

AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

COMMODITIES OFFERED

Cloud Solutions: • Audio, Web and Video Conferencing and Collaboration Services
Electronic Fax Services • Notifications & Reminders
Licensed and Hosted Call Center Services • e-Discovery

Special Item No. 132-8 Purchase of New Equipment

FCS CLASS 5895 – MISCELLANEOUS COMMUNICATIONS EQUIPMENT

Special Item No. 132-12 Equipment Maintenance

FCS CLASS 5895 – MISCELLANEOUS COMMUNICATIONS EQUIPMENT

Special Item No. 132-32 Term Software Licenses

FCS CLASS 7030 – INFORMATION TECHNOLOGY SOFTWARE

Special Item No. 132-33 Perpetual Software Licenses

FCS CLASS 7030 – INFORMATION TECHNOLOGY SOFTWARE

Special Item No. 132-34 Maintenance of Software

Special Item No. 132-50 Training Courses (FPDS Code U012)

Special Item No. 132-51 IT Professional Services (FPDS Code D311 Conversion and Implementation Support)

Special Item No. 132-52 Electronic Commerce and Subscription Services

FSC/PSC CLASS D317 IT AND TELECOM – WEB-BASED SUBSCRIPTION

FSC/PSC CLASS D399 IT AND TELECOM – OTHER IT AND TELECOMMUNICATIONS

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

Note 2: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.



Tactical Digital Corporation
7880 Rolling Woods Ct, Unit 101 • Springfield VA 22152
Tel. 1-888-821-0845
www.tacdig.com/gsa

Contract Number
GS-35F-0480R

Period Covered By Contract
April 7, 2005 – April 9, 2020

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # PS-0143, dated July 23, 2019.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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INFORMATION FOR ORDERING ACTIVITIES

APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micropurchase threshold, FAR 8.40 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract

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

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

Offerors are requested to check one of the following boxes:

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

2. Contractor's Ordering Address and Payment Information

Orders to

Tactical Digital Corp, 7880 Rolling Woods Ct, Unit 101., Springfield VA 22152 Tel 1-888 821-0845, Fax +1 703 924-6109

Payments to

Tactical Digital Corp, 7880 Rolling Woods Ct, Unit 101., Springfield VA 22152 Tel 1-888 821-0845, Fax +1 703 924-6109

Bank Routing Information:

Is shown on our SAM entry

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

Tel 1-888 821-0845 or +1 703 229-6222, Fax +1 703 924-6109

3. **LIABILITY FOR INJURY OR DAMAGE**
The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
4. **Statistical Data for Government Ordering Office Completion of Standard Form 279:**
Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: **13 719 7096**
Block 30: Type of Contractor – **B. Small Business**
Block 31: Woman-Owned Small Business - **NO**
Block 36: Contractor's Taxpayer Identification Number (TIN): **43-2027263**
- 4a. **CAGE Code: 3NXP1**
- 4b. **Notification regarding registration in System for Award Management (SAM) database: Registered**
5. **FOB Destination**
6. **DELIVERY SCHEDULE**
 - a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
All	To be negotiated between the contracting agency and the contractor.
 - b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
7. **Discounts:** Prices shown are NET Prices; Basic Discounts have been deducted.
 - a. **PROMPT PAYMENT:** No discount is available.
 - b. **QUANTITY:** To be negotiated between the contracting agency and the contractor.
 - c. **DOLLAR VOLUME:** To be negotiated between the contracting agency and the contractor.
 - d. **GOVERNMENT EDUCATIONAL INSTITUTIONS:** Same as all other Government customers.
8. **Trade Agreements Act of 1979, as amended:**
All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.
9. **Statement Concerning Availability of Export Packing:**
Not Applicable
10. **Small Requirements:**
The minimum dollar value of orders to be issued is \$100.
11. **Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)**
 - a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
 - Special Item Number 132-8 - Purchase of Equipment
 - Special Item Number 132-12 - Equipment Maintenance
 - Special Item Number 132-33 - Perpetual Software Licenses
 - Special Item Number 132-34 – Maintenance of Software
 - Special Item Number 132-51 – Professional Services
 - Special Item Number 132-52 - Electronic Commerce (EC) Services
 - b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:
 - Special Item Number 132-50 - Training Courses

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

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

16. GSA Advantage!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

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

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

19. OVERSEAS ACTIVITIES

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

No Exceptions Listed

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only

be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT). The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

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

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

26. **SOFTWARE INTEROPERABILITY.**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. **ADVANCE PAYMENTS**

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

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (SPECIAL ITEM NUMBER 132-8)

1. MATERIAL AND WORKMANSHIP

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

2. ORDER

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

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

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

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

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

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

5. INSPECTION/ACCEPTANCE

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

6. WARRANTY

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

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

- c. **LIMITATION OF LIABILITY.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: **Contractor to provide on request.**

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

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

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

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

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 30 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s). **Location varies by product. Please inquire for nearest location.**

2. MAINTENANCE ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
 - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
 - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

7. RESPONSIBILITIES OF THE CONTRACTOR

For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

8. MAINTENANCE RATE PROVISIONS

- a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.
- b. **REGULAR HOURS.** The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.
- c. **AFTER HOURS.** Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.
- d. **TRAVEL AND TRANSPORTATION.** If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be:
Actual reasonable travel expenses as per IRS rules.
- e. **QUANTITY DISCOUNTS.** Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a ordering activity are indicated below:
No discounts are available.

9. REPAIR SERVICE RATE PROVISIONS

- a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

- b. MULTIPLE MACHINES. When repairs are ordered by an ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.
- c. TRAVEL OR TRANSPORTATION
- (1) AT THE CONTRACTOR'S SHOP
- (a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
- (b) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
- (2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)
- d. When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.
- (4) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)
- (a) The repair service rates listed for subparagraph (2) above apply, except that a travel charge of **the current IRS rate** per mile for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the ordering activity location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the ordering activity location or at the Contractor's shop.
- (b) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.
- e. LABOR RATES
- (1) REGULAR HOURS
- a. The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.
- (2) AFTER HOURS
- a. When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.
- (3) SUNDAYS AND HOLIDAYS
- a. When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or

After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES

<i>Location</i>	<i>Minimum Charge*</i>	<i>Regular Hours Per Hour**</i>	<i>After Hours Per Hour**</i>	<i>Sundays and Holidays Per Hour</i>
Contractor's Shop				
Ordering Activity Location (within established service areas)				
Ordering Activity Location (outside established service areas)				

*minimum charges include 1 full hour on the job. **fractional hours, at the end of the job, will be prorated to the nearest hour

Note: No a la carte repair is available. Maintenance Plan Subscriptions (S.I.N. 132-12) must be purchased in advance, and then repairs will be performed at no additional charge.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer.

11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

- a. REPAIR SERVICE
See Note at end of Section 9 above.
- b. REPAIR PARTS/SPARE PARTS
See Note at end of Section 9 above.

12. INVOICES AND PAYMENTS

- A. MAINTENANCE SERVICE
 - (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.
 - (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.
- B. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS
Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**TERMS AND CONDITIONS APPLICABLE TO
TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32),
PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND
MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34)
OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
SOFTWARE**

1. INSPECTION/ACCEPTANCE

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

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

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

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software.

For FTI Technology, call 1-800-630-7599 — 8 AM to Midnight EST, Mon. to Fri. and 9AM to 6 PM EST Sat. excl. US holidays

For dvsAnalytics service, call 1 800-910-4560 twenty-four hours a day, seven days a week

For kCura service, call CDS at 1 855-813-0700—8 AM to 5 PM Eastern Time Monday to Friday excl. US holidays

For Refined Data service, call 1 877-643-6439—9 AM to 5 PM Eastern Time Monday to Friday excl. Canadian holidays

For Softlinx service, call 978-881-0567 — 8:30 AM to 5L30 PM Eastern Time Monday to Friday excl. US holidays

For Sonexis service, call 1-866-676-6394 — 8 AM to 6 PM Eastern Time Monday to Friday excl. US holidays

5. SOFTWARE MAINTENANCE

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

1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

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

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

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

2. Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes

person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

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

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 132 32) AND MAINTENANCE (SIN 132 34)

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

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Not applicable. No conversions are on the pricelist.

8. TERM LICENSE CESSATION

Not applicable.

9. UTILIZATION LIMITATIONS (132 32, 132-33, AND 132 34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

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

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

10. SOFTWARE CONVERSIONS (132 32 AND 132 33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132 33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132 32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

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

12. RIGHT TO COPY PRICING

No discount is available for copies.

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)

1. **SCOPE**
 - a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
 - b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. **ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. **TIME OF DELIVERY**

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. **CANCELLATION AND RESCHEDULING**
 - a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
 - b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
 - c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
 - d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. **FOLLOW-UP SUPPORT**

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. **PRICE FOR TRAINING**

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. **INVOICES AND PAYMENT**

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. **FORMAT AND CONTENT OF TRAINING**
 - a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
 - b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
 - c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses, must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts.

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

Arkadin offers no-charge live training via the Internet by appointment. Please call Tactical Digital to arrange.

dvsAnalytics offers no-charge live training via the Internet by appointment. Please call dvsAnalytics to arrange. 800-910-4560

EasyLink's Fax2Mail service is a simple fax-and receive service. Customer support available to answer any questions and provide guidance 24 hours a day, 7 days a week.

EasyLink's Notify services include one-on-one training at no additional charge. Call their customer service line to engage.

PGi offers no-charge live training via the Internet by appointment. Please call Tactical Digital to arrange.

Level 3 offers no-charge live training via the Internet by appointment. Please call Tactical Digital to arrange.

Retarus offers no-charge live training via the Internet by appointment. Please call Tactical Digital to arrange

Softlinx offers no-charge live training via the Internet by appointment. Please call Tactical Digital to arrange.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with
FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007)
for Firm-Fixed Price orders
and
FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008)
(DEVIATION I – FEB 2007)
applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

1) 2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

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

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

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

13. INCIDENTAL SUPPORT COSTS

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

14. APPROVAL OF SUBCONTRACTS

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

15. DESCRIPTION OF ELECTRONIC COMMERCE (EC) SERVICES AND PRICING

On the pricelist which follows, all Electronic Commerce Services are individually identified by SIN 132.52 and contain descriptions as well as pricing information when such pricing information is not easily understood from the price shown on the price list. Prices are in accordance with Contractor's customary commercial practices.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Scott McMillan at 703 754-3614, or email to Scott@TacDig.com or fax to 703 924-6109.

Anytime

Item Number	Description	GSA Price
ccp_at_diaLin	Arkadin Anytime Audio Conferencing	0.0156/min
S. I. No. 132-52	On-demand, self-service audio conferencing, available 24/7 for 150 participants. With local live assistance from Arkadin's Customer service team, ArkadinAnytime is the perfect solution for collaborating with your colleagues and business contacts across the country and around the globe. This price is for toll dial-in and for continental US toll-free. International in-country access is available at rates that vary by country. See part number ccp-at-increase for the option to increase up to 300 participants.	
ccp_at_record	Arkadin Anytime Audio Conference Recording	0.0156/min
S. I. No. 132-52	The recording of a standard audio conference.	
ccp_at_diaLin_aL	Arkadin Anytime Audio Conference Toll-Free Alaska	0.084/min
S. I. No. 132-52	This rate is for toll-free access from Alaska	
ccp_at_diaLin-can	Arkadin Anytime Audio Conference Toll-Free Canada	0.024/min
S. I. No. 132-52	This rate is for toll-free access from Canada	
ccp_at_diaLin-hi	Arkadin Anytime Audio Conference Toll-Free Hawaii	0.06/min
S. I. No. 132-52	This rate is for toll-free access from Hawaii	
ccp_at_diaLin_pr	Arkadin Anytime Audio Conference Toll-Free Puerto	0.084/min
S. I. No. 132-52	This rate is for toll-free access from Puerto Rico	
ccp_at_diaLin_vi	Arkadin Anytime Audio Conference Toll-Free USVI	0.084/min
S. I. No. 132-52	This rate is for toll-free access from the U.S. Virgin Islands	
ccp_at_voip	Arkadin Anytime Audio Conference VoIP	0.016/min
S. I. No. 132-52	On-demand full-featured self-service audio conferencing, available 24/7 for up to 150 participants. Price includes local live assistance from Arkadin's Customer service team.	
ccp-at-rd	Arkadin Anytime Audio Recording Download	1.20/ea
S. I. No. 132-52	This rate is charged for the download of an audio conference recording.	
ccp_at_pPlayback	Arkadin Anytime Audio Recording Playback	0.0156/min
S. I. No. 132-52	Playback of an audio conference recording via dial-in number and passcode.	
ccp-at-increase	Arkadin Anytime Increase Participants to 300	48.00/mo
S. I. No. 132-52	This fee is per individual user account. Arkadin Anytime conferences have a 150 participant limit. You can double the limit to 300 on any account for this monthly fee. At a later date you can order your account participant limit reduced to 150 and this fee will no longer be charged.	
ccp_opt_br_std	Arkadin Anytime Standard Branding Pack	12.00/mo
S. I. No. 132-52	This monthly fee maintains a dedicated number and professional welcome greeting.	

Anytime

Item Number	Description	GSA Price
ccp_opt_br_std-setup	Arkadin Anytime Standard Branding Pack Setup	300.00/ea
S. I. No. 132-52	This one-time fee is to provide a dedicated number (toll or toll-free) and to professionally record a welcome greeting to your specifications.	
ccp-at-pin-50k	Arkadin Anytime Unique PIN Audio Conf. 50K/mo min	0.035/min
S. I. No. 132-52	On-demand audio conferencing service with the added capability of assigning unique PIN codes to each participant to use to join the conference. Lists of participants and their PIN can be uploaded in advance of the conference, or you can invite participants to register in advance of the conference to obtain their PIN. Registration can be automatic, or host can vet each registration. Unique PIN feature can be turned off for conferences when it is not needed. Administered separately from standard Arkadin Anytime and does not integrate with Arkadin Anywhere or Adobe Connect. 150 participant maximum capacity which cannot be expanded further.	
ccp-at-pin-100k	Arkadin Anytime Unique PIN Audio Conf. 100K/mo min	0.03/min
S. I. No. 132-52		
ccp-at-pin	Arkadin Anytime Unique PIN Audio Conferencing	0.039/min
S. I. No. 132-52		

Anywhere

Item Number	Description	GSA Price
ucs_aw_userLicense	Anywhere Named Host (Cap 125)	18.00/ea
S. I. No. 132-52	This license provides for unlimited web conferencing usage on Arkadin Anywhere for up to 125 participants. Audio rates are charged separately.	
ucs_aw_wr	Anywhere – Audio + Web Recording Request	4.80/ea
S. I. No. 132-52	The recording of an integrated audio and web conference. Audio + Anywhere recording file is hosted for 3 months on the Arkadin Streaming Server.	
ucs_aw_minute	Arkadin Anywhere (Cap 150) Per Minute	0.024/min
S. I. No. 132-52	Fully-featured web conferencing. This rate is for web only. Most conferences also require audio, which is charges separately.	

Arkadin Event - Operator Assisted

Item Number	Description	GSA Price
evt_at_diaLout	Charged for each lined dialed-out by operator.	2.40/ea
S. I. No. 132-52	This is charged for each line dialed-out to by an operator on an Arkadin operator-assisted event call.	
evt-change	Event Change Fee	30.00/ea
S. I. No. 132-52	Changes made to the original booking including but not limited to service, date or meeting time changes.	

Arkadin Event - Operator Assisted

Item Number	Description	GSA Price
evt-cm	Event Custom Hold Music	300.00/ea
S. I. No. 132-52	Custom music played prior to the call, while participants are on hold. Provided by client or chosen from playlist.	
evt-setup	Event Setup Charge	30.00/ea
S. I. No. 132-52	One time setup charge for creating an operator attended event	
evt_min_fee	Minimum charge for an Event call.	120.00/ea
S. I. No. 132-52	This is charged if the total number of minutes used on an ArkadinEvent do not total at least \$100.	
evt_at_diaLin_dtf	Per-minute charge for each caller on an Event call	0.12/min
S. I. No. 132-52	This is the per-minute charge for ArkadinEvent services for each domestic caller for toll, toll free, and dial-out.	
evt-trans-24	Transcription 24 hr turnaround	90.00/min
S. I. No. 132-52	Written transcription of Event call with a 24-hour turnaround. Billed per 15 minutes of Event call.	

Arkadin Event - Operator Assisted Ancillary

Item Number	Description	GSA Price
evt-viewplus	Arkadin ViewPlus (Event Console) - per call	30.00/ea
S. I. No. 132-52	Charge to use Arkadin's ViewPlus Event Console to manage call.	
evt-cd	CD / FTP transfer / e-file (per unit)	36.00/ea
S. I. No. 132-52	This is for the creation of a CD/FTP transfer/e-file of a recording of an Arkadin event call. Charged per unit.	
evt-comms	Comms Line or Secure Call - Per Hour	90.00/hr
S. I. No. 132-52	Charge to have a dedicated, secure communications line to an external Arkadin operator throughout the event call.	
evt-eve	Evening / Week End Event Surcharge	300.00/ea
S. I. No. 132-52	This surcharge is added to events that take place during evening/weekend hours.	
evt-rec	Event Audio Recording - per minute	0.054/min
S. I. No. 132-52	This fee is charged per minute to record an event audio conference. This is charged in addition to the setup fee.	
evt-rec-setup	Event Audio/Web Recording - set up fee	30.00/ea
S. I. No. 132-52	This fee is charged to set up an event audio and/or web recording.	

Arkadin Event - Operator Assisted Ancillary

Item Number	Description	GSA Price
evt-cancel	Event Cancellation (Prior to 24h)	60.00/ea
S. I. No. 132-52	This fee is for a scheduled event call that is cancelled more than 24 hours in advance.	
evt-cancel24	Event Cancellation (within 24h)	240.00/ea
S. I. No. 132-52	This fee is for a scheduled event call that is cancelled on less than 24 hours notice.	
evt-rp-dvc	Event Digital Voice Capture for Name	120.00/ea
S. I. No. 132-52	Per recording. Participants dialing into the replay service are asked to leave their full name. This information is then collected and transcribed.	
evt-dryrun	Event Pre Call Dry Run	300.00/ea
S. I. No. 132-52	A pre event call used as a dry run to run through the call, and answer technical questions.	
evt-pre-record	Event Prerecording Inserted Playback	48.00/ea
S. I. No. 132-52	A client pre-records a portion of the event. Their recording is then played during the live event as a "Pre-Recorded Playback"	
evt-reg	Event Registration - Setup Fee	90.00/ea
S. I. No. 132-52	This is the registration fee to set up an Arkadin operator-assisted event.	
evt-rp	Event Replay Service	0.216/min
S. I. No. 132-52	This service allows anyone who is given the number to dial in to listen to the recording of the original event call via the telephone	
evt-ps	Event Skilled Assistance	300.00/hr
S. I. No. 132-52	Skilled services are technical or unique requests, performed by highly-skilled individuals, professional services cover a wide variety of services, including: web support, technical support, and editing	
evt-we	Event Weekend Surcharge	600.00/ea
S. I. No. 132-52	This surcharge is added to events that take place during weekends and federal holidays	
evt-ex	Expediting Fee (per request)	90.00/ea
S. I. No. 132-52	Fee to expedite written transcription of Event call.	
evt-ship	Handling (per overnight shipment)	30.00/ea
S. I. No. 132-52	This fee is for the overnight shipment of a recording of an Arkading event call.	
evt-meetgreet	Meet & Greet (per scheduled participant)	2.40/ea
S. I. No. 132-52	Each caller on an operator-assisted call will be answered and greeted by the operator.	

Arkadin Event - Operator Assisted Ancillary

Item Number	Description	GSA Price
evt-ns	No Show Fee (per Event)	240.00/ea
S. I. No. 132-52	This fee is for a scheduled event call where no scheduled participants attend.	
evt-partlist	Participant List (Per List)	42.00/ea
S. I. No. 132-52	This fee is to produce a list of event participants.	
evt-partlist-aq	Participant List Fields (per field, per person)	0.12/ea
S. I. No. 132-52	Charge for each additional field added to a participant list. (per field - per scheduled participant)	
evt-sur	Post Event Survey (per survey)	150.00/ea
S. I. No. 132-52	This charge is to create and distribute a post-event survey after the event.	
evt-rec-retrieve	Recording Retrieval	240.00/ea
S. I. No. 132-52	Cost for retrieving a previously deleted recorded file from archived servers	
evt-sl-verify	Security List - Attendee Verification, per attendee	0.12/ea
S. I. No. 132-52		
evt-sl	Security List - Attendees Verification Setup Fee	90.00/ea
S. I. No. 132-52	This fee covers the setup of a security list of attendees. Each attendee is verified prior to entrance to the call.	
evt-trans-48	Transcription 48 hr turnaround	72.00/min
S. I. No. 132-52	Written transcription of Event call with a 48-hour turnaround. Billed per 15 minutes of Event call.	
evt-trans-same	Transcription same day turnaround	480.00/hr
S. I. No. 132-52	Written transcription of Event call. Billed in 15 minute increments of Event call.	
evt-ul	Un-used Line Fee (per line)	3.60/ea
S. I. No. 132-52	This fee is for each reserved line that is unused on a scheduled event call.	

Arkadin Event - Web

Item Number	Description	GSA Price
evt-adb-050-120	Adobe Web Event 50 participants 120 min	2,400.00/ea
S. I. No. 132-52	Operator assisted web events utilizing Adobe Connect with Arkadin audio. Price includes up to 3½ hours production and event management. Toll-free audio for Domestic US and Canada at this price; other locations additional. There are a large number of feat	
evt-adb-050-60	Adobe Web Event 50 participants 60 min	1,800.00/ea
S. I. No. 132-52		
evt-adb-050-90	Adobe Web Event 50 participants 90 min	2,100.00/ea
S. I. No. 132-52		

Arkadin Event - Web

Item Number	Description	GSA Price
evt-adb-100-120	Adobe Web Event 100 participants 120 min	3,300.00/ea
S. I. No. 132-52	Operator assisted web events utilizing Adobe Connect with Arkadin audio. Price includes up to 3½ hours production and event management. Toll-free audio for Domestic US and Canada at this price; other locations additional. There are a large number of feat	
evt-adb-100-60	Adobe Web Event 100 participants 60 min	2,100.00/ea
S. I. No. 132-52		
evt-adb-100-90	Adobe Web Event 100 participants 90 min	2,700.00/ea
S. I. No. 132-52		
evt-adb-150-120	Adobe Web Event 150 participants 120 min	4,200.00/ea
S. I. No. 132-52		
evt-adb-150-60	Adobe Web Event 150 participants 60 min	2,400.00/ea
S. I. No. 132-52		
evt-adb-150-90	Adobe Web Event 150 participants 90 min	3,300.00/ea
S. I. No. 132-52		
evt-adb-250-120	Adobe Web Event 250 participants 120 min	6,000.00/ea
S. I. No. 132-52		
evt-adb-250-60	Adobe Web Event 250 participants 60 min	3,000.00/ea
S. I. No. 132-52		
evt-adb-250-90	Adobe Web Event 250 participants 90 min	4,500.00/ea
S. I. No. 132-52		
evt-adb-500-120	Adobe Web Event 500 participants 120 min	10,500.00/ea
S. I. No. 132-52		
evt-adb-500-60	Adobe Web Event 500 participants 60 min	4,500.00/ea
S. I. No. 132-52		
evt-adb-500-90	Adobe Web Event 500 participants 90 min	7,500.00/ea
S. I. No. 132-52		

Arkadin Event - Web Ancilliary Services

Item Number	Description	GSA Price
evt-adb-reports	Web Event Add'l Report Requests	120.00/ea
S. I. No. 132-52	per report	
evt-adb-support	Web Event Add'l Support Hrs	300.00/hr
S. I. No. 132-52	Additional hours for production, event management, training and support	

Arkadin Event - Web Ancillary Services

Item Number	Description	GSA Price
evt-adb-camp-track	Web Event Campaign Referral Tracking	300.00/ea
S. I. No. 132-52	Per event	
evt-adb-cancel	Web Event Cancellation	50.0%
S. I. No. 132-52	50% of event charge	
evt-adb-cancel24	Web Event Cancellation < 24 hrs notice	100.0%
S. I. No. 132-52	100% of event charge	
evt-adb-CD	Web Event CD of audio and/or Video	300.00/ea
S. I. No. 132-52	Each unit	
evt-adb-change	Web Event Change Charge	120.00/ea
S. I. No. 132-52	First two changes at no charge. This includes formatting changes.	
evt-adb-cust-rep	Web Event Custom Reporting	300.00/ea
S. I. No. 132-52	per report	
evt-adb-vid	Web Event Inserted Video Clips	60.00/ea
S. I. No. 132-52	Per clip	
evt-adb-podcast	Web Event Podcast	90.00/ea
S. I. No. 132-52	Audio Recordings MP3 format	
evt-adb-rush	Web Event Rush Fee	300.00/ea
S. I. No. 132-52	per expedite	
evt-adb-sl-ch	Web Event Slide Chapter Setup	300.00/ea
S. I. No. 132-52	per event	
evt-adb-trans	Web Event Transcription	1,200.00/ea
S. I. No. 132-52	in 15 minute increments, minimum charge 15 minutes.	
evt-adb-wc-cert	Web Event Webcam Certification	300.00/ea
S. I. No. 132-52	per webcam	
evt-adb-aa	Web Events After Hours Charge	600.00/ea
S. I. No. 132-52	Surcharge is for events scheduled outside of business hours such as evenings, weekends and holidays.	
evt-adb-arch	Web Events Single File Archive	600.00/ea
S. I. No. 132-52	per file, WVM, MP4 or FLV formats	

Vidyo

Item Number	Description	GSA Price
VidyoTrainingAd	Customized Admin Training (one time fee)	854.40/ea
S. I. No. 132-52	Customized admin training for Vidyo.	
VidyoTraining	Customized End-User Training (one time fee)	570.00/ea
S. I. No. 132-52	Customized end-user training for Vidyo.	
SIPConn	H323 / SIP IP Connector HD (per month)	252.00/mo
S. I. No. 132-52	Ability to connect one H323 or SIP device legacy at a time in HD resolution.	
VidyoDeskLic	HD Desktop License	41.16/mo
S. I. No. 132-52	Direct calls, access to Active Directory and private virtual room (25 seats), guest invite capability.	
VidyoPRoomLic	HD Room Professional License	238.80/mo
S. I. No. 132-52	Direct calls, access to active directory and private virtual room (25 seats), guest invite capability. Designed for Elite Hardware Package.	
VidyoSRoomLic	HD Room Standard License	154.80/mo
S. I. No. 132-52	Direct calls, access to active directory and private virtual room (25 seats), guest invite capability. Designed for Entry, Premium and Advanced Hardware	
VidyoHWinstOS	On site Hardware Installation (one time fee)	3,562.50/ea
S. I. No. 132-52	On-site installation of hardware for Vidyo conferencing.	
VidyoHWinstR	Remote Hardware Installation (one time fee)	570.00/ea
S. I. No. 132-52	Remote installation of hardware for Vidyo conferencing.	
VidyoSetUp	Set up Package (One time fee per customer)	240.00/min
S. I. No. 132-52	One-time setup fee for the Vidyo HD video conferencing.	
VidyoTrainAd	Vidyo Admin Training	810.00/ea
S. I. No. 132-52		
VidyoTrainEU	Vidyo End-User Training	540.00/ea
S. I. No. 132-52		

Hosting

Item Number	Description	GSA Price
ts-reLusr-001	Individual user access with Citrix viewer	114.00/mo
S. I. No. 132-52	Price is per user per month. Individual user access to Relativity review platform with Citrix viewer. Charged only on non-DiscoverReady users.	
ts-reLhst-001	Online data hosting in review platform	24.00/mo
S. I. No. 132-52	Price is per GB per month. Minimum order 4 GB per month. Online hosting of data in Relativity review platform for access by clients and outside counsel as needed.	

Processing

Item Number	Description	GSA Price
ts-privb-001	Automated ID of potentially privileged data	0.06/ea
S. I. No. 132-52	Price is per document. Minimum order 20,000 documents. The PrivBank service is used to automatically identify potentially privileged documents; it is run on the population of documents to be reviewed after data de-duplication, culling and filtering. The nature of potential privilege is presented to the document reviewer for preliminary confirmation of privilege. Documents confirmed by the first pass reviewer as potentially privileged are then segregated for a final privilege confirmation review. Fees are charged on the number of documents entered into the PrivBank process.	
ts-brnden-001	Bates stamping or other branding on images	0.012/ea
S. I. No. 132-52	Price is per page. Minimum order 50,000 pages. Bates stamping or other branding on images.	
ts-reLanL-001	Data analysis	180.00/ea
S. I. No. 132-52	Price is per GB. Minimum order 10 GB. Application of Relativity Analytics for conceptual searching of unstructured text, keyword expansion, automated categorization, clustering and similar document detection.	
ts-proc-001	Data processing, culling, filtering, de-NIST	84.00/ea
S. I. No. 132-52	Price is per GB. Minimum order 10 GB. De-NIST and system file removal, data de-duplications and filtering based on date range, domain, keyword, file-extension and other field searches. Fee calculated on post-expansion GBs entered into processing. Project Management and Technology Management hours billed separately.	
ts-prdnat-001	Document production in native file format	186.00/ea
S. I. No. 132-52	Price is per GB. Preparation of production spec and preparation of data export. Project Management and Technology Management hours billed separately.	
ts-prdtiff-001	Document production in TIFF format	372.00/ea
S. I. No. 132-52	Price is per GB. Preparation of production spec, conversion of native files to TIFF images post-review and preparation of data export. Project Management and Technology Management hours billed separately.	

Processing

Item Number	Description	GSA Price
ts-thread-001	Identification and organization of email threads	0.048/ea
S. I. No. 132-52	Price is per document. Minimum order 20,000 documents. Identification and organization of email threads presented to document reviewers. Email threading presents the last email in an email chain to the reviewer and marks all other emails in the chain so that review decisions can be appropriately applied to all emails in the chain.	
ts-ocr-001	Text rendering of non-searchable files via OCR	0.024/ea
S. I. No. 132-52	Price is per page. Minimum order 50,000 pages. Text rendering of non-searchable files via OCR application.	

1. Encore System Software & Licenses

Item Number	Description	GSA Price
40-000-001-01	Encore System Software – Enterprise	4,166.61/ea
S. I. No. 132-33	Base Enterprise Software. Includes Screen Recording, Score Cards, Reporting and Dashboards.	
40-000-010-01	Encore System Software – Enterprise Remote	1,260.06/ea
S. I. No. 132-33	Remote Server Software. Used in conjunction with the Enterprise System Software to expand the recording system to record remote facilities	
40-523-EL1-01	Single Platform Upgrade	4,200.21/ea
S. I. No. 132-33	Upgrade the Encore Server software to the next level. Use this part to upgrade an Small Business System system to Enterprise.	
40-505-001-01	Concurrent Recording License (1-95)	302.42/ea
S. I. No. 132-33	Order quantity required to cover your agent count	
40-505-101-01	Concurrent Recording License (96-149)	273.61/ea
S. I. No. 132-33		
40-505-102-01	Concurrent Recording License (150-249)	231.61/ea
S. I. No. 132-33		
40-505-103-01	Concurrent Recording License (250-499)	210.01/ea
S. I. No. 132-33		
40-505-104-01	Concurrent Recording License (500-749)	189.61/ea
S. I. No. 132-33		
40-505-105-01	Concurrent Recording License (750-999)	168.01/ea
S. I. No. 132-33		
40-505-106-01	Concurrent Recording License (1000+)	147.61/ea
S. I. No. 132-33		
40-506-100-01	Concurrent Recording License – Redundant	130.81/ea
S. I. No. 132-33		

2. Encore Recording VoIP Interfaces

Item Number	Description	GSA Price
40-505-002-01	VoIP Recording Channel License (1-95)	130.81/ea
S. I. No. 132-33	Order quantity required to cover your agent count	
40-505-201-01	VoIP Recording Channel License (96-149)	117.61/ea
S. I. No. 132-33		
40-505-202-01	VoIP Recording Channel License (150-249)	100.80/ea
S. I. No. 132-33		

2. Encore Recording VoIP Interfaces

Item Number	Description	GSA Price
40-505-203-01	VoIP Recording Channel License (250-499)	92.40/ea
S. I. No. 132-33	Order quantity required to cover your agent count	
40-505-204-01	VoIP Recording Channel License (500-749)	84.00/ea
S. I. No. 132-33		
40-505-205-01	VoIP Recording Channel License (750-999)	75.60/ea
S. I. No. 132-33		
40-505-206-01	VoIP Recording Channel License (1000+)	63.60/ea
S. I. No. 132-33		
40-506-200-01	VoIP Recording Channel License - Redundant	58.80/ea
S. I. No. 132-33		

3. Encore Small Business System

Item Number	Description	GSA Price
40-504-112-01	12 Port - Encore SBS Software License Package	5,787.89/ea
S. I. No. 132-33	Bundled Small Business System (SBS). Includes Base server SW, Screen Recording, Score Cards, Reporting, Dashboards, and Concurrent Recording Licenses for the quantity Specified. Does not include VoIP Channel Licenses	
40-504-116-01	16 Port - Encore SBS Software License Package	6,795.94/ea
S. I. No. 132-33		
40-504-120-01	20 Port - Encore SBS Software License Package	7,803.99/ea
S. I. No. 132-33		
40-504-124-01	24 Port - Encore SBS Software License Package	8,383.62/ea
S. I. No. 132-33		
40-504-128-01	28 Port - Encore SBS Software License Package	8,896.04/ea
S. I. No. 132-33		
40-504-132-01	32 Port - Encore SBS Software License Package	9,643.68/ea
S. I. No. 132-33		
40-504-136-01	36 Port - Encore SBS Software License Package	10,903.75/ea
S. I. No. 132-33		
40-504-140-01	40 Port - Encore SBS Software License Package	12,247.81/ea
S. I. No. 132-33		
40-504-144-01	44 Port - Encore SBS Software License Package	13,507.88/ea
S. I. No. 132-33		

3. Encore Small Business System

Item Number	Description	GSA Price
40-504-148-01	48 Port - Encore SBS Software License Package	14,767.94/ea
S. I. No. 132-33	Bundled Small Business System (SBS). Includes Base server SW, Screen Recording, Score Cards, Reporting, Dashboards, and Concurrent Recording Licenses for the quantity Specified. Does not include VoIP Channel Licenses	
40-504-160-01	60 Port - Encore SBS Software License Package	16,943.65/ea
S. I. No. 132-33		
40-504-172-01	72 Port - Encore SBS Software License Package	18,875.74/ea
S. I. No. 132-33		

4. Encore Software Options

Item Number	Description	GSA Price
40-516-001-03	Encore Community Adapter (Included)	No Add'l Charge
S. I. No. 132-33	Encore Community Workforce Management (WFM) connector to customer ACD.	
40-516-001-04	Encore Community Adapter (Additional)	7,110.36/ea
S. I. No. 132-33	Encore Community Workforce Management (WFM) connector to an additional customer ACD.	
40-516-001-01	Encore Community Client License	445.22/ea
S. I. No. 132-33	Workforce Management (WFM) agent license. WFM enables the end user to use historical call volume to forecast anticipated call volume in the future. Agent schedules are then created using this forecast.	
40-516-001-05	Encore Community EMail Adapter	7,110.36/ea
S. I. No. 132-33	Encore Community Workforce Management (WFM) connector to customer Corporate Email	
40-516-001-07	Encore Community Everywhere Adapter	7,110.36/ea
S. I. No. 132-33	Encore Community Workforce Management (WFM) Mobile App. Extends the agent interface to the agents Mobile device.	
40-516-001-06	Encore Community SMS Text Adapter	7,110.36/ea
S. I. No. 132-33	Encore Community Workforce Management (WFM) connector to SMS for texting.	
40-571-001-01	Encore Desktop Analytics Software License - Base	4,200.21/ea
S. I. No. 132-33	Base SW for Desktop Analytics. Desktop Analytics allows Encore to extract information from the recorded agents CRM. This data can then be stored in the recording record and be used to locate specific recordings at a later date. Requires 1 Desktop License	

4. Encore Software Options

Item Number	Description	GSA Price
40-572-001-01	Encore Desktop Analytics Software License - Deskto	126.01/ea
S. I. No. 132-33	Single Desktop License for Desktop Analytics. Desktop Analytics allows Encore to extract information from the recorded agents CRM. This data can then be stored in the recording record and be used to locate specific recordings at a later date. Requires 1 b	
40-507-100-01	Encore ePause Single License	63.60/ea
S. I. No. 132-33	Epause runs in the background monitoring the open web page the recorded user is on and when it encounters a web page that is defined in the list of 'pause' web pages, it will pause the recording. When it encounters a web page that is defined in the list	
40-507-100-02	Encore ePause Site License	5,460.27/ea
S. I. No. 132-33	Epause runs in the background monitoring the open web page the recorded user is on and when it encounters a web page that is defined in the list of 'pause' web pages, it will pause the recording. When it encounters a web page that is defined in the list.	
40-580-002-01	Encore Live Monitor Individual License	840.04/ea
S. I. No. 132-33	Encore Live Monitor allows designated users to conduct live, real-time monitoring of any Encore recorded agent.	
40-580-001-01	Encore Live Monitor Site License	4,200.21/ea
S. I. No. 132-33		
40-585-001-01	Encore Post Contact Survey Software License - Site	4,200.21/ea
S. I. No. 132-33	Workforce Management (WFM) agent license. WFM enables the end user to use historical call volume to forecast anticipated call volume in the future. Agent schedules are then created using this forecast.	
40-574-001-01	Encore Speech Analytics Software License	337.22/ea
S. I. No. 132-33	By flagging key phrases, or lack thereof, Supervisors & evaluators can zero in on key recordings for review	
40-507-001-01	Encore Telephonic Signature Single License	63.60/ea
S. I. No. 132-33	Single Telephonic Signature is an agent desktop application that allows the agent to start a second recording to capture just the sales verification or service authorization portion of the call. One needed per agent desktop that will require this feature.	
40-507-001-02	Encore Telephonic Signature Site License	5,460.27/ea
S. I. No. 132-33	Site Telephonic Signature license is an agent desktop application that allows the agent to start a second recording to capture just the sales verification or service authorization portion of the call. One needed per site.	
40-509-001-01	Encore Voice Compression License	1,050.05/ea
S. I. No. 132-33	Voice compression is recommended if the customer needs to save bandwidth when transferring data from multiple sites to a central site.	

4. Encore Software Options

Item Number	Description	GSA Price
40-505-003-01	G.729 License (one per VoIP channel license)	25.20/ea
S. I. No. 132-33	Encore VoIP Channel licenses are delivered standard with the G.711 vocoder. If the devices to be recorded will use the G.729 vocoder, select the number of G.729 licenses equal to the number of selected VoIP Channel licenses.	
40-540-002-01	Salesforce.com Integration Single License	46.80/ea
S. I. No. 132-33	Encore Salesforce integration enables the ability to retrieve fields from Salesforce.com and then insert them into the Encore database. These fields can then be used to locate recordings.	
40-540-002-02	Salesforce.com Integration Site License	14,112.71/ea
S. I. No. 132-33		
40-532-001-01	Trunk Radio – Up to 12 Channel Radio Control	2,998.95/ea
S. I. No. 132-33	Motorola Type II and Project 25 (CQPSK) devices are supported by Encore. Included are the scanning radio, data interface, and trunked radio player software.	
40-532-002-01	Trunk Radio – Greater than 12 Channel Radio Contro	4,796.64/ea
S. I. No. 132-33		

5. Encore Integrations

Item Number	Description	GSA Price
40-536-001-01	ECAPI API Development Kit	No Add'l Charge
S. I. No. 132-33	The Encore Web API is a simple, standard command and response syntax communication protocol between the Encore Host and a command client. It is designed to help software engineers design and develop a custom, command client for their application	
40-530-001-01	Encore Start-Stop Client (each)	21.60/ea
S. I. No. 132-33	The Encore Start/Stop Client is a very simple program the agent uses to manually start and stop recording. An agent presses a start or stop button on the Client window to control recording which sends a start/stop command directly to the Encore Recorder.	
40-547-001-01	Mitel Secure Recording Connector (SRC) Integration	840.04/ea
S. I. No. 132-33	This solution works in conjunction with the recorder to send non-encrypted audio to the recorder. Encore's Mitel SRC Integration option provides the communication between Encore and Mitel's SRC software solution.	
40-542-001-01	prairieFyre Software License	838.84/ea
S. I. No. 132-33	The prairieFyre feature is only available on the Mitel 3300 system. This integration allows prairieFyre to tag a recording with a call ID and recording URL during the call recording process. The user can then click a URL from the Life Cycle report that launches the Encore URL player and listen to all recordings for the call.	

6. Encore Integrations - Special

Item Number	Description	GSA Price
40-539-029-01	APCO Project 25 & Motorola Type II	2,520.13/ea
S. I. No. 132-33	CT Integration for Trunked Radio	
40-539-002-02	Aspect Unified IP Dialer (Avaya Integration)	2,520.13/ea
S. I. No. 132-33	CT Integration.allows the Encore Recorder to start, stop and assign data based on information for the designated platform.	
40-539-004-01	Avaya Aura CVLAN Integration	2,520.13/ea
S. I. No. 132-33		
40-539-005-01	Avaya Aura TSAPI Integration	2,520.13/ea
S. I. No. 132-33		
40-539-005-03	Avaya CS2100/SL-100 Genband Release SE16	5,040.25/ea
S. I. No. 132-33		
40-539-027-01	Avaya DMCC/TSAPI Integration	2,520.13/ea
S. I. No. 132-33		
40-539-026-01	Avaya IP Office Integration	2,520.13/ea
S. I. No. 132-33		
40-539-026-02	Avaya IP Office with TAPI Integration	2,520.13/ea
S. I. No. 132-33		
40-539-005-02	Avaya Proactive Contact Dialer Integration	2,520.13/ea
S. I. No. 132-33		
40-539-024-01	Cisco Unified Call Manager Integration	2,520.13/ea
S. I. No. 132-33		
40-539-999-02	Enterprise Integration	5,040.25/ea
S. I. No. 132-33		
40-539-035-01	IAT CT Center Integration	2,520.13/ea
S. I. No. 132-33		
40-539-013-01	Iwatsu Enterprise-CS (ECS) Integration	2,520.13/ea
S. I. No. 132-33		
40-539-014-01	Mitel MiTAI Integration	2,520.13/ea
S. I. No. 132-33		
40-539-034-01	NEC CT Integration SV8100/SV9100	2,520.13/ea
S. I. No. 132-33		
40-539-031-01	NEC CT Integration SV8300/SV9300	2,520.13/ea
S. I. No. 132-33		

6. Encore Integrations - Special

Item Number	Description	GSA Price
40-539-033-01	NEC CT Integration SV8500/SV9500	2,520.13/ea
S. I. No. 132-33	CT Integration.allows the Encore Recorder to start, stop and assign data based on information for the designated platform.	
40-539-021-01	NEC UCB for Business Integration	2,520.13/ea
S. I. No. 132-33		
40-539-032-01	NEC UNIVERGE 3C (BCT or UCB) Integration	2,520.13/ea
S. I. No. 132-33		
40-539-018-01	Nortel Meridian Link Integration	2,520.13/ea
S. I. No. 132-33		
40-539-019-01	Nortel Symposium Call Center Server RTD Integrati	2,520.13/ea
S. I. No. 132-33		
40-539-023-01	ShoreTel using TAPI Integration	2,520.13/ea
S. I. No. 132-33		
40-539-030-01	ShoreTel using TAPI/Subscription	2,520.13/ea
S. I. No. 132-33		
40-539-028-01	Sonitrol SonIP Recorder Integration	2,520.13/ea
S. I. No. 132-33		

7a. Encore Implementation Services

Item Number	Description	GSA Price
40-535-002-01	Encore Remote Installation	1,920.10/ea
S. I. No. 132-34	Allows the Encore Technician to remotely install and configure the Recorder. One needed per location to be installed.	
40-535-004-01	Encore SBS On-Site System Installation –Basic–	3,360.17/ea
S. I. No. 132-34	On site installation for up to 2 days by an Encore technician. Actual, reasonable and customary travel expenses will be charged separately.	
40-516-001-02	Encore Community Services	27,841.39/ea
S. I. No. 132-34	Includes a remote install of the Community SW and three on site training visits. One required for each new WFM order.	
40-535-003-01	Encore On-Site Expansion Installation	3,600.18/ea
S. I. No. 132-34	On site installation for the time length specified by an Encore technician. Actual, reasonable and customary travel expenses will be charged separately.	
40-535-020-01	Encore On-Site System Installation – 2 Days	4,944.25/ea
S. I. No. 132-34	On site installation for the time length specified by an Encore technician. Includes Travel Expenses.	

7a. Encore Implementation Services

Item Number	Description	GSA Price
40-535-030-01	Encore On-Site System Installation – 3 Days	6,192.31/ea
S. I. No. 132-34	On site installation for the time length specified by an Encore technician. Includes Travel Expenses.	
40-535-001-01	Encore On-Site System Installation –Basic– 3 Days	4,320.22/ea
S. I. No. 132-34	On site installation for the time length specified by an Encore technician. Actual, reasonable and customary travel expenses will be charged separately.	

7b. Encore Implementation Services

Item Number	Description	GSA Price
40-550-001-01	Encore After Hours Support (Per Hour)	240.01/hr
S. I. No. 132-34	Encore After Hours Support (Per Hour)	
40-573-001-01	Encore Analytics Application (Per Hour)	240.01/hr
S. I. No. 132-34	Encore Analytics Application (Per Hour)	
40-534-001-01	Encore Custom Application (Per Hour) (Non-Engineer)	168.01/hr
S. I. No. 132-34	Encore Custom Application (Per Hour) (Non-Engineering)	
40-549-001-01	Encore Custom Engineering Development (Per Hour)	168.01/hr
S. I. No. 132-34	Encore Custom Engineering Development (Per Hour)	
40-531-001-01	Encore General Design & Development (Per Hour)	168.01/hr
S. I. No. 132-34	Encore General Design & Development (Per Hour)	

8. Encore Cloud

Item Number	Description	GSA Price
60-000-100-01	Encore Cloud - Basic Package	20.40/mo
S. I. No. 132-52	Minimum order 12 months. Encore SAS SW. Includes Recording and Reporting. One needed per recorder device.	
60-000-001-01	Encore Cloud - Professional Package	36.00/mo
S. I. No. 132-52	Minimum order 12 months. Encore SAS SW. Includes Screen Recording, Score Cards, Reporting and Dashboards. One needed per recorded device.	
60-516-001-01	Encore Cloud - Work Force Management Add-On Pkg	36.00/mo
S. I. No. 132-52	Encore SAS Workforce Management (WFM). WFM enables the end user to use historical call volume to forecast anticipated call volume in the future. Agent schedules are then created using this forecast. One licenses needed for each scheduled agent.	
60-516-001-03	Encore Community Adapter (Included)	No Add'l Charge
S. I. No. 132-52	Encore Community Workforce Management (WFM) connector to customer ACD.	

8. Encore Cloud

Item Number	Description	GSA Price
60-517-001-01	100 GB Additional Storage	31.20/mo
S. I. No. 132-52	Additional Cloud Storage for Recordings	
60-516-001-04	CT Integration - Encore Community Adapter (Additio	7.20/mo
S. I. No. 132-52	Encore Community Workforce Management (WFM) connector to an additional customer ACD.	
60-572-001-01	Encore Cloud Analytics - Add-on Package	31.20/mo
S. I. No. 132-52	Adds Speech Analytics to Encore Cloud.	
60-516-001-05	Encore Community Email Adapter	7.20/mo
S. I. No. 132-52	Encore Community Workforce Management (WFM) connector to customer Corporate Email	
60-516-001-07	Encore Community Everywhere Adapter	7.20/mo
S. I. No. 132-52	Encore Community Workforce Management (WFM) Mobile App. Extends the agent interface to the agents Mobile device.	
60-516-001-06	Encore Community SMS Text Adapter	7.20/mo
S. I. No. 132-52	Encore Community Workforce Management (WFM) connector to SMS for texting.	

9. Encore Cloud

Item Number	Description	GSA Price
60-539-002-02	Aspect Unified IP Dialer (Avaya Integration)	No Add'l Charge
S. I. No. 132-52	CT Integration. Allows the Encore Recorder to start, stop and assign data based on information for the designated platform.	
60-539-004-01	Avaya Aura CVLAN Integration	No Add'l Charge
S. I. No. 132-52		
60-539-005-01	Avaya Aura TSAPI Integration	No Add'l Charge
S. I. No. 132-52		
60-539-005-03	Avaya CS2100/SL-100 Genband Release SE16 Integrati	No Add'l Charge
S. I. No. 132-52		
60-539-027-01	Avaya DMCC/TSAPI Integration	No Add'l Charge
S. I. No. 132-52		
60-539-026-01	Avaya IP Office Integration	No Add'l Charge
S. I. No. 132-52		
60-539-026-02	Avaya IP Office with TAPI Integration	No Add'l Charge
S. I. No. 132-52		

9. Encore Cloud

Item Number	Description	GSA Price
60-539-005-02	Avaya Proactive Contact Dialer Integration	No Add'l Charge
S. I. No. 132-52	CT Integration. Allows the Encore Recorder to start, stop and assign data based on information for the designated platform.	
60-539-024-01	Cisco Unified Call Manager Integration	No Add'l Charge
S. I. No. 132-52		
60-539-013-01	Iwatsu Enterprise-CS (ECS) Integration	No Add'l Charge
S. I. No. 132-52		
60-539-014-01	Mitel MiTAI Integration	No Add'l Charge
S. I. No. 132-52		
60-539-034-01	NEC CT Integration SV8100/SV9100	No Add'l Charge
S. I. No. 132-52		
60-539-031-01	NEC CT Integration SV8300/SV9300	No Add'l Charge
S. I. No. 132-52		
60-539-033-01	NEC CT Integration SV8500/SV9500	No Add'l Charge
S. I. No. 132-52		
60-539-021-01	NEC UCB for Business Integration	No Add'l Charge
S. I. No. 132-52		
60-539-032-01	NEC UNIVERGE 3C (BCT or UCB) Integration	No Add'l Charge
S. I. No. 132-52		
60-539-018-01	Nortel Meridian Link Integration	No Add'l Charge
S. I. No. 132-52		
60-539-019-01	Nortel Symposium Call Center Server RTD Integratio	No Add'l Charge
S. I. No. 132-52		
60-539-023-01	ShoreTel using TAPI Integration	No Add'l Charge
S. I. No. 132-52		
60-539-030-01	ShoreTel using TAPI/Subsription	No Add'l Charge
S. I. No. 132-52		
60-539-028-01	Sonitrol SonIP Recorder Integration	No Add'l Charge
S. I. No. 132-52		

10. Encore Cloud Implementation Services

Item Number	Description	GSA Price
60-535-002-04	Analytics Services	7,650.38/ea
S. I. No. 132-52	Implementation Services for Cloud Analytics. Must be quoted by Encore.	
60-573-002-01	Cloud Automated Import 3rd Party Recordings	3,060.15/ea
S. I. No. 132-52	Enables third party recordings to be uploaded to the Encore Cloud.	
60-535-002-01	Cloud System Activation - Basic Package	1,530.08/ea
S. I. No. 132-52	Implementation Services to implement new Encore SAS for the Basic License. On required on each SAS Order.	
60-535-002-02	Cloud System Activation - Professional Package	2,550.13/ea
S. I. No. 132-52	Implementation Services to implement new Encore SAS for the Professional License. On required on each SAS Order.	
60-573-001-01	Encore Cloud Analytics Application	255.61/ea
S. I. No. 132-52	Implementation Services for Cloud Analytics. Must be quoted by Encore.	
60-516-001-02	Encore Community Professional Services - Cloud	27,841.39/ea
S. I. No. 132-52	Encore Community Installation and Training services. Includes a remote install of the Community SW and three on site training visits. One required for each new WFM order.	

11. Encore Enterprise System

Item Number	Description	GSA Price
40-503-002-02	Encore System Server – Enterprise (includes rack k	9,032.85/ea
S. I. No. 132-8	Encore Enterprise Carded Server. Required when recording interface cards are needed.	
40-503-006-01	Encore System Server - Remote (includes rack kit)	3,510.18/ea
S. I. No. 132-8	Encore Remote server. Required when recording cards are needed at remote site.	

12. Encore Recording Interfaces

Item Number	Description	GSA Price
10-689-A08-01	8 Port Recording Board - Analog Interface	1,995.70/ea
S. I. No. 132-8	Recording interface card for Encore System Server.	
10-694-D08-01	8 Port Recording Board - Direct Digital I'face	2,671.33/ea
S. I. No. 132-8		
10-690-A16-01	16 Port Recording Board - Analog Interface	3,843.79/ea
S. I. No. 132-8		

12. Encore Recording Interfaces

Item Number	Description	GSA Price
10-693-D16-01	16 Port Recording Board - Direct Digital I'face	3,885.79/ea
S. I. No. 132-8	Recording interface card for Encore System Server.	
10-690-A24-01	24 Port Recording Board - Analog Interface	5,225.06/ea
S. I. No. 132-8		
10-693-D24-01	24 Port Recording Board - Direct Digital I'face	5,342.67/ea
S. I. No. 132-8		
10-691-T24-01	24 Port Recording Board - T1/PRI Interface	5,342.67/ea
S. I. No. 132-8		
10-692-T48-01	48 Port Recording Board - T1/PRI Interface	7,716.39/ea
S. I. No. 132-8		

13. Encore Software Assistance and Support

Item Number	Description	GSA Price
50-100-011-02	Encore Software Assurance and Technical Support	18.0%
S. I. No. 132-34	Annual charge is a percentage of purchase price for all software licences initially purchased and subsequently added. Covers system after its initial 90 day warranty. Must be paid for at time of purchase.	

Fax2Mail

Item Number	Description	GSA Price
FX11b S. I. No. 132-52	Fax2Mail Mailbox with Fax Number Provides for a toll-free fax number (or a local number, where available) "connected" to a designated email address. Faxes sent to this number are delivered by email to the designated email address as a PDF attachment. This email address has the added capability of converting an outgoing email, including attachments, to a fax and delivering it to the number provided. This part number is the monthly fee. There is also a one-time setup charge (Item No.FX12), a per-page charge (Item No. FX10), and occasionally a retry charge (FX20). All four part numbers must be ordered at the same time to purchase this service.	.90/mo
FX11c S. I. No. 132-52	Fax2Mail Mailbox Outbound Only The designated email address has the capability of sending an outgoing email, including attachments, to any fax number. This part number is the monthly fee. There is also a one-time setup charge (Item No.FX12), a per-page charge (Item No. FX10), and occasionally a retry charge (FX20). All four part numbers must be ordered at the same time to purchase this service.	.30/mo
FX13 S. I. No. 132-52	Fax2Mail One-Time Porting Fee This is an optional one-time charge to transfer an existing phone number you already use to fax2mail. If you do not use this option, a new number will be assigned to you at no additional charge.	3.60/ea
FX12 S. I. No. 132-52	Fax2Mail One-Time Setup Fee For each number ordered.	1.20/ea
FX10 S. I. No. 132-52	Fax2Mail Page Fee Refer to Item No. FX11 for Fax2Mail product description. This is the per page rate for received or sent faxes in standard or fine -mode. Fax pages that take longer than 60 seconds to receive or send (perhaps because they are graphics intensive, or are throttled by the receiving fax modem) will count as two (or more) pages. Faxes sent to international numbers will be surcharged EasyLink 's international rate which varies by country.	0.045/ea
FX11a S. I. No. 132-52	Fax2Mail Reserved Fax Number Reserves or retains a local or toll-free fax number for future use. Customer can request one or more fax numbers for future use and this is the monthly charge. Also, when a customer deletes a Fax2Mail mailbox, the number is retained for future use and this is the monthly charge. In either case the number(s) are parked in the customer number pool. Customer can release any number from the number pool at any time to stop further charges.	.90/mo
FX20 S. I. No. 132-52	Fax2Mail Retry Charge, per fax This charge occurs when an outgoing fax must be retried, perhaps because of a busy signal, or a dropped connection or other failure.	0.004/ea

Fax2Mail Options

Item Number	Description	GSA Price
FX21	Fax2Mail Outbound Delivery Report	No Add'l Charge
S. I. No. 132-52	This option is for a return email detailing the success or failure of an outbound fax.	
FX16	Fax2Mail PDF-E Option, Monthly Surcharge	.60/mo
S. I. No. 132-52	The Editable PDF option embeds Optical Character Recognition results into the PDF file. This allows the PDF file to be searchable, and unlocks a number of editing features in Adobe's PDF reader. This fee is per month per fax number in addition to the standard montly fee for the fax number.	
FX15	Fax2Mail PDF-E Option, One-Time Setup	1.20/ea
S. I. No. 132-52	The Editable PDF option embeds Optical Character Recognition results into the PDF file. This allows the PDF file to be searchable, and unlocks a number of editing features in Adobe's PDF reader. This fee the one-time charge to enable a fax number for this option.	
FX17	Fax2Mail PDF-E Option, per page surcharge	0.012/ea
S. I. No. 132-52	The Editable PDF option embeds Optical Character Recognition results into the PDF file. This allows the PDF file to be searchable, and unlocks a number of editing features in Adobe's PDF reader. This fee is the surcharge added to the standard per-page charge.	
dLr-large	Fax2Mail Domain Level Outbound, more than 10,000	5000.00/mo
S. I. No. 132-52	Any email address in an Internet domain name can send outgoing faxes.	
dLr-med	Fax2Mail Domain Level Outbound, up to 10,000 users	3500.00/mo
S. I. No. 132-52		
dLr-small	Fax2Mail Domain Level Outbound, up to 5000 users	1500.00/mo
S. I. No. 132-52		
ftLs	Forced Transport Layer Security	150.00/mo
S. I. No. 132-52	Forces encryption between EasyLink's equipment and customer's email service. For incoming faxes, if the customer's email service refuses an encrypted connection then the fax will not be delivered. For outgoing faxes, EasyLink will refuse an unencrypted connection.	
ftLs-setup	Forced Transport Layer Security, setup charge	450.00/ea
S. I. No. 132-52	One-time s=etup charge for Forced Transport Layer Security.	

Notify Fax On Demand

Item Number	Description	GSA Price
NotifyFR7	Fax On Demand 800 Fax Response	0.2375/ea
S. I. No. 132-52	this price is per page	

Notify Fax On Demand

Item Number	Description	GSA Price
NotifyFR6	Fax On Demand Document Storage	0.475/ea
S. I. No. 132-52	This price is per document	
NotifyFR5	Fax On Demand Fax Delivery	0.09/min
S. I. No. 132-52		
NotifyFR4	faxReach Fax On Demand Voice Session	0.25/min
S. I. No. 132-52	This is the per-minute charge for the inbound telephone call session. User dials in, chooses fax from voice menu. Transmission of fax is an additional charge. Service is maintained via web pages.	

Notify faxReach

Item Number	Description	GSA Price
NotifyFR1	faxReach Fax Broadcast, per page	0.048/ea
S. I. No. 132-52	This is the per-page charge for outbound faxes sent to continental United States numbers only. A surcharge applies for faxes to Canada, Alaska, Hawaii, Mexico, Puerto Rico and overseas points. Service is controlled via web pages where you upload fax numbers and message to be delivered and specify the date and time window for delivery and other parameters. Fax pages that take longer than 60 seconds to receive or send (perhaps because they are graphics intensive, or are throttled by the receiving fax modem) will count as two (or more) pages. Faxes sent to international numbers will be surcharged EasyLink 's international rate which varies by country.	
NotifyFR2	faxReach Fax MailMerge Broadcast, per page	0.09/ea
S. I. No. 132-52		
NotifyFR8	faxReach Opt-Out via Fax Reply	0.20/ea
S. I. No. 132-52	Recipients of faxReach broadcast faxes can be asked to respond via fax if they wish to be removed from your list. This charge is per opt-out request received by fax.	
NotifyFR9	faxReach Opt-Out via Voice Call	0.20/ea
S. I. No. 132-52	Recipients of faxReach broadcast faxes can be asked to call a number if they wish to be removed from your list. This charge is per opt-out request received by voice call.	
NotifyFR3	faxReach Transactional Fax Broadcast, per page	0.09/ea
S. I. No. 132-52	This is the per-page charge for outbound faxes sent in standard mode to continental United States numbers only. A surcharge applies for faxes to Canada, Alaska, Hawaii, Mexico, Puerto Rico and overseas points. Service is controlled via web pages where you upload fax numbers and message to be delivered and specify the date and time window for delivery and other parameters.	

Notify messageREACH

Item Number	Description	GSA Price
NotifyMR1	messageReach Email Broadcast	0.01/ea
S. I. No. 132-52	This price is per message 1 Mb or less. Larger messages are priced at this rate times number of megabytes rounded up to the next megabyte. Service is controlled via web pages where you upload email addresses and message to be delivered and specify the date and time window for delivery and other parameters.	
NotifyMR2	messageReach Attachment	0.009/ea
S. I. No. 132-52	This is the per attachment surcharge for a messageReach message.. This price is per attachment 1 Mb or less. Larger attachments are priced at this rate times number of megabytes rounded up to the next megabyte.	
NotifyMR10	messageREACH Business Forms Storage	47.50/mo
S. I. No. 132-52	This fee is per month per gigabyte or fraction per month	
NotifyMR6	messageREACH Click-To Redirect	0.0475/ea
S. I. No. 132-52	This fee is per click	
NotifyMR7	messageREACH Data Collection	0.475/ea
S. I. No. 132-52	This fee is per form	
NotifyMR8	messageREACH Forms Response	0.2375/ea
S. I. No. 132-52	This fee is per response	
NotifyMR5	messageREACH HTML Open	0.0475/ea
S. I. No. 132-52	This fee is per HTML file opened.	
NotifyMR4	messageReach Image Pull	0.008/ea
S. I. No. 132-52	HTML formatted messages that incorporate other images must "pull" those image files into the message. This price is per pulled file 1 Mb or less. Larger files are priced at this rate times number of megabytes rounded up to the next megabyte.	
NotifyMR3	messageReach Pull File	0.008/ea
S. I. No. 132-52	HTML formatted messages that incorporate other files must "pull" those files into the message. This price is per pulled file 1 Mb or less. Larger files are priced at this rate times number of megabytes rounded up to the next megabyte.	
NotifyMR9	messageREACH Registration Form	95.00/ea
S. I. No. 132-52	This fee is per form	

Notify Other Charges

Item Number	Description	GSA Price
NotifyPR3 S. I. No. 132-52	Notify Archive Retrieve A request from a customer to retrieve purged job information from our system (s). Job data is purged from our system after 3 days and in some cases a customer may need this data retrieved. This fee is per request.	55.10/ea
NotifyPR4 S. I. No. 132-52	Notify Banner FX Personalized information that can be merged anywhere on the first page of the document. The bannerFX must be stored on our EasyLink servers, each BannerFX is customer specific. This charge is per request	47.50/ea
NotifyPR5 S. I. No. 132-52	Notify Banner FX Revision Revisions- Modifications made to an existing BannerFX under a clients account. This charge is per request.	23.75/ea
NotifyFR14 S. I. No. 132-52	Notify File Storage (CFS) Excess Bandwidth Customer File Storage (CFS) Excess Bandwidth Usage, Fee Per MB, Per Month	19.00/mo
NotifyFR13 S. I. No. 132-52	Notify File Storage (CFS) Excess Size Customer File Storage (CFS) Excess Disk Storage - Fee Per KB, Per Month	.05/mo
NotifyPR9 S. I. No. 132-52	Notify HTML Creation Creation of HTML file for email delivery which will incorporate the clients specifications. HTML files can include click to's, hyperlinks, images, flash files, wav files and alternate text. Fee is per request.	118.75/ea
NotifyPR11 S. I. No. 132-52	Notify HTML Form Creation This fee is per form. Forms are created for survey/data collection purposes. Fields can either be predefined or entered manually by the end user. The form can be created to be received in the body of the email or as a link. - Fee Per Request	118.75/ea
NotifyPR12 S. I. No. 132-52	Notify HTML Form Revision to Existing Form This fee is per request.	47.50/ea
NotifyPR10 S. I. No. 132-52	Notify HTML Revision to Existing File This fee is per request	47.50/ea
NotifyPR6 S. I. No. 132-52	Notify Job Cancel Request Cancellation is the process of stopping the delivery of a job whether it is express, scheduled or off peak. Cancellation of express jobs will not stop active deliveries prior to the action. This fee is per cancellation request.	5.70/ea
NotifyPR13 S. I. No. 132-52	Notify Job Launch Creation, testing and final launch of either fax, email, Mailmerge or voice deliveries. Fee Per Request	71.25/ea

Notify Other Charges

Item Number	Description	GSA Price
NotifyPR14	Notify Job Launch Revision	47.50/ea
S. I. No. 132-52	Edits and revisions to the current launch file as per the customer's request.	
NotifyPR15	Notify Job or List Status	5.70/ea
S. I. No. 132-52	Confirmation of job or list stored under clients account. Charge is per request.	
NotifyPR18	Notify List Maintenance	71.25/ea
S. I. No. 132-52	Edits and/or revisions to lists stored on EasyLink servers. - Fee Per Request	
NotifyPR19	Notify List Upload via Email	71.25/ea
S. I. No. 132-52	Client provides Text or CSV format file of destinations(email, fax,voice addresses) via email for manual upload to the EasyLink system. This charge is per request.	
NotifyPR20	Notify Mail Merge Job Creation	95.00/ea
S. I. No. 132-52	Creation of Fax Mail Merge for fax delivery which will incorporate the clients specifications. Client must provide CSV data file containing all fields to be merged with main document file. This charge is per request	
NotifyPR21	Notify Mail Merge Job Revision	47.50/ea
S. I. No. 132-52	Edits and/or revisions to the current Mail Merge file as per the customers request. - This charge is per request.	
NotifyPR7	Notify or Fax2Mail Cover Sheet	47.50/ea
S. I. No. 132-52	Custom cover sheets (stored on EasyLink serves) are populated with data from a distribution list file. For example, a cover sheet is set up to pull data such as the To, From and Attn fields. This fee is per request.	
NotifyPR8	Notify or Fax2Mail Cover Sheet Revision	23.75/ea
S. I. No. 132-52	Modifications made to an existing cover sheet. This fee is per request.	
NotifyPR17	Notify or FAX2Mail Letterhead /Logo Revision	23.75/ea
S. I. No. 132-52	Letterhead/Logo - Revisions - Edits, revisions to the current Letterhead/logo as per the customers request. - Fee Per Request	
NotifyPR16	Notify or FAX2Mail Letterhead w/Logo	47.50/ea
S. I. No. 132-52	Custom Letterhead/logo are created with images provided by the client and are stored on the EasyLink servers.	
NotifyPR22	Notify Reports	5.70/ea
S. I. No. 132-52	A variety of reports can be generated to provide information about a customers job. - This charge is per request	
NotifyPR23	Notify Resend Job	2.85/ea
S. I. No. 132-52	Redeliver to all failed recipients per customer's request. This charge is per request	

Notify Other Charges

Item Number	Description	GSA Price
NotifyFR15	Notify Sent Caller ID (ANI) Setup	47.50/ea
S. I. No. 132-52	Automatic Number Identification (ANI) Configuration - Fee Per number.	
NotifyPR1	Turnkey Services	190.00/hr
S. I. No. 132-52	Turnkey services can be provided by Xpedite staff to custom craft message delivery campaigns using any or all of the mediums we provide: voiceReach, faxReach, messageReach, SMSReach.	
NotifyPR27	voiceREACH Script Revision	47.50/ea
S. I. No. 132-52	Edits and/or revisions to VoiceREACH Scripts already stored on EasyLink servers. This fee is per request.	
NotifyPR25	voiceREACH Text2Speech Temp. Rev.	47.50/ea
S. I. No. 132-52	Text To Speech Template - Revisions - Edits and/or revisions to TTS templates stored on EasyLink servers. - Fee Per Request	

Notify smsREACH

Item Number	Description	GSA Price
NotifySMS1	SMSReach Text Broadcast	0.04/ea
S. I. No. 132-52	This is the per-message charge for message delivery. Service is controlled via web pages where you upload text addresses and message to be delivered and specify the date and time window for delivery and other parameters. API for automated transmission also available. Messages longer than 160 characters will be delivered and charged as multiple messages.	
NotifySMS2	smsREACH Text Message Mobile Originated	0.018/ea
S. I. No. 132-52		
NotifySMS3	smsREACH Short Code Setup	2,850.00/ea
S. I. No. 132-52	This is the one-time fee for each short or vanity code to be setup.	
NotifySMS5	smsREACH Std Short Code Charge	950.00/mo
S. I. No. 132-52	Randomly assigned short code. Per code per month.	
NotifySMS4	smsREACH Vanity Short Code Charge	1650.00/mo
S. I. No. 132-52	Vanity code requested by customer (when available). Per code per month.	

Notify Subscriptions

Item Number	Description	GSA Price
Notify2 S. I. No. 132-52	Notify 10,000 Message Subscription This subscription allows for the transmission of up to the indicated number of messages per month. Additional messages can be transmitted for the overage charge shown on a separate part number. Unused messages do not carry over. Messages include any combination of voiceReach, faxReach, messageReach or outbound smsReach. Each 60 second portion or fraction a voice transmission counts as one message. Each page of a fax transmission counts as one message. Voice and Fax: Up to 3 retransmissions are allowed at no additional charge. Transmissions outside of the U.S. and Canada do not count towards this subscription but will be billed at standard rates.	2090.00/mo
Notify4 S. I. No. 132-52	Notify 50,000 Message Subscription	7125.00/mo
Notify6 S. I. No. 132-52	Notify 100,000 Message Subscription	11400.00/mo
Notify1 S. I. No. 132-52	Notify Message Subscription Setup One-time fee	475.00/ea
Notify2b S. I. No. 132-52	Notify Overage for 10,000 Msg Subs. 10,000 Included Monthly Messages Plan; Overage Charge per Message	0.2565/ea
Notify4b S. I. No. 132-52	Notify Overage for 50,000 Msg Subs. 50,000 Included Monthly Messages Plan; Overage Charge per Message	0.19/ea
Notify6b S. I. No. 132-52	Notify Overage for 100,000 Msg Subs. 100,000 Included Monthly Messages Plan; Overage Charge per Message	0.1425/ea

Notify voiceReach

Item Number	Description	GSA Price
NotifyVR1 S. I. No. 132-52	voiceReach Std Msg-Only Broadcast This is the per-minute charge for message delivery. Service is controlled via web pages where you upload telephone numbers and message to be delivered and specify the date and time window for delivery and other parameters. Timing is in six second increments, 30 second minimum per call.	0.05/min
NotifyVR6 S. I. No. 132-52	voiceReach Text-to-Speech Broadcast This is the per-minute charge for message delivery with the Text-To-Speech. Text-to-speech option allows for the insertion of variable information into the message. Service is controlled via web pages where you upload telephone numbers, variable text, and message to be delivered and specify the date and time window for delivery and other parameters. Timing is in six second increments, 30 second minimum per call. Other charges may apply for storing templates for reuse and if you require assistance in creating templates.	0.05/min

Notify voiceReach

Item Number	Description	GSA Price
NotifyVR2	voiceReach Data Collection Response	0.05/ea
S. I. No. 132-52	This is the per-form charge for responses to messages delivered with the Data Collection option. The response(s) are collected on one form and this the the charge for each form.	
NotifyFR12	voiceReach Data Collection Script Storage	20.00/mo
S. I. No. 132-52	The Data Collection option allows for the collection of touch-tone answers to questions. This is done with a creation of scripts that describe each question and the range of possible answers. Scripts can be stored online for reuse. The first five scripts stored are at no charge. The sixth and each subsequent script stored incurs this charge.	
NotifyVR5	voiceReach HotKey Transfer Charge	0.05/ea
S. I. No. 132-52	HotKey option allows called party to press a touch-tone key and be transferred to a number provided by the customer so they can discuss the message they just heard. This charge occurs when the called party presses the key.	
NotifyPR24	voiceReach Text-to-Speech Template Creation	90.00/hr
S. I. No. 132-52	Text-to-speech option allows for the insertion of variable information into the message. This is done with a creation of templates that describe what should be said when. You can create your own templates at no additional charge, or you can ask Premiere Global Services to assist you in creating the template. This charge is incurred when you request assistance.	
NotifyVR7	voiceReach Text-to-Speech Template Storage	20.00/ea
S. I. No. 132-52	Text-to-speech option allows for the insertion of variable information into the message. This is done with a creation of templates that describe what should be said when. Templates can be stored online for reuse. The first five templates stored are at no charge. The sixth and each subsequent template stored incurs this charge.	
NotifyVR4	voiceReachHotKey Transfer Duration Charge	0.05/min
S. I. No. 132-52	HotKey option allows called party to press a touch-tone key and be transferred to a number provided by the customer so they can discuss the message they just heard. When the called party presses the hotkey, a second line is used to place a call back to the customer-supplied number where someone can speak to the called party. This charge is for that second line. During the time the transfer is in place, two charges are accruing. The initial broadcast per minute charge and this per minute charge.	

Professional Services

Item Number	Description	GSA Price
ps-tm	Ringtail Data Transformation and Migration	212.63/hr

S. I. No. 132-51

FTI Data Transformation and Migration experts converts data that has been exported from other tools into Ringtail load files and databases. FTI uses a combination of previously-developed utilities and custom solutions as needed to lower costs, expedite and facilitate the data conversion.

MINIMUM/GENERAL EXPERIENCE: Five years data manipulation, data conversion and data analysis experience in SQL database. Two years of experience developing and delivering e-discovery technical solutions and services. Two years of experience in litigation support or related legal area. C#.net programming experience. IT and technical writing background. One year of experience administering Ringtail software.

FUNCTIONAL RESPONSIBILITIES: Assists FTI On Premise customers with onsite and remote implementation of FTI On Premise software products, including implementation, configuration and testing. Provides technical consulting and software administrator training to FTI On Premise clients, including assessment of existing environment and technical requirements related to FTI products. Drafts technical requirements related to FTI On Premise products, including recommendations on how to integrate the applications into a client's corporate enterprise infrastructure environment. Develops and documents enterprise architecture specifications for FTI On Premise product deployments. Reviews, validates and recommends improvements to client infrastructure plans or deployments. Identifies, develops, and documents workflows and best practices for deploying FTI On Premise software in sophisticated multi-user, multi-project, and multi-location enterprise environments. Provides expertise in MS SQL Server, Citrix Presentation Server and general network performance, administration and tuning. Delivers product presentations to prospective clients and provides general product expertise to support the sales team. Provides product feedback (customer requirements, product use, and enhancement requests) to product management and/or engineering.

MINIMUM EDUCATION: Bachelor's degree in education, communications, law or technology-related studies.

Professional Services

Item Number	Description	GSA Price
ps-ri	Ringtail Implementation	268.80/hr

S. I. No. 132-51

FTI Ringtail On Premise Professional Services Engineers deliver Ringtail planning, design and implementation services. Our engineers work with Ringtail On Premise customer technical teams to scope and size our customers' hardware and software environment in preparation for the Ringtail implementation, installation, testing and deployment.

MINIMUM/GENERAL EXPERIENCE: Five years data manipulation, data conversion and data analysis experience in SQL database. Two years of experience developing and delivering e-discovery technical solutions and services. Two years of experience in litigation support or related legal area. C#.net programming experience. IT and technical writing background. One year of experience administering Ringtail software.

FUNCTIONAL RESPONSIBILITIES: Assists FTI On Premise customers with onsite and remote implementation of FTI On Premise software products, including implementation, configuration and testing. Provides technical consulting and software administrator training to FTI On Premise clients, including assessment of existing environment and technical requirements related to FTI products. Drafts technical requirements related to FTI On Premise products, including recommendations on how to integrate the applications into a client's corporate enterprise infrastructure environment. Develops and documents enterprise architecture specifications for FTI On Premise product deployments. Reviews, validates and recommends improvements to client infrastructure plans or deployments. Identifies, develops, and documents workflows and best practices for deploying FTI On Premise software in sophisticated multi-user, multi-project, and multi-location enterprise environments. Provides expertise in MS SQL Server, Citrix Presentation Server and general network performance, administration and tuning. Delivers product presentations to prospective clients and provides general product expertise to support the sales team. Provides product feedback (customer requirements, product use, and enhancement requests) to product management and/or engineering.

MINIMUM EDUCATION: Bachelor's degree in education, communications, law or technology-related studies.

Professional Services

Item Number	Description	GSA Price
ps-pe1	Ringtail Product Expert - Level 1	259.87/hr

S. I. No. 132-51

FTI's Level 1 - Ringtail Product Experts provide Ringtail legal project support on a variety of projects, such as delivering application technical and end user support, implementing prescribed workflows, tracking metrics, providing Ringtail technical and end user support, creating daily or weekly project custom reports, ensuring quality control and developing custom database solutions.

MINIMUM/GENERAL EXPERIENCE: Two years of legal/electronic discovery or document review experience. One year full time Ringtail product experience.

FUNCTIONAL RESPONSIBILITIES: Conducts day-to-day activities of projects including interaction with other consultants, supervisors and client personnel. Implements prescribed workflows and tracks metrics as required. Applies analytical skills and leverage existing methodologies to various client situations and practice disciplines and create routine and novel customized solutions to meet shifting client needs. Utilizes logical reasoning skills to provide complete client services. Works to ensure a quality product and delivery of all work within established timeframes. Provides superior client service in demanding, deadline-driven situations. Maintains professional integrity and work product. Provides Ringtail application technical and end user supports to all clients to ensure effective use of tools and helps resolve problems reported by users. Provides daily or weekly project reports to project managers and clients. Provides both oral and written status reports to clients and project managers. Ensures quality control checking processes for deliverables to clients. Follows company protocols and workflows. Escalates client problems/issues according established protocols. Adapts to new technologies, processes, and personalities as the job requires. Loads data into different legal database software.

MINIMUM EDUCATION: B.S. or a B.A. college degree required.

Professional Services

Item Number	Description	GSA Price
ps-pe2	Ringtail Product Expert - Level 2	330.75/hr

S. I. No. 132-51

FTI's Level 2 - Ringtail Product Experts provide support for coordinating document review and production. They oversee quality product and services delivery of all work within established timeframes; direct and manage internal resources; coordinate day-to-day project activities, including oral and written interaction among consultants, supervisors and client personnel; develop workflows and conduct case-related activities.

MINIMUM/GENERAL EXPERIENCE: Five years of legal/electronic discovery or document review environment experience. Two years management and supervisory experience. Two years full time Ringtail product experience.

FUNCTIONAL RESPONSIBILITIES: Liaises with client business stakeholders, contract managers, procurement and compliance officers to develop, organize and complete contract and compliance objectives, as well as track progress, and define reporting requirements. Develops controls and best practices in the delivery of client services, including the coordination, planning and production of all phases of the contract support activities. Manages substantial contract support operations across a team of projects and consultants. Implements best practices and workflows. Communicates with senior client management at the project level. Assists in the development of project level scope of work. Develops project plans and coordinates implementations. Develops and drafts project budgets and reports. Defines timelines and scheduling, tasks and resources allocation. Oversees day-to-day activities of projects including oral and written interaction with other consultants, supervisors and client personnel. Conducts day-to-day case-related activities. Schedules and conducts review for acceptance of each deliverable. Oversees quality product and services delivery of all work within established timeframes. Introduces additional FTI services to clients as needs dictate. Trains, mentors and reviews work of subordinates.

MINIMUM EDUCATION: B.S. or a B.A. college degree required. Masters degree required, or commensurate field experience in the relevant task area.

Professional Services

Item Number	Description	GSA Price
ps-pe3	Ringtail Product Expert - Level 3	590.63/hr

S. I. No. 132-51

FTI's Level 3 - Ringtail Product Experts deliver strategic and workflow planning, as well as wide variety of other expert services. Examples of this work include the development of end-to-end programs that accommodate clients' evolving electronic-discovery needs; meet-and-confer analysis, preparation, and negotiation approaches; burden quantification and declarations; expert witness and testimony; and large-scale, multi-district, multi-matter document repository design.

MINIMUM/GENERAL EXPERIENCE: Ten years of legal/electronic discovery or document review environment experience. Five years management and supervisory experience. Two years Ringtail product experience.

FUNCTIONAL RESPONSIBILITIES: Delivers primarily strategic or workflow planning considerations, and expert witness type services that can vary depending upon the experience and expertise required. Thinks strategically to develop programs and solutions designed to accommodate current client needs and as they evolve over time. Disseminates policies, purposes, and goals of client projects, client relationships and contractor culture, ethics, and responsibilities to subordinates. Trains, mentors and reviews work of subordinates.

MINIMUM EDUCATION: B.S. or a B.A. degree required. Masters or J.D. degree required, or commensurate field experience in the relevant task area.

Professional Services

Item Number	Description	GSA Price
ps-ra	Ringtail Product Use Assistance	354.37/hr

S. I. No. 132-51

FTI Ringtail Product Experts are available to work with customer administrators and end users to develop customer-specific standardized processes, integrate best practices and document the final workflow for each Ringtail On Premise environment. As a complement to training, additional assistance can be provided for Ringtail case and project management, as well as technical assistance for administering and managing the Ringtail environment.

MINIMUM/GENERAL EXPERIENCE: Five years data manipulation, data conversion and data analysis experience in SQL database. Two years of experience developing and delivering e-discovery technical solutions and services. Two years of experience in litigation support or related legal area. C#.net programming experience. IT and technical writing background. One year of experience administering Ringtail software.

FUNCTIONAL RESPONSIBILITIES: Assists FTI On Premise customers with onsite and remote implementation of FTI On Premise software products, including implementation, configuration and testing. Provides technical consulting and software administrator training to FTI On Premise clients, including assessment of existing environment and technical requirements related to FTI products. Drafts technical requirements related to FTI On Premise products, including recommendations on how to integrate the applications into a client's corporate enterprise infrastructure environment. Develops and documents enterprise architecture specifications for FTI On Premise product deployments. Reviews, validates and recommends improvements to client infrastructure plans or deployments. Identifies, develops, and documents workflows and best practices for deploying FTI On Premise software in sophisticated multi-user, multi-project, and multi-location enterprise environments. Provides expertise in MS SQL Server, Citrix Presentation Server and general network performance, administration and tuning. Delivers product presentations to prospective clients and provides general product expertise to support the sales team. Provides product feedback (customer requirements, product use, and enhancement requests) to product management and/or engineering.

MINIMUM EDUCATION: Bachelor's degree in education, communications, law or technology-related studies.

Professional Services

Item Number	Description	GSA Price
ps-rt	Ringtail Training	224.00/hr
S. I. No. 132-51	<p>Classroom and remote training for Ringtail administrators and end users is delivered to customers by FTI Ringtail Trainers at the time the product is going to be used. Classroom training sessions can accommodate up to ten (10) attendees per session to ensure maximum productivity and success. Custom training programs are designed to best satisfy customer needs.</p> <p>MINIMUM/GENERAL EXPERIENCE: Two years of experience developing/delivering software training. Two years of experience in litigation support or related legal area. IT and technical writing background. One year of experience working with Ringtail software.</p> <p>FUNCTIONAL RESPONSIBILITY: Develops training curricula that are customized to suit client needs and requirements. Delivers onsite and remote training on Ringtail software, workflow and best practices. Assists clients on-site with managing document loading and review projects using FTI software. Develops, documents and delivers training custom processes and best practices to fit clients' business model and needs. Is proficient in all aspects of FTI's products and applications.</p> <p>MINIMUM EDUCATION: Bachelor's degree in education, communications, law or technology-related studies, or commensurate field experience in task related category, with one year of field experience equal to one year of education.</p>	

Acuity Managed Review

Item Number	Description	GSA Price
acuity-dr	Acuity Document Review - 6 marks 3 tags	1.2365/ea
S. I. No. 132-52	<p>Price is per document. Acuity Managed Review is a comprehensive, collaborative managed review offering. Acuity combines advanced technology, innovative workflows and a single point of accountability to produce defensible results, simply and efficiently. Total charge per document consists of two or more fees per document, depending on options required. A few options are priced by the hour. An overtime charge can also apply when time constraints require it. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Acuity/Acuity.aspx#</p>	
acuity-t	Acuity Technology Fee	0.2509/ea
S. I. No. 132-52	<p>This fee is per document. Total charge per document consists of two or more fees per document, depending on options required. A few options are priced by the hour. An overtime charge can also apply when time constraints require it. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Acuity/Acuity.aspx#</p>	

FTI Investigate

Item Number	Description	GSA Price
ius-od	Investigate On-Site Equipment Deployment	268.80/hr
S. I. No. 132-52	This price is for USA deployment. Investigate professionals quickly deploy anywhere to uncover key facts behind the investigation. Equipped with FTI's market leading e-discovery software, FTI experts can conduct a complete investigation, from collection through analysis and production, on-site at a company location. This provides clients with control over their most sensitive data, and also helps ensure a defensible process in compliance with strict data privacy requirements. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/FTI-Investigate.aspx#	
ius-op	Investigate On-Site Processing	268.80/ea
S. I. No. 132-52	This price is per gigabyte for USA on-site. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/FTI-Investigate.aspx#	

Ringtail License Bundles

Item Number	Description	GSA Price
rb-rss	Ringtail Server Suite	45,000.00/ea
S. I. No. 132-33	Suite includes Ringtail Analytics, Ringtail Web Server, Ringtail Agent Server, Content Search Module, Ringtail OCR Worker, Ringtail Disaster Recovery License, Ringtail Laptop Licenses, TIFF-on-the-Fly, Ringtail Production Module	

Ringtail On Demand

Item Number	Description	GSA Price
rod-ad	On Demand Audio Discovery	53.76/hr
S. I. No. 132-52	Price is per audio hour. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-br	On Demand Blended Rate	224.00/hr
S. I. No. 132-52	Inbound data culling and review data loading (processing). More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-dss	On Demand Document Storage	44.80/mo
S. I. No. 132-52	Price is per box per month after the first box. Storage is at Iron Mountain. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-dsf	On Demand Document Storage, First	448.00/mo
S. I. No. 132-52	Price for first box, per month. Storage is at Iron Mountain. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	

Ringtail On Demand

Item Number	Description	GSA Price
rod-em	On Demand Evidence Management	17.92/mo
S. I. No. 132-52	Price is per item per month after the third month. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-htl	On Demand Human Language Translation	0.224/ea
S. I. No. 132-52	Price is per word. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-id	On Demand Inbound Data (Culling)	85.12/ea
S. I. No. 132-52	Price is per gigabyte. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-mlt	On Demand Machine Language Translation	0.3136/ea
S. I. No. 132-52	Price is per document. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-ms-1	On Demand Monthly Service, 1-250 GB	22.40/mo
S. I. No. 132-52	Price is per gigabyte per month. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-ms-251	On Demand Monthly Service, 251-250 GB	19.71/mo
S. I. No. 132-52		
rod-ms-501	On Demand Monthly Service, 501 or more GB	17.02/mo
S. I. No. 132-52		
rod-nds	On Demand Nearline Data Hosting	4.48/mo
S. I. No. 132-52		
rod-ocr	On Demand OCR Text File Creation	0.0269/ea
S. I. No. 132-52	Price is per page. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-pd	On Demand Predictive Discovery	0.0717/ea
S. I. No. 132-52	Price is per document. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-pe	On Demand Production Endorsements	0.009/ea
S. I. No. 132-52	Price is per page. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	

Ringtail On Demand

Item Number	Description	GSA Price
rod-rdl	On Demand Review Data Loading	264.32/ea
S. I. No. 132-52	Price is per gigabyte. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-uf	On Demand Ringtail User Fee	35.84/mo
S. I. No. 132-52	Per user per month after the first 40 users. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	
rod-tiff	On Demand TIFF Image Creation	0.0179/ea
S. I. No. 132-52	Price is per page. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail-On-Demand.aspx#	

Ringtail On-Premise Annual Licenses

Item Number	Description	GSA Price
rb-rssa	Ringtail Server Suite - Annual License	60,900.00/yr
S. I. No. 132-32	Boasting a powerful way to visualize trends and identify important documents, Ringtail Analytics helps legal teams test and sample keywords, “zoom” into document sets, and review documents accurately and cost-effectively. Cubes – Early Case Assessment, Culling and Reporting: Ringtail Cubes utilizes multi-dimensional analysis of coding, metadata, and search terms to bring immediate focus and priority to collection, processing and review activities via multi-dimensional reporting. Mines – Visualization and Smart Assignment Creation: Ringtail Mines allows project leads to assess document sets of up to 1 million documents at a time by organizing documents based on key concepts and concept frequency. Ringtail Mines enables teams to group conceptually similar documents for review, case analysis, and prioritization. Document Mapper – Rapid, Visual Document Review: Document Mapper™ provides legal teams with a powerful visual review interface which both increases the quality and speed of coding decisions, while also reducing the costs associated with document review. Using concept clustering and actionable visualizations, Document Mapper provides a multi-dimensional insight for rapid, better review of documents.	
ropa-dr	Ringtail Disaster Recovery - Annual License	48,720.00/yr
S. I. No. 132-32	Ringtail Server Suite disaster recovery license. This license applies to each additional server that is designated for disaster recovery.	

Ringtail On-Premise Annual Licenses

Item Number	Description	GSA Price
ropa-im	Ringtail Ingestions Module - Annual License	48,720.00/yr
S. I. No. 132-32	Ringtail Processing leverages the world's leading technology for processing large volumes of unstructured data at great speed. The Ringtail Processing Worker can extract text and metadata from hundreds upon hundreds of file types, storage formats, character sets and languages. Its forensic extraction capabilities include carving data from unallocated space and retrieving deleted items. With this text and metadata, you can conduct sophisticated searches • organize, cull and analyse information using auto-classification, text summarisation, topic modelling, deduplication, clustering, threading and other techniques • transform the data into legal exports, mailboxes and many other formats.	
ropa-eu-10	Ringtail User Licenses - 10 User Pack	3,654.00/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 10.	
ropa-eu-25	Ringtail User Licenses - 25 User Pack	3,410.40/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 25.	
ropa-eu-50	Ringtail User Licenses - 50 User Pack	2,801.40/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 50.	
ropa-eu-100	Ringtail User Licenses - 100 User Pack	2,192.40/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 100.	
ropa-eu-250	Ringtail User Licenses - 250 User Pack	1,583.40/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 250.	
ropa-eu-500	Ringtail User Licenses - 500 User Pack	1,339.80/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 500.	
ropa-eu-1000	Ringtail User Licenses - 1000 User Pack	1,218.00/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 1000.	
ropa-eu-2000	Ringtail User Licenses - 2000 User Pack	1,096.20/yr
S. I. No. 132-32	Price is per user license per year. Minimum order is 2000.	

Ringtail On-Premise Licenses

Item Number	Description	GSA Price
raop-s	Ringtail Analytics On-Premise - Small Env Server	26,880.00/ea
S. I. No. 132-33	Boasting a powerful way to visualize trends and identify important documents, Ringtail Analytics helps legal teams test and sample keywords, “zoom” into document sets, and review documents accurately and cost-effectively. Cubes – Early Case Assessment, Culling and Reporting: Ringtail Cubes utilizes multi-dimensional analysis of coding, metadata, and search terms to bring immediate focus and priority to collection, processing and review activities via multi-dimensional reporting. Mines – Visualization and Smart Assignment Creation: Ringtail Mines allows project leads to assess document sets of up to 1 million documents at a time by organizing documents based on key concepts and concept frequency. Ringtail Mines enables teams to group conceptually similar documents for review, case analysis, and prioritization. Document Mapper – Rapid, Visual Document Review: Document Mapper™ provides legal teams with a powerful visual review interface which both increases the quality and speed of coding decisions, while also reducing the costs associated with document review. Using concept clustering and actionable visualizations, Document Mapper provides a multi-dimensional insight for rapid, better review of documents.	
raop-m	Ringtail Analytics On-Premise - Medium Env Server	53,760.00/ea
S. I. No. 132-33		
raop-l	Ringtail Analytics On-Premise - Large Env Server	80,640.00/ea
S. I. No. 132-33		
raop-xl	Ringtail Analytics On-Premise - XL Env Server	107,520.00/ea
S. I. No. 132-33		
rop-0010	Ringtail On-Premise User Licenses - up to 10	12,992.00/ea
S. I. No. 132-33	The following server components are bundled with the Ringtail product: Ringtail Web Server is the primary Ringtail web application. Ringtail Agent Server houses the documents associated with case databases. Ringtail Image Viewer (RIV) Server is required to perform on-image redaction, color highlighting, annotation and batch printing. This includes a client-side component which can be downloaded from the Ringtail website. Ringtail Production Module is used to create production/disclosure document sets from within a case database. The module is required to renumber and brand documents (with redactions, footer text and production numbers) for export productions (while electronic productions can include image and native files, only TIFF, PDF and JPG image files can be branded.)	
rop-0025	Ringtail On-Premise User Licenses - up to 25	31,584.00/ea
S. I. No. 132-33		
rop-0050	Ringtail On-Premise User Licenses - up to 50	61,420.80/ea
S. I. No. 132-33		
rop-0100	Ringtail On-Premise User Licenses - up to 100	110,566.40/ea
S. I. No. 132-33		

Ringtail On-Premise Licenses

Item Number	Description	GSA Price
rop-0250	Ringtail On-Premise User Licenses - up to 250	184,800.00/ea
S. I. No. 132-33	The following server components are bundled with the Ringtail product: Ringtail Web Server is the primary Ringtail web application. Ringtail Agent Server houses the documents associated with case databases. Ringtail Image Viewer (RIV) Server is required to perform on-image redaction, color highlighting, annotation and batch printing. This includes a client-side component which can be downloaded from the Ringtail website. Ringtail Production Module is used to create production/disclosure document sets from within a case database. The module is required to renumber and brand documents (with redactions, footer text and production numbers) for export productions (while electronic productions can include image and native files, only TIFF, PDF and JPG image files can be branded.)	
rop-0500	Ringtail On-Premise User Licenses - up to 500	347,648.00/ea
S. I. No. 132-33		
rop-1000	Ringtail On-Premise User Licenses - up to 1000	570,752.00/ea
S. I. No. 132-33		
rop-2500	Ringtail On-Premise User Licenses - up to 2500	560,000.00/ea
S. I. No. 132-33		
ss-pcup-L	Ringtail Predictive Coding - Large Env. Server	116,928.00/ea
S. I. No. 132-33	251 to 999 user environment. Technology assisted review (TAR) and continuous active learning (CAL) functionalities enables users to train the software to autocode documents.	
ss-pcup-m	Ringtail Predictive Coding - Medium Env. Server	87,696.00/ea
S. I. No. 132-33	76 to 250 user environment. Technology assisted review (TAR) and continuous active learning (CAL) functionalities enables users to train the software to autocode documents.	
ss-pcup-s	Ringtail Predictive Coding - Small Env. Server	58,464.00/ea
S. I. No. 132-33	1 to 75 user environment. Technology assisted review (TAR) and continuous active learning (CAL) functionalities enables users to train the software to autocode documents.	
ss-pcup-xl	Ringtail Predictive Coding - XL Env. Server	146,160.00/ea
S. I. No. 132-33	1000+ user environment. Technology assisted review (TAR) and continuous active learning (CAL) functionalities enables users to train the software to autocode documents.	

Ringtail On-Premise Optional

Item Number	Description	GSA Price
rop-ai	Ringtail On-Premise Add'l Image Agent	4,480.00/ea
S. I. No. 132-33	Price is per portal. The Ringtail Agent Server houses the documents associated with case databases. In many instances, the Agent Server uses a Storage Area Network or similar topology as a storage location.	
rop-dr	Ringtail On-Premise Disaster Recovery License	8,960.00/ea
S. I. No. 132-33	Price is per portal. The Disaster Recovery License component provides a second set of license keys for use in the event of an unplanned outage. These keys will only be used for the purpose of responding to a disaster recovery ("DR") event, and will typically be installed in a parallel environment in a separate location from the primary installation. All users and primary servers will be covered by the DR license keys. If a DR event occurs, users will be able to access the DR environment for 30 days, or until full use of the primary environment is restored. At that point, clients are required to transfer case data back to the primary environment and disable access to the DR environment. The DR license provides a secondary Ringtail environment, but does not include technology to mirror the primary environment.	
rop-lt	Ringtail On-Premise Laptop License	2,688.00/ea
S. I. No. 132-33	Per portable device. Ringtail Laptop licenses are sold individually and may be purchased to accompany a standard installation of Ringtail. These licenses enable case and matter materials to be exported to a portable device such as a laptop, for use when users will not have access to the network installation of Ringtail. The license also contains the Ringtail Content Search Module which allows for full text searching on the offline laptop. Ringtail Laptop licenses are explicitly for single-user laptop usage and are not to be used as a network device. Each license includes only the Ringtail Server license and one copy of the Ringtail Image Viewer Server module. It does not include Production Server or any other optional modules available for use with the network Ringtail installation.	
rop-ocrw	Ringtail On-Premise Ringtail OCR Worker	9,408.00/ea
S. I. No. 132-33	Price is per portal. The Ringtail OCR Worker is used to enable the Integrated Optical Character Recognition (OCR) feature of Ringtail. This component will create OCR text files (one per document) with embedded links that launch a particular page of a document directly from search results hits. It will run through all or specified ranges of TIFF images for a case to create text files related to each document. These text files are then indexed to allow full text searching of the documents, resulting in search hits at the page level.	

Ringtail On-Premise Optional

Item Number	Description	GSA Price
rop-tiff-s	Ringtail On-Premise TIFF-on-the-Fly - per server	53,760.00/ea

S. I. No. 132-33

Price is per server. Data may be stored in Ringtail in its native format or in image format, such as TIFF and PDF. Documents that are stored in native electronic format may be converted to TIFF, PDF, or JPG within Ringtail upon the request of document reviewers or administrators using TIFF-on-the-Fly. This is particularly useful when applying redactions, annotations, or otherwise preparing the documents for productions. To TIFF documents "on the fly" during review and coding, Ringtail users select a document or set of documents to TIFF, then select the TIFF-on-the-Fly option to apply to those documents. The resulting single-page TIFF images follow industry standard specifications, including Group IV compression, black and white, portrait page orientation, 8.5" x 11" paper size, 2550 x 3300 pixels, and 300 dpi. TIFF-on-the-Fly offers several configurable options when converting files to image including preprocessing options to unhide content, track changes for Word, printed page limitations for Excel, and features for handling non-business documents. The TIFF-on-the-Fly function also provides a Management Console used by system administrators to manage jobs, reports, users, configuration settings, and licenses for the TIFF-on-the-Fly module. Ringtail's TIFF-on-the-Fly is a server-side component. A TIFF-on-the-Fly server environment separate from the standard Ringtail server configuration is required. Ringtail TIFF-on-the-Fly may be purchased by the page, priced on a per-block basis with support/maintenance included or may be purchased as a server (allowing unlimited use) and support/maintenance will be assessed at the time of purchase. A separate license key will be issued to activate Ringtail TIFF-on-the-Fly. Additional page blocks can be purchased as required.

Ringtail On-Premise Support

Item Number	Description	GSA Price
rop-sm	Ringtail On-Premise - annual support & maintenance	20.0%

S. I. No. 132-34

Price is this percentage of the purchase price of all Ringtail licenses purchased, per year. Support & Maintenance fees are charged at the time of initial purchase and every year thereafter on the anniversary of the date of purchase. Off-cycle purchases of additional licenses or components will incur pro-rated support & maintenance charges from time of purchase to the next anniversary date. The annual support & maintenance fees will be calculated based on the total retail price (RRP) of all user licenses and components installed.

Ringtail Processing

Item Number	Description	GSA Price
ss-rp S. I. No. 132-33SJ	Ringtail Processing Metered Ringtail Processing leverages the world's leading technology for processing large volumes of unstructured data at great speed. The Ringtail Processing Worker can extract text and metadata from hundreds upon hundreds of file types, storage formats, character sets and languages. Its forensic extraction capabilities include carving data from unallocated space and retrieving deleted items. With this text and metadata, you can conduct sophisticated searches • organize, cull and analyse information using auto-classification, text summarisation, topic modelling, deduplication, clustering, threading and other techniques • transform the data into legal exports, mailboxes and many other formats. More information at http://www.ftitechnology.com/ringtail-ediscovery-software/processing#	40,000.00/ea
ss-rpua S. I. No. 132-32	Ringtail Processing Unmetered Annual License Maintenance and support is included in this price. This license is per ingestion worker. -- Developed over many years of diligent research and investment, Ringtail Processing leverages the world's leading technology for processing large volumes of unstructured data at great speed. The Ringtail Processing Ingestion Worker can extract text and metadata from hundreds upon hundreds of file types, storage formats, character sets and languages. With this text and metadata, you can conduct sophisticated searches; organize, cull and analyze information using auto-classification, text summarization, topic modelling, deduplication, clustering, threading, predictive analytics and other techniques; and transform the data into legal exports, mailboxes and many other formats. More information at http://www.ftitechnology.com/ringtail-ediscovery-software/processing#	44,800.00/yr
ss-rpup S. I. No. 132-33SJ	Ringtail Processing Unmetered Perpetual License Annual maintenance must be purchased with this part number for the initial year. This license is per ingestion worker. -- Developed over many years of diligent research and investment, Ringtail Processing leverages the world's leading technology for processing large volumes of unstructured data at great speed. The Ringtail Processing Ingestion Worker can extract text and metadata from hundreds upon hundreds of file types, storage formats, character sets and languages. With this text and metadata, you can conduct sophisticated searches; organize, cull and analyze information using auto-classification, text summarization, topic modelling, deduplication, clustering, threading, predictive analytics and other techniques; and transform the data into legal exports, mailboxes and many other formats. More information at http://www.ftitechnology.com/ringtail-ediscovery-software/processing#	84,000.00/ea

Ringtail SaaS

Item Number	Description	GSA Price
saas-aa S. I. No. 132-52	SaaS Additional Administrator Users Per user per month after the first 20 users. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	44.80/mo

Ringtail SaaS

Item Number	Description	GSA Price
saas-au	SaaS Additional Licensed Users	44.80/mo
S. I. No. 132-52	Per user per month after the first 200 users. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	
saas-imh	SaaS Inbound Media Handling	89.60/ea
S. I. No. 132-52	No charge for hard disk drive (HDD) up to 2TB. This charge is per non-HDD media item, e.g., DVD/CD, USB ("thumb" or "flash") drive. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	
saas-omh-1	SaaS Outbound Media Handling <1TB	448.00/ea
S. I. No. 132-52	Up to two outbound media exports to third parties per week. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	
saas-omh-2	SaaS Outbound Media Handling 1TB+	672.00/ea
S. I. No. 132-52		
saas-e	SaaS Private on Demand Environment	10.75/mo
S. I. No. 132-52	Per gigabyte per month. Minimum monthly fee is \$5000. Includes Ringtail 8.x, up to 200 licensed users (including up to 20 admin users), Ringtail Ingestions, Ringtail Analytics (featuring Cubes, Mines, and Document Mapper), unlimited use of TIFF-on-the-Fly, OCR workers, endorsements, and Ringtail SaaS On-Boarding training. No setup fee. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	
saas-rcm	SaaS Returns of Client Media	134.40/ea
S. I. No. 132-52	Per media item returned. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	

Ringtail SaaS Optional Services

Item Number	Description	GSA Price
saas-esi	SaaS ESI Processing	44.80/ea
S. I. No. 132-52	Per gigabyte with a 5 GB minimum charge per case. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	
saas-mlt	SaaS Machine Language Translation	0.3136/ea
S. I. No. 132-52	Price is per document. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	

Ringtail SaaS Optional Services

Item Number	Description	GSA Price
saas-pc	SaaS Predictive Coding	1344.00/mo
S. I. No. 132-52	More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	
saas-rs	SaaS Reference Storage	2.91/mo
S. I. No. 132-52	Per gigabyte per month. More information at http://www.ftitechnology.com/Products-Services/Software-and-Services/Ringtail/Ringtail-SaaS/SaaS.aspx#	

1. inContact Call Handling

Item Number	Description	GSA Price
307	ACD/IVR per Concurrent Agent (Bundled) - MRC	150.00/mo
S. I. No. 132-52	Full call center agent functionality. Concurrent agent includes on agent login, one GB of storage, and one universal port. Agent can answer phone calls, emails, chats, and faxes. Also included are call conferencing, call monitoring, database connections, IVR & IVR programming tool, unlimited supervisor logins, and administration portal. The concurrent agent number is calculated by measuring the number of agents concurrently logged in into inContact in 15 minute increments throughout a day. The top three counts are deleted and the fourth highest count (FAIR PEAK) is retained as the maximum concurrent agent count for the day. At the end of the month, the daily maximum concurrent agent count is evaluated and the customer is billed on the highest daily concurrent count in their billing cycle.	
902	ACD/IVR per Configured Station (a-la carte) - MRC	60.00/mo
S. I. No. 132-52	Full call center functionality. Configured stations include one station login. Agent logged into a station can answer phone calls, emails, chats, and faxes. Also included are IVR & IVR programming tool and administration portal. Configured Station is measured by the number of configured, active stations created for this Business Unit. This includes both configured stations and agent-created stations.	
904	ACD/IVR per Configured Station (Bundled) - MRC	150.00/mo
S. I. No. 132-52	Full call center functionality. Configured stations include one station login, one GB of storage, and one universal port. Agent can answer phone calls, emails, chats, and faxes. Also included are call conferencing, call monitoring, database connections, IVR & IVR programming tool, unlimited supervisor logins, and administration portal. Configured Station is measured by the number of configured, active stations created for this Business Unit. This includes both configured stations and agent-created stations.	
954	ACD/IVR per Minute	0.018/min
S. I. No. 132-52	Full call center functionality includes ACD and IVR, unlimited agent logins, ports, call conferencing, call monitoring, IVR & IVR programming tool, and administration portal. Measured by ACD and IVR minutes in and out of the system. Both, A and B leg minutes apply.	
903	ACD/IVR per Named User (a-la carte) - MRC	60.00/mo
S. I. No. 132-52	Full call center functionality. Named users includes one agent login. Named agent logged in can answer phone calls, emails, chats, and faxes. Also included are IVR & IVR programming tool and administration portal. Named agent is measured by the number of configured, active users created for this Business Unit. This includes both configured users and agent-created logins.	
1073	Additional 25 Menu Options in DTMF - NRC	800.00/ea
S. I. No. 132-52	Adds an additional 25 menu options for menu navigation to the implementation package.	

1. inContact Call Handling

Item Number	Description	GSA Price
1062	Basic Self-Service IVR - NRC	2,400.00/ea
S. I. No. 132-52	Adds data lookup to one internal inContact hosted database table; up to 25 menu options (no external data integration) and up to 3 database "calls" (lookup only); increases deployment timeline up to 60 days	
cc	Call Conferencing (per minute)	0.018/min
S. I. No. 132-52	Call conferencing adds additional lines to a two way conversation to have a conference call. Additional charges apply when not included in bundled pricing.	
cm	Call Monitoring (per minute)	0.018/min
S. I. No. 132-52	Similar to call conferencing, this allows a third caller to be "conferenced" into a call to monitor it. Normal parties are unaware of monitoring.	
1075	Chat Deployment - NRC	1,200.00/ea
S. I. No. 132-52	Configure and implement Chat functionality within inContact as add-on to Quickstart package	
1077	CRM-Driven Screen Pop / Call Routing - NRC	4,000.00/ea
S. I. No. 132-52	Adds integration to one CRM solution to support a screen-pop or custom call routing, Up to 3 Web service "calls" (lookup only); not all external CRM solutions supported; increases Deployment timeline up to 60 days	
1084	Data Connectors (per port) - MRC	12.00/mo
S. I. No. 132-52	If not included in bundles package, data connectors require a per port fee. This connection allows the inContact system to be connected to certain databases. Connections include Standard, Encrypted, or VPN, Outbound Web Service Connector, or HTML Connector.	
1063	Dialer Implementation - NRC	2,400.00/ea
S. I. No. 132-52	Includes all work necessary to implement the inContact Dialer.	
1058a	Enterprise Implementation add'l users, each - NRC	80.00/ea
S. I. No. 132-52	Additional implementation charge per additional user over 50. This charge is in conjunction with product 1058.	

1. inContact Call Handling

Item Number	Description	GSA Price
1058	Enterprise Implementation, first 50 users- NRC	16,000.00/ea
S. I. No. 132-52	- Leverage our best practices in deploying our best-in-class SaaS solution!!!- Includes voice (using inContact Agent), e-mail, inbound fax, and chat- Includes callback ("virtual hold") queue and voicemail (queue) capability- Includes e-mail alerting on emergency conditions- Includes CRM-Driven CTI Screen-Pop or Call Routing - Adds integration to one CRM solution to support a screen pop or custom call routing - Up to 3 Web service "calls" (lookup only); not all external CRM solutions supported- Includes Gold On-site Enablement Package at 1 Location (travel expenses are not included)- Includes Premium Self-Service IVR - Adds integration to one external CRM/database; up to 50 menu options - Up to 3 database/Web service "calls" (lookup, push or update); not all external CRM solutions supported - Automated Speech Recognition (ASR) not included- Includes the following connectivity options (separate one-time and/or monthly connectivity charges may apply) : - DID switched, Dedicated VoIP/SIP Services and Local Number Porting - International Origination / Implementation – increases implementation timeline up to 90 days- Add-on Packages available separately (may impact implementation timelines)- Up to 50 users- 60 days or less	
922	FTP/SFTP Service per account (MRC)	30.00/mo
S. I. No. 132-52	Enables File Transfer Protocol (FTP) to copy a file from inContact to another host over a TCP-based network, such as the Internet.	
825	inContact Softphone - NRC	40.50/ea
S. I. No. 132-52	The inContact Softphone is a software application that enables a desktop, laptop or workstation computer to function as a telephone using Voice over Internet Protocol (VoIP) technology.	
3888	inContact Universal Port per port (MRC)	90.00/mo
S. I. No. 132-52	Ports are similar to lines. The Universal inContact ports allows to establish a connection between a caller and the agent.	
1067	IVR Quickstart Implementation - NRC	2,400.00/ea
S. I. No. 132-52	- Up to 25 Menu Options- Managed Transfer / Blind Transfer to any other number- Includes Toll Free Number Porting. Local and International Number porting increases timeline up to 90 days (separate one-time and/or monthly connectivity charges may apply).- Silver Remote Enablement- CRM Integration and Automated Speech Recognition (ASR) not included- Under 30 days	
1069	IVR Quickstart PLUS Implementation - NRC	5,600.00/ea
S. I. No. 132-52	- Up to 3 integration attributes from 1 system + up to 50 menu options- Managed Transfer / Blind Transfer to any other number- Includes Toll Free Number Porting. Local and International Number porting increases timeline up to 90 days (separate one-time and/or monthly connectivity charges may apply).- Silver Remote Enablement- Automated Speech Recognition (ASR) not included- Under 30 days	

1. inContact Call Handling

Item Number	Description	GSA Price
1078	Named Agent Routing - NRC	4,000.00/ea
S. I. No. 132-52	- Enable routing to named "Account Manager" type agents; backup agent or queue included- Integrate with your CRM to identify the Account Manager; not all external CRM solutions supported	
1065	Premium Self-Service IVR - NRC	6,400.00/ea
S. I. No. 132-52	- Adds integration to one external CRM/database; up to 50 menu options- Up to 3 database/Web service "calls" (lookup, push or update); not all external CRM solutions supported- Automated Speech Recognition (ASR) not included- Increases deployment timeline up to 60 days	
1053a	Quickstart Implementation add'l users, each - NRC	80.00/ea
S. I. No. 132-52	Additional implementation charge per additional user over 50. This charge is in conjunction with product 1053.	
1053	Quickstart Implementation, first 10 users - NRC	4,800.00/ea
S. I. No. 132-52	- Go live quickly with our best-in-class SaaS solution!- Includes basic menu navigation (DTMF) with up to 25 menu options (excludes self-service IVR/speech rec.)- Includes voice (using inContact Agent), e-mail, inbound fax (excludes chat)- Includes callback ("virtual hold") queue and voicemail (queue) capability- Includes e-mail alerting on emergency conditions- Includes Silver Remote Enablement Package- Includes the following connectivity options (separate one-time and/or monthly connectivity charges may apply): - DID switched connectivity - for 30 day implementation - Dedicated Connectivity/VoIP/SIP Services and Local Number Porting – increases implementation timeline up to 60 days - International Origination / Implementation – increases implementation timeline up to 90 days- Add-on Packages available separately (may impact implementation timelines)- Up to 10 users- Under 30 days	
1170	Salesforce Agent Only Environment - NRC	No Add'l Charge
S. I. No. 132-52	- Includes standard Salesforce.com adapter (out-of-the-box functionality: contact record-based screen pop)- Includes Voice Only	
1097	Salesforce Case Management - NRC	4,000.00/ea
S. I. No. 132-52	- Includes SFDC Case record Screen-Pop - Screen pop to standard SFDC tabs including Account , Contact , Lead or Case records - Visual Force Page Development is not included - Salesforce.com adapter only- Includes Premium Self-Service IVR - Adds integration to SFDC Objects, Case, Account, Lead, or Contact; up to 25 menu options - Up to 3 SFDC Web service "calls" including SFDC case creation - Automated Speech Recognition (ASR) not included	
1095	Salesforce Dual Agent Environment - NRC	2,000.00/ea
S. I. No. 132-52	- Includes standard Salesforce.com adapter (out-of-the-box functionality: contact record-based screen pop) - Includes Voice Only- Includes standard inContact Agent Interface - Includes voice, e-mail, inbound fax (excludes chat)	

1. inContact Call Handling

Item Number	Description	GSA Price
1096	Salesforce Object Integration - NRC	2,000.00/ea
S. I. No. 132-52	- Adds integration to any SFDC Objects including custom objects; up to 25 menu options- Up to 3 SFDC Web service "calls"- Salesforce.com adapter only	
sr	Speech Recognition (per minute)	0.03/min
S. I. No. 132-52	Usage charge for IVR speech recognition.	
389	Storage & Data Management per GB (MRC)	9.00/mo
S. I. No. 132-52	Usage charge for secure data storage.	
vr	Voice Recording (per minute)	0.018/min
S. I. No. 132-52	Usage charge for voice/call recording.	

2. Services

Item Number	Description	GSA Price
1056	Gold - Onsite Enablement / site - NRC	4,000.00/ea
S. I. No. 132-52	- Silver Package plus:- Two (2) consecutive days Onsite Support and Education by Enablement Consultant- Reporting Education- Post-Deployment Evaluation - Evaluation of Deployment provided by the Enablement Consultant during final day of onsite	
1076	Instructor Led at Customer Site - NRC	2,000.00/ea
S. I. No. 132-52	Training delivered at customer facility. Does not include travel expenses. 2 day minimum.	
1074	Instructor Led at inContact per attendee - NRC	800.00/ea
S. I. No. 132-52	Per day. Training delivered at inContact facility. Training on all products including scripting. Attendee(s) responsible for all travel expenses.	
1072	Long Courses (2 sessions, 2 hrs. each) - NRC	1,280.00/ea
S. I. No. 132-52	Training delivered via webinar. See course catalog for available courses.	
1068	Platinum - Onsite Enablement / site - NRC	6,000.00/ea
S. I. No. 132-52	- Gold package plus:- One additional consecutive day (total of 3) Onsite Support and Education- Introductory Development Webinar- Education Needs Assessment- Enablement Needs Assessment- Development Certification- Wellness Review- 30 day review of inContact Application Suite by Enablement Consultant	
1085	Prepaid Block - Gold (10 hours) - NRC	1960.00/hr
S. I. No. 132-52	Pre-paid Professional Service hours. The duration of the Consulting Support will be 6 full calendar months, plus any partial calendar month at the beginning of the Consulting Support. Example: Consulting Support starts on January 15th. Support would be provided through the end of July. All unused hours are forfeited at the end of the support period. Hours will be deducted in 30 minute increments.	

2. Services

Item Number	Description	GSA Price
1087	Prepaid Block - Platinum (20 hours) - NRC	3840.00/hr
S. I. No. 132-52	Pre-paid Professional Service hours. The duration of the Consulting Support will be 6 full calendar months, plus any partial calendar month at the beginning of the Consulting Support. Example: Consulting Support starts on January 15th. Support would be provided through the end of July. All unused hours are forfeited at the end of the support period. Hours will be deducted in 30 minute increments.	
1082	Prepaid Block - Silver (5 hours) - NRC	1000.00/hr
S. I. No. 132-52		
746	Service Advantage Manager - MRC	1800.00/mo
S. I. No. 132-52	The Optional Service Advantage program is designed to give you a named Service Advantage Manager who will work with you to evaluate and engage the right resources, processes and improvements using the best of inContact's capabilities. - Daily - Tracks issues reported through technical support and keeps you informed on the progress of active issues, and periodically monitors and reviews daily activity looking for opportunities to prevent problems and help your contact center.- Weekly – Performs service calls with service updates, usage reports and discusses potential issues and improvements.- Monthly – Provides service calls with reports on service usage, tickets/cases analysis, invoice reviews, and discusses any emergencies and outages.- Quarterly and Annually – Performs quarterly and annual service calls to do a business review, goes over quarterly satisfaction report card and improvement plans, and reviews the annual support contract needs.	
1071	Short Courses (1 session, 2 hours) - NRC	800.00/ea
S. I. No. 132-52	Training delivered via webinar. See course catalog for available courses.	
1064	Silver - Remote Enablement - NRC	No Add'l Charge
S. I. No. 132-52	- Self-paced training- Comprehensive Readiness Guide- Web-help Tools- Remote Instructor-led agent education (train the trainer) - One training session delivered via WebEx (up to 1.5 hours)- Remote Instructor-led management education (train the trainer) - One training session delivered via WebEx (up to 1.5 hours)- Remote Enablement Support by Implementation Consultant	

3. inContact Hiring

Item Number	Description	GSA Price
1088	Hiring Additional Job Model / each (NRC)	1,350.00/ea
S. I. No. 132-52	A hiring job model is basically an assessment set up for a specific job description. Basic implementation includes 2 job models. This is needed for any additional job models that need to be set up.	
1086	Hiring Implementation (2 Job Models) - NRC	4,500.00/ea
S. I. No. 132-52	Includes the set up of the inContact Hiring solution and includes 2 job models (assessment for specific job descriptions/requirements).	

3. inContact Hiring

Item Number	Description	GSA Price
310	Hiring per Concurrent Agent (Bundled) - MRC	12.75/mo
S. I. No. 132-52	(Bundled)	
1034	Hiring per Configured Station (a-la carte) - MRC	12.75/mo
S. I. No. 132-52	(a-la carte) - MRC	
1038	Hiring per Configured Station (Bundled) - MRC	12.75/mo
S. I. No. 132-52	(Bundled)	
958	Hiring per Minute	0.004/min
S. I. No. 132-52	Hiring module	
1035	Hiring per Named User (a-la carte) - MRC	12.75/mo
S. I. No. 132-52	(a-la carte) - MRC	

4. inContact Workforce Management

Item Number	Description	GSA Price
936	Integration to All NON-inContact ACD's - MRC	450.00/mo
S. I. No. 132-52	Monthly integration service charge for integrations of inContact WFM 2.0 to any ACD other than inContact.	
935	WFM 2.0 - Shift Bidding - MRC	4.25/mo
S. I. No. 132-52	Workforce Management feature that allows agents to bid for shifts and supervisors to manage the shift bidding process.	
931	WFM 2.0 (No Shift Bidding) - MRC	30.60/mo
S. I. No. 132-52	inContact WFM solution to forecast, schedule, and manage the workforce. Pre-integrated into inContact ACD.	
928	WFM 2.0 Bundle (WFM + Shift Bidding) - MRC	33.15/mo
S. I. No. 132-52	inContact WFM solution to forecast, schedule, and manage the workforce. Pre-integrated into inContact ACD. This bundle includes the Shift bidding feature that allows agents to bid for shifts and supervisors to manage the shift bidding process.	
942	WFM 2.0 Education (1 Days NO WP) - NRC	2,250.00/ea
S. I. No. 132-52	- Application administration training, 1 day session, up to 10 attendees (Admin)	
941	WFM 2.0 Education (4 Days w/ WP) - NRC	9,000.00/ea
S. I. No. 132-52	- Application administration training, 1 day session, up to 10 attendees (Admin) - Management and Measure training, 3 days (Supervisors) - One free scheduled on site training per year for new supervisors/schedulers	

4. inContact Workforce Management

Item Number	Description	GSA Price
937	WFM 2.0 Enablement (4 Days) - NRC	9,000.00/ea
S. I. No. 132-52	Includes forecasting and scheduling training which includes assistance in building the first schedule, 4 day session up to 10 attendees (Schedulers).	
943	WFM 2.0 Implementation (NRC)	6,480.00/ea
S. I. No. 132-52	Implementation of WFM 2.0. Includes approx. 20 hours PS. Consultation and Solution design (SOW).	

5. inContact Surveying

Item Number	Description	GSA Price
1147	Additional Surveys / each (NRC)	1,200.00/ea
S. I. No. 132-52	inContact Survey implementation includes 2 surveys. This is needed for any additional surveys that need to be set up.	
1098	Implementation (first 2 surveys) - NRC	4,000.00/ea
S. I. No. 132-52	Installation of embedded inContact Survey Tool. Includes the set up of the inContact Survey solution and includes 2 survey variations. Must be on inContact ACD.	
375	Survey per Concurrent Agent (Bundled) - MRC	32.00/mo
S. I. No. 132-52	Monthly fee for inContact surveying solution when purchased with inContact ACD under the concurrent agent pricing model. Uses same quantity metric as inContact ACD concurrent agent quantity. Includes unlimited voice and email surveys. inContact Surveying provides automated after call survey functionality to contact centers.	
1043	Survey per Configured Station (a-la carte) - MRC	32.00/mo
S. I. No. 132-52	Monthly fee for inContact Surveying solution when purchased under the a-la carte station pricing model. Includes unlimited voice and email surveys. inContact Surveying provides automated after call survey functionality to contact centers.	
1046	Survey per Configured Station (Bundled) - MRC	32.00/mo
S. I. No. 132-52	Monthly fee for inContact Surveying solution when purchased with inContact ACD under the configured station pricing model. Uses same quantity metric as inContact ACD configured station quantity. Includes unlimited voice and email surveys. inContact Surveying provides automated after call survey functionality to contact centers.	
968	Survey per Minute	0.008/min
S. I. No. 132-52	Fee for inContact Surveying solution when purchased under the per minute pricing model. Per minute quantity is same as the inContact ACD & IVR minutes used per month. Includes unlimited voice and email surveys. inContact Surveying provides automated after call survey functionality to contact centers.	

5. inContact Surveying

Item Number	Description	GSA Price
1044	Survey per Named User (a-la carte) - MRC	32.00/mo
S. I. No. 132-52	Monthly fee for inContact Surveying solution when purchased under the a-la carte named user pricing model. Includes unlimited voice and email surveys. inContact Surveying provides automated after call survey functionality to contact centers.	
376	Surveys per Survey - MRC	1.20/mo
S. I. No. 132-52	Per survey charge for voice and email surveys. inContact Surveying provides automated after call survey functionality to contact centers.	

6. inContact Screen Recording

Item Number	Description	GSA Price
1081b	Remote Screen Recording Implementation - NRC	2,700.00/ea
S. I. No. 132-52	Remote implementation of inContact Screen Recording. Includes online training.	
824	Screen Recording per Concurrent Agent (Bundled) -	25.50/mo
S. I. No. 132-52	Monthly fee for inContact Screen Recording solution when purchased with inContact ACD under the concurrent agent pricing model. Uses same quantity metric as inContact ACD concurrent agent quantity. inContact Screen Recording allows contact centers to record the agents desktop to capture activities the agent participates in on the screen.	
1026	Screen Recording per Configured Station (a-la cart	25.50/mo
S. I. No. 132-52	Monthly fee for inContact Screen Recording solution when purchased under the a-la carte station pricing model. inContact Screen Recording allows contact centers to record the agents desktop to capture activities the agent participates in on the screen.	
1029	Screen Recording per Configured Station (Bundled)	25.50/mo
S. I. No. 132-52	Monthly fee for inContact Screen Recording solution when purchased with inContact ACD under the configured station pricing model. Uses same quantity metric as inContact ACD configured station quantity. inContact Screen Recording allows contact centers to record the agents desktop to capture activities the agent participates in on the screen.	
956	Screen Recording per Minute	0.009/min
S. I. No. 132-52	Fee for inContact Screen Recording solution when purchased under the per minute pricing model. Per minute quantity is same as the inContact ACD & IVR minutes used per month. inContact Screen Recording allows contact centers to record the agents desktop to capture activities the agent participates in on the screen.	

6. inContact Screen Recording

Item Number	Description	GSA Price
1028	Screen Recording per Named User (a-la carte) - MRC	25.50/mo
S. I. No. 132-52	Monthly fee for inContact Screen Recording solution when purchased under the a-la carte named user pricing model. inContact Screen Recording allows contact centers to record the agents desktop to capture activities the agent participates in on the screen.	

7. inContact Quality Management

Item Number	Description	GSA Price
1083	QM Additional Scorecards / each (NRC)	1,200.00/ea
S. I. No. 132-52	inContact QM implementation includes 2 score cards. This is needed for any additional scorecards that need to be set up.	
1081a	QM Implementation (first 2 scorecards) - NRC	2,400.00/ea
S. I. No. 132-52	Installation of inContact QM solution. Includes the set up of the inContact QM solution and includes 2 scorecard variations. Must be on inContact ACD.	
654	QM per Concurrent Agent (Bundled) - MRC	6.00/mo
S. I. No. 132-52	Monthly fee for inContact QM solution when purchased with inContact ACD under the concurrent agent pricing model. Uses same quantity metric as inContact ACD concurrent agent quantity. Our Quality Management solution enables you to assess agents' performance, identify skill gaps and gain insights so you can train more profitable agents and deliver a brand-differentiating customer experience.	
1021	QM per Configured Station (a-la carte) - MRC	6.00/mo
S. I. No. 132-52	Monthly fee for inContact QM solution when purchased under the a-la carte station pricing model. Our Quality Management solution enables you to assess agents' performance, identify skill gaps and gain insights so you can train more profitable agents and deliver a brand-differentiating customer experience.	
1023	QM per Configured Station (Bundled) - MRC	6.00/mo
S. I. No. 132-52	Monthly fee for inContact QM solution when purchased with inContact ACD under the configured station pricing model. Uses same quantity metric as inContact ACD configured station quantity. Our Quality Management solution enables you to assess agents' performance, identify skill gaps and gain insights so you can train more profitable agents and deliver a brand-differentiating customer experience.	
966	QM per Minute	0.003/min
S. I. No. 132-52	Fee for inContact QM solution when purchased under the per minute pricing model. Per minute quantity is same as the inContact ACD & IVR minutes used per month. Our Quality Management solution enables you to assess agents' performance, identify skill gaps and gain insights so you can train more profitable agents and deliver a brand-differentiating customer experience.	

7. inContact Quality Management

Item Number	Description	GSA Price
1022	QM per Named User (a-la carte) - MRC	6.00/mo
S. I. No. 132-52	Monthly fee for inContact QM solution when purchased under the a-la carte named user pricing model. Our Quality Management solution enables you to assess agents' performance, identify skill gaps and gain insights so you can train more profitable agents and deliver a brand-differentiating customer experience.	

8. inContact eLearning (PRO without RightTime)

Item Number	Description	GSA Price
1057	eLearning Implementation - NRC	4,250.00/ea
S. I. No. 132-52	Installation of inContact eLearning solution. Includes the set up of the inContact eLearning solution.	
elcs	eLearning per Configured Station - MRC	40.80/mo
S. I. No. 132-52	eLearning Module	
elna	eLearning per Named Agent - MRC	20.40/mo
S. I. No. 132-52		

9. Telecom Related Items

Item Number	Description	GSA Price
ccmrc	Carrier Connect MRC	85.00/mo
S. I. No. 132-52	Monthly fee. Carrier Connect solution offers cross-connect service between the inContact Intelligent Network and all other carrier networks. Carrier Connect is a solution that enables you to use inContact even if you already have current carrier contracts or are following management direction to use a specific long distance provider.	
ccnrc	Carrier Connect NRC	85.00/ea
S. I. No. 132-52	Set-up fee. Carrier Connect solution offers cross-connect service between the inContact Intelligent Network and all other carrier networks. Carrier Connect is a solution that enables you to use inContact even if you already have current carrier contracts or are following management direction to use a specific long distance provider.	
600154	Domestic Toll Free Number per Number(MRC)	.85/mo
S. I. No. 132-52	Monthly fee for standard toll free number originating in the U.S.	
2502	E911 Surcharge for Business User Line (MRC)	1.99/mo
S. I. No. 132-52	Monthly surcharge for 911 service on VoIP Business User lines.	
352	International Local Number Call Path Bundle (MRC)	300.00/mo
S. I. No. 132-52	Bundle of 10 call paths (lines) for international local numbers.	

9. Telecom Related Items

Item Number	Description	GSA Price
351	International Local Number per Number (MRC)	30.00/mo
S. I. No. 132-52	Monthly fee for international local numbers (includes number and one call path).	
3600	International Toll Free Number per Number (MRC)	29.75/ea
S. I. No. 132-52	Monthly fee for toll free numbers.	
601352a	Int'l Local Number Account Activation per business	85.00/ea
S. I. No. 132-52	One time account activation fee for the international local number service.	
3598	Int'l Toll Free Account Activation per business	8.50/ea
S. I. No. 132-52	One time account activation fee for the international toll free number service.	
601352b	Local Number Account Activation per business (NRC)	85.00/ea
S. I. No. 132-52	One time account activation fee for the local number service.	
149	Local Number per Number (MRC)	4.25/mo
S. I. No. 132-52	Monthly fee for U.S. local numbers.	
601353	Local Number Porting per Number (NRC)	17.00/ea
S. I. No. 132-52	Fee to port a U.S. local number from other carriers to inContact.	
3424a	Set Up Int'l Local Number per number (NRC)	10.00/ea
S. I. No. 132-52	One time set up fee per international local number.	
3424b	Set Up Local Number per number (NRC)	0.85/ea
S. I. No. 132-52	One time set up fee per U.S. local number.	
3428a	Set Up per International Toll Free Number - NRC	100.00/ea
S. I. No. 132-52	One time set up fee per international toll free number.	
3428b	Set Up per Regular Toll Free Number, per number	0.85/ea
S. I. No. 132-52	One time set up fee per regular U.S. toll free number.	
3429	Set Up per Vanity Toll Free Number per Number	4.25/ea
S. I. No. 132-52	One time set up fee per vanity U.S. toll free number.	
3702	SIP Trunking (MRC)	8.50/mo
S. I. No. 132-52	inContact SIP Trunking Service uses the latest SIP signaling for Voice over IP (VoIP) telephone transmissions as a means of delivering calls received by inContact to the customer contact center agent. SIP Trunking Services offers a predictable flat-rated trunk billed by the trunk instead of by the minute for call delivery of agent destined calls. SIP Trunking can be delivered in two ways at the customer's preference: via the internet, or via a tier one private MPLS network.	
3701	SIP Trunking Set Up (NRC)	8.50/ea
S. I. No. 132-52		

9. Telecom Related Items

Item Number	Description	GSA Price
3427	Toll Free Account Activation per business (NRC)	8.50/ea
S. I. No. 132-52	One time account activation fee for the U.S. toll free number service.	
2497	VoIP Service for Agents (MRC)	17.00/mo
S. I. No. 132-52	Using an existing Internet connection and Voice over Internet Protocol (VoIP) telephone equipment, inContact VoIP Services gives you access to the advanced contact center functionality with state-of-the-art VoIP services. The basic service for agents simply has the capability to handle contacts delivered from inContact and perform extension-to-extension dialing within your business.	
2500	VoIP Service for Business Users (MRC)	42.50/mo
S. I. No. 132-52	Using an existing Internet connection and Voice over Internet Protocol (VoIP) telephone equipment, inContact VoIP Services gives you access to the advanced contact center functionality with state-of-the-art VoIP services. The full VoIP service supports a broad range of PBX-like features for business users.	
2499	VoIP Set Up for Agent and Business User (NRC)	17.00/ea
S. I. No. 132-52	Set up for Agent and Business VoIP users.	

10. Voice Loops

Item Number	Description	GSA Price
itmrcA	Intelligent-T MRC - Tier A	400.00/mo
S. I. No. 132-52	Intelligent-T monthly charge for Tier A locations.	
itmrcB	Intelligent-T MRC - Tier B	800.00/mo
S. I. No. 132-52	Intelligent-T monthly charge for Tier B locations.	
itnrc	Intelligent-T NRC	1,000.00/ea
S. I. No. 132-52	Intelligent-T set up fee.	

11. Inbound and Outbound Rates

Item Number	Description	GSA Price
inter	Interstate per Minute	0.019/min
S. I. No. 132-52	Per minute charge for calls crossing states.	
intraA	Intrastate per Minute - Tier A	0.0233/min
S. I. No. 132-52	Per minute charge for calls within a state. AL – ALABAMA, CT – CONNECTICUT, DC - WASH DC, DE – DELAWARE, GA – GEORGIA, IL – ILLINOIS. IN – INDIANA, KS – KANSAS, KY – KENTUCKY, LA – LOUISIANA. MD – MARYLAND, ME – MAINE, MI – MICHIGAN. MS – MISSISSIPPI. NC - NORTH CAROLINA, NJ - NEW JERSEY, NV – NEVADA, OH – OHIO, PA – PENNSYLVANIA, RI - RHODE ISLAND, SC - SOUTH CAROLINA, TN – TENNESSEE, WA – WASHINGTON, WI – WISCONSIN, WY - WYOMING	

11. Inbound and Outbound Rates

Item Number	Description	GSA Price
intraB	Intrastate per Minute - Tier B	0.0311/min
S. I. No. 132-52	Per minute charge for calls within a state. CA - CALIFORNIA, CO - COLORADO, ID - IDAHO, MA - MASSACHUSETTS, NE - NEBRASKA, NH - NEW HAMPSHIRE, NY - NEW YORK. OK - OKLAHOMA, OR - OREGON, TX - TEXAS, UT - UTAH, VT - VERMONT	
intraC	Intrastate per Minute - Tier C	0.0428/min
S. I. No. 132-52	Per minute charge for calls within a state. AR - ARKANSAS, AZ - ARIZONA, FL - FLORIDA, IA - IOWA, MN - MINNESOTA, MO - MISSOURI, MT - MONTANA, ND - NORTH DAKOTA, NM - NEW MEXICO, SD - SOUTH DAKOTA, VA - VIRGINIA, WV - WEST VIRGINIA	

NICE inContact CXone

Item Number	Description	GSA Price
307-6-163-XX	CXone ACD / IVR (per Configured User)	100.00/ea
S. I. No. 132-52	per configured user	
799-13-159-XX	CXone ACD Call Recording (per Configured User)	6.667/ea
S. I. No. 132-52	per core license	
610145-578-000-XX	CXone ACD Training: Core	6,500.00/ea
S. I. No. 132-52	per course	
610092-000-000-XX	CXone Additional 25 Menu Options DTMF Navigation	2,000.00/ea
S. I. No. 132-52	per impl. Add-on	
610093-000-000-XX	CXone Additional 50 Point of Contact Based Routing	1,000.00/ea
S. I. No. 132-52		
309-11-171-XX	CXone Additional Active Storage (per GB)	5.00/ea
S. I. No. 132-52	per gigabyte (usage-based)	
308-8-167-XX	CXone Additional Configured Universal Port	50.00/ea
S. I. No. 132-52	per port (usage-based)	
1561-50-000-XX	CXone Care Plus Monthly Success Package	750.00/ea
S. I. No. 132-52	per business unit	
3157-18-204-XX	CXone Chat & Email (per Configured User)	10.00/ea
S. I. No. 132-52	per core license	
610091-659-000-XX	CXone Chat & Email Implementation	1,250.00/ea
S. I. No. 132-52	per impl. Add-on	

NICE inContact CXone

Item Number	Description	GSA Price
610067-306-000-XX	CXone Corporate -Implementation	10,800.00/ea
S. I. No. 132-52	per implementation	
610085-367-000-XX	CXone Corporate Onboarding Package	10,000.00/ea
S. I. No. 132-52	per course	
309-565-000-XX	CXone Long Term Storage (per GB)	0.0667/ea
S. I. No. 132-52	per gigabyte (usage-based)	
309-566-000-XX	CXone Long Term Storage Retrieval (per GB)	0.92/ea
S. I. No. 132-52		

Relativity Licenses Add-On

Item Number	Description	GSA Price
rel-mlh	Relativity Method Legal Hold Add-On	11,760.00/ea
S. I. No. 132-32	Method is considered an add-on for existing Relativity license holders. Method is licensed on an annual basis.	

Relativity Perpetual Licenses Maintenance

Item Number	Description	GSA Price
rel-25ucl-25up-m	Relativity 25 User Concurrent 25-User Pk Maint	52,500.00/ea
S. I. No. 132-34	Maintenance is for second and subsequent years.	
rel-25ucl-m	Relativity 25 User Concurrent License Maintenance	52,500.00/ea
S. I. No. 132-34		

Automated Conferencing

Item Number	Description	GSA Price
rdya L8r	Ready-Access Audio - Toll-Free US, Canada, UK	0.016/min
S. I. No. 132-52	Price is 1.6 cents per minute per participant for toll-free access from anywhere in the United States, Canada and the United Kingdom. Reservationless automated conferencing service for up to 200 participants. Audio component of Ready-Access Web Meeting, but can be used for standalone audio conferences. In-country local or toll-free access is available from a large number of countries for an additional fee.	
rdya ldr	Ready-Access Audio - Dial Out US	0.016/min
S. I. No. 132-52	Price is 1.6 cents per minute per participant. Ready-Access has a feature that asks participants that are joining a web conference if they would like the system to dial out to them and prompts for their telephone number. This rate is the minute charge for dial-out audio service. Separately, the host of the conference can dial * 1 or click on a button and provide a telephone number for the system to reach out to a participant and bring him or her into the conference. Dial out to other countries is available for an additional fee.	
rdya t11	Ready-Access Audio - Toll US	0.016/min
S. I. No. 132-52	Price is 1.6 cents per minute per participant for regular when participants dial a Kansas City or similar standard telephone number (not toll-free). Reservationless automated conferencing service for up to 200 participants. Audio component of Ready-Access Web Meeting, but can be used for standalone audio conferences. In-country local or toll-free access is available from a large number of countries for an additional fee.	
rdya 450	Ready-Access Audio - Dial Out Canada	0.02/min
S. I. No. 132-52	Ready-Access has a feature that asks participants that are joining a web conference if they would like the system to dial out to them and prompts for their telephone number. This rate is the minute charge for dial-out audio service. Separately, the host of the conference can dial * 1 or click on a button and provide a telephone number for the system to reach out to a participant and bring him or her into the conference.	
rdya 787	Ready-Access Audio - Dial Out Puerto Rico	0.076/min
S. I. No. 132-52	Price is 7.6 cents per minute. Ready-Access has a feature that asks participants that are joining a web conference if they would like the system to dial out to them and prompts for their telephone number. This rate is the minute charge for dial-out audio service. Separately, the host of the conference can dial * 1 or click on a button and provide a telephone number for the system to reach out to a participant and bring him or her into the conference.	
rdya tcan	Ready-Access Audio - Toll-Free Canada	0.016/min
S. I. No. 132-52	Price is 1.6 cents per minute per participant for toll-free access from anywhere in the Canada. Reservationless automated conferencing service for up to 200 participants. Audio component of Ready-Access Web Meeting, but can be used for standalone audio conferences. In-country local or toll-free access is available from a large number of countries for an additional fee. More information at http://conferencing.level3.com/en/level-3-event-call/#	

Automated Conferencing

Item Number	Description	GSA Price
plgr	Ready-Access Private Label Greeting	1,500.00/ea
S. I. No. 132-52	One-time charge for a custom greeting that is heard in place of the standard greeting by all callers to a Ready-Access conference.	
rarf	Ready-Access Recording Setup	10.00/ea
S. I. No. 132-52	This flat rate is charged when the host of the conference presses * 2 or clicks on the record button. Once the conference is over the host can access download the recording at no additional charge.	

Automated Web Conferencing

Item Number	Description	GSA Price
rawc	Ready-Access Web Meeting	0.04/min
S. I. No. 132-52	Modern easy-to-use fully-featured browser-based web meeting system for up to 200 participants allows for slide and document presentation with annotation tools, chat, video, application and desktop sharing. Participants join the meeting without downloading any software or browser add-ons. Integrates with Outlook, Salesforce, Eloqua. Instant meetings or scheduled meetings with built-in scheduler with automated reminder emails and optional automated participant reservation system at no additional charge. Real-time participant management, co-presenter capabilities. Extensive post-meeting reporting, customizable surveys and emails, meeting archive pages and downloadable recordings. More information at http://conferencing.level3.com/en/level-3-web-meeting/#	
raw s200c/1/49	Ready-Access Web Subscription, Cap 200	54.72/mo
S. I. No. 132-52		
raw s25c/1-49	Ready-Access Web Subscription, Cap 25	41.04/mo
S. I. No. 132-52	Modern easy-to-use fully-featured browser-based web meeting system for up to 25 participants allows for slide and document presentation with annotation tools, chat, video, application and desktop sharing. Participants join the meeting without downloading any software or browser add-ons. Integrates with Outlook, Salesforce, Eloqua. Instant meetings or scheduled meetings with built-in scheduler with automated reminder emails and optional automated participant reservation system at no additional charge. Real-time participant management, co-presenter capabilities. Extensive post-meeting reporting, customizable surveys and emails, meeting archive pages and downloadable recordings. More information at http://conferencing.level3.com/en/level-3-web-meeting/#	
raw sxxx/o	Ready-Access Web Subscriptions, Overage	0.18/min
S. I. No. 132-52	Per minute per additional participant over the capacity (cap) of the license. More information at http://conferencing.level3.com/en/level-3-web-meeting/#	
raw -bf	Ready-Access Web Branding Fee	1,000.00/ea
S. I. No. 132-52	Removes Level 3 and Ready-Access branding from the Web Meeting user interface and replaces it with customer-specified nomenclature. More information at http://conferencing.level3.com/en/level-3-web-meeting/#	

Automated Web Conferencing Options

Item Number	Description	GSA Price
rarh	Ready-Access File Hosting - per file per day	0.50/day
S. I. No. 132-52	Charge for hosting of Ready-Access audio and/or web meeting recording files so they can be accessed by other users via a browser.	

Operator Assisted Conferencing

Item Number	Description	GSA Price
eexp l8x	Event Express - Toll-Free US, Canada, UK	0.088/min
S. I. No. 132-52	Price is 8.8 cents per minute. . For large webinar or audio-only conferences for up to 3000 participants.. For large conferences where no operator assistance is required. Reserve date, time, and number of lines with a single call. Separate dial-in for speakers and participants. Participants signal for permission to change their status from listen-only with their touch-tone keypad. A number of optional features are available at charges shown elsewhere in this pricelist. More information at http://conferencing.level3.com/en/level-3-event-call/#	
evnt l8a	Event Automated - Toll-Free US, Canada, UK	0.07/min
S. I. No. 132-52	For large webinar or audio-only conferences for up to 3000 participants.. For large conferences where no operator assistance is required. Reserve date, time, and number of lines with a single call. Separate dial-in for speakers and participants. Participants signal for permission to change their status from listen-only with their touch-tone keypad. A number of optional features are available at charges shown elsewhere in this pricelist. More information at http://conferencing.level3.com/en/level-3-event-call/#	
evnt l8e	Event Call - Toll-Free US, Canada, UK	0.13/min
S. I. No. 132-52	For large webinar or audio-only conferences for up to 3000 participants. Full service high-touch operator assisted service with managed Q&A sessions. Operators can call each participant and usher them into the call. Security screening and password access options with the full suite of services including event call director tool, recording services, post view conference playback, transcription and translation services, participant list, online participation list, and a communications line for the customer coordinator to privately work with the operator. A number of optional features are available at charges shown elsewhere in this pricelist. More information at http://conferencing.level3.com/en/level-3-event-call/#	
evnt lde	Event Call - Dial Out US, Canada	0.146/min
S. I. No. 132-52	Price is 14.6 cents per minute for each participant added to the conference by dialing out. More information at http://conferencing.level3.com/en/level-3-event-call/#	
eexp ldx	Event Express - Dial Out US, Canada	0.104/min
S. I. No. 132-52	Price is 10.4 cents per minute for each participant dialed out from the conference. More information at http://conferencing.level3.com/en/level-3-event-call/#	

Operator Assisted Conferencing

Item Number	Description	GSA Price
event-web0500	Event Webinar Add-On for up to 500 Participants	423.00/ea
S. I. No. 132-52	Adds webinar capability to an Event scheduled operator assisted conference. More information at http://conferencing.level3.com/en/level-3-event-call/#	
event-web1000	Event Webinar Add-On for up to 1000 Participants	529.00/ea
S. I. No. 132-52		
event-web3000	Event Webinar Add-On for up to 3000 Participants.	662.00/ea
S. I. No. 132-52		

Operator Assisted Options

Item Number	Description	GSA Price
cmln	Event - Communications Line	150.00/ea
S. I. No. 132-52	Provides for a direct private communication line with the operator during the course of the conference. More information at http://conferencing.level3.com/en/level-3-event-call/#	
pn	Event - Participant Notification	3.00/ea
S. I. No. 132-52	Per participant. More information at http://conferencing.level3.com/en/level-3-event-call/#	
obav	Event Automated Cancellation Fee - per unused line	6.00/ea
S. I. No. 132-52	When events are scheduled a line count is provided. Should an event is cancelled, this fee will apply per line to the number of lines that were scheduled over 50. More information at http://conferencing.level3.com/en/level-3-event-call/#	
obev	Event Call Cancellation Fee, per line	6.00/ea
S. I. No. 132-52		
emev	Event Call Director, per conference	84.00/ea
S. I. No. 132-52	Event Call Management Tool that enables the meeting organizer to view live who has joined the call, view and manipulate the question and answer session, and chat with the conference operator. More information at http://conferencing.level3.com/en/level-3-event-call/#	
cmev	Event Cancellation Fee - Call Director	25.00/ea
S. I. No. 132-52	This fee is charged if Call Director has been ordered and the Event is subsequently cancelled. More information at http://conferencing.level3.com/en/level-3-event-call/#	
pva	Event Conference Playback, add'l day	250.00/day
S. I. No. 132-52	For conference recordings stored on Level 3 servers. More information at http://conferencing.level3.com/en/level-3-event-call/#	

Operator Assisted Options

Item Number	Description	GSA Price
pvf	Event Conference Playback, first day	500.00/ea
S. I. No. 132-52	For conference recordings stored on Level 3 servers. More information at http://conferencing.level3.com/en/level-3-event-call/#	
pvmb	Event Conference Playback, per day minimum	25.00/day
S. I. No. 132-52		
pv	Event Conference Playback, per minute	0.25/min
S. I. No. 132-52		
on	Event Domestic Overnight Mail	15.00/ea
S. I. No. 132-52	Flat-rate shipping charge for disks or printed lists. More information at http://conferencing.level3.com/en/level-3-event-call/#	
onp	Event Domestic Saturday Pickup Mail	33.00/ea
S. I. No. 132-52		
obex	Event Express Cancellation Fee, per line	6.00/ea
S. I. No. 132-52	When events are scheduled a line count is provided. Should an event is cancelled, this fee will apply per line to the number of lines that were scheduled over 50. More information at http://conferencing.level3.com/en/level-3-event-call/#	
rmi	Event International Mail	10.00/ea
S. I. No. 132-52	Flat-rate shipping charge for disks or printed lists. More information at http://conferencing.level3.com/en/level-3-event-call/#	
iton	Event International Overnight Mail	40.00/ea
S. I. No. 132-52		
fax	Event Participant List, faxed or emailed	1.00/ea
S. I. No. 132-52	List of participants to the conference. More information at http://conferencing.level3.com/en/level-3-event-call/#	
acd	Event Recording Audio Compact Disc	30.00/ea
S. I. No. 132-52	This is the price per disk. Each disk holds approx 60 minutes. Shipping and handling charges, listed separately, will also apply. More information at http://conferencing.level3.com/en/level-3-event-call/#	
cd	Event Recording CD-ROM	15.00/ea
S. I. No. 132-52	This is the price per disc. Each disk holds approx 60 minutes. Shipping and handling charges, listed separately, will also apply. More information at http://conferencing.level3.com/en/level-3-event-call/#	
tc	Event Recording Delivery Charge	10.00/ea
S. I. No. 132-52	For downloads or emails containing the recording. More information at http://conferencing.level3.com/en/level-3-event-call/#	

Operator Assisted Options

Item Number	Description	GSA Price
tp S. I. No. 132-52	Event Recording link Cost per minute to connect the recording equipment to the event. More information at http://conferencing.level3.com/en/level-3-event-call/#	0.25/min
wav S. I. No. 132-52	Event Recording WAV or MP3 file Event conference recording charge. More information at http://conferencing.level3.com/en/level-3-event-call/#	15.00/ea
rm S. I. No. 132-52	Event Regular Mail For conference recordings stored on Level 3 servers. More information at http://conferencing.level3.com/en/level-3-event-call/#	1.25/ea
rmp S. I. No. 132-52	Event Rush Media Processing For recordings or printed lists. More information at http://conferencing.level3.com/en/level-3-event-call/#	50.00/ea
tdsk S. I. No. 132-52	Event Transcription Disk Disk containing the transcription. The transcription itself is priced separately. More information at http://conferencing.level3.com/en/level-3-event-call/#	4.00/ea
trsm S. I. No. 132-52	Event Transcription, 48 hour processing Rate is per minute of conference. Since transcriptions are prepared after the conference, a recording of the conference must have been purchased. More information at http://conferencing.level3.com/en/level-3-event-call/#	4.00/min

Automated Conferencing

Item Number	Description	GSA Price
RC2	GlobalMeet Audio Reservationless Local Access	0.0138/min
S. I. No. 132-52	This service was formerly branded as ReadyConference Plus. This price is for conferencing is via direct-dial local number, available for many areas of the United States. Dial out and toll-free access available for same conference under a different part number and price. Reservationless Automated Audio Conferencing -- INTEGRATES WITH and can be operated from Adobe Acrobat Connect, WebEx, and other Web Conferencing services. Can be used stand-alone for audio-only conferences. Easy-to-use teleconferencing service for one to 300 conference call attendees. As a reservation-less conferencing service, you can use GlobalMeet Audio at anytime. Feature rich service. International dial-out is available on request for an additional open market surcharge that varies by country. Recording and other services available for an additional fee.	
RC1	GlobalMeet Audio Reservationless Toll-Free	0.0163/min
S. I. No. 132-52	This service was formerly branded as ReadyConference Plus. This price is for Continental US toll-free. Rate quoted is per minute per participant. Toll-free access from other North American points available for a surcharge. Reservationless Automated Audio Conferencing -- INTEGRATES WITH and can be operated from Adobe Acrobat Connect, WebEx, and other Web Conferencing services. Can be used stand-alone for audio-only conferences. Easy-to-use teleconferencing service for one to 300 conference call attendees. As a reservation-less conferencing service, you can use GlobalMeet Audio at anytime. International dial-out is available on request for an additional open market surcharge that varies by country. Recording and other services available for an additional fee.	
RC1c	GlobalMeet Audio Moderator Dialout	0.0132/min
S. I. No. 132-52	This price is for moderator dial-out to continental US number. Local Dial-in and toll-free access available for same conference under a different part number. Rate quoted is per minute per participant.	
RC4	GlobalMeet Audio PC Softphone (VoIP) Option	0.0138/min
S. I. No. 132-52	This price is for conferencing via the participant's computer speakers and microphone. The use of a headset is recommended when using this option. Telephone access is available for same conference under a different part number and price.	
RC1d	GlobalMeet Audio Record or Playback	0.0156/min
S. I. No. 132-52	This price is for the recording of a conference or for the playback of a hosted recorded conference.	
RC4c	GlobalMeet Audio Alaska Dial-Out	0.60/min
S. I. No. 132-52	This price is for moderator dial-out to an Alaskan number. Local Dial-in and toll-free access available for same conference under a different part number. Rate quoted is per minute per participant.	

Automated Conferencing

Item Number	Description	GSA Price
RC4a	GlobalMeet Audio Alaska Toll-Free	0.1116/min
S. I. No. 132-52	This price is for conferencing toll-free access from Alaskan participants. Rate quoted is per minute per participant.	
RC9c	GlobalMeet Audio Canada Dial-Out	0.06/min
S. I. No. 132-52	This price is for moderator dial-out to a Canadian number. Local Dial-in and toll-free access available for same conference under a different part number. Rate quoted is per minute per participant.	
RC9b	GlobalMeet Audio Canada Local Access Participant	0.06/min
S. I. No. 132-52	This price is for conferencing is via direct-dial local number in Montreal or Toronto. Dial out and toll-free access available for same conference under a different part number. Rate quoted is per minute per participant.	
RC9a	GlobalMeet Audio Canada Toll-Free Participant	0.108/min
S. I. No. 132-52	This price is for conferencing toll-free access from Canadian participants. Rate quoted is per minute per participant.	
RC7e	GlobalMeet Audio Caribbean Countries Toll-Free	0.1956/min
S. I. No. 132-52	This price is for toll-free conferencing from Caribbean countries. Rate quoted is per minute per participant. (Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Trinidad & Tobago, Turks and Caicos)	
RC5c	GlobalMeet Audio Hawaii Dial-Out	0.06/min
S. I. No. 132-52	This price is for moderator dial-out to a Hawaiian number. Local Dial-in and toll-free access available for same conference under a different part number. Rate quoted is per minute per participant.	
RC5a	GlobalMeet Audio Hawaii Toll-Free	0.1116/min
S. I. No. 132-52	This price is for conferencing toll-free access from Hawaiian participants. Rate quoted is per minute per participant.	
RC6c	GlobalMeet Audio Puerto Rico Dial-Out	0.06/min
S. I. No. 132-52	This price is for moderator dial-out to a Puerto Rican number. Local Dial-in and toll-free access available for same conference under a different part number. Rate quoted is per minute per participant.	
RC8	GlobalMeet Audio Setup	1.20/ea
S. I. No. 132-52	Conference setup for first or additional conference. User is issued an access number and host and participant passcodes.	
RC6a	GlobalMeet Audio U.S. Territories Toll-Free	0.0996/min
S. I. No. 132-52	This price is for toll-free conferencing from U.S. Territories such as Puerto Rico. Rate quoted is per minute per participant.	

Automated Conferencing Options

Item Number	Description	GSA Price
RC17	Compact Disc (CD) Duplication	23.75/ea
S. I. No. 132-52	CD Duplication - CDs (Price includes: Typesetting of black and white label material onto CDR face, soft plastic "slim case". Postage added at cost.) - Per CD Price	
RC18	Compact Disc (CD) Splitting	9.09/ea
S. I. No. 132-52	CD Split (Editing charge for recordings over 75 minutes) - Per CD Split	
RC9	Custom Welcome Prompt	90.90/mo
S. I. No. 132-52	Custom Welcome Prompt for GlobalMeet Audio - Per Month Fee	
RC10	Dedicated Dial-In Number	90.90/mo
S. I. No. 132-52	Automated Enhanced Services (Before the call) Dedicated Dial In Number GlobalMeet Audio Only - Per Month Fee	
RC3	GlobalMeet Audio Recording	4.50/ea
S. I. No. 132-52	Recording of GlobalMeet Audio conferences incurs this charge when conference recording is initiated. In addition, the recording equipment takes up one participant line which is charged at the per minute rate of Part Number RC1d.	
RC19	GlobalMeet Audio Recording Delivery	23.75/ea
S. I. No. 132-52	Audio File (3-5 day turnaround) - (.wav, .mp3, .asf, .rm-Real Audio, .wma - Windows Media) - Per File Price	
RC43	GlobalMeet Audio Web-Based Audio Controls	No Add'l Charge
S. I. No. 132-52	GlobalMeet Audio Web-based Audio Controls that allow for muting of participants, sub conferencing and meeting organization.	
RC10a	GM2 Custom Welcome Prompt after Passcode	960.00/yr
S. I. No. 132-52	GlobalMeet Audio Platform 2 welcome prompt. This price is per language. This price is per year.	
RC11	Recording Storage 30 Day Extension	22.72/mo
S. I. No. 132-52	Conferencing hub only.	
RC14	Recording Storage 180 Day Extension	68.17/mo
S. I. No. 132-52		
RC15	Recording Storage 360 Day Extension	90.90/mo
S. I. No. 132-52		
RC16	Written Transcription	218.16/hr
S. I. No. 132-52	Transcription - 24 hour Turnaround - Minimum charge 1/4 hour	

Automated GlobalMeet Web Conferencing

Item Number	Description	GSA Price
GMBO	GlobalMeet Bundle Overage	0.036/min
S. I. No. 132-52	Overage charge for exceeding allotted minutes on GlobalMeet bundles. Charge is per minute.	
GMETF	GlobalMeet Bundle Toll-free/VOIP	0.036/min
S. I. No. 132-52	Charge for using toll-free or VOIP minutes with GlobalMeet bundles. Charge is per minute.	
GMWO013	GlobalMeet Named Users Cap 225 Web-Only	39.07/mo
S. I. No. 132-52	Minimum order 12 months. NU=Named User. Unlimited web conferencing for up to 225 participants unbundled (no audio minutes included). 1-500 Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	
GMWO014	GlobalMeet Named Users Cap 225 Web-Only Qty 501+	35.52/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. NU=Named User. Unlimited web conferencing for up to 225 participants unbundled (no audio minutes included). 501-1,000 Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	
GMWO015	GlobalMeet Named Users Cap 225 Web-Only Qty 1001+	33.60/mo
S. I. No. 132-52	Minimum order 1,001 subscriptions for 12 months. NU=Named User. Unlimited web conferencing for up to 225 participants unbundled (no audio minutes included). 1,001-2,500 Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	
GMWO016	GlobalMeet Named Users Cap 225 Web-Only Qty 2501+	31.42/mo
S. I. No. 132-52	Minimum order 2,500 subscriptions for 12 months. NU=Named User. Unlimited web conferencing for up to 225 participants unbundled (no audio minutes included). 2,500+ Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	
GM1K009	GlobalMeet NU Cap 125 w/ 1,000 Min	28.50/mo
S. I. No. 132-52	Minimum order 12 months. Unlimited web conferencing with up to 1000 minutes per month of domestic local access (dial-in or dial-out) audio. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passwords and dial-in numbers, the meeting calls you. Know who is talking in real-time. Move easily between audio and web meetings. Get a personal permanent web address with your name on it. Easily start, schedule and manage your meeting from your Outlook toolbar. Eliminate the hassle of software download for your guests. Share your screen with crystal clear quality. Personalize your meetings with webcam video. Stop taking notes, record meeting audio and video with one click. Additional audio minutes available with separate part number.	

Automated GlobalMeet Web Conferencing

Item Number	Description	GSA Price
GM1K010	GlobalMeet NU Cap 125 w/ 1,000 Min Qty 501+	23.76/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. Unlimited web conferencing with up to 1,000 minutes per month of domestic local access (dial-in or dial-out) audio. 501-1,000 Named User Tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passwor	
GM1K011	GlobalMeet NU Cap 125 w/ 1,000 Min Qty 1001+	21.60/mo
S. I. No. 132-52	Minimum order 1,001 subscriptions for 12 months. Unlimited web conferencing with up to 1,000 minutes per month of domestic local access (dial-in or dial-out) audio. 1,001-2,500 Named User Tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passwor	
GM1K012	GlobalMeet NU Cap 125 w/ 1,000 Min Qty 2501+	20.40/mo
S. I. No. 132-52	Minimum order 2,501 subscriptions for 12 months. Unlimited web conferencing with up to 1,000 minutes per month of domestic local access (dial-in or dial-out) audio. 2,501+ Named User Tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passwor	
GM10K009	GlobalMeet NU Cap 125 w/ 10,000 Min	51.00/mo
S. I. No. 132-52	Minimum order 12 months. NU=Named User. Unlimited web conferencing with up to 10,000 minutes per month of domestic local access (dial-in or dial-out) audio. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passwords and dial-in numbers, the meeting calls you. Know who is talking in real-time. Move easily between audio and web meetings. Get a personal permanent web address with your name on it. Easily start, schedule and manage your meeting from your Outlook toolbar. Eliminate the hassle of software download for your guests. Share your screen with crystal clear quality. Personalize your meetings with webcam video. Stop taking notes, record meeting audio and video with one click. Additional audio minutes available with separate part number.	
GM10K010	GlobalMeet NU Cap 125 w/ 10,000 Min Qty 501+	47.94/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. NU=Named User. Unlimited web conferencing with up to 10,000 minutes per month of domestic local access (dial-in or dial-out) audio. 501-1,000 Named User Tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passw	
GM10K011	GlobalMeet NU Cap 125 w/ 10,000 Min Qty 1001+	43.86/mo
S. I. No. 132-52	Minimum order 1,001 subscriptions for 12 months. NU=Named User. Unlimited web conferencing with up to 10,000 minutes per month of domestic local access (dial-in or dial-out) audio. 1,001-2,500 Named User Tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passw	

Automated GlobalMeet Web Conferencing

Item Number	Description	GSA Price
GM10K012	GlobalMeet NU Cap 125 w/ 10,000 Min Qty 2501+	42.84/mo
S. I. No. 132-52	Minimum order 2,501 subscriptions for 12 months. NU=Named User. Unlimited web conferencing with up to 10,000 minutes per month of domestic local access (dial-in or dial-out) audio. 2,501+ Named User Tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Forget about passw	
GMWO009	GlobalMeet NU Cap 125 Web-Only	24.60/mo
S. I. No. 132-52	Minimum order 12 months. Unlimited web conferencing unbundled (no audio minutes included). Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address with your name on it. Easily start, schedule and manage your meeting from your Outlook toolbar. Eliminate the hassle of software download for your guests. Share your screen with crystal clear quality. Personalize your meetings with webcam video. Stop taking notes, record meeting video with one click.	
GMWO011	GlobalMeet NU Cap 125 Web-Only Qty 501+	19.80/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. Unlimited web conferencing for up to 125 participants unbundled (no audio minutes included). 501-1,000 Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	
GMWO012	GlobalMeet NU Cap 125 Web-Only Qty 1001+	17.40/mo
S. I. No. 132-52	Minimum order 1,000 subscriptions for 12 months. Unlimited web conferencing for up to 125 participants unbundled (no audio minutes included). 1,000+ Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	
GMW1	GlobalMeet Web Conferencing per minute	0.108/min
S. I. No. 132-52	GlobalMeet automated web conferencing, per-minute	
GM25K017	GlobalMeet Webinar Cap 125 w/ 25,000	71.09/mo
S. I. No. 132-52	Minimum order 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
GM25K018	GlobalMeet Webinar Cap 125 w/ 25,000 Min 501	65.70/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. 501-1000 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	

Automated GlobalMeet Web Conferencing

Item Number	Description	GSA Price
GM25K019	GlobalMeet Webinar Cap 125 w/ 25,000 Min 1001	57.59/mo
S. I. No. 132-52	Minimum order 1001 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. 1001-2500 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
GM25K020	GlobalMeet Webinar Cap 125 w/ 25,000 Min 2501+	52.20/mo
S. I. No. 132-52	Minimum order 2,501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. 2,501+ Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo28	GlobalMeet Webinar Cap 125 w/ o Audio Mins 2501+	35.10/mo
S. I. No. 132-52	Minimum order 2,501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. 2,501+ Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo25	GlobalMeet Webinar Cap 125 w/ o Audio Minutes	48.60/mo
S. I. No. 132-52	Minimum order 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo26	GlobalMeet Webinar Cap 125 w/ o Audio Minutes 501	43.20/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. 501-1000 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo27	GlobalMeet Webinar Cap 125 w/ o Audio Minutes 1001	37.80/mo
S. I. No. 132-52	Minimum order 1001 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. 1001-2500 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gm25k021	GlobalMeet Webinar Cap 325 w/ 25,000	233.10/mo
S. I. No. 132-52	Minimum order 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	

Automated GlobalMeet Web Conferencing

Item Number	Description	GSA Price
GM25K022	GlobalMeet Webinar Cap 325 w/ 25,000 Min 501	219.60/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. 501-1000 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
GM25K023	GlobalMeet Webinar Cap 325 w/ 25,000 Min 1001	206.10/mo
S. I. No. 132-52	Minimum order 1001 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. 1001-2500 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
GM25K024	GlobalMeet Webinar Cap 325 w/ 25,000 Min 2501+	184.20/mo
S. I. No. 132-52	Minimum order 2,501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with up to 25,000 minutes per month of domestic local access (dial-in or dial-out) audio. 2,501+ Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo029	GlobalMeet Webinar Cap 325 w/o Minutes	62.10/mo
S. I. No. 132-52	Minimum order 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo030	GlobalMeet Webinar Cap 325 w/o Minutes 501	54.00/mo
S. I. No. 132-52	Minimum order 501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. 501-1000 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo031	GlobalMeet Webinar Cap 325 w/o Minutes Min 1001	45.90/mo
S. I. No. 132-52	Minimum order 1001 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. 1001-2500 Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	
gmwo032	GlobalMeet Webinar Cap 325 w/o Minutes Min 2501+	42.30/mo
S. I. No. 132-52	Minimum order 2,501 subscriptions for 12 months. NU=Named User license. Unlimited web conferencing with no audio allowance. To use this license you must purchase audio with a separate part number and price. 2,501+ Named User Tier. This webinar license has all the features of standard GlobalMeet Web Conferencing plus Registration and Registration reporting capabilities.	

Automated GlobalMeet Web Conferencing

Item Number	Description	GSA Price
GMWO010	GlobalMeetNU Cap 125 Web-Only Qty 250+	22.20/mo
S. I. No. 132-52	Minimum order 250 subscriptions for 12 months. Unlimited web conferencing for up to 125 participants unbundled (no audio minutes included). 250-500 Named User tier. Fully featured service. Connect to meetings with one click from your desktop or mobile device. Know who is talking in real-time. Get a personal permanent web address	

Automated WebEx Conferencing

Item Number	Description	GSA Price
RCa1	ReadyCast Web Collaboration Service	0.18/min
S. I. No. 132-52	Powered by WebEx. Available 24/7 to engage participants in presentations, application and desktop sharing, and provide remote control, video, chat, recording and more. No advance scheduling is required. Up to 125 participants per meeting. Per participant, per minute pricing that allows customers to meet as often as they want, for as long as they need. REQUIRES GlobalMeet Audio service for the audio portion of the conference.	
RCa2	ReadyCast Recording	36.00/ea
S. I. No. 132-52		
RCa4	ReadyCast Recording File	No Add'l Charge
S. I. No. 132-52	File downloaded contains both visual and audio components synchronized into one file.	
RCa3	ReadyCast Recording Playback	2.40/ea
S. I. No. 132-52	This charge is per hit.	

Operator-Assisted

Item Number	Description	GSA Price
ADT1	PremiereCall Auditorium Attended Conferencing	0.132/min
S. I. No. 132-52	Attended Audio Conferencing with Automated Entry for up to 1000 participants. Integrated with, but not does require VisionCast web conferencing. Toll-free dial-in passcode access. Optional PIN access enables caller identification, screening and generation of participant list. The following features are available at this rate: Dedicated Events Manager. Dedicated operator. Multiple speaker capability. Pre and post conferences. Q&A. Polling. Basic participant list with Web-based call registration. Additional charge features include compact disc recording and recording for SoundByte replay.	

Operator-Assisted

Item Number	Description	GSA Price
PCE1	PremiereCall Event Attended Conferencing	0.18/min
S. I. No. 132-52	Fully attended Audio Conferencing for up to 3000 participants. Integrated with, but not does require VisionCast web conferencing. Toll-free dial-in access. The following features are available at this rate: Dedicated Event Manager. Dedicated operator. Multiple speaker capability. Pre and post conferences. Q&A. Polling. Basic introduction script and announcements.. Basic participant list. Additional charge features include compact disc recording and recording for SoundByte replay.	
VC5	VisionCast Event (MS Live Meeting Pro)	0.18/min
S. I. No. 132-52	VisionCast® Event (provided by Microsoft® Office Live Meeting Professional) Price is per minute per participant. This service adds visuals to an Auditorium or Event audio conference. Slides and documents can be shown to participants on their computer screen.	
OP52	Cancellation Fee Less Than 24 hrNotice	4.80/ea
S. I. No. 132-52	Fee is per line	
OP53a	Cancellation Fee Less Than 90 day Notice	36.00/ea
S. I. No. 132-52		
IR3	Inverstor Relations Pre-Recording Session (Rush)	780.00/ea
S. I. No. 132-52		
IR2	Inverstor Relations Pre-Recording Session (Standar	540.00/ea
S. I. No. 132-52		
ADT3	PremiereCall Auditorium Scheduling Fee	19.00/ea
S. I. No. 132-52	This fee is per call	
PCC1	PremiereCall Connection Attended Conferencing	0.132/min
S. I. No. 132-52	\$200 call minimum charge. Includes Roll Call. XXXXXXXXXXXXXXXXXXXXX	
PCC2	PremiereCall Connection Scheduling Fee	18.00/ea
S. I. No. 132-52	Scheduling fee for PremiereCall Connection	
PCC4	PremiereCall Connection Setup Fee	2.40/ea
S. I. No. 132-52	Charge is per line.	
PCE3	PremiereCall Event Scheduling Fee	38.00/ea
S. I. No. 132-52	This fee is per call	
PCE6	PremiereCall Event Setup, Per Line	2.40/ea
S. I. No. 132-52		

Operator-Assisted

Item Number	Description	GSA Price
IR1	PremiereCall Inverstor Relations High-Touch Attend	0.18/min
S. I. No. 132-52	\$1000 call minimum charge. Participant billing will be based on common call duration, calculated based on first to join and last to leave. XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
OP54	PremiereCall No Participants Charge	9.60/ea
S. I. No. 132-52	Fee is per line	
OP56	PremiereCall No Show Fee After 10 Leeway	4.80/ea
S. I. No. 132-52		
OP51	Rescheduling Fee Less Than 24 Hr Notice	4.80/ea
S. I. No. 132-52		
OP55	Reservation Change Fee	33.25/ea
S. I. No. 132-52	Fee is per incident	

Operator-Assisted Event Production

Item Number	Description	GSA Price
opaes	Additional Event Session	384.00/ea
S. I. No. 132-52	Rate is per call	
opa	Event After Hours Support	210.00/ea
S. I. No. 132-52		
OPEA	Event Assistance	1,074.00/ea
S. I. No. 132-52	Rate is per call for up to 3 hours of assistance	
OPECPR2	Event Cancel Post Rehearsal	840.00/ea
S. I. No. 132-52	Rate is per call	
OPECPR1	Event Cancel Pre Rehearsal	240.00/ea
S. I. No. 132-52		
opcon	Event Consultation	240.00/hr
S. I. No. 132-52	In ¼ hour increments. Minimum order is one quarter hour.	
OPEC	Event Content	1,080.00/ea
S. I. No. 132-52	Rate is per call	
OPEEX	Event Expedite	600.00/ea
S. I. No. 132-52		
OPEE	Event Extension	240.00/hr
S. I. No. 132-52	In half-hour increments. One half hour minimum order.	

Operator-Assisted Event Production

Item Number	Description	GSA Price
OPEM	Event Monitor	480.00/ea
S. I. No. 132-52	Rate is per call for up to 1 hour and 45 minutes of assistance	
OPEP	Event Production	2,160.00/ea
S. I. No. 132-52	Rate is per call for up to 6 hours of assistance	
OPEPP	Event Production Plus	2,640.00/ea
S. I. No. 132-52	Rate is per call for up to 6 hours of assistance in a 24 hour period	
OPRPR2	Event Reschedule Post Rehearsal	840.00/ea
S. I. No. 132-52	Rate is per call	
OPRPR1	Event Reschedule Pre Rehearsal	240.00/ea
S. I. No. 132-52		
OPPEC	Pre Event Consultation	240.00/hr
S. I. No. 132-52	Minimum increment is ¼ hour. Minimum order is one quarter hour.	

Operator-Assisted Options

Item Number	Description	GSA Price
oaak	Alaska Operator-Assisted Dial-Out	0.732/min
S. I. No. 132-52	Operator-assisted rate for dial-out calls to Alaska	
oacanLa	Canada Operator-Assisted Local Access/Dial-Out	0.192/min
S. I. No. 132-52	Operator-assisted rate for local access/dial-out calls from/to Canada	
oacantf	Canada Operator-Assisted Toll-Free	0.264/min
S. I. No. 132-52	Operator-assisted rate for toll-free calls from Canada	
oacar	Caribbean Countries Operator-Assisted Dial-Out	0.312/min
S. I. No. 132-52	Operator-assisted dial-out rate for Caribbean countries (Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Trinidad & Tobago, Turks and Caicos)	
oahi	Hawaii Operator-Assisted Dial-Out	0.192/min
S. I. No. 132-52	Operator-assisted rate for dial-out calls to Hawaii	
PCC3	PremiereCall Connection Customized Operator Dial-O	2.40/ea
S. I. No. 132-52	Charge is per participant.	
oaust	U.S. Territories Dial-Out Surcharge	0.084/min
S. I. No. 132-52	Operator-assisted rate for dial-out calls to U.S. territories such as Puerto Rico	

PremiereCall Before the Call

Item Number	Description	GSA Price
OPEXI	Express Reservation - Immediate	180.00/ea
S. I. No. 132-52	Immediate Reservation - less than 30 minutes from scheduled start time	
OPEXS	Express Reservation - Same Day	90.00/ea
S. I. No. 132-52	Same Day Reservation - between 30 minutes and 24 hours of scheduled start time	
OPPCC	Pre-Conference Comm Line	90.00/hr
S. I. No. 132-52	Billed in 1/4 hour increments following the first 15 minutes of support.	
OPPRS	Pre-Conference Support	90.00/hr
S. I. No. 132-52		
ADT11	PremiereCall Auditorium Easy Invite & ID	166.25/ea
S. I. No. 132-52	Easy Invite and Easy ID includes email invitations with automatic calendar update. This fee is per call.	
OP6	PremiereCall Broadcast Msg Rush Charge	70.00/ea
S. I. No. 132-52		
OP4	PremiereCall Custom Welcome Prompt	95.00/mo
S. I. No. 132-52		
OP5	PremiereCall Dedicated Dial In Number	90.00/mo
S. I. No. 132-52		
OP1	PremiereCall Email Blast	0.18/ea
S. I. No. 132-52	Price is per email sent.	
OP2	PremiereCall Fax Blast	0.18/ea
S. I. No. 132-52	Price is per page.	
OP7	PremiereCall Presentation Management	342.00/hr
S. I. No. 132-52	Charged in quarter hour increments	
OP3	PremiereCall Voice or Voicemail Blast	0.18/min
S. I. No. 132-52		
OPRAI	Pre-Recorded Audio Package Immediate	960.00/ea
S. I. No. 132-52	Less than 24 hours but more than 6	
OPPRAR	Pre-Recorded Audio Package Rush (24 hours)	780.00/ea
S. I. No. 132-52		
OPRAS	Pre-Recorded Audio Package Standard (3-5 days)	540.00/ea
S. I. No. 132-52		

PremiereCall ,During the Call

Item Number	Description	GSA Price
OP21	Comm Line, Additional	84.00/ea
S. I. No. 132-52	Communications line allows customer to communicate privately with PGi operator.	
OP20	Comm Line, First	18.00/ea
S. I. No. 132-52		
OPO16	Going Over Scheduled Call Time	120.00/ea
S. I. No. 132-52	The is no charge for up to 15 minutes of overage time on a PremiereCall. This charge is assessed for going 16-59 minutes beyond the scheduled end time. This charge is also charged again for each overage hour beyond the first.	
OP22	Host Controls	240.00/ea
S. I. No. 132-52		
OPMD	Message Left for Participant Domestic	2.40/ea
S. I. No. 132-52		
OPMI	Message Left for Participant International	4.80/ea
S. I. No. 132-52		
ADT6	PremiereCall Auditorium Name on Entry	2.85/ea
S. I. No. 132-52	This charge is per line	
ADT7	PremiereCall Auditorium Op. Stand By	142.50/ea
S. I. No. 132-52	Operator stand by. This charge is per call.	
ADT5	PremiereCall Auditorium Operator Dial	2.40/ea
S. I. No. 132-52	Operator Dial Out surcharge for each person dialed. This charge applies plus the per-minute charge.	
PCE5	PremiereCall Event Operator Dial	2.40/ea
S. I. No. 132-52		

PremiereCall After the Call

Item Number	Description	GSA Price
OP34	Audio Production - CD Duplication	60.00/ea
S. I. No. 132-52	Charge is per CD, postage extra. CDs hold approx 75 minutes. Longer conferences require multiple CDs and also incur CD Split charge. Includes typesetting of black and white label material onto CDR face and soft plastic "slim case".	
OP35	Audio Production - CD Split	9.50/ea
S. I. No. 132-52	CDs hold approx 75 minutes. Longer conferences require multiple CDs and incur this CD Split charge for every split required.	

PremiereCall After the Call

Item Number	Description	GSA Price
OP36	Audio Production + Audio File Delivery	120.00/ea
S. I. No. 132-52	3-5 day turnaround Available formats: .wav, .mp3, .asf, .rm – Real Audio, .wma – Windows Media.	
opdcd	Data CD	246.00/ea
S. I. No. 132-52	Fee is per CD. Available with PremiereCall Event only.	
OPPAR	Priority Attendance Report	30.00/ea
S. I. No. 132-52	Less than 4 hours turnaround	
OPRAR	Rush Attendance Report	48.00/ea
S. I. No. 132-52	Less than 2 hour turnaround	
OP48	Shipping & Handling, Handling Fee	7.95/ea
S. I. No. 132-52	Price is per item	
OP49	Shipping & Handling, Shipping Surcharge	2.00/ea
S. I. No. 132-52	Added to actual shipping cost	
SB1	SoundByte® Basic (5 day minimum)	48.00/day
S. I. No. 132-52	Call recording with feature-rich playback options. Unlimited Usage. Includes one usage report and one voice capture report.	
SB3	SoundByte® Custom (5 day minimum)	18.00/day
S. I. No. 132-52	Call recording with feature-rich playback options. Timed usage (see below for toll and toll-free access rates). Includes one usage report and one voice capture report.	
SB5	SoundByte® Custom Toll Access	0.30/min
S. I. No. 132-52	Order with SoundByte custom.	
SB6	SoundByte® Custom Toll-Free Access	0.30/min
S. I. No. 132-52		
SB4	SoundByte® Dedicated Dial In Number	36.00/ea
S. I. No. 132-52		
SB2	SoundByte® Deluxe (5 day minimum)	72.00/day
S. I. No. 132-52	Call recording with feature-rich playback options. Unlimited usage. Includes one usage report and one voice capture report.	
SB11	SoundByte® EntryTranscription	0.18/ea
S. I. No. 132-52		
SB8	SoundByte® One-Time Set Up, Add'l Menu	120.00/ea
S. I. No. 132-52	Fee is per additional menu	

PremiereCall After the Call

Item Number	Description	GSA Price
SB7	SoundByte® One-Time Set Up, First Menu	350.00/ea
S. I. No. 132-52		
SB9	SoundByte® Rush Charge	90.00/ea
S. I. No. 132-52		
SB10	SoundByte® Transcription	18.00/ea
S. I. No. 132-52 Fee is per report.		
SB12	SoundByte® Upload	60.00/ea
S. I. No. 132-52 Fee is per upload.		

PremiereCall Event Before the Call

Item Number	Description	GSA Price
OP19	RSVP Attendee/Invitee File Import	166.25/ea
S. I. No. 132-52 PremiereCall Event only. Charge is per call.		
OP8	RSVP Basic Setup (Web-Based)	90.00/ea
S. I. No. 132-52 PremiereCall Event only. Includes confirmation emails, standard questions only, question ordering & add customer logo.		
OP11	RSVP Basic, per RSVP processed	4.50/ea
S. I. No. 132-52 PremiereCall Event only. Up to 10 questions		
OP10	RSVP Custom Setup (Web-Based)	235.00/ea
S. I. No. 132-52 PremiereCall Event only. Includes confirmation emails, standard and user-defined questions, question ordering, add customer logo and URL link on success page plus private branding & customized web pages/emails.		
OP14	RSVP E-Mail Blast	0.18/ea
S. I. No. 132-52 PremiereCall Event only. Invitations and follow up		
OP9	RSVP Enhanced Setup (Web-Based)	140.00/ea
S. I. No. 132-52 PremiereCall Event only. Includes confirmation emails, standard and user-defined questions, question ordering, add customer logo and URL link on success page.		
OP12	RSVP Enhanced, per RSVP processed	8.40/ea
S. I. No. 132-52 PremiereCall Event only. Up to 20 questions		
OP18	RSVP File Hosting (unlimited downloads)	225.00/ea
S. I. No. 132-52 PremiereCall Event only. Charge is per file hosted.		

PremiereCall Event Before the Call

Item Number	Description	GSA Price
OP13	RSVP Phone support, per RSVP	2.40/ea
S. I. No. 132-52	PremiereCall Event only. This charge is in addition to RSVP Basic or RSVP Enhanced fee	
OP17	RSVP Polling Merge Report, per report	42.00/ea
S. I. No. 132-52	Available with PremiereCall Event only	
OP15	RSVP Realtime Reporting Setup	90.00/ea
S. I. No. 132-52		
OP16	RSVP Reports, per report	18.00/ea
S. I. No. 132-52		

PremiereCall Event After the Call

Item Number	Description	GSA Price
OP31	Attendance Report, 1 or 2 fields	0.36/ea
S. I. No. 132-52	Fee is per participant, \$30 minimum charge. Available with PremiereCall Event only	
OP32	Attendance Report, 3, 4, or 5 fields	0.78/ea
S. I. No. 132-52	Fee is per participant, \$45 minimum charge. Available with PremiereCall Event only	
OP33	Attendance Report, more than 5 fields	0.96/ea
S. I. No. 132-52	Fee is per participant, \$80 minimum charge. Available with PremiereCall Event only	
OP37	Audio Production - Rush Charge	142.50/ea
S. I. No. 132-52	24 hour turnaround. Available with PremiereCall Event only	
OP24	Basic Event Report, per report	18.00/ea
S. I. No. 132-52	Available with PremiereCall Event only. Available with PremiereCall Event only	
OP42	Creative Services	140.00/hr
S. I. No. 132-52	Charged in quarter hour increments. Available with PremiereCall Event only	
OP40	Digital Editing, 2 Business Day	360.00/hr
S. I. No. 132-52	Charged in quarter hour increments. 2 business day turnaround. Available with PremiereCall Event only	
OP39	Digital Editing, 3 Business Day	260.00/hr
S. I. No. 132-52	Charged in quarter hour increments. 3 business day turnaround. Available with PremiereCall Event only	

PremiereCall Event After the Call

Item Number	Description	GSA Price
OP38	Digital Editing, 5 Business Day	168.00/hr
S. I. No. 132-52	Charged in quarter hour increments. 5 business day turnaround. Available with PremiereCall Event only.	
OP41	Digital Editing, Studio CD Mastering	70.00/ea
S. I. No. 132-52	Fee is per CD. Available with PremiereCall Event only.	
OP25	Polling Merge Report, per report	36.00/ea
S. I. No. 132-52	Available with PremiereCall Event only. Available with PremiereCall Event only.	
OP44	Product Fulfilment, Assembly / Modification	1.30/ea
S. I. No. 132-52	Fee is per page. Available with PremiereCall Event only.	
OP45	Product Fulfilment, B&W Photocopies	0.21/ea
S. I. No. 132-52		
OP46	Product Fulfilment, Color Photocopies	1.50/ea
S. I. No. 132-52		
OP43	Product Fulfilment, Per Packet	3.60/ea
S. I. No. 132-52	Available with PremiereCall Event only.	
OP47	Product Fulfilment, Rush Charge	71.25/ea
S. I. No. 132-52		
OP50	Tape Archival Fee – Audio Recordings	47.50/yr
S. I. No. 132-52		
OP26	Transcription, 24 hour turnaround	235.00/hr
S. I. No. 132-52	Charged in quarter hour increments. Available with PremiereCall Event only.	
OP28	Transcription, 3 hour turnaround	480.00/hr
S. I. No. 132-52		
OP27	Transcription, 6 hour turnaround	330.00/hr
S. I. No. 132-52	Charged in quarter hour increments. Available with PremiereCall Event only.	
OP30	Transcription, Translated	0.18/ea
S. I. No. 132-52	Fee is per word. English transcription must also be ordered. Available with PremiereCall Event only.	
OP29	Translation, Recorded, Per Language	140.00/hr
S. I. No. 132-52	Charged per quarter hour. Cancellation: For customers providing less than 48 hours notice of call cancellation, customers will pay the applicable Translation rate per quarter hour for the scheduled duration of the call. Available with PremiereCall Event only.	

Skype for Business Enhancements

Item Number	Description	GSA Price
mci01	Modality CustomInvite for Skype for Business	1.46/mo
S. I. No. 132-52	Minimum order for this part number is 250 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	
mci02	Modality CustomInvite for Skype for Business	1.13/mo
S. I. No. 132-52	Minimum order for this part number is 500 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	
mci03	Modality CustomInvite for Skype for Business	.85/mo
S. I. No. 132-52	Minimum order for this part number is 1000 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	
mci04	Modality CustomInvite for Skype for Business	.62/mo
S. I. No. 132-52	Minimum order for this part number is 10,001 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	

Skype for Business Enhancements

Item Number	Description	GSA Price
mci05	Modality CustomInvite for Skype for Business	.56/mo
S. I. No. 132-52	Minimum order for this part number is 20,001 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	
mci06	Modality CustomInvite for Skype for Business	.50/mo
S. I. No. 132-52	Minimum order for this part number is 30,001 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	
mci07	Modality CustomInvite for Skype for Business	.46/mo
S. I. No. 132-52	Minimum order for this part number is 40,001 licenses for 12 months. CustomInvite makes it easy to create unique Skype for Business meeting invites directly from Microsoft Outlook. The enhanced Outlook plug-in improves the user experience of scheduling and joining meetings, allowing guests without internet access to easily participate by phone. Equipped with custom company branding, key dial-in numbers and passcodes, the plug-in also allows one-click entry for guests joining via a mobile device. Customers are able to personalize language and number preferences, allowing them to make certain information more prominent or remove unrequired details entirely.	

Webcasting - Live, Managed

Item Number	Description	GSA Price
IMLAV01	iMeetLive Audio Webinar Managed Event	2,400.00/ea
S. I. No. 132-52	iMeetLive Audio Webinar Managed Event. Price is for a 60 minute call with up to 500 viewers. Pre-call services include: Client Branded Registration Page, Client Branded Player Set Up, Pre-Registration Reporting portal, Automated Registration Confirmation Emails, Scheduled Reminder emails, Outlook Reminders, One 30 minute speaker training. Live call includes: Windows Media & Flash Media Streaming, Mobile device support, Speakers connect via phone, presenter bridge included for multiple presenters, Synchronized slides, PDF conversion of slides for download, Live and On-Demand Q&A/Polling/Surveys, Downloadable Documents and resources, Dynamic Headshots and Speaker Bios, Exit and End URLs, FAQ Support for End Users.	

Webcasting - Live, Managed

Item Number	Description	GSA Price
IMLAV01A	iMeetLive Video Webinar Managed Event	3,720.00/ea
S. I. No. 132-52	iMeetLive Video Webinar Managed Event. Price is for a 60 minute call with up to 500 viewers. Pre-call services include: Client Branded Registration Page, Client Branded Player Set Up, Pre-Registration Reporting portal, Automated Registration Confirmation Emails, Scheduled Reminder emails, Outlook Reminders, One 30 minute speaker training. Live call includes: Windows Media & Flash Media Streaming, Mobile device support, Speakers connect via phone, presenter bridge included for multiple presenters, Synchronized slides, PDF conversion of slides for download, Live and On-Demand Q&A/Polling/Surveys, Downloadable Documents and resources, Dynamic Headshots and Speaker Bios, Exit and End URLs, FAQ Support for End Users.	
IMLAV01B	iMeetLive Video Webinar Managed Event - On Demand	1,800.00/ea
S. I. No. 132-52	iMeetLive Video Webinar Managed Event - on demand. Price is for a 60 minute call with up to 250 viewers. Pre-call services include: Client Branded Registration Page, Client Branded Player Set Up, Pre-Registration Reporting portal, Automated Registration Confirmation Emails, Scheduled Reminder emails, Outlook Reminders, One 30 minute speaker training. Live call includes: Windows Media & Flash Media Streaming, Mobile device support, Speakers connect via phone, presenter bridge included for multiple presenters, Synchronized slides, PDF conversion of slides for download, Live and On-Demand Q&A/Polling/Surveys, Downloadable Documents and resources, Dynamic Headshots and Speaker Bios, Exit and End URLs, FAQ Support for End Users.	

Webcasting - No-Charge Options

Item Number	Description	GSA Price
IMLAV08	iMeetLive Standard Audience Interactivity	No Add'l Charge
S. I. No. 132-52	Package Includes: Speaker biographies; 2 revisions included, Dynamic flipping speaker headshots, Dynamic flipping slides (Static or Animated), Polling questions Attendance polls (to ensure active event participation), Document downloads (PDF, Word Doc, Excel, etc.), Customizable Tabs, Post-event survey, Exit URL	
IMLAV02	iMeetLive Standard Event Package	No Add'l Charge
S. I. No. 132-52	Package includes: Registration URL created in 2 business days from receipt of all materials (i.e. branding, registration criteria, event details), 60 minutes of live streaming audio (Not including 30 minute pre-event call), Support for Windows/Macintosh/Linux operating systems/iPad/iPhone/Android devices, Signal acquisition via telephone, Signal acquisition via video conferencing bridge or broadcast encoder (Client provided; signal sent to IMeetLive), Presenter phone bridge (Reservationless; Up to 9 participants) – Audio webcasts Only, IMeetLive Technical Support FAQ, Login functionality for returning audience members, Agenda functionality for multiple events, Automated post-event archive publishing (12 month archive), Detailed reporting via online portal and scheduled emails	

Webcasting - No-Charge Options

Item Number	Description	GSA Price
IMLAV07	iMeetLive Standard Presenter Interactivity	No Add'l Charge
S. I. No. 132-52	Package Includes: Automated PowerPoint slide conversions (slides must be delivered 24 hours prior to the LIVE event or training), Live Studio console for managing the live webcast, Automated dial into the IMeetLive broadcast system, IM-style group chat with multiple presenters, Audience Q&A (one-on-one and/or full audience), Mid-event participant removal option	
IMLAV03	iMeetLive Standard Production Services	No Add'l Charge
S. I. No. 132-52	Package includes: IMeetLive Production Management, One 30 minute event kickoff call, One 30 minute training session with ALL presenters on call (must schedule 72 hours in advance), One 30/60 minute pre-event connection call	
IMLAV09	iMeetLive Standard Publishing & On-Demand Features	No Add'l Charge
S. I. No. 132-52	Package Includes: Post-event editing ("heads and tails"); raw archive is available 1 hour after LIVE event concludes; post event archive editing to be completed 1/2 business day after LIVE event concludes, On-demand recording studio for self-service editing, Detailed reporting via online portal and scheduled emails	
IMLAV05	iMeetLive Standard Registration & Reminders	No Add'l Charge
S. I. No. 132-52	Package Includes: IMeetLive standard registration (2 revisions included), IMeetLive custom registration questions (2 revisions included), Enhanced reminder email (HTML or plain text; 2 revisions included), Enhanced confirmation email (HTML or plain text; 2 revisions included), Customizable Outlook calendar reminder, Presentation disclaimer	
IMLAV06	iMeetLive Standard Security Features	No Add'l Charge
S. I. No. 132-52	Event password security (2 revisions included)	
IMLAV04	iMeetLive Standard Webcast Branding Fee	No Add'l Charge
S. I. No. 132-52	Package Includes: Standard site layout (4 options; 2 revisions included), Personalized webcast landing page (HTML; 2 revisions included), Personalized webcast branding using standard templating (2 revisions included), Enhanced invitation email (HTML or plain text; up to 500 email addresses; 2 revisions included), Personalized webcast banner on registration and player pages (2 revisions included), Personalized webcast player branding (2 revisions included), Hyperlinked rotating sponsor logos (up to 3)	

Webcasting - Additional Capacity

Item Number	Description	GSA Price
IMLAV13	Add 250 viewers to scheduled viewer capacity	300.00/ea
S. I. No. 132-52	Price is for 250 viewers beyond the initial 500 allowance.	
IMLAV11	Add 30 minutes to scheduled event time	420.00/min
S. I. No. 132-52	Price for each 30 minute increment beyond the initial 60 minutes	

Webcasting - Additional Capacity

Item Number	Description	GSA Price
IMLAV58	Additional 12 Months of Audio Hosting	750.00/yr
S. I. No. 132-52	Additional 12 months of audio hosting.	
IMLAV59	Additional 12 Months of Video Hosting	1,500.00/yr
S. I. No. 132-52	Additional 12 months of video hosting.	
IMLAV30	Additional Confirmation Email Updates	60.00/ea
S. I. No. 132-52	Additional enhanced confirmation email updates after 2 included revisions (per request)	
IMLAV19	Additional Customer Registration Questions	60.00/ea
S. I. No. 132-52	Additional custom registration questions after 2 included revisions (per request)	
IMLAV40	Additional Email Authorizations	60.00/ea
S. I. No. 132-52	Additional email authorizations (Per 500 addresses)	
IMLAV15	Additional Landing Page Revisions	60.00/ea
S. I. No. 132-52	Additional webcast landing page revisions after 2 included revisions (per request)	
IMLAV43	Additional Multicast Testing Setup	90.00/ea
S. I. No. 132-52	Additional multicast testing with LIVE streams (Setup)	
IMLAV43a	Additional Multicast Testing Hours	90.00/hr
S. I. No. 132-52	Additional multicast testing with LIVE streams (per hour). Requires IMLAV31	
IMLAV16	Additional Personal Branding	60.00/ea
S. I. No. 132-52	Additional personal webcast branding updates after 2 included revisions (per request)	
IMLAV29	Additional Reminder Email Updates	60.00/ea
S. I. No. 132-52	Additional enhanced reminder email updates after 2 included revisions (per request)	
IMLAV39	Additional Security Feature Updates	60.00/ea
S. I. No. 132-52	Additional updates to all security features (Per request)	
IMLAV20	Additional Site Layout Changes	60.00/ea
S. I. No. 132-52	Additional site layout changes after 2 included revisions (per request)	
IMLAV12	Additional Speaker Biographies	60.00/ea
S. I. No. 132-52	Additional speaker biographies updates after 2 included revisions (per request); revisions can take up to 24-48 hours to complete	
IMLAV10	Additional Training/Rehearsal	600.00/min
S. I. No. 132-52	Charge for each 30 minutes of additional training and rehearsal for an iMeetLive webinar.	

Webcasting - Additional Capacity

Item Number	Description	GSA Price
IMLAV17	Additional Webcast Banner	60.00/ea
S. I. No. 132-52	Additional webcast banner on registration and player page updates after 2 included revisions (per request)	
IMLAV14	Additional webcast player changes	60.00/ea
S. I. No. 132-52	Additional webcast player changes (Per request)	
IMLAV44	Additional Content Edits	300.00/hr
S. I. No. 132-52	Additional content edits (Slide timing adjustments; slide & document updates; branding changes; custom editing); revisions can take up to 24-48 hours to complete.	

Webcasting - Additional Features

Item Number	Description	GSA Price
IMLAV55	Premium Assist	1,260.00/ea
S. I. No. 132-52	Premium Assist provides a completely managed delivery of your event from start to finish. Our Production Managers will create the webcast link and coordinate the delivery with presenters. Includes: setup and custom designed event player and registration page; kick-off meeting with presenters and stake holders; milestone follow up meetings; personalized event assistance for elements like Q&A, polls, slides, and registration; email invitation, reminder and confirmation design and distribution; presenter training, including a hands-on demonstration of our live studio. Production Manager will join as a guest presenter 30 minutes before start time, perform audio checks, review presenter controls and help presenters with best practices, connect audio to the webcast, respond to technical questions submitted by attendees, and monitor and assist for the entire duration of the event.	
IMLAV55a	Premium Assist Additional 30 minutes	630.00/min
S. I. No. 132-52	Price is for each additional 30 minutes of Premium Assist after first hour. Requires IMLAV43.	
IMLAV54	Standard Assist	630.00/ea
S. I. No. 132-52	Standard Assist is day-of-event personalized assistance for delivering your event. Our Production Manager will join your event as a guest presenter to help facilitate the delivery of your most important events. Production Manager will join as a guest presenter 30 minutes before start time, perform audio checks, review presenter controls and help presenters with best practices, connect audio to the webcast, respond to technical questions submitted by attendees, and monitor and assist for the entire duration of the event. Price is for pre-event and the first hour.	
IMLAV54a	Standard Assist Additional 30 minutes	270.00/min
S. I. No. 132-52	Price is for each additional 30 minutes of Standard Assist after first hour. Requires IMLAV42.	

Webcasting - Additional Features

Item Number	Description	GSA Price
IMLAV57a	Transcription Services (24 hours)	420.00/hr
S. I. No. 132-52	Standard transcription. 24 hour turnaround time. Price is per hour of transcription service.	
IMLAV57	Transcription Services (Rush)	840.00/hr
S. I. No. 132-52	Rush transcription. 8 hour turnaround time. Price is per hour of transcription service.	
IMLAV56	Video-based Cloud Switching	810.00/hr
S. I. No. 132-52	Video-based Cloud Switching with webcams (up to 5 locations)	

Webcasting - Add-on Packages

Item Number	Description	GSA Price
IMLOP1	Advanced Marketing & Portal Package	600.00/mo
S. I. No. 132-52	Includes: Advanced Marketing - Update system default text to support localization or super custom pages; Add multiple, clickable, Sponsorship Logo to the webcast page; Create folder based templates with your branding and webcast settings; Add a custom footer message to your registration page; Allow attendees to flip through the webcast slides manually; Create email notifications when webcasts are set to expire; Link a post-webcast URL to load when the webcast completes; Add social media share buttons to the registration page (Google+, LinkedIn, Facebook and Twitter). Webcast Portals: Create umbrella Portals that serve as access points for a group of individual events; Webcasts linked together in a Portal share their registration data; Segments listed on the Portal registration page can be selected using checkboxes for simultaneous registration; Create on-going series Portals or defined agenda-based Portals. Advanced APIs: Marketing Automation APIs - See registration and in-webcast data to your Marketing Automation systems, like Eloqua and Marketo. Registration Control: Add attendees to your reports - If attendees view in groups you can add them to your reports post webcast and they will show live viewing times.	
IMLOP5	Continuing Education Package	600.00/mo
S. I. No. 132-52	Webcast Behavior: Block attendees from fast forwarding through a recorded webcast; Add a custom footer message to your registration page; Add OD captioning using DXFP format; Create email notifications when webcasts are set to expire; Link a post- webcast URL to load when the webcast completes; Send attendee data to a 3rd party system using a URL POST once the webcast has completed. Registration Control: Add attendees to your reports. If attendees view in groups you can add them to your reports post webcast and they will show live viewing times; Create a custom Disclaimer statement that attendees must agree too before entering a webcast	

Webcasting - Add-on Packages

Item Number	Description	GSA Price
IMLOP4	Multicasting Package	600.00/mo
S. I. No. 132-52	Multicasting: Configure your webcast to leverage an on premise Adobe Media Server to distribute your streams through multicast or unicast behind the firewall; Access to the webcast player meta files; Upload overlay videos without transcoding. NOTE: This package is shared company-wide for customers that have more than one iMeetLive account.	
IMLOP2	Security Package	600.00/mo
S. I. No. 132-52	Advanced Security: Create authorized and unauthorized email lists to block users from registering. Lists can include email addresses or domains; Create Authorized and Unauthorized lists of viewer IP addresses; Limit the number of simultaneous log-ins of individual viewers; Create a custom Disclaimer statement that attendees must agree too before entering a webcast; Create a custom error message when attendees fail security measures; Create email notifications when webcasts are set to expire; Block webcast access unless using entering via a webcast registration API; Include security token in the registration API; Redirect the webcast to another website URL or other iMeetLive webcast.	
IMLOP3	Simulated Live Package	600.00/mo
S. I. No. 132-52	Sim-Live: Schedule pre-recorded events to run live on a specific date and time; Run live events without user interaction from the Administrator; Attendee questions will be emailed to you; Re-broadcast popular events LIVE; Repurpose content for different geographical audiences without physically running events on a 24hour schedule	

Webcasting - Options

Item Number	Description	GSA Price
IMLAV38	Custom Security Messages	300.00/ea
S. I. No. 132-52	Custom security messages or redirect (2 revisions included)	
IMLAV21	Custom Template Branding	300.00/hr
S. I. No. 132-52	Custom template branding and functionality (Per Development / Design Hour)	
IMLAV36	Email/Domain Authorization Lists	300.00/ea
S. I. No. 132-52	Email / domain authorization lists (Up to 500 emails; 2 revisions included; 1 list per 24 hour per period)	
IMLAV42	Engineering Consulting Services	300.00/hr
S. I. No. 132-52	iMeetLive Engineering consulting services (i.e. Multicast configurations)	
IMLAV46	Enhanced Archive	90.00/mo
S. I. No. 132-52	Extended archive on per-month basis. Minimum order is 6 months.	

Webcasting - Options

Item Number	Description	GSA Price
IMLAV45	Enhanced Follow-Up Emails	60.00/ea
S. I. No. 132-52	Enhanced follow-up emails (HTML or plain text; 2 revisions included). Price is per email.	
IMLAV25	iMeetLive technical support via email	300.00/ea
S. I. No. 132-52	Provides iMeetLive technical support via email for up to 500 simultaneous viewers and 50 instances.	
IMLAV27	iMeetLive technical support via phone	900.00/ea
S. I. No. 132-52	Provides iMeetLive technical support via phone for up to 1000 simultaneous viewers and 50 instances.	
IMLAV26	iMeetLive technical support via phone and email	600.00/ea
S. I. No. 132-52	Provides iMeetLive technical support via phone and email for up to 500 simultaneous viewers and 50 instances.	
IMLAV28	iMeetLive Technical Support via Phone, over 50 inc	300.00/ea
S. I. No. 132-52	Price is for and additional 50 incidents of iMeetLive Technical Support via Phone beyond the initial 50 incidents of IML13	
IMLAV34	IP Authorization Setup/Testing	300.00/ea
S. I. No. 132-52	IP authorization setup & testing (2 revisions included)	
IMLAV35	IP Blocking Setup/Testing	300.00/ea
S. I. No. 132-52	IP blocking setup & testing (2 revisions included)	
IMLAV52	MP4 Screen Capture	450.00/hr
S. I. No. 132-52	MP4 screen capture; to be delivered in 72 hours after submission of request and archive approval. Price is per hour.	
IMLAV48	On-Demand Transcript (24 hour turnaround)	420.00/hr
S. I. No. 132-52	On-demand transcript (Non-synchronized; Per 60 minutes; 24 hour delivery time) (.doc /.docx). Price is per hour.	
IMLAV49	On-Demand Transcript (48 hour turnaround)	360.00/hr
S. I. No. 132-52	On-demand transcript (Non-synchronized; Per 60 minutes; 48 hour delivery time) (.doc /.docx). Price is per hour.	
IMLAV47	On-Demand Transcript (6 hour turnaround)	600.00/hr
S. I. No. 132-52	On-demand transcript (Non-synchronized; Per 60 minutes; 6 hour delivery time). Rush On-Demand Transcript with 6-Hour turnaround (.doc /.docx). Minimum order is 1/2 hour.	
IMLAV50	On-Demand Transcript (72 hour turnaround)	330.00/hr
S. I. No. 132-52	On-demand transcript (Non-synchronized; Per 60 minutes; 72 hour delivery time) (.doc /.docx). Price is per hour.	

Webcasting - Options

Item Number	Description	GSA Price
IMLAV23	Overlay Video Content - each additional video file	120.00/ea
S. I. No. 132-52	Overlay Video Content; Pre-recorded digital content provided by client (up to 10-minute per file); all content must be provided 5 business days prior to LIVE event for proper testing and evaluation. Price additional files beyond the first file.	
IMLAV22	Overlay Video Content - first video file	300.00/ea
S. I. No. 132-52	Overlay Video Content; Pre-recorded digital content provided by client (up to 10-minute per file); all content must be provided 5 business days prior to LIVE event for proper testing and evaluation. Price is for first file.	
IMLAV41	Post-Event Certification Exam	600.00/ea
S. I. No. 132-52	Post-event certification exam feature use	
IMLAV37	Restricted Email/Domain Lists	300.00/ea
S. I. No. 132-52	Restricted email / domain lists (2 revisions included)	
IMLAV24	Screen sharing - First hour	810.00/hr
S. I. No. 132-52	Screen sharing for iMeetLive. Price is for first hour.	
IMLAV24a	Screen sharing - additional 30 minutes	390.00/min
S. I. No. 132-52	Screen sharing for iMeetLive. Price is for each additional 30 minutes beyond the first hour.	
IMLAV31	Simulated Live Event - First Hour	600.00/hr
S. I. No. 132-52	Capture for Simulated Live event (30 minute setup/test & up to 60 minute recording) per scheduled call/capture; does not include custom editing; must be completed no later than 5 business days prior to LIVE event (excludes costs for Field Broadcast Services, if applicable). Price is for first hour.	
IMLAV31a	Simulated Live Event - Additional 30 mins	300.00/min
S. I. No. 132-52		
IMLAV32	Social networking logos on registration page	120.00/ea
S. I. No. 132-52	Placing of social networking logos on registration page of conference.	
IMLAV33	URL Referrer Testing	300.00/ea
S. I. No. 132-52	URL referrer checking setup & testing (2 revisions included)	
IMLAV51	Video Podcast/MP4 Download	180.00/ea
S. I. No. 132-52	Video podcast / MP4 download; to be created & to be delivered in 24 hours after completion of LIVE event and archive approval .	
IMLAV53	Webcam Switching	810.00/hr
S. I. No. 132-52	Webcam Switching (for multiple webcam or VC presenters). Price is per hour.	

WebCasting - Unlimited Self-Service

Item Number	Description	GSA Price
IMLP1a	Unlimited Events Cap 300, T&W Only	1,368.00/ea
S. I. No. 132-52	Unlimited iMeet Live events - 300 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony & webcam.	
IMLP1b	Unlimited Events Cap 300, T,W,E,V	3,648.00/ea
S. I. No. 132-52	Unlimited iMeet Live events - 300 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony, webcam, encoder & VCU.	
IMLP2a	Unlimited Events Cap 500, T&W Only	2,208.00/ea
S. I. No. 132-52	Unlimited iMeet Live events - 500 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony & webcam.	
IMLP2b	Unlimited Events Cap 500, T,W,E,V	5,376.00/ea
S. I. No. 132-52	Unlimited iMeet Live events - 500 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony, webcam, encoder & VCU.	
IMLP3a	Unlimited Events Cap 1000, T&W Only	4,318.80/ea
S. I. No. 132-52	Unlimited iMeet Live events - 1,000 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony & webcam.	
IMLP3b	Unlimited Events Cap 1000, T,W,E,V	9,598.80/ea
S. I. No. 132-52	Unlimited iMeet Live events - 1,000 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony, webcam, encoder & VCU.	
IMLP4a	Unlimited Events Cap 3000, T&W Only	7,198.80/ea
S. I. No. 132-52	Unlimited iMeet Live events - 3,000 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony & webcam.	
IMLP4b	Unlimited Events Cap 3000, T,W,E,V	15,358.80/ea
S. I. No. 132-52	Unlimited iMeet Live events - 3,000 attendee capacity. 12-month minimum order. One concurrent meeting per host. 12-month archive per event. Events cannot exceed 8 hours. Includes telephony, webcam, encoder & VCU.	

Adobe Add-On

Item Number	Description	GSA Price
rt-c2m	Connect-to-Moodle License Fee	8,400.00/ea
S. I. No. 132-33	Must be purchased with one or more years of annual support and maintenance, Part No. rt-c2mas. This product provides a single sign on environment in Moodle that allows users to enter Adobe Connect meetings and watch event recordings from inside of Moodle.	
rt-c2mas	Connect-to-Moodle Annual Support and Maint.	2,362.50/yr
S. I. No. 132-34		
rt-rt	Refined Training Learning Management System	21,000.00/ea
S. I. No. 132-32	This is the one-time installation fee. Must be purchased with one or more monthly user fees (Part No. rt-rtu).	
rt-rtu	Refined Training Learning Mgmt System User License	4.72/mo
S. I. No. 132-32	Minimum order 250 licenses. Minimum order 12 months. Initial order must include Part No. rt-rt. Refined Training is a flexible, high value Learning Management System that combines the cutting edge live capabilities of Adobe Connect with Moodle, one of the world's most widely adopted and proven learning platforms.	

Adobe PODs

Item Number	Description	GSA Price
rt-ft	FastTrack Adobe Connect POD	29,400.00/yr
S. I. No. 132-32	Initial order must also include the installation fee, Part No. rt-fti. Use this product to confirm user participation in your meetings and track the results for later audit. Users who don't respond can be auto ejected from the meeting. Generate personalized PDF Attendance Certificates. Perfect for CPE/CLE content providers and any organization that needs to certify meeting participation.	
rt-fti	FastTrack Installation Charge	6,300.00/ea
S. I. No. 132-32		
rt-fp	FootPrints Adobe Connect POD	42.00/yr
S. I. No. 132-32	Minimum order 50 licenses. Calculate both the Carbon and Financial savings generated by Adobe Connect meetings and track the cumulative benefits across an entire organization. Includes Analytics & Flash widgets for web pages.	
rt-hu	HandsUp Adobe Connect POD	6.72/yr
S. I. No. 132-32	Minimum order 50 licenses. Participants can raise a hand, applaud or even laugh out loud. Sound and visual effects make meetings more interactive. Get participant feedback or run instant polls, show countdown timers and more.	
rt-bdl	Refined Bundle Adobe Connect PODs	50.40/yr
S. I. No. 132-32	Minimum order 50 licenses. Includes the following PODs: FootPrints, HandsUp, Whiteboard Pro and PODzilla	

Adobe PODs

Item Number	Description	GSA Price
rt-ts	Talking Stick Adobe Connect POD	126.00/yr
S. I. No. 132-32	Minimum order 50 licenses. Include multiple live streams from webcams, external FMS servers, CDN providers or simply broadcast FLV, JPG, PNG or SWF content on the fly without prior upload. It's like a video mixing panel inside Adobe Connect. Includes an FMS Account supporting one connection for each licensed seat.	
rt-wb	WhiteBoard Pro Adobe Connect POD	6.72/yr
S. I. No. 132-32	Minimum order 50 licenses. For Adobe Connect 7.5 only. Allows users to utilize the whiteboard capability in Adobe Connect without granting access to Share Pod features that are not appropriate. Users can only remove their own annotations but no-one else's.	

Faxolution

Item Number	Description	GSA Price
F-16	Inbound Fax-to-Email Fax, Basic Rate	0.036/ea
S. I. No. 132-52	This is the basic per-page rate for inbound faxes. Optional enhancements are available for an additional charge.	
F-09	Inbound number charge - per number	0.90/ea
S. I. No. 132-52	This is a monthly charge for each inbound fax number. This is charged per number.	
F-15	Outbound Fax US/Canada - Per Page	0.036/ea
S. I. No. 132-52	This is the per-page rate for outbound faxing. This includes all faxing to numbers in the United States and Canada	
F-08	Outbound users charge- per user	0.30/ea
S. I. No. 132-52	This is a monthly charge for each outbound fax user. You can avoid this monthly charge by purchasing Domain Level Configuration.	

Faxolution Setup Charges

Item Number	Description	GSA Price
F-29	Customer Initiated Snapbacks	450.00/ea
S. I. No. 132-52	Customer requests their number not to be ported after the porting process has been completed	
F-28	Expedited Port Cancellation Fee	150.00/ea
S. I. No. 132-52	This charge is for expedited port request cancellations that are requested less than 48 hours prior to the scheduled port dates.	
F-27	Port Cancellation Fee	9.00/ea
S. I. No. 132-52	This charge is for each port request that is cancelled prior to completion. One-time fee	
F-25	Porting Fee - per number	3.60/ea
S. I. No. 132-52	This charge is for each fax number that is ported to Retarus. One-time fee	
F-26	Port-Out Fee	15.00/ea
S. I. No. 132-52	This charge is for each fax number that is ported away Retarus. One-time fee	
F-02	Setup of inbound numbers – per number	0.90/ea
S. I. No. 132-52	This is one-time setup fee for each fax number on the account.	

Faxolution Options, Monthly Charges

Item Number	Description	GSA Price
F-13	Extended Inbound Fax Reporting - monthly	60.00/mo
S. I. No. 132-52	This a monthly fee for the hosting of extended inbound fax reporting	

Faxolution Options, Monthly Charges

Item Number	Description	GSA Price
F-12	Extended Outbound Fax Reporting - monthly	60.00/mo
S. I. No. 132-52	This a monthly fee for the hosting of extended outbound fax reporting	
F-14	Directory Synchronization Management - monthly	90.00/mo
S. I. No. 132-52	This is a monthly charge for communication directory synchronization/connection management. This is a monitoring of the synchronization processes (optional)	
F-10	Forced Transport Layer Security (TLS)	90.00/mo
S. I. No. 132-52	This is a monthly charge for forced transport layer security (TLS). This forces encryption between the customer and Retarus	
F-11	VPN Connection - monthly	90.00/mo
S. I. No. 132-52	This is a monthly port fee for a VPN connection (Cisco/Cisco) between the customer and Retarus	

Faxolution Options, Page Charges

Item Number	Description	GSA Price
F-22	Comment function in PDF files per-page	0.006/ea
S. I. No. 132-52	Optional ability to add a comment function to a PDF file without access to the full adobe suite	
F-17	Digital Signature	0.006/ea
S. I. No. 132-52	This is an optional per page surcharge for any transmitted documents requiring a Digital Signature.	
F-21	OCR Barcode Recognition per-page	0.024/ea
S. I. No. 132-52	Automatic routing of faxes based on bar codes on cover page.	
F-20	OCR Text Recognition per-page	0.036/ea
S. I. No. 132-52	This is a per-page surcharge that allows Optical Character Recognition of the fax PDFs. This allows the fax text that arrives in PDF form to be searchable (optional)	
F-19	PDF encryption per page	0.024/ea
S. I. No. 132-52	This is a per-page charge to encrypt incoming fax PDF files (optional)	
F-18	Supplementary Inbound Fax Backup	0.006/ea
S. I. No. 132-52	Additional option to have extended archiving for inbound fax transmissions	

Faxolution Options, Setup Charges

Item Number	Description	GSA Price
F-63	Domain Level Configuration 1- 500 Users	300.00/ea
S. I. No. 132-52	This allows all email addresses on a domain name to send faxes.	

Faxolution Options, Setup Charges

Item Number	Description	GSA Price
F-64	Domain Level Configuration 1- 5,000 Users	2,400.00/ea
S. I. No. 132-52	This allows all email addresses on a domain name to send faxes.	
F-65	Domain Level Configuration 1-10,000 Users	3,600.00/ea
S. I. No. 132-52		
F-66	Domain Level Configuration Unlimited Users	3,600.00/ea
S. I. No. 132-52		
F-07	Communication Directory Synchronization	575.00/ea
S. I. No. 132-52	Activation of the automatic Communication Directory Synchronization service for Retarus Fax-to-email / Faxolution for Exchange with a customer's central corporate directory. E.g. for MS Exchange or AD using LDAP and LDIF export (optional)	
F-06	Extended Inbound Fax Reporting - setup	60.00/ea
S. I. No. 132-52	This is the setup fee for extended inbound fax reporting, including access through the Retarus Enterprise Administration Services Portal (optional)	
F-05	Extended Outbound Fax Reporting - setup	60.00/ea
S. I. No. 132-52	This is the setup fee for extended outbound fax reporting, including access through the Retarus Enterprise Administration Services Portal (optional)	
F-03	Forced TLS Connection Setup	570.00/ea
S. I. No. 132-52	This is a one-time setup charge for a forced transport layer security (TLS) connection. This covers all fax numbers on an account.	
F-04	VPN Connection - setup	570.00/ea
S. I. No. 132-52	This is the setup and configuration of a VPN (Cisco / Cisco) connection between the customer and Retarus (optional)	

SMS for Applications

Item Number	Description	GSA Price
F-56	Connection Mangement SMS - Long Code/mo.	30.00/mo
S. I. No. 132-52	Connection Management SMS for Applications (monthly) This is for monthly maintenance of an SMS long code.	
F-57	Connection Mangement SMS - Long Code/mo.	90.00/mo
S. I. No. 132-52	VPN Connection – Customer <-> Retarus (optional) VPN port fee for a VPN connection between the customer and Retarus	
F-55	Connection Mangement SMS - Random Short Code/mo.	1400.00/mo
S. I. No. 132-52	Connection Management SMS for Applications (monthly) This is for monthly maintenance of a random short code.	

SMS for Applications

Item Number	Description	GSA Price
F-53	Connection Mangement SMS - System Provisioning/mo	300.00/mo
S. I. No. 132-52	Connection Management SMS for Applications (monthly) This is for monthly provisioning of the system per system / access.	
F-54	Connection Mangement SMS - Vanity Short Code/mo.	1400.00/mo
S. I. No. 132-52	Connection Management SMS for Applications (monthly) This is for monthly maintenance of a requested unique (Vanity) short code.	
F-62	DSN – Delivery Status Notification	0.02/ea
S. I. No. 132-52	Per-message surcharge for notification of message delivery status	
F-60	Flash-SMS	0.02/ea
S. I. No. 132-52	Surcharge per message for Flash-SMS.	
F-52	Instruction on Enterprise Administration Portal	175.00/ea
S. I. No. 132-52	Instructions on how to use the Enterprise Administration Portal (optional) including: <ul style="list-style-type: none"> •SMS for Applications management •Specific configuration possibilities •Creation and management of fax cover pages •Reporting functions •Measures to enhance automation •Measures to optimize data quality Tips & tricks 	
F-51	Long Code	120.00/ea
S. I. No. 132-52	This covers the setup, configuration, and submission of a unique SMS long code.	
F-50	Short Code	2,500.00/ea
S. I. No. 132-52	This covers the setup, configuration, and submission of a unique SMS short code.	
F-61	SMS - Landline	0.07/ea
S. I. No. 132-52	Per message sent to US national landline numbers. This is a surcharge in addition to the standard rate.	
F-59	SMS Per-Message Fee- Foreign	0.348/ea
S. I. No. 132-52	This is the fee per message sent to mobile networks outside of the United States.	
F-58	SMS Per-Message Fee- US	0.04/ea
S. I. No. 132-52	This is the fee per message sent to United States mobile networks.	

SMS for Applications

Item Number	Description	GSA Price
F-48	SMS Setup for Applications - per location	1,056.00/ea
S. I. No. 132-52	Setup / Basic Configuration of SMS for Applications (one-time charge). This is billed per location / system / access. Retarus will create an FTP access for you and send you all documentation required to connect your email system. Any additional setup work will be billed as per actual outlay.	
F-49	VPN Connection Setup	570.00/ea
S. I. No. 132-52	This covers the setup and configuration of a VPN connection between the customer and Retarus.	
F-45	WebExpress – SMS	0.04/ea
S. I. No. 132-52	Flash SMS is an option that allows a SMS message to be shown on the recipient home screen for viewing without the recipient needing to go directly to their SMS inbox. Surcharge added to regular SMS rate.	
F-46	WebExpress – SMS	0.02/ea
S. I. No. 132-52	Feedback on SMS status information. This is a surcharge added to standard SMS rate.	

WebExpress

Item Number	Description	GSA Price
F-34	Creation of HTML templates by Retarus	150.00/hr
S. I. No. 132-52	This covers the creation of HTML templates by Retarus (optional). This service is billed per hour or part of an hour.	
F-37	Extended Outbound Fax Reporting (optional)	60.00/mo
S. I. No. 132-52	Detailed individual call tickets for outbound faxes; speedy sorting and selection (independently of campaigns) during the full period of the contract.	
F-31	Extended Outbound Fax Reporting Setup	60.00/ea
S. I. No. 132-52	Detailed individual call tickets; speedy sorting and selection (independently of campaigns) during the full period of the contract. One-time setup fee	
F-32	External Distribution List upload via HTTP - Setup	150.00/ea
S. I. No. 132-52	This covers the set-up of external distribution list uploading via HTTP. (optional)	
F-36	Monthly Service Flat Rate	60.00/mo
S. I. No. 132-52	Detailed individual call tickets; speedy sorting and selection (independently of campaigns) during the full period of the contract	
F-33	Online instruction for WebExpress	150.00/hr
S. I. No. 132-52	Online instruction in the use of WebExpress by a Retarus employee (optional). This is charged per hour or part of an hour.	

WebExpress

Item Number	Description	GSA Price
F-35	On-site Training Courses and Individual Support	.00/hr
S. I. No. 132-52	On-site training courses and individual support (optional). This is billed per hour or part of an hour.	
F-38	Outbound Fax Rate - US/Canada	0.036/ea
S. I. No. 132-52	Per-page rate for outbound faxes to numbers in the US and Canada.	
F-42	WebExpress – E-mail	0.003/ea
S. I. No. 132-52	Retarus WebExpress – E-mail Transmission. Bounce Management (optional).	
F-41	WebExpress – E-mail	0.003/ea
S. I. No. 132-52	Retarus WebExpress – E-mail Transmission. Link Tracking (optional). This is a surcharge that delivers link tracking reports.	
F-39	WebExpress – E-mail	0.024/ea
S. I. No. 132-52	Retarus WebExpress – E-mail Transmission. Charged per e-mail up to 2MB.	
F-40	WebExpress – E-mail	0.003/ea
S. I. No. 132-52	Retarus WebExpress – E-mail Transmission. Personalization / Open Rate (optional). This is a surcharge that allows personalization and delivers Open Rate reports.	
F-43	WebExpress – SMS Domestic	0.036/ea
S. I. No. 132-52	SMS delivery to domestic phone numbers. Charge is per SMS.	
F-44	WebExpress – SMS International	0.04/ea
S. I. No. 132-52	SMS delivery to international phone numbers. This is a surcharge is per SMS added to the standard SMS rate.	
F-47	WebExpress – SMS	0.20/ea
S. I. No. 132-52	Personalization of WebExpress. This price is per SMS.	
F-30	WebExpress/Enterprise Admin.(EAS) Setup	300.00/ea
S. I. No. 132-52	Retarus WebExpress: •Set-up and system configuration •Set-up administrator access Enterprise Administration Service (EAS) access: •Access to user administration, Reporting Tool and Support Tool	

A. Hosted (Cloud-Based) User Packages

Item Number	Description	GSA Price
rfa1	ReplixFax Hosted, Per User Charge	1.00/mo
S. I. No. 132-52	Each user can be configured with either a fax send-only capability, or with a fax receive and send capability. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	
rfa25	ReplixFax Hosted, 25 User Package	15.00/mo
S. I. No. 132-52	Up to 25 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.72 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	
rfa50	ReplixFax Hosted, 50 User Package	25.00/mo
S. I. No. 132-52	Up to 50 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.60 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	
rfa100	ReplixFax Hosted, 100 User Package	40.00/mo
S. I. No. 132-52	Up to 100 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.48 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	
rfa250	ReplixFax Hosted, 250 User Package	90.00/mo
S. I. No. 132-52	Up to 250 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.43 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	
rfa500	ReplixFax Hosted, 500 User Package	165.00/mo
S. I. No. 132-52	Up to 500 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.40 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	
rfa750	ReplixFax Hosted, 750 User Package	225.00/mo
S. I. No. 132-52	Up to 750 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.36 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	

A. Hosted (Cloud-Based) User Packages

Item Number	Description	GSA Price
rfa1000	ReplixFax Hosted, 1000 User Package	290.00/mo
S. I. No. 132-52	Up to 1000 of named users can be configured with either a fax send-only capability, or with a fax receive and send capability. Overage is \$0.35 per additional user per month. A "Page Package" must be purchased concurrently with this package. In order to receive faxes, a fax number obtained with a "Number Package" must be assigned to each user.	

B. Hosted (Cloud-Based) Fax Number Packages

Item Number	Description	GSA Price
rfb1	ReplixFax Fax Number	4.00/mo
S. I. No. 132-52	Monthly fee for a local fax number.	
rfb10	ReplixFax Fax Number, 10 Number Package	30.00/mo
S. I. No. 132-52	Up to 10 local or toll-free fax numbers can be assigned to your account. Overage is \$3.50 per additional number per month. You assign numbers to users, or keep them on reserve.	
rfb25	ReplixFax Fax Number, 25 Number Package	75.00/mo
S. I. No. 132-52	Up to 25 local or toll-free fax numbers can be assigned to your account. Overage is \$3.50 per additional number per month. You assign numbers to users, or keep them on reserve.	
rfb50	ReplixFax Fax Number, 50 Number Package	149.00/mo
S. I. No. 132-52	Up to 50 local or toll-free fax numbers can be assigned to your account. Overage is \$3.50 per additional number per month. You assign numbers to users, or keep them on reserve.	
rfb100	ReplixFax Fax Number, 100 Number Package	290.00/mo
S. I. No. 132-52	Up to 100 local or toll-free fax numbers can be assigned to your account. Overage is \$3.50 per additional number per month. You assign numbers to users, or keep them on reserve.	
rfb1000	ReplixFax Fax Number, 1000 Number Package	2300.00/mo
S. I. No. 132-52	Up to 1000 local or toll-free fax numbers can be assigned to your account. Overage is \$3.00 per additional number per month. You assign numbers to users, or keep them on reserve.	
rfb250	ReplixFax Fax Number, 250 Number Package	710.00/mo
S. I. No. 132-52	Up to 250 local or toll-free fax numbers can be assigned to your account. Overage is \$3.50 per additional number per month. You assign numbers to users, or keep them on reserve.	
rfb500	ReplixFax Fax Number, 500 Number Package	1300.00/mo
S. I. No. 132-52	Up to 500 local or toll-free fax numbers can be assigned to your account. Overage is \$3.50 per additional number per month. You assign numbers to users, or keep them on reserve.	

B. Hosted (Cloud-Based) Fax Number Packages

Item Number	Description	GSA Price
rfb750	ReplixFax Fax Number, 750 Number Package	1800.00/mo
S. I. No. 132-52	Up to 750 local or toll-free fax numbers can be assigned to your account. Overage is \$3.00 per additional number per month. You assign numbers to users, or keep them on reserve.	

C. Hosted (Cloud-Based) Page Packages

Item Number	Description	GSA Price
rfc1000	ReplixFax Hosted, 1,000 Pages Package	40.00/mo
S. I. No. 132-52	Up to 1000 pages can be sent or received on your account. Overage is \$0.05 per additional page per month. Pages which take more than one minute to transmit, perhaps because of fine mode usage or graphics and photographs, or because of slow or noisy connection, will be counted as multiple pages.	
rfc2500	ReplixFax Hosted, 2,500 Pages Package	90.00/mo
S. I. No. 132-52	Up to 2,500 pages can be sent or received on your account. Overage is \$0.05 per additional page per month. Pages which take more than one minute to transmit, perhaps because of fine mode usage or graphics and photographs, or because of slow or noisy connection, will be counted as multiple pages.	
rfc5000	ReplixFax Hosted, 5,000 Pages Package	175.00/mo
S. I. No. 132-52	Up to 5,000 pages can be sent or received on your account. Overage is \$0.05 per additional page per month. Pages which take more than one minute to transmit, perhaps because of fine mode usage or graphics and photographs, or because of slow or noisy connection, will be counted as multiple pages.	
rfc10000	ReplixFax Hosted, 10,000 Pages Package	330.00/mo
S. I. No. 132-52	Up to 10,000 pages can be sent or received on your account. Overage is \$0.05 per additional page per month. Pages which take more than one minute to transmit, perhaps because of fine mode usage or graphics and photographs, or because of slow or noisy connection, will be counted as multiple pages.	
rfc25000	ReplixFax Hosted, 25,000 Pages Package	785.00/mo
S. I. No. 132-52	Up to 25,000 pages can be sent or received on your account. Overage is \$0.04 per additional page per month. Pages which take more than one minute to transmit, perhaps because of fine mode usage or graphics and photographs, or because of slow or noisy connection, will be counted as multiple pages.	
rfc50000	ReplixFax Hosted, 50,000 Pages Package	1496.00/mo
S. I. No. 132-52	Up to 50,000 pages can be sent or received on your account. Overage is \$0.04 per additional page per month. Pages which take more than one minute to transmit, perhaps because of fine mode usage or graphics and photographs, or because of slow or noisy connection, will be counted as multiple pages.	

D. Hosted (Cloud-Based) Optional Charges

Item Number	Description	GSA Price
rfd02	ReplixFax Bar Code Recog+Workflow Rtng+Triage Mgmt	0.012/ea
S. I. No. 132-52	This charge is a per-page surcharge on all inbound fax pages. ReplixFax Bar Code Recognition, Document Routing Workflow and Error Document Triage Management Solution processes incoming fax documents for existence of an embedded barcode on fax cover pages. Barcode recognition adds intelligence to the incoming fax document that can be used to electronically route the document to back-end application systems and trigger associated workflows. One or multiple barcode documents in a single fax can be processed to recognize multiple claim requests. Triage Management routes unreadable or missing barcode faxes for human intervention via a web based application interface. Can be enabled per user and multiple triage queues are supported.	
rfd03	ReplixFax Delivery Manager	0.005/ea
S. I. No. 132-52	This charge is a per-page surcharge on all fax pages. The ReplixFax Delivery Manager is a Microsoft Windows Service utility that allows users to electronically file their inbound and/or outbound faxes into network file system folders, capture fax metadata and pass them to back-end application systems, or print a hard copy of the fax on a network printer. This utility can be used for fax archiving for the entire organization, per user based fax filing into folders, and metadata passing for fax document workflow support.	
rfd10	ReplixFax Domain-Level Outbound	90.00/mo
S. I. No. 132-52	All users in the customer's domain will have outbound-only fax privileges without having to set up or pay for individual named user accounts.	
rfd07	ReplixFax Fax Number Order Charge	4.00/ea
S. I. No. 132-52	One-time charge to obtain a new fax number.	
rfd01	ReplixFax Fax Number Porting Charge	4.00/ea
S. I. No. 132-52	One-time charge to transfer a working number from another carrier. Additional paperwork required.	
rfd04	ReplixFax Inbound PDF OCR	0.0156/ea
S. I. No. 132-52	This charge is a per-page surcharge on inbound fax pages. The service can be enabled per user. Creates searchable PDF files from which text can be copied and pasted elsewhere.	
rfd05	ReplixFax Toll-Free Inbound Surcharge	0.012/ea
S. I. No. 132-52	This charge is a per-page surcharge on inbound fax pages for faxes received by a toll-free number.	
rfd06	ReplixFax Toll-Free Inbound Surcharge	1.20/mo
S. I. No. 132-52	This charge is a per-month surcharge for each toll-free fax number.	

Hardware - Dialogic Brooktrout Fax Board - Analog

Item Number	Description	GSA Price
tr1034+e2-2L-half	Dialogic Brooktrout 2-chan Analog ½-Size Card	1,649.81/ea
S. I. No. 132-8	PCI express, half-size. Loop start.	
tr1034+p2-2L-half	Dialogic Brooktrout 2-chan Analog ½-Size Card	1,649.81/ea
S. I. No. 132-8	PCI half-size. Loop start.	
tr1034+eLp2-2L	Dialogic Brooktrout 2-chan Analog LP Card	1,649.81/ea
S. I. No. 132-8	PCI express, low profile with additional LP bracket. Loop start.	
tr1034+eLp4-4L	Dialogic Brooktrout 4-chan Analog LP Card	2,724.75/ea
S. I. No. 132-8		
tr1034+p4-4L	Dialogic Brooktrout 4-chan Analog PCI Card	2,724.75/ea
S. I. No. 132-8	PCI. Loop start.	
tr1034+e4-4L	Dialogic Brooktrout 4-chan Analog PCI-e Card	2,724.75/ea
S. I. No. 132-8	PCI express. Loop start.	
tr1034+p8-8L-r	Dialogic Brooktrout 8-chan Analog PCI Card	5,122.68/ea
S. I. No. 132-8	PCI. Loop start.	
tr1034+e8-8L	Dialogic Brooktrout 8-chan Analog PCIe Card	5,122.68/ea
S. I. No. 132-8	PCI express. Loop start.	

Hardware - Dialogic Brooktrout Fax Board - Digital

Item Number	Description	GSA Price
tr1034+eLp4+te	Dialogic Brooktrout 4-chan Digital Fax Card	4,130.43/ea
S. I. No. 132-8	PCI Express; for fractional T1 or Pri. Low profile with additional LP bracket.	
tr1034+p4h-t1-1n-r	Dialogic Brooktrout 4-chan Digital Fax Card	4,130.43/ea
S. I. No. 132-8	PCI; for fractional T1 or T.38 SIP H.323	
tr1034+eLp8+te	Dialogic Brooktrout 8-chan Digital Fax Card	6,197.62/ea
S. I. No. 132-8	PCI Express; for fractional T1 or Pri. Low profile with additional LP bracket.	
tr1034+p8h-t1-1n-r	Dialogic Brooktrout 8-chan Digital Fax Card	6,197.62/ea
S. I. No. 132-8	PCI; for fractional T1 or T.38 SIP H.323	
tr1034+eLp16+te	Dialogic Brooktrout 16-chan Digital Fax Card	10,162.68/ea
S. I. No. 132-8	PCI Express; for fractional T1 or Pri. Low profile with additional LP bracket.	
tr1034+p16h-t1-1n-r	Dialogic Brooktrout 16-chan Digital Fax Card	10,162.68/ea
S. I. No. 132-8	PCI; for fractional T1 or T.38 SIP H.323	

Hardware - Dialogic Brooktrout Fax Board - Digital

Item Number	Description	GSA Price
tr1034+eLp24+te	Dialogic Brooktrout 24-chan Digital Fax Card	14,462.43/ea
S. I. No. 132-8	PCI Express; for fractional T1 or Pri. Low profile with additional LP bracket.	
tr1034+p24h-t1-1n-r	Dialogic Brooktrout 24-chan Digital Fax Card	14,462.43/ea
S. I. No. 132-8	PCI; for fractional T1 or T.38 SIP H.323	

Hardware - Dialogic Brooktrout TruFax Board

Item Number	Description	GSA Price
trufax-200e-half	Dialogic Brooktrout 2-chan Analog TruFax ½ Card	787.50/ea
S. I. No. 132-8	PCI express half-size. Loop start.	
trufax-200-r-pci-half	Dialogic Brooktrout 2-chan Analog TruFax ½ Card	787.50/ea
S. I. No. 132-8	PCI half-size. Loop start.	
trufax-200e-Lp	Dialogic Brooktrout 2-chan Analog TruFax Card	787.50/ea
S. I. No. 132-8	PCI express low profile with additional LP bracket. Loop start.	

Hardware - Dialogic Media Gateways

Item Number	Description	GSA Price
dmg2030dtiq	Dialogic Media Gateway 30-chan 1-span T1/E1	2,520.00/ea
S. I. No. 132-8	V.34 T1/E1 Card	
dmg2060dtiq	Dialogic Media Gateway 60-chan 2-span T1/E1	3,591.00/ea
S. I. No. 132-8		
dmg2120dtiq	Dialogic Media Gateway 120-chan 4-span T1/E1	6,103.12/ea
S. I. No. 132-8	V.34 T1/E1 Card.	

Licenses - Enterprise Fax Server

Item Number	Description	GSA Price
rfs-dL	ReplixFax for Domino (Linux)	2,400.00/ea
S. I. No. 132-33	This part number is for the Linux platform. Selected by IBM for global deployment and by many Fortune 1000 corporations worldwide, ReplixFax for Domino is a robust fax messaging solution that provides reliable and scalable performance for IBM Lotus Notes and Domino users. Fully integrated with Lotus Notes e-mail client and Domino Directory, sending a fax using ReplixFax for Domino is as fast and easy as sending an e-mail or printing a file from your desktop. Maintenance (separate part number) must be purchased with this part number. More information at http://www.softlinx.com/products/replixfax_domino.php#_VxZwgDAgvDc	

Licenses - Enterprise Fax Server

Item Number	Description	GSA Price
rfs-dw	ReplixFax for Domino (Windows)	2,400.00/ea
S. I. No. 132-33	This part number is for the Windows platform. Selected by IBM for global deployment and by many Fortune 1000 corporations worldwide, ReplixFax for Domino is a robust fax messaging solution that provides reliable and scalable performance for IBM Lotus Notes and Domino users. Fully integrated with Lotus Notes e-mail client and Domino Directory, sending a fax using ReplixFax for Domino is as fast and easy as sending an e-mail or printing a file from your desktop. Maintenance (separate part number) must be purchased with this part number. More information at http://www.softlinx.com/products/replixfax_domino.php#.VxZwgDAgvDc#	
rfs-e	ReplixFax for Exchange	2,400.00/ea
S. I. No. 132-33	Designed specifically for Microsoft Outlook/Exchange environments, ReplixFax for Exchange is a comprehensive fax server solution that allows desktop users to send and receive faxes from their Outlook email client. It's a reliable, highly scalable and cost-effective solution that integrates powerful end user capabilities with unified messaging support, high volume fax automation to streamline business processes and accelerate the flow of mission-critical information across an enterprise. Maintenance (separate part number) must be purchased with this part number. More information at http://www.softlinx.com/products/replixfax_exchange.php#.VxZw2DAgvDc#	
rfs-L	ReplixFax for Linux	2,400.00/ea
S. I. No. 132-33	ReplixFax for Linux enhances mission-critical business communications by seamlessly integrating efficient and powerful fax messaging capabilities into your business applications and network infrastructure. By leveraging the open source Linux operating system and its strength in supporting a secure, fast and efficient computing environment, ReplixFax enables enterprises to advance their performance and reduce costs. Maintenance (separate part number) must be purchased with this part number. More information at http://www.softlinx.com/products/replixfax_linux.php#.VxZxCjAgvDc#	
rfs-w	ReplixFax for Windows	2,400.00/ea
S. I. No. 132-33	ReplixFax for Windows is a reliable, highly scalable and cost-effective network fax server that is designed to reduce costs, improve productivity and streamline communications for companies using Microsoft Windows throughout their enterprise. It enables end users to easily send and receive faxes from their desktop, email systems or any business application. By enabling fax automation across the network, enterprises are able to speed up mission-critical fax communications and achieve greater efficiency for business collaboration. Maintenance (separate part number) must be purchased with this part number. More information at http://www.softlinx.com/products/replixfax_windows.php#.VxZv9DAgvDc	

Licenses - Intelligent Modem Gateway (IMG)

Item Number	Description	GSA Price
rfmL-001	Replix Intelligent Modem Gateway (Linux)	450.00/ea
S. I. No. 132-33	Maintenance (separate part number) must be purchased with this part number.	
rfm-001	Replix Intelligent Modem Gateway (Windows)	450.00/ea
S. I. No. 132-33		

Licenses - Optional Modules

Item Number	Description	GSA Price
rsw-bl	ReplixFax Batch Loader	1,500.00/ea
S. I. No. 132-33	Per server. Windows Service application that allows electronic submission of fax jobs to a ReplixFax system by retrieving fax parameters and files from designated folders. Maintenance (separate part number) must be purchased with this part number.	
rsw-dm	ReplixFax Delivery Manager	1,500.00/ea
S. I. No. 132-33	Per server. Windows Service application that allows users to manage electronic filing, metadata passing and printing of in/outbound faxes. Maintenance (separate part number) must be purchased with this part number.	
rsw-hasc	Replixfax High Availability Server Clustering	3,000.00/ea
S. I. No. 132-33	Per cluster. Enables server clustering to configure multiple server units for high availability and scalable system throughput. Maintenance (separate part number) must be purchased with this part number.	
rsw-Lcr	Replixfax IP/Least Cost Routing	900.00/ea
S. I. No. 132-33	Per server. Enables selected outbound fax jobs to be transmitted through a designated ReplixFax IMG based on the recipient fax number to bypass domestic or international long distance call charges. Maintenance (separate part number) must be purchased with this part number.	
rsw-wsapi	ReplixFax Web Service API Toolkit	1,800.00/ea
S. I. No. 132-33	Per server. The ReplixFax Web Services API allows our customers to easily add electronic fax capability to existing business applications or IT infrastructure. It follows the SOAP standard and supports our WSDL which allows for automated client-side code generation. Maintenance (separate part number) must be purchased with this part number.	

Licenses - Workgroup Fax Server + Dialogic Bundle

Item Number	Description	GSA Price
rfs-db-2	ReplixFax for Domino 2-Port Bundle	3,600.00/ea
S. I. No. 132-33	This bundle cannot be expanded beyond 8 ports/channels. Single server configuration with unlimited users. Bundle includes ReplixFax software license ● Dialogic Brooktrout SR140-L FoIP software license OR modem card ● SMTP email to fax gateway ● Web-based system administration ● Email to fax client for Microsoft Exchange with Outlook fax add-in ● email to fax client for IBM Lotus Domino with Notes FaxMemo template ● Windows fax client with Print2Fax driver. Maintenance (separate part number) must be purchased with this part number.	
rfs-db-4	ReplixFax for Domino 4-Port Bundle	5,040.00/ea
S. I. No. 132-33		
rfs-db-8	ReplixFax for Domino 8-Port Bundle	7,920.00/ea
S. I. No. 132-33		
rfs-eb-2	ReplixFax for Exchange 2-Port Bundle	3,600.00/ea
S. I. No. 132-33		
rfs-eb-4	ReplixFax for Exchange 4-Port Bundle	5,040.00/ea
S. I. No. 132-33		
rfs-eb-8	ReplixFax for Exchange 8-Port Bundle	7,920.00/ea
S. I. No. 132-33		
rfs-wb-2	ReplixFax for Windows 2-Port Bundle	3,600.00/ea
S. I. No. 132-33		
rfs-wb-4	ReplixFax for Windows 4-Port Bundle	5,040.00/ea
S. I. No. 132-33		
rfs-wb-8	ReplixFax for Windows 8-Port Bundle	7,920.00/ea
S. I. No. 132-33		
rfs-db-exp-2	ReplixFax for Domino 2-Port Upgrade	1,600.00/ea
S. I. No. 132-33	ReplixFax for Domino Bundle Upgrade Package (2 Port Increment) This Upgrade Package increases the ReplixFax for Domino Bundle system capacity by 2 ports. This Upgrade Package includes 2 port Replix Intelligent Modem gateway software and 2 port Dialogic Brooktrout SR 140-L FoIP software.	
rfs-eb-exp-2	ReplixFax for Exchange 2-Port Upgrade	1,600.00/ea
S. I. No. 132-33	ReplixFax for Exchange Bundle Upgrade Package (2 Port Increment) This Upgrade Package increases the ReplixFax for Exchange Bundle system capacity by 2 ports. This Upgrade Package includes 2 port Replix Intelligent Modem gateway software and 2 port Dialogic Brooktrout SR 140-L FoIP software.	

Licenses - Workgroup Fax Server + Dialogic Bundle

Item Number	Description	GSA Price
rfs-wb-exp-2	ReplixFax for Windows 2-Port Upgrade	1,600.00/ea
S. I. No. 132-33	ReplixFax for Windows Bundle Upgrade Package (2 Port Increment) This Upgrade Package increases the ReplixFax for Windows Bundle system capacity by 2 ports. This Upgrade Package includes 2 port Replix Intelligent Modem gateway software and 2 port Dialogic Brooktrout SR 140-L FoIP software.	

Licenses - Dialogic Brooktrout SR140 FoIP Software

Item Number	Description	GSA Price
sr140-2-r3	Dialogic Brooktrout FoIP 2-chan SR140 License	865.46/ea
S. I. No. 132-33	T.38 (B.34); SIP; Advanced Fax; H.323; G.711 fax; voice play/record; Host-based FoIP License	
sr140-4-r3	Dialogic Brooktrout FoIP 4-chan SR140 License	1,730.13/ea
S. I. No. 132-33		
sr140-8-r3	Dialogic Brooktrout FoIP 8-chan SR140 License	3,461.06/ea
S. I. No. 132-33		
sr140-12-r3	Dialogic Brooktrout FoIP 12-chan SR140 License	5,191.20/ea
S. I. No. 132-33		
sr140-24-r3	Dialogic Brooktrout FoIP 24-chan SR140 License	10,382.40/ea
S. I. No. 132-33		
sr140-30-r3	Dialogic Brooktrout FoIP 30-chan SR140 License	12,978.00/ea
S. I. No. 132-33		
sr140-48-r3	Dialogic Brooktrout FoIP 48-chan SR140 License	20,764.80/ea
S. I. No. 132-33		
sr140-60-r3	Dialogic Brooktrout FoIP 60-chan SR140 License	25,956.00/ea
S. I. No. 132-33		

Licenses - Maintenance and Support

Item Number	Description	GSA Price
rps-install	Onsite Installation	1320.00/day
S. I. No. 132-34	Onsite installation and testing of ReplixFax software and related third party components. Travel and expenses and not included in this price.	
rps-trn	On-site Training	2200.00/day
S. I. No. 132-34	Training for ReplixFax software and related third party components. Travel and expenses and not included in this price.	

Licenses - Maintenance and Support

Item Number	Description	GSA Price
rsupt-ps	Software Maintenance & Premium Technical Support	23.7%
S. I. No. 132-34	<p>Per year. Price is this percentage of purchase amount for all software and licenses in use by the customer for each 12 month period. Standard support includes: Bug fixes, patches and enhancements, and all major and minor software upgrades shipped during the term of the maintenance agreement ● Priority technical support via telephone, fax and /or e-mail during normal business hours, defined as M-F, 8:30 am to 5:30 pm EST. Priority support insures that calls will be handled live or given priority status in the call back queue. ● Assistance on system installation, configuration and product usage including remote system diagnostics and troubleshooting. ● 24x7 telephone contact in the event of catastrophic system failure. Catastrophic system failure is defined as an inability to send, receive and/or get status from the ReplixFax System. 24x7 telephone support should not be used for routine operational questions.</p>	
rsupt-ss	Software Maintenance & Standard Technical Support	19.0%
S. I. No. 132-34	<p>Per year. Price is this percentage of purchase amount for all software and licenses in use by the customer for each 12 month period. Standard support includes: Bug fixes, patches and enhancements, and all major and minor software upgrades shipped during the term of the maintenance agreement ● Technical support via telephone, fax and /or e-mail, same day response for calls received during normal business hours, defined as M-F, 8:30 am to 5:30 pm EST ● Assistance on system installation, configuration and product usage including remote system diagnostics and troubleshooting.</p>	

ConferenceManager Platform

Item Number	Description	GSA Price
RCM10200	ConferenceManager Base System Server	4,743.60/ea
S. I. No. 132-8	Redundant ConferenceManager™ Base System Server. Includes dual power supply and RAID Level 1 disk mirroring.	
RCM10200AS	ConferenceManager Add'l Server	6,000.00/ea
S. I. No. 132-8	Additional Server - Redundant ConferenceManager™	

ConferenceManager License Keys

Item Number	Description	GSA Price
SCMJITC001	1 Port - JITC MLPP License Key (per Port)	79.06/ea
S. I. No. 132-33	1 Port - JITC MLPP License Key (per Port) * requires SCMJITCSYS	
SCM00RPA	Audio Record and Playback License Key	1,976.50/ea
S. I. No. 132-33	Audio Record and Playback License Key (per system)	
V-PROMPT	Customized Voice Prompt	355.77/ea
S. I. No. 132-33	Customized Voice Prompt	
SCMEBC001	Emergency and Blast Dial Conferencing License Key	3,953.00/ea
S. I. No. 132-33	Emergency and Blast Dial Conferencing License Key (per system)	
CMI0H323	H.323 License Key (per system)	79.06/ea
S. I. No. 132-33	H.323 License Key (per system)	
SCMJITCSYS	JITC MLPP License Key (per System)	1,976.50/ea
S. I. No. 132-33	JITC MLPP License Key (per System) * requires SCMEBC001	
SCMUMTNTp	License Key for Multi-Tenant	197.65/ea
S. I. No. 132-33	Price is per-port per-seat for both audio & web	
SCMOPC001	License Key for Operator Console	79.06/ea
S. I. No. 132-33	Price is per audio port.	
SCMOPSYS	License Key for Operator Console	1,976.50/ea
S. I. No. 132-33	Price is per system.	
SCMHYBRIDPSTN	License Key for PSTN System	79.06/ea
S. I. No. 132-33	Price is per port. Hybrid PSTN and SIP License Key, applied to a PSTN system. *May require an additional 8 or 12 DSP card.	
SCMHYBRIDSIP	License Key for SIP System	79.06/ea
S. I. No. 132-33	Price is per port. Hybrid PSTN and SIP License Key, applied to a SIP system. *May require an additional 8 or 12 DSP card.	

ConferenceManager License Keys

Item Number	Description	GSA Price
SCMUTWR	License Key Tower License	No Add'l Charge
S. I. No. 132-33	For Multi-server Configuration	
SCMMLANG	Multi-language License Key - English and Spanish	1,976.50/ea
S. I. No. 132-33	Multi-language License Key - English and Spanish (per system)	
CMI00SIP	SIP License Key (per system)	79.06/ea
S. I. No. 132-33	SIP License Key (per system)	

ConferenceManager Services Agreement

Item Number	Description	GSA Price
EXCPCC	Service Agreement - 12 months	790.60/ea
S. I. No. 132-12	12-Month Service Agreement - Point of Sale & Renewal - ConferenceContinuity - High Availability / Additional Servers. (Covers hardware and software repair, plus software subscription; invoiced at point of sale)	
EXCPSEVER	Service Agreement - 12 months - Spare Server	790.60/ea
S. I. No. 132-12	12- Month Service Agreement - Point of Sale & Renewals - For spare server. (Covers hardware and software repair, plus software subscription; invoiced at point of sale)	
EXCPS012	Sonexis Support Aggr. 12 month	110.684/ea
S. I. No. 132-12	1 Port Audio or 1 Seat Web12-Month Sonexis Support Services Agreement-(includes complete software subscription, bug patches, fixes, major/minor software release upgrades, disaster recovery account, 24/7 Sonexis Customer Care Support)	
EXCPW012	Sonexis Support Aggr. 12 month post sale	134.402/ea
S. I. No. 132-12	1 Port audio or 1 set web - 12 Month Support Services Agreement – Post sale. Offered to customers who did not purchase Support Services Agreement at Point of Sale; (includes complete software subscription, bug patches, fixes, major/minor software releases.	
EXCPS024	Sonexis Support Aggr. 24 month	177.885/ea
S. I. No. 132-12	1 Port Audio or 1 Seat Web24-Month Sonexis Support Services Agreement-(includes complete software subscription, bug patches, fixes, major/minor software release upgrades, disaster recovery account, 24/7 Sonexis Customer Care Support)	
EXCPS036	Sonexis Support Aggr. 36 month	237.18/ea
S. I. No. 132-12	1 Port Audio or 1 Seat Web36-Month Sonexis Support Services Agreement-(includes complete software subscription, bug patches, fixes, major/minor software release upgrades, disaster recovery account, 24/7 Sonexis Customer Care Support)	

ConferenceManager Services Agreement

Item Number	Description	GSA Price
EXCPS048	Sonexis Support Aggr. 48 month	316.24/ea
S. I. No. 132-12	1 Port Audio or 1 Seat Web48-Month Sonexis Support Services Agreement- (includes complete software subscription, bug patches, fixes, major/minor software release upgrades, disaster recovery account, 24/7 Sonexis Customer Care Support)	
EXCPS060	Sonexis Support Aggr. 60 month	395.30/ea
S. I. No. 132-12	1 Port Audio or 1 Seat Web60-Month Sonexis Support Services Agreement- (includes complete software subscription, bug patches, fixes, major/minor software release upgrades, disaster recovery account, 24/7 Sonexis Customer Care Support)	

ConferenceManager Upgrade Packs

Item Number	Description	GSA Price
CMIUP001	1 Port IP Audio Upgrade Pack	632.48/ea
S. I. No. 132-8	1 Port IP Audio Upgrade Pack	
CMPUP001	1 Port PSTN Audio Upgrade Pack	632.48/ea
S. I. No. 132-8	1 Port PSTN Audio Upgrade Pack	
CMWUP001	1 Seat Web Upgrade Pack	316.24/ea
S. I. No. 132-33	1 Seat Web Upgrade Pack	
SPN11638	12 DSP PCI-E T1 Card	1,185.90/ea
S. I. No. 132-8	12 DSP PCI-E T1 Card	
SPN11684	24 Pack Wallet Cards	4.74/ea
S. I. No. 132-8	24 Pack Wallet Cards	
SPN11637	8 DSP PCI-E T1 Card	869.66/ea
S. I. No. 132-8	8 DSP PCI-E T1 Card	
SPN11888	ConferenceContinuity - Software Only	3,953.00/ea
S. I. No. 132-33	ConferenceContinuity™ - High Availability Software Only	
SCMCCSWHW	ConferenceContinuity Upgrade	8,696.60/ea
S. I. No. 132-8	ConferenceContinuity™ - High Availability Software and One Additional Server	
SPN11751	L-com signal splitter SP48664	15.81/ea
S. I. No. 132-8	L-com signal splitter SP48664	
CMH000T1	Managed Cloud Offering	2,371.80/ea
S. I. No. 132-8	Managed Cloud Offering includes: Annual audio T1/PRI, data access, electrical power, rack space, nightly back up and server upgrading process to be coordinated with customer's admin.	

ConferenceManager Upgrade Packs

Item Number	Description	GSA Price
SQLWG2008	Microsoft SQL Server 2008 Workgroup Edition	2,371.80/ea
S. I. No. 132-33	Microsoft SQL Server 2008 Workgroup Edition	
SPN11868	Rail Kit - 1U	47.436/ea
S. I. No. 132-8	1U Rail kit for RCM10200 Chassis	
AXXRMM4LITE	Remote Mgmt Module for Intel 1U	158.12/ea
S. I. No. 132-8	Remote Mgmt. Module for Intel 1U (RCM10200/RCM10200AS)	
SPN11683	Replacement Hard Drive	237.18/ea
S. I. No. 132-8	Replacement Hard Drive for RCM10200 Chassis	
SPN11883	Replacement power supply	355.77/ea
S. I. No. 132-8	Replacement power supply for RCM10200 Chassis	