Gateway (MAPD) or Avaya Application Enablement Services (AES).</i></p>				
132-33	CCM-G-9022	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Avaya Definity Switches - Medium</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Avaya Definity Switches - Medium. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (extensions, VDNs, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Avaya ASAI LAN Gateway (MAPD) or Avaya Application Enablement Services (AES).</i></p>	30 Days	USA	\$44,400.00	\$43,562.00
132-33	CCM-G-9024	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Avaya Definity Switches - Large</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Avaya Definity Switches - Large. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 150 resources (extensions, VDNs, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Avaya ASAI LAN Gateway (MAPD) or Avaya Application Enablement Services (AES).</i></p>	30 Days	USA	\$57,300.00	\$56,234.00
132-33	CCM-G-9030	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Nortel Meridian Switches - Small</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Nortel Meridian Switches - Small. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 32 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel Meridian Link or Nortel Symposium with MLS.</i></p>	30 Days	USA	\$36,750.00	\$36,063.00
132-33	CCM-G-9032	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Nortel Meridian Switches - Medium</p>	30 Days	USA	\$44,400.00	\$43,562.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>CallCenter Millennium Base Hardware/Software Bundle for Nortel Meridian Switches - Medium. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel Meridian Link or Nortel Symposium with MLS.</i></p>				
132-33	CCM-G-9034	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Nortel Meridian Switches - Large</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Nortel Meridian Switches - Large. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 150 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel Meridian Link or Nortel Symposium with MLS.</i></p>	30 Days	USA	\$57,300.00	\$56,234.00
132-33	CCM-G-9040	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Aspect Switches - Small</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Aspect Switches - Small. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 32 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Aspect Application Bridge.</i></p>	30 Days	USA	\$36,750.00	\$36,063.00
132-33	CCM-G-9042	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Aspect Switches - Medium</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Aspect Switches - Medium. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Aspect Application Bridge.</i></p>	30 Days	USA	\$44,400.00	\$43,562.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-9044	CallCenter Millennium Base HW/SW Bundle (CT) - Aspect Switches - Large CallCenter Millennium Base Hardware/Software Bundle for Aspect Switches - Large. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services  <i>Supports a maximum of 150 resources (extensions, ACD Queues, IVR ports). Agent            Licenses are not included and must be added. One week of installation services is            included. Requires Aspect Application Bridge.</i>	30 Days	USA	\$57,300.00	\$56,234.00
132-33	CCM-G-9050	CallCenter Millennium Base HW/SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Small CallCenter Millennium Base Hardware/Software Bundle for Siemens HiPath 3000/4000 Switches - Small. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services  <i>Supports a maximum of 32 resources (extensions, ACD Queues, Route Control Groups,            IVR ports). Agent Licenses are not included and must be added. One week of            installation services is included. Requires Connectivity Adapter (CAP) 4000 for HiPath            4000 switches.</i>	30 Days	USA	\$36,750.00	\$36,063.00
132-33	CCM-G-9052	CallCenter Millennium Base HW/SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Medium CallCenter Millennium Base Hardware/Software Bundle for Siemens HiPath 3000/4000 Switches - Medium. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services  <i>Supports a maximum of 75 resources (extensions, ACD Queues, Route Control Groups,            IVR ports). Agent Licenses are not included and must be added. One week of            installation services is included. Requires Connectivity Adapter (CAP) 4000 for HiPath            4000 switches.</i>	30 Days	USA	\$44,400.00	\$43,562.00
132-33	CCM-G-9054	CallCenter Millennium Base HW/SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Large	30 Days	USA	\$57,300.00	\$52,234.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>CallCenter Millennium Base Hardware/Software Bundle for Siemens HiPath 3000/4000 Switches - Large. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 150 resources (extensions, ACD Queues, Route Control Groups, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Connectivity Adapter (CAP) 4000 for HiPath 4000 switches.</i></p>				
132-33	CCM-G-9066	<p>CallCenter Millennium Base HW/SW Bundle (CT) - Nortel DMS-100/SL-100 (CompuCall/ICM) Switches</p> <p>CallCenter Millennium Base Hardware/Software Bundle for Nortel DMS-100/SL-100 (CompuCall/ICM) Switches. Includes: Dell High Availability Rack-Mounted Server - Low Load, Windows 2003 Server, Syntellect CT Connect for CompuCall/ICM - 290 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 290 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel CompuCall/ICM.</i></p>	30 Days	USA	\$63,792.00	\$62,516.00
132-33	CCM-G-9110	<p>CallCenter Millennium Base SW Bundle (CT) - CSTA - Small</p> <p>CallCenter Millennium Base Software Bundle for CSTA Switches - Small. Includes: Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 32 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires CSTA link on the telephone switch.</i></p>	30 Days	USA	\$32,705.00	\$32,099.00
132-33	CCM-G-9112	<p>CallCenter Millennium Base SW Bundle (CT) - CSTA - Medium</p> <p>CallCenter Millennium Base Software Bundle for CSTA Switches - Medium. Includes: Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires CSTA link on the telephone switch.</i></p>	30 Days	USA	\$40,400.00	\$39,642.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-9114	CallCenter Millennium Base SW Bundle (CT) - CSTA - Large CallCenter Millennium Base Software Bundle for CSTA Switches - Large. Includes: Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services <i>Supports a maximum of 150 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires CSTA link on the telephone switch.</i>	30 Days	USA	\$53,300.00	\$52,314.00
132-33	CCM-G-9120	CallCenter Millennium Base SW Bundle (CT) - Avaya Definity Switches - Small CallCenter Millennium Base Software Bundle for Avaya Definity Switches - Small. Includes: Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services <i>Supports a maximum of 32 resources (extensions, VDNs, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Avaya ASAI LAN Gateway (MAPD) or Avaya Application Enablement Services (AES).</i>	30 Days	USA	\$32,705.00	\$32,099.00
132-33	CCM-G-9122	CallCenter Millennium Base SW Bundle (CT) - Avaya Definity Switches - Medium CallCenter Millennium Base Software Bundle for Avaya Definity Switches - Medium. Includes: Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services <i>Supports a maximum of 75 resources (extensions, VDNs, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Avaya ASAI LAN Gateway (MAPD) or Avaya Application Enablement Services (AES).</i>	30 Days	USA	\$40,400.00	\$39,642.00
132-33	CCM-G-9124	CallCenter Millennium Base SW Bundle (CT) - Avaya Definity Switches - Large CallCenter Millennium Base Software Bundle for Avaya Definity Switches - Large. Includes: Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services <i>Supports a maximum of 150 resources (extensions, VDNs, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Avaya ASAI LAN Gateway (MAPD) or Avaya Application Enablement Services (AES).</i>	30 Days	USA	\$53,300.00	\$52,314.00
132-33	CCM-G-9130	CallCenter Millennium Base SW Bundle (CT) - Nortel Meridian Switches - Small	30 Days	USA	\$32,705.00	\$32,099.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>CallCenter Millennium Base Software Bundle for Nortel Meridian Switches - Small.            Includes: Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 32 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel Meridian Link or Nortel Symposium with MLS.</i></p>				
132-33	CCM-G-9132	<p>CallCenter Millennium Base SW Bundle (CT) - Nortel Meridian Switches - Medium            CallCenter Millennium Base Software Bundle for Nortel Meridian Switches - Medium.            Includes: Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel Meridian Link or Nortel Symposium with MLS.</i></p>	30 Days	USA	\$40,400.00	\$39,642.00
132-33	CCM-G-9134	<p>CallCenter Millennium Base SW Bundle (CT) - Nortel Meridian Switches - Large            CallCenter Millennium Base Software Bundle for Nortel Meridian Switches - Large.            Includes: Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 150 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel Meridian Link or Nortel Symposium with MLS.</i></p>	30 Days	USA	\$53,300.00	\$52,314.00
132-33	CCM-G-9140	<p>CallCenter Millennium Base SW Bundle (CT) - Aspect Switches - Small            CallCenter Millennium Base Software Bundle for Aspect Switches - Small. Includes:            Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 32 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Aspect Application Bridge.</i></p>	30 Days	USA	\$32,705.00	\$32,099.00
132-33	CCM-G-9142	<p>CallCenter Millennium Base SW Bundle (CT) - Aspect Switches - Medium</p>	30 Days	USA	\$40,400.00	\$39,642.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>CallCenter Millennium Base Software Bundle for Aspect Switches - Medium. Includes: Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Aspect Application Bridge.</i></p>				
132-33	CCM-G-9144	<p>CallCenter Millennium Base SW Bundle (CT) - Aspect Switches - Large</p> <p>CallCenter Millennium Base Software Bundle for Aspect Switches - Large. Includes: Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 150 resources (extensions, ACD Queues, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Aspect Application Bridge.</i></p>	30 Days	USA	\$53,300.00	\$52,314.00
132-33	CCM-G-9150	<p>CallCenter Millennium Base SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Small</p> <p>CallCenter Millennium Base Software Bundle for Siemens HiPath 3000/4000 Switches - Small. Includes: Syntellect CT Connect - 32 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 32 resources (extensions, ACD Queues, Route Control Groups, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Connectivity Adapter (CAP) 4000 for HiPath 4000 switches.</i></p>	30 Days	USA	\$32,705.00	\$32,099.00
132-33	CCM-G-9152	<p>CallCenter Millennium Base SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Medium</p> <p>CallCenter Millennium Base Software Bundle for Siemens HiPath 3000/4000 Switches - Medium. Includes: Syntellect CT Connect - 75 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 75 resources (extensions, ACD Queues, Route Control Groups, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Connectivity Adapter (CAP) 4000 for HiPath 4000 switches.</i></p>	30 Days	USA	\$40,400.00	\$39,642.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-9154	<p>CallCenter Millennium Base SW Bundle (CT) - Siemens HiPath 3000/4000 Switches - Large</p> <p>CallCenter Millennium Base Software Bundle for Siemens HiPath 3000/4000 Switches - Large. Includes: Syntellect CT Connect - 150 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 150 resources (extensions, ACD Queues, Route Control Groups, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires Connectivity Adapter (CAP) 4000 for HiPath 4000 switches.</i></p>	30 Days	USA	\$53,300.00	\$52,314.00
132-33	CCM-G-9166	<p>CallCenter Millennium Base SW Bundle (CT) - Nortel DMS-100/SL-100 (CompuCall/ICM) Switches</p> <p>CallCenter Millennium Base Software Bundle for Nortel DMS-100/SL-100 (CompuCall/ICM) Switches. Includes: Syntellect CT Connect for CompuCall/ICM - 290 resources, CallCenter Millennium Base Program, Remote Service Package with Modem, and Installation Services</p> <p><i>Supports a maximum of 290 resources (ACD extensions, Directory Numbers, ACD Queues, Control Directory Numbers, IVR ports). Agent Licenses are not included and must be added. One week of installation services is included. Requires the availability of Nortel CompuCall/ICM.</i></p>	30 Days	USA	\$59,755.00	\$58,560.00
132-33	CCM-G-9200	<p>CallCenter Millennium SAM Realtime Reporting Bundle - WIN</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Reporting Bundle for Windows. Includes customizable Java ACD Summary and Agent Summary GUI applications.</p> <p><i>Limited Monitor Only CT Connect licenses and Base System included in bundle. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9202	<p>CallCenter Millennium SAM Realtime Reporting Bundle - AIX</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Reporting Bundle for AIX. Includes customizable Java ACD Summary and Agent Summary GUI applications.</p> <p><i>Limited Monitor Only CT Connect licenses and Base System included in bundle. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$21,600.00	\$21,168.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-9204	CallCenter Millennium SAM Realtime Reporting Bundle - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Reporting Bundle for OS2. Includes customizable Java ACD Summary and Agent Summary GUI applications. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9206	CallCenter Millennium SAM Realtime Reporting Bundle - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Realtime Reporting Bundle for Unix. Includes customizable Java ACD Summary and Agent Summary GUI applications. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. GUI applications written in Java can run on any Operating System that supports Java. Customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9240	CallCenter Millennium SAM Historical Reporting Bundle (DB2) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for Windows - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9242	CallCenter Millennium SAM Historical Reporting Bundle (DB2) - AIX CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for AIX - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9244	CallCenter Millennium SAM Historical Reporting Bundle (DB2) - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for OS2 - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-9246	CallCenter Millennium SAM Historical Reporting Bundle (DB2) - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for Unix - IBM DB2 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9250	CallCenter Millennium SAM Historical Reporting Bundle (Oracle) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for Windows - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9252	CallCenter Millennium SAM Historical Reporting Bundle (Oracle) - AIX CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for AIX - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9254	CallCenter Millennium SAM Historical Reporting Bundle (Oracle) - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for OS2 - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9256	CallCenter Millennium SAM Historical Reporting Bundle (Oracle) - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for Unix - Oracle Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CCM-G-9260	CallCenter Millennium SAM Historical Reporting Bundle (SQL Server) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for Windows - MS SQL Server Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Microsoft SQL Server database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9262	CallCenter Millennium SAM Historical Reporting Bundle (ODBC) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Historical Reporting Bundle for Windows - MS Windows ODBC-32 Interface. Includes Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires ODBC compatible database. Custom reports available for an additional services fee.</i>	30 Days	USA	\$21,600.00	\$21,168.00
132-33	CCM-G-9270	CallCenter Millennium SAM Full Reporting Bundle (DB2) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for Windows - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9272	CallCenter Millennium SAM Full Reporting Bundle (DB2) - AIX CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for AIX - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package. <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9274	CallCenter Millennium SAM Full Reporting Bundle (DB2) - OS2	30 Days	USA	\$31,100.00	\$30,478.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for OS2 - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>				
132-33	CCM-G-9276	<p>CallCenter Millennium SAM Full Reporting Bundle (DB2) - Unix</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for Unix - IBM DB2 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires IBM DB2 database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9280	<p>CallCenter Millennium SAM Full Reporting Bundle (Oracle) - WIN</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for Windows - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9282	<p>CallCenter Millennium SAM Full Reporting Bundle (Oracle) - AIX</p> <p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for AIX - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p>	30 Days	USA	\$31,100.00	\$30,478.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>				
132-33	CCM-G-9284	CallCenter Millennium SAM Full Reporting Bundle (Oracle) - OS2 CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for OS2 - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.  <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9286	CallCenter Millennium SAM Full Reporting Bundle (Oracle) - Unix CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for Unix - Oracle Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.  <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Oracle database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9290	CallCenter Millennium SAM Full Reporting Bundle (SQL Server) - WIN CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for Windows - MS SQL Server Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.  <i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires Microsoft SQL Server database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i>	30 Days	USA	\$31,100.00	\$30,478.00
132-33	CCM-G-9292	CallCenter Millennium SAM Full Reporting Bundle (ODBC) - WIN	30 Days	USA	\$31,100.00	\$30,478.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>CallCenter Millennium Statistical Analysis Manager (SAM) Realtime and Historical Reporting Bundle for Windows - MS Windows ODBC-32 Interface. Includes customizable Java ACD Summary and Agent Summary GUI applications and Call Detail Report, Agent Activity Report, ACD Queue Report, and Abandoned Call Report in a Microsoft Access package.</p> <p><i>Limited Monitor Only CT Connect licenses and Base System included in bundle. Requires ODBC compatible database. GUI applications written in Java can run on any Operating System that supports Java. Custom reports or customization of GUI applications available for an additional services fee.</i></p>				

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>Contact Center</b>						
132-33	CCM-G-2500	CallCenter Millennium Contact Center Base Program - WIN CallCenter Millennium Contact Center Base Program for Windows	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2502	CallCenter Millennium Contact Center Base Program - AIX CallCenter Millennium Contact Center Base Program for AIX	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2504	CallCenter Millennium Contact Center Base Program - Linux CallCenter Millennium Contact Center Base Program for Linux	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2506	CallCenter Millennium Contact Center Base Program - Unix CallCenter Millennium Contact Center Base Program for Unix	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CCM-G-2510	CallCenter Millennium Contact Center E-Mail Option CallCenter Millennium Contact Center E-mail Option <i>Requires CallCenter Millennium Contact Center Base.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2512	CallCenter Millennium Contact Center Chat Option CallCenter Millennium Contact Center Chat Option <i>Requires CallCenter Millennium Contact Center Base.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2514	CallCenter Millennium Contact Center Web CallBack Option CallCenter Millennium Contact Center Web CallBack Option <i>Requires CallCenter Millennium Contact Center Base.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2516	CallCenter Millennium Contact Center Video Option CallCenter Millennium Contact Center Video Option <i>Requires CallCenter Millennium Contact Center Base.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CCM-G-2518	CallCenter Millennium Contact Center SKBR Option CallCenter Millennium Contact Center Skills-Based Routing Option <i>Requires CallCenter Millennium Contact Center Base, Full Function CT Connect licenses, and CallCenter Millennium Base System.</i>	30 Days	USA	\$5,000.00	\$4,900.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>E-911 Bundles</b>						
132-33	911-G-9090	E-911 CCM Call Taker License Bundle - 1 Pack DITSCAP/JITC certified Enhanced 9-1-1 Call Taker License Bundle for Windows environments - 1 Pack. Includes: E-911 Call Taker License and either Advanced E-911 SoftFone GUI -or- E-911 ALI Display GUI with Rebid and E-911 Abandoned Call GUI with Callback. License required for each call taker telephone.  <i>Bundle containing Call Taker License and E-911 workstation applications for each call taker or dispatcher position. Applications are available as Java applications for any platform. Used in conjunction with CTConnect license which must be purchased separately.</i>	30 Days	USA	\$700.00	\$686.00
132-33	911-G-9092	E-911 CCM Call Taker License Bundle - 5 Pack DITSCAP/JITC certified Enhanced 9-1-1 Call Taker License Bundle for Windows environments - 5 Pack. Includes: E-911 Call Taker License and either Advanced E-911 SoftFone GUI -or- E-911 ALI Display GUI with Rebid and E-911 Abandoned Call GUI with Callback. License required for each call taker telephone.  <i>Bundle containing Call Taker License and E-911 workstation applications for each call taker or dispatcher position. Applications are available as Java applications for any platform. Used in conjunction with CTConnect license which must be purchased separately.</i>	30 Days	USA	\$3,400.00	\$3,332.00
132-33	911-G-9094	E-911 CCM Call Taker License Bundle - 10 Pack DITSCAP/JITC certified Enhanced 9-1-1 Call Taker License Bundle for Windows environments - 10 Pack. Includes: E-911 Call Taker License and either Advanced E-911 SoftFone GUI -or- E-911 ALI Display GUI with Rebid and E-911 Abandoned Call GUI with Callback. License required for each call taker telephone.  <i>Bundle containing Call Taker License and E-911 workstation applications for each call taker or dispatcher position. Applications are available as Java applications for any platform. Used in conjunction with CTConnect license which must be purchased separately.</i>	30 Days	USA	\$6,375.00	\$6,247.50
132-33	911-G-9096	E-911 CCM Call Taker License Bundle - 25 Pack DITSCAP/JITC certified Enhanced 9-1-1 Call Taker License Bundle for Windows environments - 25 Pack. Includes: E-911 Call Taker License and either Advanced E-911 SoftFone GUI -or- E-911 ALI Display GUI with Rebid and E-911 Abandoned Call GUI with Callback. License required for each call taker telephone.	30 Days	USA	\$15,100.00	\$14,798.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Bundle containing Call Taker License and E-911 workstation applications for each call taker or dispatcher position. Applications are available as Java applications for any platform. Used in conjunction with CTConnect license which must be purchased separately.</i>				
132-33	911-G-9098	E-911 CCM Call Taker License Bundle - 50 Pack DITSCAP/JITC certified Enhanced 9-1-1 Call Taker License Bundle for Windows environments - 50 Pack. Includes: E-911 Call Taker License and either Advanced E-911 SoftFone GUI -or- E-911 ALI Display GUI with Rebid and E-911 Abandoned Call GUI with Callback. License required for each call taker telephone. <i>Bundle containing Call Taker License and E-911 workstation applications for each call taker or dispatcher position. Applications are available as Java applications for any platform. Used in conjunction with CTConnect license which must be purchased separately.</i>	30 Days	USA	\$27,850.00	\$27,293.00
132-33	911-G-9099	E-911 CCM Call Taker License Bundle - 100 Pack DITSCAP/JITC certified Enhanced 9-1-1 Call Taker License Bundle for Windows environments - 100 Pack. Includes: E-911 Call Taker License and either Advanced E-911 SoftFone GUI -or- E-911 ALI Display GUI with Rebid and E-911 Abandoned Call GUI with Callback. License required for each call taker telephone. <i>Bundle containing Call Taker License and E-911 workstation applications for each call taker or dispatcher position. Applications are available as Java applications for any platform. Used in conjunction with CTConnect license which must be purchased separately.</i>	30 Days	USA	\$49,150.00	\$48,167.00
132-8	911-G-9200	E-911 Workstation TDD Bundle Workstation Telecommunications Device for the Deaf (TDD) Graphical User Interface display application with USB PC Sound card and Telephone Handset Audio Tap (THAT). Application supports 12 programmable text messages. <i>Bundle containing hardware and software necessary to support workstation TDD functionality.</i>	30 Days	USA	\$600.00	\$588.00
132-33	911-G-9700	E-911 CAMA PRI Gateway - 12 Port Bundle - WIN DITSCAP/JITC/Telcordia Certified Enhanced 9-1-1 CAMA PRI Gateway system with Backup Phone Ringer Option and multiple PRI support - 12 ports.	30 Days	USA	\$22,351.00	\$21,904.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p><i>Includes required interface cards, power supply, and cables for CAMA system. Used in environments where telephone switch can accept standard PRI NI2 circuits. Expandable to 23 ports without backup phone ringer option and additional CAMA port licenses. System equipped with 4 PRI circuits to support backup and failover PRI configurations. Includes PC Server system for standalone operation.</i></p>				
132-33	911-G-9720	<p>E-911 CAMA SIP Gateway - 24 Port Bundle - Linux</p> <p>Telcordia (Bell Labs) Certified Enhanced 9-1-1 CAMA SIP Gateway system - max 24 ports.</p> <p><i>Includes required interface cards, power supply, cables, and echo cancellation software for CAMA system. Used in environments where telephone switch can accept incoming SIP calls. System is equipped with an optional T1 card and associated ribbon cable to support backup and failover PRI configurations. Includes PC Server system for standalone operation.</i></p>	30 Days	USA	\$27,137.00	\$26,594.00
132-33	911-G-9730	<p>E-911 CAMA SIP Gateway - 96 Port Bundle - Linux</p> <p>Telcordia (Bell Labs) Certified Enhanced 9-1-1 CAMA SIP Gateway system - maximum 96 ports.</p> <p><i>Includes required interface cards, power supply, cables, and echo cancellation software for CAMA system. Used in environments where telephone switch can accept incoming SIP calls. System is equipped with an optional T1 card and associated ribbon cable to support backup and failover PRI configurations. Includes PC Server system for standalone operation.</i></p>	30 Days	USA	\$52,512.00	
132-33	911-G-9810	<p>E-911 PSAP Server Base Bundle (B)</p> <p>DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, and 10 CTConnect licenses.</p> <p><i>Requires Call Taker licenses for all positions in the PSAP. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i></p>	30 Days	USA	\$23,972.00	\$23,532.00
132-33	911-G-9820	<p>E-911 PSAP Server Base/ALI Bundle (BA)</p> <p>DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, 10 CTConnect licenses, and E-911 CCM ALI Server.</p> <p><i>Requires Call Taker licenses for all positions in the PSAP. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i></p>	30 Days	USA	\$40,322.00	\$39,555.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	911-G-9830	E-911 PSAP Server Base/ALI/CAMA Bundle (BAC) DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, 10 CTConnect licenses, E-911 CCM ALI Server, E-911 12-Port CAMA PRI Gateway System. <i>Includes required interface cards, power supply, and cables for CAMA system. Requires Call Taker licenses for all positions in the PSAP. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i>	30 Days	USA	\$59,230.00	\$58,085.00
132-33	911-G-9840	E-911 PSAP Server Base/ALI/Reporting Bundle (BAR) DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, E-911 CCM ALI Server, and E-911 CCM Reporting Package. <i>Requires Call Taker licenses for all positions in the PSAP and Relational Database Management System (RDBMS) for reporting respository. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i>	30 Days	USA	\$66,802.00	\$65,506.00
132-33	911-G-9845	E-911 PSAP Server Base/ALI/Reporting Bundle (BAR-Lite) DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, E-911 CCM ALI Server, and E-911 CCM Historical Reporting Package. <i>Requires Call Taker licenses for all positions in the PSAP and Relational Database Management System (RDBMS) for reporting respository. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i>	30 Days	USA	\$55,102.39	
132-33	911-G-9850	E-911 PSAP Server Base/ALI/Reporting/CAMA Bundle (BARC) DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, 10 CTConnect licenses, E-911 CCM ALI Server, E-911 CCM Reporting Package, and E-911 12-Port CAMA PRI Gateway System. <i>Includes required interface cards, power supply, and cables for CAMA system. Requires Call Taker licenses for all positions in the PSAP and Relational Database Management System (RDBMS) for reporting respository. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i>	30 Days	USA	\$83,530.00	\$81,899.00
132-33	911-G-9855	E-911 PSAP Server Base/ALI/Reporting/CAMA Bundle (BARC-Lite)	30 Days	USA	\$69,330.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		DITSCAP/JITC certified Enhanced 9-1-1 PSAP Server Bundle (Lite Version) with High Availability Server, Windows 2008 R2 Operating System, E-911 CCM Base System, 10 CTConnect licenses, E-911 CCM ALI Server, E-911 CCM Historical Reporting Package, and E-911 2-Port CAMA PRI Gateway System.  <i>Includes required interface cards, power supply, and cables for CAMA system. Requires Call Taker licenses for all positions in the PSAP and Relational Database Management System (RDBMS) for reporting respository. For solutions requiring support for more than 10 positions, additional CT Connect licenses must be purchased.</i>				
132-33	911-G-9910	Omni911 PSAP Server Base Bundle (Omni911-B)  Next Generation 9-1-1 PSAP Server Bundle with High Availability Server, CentOS Operating System, Omni911 Communications Server and installation and configuration services.  <i>Includes MySQL database for configuration entries.</i>	30 Days	USA	\$53,652.00	
132-33	911-G-9920	Omni911 PSAP Server Base/ALI Bundle (Omni911-BA)  Next Generation 9-1-1 PSAP Server Bundle with High Availability Server, CentOS Operating System, Omni911 Communications Server, Omni911 ALI Server, and installation and configuration services.  <i>Includes MySQL database for configuration entries.</i>	30 Days	USA	\$65,252.00	
132-33	911-G-9930	Omni911 PSAP Server Base/ALI/CAMA Bundle (Omni911-BAC)  Next Generation 9-1-1 PSAP Server Bundle with High Availability Server, CentOS Operating System, Omni911 Communications Server, Omni911 ALI Server, two MP-114 FXS Audiocodes Gateways, and installation and configuration services.  <i>Includes MySQL database for configuration entries.</i>	30 Days	USA	\$66,092.00	
132-33	911-G-9940	Omni911 PSAP Server Base/ALI/Reporting Bundle (Omni911-BAR)  Next Generation 9-1-1 PSAP Server Bundle with High Availability Server, CentOS Operating System, Omni911 Communications Server, Omni911 ALI Server, Omni911 Reporting Package, and installation and configuration services.  <i>Includes MySQL database for configuration entries.</i>	30 Days	USA	\$75,252.00	
132-33	911-G-9950	Omni911 PSAP Server Base/ALI/Reporting/CAMA Bundle (Omni911-BARC)	30 Days	USA	\$76,092.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Next Generation 9-1-1 PSAP Server Bundle with High Availability Server, CentOS Operating System, Omni911 Communications Server, Omni911 ALI Server, Omni911 Reporting Package, two MP-114 FXS Audiocodes Gateways, and installation and configuration services.</p> <p><i>Includes MySQL database for configuration entries.</i></p>				

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>E-911 Solutions</b>						
132-33	911-G-1010	E-911 CCM Base Program (CT) - WIN DITSCAP/JITC certified Enhanced 9-1-1 Base Program - Windows Environment <i>Requires CT Connect Full Function licenses which must be purchased separately for each resource (extension, DN, Position id, or ACD Queue) being monitored.</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	911-G-1020	E-911 CCM Base Program (CT) - AIX DITSCAP/JITC certified Enhanced 9-1-1 Base Program - AIX Environment <i>Requires CT Connect Full Function licenses which must be purchased separately for each resource (extension, DN, Position id, or ACD Queue) being monitored.</i>	30 Days	USA	\$17,500.00	\$17,150.00
132-33	911-G-1090	E-911 CCM Call Taker License - 1 Pack Enhanced 911 Call Taker License - 1 Pack. License required for each call taker telephone. <i>License required for any desktop application connecting to the E-911 CCM Base System. Used in conjunction with CTConnect License which must be purchased separately.</i>	30 Days	USA	\$500.00	\$490.00
132-33	911-G-1092	E-911 CCM Call Taker License - 5 Pack Enhanced 911 Call Taker License - 5 Pack. License required for each call taker telephone. <i>License required for any desktop application connecting to the E-911 CCM Base System. Used in conjunction with CTConnect License which must be purchased separately.</i>	30 Days	USA	\$2,425.00	\$2,376.50
132-33	911-G-1094	E-911 CCM Call Taker License - 10 Pack Enhanced 911 Call Taker License - 10 Pack. License required for each call taker telephone. <i>License required for any desktop application connecting to the E-911 CCM Base System. Used in conjunction with CTConnect License which must be purchased separately.</i>	30 Days	USA	\$4,525.00	\$4,434.50
132-33	911-G-1096	E-911 CCM Call Taker License - 25 Pack Enhanced 911 Call Taker License - 25 Pack. License required for each call taker telephone. <i>License required for any desktop application connecting to the E-911 CCM Base System. Used in conjunction with CTConnect License which must be purchased separately.</i>	30 Days	USA	\$10,750.00	\$10,535.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	911-G-1098	E-911 Call Taker License - 50 Pack Enhanced 911 Call Taker License - 50 Pack. License required for each call taker telephone.	30 Days	USA	\$19,950.00	\$19,551.00
132-33	911-G-1099	E-911 Call Taker License - 100 Pack Enhanced 911 Call Taker License - 100 Pack. License required for each call taker telephone.	30 Days	USA	\$35,150.00	\$34,447.00
132-33	911-G-1110	E-911 CCM ALI Server - WIN DITSCAP/JITC certified Enhanced 9-1-1 Automatic Location Identification (ALI) Server - Windows Environment. Supports 10 ALI Sources and unlimited ALI connections. Provides formatted ALI output to CAD Systems according to NENA standards in ACD environments. <i>Requires E-911 CCM Base Program and associated E-911 Call Taker licenses and CT Connect Full Function licenses. Native Computer Aided Dispatch (CAD) serial and/or TCP/IP interface included for NENA-compliant CAD products.</i>	30 Days	USA	\$16,200.00	\$15,876.00
132-33	911-G-1120	E-911 CCM ALI Server - AIX DITSCAP/JITC certified Enhanced 9-1-1 Automatic Location Identification (ALI) Server - AIX Environment. Supports 10 ALI Sources and unlimited ALI connections. Provides formatted ALI output to CAD Systems according to NENA standards in ACD environments. <i>Requires E-911 CCM Base Program and associated E-911 Call Taker licenses and CT Connect Full Function licenses. Native Computer Aided Dispatch (CAD) serial and/or TCP/IP interface included for NENA-compliant CAD products.</i>	30 Days	USA	\$16,200.00	\$15,876.00
132-33	911-G-1132	E-911 CAD Server - WIN DITSCAP/JITC certified Enhanced 9-1-1 Computer Aided Dispatch (CAD) Server - Windows Environment. Provides Historical ALI information to CAD and workstation systems for key system configurations. <i>Requires E-911 CCM Base Program and associated E-911 Call Taker licenses and CT Connect Full Function licenses. Utilized for non-standard E-911 configurations where ACD is not used and telephones are connected directly to workstations using TAPI. Typically used in small PSAP environments where customer desires calls to ring at all telephone devices with direct trunk access.</i>	30 Days	USA	\$12,000.00	\$11,760.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	911-G-1190	E-911 Training Solution E-911 Training application that allows trainers to deliver simulated incoming Emergency and Non-Emergency calls to trainees and monitor trainee handling of the calls in real-time. Utilizes database of ALI records for selection of various scenarios for trainee response. Application is licensed per trainer position. <i>Requires ALI Update utility and Relational Database Management System for ALI database. CTI infrastructure required if automated call delivery and monitoring desired.</i>	30 Days	USA	\$15,000.00	\$14,700.00
132-33	911-G-1192	E-911 ALI Update System E-911 server utility to convert and import telephone switch or similar non-MSAG data into a local ALI database for use by the ALI Server. (Input data in RDBMS compatible format) <i>Requires ASCII or standard database records of updated ALI data from telephone switches. Can be formatted as "Add/Delete" or as a full replacement.</i>	30 Days	USA	\$2,750.00	\$2,695.00
132-33	911-G-1210	E-911 CAMA Gateway Base Software Package DITSCAP/JITC certified Enhanced 911 CAMA Gateway Base Software - Windows Environment <i>Requires Amtelco cards, Power Supply, cables, and CAMA Gateway licenses to function as a CAMA Gateway system.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	911-G-1212	E-911 CAMA Server Per Port License DITSCAP/JITC certified Enhanced 911 CAMA Gateway Per Port License Fee <i>Requires Amtelco cards, Power Supply, cables, and CAMA Gateway licenses to function as a CAMA Gateway system.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1270	E-911 SIP Echo Cancellation Library Solical Echo Cancellation library for Asterisk. <i>Required for CAMA SIP Gateway systems. Requires 25% maintenance fee from manufacturer</i>	30 Days	USA	\$1,786.00	\$1,750.00
132-8	911-G-1280	E-911 CAMA 24-port Station Board Amtelco XDS H.100 PCIe 24-port Station Board	30 Days	USA	\$3,913.00	\$3,494.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Amtelco Part Number 259L031. Used for CAMA Gateway systems. Station board must be purchased with -48V Power Supply and cable, Ribbon cable, CAMA Gateway software and High availability PC Server system (equipped with a full card slot) to support the card to connect to CAMA circuits.</i>				
132-8	911-G-1285	E-911 CAMA 4-span T1 Board Amtelco XDS H.100 PCIe 4-span T1 Interface Board <i>Used for CAMA Gateway systems. T1 Interface board must be used with CAMA Gateway software and High availability PC Server system (equipped with a full card slot).</i>	30 Days	USA	\$4,893.00	\$4,369.00
132-8	911-G-1290	E-911 CAMA -48V Power Supply Amtelco XDS -48V/115V/230V 175 Watt Power Supply <i>Amtelco Part Number 251L240. Standard -48V power supply for use with Amtelco XDS H.100 PCIe 24-port Station Board. Requires -48V Power Cable to connect to station card.</i>	30 Days	USA	\$200.00	\$196.00
132-8	911-G-1292	E-911 CAMA -48V Power Cable Amtelco XDS -48V Internal Power Cable Assembly <i>Amtelco Part Number 232L397. Used with -48V Power Supply to connect to 24-port Station card.</i>	30 Days	USA	\$31.00	\$31.00
132-8	911-G-1294	E-911 CAMA Ribbon Cable Amtelco XDS H.100 Ribbon Cable - 4 Connection <i>Amtelco Part Number 257D057. Required to connect 24-port station card with 4-span T1 interface card.</i>	30 Days	USA	\$38.00	\$38.00
132-33	911-G-1310	E-911 CCM Reporting Package - WIN DITSCAP/JITC certified Enhanced 9-1-1 Reporting package - Windows Environment. Includes: Real-time ACD Statistics GUI, Real-time Agent Statistics GUI, Abandoned Call Report, ACD Activity Report, Call Activity Report, Agent Activity Report, CAMA Detail Report, CAMA Utilization Report, and one Easy View report viewer for scheduled reports. <i>Requires E-911 Base Program and Monitor Only CT Connect licenses. IBM DB2, Oracle, Microsoft SQL Server, or any ODBC-compliant database required.</i>	30 Days	USA	\$24,300.00	\$23,814.00
132-33	911-G-1320	E-911 CCM Reporting Package - AIX	30 Days	USA	\$24,300.00	\$23,814.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		DITSCAP/JITC certified Enhanced 9-1-1 Reporting package - AIX Environment. Includes: Real-time ACD Statistics GUI, Real-time Agent Statistics GUI, Abandoned Call Report, ACD Activity Report, Call Activity Report, Agent Activity Report, CAMA Detail Report, CAMA Utilization Report, and one Easy View report viewer for scheduled reports.  <i>Requires E-911 Base Program and Monitor Only CT Connect licenses. IBM DB2, Oracle, Microsoft SQL Server, or any ODBC-compliant database required.</i>				
132-33	911-G-1410	E-911 SoftFone - WIN 32 Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI  <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$125.00	\$122.50
132-33	911-G-1412	E-911 SoftFone - WIN 16 Enhanced 911 SoftFone for Windows 16-bit - Call Taker Telephony GUI  <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$125.00	\$122.50
132-33	911-G-1414	E-911 SoftFone - JAVA Enhanced 911 SoftFone for Java - Call Taker Telephony GUI  <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$125.00	\$122.50
132-33	911-G-1420	E-911 Abandoned Call GUI - WIN Enhanced 911 Abandoned Call GUI - WIN Version  <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1424	E-911 Abandoned Call GUI - Java Enhanced 911 Abandoned Call GUI - Java Version  <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1426	E-911 Abandoned Call GUI - AIX Enhanced 911 Abandoned Call GUI - AIX Version  <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1430	E-911 Chat Server Base Enhanced 911 Chat Server Base Product	30 Days	USA	\$1,000.00	\$980.00





SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	911-G-1432	E-911 Chat Server User License Enhanced 911 Chat Server User License (Per User) <i>Requires Chat Server Base and Call Taker License per user.</i>	30 Days	USA	\$50.00	\$49.00
132-33	911-G-1440	E-911 ALI Display GUI - WIN Enhanced 911 ALI Display GUI - WIN Version <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1444	E-911 ALI Display GUI - Java Enhanced 911 ALI Display GUI - Java Version <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1446	E-911 ALI Display GUI - AIX Enhanced 911 ALI Display GUI - AIX Version <i>Requires E-911 Base Program, Full Function CT Connect licenses, and Call Taker License.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1450	E-911 Advanced Call Taker Softfone - WIN32 Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes speed dial, conference and customizable functions (to the limit of available switch or CSTA telephony functions) Requires E911 Call Taker license per user. <i>Requires E-911 Call Taker License</i>	30 Days	USA	\$500.00	\$479.31
132-33	911-G-1460	Advanced E-911 CallTaker SoftFone - WIN 32 - 1 Pack Advanced E-911 CallTaker SoftFone - WIN 32 - 1 Pack Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes ALI Display GUI (JAVA), Abandoned Call GUI, Queued Calls GUI, and telephony functions: speed dial, conference and customiza	30 Days	USA	\$650.00	\$637.00
132-33	911-G-1462	Advanced E-911 CallTaker SoftFone - WIN 32 - 5 Pack Advanced E-911 CallTaker SoftFone - WIN 32 - 5 Pack Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes ALI Display GUI (JAVA), Abandoned Call GUI, Queued Calls GUI, and telephony functions: speed dial, conference and customiz	30 Days	USA	\$3,165.00	\$3,101.70
132-33	911-G-1464	Advanced E-911 CallTaker SoftFone - WIN 32 - 10 Pack	30 Days	USA	\$5,895.00	\$5,777.10

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Advanced E-911 CallTaker SoftFone - WIN 32 - 10 Pack Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes ALI Display GUI (JAVA), Abandoned Call GUI, Queued Calls GUI, and telephony functions: speed dial, conference and customi				
132-33	911-G-1466	Advanced E-911 CallTaker SoftFone - WIN 32 - 25 Pack Advanced E-911 CallTaker SoftFone - WIN 32 - 25 Pack Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes ALI Display GUI (JAVA), Abandoned Call GUI, Queued Calls GUI, and telephony functions: speed dial, conference and customi	30 Days	USA	\$14,050.00	\$13,769.00
132-33	911-G-1468	Advanced E-911 CallTaker SoftFone - WIN 32 - 50 Pack Advanced E-911 CallTaker SoftFone - WIN 32 - 50 Pack Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes ALI Display GUI (JAVA), Abandoned Call GUI, Queued Calls GUI, and telephony functions: speed dial, conference and customi	30 Days	USA	\$25,850.00	\$25,333.00
132-33	911-G-1469	Advanced E-911 CallTaker SoftFone - WIN 32 - 100Pack Advanced E-911 CallTaker SoftFone - WIN 32 - 100 Pack Enhanced 911 SoftFone for Windows 32-bit - Call Taker Telephony GUI. Includes ALI Display GUI (JAVA), Abandoned Call GUI, Queued Calls GUI, and telephony functions: speed dial, conference and custom	30 Days	USA	\$45,650.00	\$44,737.00
132-33	911-G-1472	E-911 Workstation CallTTY Display GUI DXSoft CallTTY v2.35 program to communicate with phone TTY/TDD devices via a sound card. <i>Requires Telephone Handset Audio Tap and dedicated soundcard. Customization not available.</i>	30 Days	USA	\$50.00	\$47.00
132-33	911-G-1474	E-911 Workstation TDD Display GUI Workstation Telecommunications Device for the Deaf (TDD) Graphical User Interface display with 12 programmable text messages. <i>Requires Telephone Handset Audio Tap and dedicated soundcard. Customization available.</i>	30 Days	USA	\$250.00	\$245.00
132-33	911-G-1510	Fire Station Alerting - Base Program Fire Station Alerting - Base Program	30 Days	USA	\$6,500.00	\$6,370.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Requires a single RealSpeak license</i>				
132-33	911-G-1512	Fire Station Alerting - Per Notified Location License Fire Station Alerting - Per Notified Location License	30 Days	USA	\$500.00	\$490.00
132-33	911-G-1560	E-911 Display Board Interface - WIN E-911 Display Board Interface - WIN Display Board Interface - Spectrum or equivalent, includes configurable display information, display criteria and display colors	30 Days	USA	\$6,500.00	\$6,370.00
132-33	911-G-1570	E-911 Center Call Taker Visual Status Monitoring GUI E-911 Center Call Taker Visual Status Monitoring GUI A real-time GUI (for display on big board, or supervisory workstation) - visually representing the status and activity of emergency call takers. <i>Customized to match call center layout</i>	30 Days	USA	\$5,350.00	\$5,243.00
132-33	911-G-1600	Switch Time Synchronizer Switch Time Synchronizer for Siemens Hicom and Siemens HiPath switches. <i>Requires access to Siemens RMX port via Serial or TCP/IP.</i>	30 Days	USA	\$1,200.00	\$1,176.00
132-33	911-G-1962	E-911 Display Board Interface - WIN E-911 Display Board Interface - Spectrum or equivalent, includes configurable display information, display criteria and display colors. <i>Requires E-911 Base System and E-911 Reporting Server.</i>	30 Days	USA	\$4,975.00	\$4,875.00
132-8	911-G-2030	E-911 Telephone Handset Audio Tap (THAT) JK Audio Telephone Handset Audio Tap (PN THAT-1) <i>Used for MicroAutomation workstation TDD solution to tap the handset to PC Sound Card. Requires dedicated sound card in workstation PC.</i>	30 Days	USA	\$300.00	\$294.00
132-8	911-G-2032	E-911 External USB Sound Card StarTech ICUSBAUDIOB 2-Channel USB Interface Audio Adapter <i>Used for MicroAutomation workstation TDD solution to direct sound from the telephone handset to PC.</i>	30 Days	USA	\$50.00	\$49.00
132-8	911-G-2034	E-911 Internal Serial Card SIIG 2-port Industrial RS-232 PCI Express Adapter Card	30 Days	USA	\$150.00	\$147.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Used for ALI Server interfaces to external ALI databases via modem.</i>				
132-8	911-G-2038	Spectracom NENA-compliant NetClock Network Time Server Spectracom NENA-compliant NetClock Network Time Server Model 9483 - NetClock/GPS Stratum 1 time source with built-in Ethernet connectivity and NTP server with web browser interface. MIL-STD-810F tested chassis includes front panel displays, 19" width (1U high) and rack mounting ears with handles. NENA-compliant. RoHS and CE compliant. Available oscillators: TCXO, OCXO, or Rubidium. <i>Includes GPS/GLONASS Outdoor Antenna, with L-bracket for vent pipe/pole mounting via metal strap (compatible with CAL7XXX or CALP7XXX cable), 1" schedule 40 PVC pipe, GPS Surge Protector, GPS Antenna mount, and GPS Coax Antenna cable (up to 400').</i>	30 Days	USA	\$12,069.00	\$11,827.00
132-33	911-G-2040	Spectracom NetClock Network Time Server Spectracom Network Time Server Model 9489 - Stratum 1 GPS unit with built-in Ethernet connectivity and NTP server capability with web browser interface. 19 inch width with 1U high enclosure. Includes rack mounting ears. MIL-STD-810F tested chassis includes rear panel ethernet connector. RoHS and CE compliant. Available oscillators: TCXO (standard). <i>Includes GPS/GLONASS Outdoor Antenna, with L-bracket for vent pipe/pole mounting via metal strap (compatible with CAL7XXX or CALP7XXX cable), 1" schedule 40 PVC pipe, GPS Surge Protector, GPS Antenna mount, and GPS Coax Antenna cable (up to 400').</i>	30 Days	USA	\$6,130.00	
132-8	911-G-3050	E-911 CCM Server High Availability PC Server System - Basic Dell PowerEdge R320 Rack-Mounted PC Server system with Intel Xeon E5-2420, 1.9GHz CPU, 15MB Cache, 8GB RDIMM, 2-500 GB 7.2K RPM SATA Drives in a RAID 1 configuration, Dual Hot Plug Power Supplies, on-board Broadcom Dual Port NIC, DVD+/-RW Internal drive, and Windows 2008 Server R2 operating system. Includes 3-year warranty. <i>Used for standalone E-911 PSAP Servers without Reporting components.</i>	30 Days	USA	\$4,472.00	\$4,382.00
132-8	911-G-3052	E-911 CCM Server High Availability PC Server System - Advanced	30 Days	USA	\$6,652.00	\$6,519.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Dell PowerEdge R420 Rack-Mounted PC Server system with Dual Intel Xeon E5-2420, 1.9GHz CPUs, 15MB Cache, 8GB RDIMM, 2-250GB 7.2K RPM SATA Drive and 3-500 GB 7.2K RPM SATA Drives in a RAID 1/5 configuration, Dual Hot Plug Power Supplies, on-board Broadcom Dual Port NIC, DVD+/-RW Internal drive, and Windows 2008 Server R2 operating system. Includes 3-year warranty. <i>Used for standalone E-911 PSAP Servers with Reporting component.</i>				
132-8	911-G-3054	E-911 CAMA Gateway High Availability, Dual-Processor, PC Server System HP ML350 Rack-Mounted PC Server system with Dual Six-Core 2GHz CPUs, 15MB Cache, 8 GB RAM, Dual Power Supplies, Dual NIC, 300GB 10KRPM RAID 1/5 system, and Windows 2008 Server R2 operating system. Includes a 5-year extended warranty. <i>Used for high capacity standalone CAMA Gateway systems. System equipped with four large card slots for Amtelco PCIe cards.</i>	30 Days	USA	\$6,883.00	
132-8	911-G-3056	E-911 CAMA Gateway High Availability PC Server System HP ML350 Rack-Mounted PC Server system with Single Six-Core 1.9GHz CPU, 15MB Cache, 4 GB RAM, Dual Power Supplies, Dual NIC, 300GB 10KRPM RAID 1/5 system, and Windows 2008 Server R2 operating system. Includes a 5-year extended warranty. <i>Used for standalone CAMA Gateway systems. System equipped with two large card slots for Amtelco PCIe cards.</i>	30 Days	USA	\$6,095.00	\$5,973.00
132-8	911-G-3058	E-911 CCM/CAMA Gateway High Availability PC Server System HP ML350 Rack-Mounted system with Dual Six-Core 1.9GHz CPUs, 15MB Cache, 8 GB RAM, Dual Power Supplies, Dual NIC, 300GB 10KRPM RAID 1/5 system, and Windows 2008 Server R2 operating system. Includes a 5-year extended warranty. <i>Used for combined CAMA Gateway / E-911 PSAP Server systems. System equipped with two large card slots for Amtelco PCIe cards.</i>	30 Days	USA	\$7,124.00	\$6,981.00
132-8	911-G-3070	E-911 System Installation Kit E-911 System Installation kit for single server system. Includes: 15" monitor, keyboard, mouse, serial adapter, and cables. <i>Required for installations where no KVM and associated peripherals exist for controlling the PC server.</i>	30 Days	USA	\$350.00	\$343.00
132-33	911-G-3500	E-911 CCM Enhanced Diagnostic Display Server	30 Days	USA	\$17,500.00	\$17,150.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>E-911 CallCenter Millennium Enhanced Diagnostic Display Server - Collects and distributes hardware/software/component status information to EDD client applications. SNMP alerts supported natively; support for other connections require EDD connectors. Licensed by Server. One EDD Server required per installation.</p> <p><i>SNMP support provided natively. Application log and Database connectors available separately.</i></p>				
132-33	911-G-3512	<p>E-911 CCM EDD Database Connector</p> <p>E-911 CallCenter Millennium Enhanced Diagnostic Display Database Connector - Connector for EDD Server to support monitoring Relational Database systems. One Connector required per database. Requires EDD Server.</p> <p><i>Customization required to specify "heartbeat" query. Connector interfaces with multiple databases of the same type (i.e. same query) to support redundant database configurations.</i></p>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	911-G-3520	<p>E-911 CCM EDD Notification Module</p> <p>E-911 CallCenter Millennium Enhanced Diagnostic Notification Module - Client application to EDD Server to generate alerts according to predefined rules. Supports e-mail and SMS-based alerts natively. One Diagnostic Notification Module required per EDD Server instance.</p> <p><i>Rules, targets, and notification medium must be defined for notification to occur.</i></p>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	911-G-3532	<p>E-911 CCM EDD Status Display</p> <p>E-911 CallCenter Millennium EDD Status Display application - Graphical User Interface to display real-time status of components monitored by EDD Server. Requires EDD Server. One license required per user.</p> <p><i>Display can be customized according to user requirements.</i></p>	30 Days	USA	\$500.00	\$490.00
132-33	911-G-4100	<p>Omni911 NextGen IP Telephone System</p> <p>Omni911 Next Generation 9-1-1 telephone system for use with Session Initiated Protocol (SIP) endpoint devices. Capable of interfacing with digital and analog trunk circuits in addition to native SIP connections. Used in conjunction with standard SIP endpoint devices such as SIP telephones, SIP clients, and NG SoftPhone client.</p> <p><i>Includes MySQL Database for configuration information. Requires Linux-based Hardware platform and telephony circuit cards for legacy (analog, digital) circuit connections.</i></p>	30 Days	USA	\$10,000.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	911-G-4105	Omni911 NextGen Communications Server Omni911 Next Generation 9-1-1 Communications Server for Omni911 SoftPhone Client. Provides configuration and central control for Omni911 SoftPhone clients for PSAP environments. <i>Operates in Windows Server and Linux environments.</i>	30 Days	USA	\$27,000.00	
132-33	911-G-4110	Omni911 NextGen ALI Server Omni911 Next Generation 9-1-1 Automatic Location Identification Server for PSAP environments. Supports links to ALI databases via modem (serial), TCP, Web Services, ODBC, and JDBC connections. Interfaces with both Next Generation and Legacy ALI databases and supports ALI formatting for incoming and outgoing connections using custom format files. <i>Requires Omni911 Communications Server. Includes format files for standard ALI source formats such as ALI Type 11, LoST, etc.</i>	30 Days	USA	\$11,600.00	
132-33	911-G-4115	Omni911 NextGen Reporting Package Omni911 Next Generation 9-1-1 Reporting Package including standard PSAP reports -- Calls Received by Shift Report, Calls Answered by Shift Report, Call Abandoned by Shift Report, Call Breakdown Report, Call Handle Time Report, Call Statistics Report, and Call Detail Report. <i>Requires Omni911 Communications Server. Reports available as Jasper files for ad hoc and scheduled report generation.</i>	30 Days	USA	\$10,000.00	
132-33	911-G-4120	Omni911 NextGen SMS Server Omni911 Next Generation 9-1-1 SMS Server to receive and distribute Text Messages delivered via SIP i3 protocol. Includes interface to NENA compliant CAD systems for incident tracking of SMS conversations.	30 Days	USA	\$10,800.00	
132-33	911-G-4140	Omni911 SoftPhone Client Next Generation 9-1-1 Communications Client for SIP environments. Includes line appearances, phone control, dial pad, phone book, ALI display, quick transfer buttons, active call display, call history, abandoned call display, and TDD. <i>Requires Omni911 Communications Server. Can be used with any standard SIP telephone switch including the MicroAutomation Omni911 IP Telephone System.</i>	30 Days	USA	\$4,000.00	
132-33	911-G-4142	Omni911 IRR Client	30 Days	USA	\$1,000.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Instant Recall Recorder (IRR) feature for Omni911 SoftPhone Client for SIP environments. Provides optional recording capabilities for incoming calls. <i>Requires Omni911 SoftPhone Client.</i>				
132-33	911-G-4144	Omni911 SMS Client Text messaging feature for Omni911 SoftPhone Client for SIP environments. Includes pre-programmed buttons and CAD interface. <i>Requires Omni911 SoftPhone Client and Omni911 SMS Server.</i>	30 Days	USA	\$1,000.00	
132-33	911-G-4146	Omni911 Ticker Client Ticker tape feature for Omni911 SoftPhone Client for displaying Supervisor alerts and call statistics. <i>Requires Omni911 SoftPhone Client and Omni911 Communications Server.</i>	30 Days	USA	\$400.00	
132-33	911-G-4152	NG-911 High Availability Server System Dell PowerEdge R420 Rack-Mounted PC Server system with Dual Intel Xeon E5-2420, 1.9GHz CPUs, 15MB Cache, 8GB RDIMM, 2-250GB 7.2K RPM SATA Drive and 3-500 GB 7.2K RPM SATA Drives in a RAID 1/5 configuration, Dual Hot Plug Power Supplies, on-board Broadcom Dual Port NIC, DVD+/-RW Internal drive, and Windows 2008 Server R2 operating system. Includes 3-year warranty. <i>Standard hardware platform for Omni911 IP Telephone System and NG-911 Emergency Solution components</i>	30 Days	USA	\$6,652.00	
132-33	911-G-4164	AudioCodes 4-Port CAMA to SIP Gateway - FXS MediaPack 114 Analog VoIP Gateway, 4 FXS, SIP Package including 4 FXS analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), G.711/723.1/726/727/729AB Vocoders, SIP. <i>AudioCodes MP-114 - FXS</i>	30 Days	USA	\$420.00	
132-33	911-G-4168	AudioCodes 8-Port CAMA to SIP Gateway - FXS	30 Days	USA	\$748.00	



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		MediaPack 118 Analog VoIP Gateway, 8 FXS, SIP Package including 8 FXS analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), G.711/723.1/726/727/729AB Vocoders, SIP. <i>AudioCodes MP-118 - FXS</i>				

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>General Equipment</b>						
132-33	GEN-G-1006	Microsoft Windows 2008 Server R2 32-bit Microsoft Windows 2008 Server R2 - 32-bit Operating System. No media. <i>Currently sold as Microsoft Server 2012 Standard with downgrade option.</i>	30 Days	USA	\$1,345.00	\$1,318.10
132-33	GEN-G-1008	Microsoft Windows 2008 Server R2 64-bit Microsoft Windows 2008 Server R2 - 64-bit Operating System. No media. <i>Currently sold as Microsoft Server 2012 Standard with downgrade option.</i>	30 Days	USA	\$1,345.00	\$1,318.10
132-33	GEN-G-1010	Microsoft Windows 2012 Server Microsoft Windows Server 2012 Standard - 64-bit Operating System. No media. <i>Can be downgraded to 2008.</i>	30 Days	USA	\$1,345.00	
132-33	GEN-G-1020	Microsoft SQL Server Standard 2012 Microsoft SQL Server 2012 Standard with 5 CALs <i>Includes 6 Concurrent User Licenses.</i>	30 Days	USA	\$2,240.00	
132-33	GEN-G-1040	High Availability CTI Server - Standard Dell PowerEdge 310, Xeon 3430 2.4Ghz Quad Core CPU, 2GB RAM, 2 x 250GB SATA HDD. No O/S. <i>1x entry level Xeon CPU, 2GB RAM, 2x250GB HDD RAID 1 (SATA), Redundant configuration (Power, etc.). Requires Operating System.</i>	30 Days	USA	\$2,700.00	\$2,646.00
132-33	GEN-G-1042	High Availability IVR Server - Standard Dell PowerEdge r610, 2x Xeon E5620 2.4Ghz Quad Core CPU, 4GB RAM, 4 x 250GB SATA HDD. No O/S. <i>IVR Server System - Up to 48 ports or 24 ports all-in-one (Speech, TTS): 2x Quad Core Xeon XPU, 4GB RAM, 4x 250GB (SATA), Redundant configuration (Power, etc.). Requires Operating System.</i>	30 Days	USA	\$5,400.00	\$5,292.00
132-33	GEN-G-1044	High Availability IVR Server - Advanced Dell PowerEdge r610, 2x Xeon E5620 2.4Ghz Quad Core CPU, 8GB RAM, 4x250GB SATA HDD. No O/S.	30 Days	USA	\$5,650.00	\$5,537.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>IVR Server System - Up to 96 ports all-in-one (Speech, TTS): 2x Quad Core Xeon XPU, 8GB RAM, 4 x 250GB (SATA) , Redundant configuration (Power, etc.). Requires Operating System.</i>				
132-33	GEN-G-1110	IBM WebSphere Host On Demand IBM WebSphere Host On Demand	30 Days	USA	\$499.00	\$489.00
132-33	GEN-G-1112	IBM WebSphere Software Development Kit IBM WebSphere Software Development Kit for XML/VoiceXML development	30 Days	USA	\$1,499.00	\$1,469.02
132-33	GEN-G-1200	EasyView Report Scheduler EasyView Crystal Report Viewer and Scheduler <i>Supports viewing, printing, exporting, and e-mailing of Crystal Reports from a workstation or Server. Exports reports to popular formats (PDF, Word, Excel, CSV, Delimited Text). Requires SMTP interface for e-mail delivery of reports. Terminal Server version available.</i>	30 Days	USA	\$52.00	
132-33	GEN-G_1210	Recrystallize Pro Report Web Browser Recrystallize Pro Web Report Browser for viewing Crystal Reports on the web, complete with parameters and refreshed data. <i>Requires Microsoft IIS environment. Allows the creation of ASP or ASP.NET web pages to view reports with live data in any web browser.</i>	30 Days	USA	\$905.00	
132-8	GEN-G-1300	Conductor Radio/Telephone Dispatch Box with Footswitch Conductor Dispatcher Switch Box with FootSwitch PTT for handsfree Telephone/Mobile radio communications <i>Includes P10 Amplifier for H top headsets. P10 connects headset to equipment featuring a plug prong jack (operator console or PBX)</i>	30 Days	USA	\$995.00	
132-8	GEN-G-1310	Plantronics M22 Universal Amplifier Plantronics Vista M22 Universal Amplifier	30 Days	USA	\$175.00	
132-8	GEN-G-1320	Plantronics PW251N Noise Canceling Headset Plantronics PW251N Noise Canceling Over-The-Head Monaural Headset <i>Uses Plantronics QD Quick Disconnect Connector. Must be used with Plantronics Amp or with proper phone or USB cable.</i>	30 Days	USA	\$150.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-8	GEN-G-1400	Netgear ProSafe GS110TP Ethernet Switch with Fiber Uplink Netgear ProSafe GS110TP 8-port Ethernet Switch with 2 dedicated fiber uplinks. PoE capable with Centralized Management Software. <i>Includes 2 Fiber Uplink modules</i>	30 Days	USA	\$475.00	
132-8	GEN-G-1410	Tripp Lite 19" 42U Rack Tripp Lite SR42UB 19" 42U Rack <i>Dimensions: Height 78.3" Width 23.6" Depth 42.9"</i>	30 Days	USA	\$1,625.00	
132-8	GEN-G-1420	Tripp Lite Rack Console w/ 19" LCD and KVM Cable Kit Tripp Lite Rack Console with folding 19" LCD and KVM Cable Kit for 1 system	30 Days	USA	\$1,600.00	
132-33	GEN-G-1425	Tripp Lite 15ft PS2/USB KVM Cable Kit Tripp Lite 15ft PS2/USB KVM Cable Kit for B040 B042 Series KVM Switches	30 Days	USA	\$49.00	
132-8	GEN-G-1430	Tripp Lite 8-Port KVM Switch Tripp Lite 8-Port KVM Switch Rackmount	30 Days	USA	\$600.00	
132-33	GEN-G-1435	Tripp Lite 8-Port Rackmount KVM Switch w/OSD Tripp Lite 8-Port Rackmount USB / PS2 KVM Switch with On Screen Display	30 Days	USA	\$371.00	
132-8	GEN-G-1440	Tripp Lite 1500VA 1350W UPS Tripp Lite 1500VA 1350 Watt Uninterruptible Power Source Smart LCD Rackmount AVR 120V USB DB9 SNMP 2URM	30 Days	USA	\$1,025.00	
132-33	GEN-G-1445	Tripp Lite PDU Basic 120V 15A Rack Mount 13 Outlet Strip Tripp Lite PDU Basic 120V 15A 5-15R 13 Outlet 5-15P Horizontal 1U Rack Mount	30 Days	USA	\$112.00	
132-33	GEN-G-1450	Samsung 19" LED Monitor Samsung 19" LED Monitor	30 Days	USA	\$203.00	
132-8	GEN-G-2000	Zetron TDD Modem Zetron Telecommunications Device for the Deaf (TDD) Model 3030. Includes TDD Module, ALI Display adapter, 2 Blank Panels, and EIA-574 Adapter (CAD) Cable	30 Days	USA	\$2,030.00	\$1,989.40

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Includes Zetron Model 3030 PSAP TDD Module (901-9254), ALI Display Adapter (901-9264), 2 Blank Module Panels (950-9977), and EIA-574 Adapter (CAD) Cable (950-0068). Requires a Zetron Headset Interface for use.</i>				
132-8	GEN-G-2022	Zetron Model 3030 Handset Interface Zetron Model 3030 Handset Interface	30 Days	USA	\$380.00	\$372.40
132-33	GEN-G-2024	Zetron TDD/CAD Interface Software Zetron TDD/CAD Interface Software - Must be used with Audio Master Plus	30 Days	USA	\$926.00	\$907.48
132-33	GEN-G-2026	Zetron IntegratorIRR Package Zetron IntegratorIRR Package - Instant Recall Recorder	30 Days	USA	\$420.00	\$411.60
132-8	GEN-G-6002	AudioCodes MP-114 Analog to SIP Gateway - FXO MediaPack 114 Analog VoIP Gateway, 4 FXO SIP Package including 4 FXO analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), G.711/723.1/726/727/729AB Vocoders, SIP. <i>Analog 4-port to SIP Gateway for small IVR systems.</i>	30 Days	USA	\$457.00	\$448.00
132-8	GEN-G-6004	AudioCodes MP-114 Analog to SIP Gateway - FXS MediaPack 114 Analog VoIP Gateway, 4 FXS, SIP Package including 4 FXS analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), G.711/723.1/726/727/729AB Vocoders, SIP.	30 Days	USA	\$420.00	\$412.00
132-8	GEN-G-6006	AudioCodes MP-118 Analog to SIP Gateway - FXO MediaPack 118 Analog VoIP Gateway, 8 FXO, SIP Package including 8 FXO analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), including G.711/723.1/726/727/729AB Vocoders, SIP. <i>Analog 8-port to SIP Gateway for small IVR systems.</i>	30 Days	USA	\$809.00	\$793.00
132-8	GEN-G-6008	AudioCodes MP-118 Analog to SIP Gateway - FXS MediaPack 118 Analog VoIP Gateway, 8 FXS, SIP Package including 8 FXS analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), including G.711/723.1/726/727/729AB Vocoders, SIP.	30 Days	USA	\$748.00	\$733.00
132-8	GEN-G-6010	AudioCodes Mediant 1000/1 Span/IP	30 Days	USA	\$3,760.00	\$3,684.80

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Voice Over IP Media Gateway chassis that supports multiples of 1, 2, or 4 E1/T1/J1 spans, or 1 to 24 analog ports in various FX0/FXS configurations. The Mediant 1000 will also support mixed digital/analog configurations. Support for 1 span included.				
132-8	GEN-G-6012	AudioCodes Mediant 2000/1 Span/IP Voice Over IP Media Gateway chassis that supports 1 to 16 E1/T1/J1 spans. Support for 1 span included.	30 Days	USA	\$5,220.00	\$5,115.60
132-8	GEN-G-6014	AudioCodes 1000 1 Span Dual PS w/ 1yr MAINT. (M1K-D9) Mediant 1000 VoIP Gateway, 1 E1/T1, dual power supply SIP package including single module of 1 span E1/T1, dual 10/100BaseT Ethernet, and dual AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP. Dual AC Power Supply. Including G.711/723.1/726/727/729AB Vocoders.	30 Days	USA	\$4,652.00	\$4,559.00
132-8	GEN-G-6016	AudioCodes 1000 2 Span Dual PS w/ 1yr MAINT. (M1K-D10) Mediant 1000 VoIP Gateway, 2 E1/T1, dual power supply SIP package including single module of 2 spans E1/T1, dual 10/100BaseT Ethernet, and dual AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP. Dual AC Power Supply. Including G.711/723.1/726/727/729AB Vocoders.	30 Days	USA	\$6,247.00	\$6,122.00
132-8	GEN-G-6018	AudioCodes 1000 4 Span Dual PS w/ 1yr MAINT. (M1K-D12) Mediant 1000 VoIP Gateway, 4 E1/T1, dual power supply SIP package including single module of 4 spans E1/T1, dual 10/100BaseT Ethernet, and dual AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP. Dual AC Power Supply. Including G.711/723.1/726/727/729AB Vocoders.	30 Days	USA	\$10,640.00	\$10,427.00
132-8	GEN-G-7005	Intel/Dialog 16-Port Analog Telephony Card Intel/Dialogic 16-Port Analog Telephony Card - Speech Enabled - PCI Interface (DMV160LP) <i>Analog 16-port Voice Card - Supports Speech and Touchtone.</i>	30 Days	USA	\$3,500.00	\$3,430.00
132-8	GEN-G-7030	Intel/Dialogic 24-Port Digital T1 card - Speech Enabled Intel/Dialogic 24-Port Digital T1 card - Speech Enabled - PCI interface (D240JCTT1EW) <i>Digital Single T1 Voice Card - Supports Speech and Touchtone - T1 Robbed Bit and PRI</i>	30 Days	USA	\$5,200.00	\$5,096.00
132-8	GEN-G-7032	Intel/Dialogic 48-Port Digital T1 card - Speech Enabled Intel/Dialogic 48-Port Digital T1 card - Speech Enabled - PCI interface (D480JCT2T1EW)	30 Days	USA	\$8,700.00	\$8,526.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Digital Dual T1 Voice Card - Supports Speech and Touchtone - T1 Robbed Bit and PRI</i>				
132-33	GEN-G-7034	Intel/Dialogic 48-Port Digital T1 card - Speech Enabled Intel/Dialogic 48-Port Digital T1 card - Speech Enabled - PCI interface (DM/V480A-2T1) <i>Digital Dual T1 Voice Card - Supports Speech and Touchtone - T1 Robbed Bit and PRI</i>	30 Days	USA	\$10,690.00	\$10,476.20
132-8	GEN-G-7035	Intel/Dialogic 48-Port Digital T1 card - Speech Enabled Intel/Dialogic 48-Port Digital T1 card - Speech Enabled - PCI interface (DMV600BTEPEQ) <i>Digital Dual T1 Voice Card - Supports Speech and Touchtone - T1 Robbed Bit and PRI</i>	30 Days	USA	\$8,900.00	\$8,722.00
132-33	GEN-G-7036	Intel/Dialogic 96-Port Digital T1 card - Speech Enabled Intel/Dialogic 96-Port Digital T1 card - Speech Enabled - PCI interface (DM/V960A-4T1) <i>Digital Quad T1 Voice Card - Supports Speech and Touchtone - T1 Robbed Bit and PRI</i>	30 Days	USA	\$15,540.00	\$15,229.20
132-8	GEN-G-7038	Intel/Dialogic 96-Port Digital T1 card - Speech Enabled Intel/Dialogic 96-Port Digital T1 card - Speech Enabled - PCI interface (DMV1200BTEPEQ) <i>Digital Quad T1 Voice Card - Supports Speech and Touchtone - T1 Robbed Bit and PRI</i>	30 Days	USA	\$13,000.00	\$12,740.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>IVR Systems</b>						
132-33	IVR-G-1010	Medicare Part A Provider Inquiry Application - per port Medicare Part A Provider Inquiry Application for VoiceXML. Includes the following self-service features: Eligibility, Claim Status, Check Information, Remittance Statements, Frequently Requested Phone Numbers, Frequently Requested Addresses, HMO Information, Remittance Advice Code Definitions, Hours of Operation, Appeal Rights, Dynamic Announcements. Runs on any standard VoiceXML 2.0 compliant platform. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.            Requires 1 license per IVR port.</i>	30 Days	USA	\$1,200.00	\$1,176.00
132-33	IVR-G-1012	Medicare Part A Provider Inquiry UI Document User Interface (UI) Design Document for Medicare Part A Provider Inquiry Application. Contains Call Flows, Voice Prompts, and Dialog Module design. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.            Requires 1 license per IVR port.</i>	30 Days	USA	\$12,000.00	\$11,760.00
132-33	IVR-G-1014	Medicare Part A Provider Inquiry SDD Solution Design Document (SDD) for Medicare Part A Provider Inquiry Application. Contains System Architecture, Call Flow, Host Interface Specification, Database Design, and Maintenance & Administration procedures. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.            Requires 1 license per IVR port.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	IVR-G-1016	Medicare Part A Provider Inquiry Reporting Package Reporting Package for Medicare Part A Provider Inquiry Application. Contains the following standard reports: Completed Transaction Report, Failed Transaction Report, Failed Calls Report, Menu Hits Report, Call Summary Report, Call Trace Report, Host Transaction Summary Report, IVR Port Utilization Report. Packaged with User Interface for report selection by date/time range. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.            Requires 1 license per IVR port.</i>	30 Days	USA	\$12,500.00	\$12,250.00
132-33	IVR-G-1018	Medicare Part A Automated Batch Processing Package	30 Days	USA	\$5,000.00	\$4,900.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Automated Batch Processing Package for Medicare Part A Provider Inquiry Application. Includes utilities to automatically populate and rebuild Provider Number Grammars, Contractor ID Grammars, and Remittance Advice Code Definition Grammars. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1020	Medicare Part B Provider Inquiry Application - per port Medicare Part B Provider Inquiry Application for VoiceXML. Includes the following self-service features: Eligibility, Claim Status, Check Information, Deductibles, Earnings, Procedure Code Pricing, Duplicate Remittance, Frequently Requested Phone Numbers, Frequently Requested Addresses, Seminar Information, Appeal Rights, Dynamic Announcements. Runs on any standard VoiceXML 2.0 compliant platform. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$1,200.00	\$1,176.00
132-33	IVR-G-1022	Medicare Part B Provider Inquiry UI Document User Interface (UI) Design Document for Medicare Part B Provider Inquiry Application. Contains Call Flows, Voice Prompts, and Dialog Module design. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$12,000.00	\$11,760.00
132-33	IVR-G-1024	Medicare Part B Provider Inquiry SDD Solution Design Document (SDD) for Medicare Part B Provider Inquiry Application. Contains System Architecture, Call Flow, Host Interface Specification, Database Design, and Maintenance & Administration procedures. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	IVR-G-1026	Medicare Part B Provider Inquiry Reporting Package Reporting Package for Medicare Part B Provider Inquiry Application. Contains the following standard reports: Completed Transaction Report, Failed Transaction Report, Failed Calls Report, Menu Hits Report, Call Summary Report, Call Trace Report, Host Transaction Summary Report, IVR Port Utilization Report. Packaged with User Interface for report selection by date/time range. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$12,500.00	\$12,250.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	IVR-G-1028	Medicare Part B Automated Batch Processing Package Automated Batch Processing Package for Medicare Part B Provider Inquiry Application. Includes utilities to automatically populate and rebuild Provider Number Grammars. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.</i> <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	IVR-G-1030	Medicare DMERC Provider Inquiry Application - per port Medicare DMERC Provider Inquiry Application for VoiceXML. Includes the following self-service features: Eligibility, Claim Status, Check Information, Deductibles, CMN Status, Earnings, Procedure Code Pricing, Frequently Requested Phone Numbers, Frequently Requested Addresses, Appeal Rights, Dynamic Announcements. Runs on any standard VoiceXML 2.0 compliant platform. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.</i> <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$1,200.00	\$1,176.00
132-33	IVR-G-1032	Medicare DMERC Provider Inquiry UI Document User Interface (UI) Design Document for Medicare DMERC Provider Inquiry Application. Contains Call Flows, Voice Prompts, and Dialog Module design. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.</i> <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$12,000.00	\$11,760.00
132-33	IVR-G-1034	Medicare DMERC Provider Inquiry SDD Solution Design Document (SDD) for Medicare DMERC Provider Inquiry Application. Contains System Architecture, Call Flow, Host Interface Specification, Database Design, and Maintenance & Administration procedures. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words.</i> <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	IVR-G-1036	Medicare DMERC Provider Inquiry Reporting Package Reporting Package for Medicare DMERC Provider Inquiry Application. Contains the following standard reports: Completed Transaction Report, Failed Transaction Report, Failed Calls Report, Menu Hits Report, Call Summary Report, Call Trace Report, Host Transaction Summary Report, IVR Port Utilization Report. Packaged with User Interface for report selection by date/time range.	30 Days	USA	\$12,500.00	\$12,250.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1038	Medicare DMERC Automated Batch Processing Package Automated Batch Processing Package for Medicare DMERC Provider Inquiry Application. Includes utilities to automatically populate and rebuild Provider Number Grammars. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	IVR-G-1040	Medicare CAP Provider Inquiry Application - per port Medicare CAP Provider Inquiry Application for VoiceXML. Includes the following self-service features: Eligibility, Claim Status, Check Information, Deductibles, Earnings, Procedure Code Pricing, Duplicate Remittance, Frequently Requested Phone Numbers, Frequently Requested Addresses, Appeal Rights, Dynamic Announcements. Runs on any standard VoiceXML 2.0 compliant platform. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$1,200.00	\$1,176.00
132-33	IVR-G-1042	Medicare CAP Provider Inquiry UI Document User Interface (UI) Design Document for Medicare CAP Provider Inquiry Application. Contains Call Flows, Voice Prompts, and Dialog Module design. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$12,000.00	\$11,760.00
132-33	IVR-G-1044	Medicare CAP Provider Inquiry SDD Solution Design Document (SDD) for Medicare CAP Provider Inquiry Application. Contains System Architecture, Call Flow, Host Interface Specification, Database Design, and Maintenance & Administration procedures. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	IVR-G-1046	Medicare CAP Provider Inquiry Reporting Package Reporting Package for Medicare CAP Provider Inquiry Application. Contains the following standard reports: Completed Transaction Report, Failed Transaction Report, Failed Calls Report, Menu Hits Report, Call Summary Report, Call Trace Report, Host Transaction Summary Report, IVR Port Utilization Report. Packaged with User Interface for report selection by date/time range.	30 Days	USA	\$12,500.00	\$12,250.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1048	Medicare CAP Automated Batch Processing Package Automated Batch Processing Package for Medicare CAP Provider Inquiry Application. Includes utilities to automatically populate and rebuild Provider Number Grammars. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	IVR-G-1382	Nuance Recognizer - Tier 2 Nuance Recognizer - Tier 2 - speech recognition includes Boolean (Yes/No), Digits, Phone Number builtin grammars and limited to 2,500 words. Priced Per Port/Channel. <i>Standards based speech recognition that utilizes MRCP and the Nuance Speech Server application. Tier 2 does not support natural language. The grammar source files cannot exceed 2,500 words. Price does not include maintenance.</i>	30 Days	USA	\$1,100.00	\$1,078.00
132-33	IVR-G-1383	Nuance Recognizer - Tier 3 Nuance Recognizer - Tier 3 - speech recognition includes Boolean (Yes/No), Digits, Phone Number builtin grammars and unlimited words. Priced Per Port/Channel. <i>Standards based speech recognition that utilizes MRCP and the Nuance Speech Server application. Tier 3 supports natural language. The grammar source files do not have a word limit. Price does not include maintenance.</i>	30 Days	USA	\$1,600.00	\$1,568.00
132-33	IVR-G-1384	Nuance Recognizer - Tier 4 Nuance Recognizer - Tier 4 - speech recognition includes Boolean (Yes/No), Digits, Phone Number builtin grammars and unlimited words. The Tier 4 allows for open grammars. Priced Per Port/Channel. <i>Standards based speech recognition that utilizes MRCP and the Nuance Speech Server application. Tier 4 supports natural language. The grammar source files do not have a word limit. Open grammars accept unlimited input and allow for finite grammars that utilize the garbage rule. Price does not include maintenance.</i>	30 Days	USA	\$2,000.00	\$1,960.00
132-33	IVR-G-1392	Nuance Recognizer - Tier 2 - Additional Language Nuance Recognizer - Tier 2 - Additional Language. Priced Per Port/Channel.	30 Days	USA	\$220.00	\$215.60

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>The addition of any language counts for a 20% extra in license price. The number of additional language ports must equal the number of first language ports. Nuance only charges for two additional languages. Price does not include maintenance.</i>				
132-33	IVR-G-1393	Nuance Recognizer - Tier 3 - Additional Language Nuance Recognizer - Tier 3 - Additional Language. Priced Per Port/Channel. <i>The addition of any language counts for a 20% extra in license price. The number of additional language ports must equal the number of first language ports. Nuance only charges for two additional languages. Price does not include maintenance.</i>	30 Days	USA	\$320.00	\$313.60
132-33	IVR-G-1394	Nuance Recognizer - Tier 4 - Additional Language Nuance Recognizer - Tier 3 - Additional Language. Priced Per Port/Channel. <i>The addition of any language counts for a 20% extra in license price. The number of additional language ports must equal the number of first language ports. Nuance only charges for two additional languages. Price does not include maintenance.</i>	30 Days	USA	\$400.00	\$392.00
132-33	IVR-G-1440	Nuance Vocalizer Nuance Vocalizer text-to-speech product supporting a single voice. Priced Per Port/Channel. <i>MicroAutomation utilizes a 1 to 4 ratio as a base when quoting TTS for an IVR utilizes recorded prompts.</i>	30 Days	USA	\$850.00	\$833.00
132-33	IVR-G-1441	Nuance Vocalizer Additional Voice Nuance Vocalizer additional voice talent. Priced Per Port/Channel <i>Additional Voice configuration must equal base configuraiton number of ports/channels.</i>	30 Days	USA	\$170.00	\$166.60
132-33	IVR-G-1450	Nuance Basic Dialog Module (NDM) Nuance Dialog Module supporting Boolean (Y/N), Digits, Item List, Phone Number, Utterance Recording, Natural Number, Currency, Date, Time, Credit Card, Alphanumeric, Zip Code, Social Security, and Custom Context grammars. <i>A J2EE component that delivers packaged call flow in VoiceXML to accelerate the delivery of high performance and high quality speech applications, with logging and reporting.</i>	30 Days	USA	\$50.00	\$49.00
132-33	IVR-G-1600	Loquendo ASR (LASR) Base Engine + 1st Language - Tier 0 (per port)	30 Days	USA	\$150.00	\$147.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Loquendo ASR Tier 0 (grammars up to 50 words) for applications requiring direct API or MRCP access. Licensed per port. <i>The maximum aggregate number of words in all Tier 0 grammars is 50 words. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1601	Loquendo ASR (LASR) Tier 0 Cold Standby Backup (per port) Cold Standby license for Loquendo ASR Tier 0 (grammars up to 50 words) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$37.50	\$36.75
132-33	IVR-G-1602	Loquendo ASR (LASR) Tier 0 High Availability Backup (per port) Hot Standby license for Loquendo ASR Tier 0 (grammars up to 50 words) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$75.00	\$73.50
132-33	IVR-G-1605	Loquendo ASR (LASR) Tier 0 Additional Language (per port) Additional language license for Loquendo ASR Tier 0 (grammars up to 50 words) for applications requiring direct API or MRCP access. The number of additional language ports must number of primary language ports. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$30.00	\$29.40
132-33	IVR-G-1606	Loquendo ASR (LASR) Tier 0 Additional Language Cold Standby Backup (per port) Cold Standby license for additional language support for Loquendo ASR Tier 0 (grammars up to 50 words) for applications requiring direct API or MRCP access. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$7.50	\$7.35
132-33	IVR-G-1607	Loquendo ASR (LASR) Tier 0 Additional Language High Availability Backup (per port) Hot Standby license for additional language support for Loquendo ASR Tier 0 (grammars up to 50 words) for applications requiring direct API or MRCP access. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$15.00	\$14.70
132-33	IVR-G-1610	Loquendo ASR (LASR) Base Engine + 1st Language - Tier 1 (per port) Loquendo ASR Tier 1 (grammars up to 250 words) for applications requiring direct API or MRCP access. Licensed per port.	30 Days	USA	\$400.00	\$392.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1611	Loquendo ASR (LASR) Tier 1 Cold Standby Backup (per port) Cold Standby license for Loquendo ASR Tier 1 (grammars up to 250 words) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$100.00	\$98.00
132-33	IVR-G-1612	Loquendo ASR (LASR) Tier 1 High Availability Backup (per port) Hot Standby license for Loquendo ASR Tier 1 (grammars up to 250 words) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$200.00	\$196.00
132-33	IVR-G-1615	Loquendo ASR (LASR) Tier 1 Additional Language (per port) Additional language license for Loquendo ASR Tier 1 (grammars up to 250 words) for applications requiring direct API or MRCP access. The number of additional language ports must number of primary language ports. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$80.00	\$78.40
132-33	IVR-G-1616	Loquendo ASR (LASR) Tier 1 Additional Language Cold Standby Backup (per port) Cold Standby license for additional language support for Loquendo ASR Tier 1 (grammars up to 250 words) for applications requiring direct API or MRCP access <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$20.00	\$19.60
132-33	IVR-G-1617	Loquendo ASR (LASR) Tier 1 Additional Language High Availability Backup (per port) Hot Standby license for additional language support for Loquendo ASR Tier 1 (grammars up to 250 words) for applications requiring direct API or MRCP access <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$40.00	\$39.20
132-33	IVR-G-1620	Loquendo ASR (LASR) Base Engine + 1st Language - Tier 2 (per port) Loquendo ASR Tier 2 (All built-in grammars up to 2500 words) for applications requiring direct API or MRCP access. Licensed per port. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$600.00	\$588.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	IVR-G-1621	Loquendo ASR (LASR) Tier 2 Cold Standby Backup (per port) Cold Standby license for Loquendo ASR Tier 2 (grammars up to 1000 words) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$150.00	\$147.00
132-33	IVR-G-1622	Loquendo ASR (LASR) Tier 2 High Availability Backup (per port) Hot Standby license for Loquendo ASR Tier 2 (All built-in grammars up to 2500 words) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$300.00	\$294.00
132-33	IVR-G-1625	Loquendo ASR (LASR) Tier 2 Additional Language (per port) Additional language license for Loquendo ASR Tier 2 (All built-in grammars up to 2500 words) for applications requiring direct API or MRCP access. The number of additional language ports must number of primary language ports. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$120.00	\$117.60
132-33	IVR-G-1626	Loquendo ASR (LASR) Tier 2 Additional Language Cold Standby Backup (per port) Cold Standby license for additional language support for Loquendo ASR Tier 2 (All built-in grammars up to 2500 words) for applications requiring direct API or MRCP access. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$30.00	\$29.40
132-33	IVR-G-1627	Loquendo ASR (LASR) Tier 2 Additional Language High Availability Backup (per port) Hot Standby license for additional language support for Loquendo ASR Tier 2 (grammars up to 1000 words) for applications requiring direct API or MRCP access. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$60.00	\$58.80
132-33	IVR-G-1630	Loquendo ASR (LASR) Base Engine + 1st Language - Tier 3 (per port) Loquendo ASR Tier 3 (Closed grammars only, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. Licensed per port. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$800.00	\$784.00
132-33	IVR-G-1631	Loquendo ASR (LASR) Tier 3 Cold Standby Backup (per port)	30 Days	USA	\$200.00	\$196.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Cold Standby license for Loquendo ASR Tier 3 (grammars with no word limit) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1632	Loquendo ASR (LASR) Tier 3 High Availability Backup (per port) Hot Standby license for Loquendo ASR Tier 3 Tier 3 (Closed grammars only, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. Licensed per port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$400.00	\$392.00
132-33	IVR-G-1635	Loquendo ASR (LASR) Tier 3 Additional Language (per port) Additional language license for Loquendo ASR Tier 3 (Closed grammars only, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. The number of additional language ports must number of primary language ports. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$160.00	\$156.80
132-33	IVR-G-1636	Loquendo ASR (LASR) Tier 3 Additional Language Cold Standby Backup (per port) Cold Standby license for additional language support for Loquendo ASR Tier 3 (Closed grammars only, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$40.00	\$39.20
132-33	IVR-G-1637	Loquendo ASR (LASR) Tier 3 Additional Language High Availability Backup (per port) Hot Standby license for additional language support for Loquendo ASR Tier 3 (grammars with no word limit) for applications requiring direct API or MRCP access. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$80.00	\$78.40
132-33	IVR-G-1640	Loquendo ASR (LASR) Base Engine + 1st Language - Tier 4 (per port) Loquendo ASR Tier 4 (Open grammars, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. Licensed per port. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$1,200.00	\$1,176.00
132-33	IVR-G-1641	Loquendo ASR (LASR) Tier 4 Cold Standby Backup (per port)	30 Days	USA	\$300.00	\$294.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Cold Standby license for Loquendo ASR Tier 4 (grammars up to 4096 words and with Statistical Language Model) for applications requiring direct API or MRCP access. Licensed per port.</p> <p><i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i></p>				
132-33	IVR-G-1642	<p>Loquendo ASR (LASR) Tier 4 High Availability Backup (per port)</p> <p>Hot Standby license for Loquendo ASR Tier 4 (Open grammars, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. Licensed per port.</p> <p><i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i></p>	30 Days	USA	\$600.00	\$588.00
132-33	IVR-G-1645	<p>Loquendo ASR (LASR) Tier 4 Additional Language (per port)</p> <p>Additional language license for Loquendo ASR Tier 4 (Open grammars, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access. The number of additional language ports must number of primary language ports.</p> <p><i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i></p>	30 Days	USA	\$240.00	\$235.20
132-33	IVR-G-1646	<p>Loquendo ASR (LASR) Tier 4 Additional Language Cold Standby Backup (per port)</p> <p>Cold Standby license for additional language support for Loquendo ASR Tier 4 (Open grammars, unlimited words, excluding Premium Languages) for applications requiring direct API or MRCP access</p> <p><i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i></p>	30 Days	USA	\$60.00	\$58.80
132-33	IVR-G-1647	<p>Loquendo ASR (LASR) Tier 4 Additional Language High Availability Backup (per port)</p> <p>Hot Standby license for additional language support for Loquendo ASR Tier 4 (grammars up to 4096 words and with Statistical Language Model) for applications requiring direct API or MRCP access</p> <p><i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i></p>	30 Days	USA	\$120.00	\$117.60
132-33	IVR-G-1660	<p>Loquendo TTS (LTTS) Engine + One Standard Voice (per port)</p> <p>Loquendo TTS (LTTS) Engine + One Standard Voice. Licensed by port.</p> <p><i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i></p>	30 Days	USA	\$700.00	\$686.00
132-33	IVR-G-1661	<p>Loquendo TTS (LTTS) Engine + One Standard Voice Cold Standby Backup (per port)</p>	30 Days	USA	\$175.00	\$171.50

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Cold Standby license for Loquendo TTS (LTTS) Engine + One Standard Voice. Licensed by port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>				
132-33	IVR-G-1662	Loquendo TTS (LTTS) Engine + One Standard Voice High Availability Backup (per port) Hot Standby license for Loquendo TTS (LTTS) Engine + One Standard Voice. Licensed by port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$350.00	\$343.00
132-33	IVR-G-1665	Loquendo TTS (LTTS) Additional Standard Voice (per port) Additional Standard Voice license of Loquendo TTS (LTTS). Licensed by port. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$140.00	\$137.20
132-33	IVR-G-1666	Loquendo TTS (LTTS) Additional Standard Voice Cold Standby Backup (per port) Cold Standby license for additional Standard Voice of Loquendo TTS (LTTS). Licensed by port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$35.00	\$34.30
132-33	IVR-G-1667	Loquendo TTS (LTTS) Additional Standard Voice High Availability Backup (per port) Hot Standby license for additional Standard Voice of Loquendo TTS (LTTS). Licensed by port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$70.00	\$68.60
132-33	IVR-G-1670	Loquendo TTS (LTTS) Engine + One Premium Voice (per port) Loquendo TTS (LTTS) Engine + One Premium Voice. Licensed by port. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$800.00	\$784.00
132-33	IVR-G-1671	Loquendo TTS (LTTS) Engine + One Premium Voice Cold Standby Backup (per port) Cold Standby license for Loquendo TTS (LTTS) Engine + One Premium Voice. Licensed by port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$200.00	\$196.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	IVR-G-1672	Loquendo TTS (LTTS) Engine + One Premium Voice High Availability Backup (per port) Hot Standby license for Loquendo TTS (LTTS) Engine + One Premium Voice. Licensed by port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$400.00	\$392.00
132-33	IVR-G-1675	Loquendo TTS (LTTS) Additional Premium Voice (per port) Additional Premium Voice license of Loquendo TTS (LTTS). Licensed by port. <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$160.00	\$156.80
132-33	IVR-G-1676	Loquendo TTS (LTTS) Additional Premium Voice Cold Standby Backup (per port) Cold Standby license for additional Premium Voice of Loquendo TTS (LTTS). Licensed by port. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$40.00	\$39.20
132-33	IVR-G-1677	Loquendo TTS (LTTS) Additional Premium Voice High Availability Backup (per port) Hot Standby license for additional Premium Voice of Loquendo TTS (LTTS). Licensed by port. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$80.00	\$78.40
132-33	IVR-G-1680	Loquendo Speaker Verification API Tier 2 Real time Loquendo Speaker Verification API Tier 2 <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$84.00	\$82.32
132-33	IVR-G-1682	Loquendo Speaker Verification API Tier 2 High Availability Backup Hot Standby license for Real time Loquendo Speaker Verification API Tier 2 <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$42.00	\$41.16
132-33	IVR-G-1685	Loquendo Speaker Verification API Tier 3 Real time Loquendo Speaker Verification API Tier 3 <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$112.00	\$109.76

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	IVR-G-1687	Loquendo Speaker Verification API Tier 3 High Availability Backup Hot Standby license for Real time Loquendo Speaker Verification API Tier 3 <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$56.00	\$54.88
132-33	IVR-G-1690	Loquendo Speaker Verification API Tier 4 Real time Loquendo Speaker Verification API Tier 4 <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$112.00	\$109.76
132-33	IVR-G-1692	Loquendo Speaker Verification API Tier 4 High Availability Backup Hot Standby license for Real time Loquendo Speaker Verification API Tier 4 <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$56.00	\$54.88
132-33	IVR-G-1695	Loquendo Speaker Verification API Tier 5 Real time Loquendo Speaker Verification API Tier 5 <i>The maximum aggregate number of words in all Tier 1 grammars is 250 words. Requires 1 license per IVR port.</i>	30 Days	USA	\$180.00	\$176.40
132-33	IVR-G-1697	Loquendo Speaker Verification API Tier 5 High Availability Backup Hot Standby license for Real time Loquendo Speaker Verification API Tier 5 <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$90.00	\$88.20
132-33	IVR-G-3010	VoxNauta (per port) - DTMF Only VoxNauta per port license with DTMF Only support. <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$500.00	\$490.00
132-33	IVR-G-3011	VoxNauta Cold Backup (per port) - DTMF Only Cold Standby VoxNauta per port license with DTMF Only support. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$125.00	\$122.50
132-33	IVR-G-3012	VoxNauta High Availability Backup (per port) - DTMF Only Hot Standby VoxNauta per port license with DTMF Only support. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$250.00	\$245.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	IVR-G-3020	VoxNauta (per port) - TTS Only VoxNauta per port license with American Language TTS license. <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$300.00	\$294.00
132-33	IVR-G-3021	VoxNauta Cold Backup (per port) - TTS Only Cold Standby VoxNauta per port license with American Language TTS license. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$75.00	\$73.50
132-33	IVR-G-3022	VoxNauta High Availability Backup (per port) - TTS Only Hot Standby VoxNauta per port license with American Language TTS license. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$150.00	\$147.00
132-33	IVR-G-3030	VoxNauta (per port) - ASR Only VoxNauta per port license with American Language ASR license <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$300.00	\$294.00
132-33	IVR-G-3031	VoxNauta Cold Backup (per port) - ASR Only Cold Standby VoxNauta per port license with American Language ASR license. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$75.00	\$73.50
132-33	IVR-G-3032	VoxNauta High Availability Backup (per port) - ASR Only Hot Standby VoxNauta per port license with American Language ASR license. <i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$150.00	\$147.00
132-33	IVR-G-3035	VoxNauta (per port) - ASR and TTS VoxNauta per port license with American Language ASR and TTS licenses. <i>Requires 1 license per IVR port.</i>	30 Days	USA	\$300.00	\$294.00
132-33	IVR-G-3036	VoxNauta Cold Backup (per port) - ASR and TTS Cold Standby VoxNauta per port license with American Language ASR and TTS licenses. <i>Priced at 75% discount off of list price. Requires 1 license per IVR port.</i>	30 Days	USA	\$75.00	\$73.50
132-33	IVR-G-3037	VoxNauta High Availability Backup (per port) - ASR and TTS Hot Standby VoxNauta per port license with American Language ASR and TTS licenses.	30 Days	USA	\$150.00	\$147.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Priced at 50% discount off of list price. Requires 1 license per IVR port.</i>				
132-33	VOX-G-1100	Voxeo Prophecy Voice Hosting - One Time Setup and Configuration Fee Voxeo Prophecy Voice Hosting - One Time Setup and Configuration Fee	30 Days	USA	\$2,500.00	\$2,450.00
132-33	VOX-G-1200	Voxeo Installation Services - on site, per day (excludes Travel per diem) Voxeo Installation Services - on site, per day (excludes Travel per diem)	30 Days	USA	\$2,500.00	
132-33	VOX-G-2110	Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month	30 Days	USA	\$500.00	\$490.00
132-33	VOX-G-2120	Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month - Additional Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month - Additional Minute Charge	30 Days	USA	\$0.09	\$0.09
132-33	VOX-G-2130	Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month - VO on Demand Surcharge Voxeo Prophecy Voice Hosting - Monthly Minimum for 5,556 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.03	\$0.03
132-33	VOX-G-2210	Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month	30 Days	USA	\$1,000.00	\$980.00
132-33	VOX-G-2220	Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month - Additional Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month - Additional Minute Charge	30 Days	USA	\$0.08	\$0.08
132-33	VOX-G-2230	Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month - VO on Demand Surcharge Voxeo Prophecy Voice Hosting - Monthly Minimum for 12,500 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.03	\$0.03
132-33	VOX-G-2310	Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month	30 Days	USA	\$2,500.00	\$2,450.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	VOX-G-2320	Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month - Additional Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month - Additional Minute Charge	30 Days	USA	\$0.07	\$0.07
132-33	VOX-G-2330	Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month - VO on Demand Surcharge Voxeo Prophecy Voice Hosting - Monthly Minimum for 35,714 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.03	\$0.03
132-33	VOX-G-2410	Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month	30 Days	USA	\$5,000.00	\$4,900.00
132-33	VOX-G-2420	Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month - Additional Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month - Additional Minute Charge	30 Days	USA	\$0.06	\$0.06
132-33	VOX-G-2430	Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month - VO on Demand Surcharge Voxeo Prophecy Voice Hosting - Monthly Minimum for 83,333 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.02	\$0.02
132-33	VOX-G-2510	Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month	30 Days	USA	\$10,000.00	\$9,800.00
132-33	VOX-G-2520	Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month - Additional Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month - Additional Minute Charge	30 Days	USA	\$0.05	\$0.05
132-33	VOX-G-2530	Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month - VO on Demand Surcharge Voxeo Prophecy Voice Hosting - Monthly Minimum for 200,000 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.02	\$0.02



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	VOX-G-2610	Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month	30 Days	USA	\$25,000.00	\$24,500.00
132-33	VOX-G-2620	Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month - Additional Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month - Additional Minute Charge	30 Days	USA	\$0.05	\$0.04
132-33	VOX-G-2630	Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month - VO on Demand Surcharge Voxeo Prophecy Voice Hosting - Monthly Minimum for 555,556 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.01	\$0.01
132-33	VOX-G-2710	Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month	30 Days	USA	\$50,000.00	\$49,000.00
132-33	VOX-G-2720	Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month - Addtnl Minute Charge Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month - Additional Minute Charge	30 Days	USA	\$0.04	\$0.04
132-33	VOX-G-2730	Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month - VoiceObjects on Demand Voxeo Prophecy Voice Hosting - Monthly Minimum for 1,250,000 minutes/month - VoiceObjects on Demand Surcharge	30 Days	USA	\$0.01	\$0.01
132-33	VOX-G-3100	Voxeo Prophecy Voice Hosting - Per Minute Transport Surcharge for Inbound and Outbound Calls Voxeo Prophecy Voice Hosting - Per Minute Transport Surcharge for Inbound and Outbound Calls	30 Days	USA	\$0.02	\$0.02
132-33	VOX-G-3200	Voxeo Prophecy Voice Hosting - Per Minute Surcharge for Calls Made From Payphones Voxeo Prophecy Voice Hosting - Per Minute Surcharge for Calls Made From Payphones	30 Days	USA	\$0.62	\$0.61
132-33	VOX-G-4100	Voxeo Prophecy Voice Hosting - One-time Set Up Fee for International Calling Voxeo Prophecy Voice Hosting - One-time Set Up Fee for International Calling	30 Days	USA	\$775.00	\$759.50

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	VOX-G-4210	Voxeo Prophecy Voice Hosting - Additional Telephone Number Setup Fee - One is included with Initial Voxeo Prophecy Voice Hosting - Additional Telephone Number Setup Fee - One is included with Initial Setup fee - each, up to maximum of 4 times individual fee	30 Days	USA	\$250.00	\$245.00
132-33	VOX-G-4220	Voxeo Prophecy Voice Hosting - Additional DID/Toll Free 877/866 - One-time Setup Fee per Number Voxeo Prophecy Voice Hosting - Additional DID/Toll Free 877/866 - One-time Setup Fee per Number	30 Days	USA	\$25.00	\$24.50
132-33	VOX-G-4225	Voxeo Prophecy Voice Hosting - Additional DID/Toll Free 877/866 - Annual Fee Voxeo Prophecy Voice Hosting - Additional DID/Toll Free 877/866 - Annual Fee	30 Days	USA	\$25.00	\$24.50
132-33	VOX-G-4230	Voxeo Prophecy Voice Hosting - Toll Free Vanity and 800 - One-time Setup Fee per Number Voxeo Prophecy Voice Hosting - Toll Free Vanity and 800 - One-time Setup Fee per Number	30 Days	USA	\$50.00	\$49.00
132-33	VOX-G-4235	Voxeo Prophecy Voice Hosting - Toll Free Vanity and 800 - Annual Fee Voxeo Prophecy Voice Hosting - Toll Free Vanity and 800 - Annual Fee	30 Days	USA	\$25.00	\$24.50
132-33	VOX-G-4240	Voxeo Prophecy Voice Hosting - International Toll Free Number - One-time Setup Fee per Number Voxeo Prophecy Voice Hosting - International Toll Free Number - One-time Setup Fee per Number	30 Days	USA	\$75.00	\$73.50
132-33	VOX-G-4245	Voxeo Prophecy Voice Hosting - International Toll Free Number - Monthly Fee Voxeo Prophecy Voice Hosting - International Toll Free Number - Monthly Fee	30 Days	USA	\$100.00	\$98.00
132-33	VOX-G-4250	Voxeo Prophecy Voice Hosting - International DID Number - One-time Setup Fee per Number Voxeo Prophecy Voice Hosting - International Direct Inward Dial (DID) Number - One-time Setup Fee per Number	30 Days	USA	\$200.00	\$196.00
132-33	VOX-G-4255	Voxeo Prophecy Voice Hosting - International DID Number - Annual Fee	30 Days	USA	\$50.00	\$49.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		Voxeo Prophecy Voice Hosting - International Direct Inward Dial (DID) Number - Annual Fee				
132-33	VOX-G-5110	Voxeo Prophecy Voice Hosting - Transfer RESPORG to Voxeo From Another Carrier - One-time Setup Fee	30 Days	USA	\$25.00	\$24.50
		Voxeo Prophecy Voice Hosting - Transfer RESPORG to Voxeo From Another Carrier - One-time Setup Fee per Number				
132-33	VOX-G-5115	Voxeo Prophecy Voice Hosting - Transfer RESPORG to Voxeo From Another Carrier - Annual Fee	30 Days	USA	\$25.00	\$24.50
		Voxeo Prophecy Voice Hosting - Transfer RESPORG to Voxeo From Another Carrier - Annual Fee				
132-33	VOX-G-5211	Voxeo Prophecy Voice Hosting - Call Recording Surcharge per Minute	30 Days	USA	\$0.01	\$0.01
		Voxeo Prophecy Voice Hosting - Call Recording Surcharge per Minute				
132-33	VOX-G-5221	Voxeo Prophecy Voice Hosting - Conferencing Surcharge per Minute	30 Days	USA	\$0.01	\$0.01
		Voxeo Prophecy Voice Hosting - Conferencing Surcharge per Minute				
132-33	VOX-G-5231	Voxeo Prophecy Voice Hosting - Voxeo Premium ASR Surcharge per Minute	30 Days	USA	\$0.01	\$0.00
		Voxeo Prophecy Voice Hosting - Voxeo Premium ASR Surcharge per Minute				
132-33	VOX-G-5241	Voxeo Prophecy Voice Hosting - Voxeo Premium TTS Surcharge per Minute	30 Days	USA	\$0.01	\$0.00
		Voxeo Prophecy Voice Hosting - Voxeo Premium TTS Surcharge per Minute				
132-33	VOX-G-5251	Voxeo Prophecy Voice Hosting - Nuance ASR/TTS Surcharge per Minute	30 Days	USA	\$0.02	\$0.02
		Voxeo Prophecy Voice Hosting - Nuance ASR/TTS Surcharge per Minute				
132-33	VOX-G-5313	Voxeo Prophecy Voice Hosting - Secure Socket Layer (SSL) Transaction Services - Monthly Fee	30 Days	USA	\$250.00	\$245.00
		Voxeo Prophecy Voice Hosting - Secure Socket Layer (SSL) Transaction Services - Monthly Fee				
132-33	VOX-G-5320	Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - One-time Setup	30 Days	USA	\$250.00	\$245.00
		Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - One-time Setup Fee				

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	VOX-G-5323	Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - Monthly Fee - Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - Monthly Fee - Minimum 12-Month Term	30 Days	USA	\$2,000.00	\$1,960.00
132-33	VOX-G-5329	Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - Change Request Voxeo Prophecy Voice Hosting - Secure Access Virtual Private Network (VPN) Services - Change Requests, Hourly - 30-minute increment	30 Days	USA	\$150.00	\$147.00
132-33	VOX-G-6100	Voxeo Managed Server - Standard Configuration, Monthly Fee per Unit w/HW/SW enhancements Voxeo Managed Server - Standard Configuration, Monthly Fee per Unit -- Includes: 6GB RAM DDR3 (upgradeable to 96GB), Intel Quad-Core L5520 2.26GHz Processor (can add a second CPU), 2x300GB drive RAID 1, Windows 2003 or Window 2008 or Centos 5.2	30 Days	USA	\$675.00	\$661.50
132-33	VOX-G-6110	Voxeo Managed Server - Standard Configuration, One-time Setup Fee per Unit Voxeo Managed Server - Standard Configuration, One-time Setup Fee per Unit	30 Days	USA	\$375.00	\$367.50
132-33	VOX-G-6113	Voxeo Managed Server - Standard Configuration, Monthly Fee per Unit Voxeo Managed Server - Standard Configuration, Monthly Fee per Unit	30 Days	USA	\$675.00	\$661.50
132-33	VOX-G-6210	Voxeo Managed Server - Standard Configuration Expansion - Additional 4GB RAM, One-time Setup Fee Voxeo Managed Server - Standard Configuration Expansion - Additional 4GB RAM, One-time Setup Fee per Unit	30 Days	USA	\$375.00	\$367.50
132-33	VOX-G-6220	Voxeo Managed Server - Standard Configuration Expansion - Additional CPU (up to 2 per server) Voxeo Managed Server - Standard Configuration Expansion - Additional CPU (up to 2 per server), One-time Setup Fee per Unit	30 Days	USA	\$375.00	\$367.50
132-33	VOX-G-6230	Voxeo Managed Server - Standard Configuration Expansion - eSAS Chassis - One-time Setup Fee per Unit Voxeo Managed Server - Standard Configuration Expansion - eSAS Chassis (platform to hold up to 16 disk drives), One-time Setup Fee per Unit	30 Days	USA	\$375.00	\$367.50

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	VOX-G-6240	Voxeo Managed Server - Standard Configuration Expansion - eSAS Chassis - Monthly Fee per Unit Voxeo Managed Server - Standard Configuration Expansion - eSAS Chassis (platform to hold up to 16 disk drives), Monthly Fee per Unit	30 Days	USA	\$375.00	\$367.50
132-33	VOX-G-6250	Voxeo Managed Server - Standard Configuration Expansion - 300GB Disk Drive - 10k RPM, One-time Setup Voxeo Managed Server - Standard Configuration Expansion - 300GB Disk Drive - 10k RPM, One-time Setup Fee per Unit	30 Days	USA	\$375.00	\$367.50
132-33	VOX-G-6310	Voxeo Co-located Server Equipment - Voxeo Standard Configuration Server (1U height) - purchase price Voxeo Co-located Server Equipment - Voxeo Standard Configuration Server (1U height) - purchase price	30 Days	USA	\$3,395.00	\$3,327.10
132-33	VOX-G-6320	Voxeo Co-located Server Equipment - eSAS Server (3U height) - purchase price Voxeo Co-located Server Equipment - eSAS Server (3U height) - purchase price	30 Days	USA	\$2,695.00	\$2,641.10
132-33	VOX-G-6330	Voxeo Co-located Server Service Fees - Voxeo Standard Configuration Server - One-time Setup Fee Voxeo Co-located Server Service Fees - Voxeo Standard Configuration Server - One-time Setup Fee per Unit	30 Days	USA	\$400.00	\$392.00
132-33	VOX-G-6333	Voxeo Co-located Server Service Fees - Voxeo Standard Configuration Server - Monthly Co-location Fee Voxeo Co-located Server Service Fees - Voxeo Standard Configuration Server - Monthly Co-location Fee (per U of Rack Space)	30 Days	USA	\$350.00	\$343.00
132-33	VOX-G-6340	Voxeo Co-located Server Service Fees - eSAS Server - One-time Setup Fee per Unit Voxeo Co-located Server Service Fees - eSAS Server - One-time Setup Fee per Unit	30 Days	USA	\$400.00	\$392.00
132-33	VOX-G-6343	Voxeo Co-located Server Service Fees - eSAS Server - Monthly Co-location Fee (for 3 U of Rack Space) Voxeo Co-located Server Service Fees - eSAS Server - Monthly Co-location Fee (for 3 U of Rack Space)	30 Days	USA	\$750.00	\$735.00

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	VOX-G-7110	Voxeo Prophecy Software License - Developer Edition - 4 Port Voxeo Prophecy Software License - Developer Edition - 4 Port	30 Days	USA	\$749.00	\$734.02
132-33	VOX-G-7110	Voxeo Prophecy Software License - Production Licenses - 1 to 500 Ports - each Voxeo Prophecy Software License - Production Licenses - 1 to 500 Ports - each <i>Voxeo VAR Premise pricing for the first 500 ports/sessions.</i>	30 Days	USA	\$1,119.00	\$1,096.62
132-33	VOX-G-7120	Voxeo Prophecy Software License - Production Licenses - 501 to 2,000 Ports - each Voxeo Prophecy Software License - Production Licenses - 501 to 2,000 Ports - each <i>Voxeo VAR Premise pricing for ports/sessions between 501 and 2000.</i>	30 Days	USA	\$1,009.00	\$988.82
132-33	VOX-G-7120	Voxeo Prophecy Software License - Developer Edition - CallXML only Voxeo Prophecy Software License - Developer Edition - CallXML only	30 Days	USA	\$399.00	\$391.02
132-33	VOX-G-7130	Voxeo Prophecy Software License - Production Licenses - 2,001 + Ports - each Voxeo Prophecy Software License - Production Licenses - 2,001 + Ports - each <i>Voxeo VAR Premise pricing for over 2000 ports/sessions.</i>	30 Days	USA	\$839.00	\$822.22
132-33	VOX-G-7210	Voxeo Prophecy Software License - CallXML only - 1 to 500 Ports - each Voxeo Prophecy Software License - CallXML only - 1 to 500 Ports - each <i>Voxeo VAR Premise pricing for the first 500 ports/sessions.</i>	30 Days	USA	\$809.00	\$792.82
132-33	VOX-G-7210	Voxeo Prophecy Software License - CallXML only - 501 to 2,000 Ports - each Voxeo Prophecy Software License - CallXML only - 501 to 2,000 Ports - each <i>Voxeo VAR Premise pricing for ports/sessions between 501 and 2000.</i>	30 Days	USA	\$719.00	\$704.62
132-33	VOX-G-7210	Voxeo Prophecy Software License - CallXML only - 2,001 + Ports - each Voxeo Prophecy Software License - CallXML only - 2,001 + Ports - each <i>Voxeo VAR Premise pricing for over 2000 ports/sessions.</i>	30 Days	USA	\$599.00	\$587.02
132-33	VOX-G-8110	Voxeo Voice Objects Pro Software License - Developer Edition 4-Port Voxeo Voice Objects Pro Software License - Developer Edition 4-Port	30 Days	USA	\$619.00	\$606.62

<b>SIN</b>	<b>Item Number</b>	<b>Product</b>	<b>Warranty</b>	<b>Product Point</b>	<b>List Price</b>	<b>GSA Price</b>
132-33	VOX-G-8210	Voxeo Voice Objects Pro Software License - Production Licenses - 1 to 500 Ports - each Voxeo Voice Objects Pro Software License - Production Licenses (price per concurrent port/session) - 1 to 500 Ports - each <i>Voxeo VAR Premise pricing for the first 500 ports/sessions.</i>	30 Days	USA	\$1,239.00	\$1,214.22
132-33	VOX-G-8220	Voxeo Voice Objects Pro Software License - Production Licenses - 501 to 2,000 Ports - each Voxeo Voice Objects Pro Software License - Production Licenses (price per concurrent port/session) - 501 to 2,000 Ports - each <i>Voxeo VAR Premise pricing for ports/sessions between 501 and 2000.</i>	30 Days	USA	\$1,119.00	\$1,096.62
132-33	VOX-G-8230	Voxeo Voice Objects Pro Software License - Production Licenses - 2,000 + Ports - each Voxeo Voice Objects Pro Software License - Production Licenses (price per concurrent port/session) - 2,000 + Ports - each <i>Voxeo VAR Premise pricing for over 2000 ports/sessions.</i>	30 Days	USA	\$929.00	\$910.42
132-33	VOX-G-9110	Voxeo Prophecy Pro Software License - Developer Edition 4-Port Voxeo Prophecy Pro Software License - Developer Edition 4-Port	30 Days	USA	\$769.00	\$753.62
132-33	VOX-G-9210	Voxeo Prophecy Pro Software License - Production Licenses - 1 to 500 Ports - each Voxeo Prophecy Pro Software License - Production Licenses (price per concurrent port/session) - 1 to 500 Ports - each <i>Voxeo VAR Premise pricing for the first 500 ports/sessions.</i>	30 Days	USA	\$1,549.00	\$1,518.02
132-33	VOX-G-9220	Voxeo Prophecy Pro Software License - Production Licenses - 501 to 2,000 Ports - each Voxeo Prophecy Pro Software License - Production Licenses (price per concurrent port/session) - 501 to 2,000 Ports - each <i>Voxeo VAR Premise pricing for ports/sessions between 501 and 2000.</i>	30 Days	USA	\$1,389.00	\$1,361.22
132-33	VOX-G-9230	Voxeo Prophecy Pro Software License - Production Licenses - 2,000 + Ports - each Voxeo Prophecy Pro Software License - Production Licenses (price per concurrent port/session) - 2,000 + Ports - each	30 Days	USA	\$1,159.00	\$1,135.82

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
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*Voxeo VAR Premise pricing for over 2000 ports/sessions.*





SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>MicroAutomation CTI</b>						
132-33	CTI-G-1010	MicroForce Base Program (CT) - WIN MicroForce Base Program for Edify/NT or DirectTalk for Windows -Syntellect CT Connect version <i>Allows Edify/DirectTalk for Windows to interface directly with CT Connect</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CTI-G-1012	MicroForce Base Program (CP) - WIN MicroForce Base Program for Edify/NT or DirectTalk for Windows - CallPath Version <i>Allows Edify/DirectTalk for Windows to interface directly with CallPath</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CTI-G-1014	MicroForce Base Program (CP) - OS2 MicroForce Base Program for Edify OS2 or DirectTalk/2 - CallPath Version <i>Allows Edify/DirectTalk for OS2 to interface directly with CallPath</i>	30 Days	USA	\$1,500.00	\$1,470.00
132-33	CTI-G-1018	MicroForce Port License MicroForce per port License	30 Days	USA	\$100.00	\$98.00
132-33	CTI-G-1040	MicroMessenger Base Program MicroMessenger Outbound Dialer Base Program <i>Requires IVR platform with outbound dialing capabilities such as Voxeo, Syntellect, Voice Genie.</i>	30 Days	USA	\$35,000.00	\$28,000.00
132-33	CTI-G-1041	MicroMessenger Interactive Scheduling & Appointments Module MicroMessenger Interactive Scheduling and Appointments Outbound Dialer Module. Requires MicroMessenger Outbound Dialer Base Program and customization. <i>Requires MicroMessenger Outbound Dialer Base System on a IVR platform capable of performing outbound dialing with Call Progress Analysis.</i>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CTI-G-1042	MicroMessenger Interactive Account Management Module MicroMessenger Interactive Account Management Outbound Dialer Module. Requires MicroMessenger Outbound Dialer Base Program and customization. <i>Requires MicroMessenger Outbound Dialer Base System on a IVR platform capable of performing outbound dialing with Call Progress Analysis.</i>	30 Days	USA	\$10,000.00	\$9,800.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-33	CTI-G-1043	<p>MicroMessenger Event-Based Notification Module</p> <p>MicroMessenger Event-Based Notification Outbound Dialer Module. Requires MicroMessenger Outbound Dialer Base Program and customization.</p> <p><i>Requires MicroMessenger Outbound Dialer Base System on a IVR platform capable of performing outbound dialing with Call Progress Analysis.</i></p>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CTI-G-1044	<p>MicroMessenger Interactive Survey Module</p> <p>MicroMessenger Interactive Survey Outbound Dialer Module. Requires MicroMessenger Outbound Dialer Base Program and customization.</p> <p><i>Requires MicroMessenger Outbound Dialer Base System on a IVR platform capable of performing outbound dialing with Call Progress Analysis.</i></p>	30 Days	USA	\$10,000.00	\$9,800.00
132-33	CTI-G-1050	<p>MicroRoute (CP)</p> <p>Call Routing application for Genesys CallPath</p> <p><i>Direct interface to Genesys CallPath. Requires access to Relational Database Management System (RDBMS) such as SQL Server, Oracle, or DB2.</i></p>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CTI-G-1052	<p>MicroRoute (CT)</p> <p>Call Routing application for use with Syntellect CT Connect</p> <p><i>Direct interface to Syntellect CT Connect. Requires access to Relational Database Management System (RDBMS) such as SQL Server, Oracle, or DB2.</i></p>	30 Days	USA	\$5,000.00	\$4,900.00
132-33	CTI-G-1100	<p>XWhisper Server</p> <p>Software application that interfaces with Openscape Xpert systems and Openscape Voice to activate and deactivate Whisper functionality on the OSV switch.</p> <p><i>Requires Server environment to operate. Requires CSTA 3 XML enabled on the Openscape Voice System with CTI resource licenses for all lines and hunt groups monitored by the application.</i></p>	30 Days	USA	\$10,500.00	
132-33	CTI-G-1102	<p>XWhisper User License</p> <p>User license for XWhisper application. One license required per Openscape Xpert client.</p> <p><i>One user license required for each Openscape Xpert client.</i></p>	30 Days	USA	\$140.00	
132-33	CTI-G-1150	<p>Xpert Import Utility</p> <p>Active Directory Import Utility for Xpert System Manager</p>	30 Days	USA	\$5,600.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<i>Imports 4 fields from an LDAP Server to Openscape Xpert System Manager.</i>				
132-33	CTI-G-1200	XRadio Server Software application that interfaces with Openscape Xpert clients and radio systems to allow the Xpert client to sieze, control, and display radio activity. <i>Requires radio interface module for communication to radio system.</i>	30 Days	USA	\$17,500.00	
132-33	CTI-G-1202	XRadio User License User license for XRadio application. One license required per Openscape Xpert client. <i>One user license required for each Openscape Xpert client system.</i>	30 Days	USA	\$350.00	
132-33	CTI-G-1210	Flex V Radio Interface for XRadio Server Software interface module for the Flex V radio system. <i>Requires interface to Flex V units via TCP/IP. Flex V units must be equipped with third party communication library.</i>	30 Days	USA	\$7,000.00	
132-33	CTI-G-9060	MicroAttendant Package Bundle MicroAttendant Package Bundle - 8 ports. Speech enabled Auto Attendant solution. Includes: VoiceXML IVR Platform (8-ports), Loquendo ASR/TTS - English <i>Includes Syntellect SCP VoiceXML Browser.</i>	30 Days	USA	\$43,960.00	\$43,081.00



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
<b>MicroAutomation Services</b>						
132-51	SVC-G-1010	MicroAutomation Hourly Services - Standard Normal Domestic Business Hours	30 Days	USA	\$250.00	
132-51	SVC-G-1012	MicroAutomation Hourly Services - Extended Domestic Night or Weekend Hours	30 Days	USA	\$300.00	
132-51	SVC-G-1014	MicroAutomation Hourly Services - International International Work	30 Days	USA	\$300.00	
132-51	SVC-G-1016	MicroAutomation Half-Day Services MicroAutomation Half-Day Service Rate - Domestic	30 Days	USA	\$1,000.00	
132-51	SVC-G-1018	MicroAutomation Daily Services MicroAutomation Daily Service Rate - Domestic	30 Days	USA	\$2,000.00	
132-51	SVC-G-1020	MicroAutomation Weekly Services - Domestic MicroAutomation Weekly Services for Domestic Work	30 Days	USA	\$10,000.00	
132-51	SVC-G-1022	MicroAutomation Weekly Services - International MicroAutomation Weekly Services for International Work	30 Days	USA	\$12,000.00	
132-51	SVC-G-1030	MicroAutomation Platinum Level Maintenance Plan MicroAutomation Platinum Maintenance Plan - 7 x 24 [7 days a week, 24 hours a day] (21% of MSRP for all hardware/software) - Maximum 1 hour response time - Free upgrades for MicroAutomation software components	30 Days	USA		
132-51	SVC-G-1032	MicroAutomation Gold Level Maintenance Plan MicroAutomation Gold Level Maintenance Plan - 6 x 12 [Mon-Sat, 8AM-8PM ET] (17.5% of MSRP for all hardware/software) - Maximum 2 hour response time - Free upgrades for MicroAutomation software components	30 Days	USA		
132-51	SVC-G-1034	MicroAutomation Silver Level Maintenance Plan MicroAutomation Silver Level Maintenance Plan - 5 x 8 [Mon-Fri, 9AM-5PM ET] (15% of MSRP for all hardware/software) - Maximum 4 hour response time - Free upgrades for MicroAutomation software components	30 Days	USA		

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
132-51	SVC-G-1036	MicroAutomation Bronze Level Maintenance Plan MicroAutomation Bronze Level Maintenance Plan - Hourly - Next Business Day Response Time	30 Days	USA		
132-51	SVC-G-1040	MicroAutomation Managed Services MicroAutomation Managed Services Program - 7 x 24 [7 days a week, 24 hours a day]. <i>Platinum Maintenance Support required. Services priced separately.</i>	30 Days	USA		
132-51	SVC-G-1110	User Training - Base MicroAutomation User Training Base Program	30 Days	USA	\$2,500.00	
132-51	SVC-G-1112	User Training - Per Student MicroAutomation User Training per Student	30 Days	USA	\$300.00	
132-51	SVC-G-1120	System Administrator Training - Base MicroAutomation System Administrator Training Base Program	30 Days	USA	\$5,000.00	
132-51	SVC-G-1122	System Administrator Training - Per Student MicroAutomation System Administrator Training per Student	30 Days	USA	\$1,000.00	
132-51	SVC-G-1210	MicroAutomation Hourly Services - Associate Computer Specialist Associate Computer Specialist with Associate's Degree in Information Technology or Computer Science, One to three years of technical experience which applies to multiple complex areas of a specialty in automated contact center solutions. Has competence in operating systems, product configuration and tuning, trouble ticket resolution. Associate position requires direct supervision and task assignment <i>Functional Responsibility - Installation and configuration of operating systems, infrastructure products; product tuning and Tier 1 &amp; 2 support; physical machine build-out and deployment.</i>	30 Days	USA	\$135.00	\$132.30
132-51	SVC-G-1212	MicroAutomation Hourly Services - Computer Specialist	30 Days	USA	\$165.00	\$161.70

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Computer Specialist with Bachelor's Degree or equivalent in Information Technology or Computer Science. Three to seven years of technical experience which applies to multiple complex areas of a specialty in automated contact center solutions. Requires competence in operating systems, product configuration and tuning, trouble ticket resolution. Specialist position requires minimal direct supervision, able to work independently.</p> <p><i>Functional Responsibility - Installation and configuration of operating systems, infrastructure products; product tuning and Tier 1 &amp; 2 support; physical machine build-out and deployment.</i></p>				
132-51	SVC-G-1214	<p>MicroAutomation Hourly Services - Senior Computer Specialist</p> <p>Senior Computer Specialist with Bachelor's Degree or equivalent in Information Technology or Computer Science. Seven or more years of technical experience which applies to multiple complex areas of a specialty in automated contact center solutions. Requires competence in operating systems, product configuration and tuning, trouble ticket resolution. Senior position is capable of managing and directing team, and serves as technical support point of contact.</p> <p><i>Functional Responsibility - Installation and configuration of operating systems, infrastructure products; product tuning and Tier 1 &amp; 2 support; physical machine build-out and deployment.</i></p>	30 Days	USA	\$200.00	
132-51	SVC-G-1220	<p>MicroAutomation Hourly Services - Associate Programmer</p> <p>Associate Programmer with Bachelor's Degree in Computer Science or Associates Degree in Computer Science with equivalent years of experience. One to three years of technical experience which applies to computer systems application development . Requires competence in variety of relevant technologies including: JAVA, C++, JSP, XML. Entry-level position requiring maximum direct supervision, product review and task management.</p> <p><i>Functional Responsibility - Application coding and development based on customer requirements and project standards; unit &amp; integration testing of developed modules; Tier 2 &amp; 3 application issue analysis and resolution.</i></p>	30 Days	USA	\$160.00	\$156.80
132-51	SVC-G-1222	<p>MicroAutomation Hourly Services - Programmer</p>	30 Days	USA	\$195.00	\$191.10

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Programmer with Bachelor's Degree in Computer Science or Associates Degree in Computer Science with equivalent years of experience. Three to six years of technical experience which applies to computer systems application development . Requires competence in variety of relevant technologies including: JAVA, C++, JSP, XML. Position requires normal supervision, product review and task management.</p> <p><i>Functional Responsibility - Application coding and development based on customer requirements and project standards; unit &amp; integration testing of developed modules; Tier 2 &amp; 3 application issue analysis and resolution.</i></p>				
132-51	SVC-G-1224	<p>MicroAutomation Hourly Services - Senior Programmer</p> <p>Senior Programmer with Master's Degree or equivalent in Computer Science or Information Technology. Six or more years of technical experience which applies to computer systems application development . Requires competence in variety of relevant technologies including: JAVA, C++, JSP, XML. Position requires minimal direct supervision and task management; capable of completing complex assignments and supervision of programmers and associates.</p> <p><i>Functional Responsibility - Application coding and development based on customer requirements and project standards; unit &amp; integration testing of developed modules; Tier 2 &amp; 3 application issue analysis and resolution.</i></p>	30 Days	USA	\$235.00	
132-51	SVC-G-1226	<p>MicroAutomation Hourly Services - Programming Lead</p> <p>Lead Programmer with Master's Degree or equivalent in Computer Science or Information Technology. Six or more years of technical experience which applies to computer systems application development . Requires competence in variety of relevant technologies including: JAVA, C++, JSP, XML, VXML, CCXML, IVR application IDE's (AVP, VO, SCP, GVP). Lead position provides programming leadership and problem escalation; guides and directs project development standards; conducts work product reviews.</p> <p><i>Functional Responsibility - Application coding and development based on customer requirements and project standards; unit &amp; integration testing of developed modules; Tier 2 &amp; 3 application issue analysis and resolution.</i></p>	30 Days	USA	\$250.00	
132-51	SVC-G-1230	<p>MicroAutomation Hourly Services - Associate Computer Scientist</p>	30 Days	USA	\$175.00	\$171.50

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Associate Computer Scientist with Bachelor's Degree in Computer Science or Information Technology. Zero to two years of technical experience which applies to systems engineering, telephony integration and speech processing. Requires competence in telephony interoperability standards and development and/or speech recognition and voice processing, VXML, CCXML, IVR application IDE's (AVP, VO, SCP, GVP). Associate position requires direct supervision, work product review and task assignment.</p> <p><i>Functional Responsibility - Systems, software and hardware integration design and development; advanced speech-based technology development, configuration and tuning.</i></p>				
132-51	SVC-G-1232	<p>MicroAutomation Hourly Services - Computer Scientist</p> <p>Computer Scientist with Bachelor's Degree in Computer Science. Three to six years of technical experience which applies to systems engineering, telephony integration and speech processing. Requires competence in telephony interoperability standards and development and/or speech recognition and voice processing, VXML, CCXML, IVR application IDE's (AVP, VO, SCP, GVP). Position requires normal supervision, work product review and task assignment; capable of directing Associates.</p> <p><i>Functional Responsibility - Systems, software and hardware integration design and development; advanced speech-based technology development, configuration and tuning.</i></p>	30 Days	USA	\$210.00	
132-51	SVC-G-1234	<p>MicroAutomation Hourly Services - Senior Computer Scientist</p> <p>Senior Computer Scientist with Master's Degree or equivalent in Computer Science. Six or more years of technical experience which applies to systems engineering, telephony integration and speech processing. Requires competence in telephony interoperability standards and development and/or speech recognition and voice processing, VXML, CCXML, IVR application IDE's (AVP, VO, SCP, GVP). Position requires no direct supervision, work product review and task assignment; guides and directs others; serves as technical escalation.</p> <p><i>Functional Responsibility - Systems, software and hardware integration design and development; advanced speech-based technology development, configuration and tuning.</i></p>	30 Days	USA	\$255.00	
132-51	SVC-G-1240	<p>MicroAutomation Hourly Services - Associate Project Manager</p>	30 Days	USA	\$160.00	\$156.80



SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Associate Project Manager with Bachelor's Degree in Computer Science, Information Technology, Business or Engineering. Zero to four years of technical project management experience which applies to customer-facing application development projects. Requires competence in work breakdown analysis, resource scheduling, project scope management, customer management, project status reporting and issue management. Requires direct supervision by Senior Project Manager; is capable of delivery responsibility for small projects.</p> <p><i>Functional Responsibility - Plan and control project scope, work plans, resources, schedules, deliverables, testing and go-live; develop and manage project status reporting and issue management; monitor project billing and collection.</i></p>				
132-51	SVC-G-1242	<p>MicroAutomation Hourly Services - Project Manager</p> <p>Project Manager with Bachelor's Degree in Computer Science, Information Technology, Business or Engineering. Four to eight years of technical project management experience which applies to customer-facing application development projects. Requires competence in work breakdown analysis, resource scheduling, project scope management, customer management, project status reporting and issue management. Requires minimal supervision by Senior Project Manager; is capable of delivery responsibility for medium to large projects.</p> <p><i>Functional Responsibility - Plan and control project scope, work plans, resources, schedules, deliverables, testing and go-live; develop and manage project status reporting and issue management; monitor project billing and collection.</i></p>	30 Days	USA	\$195.00	\$191.10
132-51	SVC-G-1244	<p>MicroAutomation Hourly Services - Senior Project Manager</p> <p>Senior Project Manager with Master's Degree or equivalent in Computer Science, Information Technology, Business or Engineering. Eight or more years of technical project management experience which applies to customer-facing application development projects. Requires competence in work breakdown analysis, resource scheduling, project scope management, customer management, project status reporting and issue management. Requires no supervision manages and directs Associate and Project Managers; is capable of delivery responsibility for very large and/or complex projects.</p> <p><i>Functional Responsibility - Plan and control project scope, work plans, resources, schedules, deliverables, testing and go-live; develop and manage project status reporting and issue management; monitor project billing and collection.</i></p>	30 Days	USA	\$235.00	
132-51	SVC-G-1246	<p>MicroAutomation Hourly Services - Program Manager</p>	30 Days	USA	\$285.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Program Manager with Master's Degree or equivalent in Computer Science, Information Technology, Business or Engineering. Ten or more years of technical project management experience which applies to customer-facing application development projects. Requires competence in work breakdown analysis, resource scheduling, project scope management, customer management, project status reporting and issue management. Requires no supervision manages and directs Associate and Project Managers; is capable of delivery responsibility for extremely large and/or complex projects.</p> <p><i>Functional Responsibility - Plan and control project scope, work plans, resources, schedules, deliverables, testing and go-live; develop and manage project status reporting and issue management; monitor project billing and collection.</i></p>				
132-51	SVC-G-1250	<p>MicroAutomation Hourly Services - Associate Technical Writer</p> <p>Associate Technical Writer with Bachelor's Degree or equivalent in English, Computer Science, Information Technology or General Business. Zero to three years of technical writing experience related to software systems requirements, design, documentation, and/or training. Requires competence in effective communication, and presentation, grasp of technical concepts. Associate position requires direct supervision and work product review</p> <p><i>Functional Responsibility - Participation in customer and project design sessions; development of project and customer documentation; development of customer training and operations manuals.</i></p>	30 Days	USA	\$100.00	\$98.00
132-51	SVC-G-1252	<p>MicroAutomation Hourly Services - Technical Writer</p> <p>Technical Writer with Bachelor's Degree or equivalent in English, Computer Science, Information Technology or General Business. Three to five years of technical writing experience related to software systems requirements, design, documentation, and/or training. Requires competence in effective communication, and presentation, grasp of technical concepts. Position requires normal supervision and work product review.</p> <p><i>Functional Responsibility - Participation in customer and project design sessions; development of project and customer documentation; development of customer training and operations manuals.</i></p>	30 Days	USA	\$120.00	\$117.60
132-51	SVC-G-1254	<p>MicroAutomation Hourly Services - Senior Technical Writer</p>	30 Days	USA	\$145.00	\$142.10

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Senior Technical Writer with Bachelor's Degree or equivalent in English, Computer Science, Information Technology or General Business. Six or more years of technical writing experience related to software systems requirements, design, documentation, and/or training. Requires competence in effective communication, and presentation, grasp of technical concepts. Position requires minimal supervision and work product review; capable of directing, managing and reviewing work products of Associates.</p> <p><i>Functional Responsibility - Participation in customer and project design sessions; development of project and customer documentation; development of customer training and operations manuals.</i></p>				
132-51	SVC-G-1260	<p>MicroAutomation Hourly Services - Associate Analyst</p> <p>Associate Analyst with Bachelor's Degree or equivalent in Information Technology or Computer Science. Zero to three years of experience in technical systems design; experience translating needs and requirements into an appropriate technology solution; ability to articulate the business value. Requires competence in structured analysis and design, problem solving skills, superior oral and written communications skills. Associate position requires direct supervision, task management and work product review.</p> <p><i>Functional Responsibility - Participate in customer requirements and needs analysis gathering; converts requirements into overall architecture and design; defines key system components and best development approach; performs Tier 2 and 3 issue resolution support.</i></p>	30 Days	USA	\$115.00	\$112.70
132-51	SVC-G-1262	<p>MicroAutomation Hourly Services - Analyst</p> <p>Analyst with Bachelor's Degree or equivalent in Information Technology or Computer Science. Three to six years of experience in technical systems design; experience translating needs and requirements into an appropriate technology solution; ability to articulate the business value. Requires competence in structured analysis and design, problem solving skills, superior oral and written communications skills. Position requires normal supervision, task management and work product review.</p> <p><i>Functional Responsibility - Participate in customer requirements and needs analysis gathering; converts requirements into overall architecture and design; defines key system components and best development approach; performs Tier 2 and 3 issue resolution support.</i></p>	30 Days	USA	\$140.00	\$137.20
132-51	SVC-G-1264	<p>MicroAutomation Hourly Services - Senior Analyst</p>	30 Days	USA	\$170.00	\$166.60

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
		<p>Senior Analyst with Bachelor's Degree or equivalent in Information Technology or Computer Science. Six or more years of experience in technical systems design; experience translating needs and requirements into an appropriate technology solution; ability to articulate the business value. Requires competence in structured analysis and design, problem solving skills, superior oral and written communications skills. Position requires minimal supervision, task management and work product review; capable of managing and directing Associate's; principle design point of contact.</p> <p><i>Functional Responsibility - Participate in customer requirements and needs analysis gathering; converts requirements into overall architecture and design; defines key system components and best development approach; performs Tier 2 and 3 issue resolution support.</i></p>				
132-51	SVC-G-1270	<p>MicroAutomation Hourly Services - Associate Technical Consultant</p> <p>Associate Technical Consultant with Bachelor's Degree in Information Technology or Computer Science. Seven or more years of development and technical consulting experience in the areas of telephony, IVR and CTI. Requires competence in systems architecture, design, and engineering. Possess outstanding verbal and written communication skills. Subject matter expertise in one or more relevant functional and/or technical scope of practice. Able to work with minimal supervision.</p> <p><i>Functional Responsibility - Definition of solution architecture and design; Identification and presentation of relevant industry and technical best practices.</i></p>	30 Days	USA	\$200.00	\$196.00
132-51	SVC-G-1272	<p>MicroAutomation Hourly Services - Technical Consultant</p> <p>Technical Consultant with Master's Degree or equivalent in Information Technology or Computer Science. Twelve or more years of development and technical consulting experience in the areas of telephony, IVR and CTI. Requires competence in systems architecture, design, and engineering. Possess outstanding verbal and written communication skills. Subject matter expertise in one or more relevant functional and/or technical scope of practice. Able to work independently, and serve as principle point of contact.</p> <p><i>Functional Responsibility - Definition of solution architecture and design; Identification and presentation of relevant industry and technical best practices; conduct of final system test and management of user acceptance testing.</i></p>	30 Days	USA	\$240.00	
132-51	SVC-G-1274	<p>MicroAutomation Hourly Services - Senior Technical Consultant</p>	30 Days	USA	\$290.00	

SIN	Item Number	Product	Warranty	Product Point	List Price	GSA Price
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Senior Technical Consultant with Master's Degree or equivalent in Information Technology or Computer Science. Fifteen or more years of development and technical consulting experience in the areas of telephony, IVR and CTI. Requires competence in systems architecture, design, and engineering. Possess outstanding verbal and written communication skills. Subject matter expertise in one or more relevant functional and/or technical scope of practice. Able to work independently, and serve as principle point of contact. Executive leadership and customer liaison.

*Functional Responsibility - Definition of solution architecture and design; Identification and presentation of relevant industry and technical best practices; executive signoff of final system test and management of user acceptance testing.*