

ACD

New York State Office of General Services  
 Group 77018 RFP 21350 - Comprehensive Telecommunications Equipment & Solutions  
 Attachment C  
 Cost Tables  
 LOT 2  
 Automatic Call Distribution

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-24P-ACD 10	DiRAD 24 Port ACD System, Up to 10 Agents	each	Category 1	\$32,083.28	7%	\$29,837.45	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-24P-ACD 20	DiRAD 24 Port ACD System, Up to 20 Agents with advanced routing	each	Category 1	\$73,106.12	7%	\$67,988.69	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-48P-ACD 30	DiRAD 48 Port ACD System, Up to 30 Agents with advanced routing	each	Category 1	\$107,092.31	7%	\$99,595.85	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-72P-ACD 50	DiRAD 72 Port ACD System, Up to 50 Agents with advanced routing	each	Category 1	\$167,186.67	7%	\$155,483.60	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-96P-ACD 75	DiRAD 96 Port ACD System, Up to 75 Agents with advanced routing	each	Category 1	\$228,478.64	7%	\$212,485.13	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-192P-ACD 150	DiRAD 96 Port ACD System, Up to 150 Agents with advanced routing	each	Category 1	\$456,429.93	7%	\$424,479.83	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-SUPL1	Support Level 1 - 8AM-5PM Monday-Friday, 11.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL2	Support Level 2 - 8AM - 11PM Monday-Friday, 14.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL3	Support Level 3 - 24 hours, 7 days a week 17.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL1M	Support Level 1 - 8AM-5PM Monday-Friday, 24% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL2M	Support Level 2 - 8AM - 11PM Monday-Friday, 28% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL3M	Support Level 3 - 24 hours, 7 days a week, 32% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL11	Support Level 1 - 8AM-5PM Monday-Friday, 11.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL22	Support Level 2 - 8AM - 11PM Monday-Friday, 14.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL33	Support Level 3 - 24 hours, 7 days a week, 17.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS1	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond - 12% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A

ACD

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-ULS2	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond - 18% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS3	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond - 14% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS4	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 16% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS11	Annual updates and licensing support for year 2 and beyond - 12% of the then current price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS22	Annual updates and licensing support for year 2 and beyond - 18% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS33	Annual updates and licensing support for year 2 and beyond - 14% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS44	Annual updates and licensing support for year 2 and beyond - 16% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS55	Annual updates and licensing support for year 2 and beyond - 15% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-IVR-A	IVR Analysis	each	Category 4	235.00	15%	200.00	N/A	specific to support level maintenance (see above)
DIR-IVR-DD	IVR Design & Development	each	Category 4	264.00	15%	225.00	N/A	specific to support level maintenance (see above)
DIR-IVR-WD	IVR Technical Writing & Documentation	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-TR-H	Hourly training	each	Category 4	235.00	15%	200.00	N/A	specific to support level maintenance (see above)
DIR-TR-ADM	System Administrator, 1/2 Day	each	Category 4	706.00	15%	600.00	N/A	specific to support level maintenance (see above)
DIR-TR-USER	User Training, 1/2 Day	each	Category 4	588.00	15%	500.00	N/A	specific to support level maintenance (see above)
DIR-TR-NWADM	Network Administrator	each	Category 4	882.00	15%	750.00	N/A	specific to support level maintenance (see above)
DIR-TS-01	Technical Support, Business Hours	each	Category 4	147.00	15%	125.00	N/A	specific to support level maintenance (see above)
DIR-TS-01OT	Technical Support, NonBusiness Hours	each	Category 4	294.00	15%	250.00	N/A	specific to support level maintenance (see above)
DIR-SI-01	System Integration, IVR Integration Administration	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)

ACD

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-SI-01OT	System Integration, IVR Integration Administration, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (see above)
DIR-SI-V	System Integration, Voicing	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-SI-3P	System Integration, Integration 3rd Party or non contract items, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-SI-3POT	System Integration, Integration 3rd Party or non contract items, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-B	Customized IVR Configuration, Basic, Business Hours	each	Category 4	294.00	15%	250.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-BOT	Customized IVR Configuration, Basic, Non Business Hours	each	Category 4	588.00	15%	500.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-A	Customized IVR Configuration, Advanced, Business Hours	each	Category 4	400.00	15%	340.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-AOT	Customized IVR Configuration, Advanced, Non Business Hours	each	Category 4	800.00	15%	680.00	N/A	specific to support level maintenance (see above)
DIR-HSM	Hardware & Software Management, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-HSMOT	Hardware & Software Management, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (see above)
DIR-CCIS	Communication Cable Implementation Services - technical resource facilitating installation of communications drops, business hours	each	Category 4	135.00	15%	115.00	N/A	specific to support level maintenance (see above)
DIR-CCISOT	Communication Cable Implementation Services - technical resource facilitating installation of communications drops, non-business hours	each	Category 4	270.00	15%	230.00	N/A	specific to support level maintenance (see above)
DIR-CHKUP	Check In/Check Up Services	each	Category 4	4,650.00	15%	3,952.00	N/A	specific to support level maintenance (see above)

## Voice Mail

New York State Office of General Services  
 Group 77018 RFP 21350 - Comprehensive Telecommunications Equipment & Solutions  
 Attachment C  
 Cost Tables  
 LOT 2  
 Voice Mail

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-12P-VM 50	DiRAD 12 Port VM System, Up to 50 VM Addresses	each	Category 1	\$27,376.12	7%	\$25,459.79	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-24P-VM 100	DiRAD 24 Port VM System, Up to 100 VM Addresses	each	Category 1	\$39,345.36	7%	\$36,591.19	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-24P-VM 200	DiRAD 24 Port VM System, Up to 200 VM Addresses	each	Category 1	\$46,621.59	7%	\$43,358.08	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-32P-VM 500	DiRAD 32 Port VM System, Up to 500 VM Addresses	each	Category 1	\$80,219.97	7%	\$74,604.57	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-48P-VM 750	DiRAD 48 Port VM System, Up to 750 VM Addresses	each	Category 1	\$108,138.36	7%	\$100,568.68	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-48P-VM 1000	DiRAD 48 Port VM System, Up to 1000 VM Addresses	each	Category 1	\$146,493.40	7%	\$136,238.86	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-96P-VM 1000	DiRAD 96 Port VM System, Up to 1000 VM Addresses	each	Category 1	\$163,092.44	7%	\$151,675.97	site specific installation fees in Category 4	specific to support level maintenance (see below)
DIR-SUPL1	Support Level 1 - 8AM-5PM Monday-Friday, 11.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL2	Support Level 2 - 8AM - 11PM Monday-Friday, 14.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL3	Support Level 3 - 24 hours, 7 days a week 17.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL1M	Support Level 1 - 8AM-5PM Monday-Friday, 24% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL2M	Support Level 2 - 8AM - 11PM Monday-Friday, 28% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL3M	Support Level 3 - 24 hours, 7 days a week 32% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL11	Support Level 1 - 8AM-5PM Monday-Friday, 11.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL22	Support Level 2 - 8AM - 11PM Monday-Friday, 14.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL33	Support Level 3 - 24 hours, 7 days a week 17.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS1	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 12% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A

Voice Mail

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-ULS2	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 18% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS3	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 14% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS4	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 16% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS11	Annual updates and licensing support for year 2 and beyond 12% of the then current price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS22	Annual updates and licensing support for year 2 and beyond 18% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS33	Annual updates and licensing support for year 2 and beyond 14% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS44	Annual updates and licensing support for year 2 and beyond 16% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS55	Annual updates and licensing support for year 2 and beyond 15% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-IVR-A	IVR Analysis	each	Category 4	235.00	15%	200.00	N/A	specific to support level maintenance (see above)
DIR-IVR-DD	IVR Design & Development	each	Category 4	264.00	15%	225.00	N/A	specific to support level maintenance (see above)
DIR-IVR-WD	IVR Technical Writing & Documentation	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-TR-H	Hourly training	each	Category 4	235.00	15%	200.00	N/A	specific to support level maintenance (see above)
DIR-TR-ADM	System Administrator, 1/2 Day	each	Category 4	706.00	15%	600.00	N/A	specific to support level maintenance (see above)
DIR-TR-USER	User Training, 1/2 Day	each	Category 4	588.00	15%	500.00	N/A	specific to support level maintenance (see above)
DIR-TR-NWADM	Network Administrator	each	Category 4	882.00	15%	750.00	N/A	specific to support level maintenance (see above)
DIR-TS-01	Technical Support, Business Hours	each	Category 4	147.00	15%	125.00	N/A	specific to support level maintenance (see above)
DIR-TS-01OT	Technical Support, NonBusiness Hours	each	Category 4	294.00	15%	250.00	N/A	specific to support level maintenance (see above)
DIR-SI-01	System Integration, IVR Integration Administration	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-SI-01OT	System Integration, IVR Integration Administration, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (see above)
DIR-SI-V	System Integration, Voicing	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)

Voice Mail

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-SI-3P	System Integration, Integration 3rd Party or non contract items, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-SI-3POT	System Integration, Integration 3rd Party or non contract items, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-B	Customized IVR Configuration, Basic, Business Hours	each	Category 4	294.00	15%	250.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-BOT	Customized IVR Configuration, Basic, Non Business Hours	each	Category 4	588.00	15%	500.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-A	Customized IVR Configuration, Advanced, Business Hours	each	Category 4	400.00	15%	340.00	N/A	specific to support level maintenance (see above)
DIR-CIVR-AOT	Customized IVR Configuration, Advanced, Non Business Hours	each	Category 4	800.00	15%	680.00	N/A	specific to support level maintenance (see above)
DIR-HSM	Hardware & Software Management, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (see above)
DIR-HSMOT	Hardware & Software Management, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (see above)

IVR

New York State Office of General Services  
 Group 77018 RFP 21350 - Comprehensive Telecommunications Equipment & Solutions  
 Attachment C  
 Cost Tables  
 LOT 2  
 Interactive Voice Response

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-4P-IVRA	DiRAD 4 Port IVR System I	each	Category 1	\$14,019.56	7%	\$13,038.19	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-8P-IVRA	DiRAD 8 Port IVR System I	each	Category 1	\$16,557.64	7%	\$15,398.61	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-12P-IVRA	DiRAD 12 Port IVR System I	each	Category 1	\$21,300.20	7%	\$19,809.19	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-16P-IVRA	DiRAD 16 Port IVR System I	each	Category 1	\$23,838.28	7%	\$22,169.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4P-IVRB	DiRAD 4-Port IVR System II	each	Category 1	\$18,287.06	7%	\$17,006.97	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-8P-IVRB	DiRAD 8-Port IVR System II	each	Category 1	\$20,825.14	7%	\$19,367.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-12P-IVRB	DiRAD 12 Port IVR System II	each	Category 1	\$25,567.70	7%	\$23,777.96	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-16P-IVRB	DiRAD 16 Port IVR System II	each	Category 1	\$28,105.78	7%	\$26,138.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-24P-IVRB	DiRAD 24 Port IVR System II	each	Category 1	\$34,456.48	7%	\$32,044.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-48P-IVRB	DiRAD 48 Port IVR System II	each	Category 1	\$53,676.46	7%	\$49,919.11	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4P-IVRC	DiRAD 4-Port IVR System III	each	Category 1	\$28,412.06	7%	\$26,423.22	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-8P-IVRC	DiRAD 8-Port IVR System III	each	Category 1	\$30,950.14	7%	\$28,783.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-12P-IVRC	DiRAD 12 Port IVR System III	each	Category 1	\$35,692.70	7%	\$33,194.21	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-16P-IVRC	DiRAD 16 Port IVR System III	each	Category 1	\$38,230.78	7%	\$35,554.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-24P-IVRC	DiRAD 24 Port IVR System III	each	Category 1	\$44,581.48	7%	\$41,460.78	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-48P-IVRC	DiRAD 48 Port IVR System III	each	Category 1	\$63,801.46	7%	\$59,335.36	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4PSR-IVRA	DiRAD 4 Port Speech Recognition IVR System I	each	Category 1	\$23,299.56	7%	\$21,668.59	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-8PSR-IVRA	DiRAD 8 Port Speech Recognition IVR System I	each	Category 1	\$29,549.64	7%	\$27,481.17	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-12PSR-IVRA	DiRAD 12 Port Speech Recognition IVR System I	each	Category 1	\$38,004.20	7%	\$35,343.91	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-16PSR-IVRA	DiRAD 16 Port Speech Recognition IVR System I	each	Category 1	\$44,254.28	7%	\$41,156.48	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4PSR-IVRB	DiRAD 4-Port Speech Recognition IVR System II	each	Category 1	\$27,567.06	7%	\$25,637.37	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-8PSR-IVRB	DiRAD 8-Port Speech Recognition IVR System II	each	Category 1	\$33,817.14	7%	\$31,449.94	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-12PSR-IVRB	DiRAD 12 Port Speech Recognition IVR System II	each	Category 1	\$42,271.70	7%	\$39,312.68	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-16PSR-IVRB	DiRAD 16 Port Speech Recognition IVR System II	each	Category 1	\$48,521.78	7%	\$45,125.26	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4PSR-IVRC	DiRAD 4-Port Speech Recognition IVR System III	each	Category 1	\$37,692.06	7%	\$35,053.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-8PSR-IVRC	DiRAD 8-Port Speech Recognition IVR System III	each	Category 1	\$43,942.14	7%	\$40,866.19	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-12PSR-IVRC	DiRAD 12 Port Speech Recognition IVR System III	each	Category 1	\$52,396.70	7%	\$48,728.93	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-16PSR-IVRC	DiRAD 16 Port Speech Recognition IVR System III	each	Category 1	\$58,646.78	7%	\$54,541.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-24PSR-IVRB	DiRAD 24 Port Speech Recognition IVR System II	each	Category 1	\$62,296.48	7%	\$57,935.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-48PSR-IVRB	DiRAD 48 Port Speech Recognition IVR System II	each	Category 1	\$103,788.46	7%	\$96,523.27	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-24PSR-IVRC	DiRAD 24 Port Speech Recognition IVR System III	each	Category 1	\$72,421.48	7%	\$67,351.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-48PSR-IVRC	DiRAD 48 Port Speech Recognition IVR System III	each	Category 1	\$113,913.46	7%	\$105,939.52	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR4AA	DiRAD IVR - 4 port Automated Attendant	each	Category 1	\$5,653.48	7%	\$5,257.74	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR8AA	DiRAD IVR - 8 Port Automated Attendant	each	Category 1	\$7,481.96	7%	\$6,958.22	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR12AA	DiRAD IVR - 12 Port Automated Attendant	each	Category 1	\$8,747.94	7%	\$8,135.58	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR16AA	DiRAD IVR - 16 Port Automated Attendant	each	Category 1	\$10,576.42	7%	\$9,836.07	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR4SAUT	DiRAD IVR - 4 Port Speech Attendant, up to 500 names	each	Category 1	\$20,756.00	7%	\$19,303.08	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR8SAUT	DiRAD IVR - 8 Port Speech Attendant, up to 500 names	each	Category 1	\$26,667.00	7%	\$24,800.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR12SAUT	DiRAD IVR - 12 Port Speech Attendant, up to 500 names	each	Category 1	\$33,440.50	7%	\$31,099.67	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

IVR

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-IVR4SAOVR	DiRAD IVR - 4 Port Speech Attendant, over 500 names	each	Category 1	\$22,645.00	7%	\$21,059.85	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR8SAOVR	DiRAD IVR - 8 Port Speech Attendant, over 500 names	each	Category 1	\$29,020.00	7%	\$26,988.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR12SAOVR	DiRAD IVR - 12 Port Speech Attendant, over 500 names	each	Category 1	\$34,832.50	7%	\$32,394.23	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SLIP10	DiRAD IVR Single location IP enabled AA/VM	each	Category 2	\$8,038.00	15%	\$6,832.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SLIP20	DiRAD IVR Single location IP enabled AA/VM	each	Category 2	\$10,388.00	15%	\$8,829.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SLIP30	DiRAD IVR Single location IP enabled AA/VM	each	Category 2	\$12,738.00	15%	\$10,827.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SLIP40	DiRAD IVR Single location IP enabled AA/VM	each	Category 2	\$15,088.00	15%	\$12,824.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IP-IVR1	DiRAD COM Base Unit 1	each	Category 2	\$3,697.50	15%	\$3,142.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IP-IVR2	DiRAD COM Base Unit 2	each	Category 2	\$6,567.05	15%	\$5,581.99	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IP-IVR3	DiRAD COM Base Unit 3	each	Category 2	\$7,822.75	15%	\$6,649.34	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR1	DiRAD T-COM Base Unit 1	each	Category 2	\$2,175.00	15%	\$1,848.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR2	DiRAD T-COM Base Unit 2	each	Category 2	\$4,683.50	15%	\$3,980.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR3	DiRAD T-COM Base Unit 3	each	Category 2	\$9,365.55	15%	\$7,960.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR4	DiRAD T-COM Base Unit 4	each	Category 2	\$17,610.25	15%	\$14,968.71	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR5	DiRAD T-COM Base Unit 5	each	Category 2	\$19,712.75	15%	\$16,755.84	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR6	DiRAD T-COM Base Unit 6	each	Category 2	\$27,158.50	15%	\$23,084.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR7	DiRAD T-COM Base Unit 7	each	Category 2	\$37,975.50	15%	\$32,279.18	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T-IVR8	DiRAD T-COM Base Unit 8	each	Category 2	\$33,342.75	15%	\$28,341.34	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-D2	2 Port Telephone Interface Card	each	Category 2	\$1,570.00	15%	\$1,335.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-D4	4 Port Telephone Interface Card	each	Category 2	\$2,795.00	15%	\$2,376.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-SL4	4 Port SL1 EXP Card	each	Category 2	\$4,037.00	15%	\$3,431.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-MX4	4 Port EXP Card	each	Category 2	\$4,037.00	15%	\$3,431.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-NS4	4 Port EXP Card	each	Category 2	\$4,037.00	15%	\$3,431.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-D12	12 Port Telephone Interface Card	each	Category 2	\$8,368.00	15%	\$7,113.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-FVX	4 Port Fax and Voice Card	each	Category 2	\$11,800.00	15%	\$10,030.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-FAXBBD	DID Fax Board	each	Category 2	\$4,995.00	15%	\$4,245.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ANAFXBD2	2 Line Analog Fax Board	each	Category 2	\$2,500.00	15%	\$2,125.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ANAFXBD4	4 Line Analog Fax Board	each	Category 2	\$3,500.00	15%	\$2,975.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-PCIFXBD4	4 Line PCI Fax Board	each	Category 2	\$4,200.00	15%	\$3,570.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D41ESC	D/41ESC (4 port sc bus analog trunk card)	each	Category 2	\$1,170.59	15%	\$995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D160SCLS	D/160SC-LS (16 port analog trunk card)	each	Category 2	\$4,029.41	15%	\$3,425.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-SA160KIT	SA/160 Analog Interface Kit (includes cable & breakout box)	each	Category 2	\$229.41	15%	\$195.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-SA160CAB	SA/160 Cable (without breakout box)	each	Category 2	\$111.76	15%	\$95.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D240SCT1	D/240SC-T1 (Single Span T1 card)	each	Category 2	\$5,170.59	15%	\$4,395.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-240SC2T1	D/240SC-2T1	each	Category 2	\$6,229.41	15%	\$5,295.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DTI240SC	DTI/240SC (single span T1, no voice resources)	each	Category 2	\$2,347.06	15%	\$1,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D480SC2T1	D/480SC-2T1 (Dual Span T1 card)	each	Category 2	\$8,817.65	15%	\$7,495.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DTI480SC	DTI/480SC (dual span T1 card, no voice resources)	each	Category 2	\$3,170.59	15%	\$2,695.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D300SCE1	D/300SC-E1 (available in 75ohm & 120 ohm versions)	each	Category 2	\$6,700.00	15%	\$5,695.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D300SC2E1	D/300SC-2E1	each	Category 2	\$7,641.18	15%	\$6,495.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D600SC2E1	D/600SC-2E1 (available in 75ohm & 120 ohm versions)	each	Category 2	\$9,994.12	15%	\$8,495.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DTI300SC	DTI/300SC	each	Category 2	\$2,347.06	15%	\$1,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DTI600SC	DTI/600SC	each	Category 2	\$3,523.53	15%	\$2,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-MSI80SCG	MSI/80SC-Global (8 port station card)	each	Category 2	\$2,271.76	15%	\$1,931.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-MSI160SCG	MSI/160SC-Global (16 port station card)	each	Category 2	\$3,225.88	15%	\$2,742.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
ESP-MSI240SCG	MSI/240SC-Global (24 port station card)	each	Category 2	\$4,178.82	15%	\$3,552.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-SI80G	SI/80-Global (eight station upgrade module)	each	Category 2	\$1,029.41	15%	\$875.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-MSIPS	MSI Power Supply (one required for each MSI/SC card)	each	Category 2	\$298.82	15%	\$254.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-SA240SIKIT	SA/240 Station Interface Kit (includes cable & breakout box)	each	Category 2	\$229.41	15%	\$195.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-SA240CAB	SA/240 Cable (without breakout box)	each	Category 2	\$111.76	15%	\$95.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D80SC	D/80SC (8 port voice resource)	each	Category 2	\$1,450.59	15%	\$1,233.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D160SC	D/160SC (16 port voice resource)	each	Category 2	\$2,578.82	15%	\$2,192.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D240SC	D/240SC (24 port voice resource)	each	Category 2	\$3,705.88	15%	\$3,150.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-D320SC	D/320SC (32 port voice resource)	each	Category 2	\$4,464.71	15%	\$3,795.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-640SC	D/640SC (64 port voice resource)	each	Category 2	\$7,758.82	15%	\$6,595.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-CPI100	CPI/100 (One port fax, non-SCBus)	each	Category 2	\$688.24	15%	\$585.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-VFX40ESC	VFX/40ESC+ (4 port fax with analog interface)	each	Category 2	\$2,347.06	15%	\$1,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-CP6SC	CP-6/SC (6 port fax)	each	Category 2	\$3,952.94	15%	\$3,360.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-CP12SC	CP-12/SC (12 port fax)	each	Category 2	\$7,411.76	15%	\$6,300.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCB320SC	DCB/320SC (32 port conference card)	each	Category 2	\$1,170.59	15%	\$995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCCB640SC	DCB/640SC (64 port conference card)	each	Category 2	\$1,758.82	15%	\$1,495.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCB960SC	DCB/960SC (96 port conference card)	each	Category 2	\$2,341.18	15%	\$1,990.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-8NMS	8 Port NMS Board	each	Category 2	\$3,028.24	15%	\$2,574.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0557	D/120JCT-LS	each	Category 2	\$3,129.00	15%	\$2,659.65	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0576	D/240PCI-T1 PCI – 24 trunk T1 card	each	Category 2	\$4,997.00	15%	\$4,247.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1198	MSI/80SC Global- 8 station card	each	Category 2	\$1,979.00	15%	\$1,682.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1199	MSI/80SC PCI Global - 8 station card	each	Category 2	\$1,979.00	15%	\$1,682.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1212	MSI/160SC Global- 16 station card	each	Category 2	\$2,797.00	15%	\$2,377.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1216	MSI/160PCI Global- 16 station card	each	Category 2	\$2,797.00	15%	\$2,377.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1221	MSI/240SC Global- - 24 station card	each	Category 2	\$3,729.00	15%	\$3,169.65	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1231	SI/80SC Global- - 8 station daughter card.	each	Category 2	\$895.00	15%	\$760.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1232	SI/80PCI Global - 8 station daughter card.	each	Category 2	\$1,039.00	15%	\$883.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1180	MSI Power Global	each	Category 2	\$289.00	15%	\$245.65	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4262	DM/IP040-LSI	each	Category 2	\$2,357.00	15%	\$2,003.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4266	DM/IP0821A-T1 8 port IP link card.	each	Category 2	\$7,369.00	15%	\$6,263.65	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4252	DM/IP 241-1T1	each	Category 2	\$10,150.00	15%	\$8,627.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4070	BCP Connection Panel	each	Category 2	\$495.00	15%	\$420.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ROC0100	T1 CSU	each	Category 2	\$799.00	15%	\$679.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-AUDOHCB	Audio on Hold Cable	each	Category 2	\$39.00	15%	\$33.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLRPTRMOD	Call Reporter Module (per 20 agents)	each	Category 2	\$1,000.00	15%	\$850.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB9004	SC Bus Cable 4-drop	each	Category 2	\$60.00	15%	\$51.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB9008	SC Bus Cable 8-drop	each	Category 2	\$120.00	15%	\$102.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB0684	CT Bus Cable 4-drop	each	Category 2	\$120.00	15%	\$102.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB0688	CT Bus Cable 8-drop	each	Category 2	\$236.00	15%	\$200.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4249	CT Bus to SC Bus Adapter (to mix ISA/PCI, comes w/IP cards)	each	Category 2	\$65.00	15%	\$55.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4020	37 Pin Trunk Card to BCP Panel Cable	each	Category 2	\$130.00	15%	\$110.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4025	50 Pin Station Card to BCP Panel Cable	each	Category 2	\$130.00	15%	\$110.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB0035	Breakout box	each	Category 2	\$195.00	15%	\$165.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TRUFX	Fax Board	each	Category 2	\$875.89	15%	\$744.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RDSP	2 Port Voice Board	each	Category 2	\$714.87	15%	\$607.64	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-PSU	Power Supply	each	Category 2	\$50.00	15%	\$42.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-BTSDK	Development Kit Upgrade BT	each	Category 2	\$1,226.00	15%	\$1,042.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
D/240JCT-T1	Single Span T1 board	each	Category 2	\$6,150.00	15%	\$5,227.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
D/480JCT-T1	Dual Span T1 board	each	Category 2	\$9,535.00	15%	\$8,104.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0240	D/41 JCT-LS Board	each	Category 2	\$1,221.20	15%	\$1,038.02	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB0034	SA/120J Analog Interface Kit	each	Category 2	\$184.60	15%	\$156.91	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1088	DM/V480A-2T1	each	Category 2	\$9,634.70	15%	\$8,189.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4506	DM/V600A-2E1	each	Category 2	\$12,034.50	15%	\$10,229.33	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4511	DM/V1200A-4E1	each	Category 2	\$16,514.60	15%	\$14,037.41	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1189	SA/240 Kit for MSI/PSI Global	each	Category 2	\$184.60	15%	\$156.91	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB0037	SA/240 Cable without breakout box	each	Category 2	\$85.20	15%	\$72.42	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1121	HDSI/1200	each	Category 2	\$19,750.78	15%	\$16,788.16	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1115	HDSI/960	each	Category 2	\$16,173.80	15%	\$13,747.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1110	HSDI/720	each	Category 2	\$12,595.40	15%	\$10,706.09	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1105	HSDI/480	each	Category 2	\$9,017.00	15%	\$7,664.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0620	D/80PCI	each	Category 2	\$1,361.78	15%	\$1,157.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0630	D/320PCI	each	Category 2	\$4,416.20	15%	\$3,753.77	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4513	DM/V2400A	each	Category 2	\$12,389.50	15%	\$10,531.08	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1270	VFX/PCI	each	Category 2	\$2,264.90	15%	\$1,925.17	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
GAM0079	CPI/2400CT-PCI	each	Category 2	\$10,138.80	15%	\$8,617.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4300	DM/F240-1T1	each	Category 2	\$10,138.80	15%	\$8,617.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1152	DI/S132	each	Category 2	\$5,033.90	15%	\$4,278.82	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
GAM0078	CPI-2400CT	each	Category 2	\$9,739.78	15%	\$8,278.81	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
GAM0079	CPI/2400CT-T1	each	Category 2	\$10,138.80	15%	\$8,617.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
NMAG42	AG-4000 2-T1	each	Category 2	\$7,149.70	15%	\$6,077.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
NMAG41	AG-4000 1-T1	each	Category 2	\$4,465.90	15%	\$3,796.02	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAL0100	DMI-4	each	Category 2	\$1,526.50	15%	\$1,297.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAL0200	PBX Link -24 Port	each	Category 2	\$3,116.90	15%	\$2,649.37	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAL0300	PBX Link -48 Port	each	Category 2	\$4,068.30	15%	\$3,458.06	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-5010	PIMG80DNIV4	each	Category 2	\$2,448.60	15%	\$2,081.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-5015	PIMG80DSIV4 - requires one ethernet cable and one RJ-11 cable per PBX channel	each	Category 2	\$2,448.60	15%	\$2,081.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-5025	PIMG80LGNDNIV4	each	Category 2	\$2,462.60	15%	\$2,093.21	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-5030	PIMG80LGNDNIV4 - requires one ethernet cable and one RJ-11 cable per PBX channel	each	Category 2	\$2,448.60	15%	\$2,081.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-5020	PIMG80LSV4 (analog loop start station) - 8 ports - each unit requires one ethernet cable and one RJ-11 cable per PBX channel	each	Category 2	\$1,911.00	15%	\$1,624.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-5012	PIMG80MTLDNIV4	each	Category 2	\$2,448.60	15%	\$2,081.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
PCPSU1150	Internal power supply for DIO408LSAR2	each	Category 2	\$182.00	15%	\$154.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB1152	Breakout box and cable converts SCSI connector to RJ-21X for DISI boards	each	Category 2	\$315.00	15%	\$267.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1188	Breakout box and cable RJ-21X for DISI boards	each	Category 2	\$264.60	15%	\$224.91	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CAB1153	DI/SI Cable, 68p VHDC to 2F, 50 pin Amp, 5'6"	each	Category 2	\$84.00	15%	\$71.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2020	IPM260A H.100 30Ch VoIP+G.711,726,723.1,GSM UNIV< - 2.3 and above (requires voice resources)	each	Category 2	\$4,534.60	15%	\$3,854.41	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2035	IPM260A H.100 60Ch VoIP+G.711,726,723.1,GSM - UNIV - 2.3 and above (requires voice resources)	each	Category 2	\$7,726.60	15%	\$6,567.61	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-2065	IPM260A H.100 120Ch VoIP+G.723.1,729A) - UNIV - 2.3 and above (requires voice resources)	each	Category 2	\$12,768.00	15%	\$10,852.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2067	IMP260A H.100 240Ch VoIP+G.723.1,729A - UNIV 2.3 and above - (requires voice resources)	each	Category 2	\$22,734.60	15%	\$19,324.41	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2030	IPM260A H.100 30 Ch. VoIP + G.711,G.726,GSM,G723.1	each	Category 2	\$4,534.60	15%	\$3,854.41	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2060	IPM260A H.100 60 Ch. VoIP +G7.11,G.726,GSM,G723.1	each	Category 2	\$7,726.60	15%	\$6,567.61	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2015	IPM260A H.100 120 Ch. VoIP + (G.723.1 & G.729A)	each	Category 2	\$12,768.00	15%	\$10,852.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0675	MP-102/FXS/AC/SIP-3	each	Category 2	\$348.60	15%	\$296.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0900	MP104/FXS/AC/SIP-3	each	Category 2	\$548.80	15%	\$466.48	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1000	MP-108/FXS/AC/SIP-3	each	Category 2	\$994.00	15%	\$844.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1100	MP-108, 8 CH, FXS, AC-3 MGCP	each	Category 2	\$1,344.00	15%	\$1,142.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1200	MP-124/FXS/AC/SIP-3	each	Category 2	\$1,925.00	15%	\$1,636.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-0905	MP104/FXO/AC/SIP-3	each	Category 2	\$721.00	15%	\$612.85	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1010	MP-108/FXO/AC/SIP-3	each	Category 2	\$1,170.40	15%	\$994.84	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1495	M2000 24 Channels, 1 T1 Spans, SIP and LBR Coders	each	Category 2	\$5,304.60	15%	\$4,508.91	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1700	M2000,48 Channels,2 T1 Spans,SIP/LBR Coders	each	Category 2	\$9,030.00	15%	\$7,675.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1720	M2000 96 Channels,4 T1 Spans, SIP and LBR Coders	each	Category 2	\$13,788.60	15%	\$11,720.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1740	M2000 192 Channels,8 T1 Spans, SIP and LBR Coder	each	Category 2	\$21,110.60	15%	\$17,944.01	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1760	M2000 384 Channels,16 T1 Spans, SIP and LBR Code	each	Category 2	\$44,238.60	15%	\$37,602.81	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2080	TP 260 30 Channels, 1 Span, H.100, SIP & LBR Coder	each	Category 2	\$3,052.00	15%	\$2,594.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2081	TP-260 60 Channels, 2Span, H.100, SIP & LBR Coders	each	Category 2	\$5,598.60	15%	\$4,758.81	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2082	TP-260 120 Channels, 4Span, H.100, SIP & LBR Coder	each	Category 2	\$9,714.60	15%	\$8,257.41	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-2083	TP-260 240 Channels,8Span,H.100, SIP & LBR Coders	each	Category 2	\$16,751.00	15%	\$14,238.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1300	1000 1 Span, SIP and LBR Coders	each	Category 2	\$3,710.00	15%	\$3,153.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1305	1000 2 Spans, SIP and LBR Coders	each	Category 2	\$5,131.00	15%	\$4,361.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-U/S	UltraSilent TDD Software***	each	Category 2	\$238.00	15%	\$198.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
TDD-COM	Basic TDD	each	Category 2	\$379.00	15%	\$322.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
TDD-80	Superprint Pro 80 TDD	each	Category 2	\$749.00	15%	\$637.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
TDD-400	Superprint TDD	each	Category 2	\$579.00	15%	\$492.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
TDD-ES	Superprint ES TDD	each	Category 2	\$779.00	15%	\$662.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-WS	Ultrasilent Workstation w/Dictionary	each	Category 2	\$6,053.00	15%	\$5,145.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
TDD-PHP	TDD Telephone	each	Category 2	\$851.00	15%	\$723.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPP-US	Small Facility - TDD ( per 4 ports )	each	Category 2	\$900.00	15%	\$765.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
UPS-20	20 Minute Battery Backup	each	Category 2	\$498.00	15%	\$423.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
UPS-60	60 Minute Battery Backup	each	Category 2	\$1,210.00	15%	\$1,029.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
UPS-LAN60	60 Minute Battery Backup	each	Category 2	\$3,648.00	15%	\$3,101.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
UPS-LANBAT	60 Minute Extra Battery Pack	each	Category 2	\$796.00	15%	\$677.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-VB	CPS to PBX Voice Mail Interface	each	Category 2	\$5,995.00	15%	\$5,096.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-CEN	SMDI Integration Software	each	Category 2	\$1,595.00	15%	\$1,356.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-DIR	Reception Directory Software	each	Category 2	\$4,995.00	15%	\$4,246.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-VDT	Visual Queing Display	each	Category 2	\$1,143.00	15%	\$972.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-TS	Transcription Workstation	each	Category 2	\$3,183.00	15%	\$2,706.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-FX1	Single Line Fax Board and SW	each	Category 2	\$3,195.00	15%	\$2,716.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-SMD	SMDI Modem	each	Category 2	\$795.00	15%	\$676.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-COL	Color Monitor	each	Category 2	\$242.00	15%	\$206.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-PM	Promptmaster	each	Category 2	\$790.00	15%	\$672.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
CPS-UG	User Guide (1st 100 at no charge)	each	Category 2	\$1.77	15%	\$1.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-SA	System Administrator Guide	each	Category 2	\$12.00	15%	\$10.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-PG	Programming Guide	each	Category 2	\$29.00	15%	\$25.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-NIC	Network Interface Card	each	Category 2	\$710.00	15%	\$59.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADPT16	Modular Adapter 16 Port	each	Category 2	\$314.00	15%	\$267.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADPT24	Modular Adapter 24 Port	each	Category 2	\$439.00	15%	\$373.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HBS	Hubs	each	Category 2	\$425.00	15%	\$361.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SWBX	Switchbox 4 position	each	Category 2	\$653.00	15%	\$555.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CBLKT	Cable Kit	each	Category 2	\$234.00	15%	\$199.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-VDOCD	Video Card	each	Category 2	\$125.00	15%	\$106.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RLKT	Rail Kit	each	Category 2	\$173.00	15%	\$147.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MODM	Modem, External	each	Category 2	\$117.00	15%	\$99.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-FAN	Cooling Fan	each	Category 2	\$314.00	15%	\$267.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
UPS-MAX	Standalone Power Supply	each	Category 2	\$9,999.00	15%	\$8,499.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BSU	Base system unit cabinet	each	Category 2	\$3,388.50	15%	\$2,880.22	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BSUADD	Base Add-on	each	Category 2	\$1,104.40	15%	\$938.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-NCK	Network Connectivity Kit	each	Category 2	\$3,765.00	15%	\$3,200.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RACK	Open Shelving	each	Category 2	\$879.00	15%	\$747.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-PTCHCD	Network Patch Cord	each	Category 2	\$15.00	15%	\$13.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
IVR-DEV	4 Port Full Access IVR License	each	Category 2	\$7,495.00	15%	\$6,371.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
IVR-ASY	Async Comm IVR Board	each	Category 2	\$1,995.00	15%	\$1,696.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
IVR-52X	5250 Emulation Board Assy	each	Category 2	\$3,995.00	15%	\$3,396.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
IVR-ISM	IVR Integration Service Module	each	Category 2	\$61,495.00	15%	\$52,271.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
IVR-VIM	IVR Variant Integration Module	each	Category 2	\$27,450.00	15%	\$23,333.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
IVR-SVU	IVR Software Version Up-Grade Per Port Price	each	Category 2	\$190.00	15%	\$162.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-EMU	3270 Emulation HW/SW	each	Category 2	\$1,999.00	15%	\$1,699.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-COLPRT	Color Printer	each	Category 2	\$250.00	15%	\$212.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DIRCBL	Bi-Directional printer cable	each	Category 2	\$25.00	15%	\$21.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MEMEXP	Memory Expansion	each	Category 2	\$125.00	15%	\$106.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-FLODSK	Floppy Disk Drive	each	Category 2	\$35.00	15%	\$29.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HSPSU	Hot Swap Power Supply Unit	each	Category 2	\$250.00	15%	\$212.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-KEYBRD	Keyboard	each	Category 2	\$30.00	15%	\$25.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CHACOO	Chassis Cooling Fan	each	Category 2	\$15.00	15%	\$12.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CPUFAN	CPU Fan	each	Category 2	\$12.00	15%	\$10.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ATTC	Attachmate Extra Personal Client Software	each	Category 2	\$400.00	15%	\$340.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RMACC	Remote Access	each	Category 2	\$150.00	15%	\$127.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SCSIDRV	SCSI Drive	each	Category 2	\$586.00	15%	\$498.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HDDRV	Hard Drive	each	Category 2	\$231.76	15%	\$197.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CPUUGD	CPU Upgrade	each	Category 2	\$1,512.00	15%	\$1,285.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SQLSVR	SQL Server	each	Category 2	\$1,824.70	15%	\$1,551.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-ADT1200TICSU	1200 T1 CSU	each	Category 2	\$817.65	15%	\$695.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-ADTESFT1CSU	ESF T1 CSU	each	Category 2	\$1,170.59	15%	\$995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-ADTTA750	TA750 (equipped for 24 FXS stations)	each	Category 2	\$3,288.24	15%	\$2,795.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-ADTTSU600	TSU600 (equipped for 24 FXS stations)	each	Category 2	\$4,111.76	15%	\$3,495.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-CARRIER 600	CarrierAccess Adit 600 (equipped for 48 FXS stations)	each	Category 2	\$5,876.47	15%	\$4,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-CARRIER RK KIT	CarrierAccess Adit 600 Rack Kit (6U, holds 2 - Adit 600)	each	Category 2	\$347.06	15%	\$295.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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ESP-EXADID200SF	DID 200 SF Chassis (holds 4 EXA0510's)	each	Category 2	\$817.65	15%	\$695.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-EXADIDSFLC	DID SF Line Card	each	Category 2	\$464.71	15%	\$395.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-EXADIDSFCAB	DID/SF 4x2 Cable (one per EXA0200)	each	Category 2	\$81.18	15%	\$69.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V9062	Drop Ceiling Speaker	each	Category 2	\$71.76	15%	\$61.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V9022	Drop Ceiling Speaker 1 Way with built in amp	each	Category 2	\$81.18	15%	\$69.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V1080	1 Way Speaker	each	Category 2	\$91.76	15%	\$78.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V1090	2 Way Speaker	each	Category 2	\$61.18	15%	\$52.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-VP6124	6 AMP Power Supply	each	Category 2	\$297.65	15%	\$253.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V2971	Call in switch for talkback speakers	each	Category 2	\$20.00	15%	\$17.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V2970	Call in switch for talkback speakers w/emergency button	each	Category 2	\$36.47	15%	\$31.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V2924A	24 Zone 1 way/talkback intercom system	each	Category 2	\$1,249.41	15%	\$1,062.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V2925	Expansion Unit for 2924 additional 24 zone	each	Category 2	\$616.47	15%	\$524.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-V2926	Software component for custom programming of 2924	each	Category 2	\$491.76	15%	\$418.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC70IRE	70" Industrial Rack Enclosure (w/ casters, fan, & power strip)	each	Category 2	\$1,994.12	15%	\$1,695.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP--RC70PFD	70" Plexiglass Front Door	each	Category 2	\$347.06	15%	\$295.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC42IRE	42" Industrial Rack Enclosure (w/ casters, fan, & power strip)	each	Category 2	\$1,994.12	15%	\$1,695.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC42PFD	42" Plexiglass Front Door	each	Category 2	\$347.06	15%	\$295.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC84IRE	84" Industrial Rack Enclosure (w/ casters, fan, & power strip)	each	Category 2	\$2,347.06	15%	\$1,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC84PFD	84" Plexiglass Front Door	each	Category 2	\$387.06	15%	\$329.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RCRKD	Rackmount Keyboard Drawer	each	Category 2	\$405.88	15%	\$345.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC14MONENC	14" Monitor Enclosure	each	Category 2	\$405.88	15%	\$345.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC17MONENC	17" Monitor Enclosure	each	Category 2	\$434.12	15%	\$369.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RCRKSHLFOP	Rackmount Shelf (open)	each	Category 2	\$92.94	15%	\$79.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RCRKSHLFSLD	Rackmount Shelf (sliding)	each	Category 2	\$151.76	15%	\$129.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RCRKPWSTP	Rackmount Power Strip	each	Category 2	\$187.06	15%	\$159.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC4-1ESB	4-1 Electronic Switch Box (keyboard/mouse/monitor)	each	Category 2	\$1,170.59	15%	\$995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC8-1ESB	8-1 Electronic Switch Box (keyboard/mouse/monitor)	each	Category 2	\$1,523.53	15%	\$1,295.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RCSRKIT	Switchbox Rack mounting Kit - (Required with switchbox)	each	Category 2	\$140.00	15%	\$119.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC12SCABKIY	Switchbox Cable Kit - 12 Feet (one required for each server)	each	Category 2	\$81.18	15%	\$69.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC7SCABKIT	Switchbox Cable Kit - 7 Feet (one required for each server)	each	Category 2	\$69.41	15%	\$59.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-RC3SCABKIT	Switchbox Cable Kit - 3 Feet (one required for each server)	each	Category 2	\$57.65	15%	\$49.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCPOWSUP	11 slot redundant power supply chassis	each	Category 2	\$2,347.06	15%	\$1,995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DC25PINCAB	25 pin cable (for connecting multiple chassis)	each	Category 2	\$81.18	15%	\$69.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCIPALCARD	IPAL Card (substitute for DAT0150 & DAT0200)	each	Category 2	\$1,170.59	15%	\$995.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCCONTCARD	Control card (one required per switchover system)	each	Category 2	\$558.82	15%	\$475.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCCONTCARDSW	Control Card to Switch Card Cable (one required per switchover system)	each	Category 2	\$34.12	15%	\$29.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCSWCRDRS232	RS-232 Switch Card (one required per switchover system)	each	Category 2	\$264.71	15%	\$225.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCSWCRDSYSCAB	Switch Card to Systems Cable (two required per switchover system)	each	Category 2	\$57.65	15%	\$49.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DCT1SWCRD	T-1 Switch Card (one required for each each T-1 connection)	each	Category 2	\$217.65	15%	\$185.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-ANASWCRD	50 pin Analog Switch Card (requires two slots in chassis. Use for analog trunk & station cards)	each	Category 2	\$700.00	15%	\$595.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DPSTAMSIAB	50 Pin Dataprobe Station to MSI cable (2 per DAT0208)	each	Category 2	\$57.65	15%	\$49.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
ESP-DPSTATELCOCAB	50 Pin Dataprobe Station to Telco cable (1 per DAT0208)	each	Category 2	\$57.65	15%	\$49.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4302	DMF240-1T1-PCIU	each	Category 2	\$9,744.00	15%	\$8,282.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4306	DMF240PCIU	each	Category 2	\$8,772.50	15%	\$7,456.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-4310	DMF300PCIU	each	Category 2	\$10,962.00	15%	\$9,317.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4513P	DMV2400A-PCI	each	Category 2	\$11,701.50	15%	\$9,946.28	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-1088	DMV480A-2TI	each	Category 2	\$9,258.25	15%	\$7,869.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4401	DMV960A-4T1PCI	each	Category 2	\$12,607.75	15%	\$10,716.59	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4565	DMV1200BTEP	each	Category 2	\$12,149.55	15%	\$10,327.12	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4575	DMV3600BP	each	Category 2	\$12,651.25	15%	\$10,753.56	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4570	DMV600BTEP	each	Category 2	\$9,097.30	15%	\$7,732.71	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-4320	DMVF2401T1PCI	each	Category 2	\$13,759.05	15%	\$11,695.19	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ALL16	16 Port 10/100 MB workgroup switch	each	Category 2	\$162.50	15%	\$138.13	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ALL24	24 Port 10/100 MB Switch	each	Category 2	\$487.50	15%	\$414.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ALL24IL	24 Port in line power module (req 24 port switch)	each	Category 2	\$2,275.00	15%	\$1,933.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-2	2 Port Software Program	each	Category 2	\$1,895.00	15%	\$1,611.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-4	4 Port Software Program	each	Category 2	\$2,995.00	15%	\$2,546.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-8	8 Port Software Program	each	Category 2	\$5,990.00	15%	\$5,092.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-12	12 Port Software Program	each	Category 2	\$8,985.00	15%	\$7,637.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-16	16 Port Software Program	each	Category 2	\$11,980.00	15%	\$10,183.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-20	20 Port Software Program	each	Category 2	\$14,975.00	15%	\$12,729.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-24	24 Port Software Program	each	Category 2	\$17,970.00	15%	\$15,275.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
SQL-SW	Relational Enterprise DB-SW	each	Category 2	\$3,600.00	15%	\$3,060.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-SRR	Speech Recognition Resource	each	Category 2	\$1,787.00	15%	\$1,519.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
CPS-TSR	Text to Speech Resource	each	Category 2	\$1,640.00	15%	\$1,394.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRSL	Speech Recognition Software License	each	Category 2	\$2,553.00	15%	\$2,170.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BTSL	Basic Telephony Software License (Per Port Price)	each	Category 2	\$412.00	15%	\$350.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-AASL	Automated Attendant Software License (Per Port Price)	each	Category 2	\$118.00	15%	\$100.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-VMSL	Voice Mail Software License (Per Port Price)	each	Category 2	\$294.00	15%	\$250.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVRUSL	IVR Unit Software License (Per Port Price)	each	Category 2	\$950.00	15%	\$808.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BSCSVR	Basic Server	each	Category 3	\$10,148.00	5%	\$9,640.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01016	Basic Server II	each	Category 3	\$10,384.00	5%	\$9,864.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01014	Intermediate Server	each	Category 3	\$16,520.00	5%	\$15,694.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20031	Upgrade - Basic Server to Intermediate Server	each	Category 3	\$7,788.00	5%	\$7,398.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADSVR	Advanced Server	each	Category 3	\$22,420.00	5%	\$21,299.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01017	Advanced Server II	each	Category 3	\$25,960.00	5%	\$24,662.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20032	Upgrade - Intermediate Server to Advanced Server	each	Category 3	\$10,384.00	5%	\$9,864.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20033	Upgrade - Basic Server to Advanced Server	each	Category 3	\$17,110.00	5%	\$16,254.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BSCSTA	Basic Station	each	Category 3	\$53.10	5%	\$50.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02034	Basic Station II	each	Category 3	\$76.70	5%	\$72.87	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BUSCLNT	Business Client	each	Category 3	\$112.10	5%	\$106.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02024	Business Client - Concurrent	each	Category 3	\$168.15	5%	\$159.74	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20028	Basic Station Upgrade to Business Client	each	Category 3	\$40.71	5%	\$38.67	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20029	Phone-only Call Center Upgrade to Business Client	each	Category 3	\$684.40	5%	\$650.18	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20030	Phone-only Call Center - Concurrent Upgrade to Business Client - Concurrent	each	Category 3	\$1,180.59	5%	\$1,121.56	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-POCLCTR	Phone-only Call Center	each	Category 3	\$796.50	5%	\$756.68	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02025	Phone-only Call Center - Concurrent	each	Category 3	\$1,194.75	5%	\$1,135.01	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLCRT1	Call Center Level 1	each	Category 3	\$914.50	5%	\$868.78	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-T02035	Call Center II - Level 1	each	Category 3	\$955.80	5%	\$908.01	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02026	Call Center II - Level 1 - Concurrent	each	Category 3	\$1,433.70	5%	\$1,362.02	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLCRT2	Call Center Level 2	each	Category 3	\$1,357.00	5%	\$1,289.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02036	Call Center II - Level 2	each	Category 3	\$1,398.30	5%	\$1,328.39	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02027	Call Center II - Level 2 - Concurrent	each	Category 3	\$2,097.45	5%	\$1,992.58	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLCRT3	Call Center Level 3	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02037	Call Center II - Level 3	each	Category 3	\$1,811.30	5%	\$1,720.74	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02028	Call Center II - Level 3 - Concurrent	each	Category 3	\$2,716.95	5%	\$2,581.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADVSUPAO	Advanced supervision	each	Category 3	\$737.50	5%	\$700.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02029	Advanced Supervision add-on - Concurrent	each	Category 3	1106.25	5%	\$1,050.94	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02030	Advanced Supervision, iPad	each	Category 3	531.00	5%	\$504.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02031	Advanced Supervision, iPad - Concurrent	each	Category 3	796.50	5%	\$756.68	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADVDSAO	Advanced desktop scripting	each	Category 3	\$531.00	5%	\$504.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TRACACTAO	Comprehensive tracking of all actions	each	Category 3	\$112.10	5%	\$106.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BCOUTLKAO	Outlook Edition Add-on	each	Category 3	\$188.80	5%	\$179.36	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MSCRMINTAO	Microsoft CRM Integration add-on	each	Category 3	\$365.80	5%	\$347.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-GPINTAO	Great Plains Integration add-on	each	Category 3	\$365.80	5%	\$347.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RCDRAO	Recorder add-on	each	Category 3	\$448.40	5%	\$425.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04016	Recorder add-on- Concurrent	each	Category 3	\$672.60	5%	\$638.97	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-UMAO	Unified messaging add-on	each	Category 3	\$41.30	5%	\$39.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02032	Unified messaging add-on-Concurrent	each	Category 3	\$41.30	5%	\$39.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-VMUSR	Voice Mail only user	each	Category 3	\$17.70	5%	\$16.82	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-FAXAO3	Desktop faxing add-on	each	Category 3	\$11.80	5%	\$11.21	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02033	Desktop faxing add-on - Concurrent	each	Category 3	\$17.70	5%	\$16.82	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SCRRECAO	Screen Recorder add-on	each	Category 3	\$295.00	5%	\$280.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-REPPGAO	Reports Page Add-on	each	Category 3	\$165.20	5%	\$156.94	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02038	Reports Page Add-on - Concurrent	each	Category 3	\$247.80	5%	\$235.41	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ECP	Call port	each	Category 3	\$619.50	5%	\$588.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TLP	Tie Line port	each	Category 3	\$112.10	5%	\$106.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T03010	Basic Session	each	Category 3	\$177.00	5%	\$168.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T03011	Advanced Session	each	Category 3	\$442.50	5%	\$420.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T03012	Conference Session	each	Category 3	\$70.80	5%	\$67.26	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T03013	Fax Session	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T03014	Dialer Session	each	Category 3	\$59.00	5%	\$56.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T03015	Media Session	each	Category 3	\$100.30	5%	\$95.29	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVRBSCSVR	IVR Basic Server	each	Category 3	\$5,452.00	5%	\$5,179.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9901001	IVR Basic Server II	each	Category 3	\$5,546.00	5%	\$5,268.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVRADVSVR	IVR Advanced Server	each	Category 3	\$11,020.00	5%	\$10,469.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9901002	IVR Advanced Server II	each	Category 3	\$11,210.00	5%	\$10,649.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9901003	IVR Basic Server N1	each	Category 3	\$2,773.00	5%	\$2,634.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9901004	IVR Advanced Server N1	each	Category 3	\$5,605.00	5%	\$5,324.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9901005	IVR MRCP ASR	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9901006	IVR Secure Input	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T9902001	IVR Conference Server	each	Category 3	\$17,700.00	5%	\$16,815.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVRBSVMUSR	Basic Voicemail user	each	Category 3	\$13.92	5%	\$13.22	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVR-BSCUMAO	Basic UM Add-on	each	Category 3	\$34.80	5%	\$33.06	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-IVRBSCUCAO	Basic UC Add-on	each	Category 3	\$13.92	5%	\$13.22	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVEBSCFXAO	Basic Fax Add-on	each	Category 3	\$11.60	5%	\$11.02	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-GRTPLNCONN	Great Plains Connector	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MSCRMCONN	Microsoft CRM Connector	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-WEBSVC	Web services	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADVFXSVC	Advanced fax services	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DATACCTL	Database access tools	each	Category 3	\$6,726.00	5%	\$6,389.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HACCTL-10	Host access tools, 10	each	Category 3	\$2,773.00	5%	\$2,634.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HACCTL-24	Host access tools, 24	each	Category 3	\$5,546.00	5%	\$5,268.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HACCTL-50	Host access tools, 50	each	Category 3	\$11,151.00	5%	\$10,593.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRSVC	Speech recognition services	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TXPRTL	Text processing tools	each	Category 3	\$8,850.00	5%	\$8,407.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-KNWBSTL	Knowledge Base tools	each	Category 3	\$1,416.00	5%	\$1,345.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-WEBSVCENC	Web Services Encryption	each	Category 3	\$5,015.00	5%	\$4,764.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-COMSVRAPI	COM Server API	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TRKCOMAPI	Tracker COM API	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MLTSITSVC	Multi-site services	each	Category 3	\$2,773.00	5%	\$2,634.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MLTSITPCR	Multi-site post-call routing	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TDMMLTSITPRE	TDM-based multi-site pre-call routing	each	Category 3	\$53,100.00	5%	\$50,445.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-ADLLNGSEL	Additional Language Selection	each	Category 3	\$1,239.00	5%	\$1,177.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RCDRSVR	Recorder Server	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-KNWBSVR	Knowledge Base Server + 1 Group	each	Category 3	\$14,160.00	5%	\$13,452.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-KNWBCOMAPIAO	Knowledge Base COM API	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-KNWBAG	Knowledge Base Additional Group (Increments of 1)	each	Category 3	\$8,850.00	5%	\$8,407.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-KNWBUNL	Knowledge Base Enterprise License	each	Category 3	\$88,500.00	5%	\$84,075.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DIRPOSTCS	Director post-call server	each	Category 3	\$18,880.00	5%	\$17,936.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T14013	Director post-call server switchover	each	Category 3	\$9,440.00	5%	\$8,968.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T14014	Director post-call connector	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DIRPRECS	Director TDM pre-call server	each	Category 3	\$44,250.00	5%	\$42,037.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DRCLN	DR Clone	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SIPPRB	SIP Proxy, Basic	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SIPPRLB	SIP Proxy, Load Balancer	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SIPPRBCM	SIP Proxy, BCM	each	Category 3	\$885.00	5%	\$840.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SMDEVSYS	Small development system	each	Category 3	\$2,773.00	5%	\$2,634.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-LGDEVSYS	Large development system	each	Category 3	\$8,260.00	5%	\$7,847.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TAPIRECSVR	TAPI Recording Server	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SIMLRPTAPISVR	Simultaneous Listen-Record-Play for TAPI Server	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MEDSVRG729	Media Server G.729	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24041	Media Server G.729 II	each	Category 3	\$20.36	5%	\$19.34	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24042	50 Media Session Bundle	each	Category 3	\$1,941.10	5%	\$1,844.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-MEDSVRPKG	Media Server Package	each	Category 3	\$7,080.00	5%	\$6,726.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRAA1	Speech Rec AA level 1 Language Session	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRAA1AO2	Speech Rec AA level 1 - Add-on for 2nd Language Session	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRAA1AO3	Speech Rec AA level 1 - Add-on for 3+ Language Sessions	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRAA2	Speech Rec AA level 2 - Language Session	each	Category 3	\$1,416.00	5%	\$1,345.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRAA2AO2	Speech Rec AA level 2 - Add-on for 2nd Language Session	each	Category 3	\$283.20	5%	\$269.04	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-SRAA2AO3	Speech Rec level 2 - Add-on for 3+ Language Sessions	each	Category 3	\$566.40	5%	\$538.08	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRTRA	Speech Rec Tier A Language Session	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRTRAAO2	Speech Rec Tier A - Add-on for 2nd Language Session	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRTRAAO3	Speech Rec Tier A - Add-on for 3+ Language Sessions	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRTRB	Speech Rec Tier B Language Session	each	Category 3	\$1,888.00	5%	\$1,793.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRTRBAO2	Speech Rec Tier B - Add-on for 2nd Language Session	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRTRBAO3	Speech Rec Tier B - Add-on for 3+ Language Sessions	each	Category 3	\$755.20	5%	\$717.44	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRVERSESS	Speech Rec Verifier session - Tier B Add-on	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRUSN	Speech Rec US Name Grammar	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRUSNA	Speech Rec US Name and Address Grammar	each	Category 3	\$531.00	5%	\$504.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRUSCS	Speech Rec US City and State Grammar	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SRUSEQ	Speech Rec US Equity Grammar	each	Category 3	\$1,091.50	5%	\$1,036.93	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SROSR1S	Speech Rec OSR - Tier 1 Language Session	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SROSR1AO	Speech Rec OSR - Tier 1 - Add-on for each Additional Language Session	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SROSR2S	Speech Rec OSR - Tier 2 Language Session	each	Category 3	\$1,298.00	5%	\$1,233.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SROSR2AO	Speech Rec OSR - Tier 2 - Add-on for each Additional Language Session	each	Category 3	\$259.60	5%	\$246.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SROSR3S	Speech Rec OSR - Tier 3 Language Session	each	Category 3	\$1,888.00	5%	\$1,793.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SROSR3AO	Speech Rec OSR - Tier 3 - Add-on for each Additional Language Session	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RLSPKLS	RealSpeak Language Selection	each	Category 3	\$767.00	5%	\$728.65	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RLSPKLSAO	RealSpeak Add-on Language Selection	each	Category 3	\$153.40	5%	\$145.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPV	Intel HMP Voice	each	Category 3	\$14.16	5%	\$13.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPCON	Intel HMP Conference	each	Category 3	\$56.64	5%	\$53.81	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPT.38FX	Intel HMP T.38 Fax	each	Category 3	\$106.20	5%	\$100.89	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPRTPG.711	Intel HMP RTP Audio G.711 only	each	Category 3	\$11.80	5%	\$11.21	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPENHG.729/723	Intel HMP Enhanced G.729/723	each	Category 3	\$56.64	5%	\$53.81	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPCSP	Intel HMP CSP Resource	each	Category 3	\$28.32	5%	\$26.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPIPCC	Intel HMP IP Call Control	each	Category 3	\$23.60	5%	\$22.42	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPVDR	Intel HMP Voice-DR	each	Category 3	\$7.08	5%	\$6.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPCONDR	Intel HMP Conference-DR	each	Category 3	\$28.32	5%	\$26.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPFXDR	Intel HMP Fax-DR	each	Category 3	\$53.10	5%	\$50.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPTRP6.711DR	Intel HMP RTP Audio G.711 only-DR	each	Category 3	\$5.90	5%	\$5.61	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPENHG.729/723DR	Intel HMP Enhanced G.729/723-DR	each	Category 3	\$28.32	5%	\$26.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPCSPRSDR	Intel HMP CSP Resource-DR	each	Category 3	\$14.16	5%	\$13.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HMPIPCCDR	Intel HMP IP Call Control-DR	each	Category 3	\$11.80	5%	\$11.21	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-LCB	Live Conference Bridge	each	Category 3	\$17,700.00	5%	\$16,815.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-VWB	Virtual Wall Board	each	Category 3	\$8,850.00	5%	\$8,407.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-WFMHM	Work Force Management (Historical Module)Supports Blue Pumpkin, IEX, GMT, Aspect eWFM, Pipkins, InVision	each	Category 3	\$8,850.00	5%	\$8,407.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-WFMTRA	Work Force Management (RTA Module)Supports Blue Pumpkin, IEX, GMT, Aspect eWFM, Pipkins, InVision	each	Category 3	\$3,540.00	5%	\$3,363.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-HT7XAC	Heat 7.X Application Connector (SA)*	each	Category 3	\$11,682.00	5%	\$11,097.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-WFMRMDAC	Work Force/Remedy 4.x - 5.x Application Connector (SA)*	each	Category 3	\$11,682.00	5%	\$11,097.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-WFMSBLC	Work Force/Siebel 2000 Connector	each	Category 3	\$19,942.00	5%	\$18,944.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-SBL7AC	Siebel 7.x Application Connector (SA)*	each	Category 3	\$37,760.00	5%	\$35,872.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27021	Siebel (Screen pop and call control)	each	Category 3	\$41,300.00	5%	\$39,235.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SAPR3AC	SAP R/3 Application Connector - SAP phone (SA)*	each	Category 3	\$37,760.00	5%	\$35,872.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27022	SAP ICI (Screen pop and call controls)	each	Category 3	\$41,300.00	5%	\$39,235.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27023	Workforce Management Discount Package Access License	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27024	Workforce Management Discount Package Access License - Concurrent	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27025	Decisions Core Software Access License	each	Category 3	\$354.00	5%	\$336.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27027	Bridge Plug-in	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27028	Microsoft CRM PSP	each	Category 3	\$7,670.00	5%	\$7,286.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-OXPTLAC	Onyx Portal 4.x - 5.x Application Connector (SA)*	each	Category 3	\$19,942.00	5%	\$18,944.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SBL7ATO	Siebel 7.x Automation Objects (IVR)*	each	Category 3	\$19,942.00	5%	\$18,944.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RMD4-5ATO	Remedy 4.x - 5.x Automation Objects (IVR)*	each	Category 3	\$19,942.00	5%	\$18,944.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SCHRPT	Scheduled Reports	each	Category 3	\$4,130.00	5%	\$3,923.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-VXMLITPT	VoiceXML Interpreter Ports	each	Category 3	\$110.20	5%	\$104.69	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01018	VoiceXML Interpreter Ports II	each	Category 3	\$112.10	5%	\$106.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-OUTBDC	Outbound Dialing Client	each	Category 3	\$112.10	5%	\$106.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08021	Outbound Dialing Client II	each	Category 3	\$94.40	5%	\$89.68	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08019	Outbound Dialing Client II - Concurrent	each	Category 3	\$141.60	5%	\$134.52	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DIALAO	Dialing add-on	each	Category 3	\$855.50	5%	\$812.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RECAO	Recording Add-on	each	Category 3	\$448.40	5%	\$425.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-DIALSVRLIC	Dialer Server License	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08020	Dialer Add-On - Concurrent	each	Category 3	\$1,283.25	5%	\$1,219.09	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RECSVRLIC	Recording Server License	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SVRSW	License kit to install Server	each	Category 3	\$200.00	5%	\$190.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TNK1	Trunk 1 Port License	each	Category 3	\$200.00	5%	\$190.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TRK4	Trunk 4 Port License	each	Category 3	\$800.00	5%	\$760.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TRK8	Trunk 8 Port License	each	Category 3	\$1,600.00	5%	\$1,520.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TRK23	Trunk 23 Port License	each	Category 3	\$4,600.00	5%	\$4,370.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-STA1	Station 1 Port License	each	Category 3	\$100.00	5%	\$95.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-STA8	Station 8 Port License	each	Category 3	\$800.00	5%	\$760.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-STA24	Station 24 Port License	each	Category 3	\$2,400.00	5%	\$2,280.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLNT1	Client 1 Port License	each	Category 3	\$100.00	5%	\$95.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLNT8	Client 8 Port License	each	Category 3	\$800.00	5%	\$760.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CLNT24	Client 24 Port License	each	Category 3	\$2,400.00	5%	\$2,280.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IPTNK1	IPTrunk 1 Port License	each	Category 3	\$250.00	5%	\$237.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IPTNK4	IPTrunk 4 Port License	each	Category 3	\$1,000.00	5%	\$950.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IPTNK15	IPTrunk 15 Port License	each	Category 3	\$3,750.00	5%	\$3,562.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CCA1	Call Center 1 Agent	each	Category 3	\$250.00	5%	\$237.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CCA4	Call Center 4 Agent	each	Category 3	\$1,000.00	5%	\$950.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CCA20	Call Center 20 Agent	each	Category 3	\$5,000.00	5%	\$4,750.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RPTR	Call Center Reporter	each	Category 3	\$1,000.00	5%	\$950.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CCLSSFR	Call Classifier (requires at least one station license)	each	Category 3	\$1,750.00	5%	\$1,662.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SMTDLR	Smart Dialer	each	Category 3	\$2,500.00	5%	\$2,375.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-PERPGR	Persistent Pager (requires at least one client license)	each	Category 3	\$750.00	5%	\$712.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-TNK1SUB	Trunk 1 Subscription	each	Category 3	\$25.00	5%	\$23.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-STA1SUB	Station 1 Subscription	each	Category 3	\$25.00	5%	\$23.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-CLNT1SUB	Client 1 Subscription	each	Category 3	\$25.00	5%	\$23.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IPTNK1SUB	IP Trunk 1 Subscription	each	Category 3	\$50.00	5%	\$47.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CCA1SUB	Call Center 1 Subscription	each	Category 3	\$50.00	5%	\$47.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-RPTR1SUB	Reporter 1 Subscription	each	Category 3	\$200.00	5%	\$190.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-BSSERV	IVR Base Server License	each	Category 3	\$840.00	5%	\$798.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CRBSSERV	IVR Base Server License / Credentialing	each	Category 3	\$3,900.00	5%	\$3,705.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVRPT	IVR Ports	each	Category 3	\$750.00	5%	\$712.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-IVRXML	IVR VoiceXML Development Suite	each	Category 3	\$5,750.00	5%	\$5,462.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CTI3	CTI Integration SW, Level 3	each	Category 3	\$25,709.40	5%	\$24,423.93	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CTI2	CTI Integration SW, Level 2	each	Category 3	\$12,854.70	5%	\$12,211.97	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CTI1	CTI Integration SW, Level 1	each	Category 3	\$4,284.90	5%	\$4,070.66	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-CTIDEV	CTI Integration SW, Development	each	Category 3	\$3,105.00	5%	\$2,949.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T18010	Monitor Server - Software Only	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T18011	Monitor - IC Servers add-on	each	Category 3	\$1,174.10	5%	\$1,115.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T18012	Monitor - Gateway add-on	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04010	Recorder Extreme Query Server	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04011	Recorder Extreme Query Client	each	Category 3	\$212.40	5%	\$201.78	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04012	Recorder Extreme Query Client - Concurrent	each	Category 3	\$318.60	5%	\$302.67	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05010	Analyzer Real Time Server	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05011	Analyzer Real Time Add-On	each	Category 3	\$348.10	5%	\$330.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05012	Analyzer Real Time Add-On - Concurrent	each	Category 3	\$522.15	5%	\$496.04	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05013	Analyzer Language - US English	each	Category 3	\$1,239.00	5%	\$1,177.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05014	Analyzer Language - Spanish	each	Category 3	\$1,239.00	5%	\$1,177.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05015	Analyzer Language – Brazilian Portuguese	each	Category 3	\$2,065.00	5%	\$1,961.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05016	Analyzer Language – UK English	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05017	Analyzer Language – German	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05018	Analyzer Language – Dutch	each	Category 3	\$2,065.00	5%	\$1,961.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05019	Analyzer Language – French Canadian	each	Category 3	\$1,416.00	5%	\$1,345.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05020	Analyzer Language - Polish	each	Category 3	\$2,950.00	5%	\$2,802.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05021	Analyzer Language - Turkish	each	Category 3	\$3,068.00	5%	\$2,914.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05022	Analyzer Language – Australian English	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05023	Analyzer Language – French European	each	Category 3	\$3,422.00	5%	\$3,250.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05024	Analyzer Language – Japanese	each	Category 3	\$7,080.00	5%	\$6,726.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T05025	Analyzer Language – Spanish European	each	Category 3	\$2,242.00	5%	\$2,129.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T11010	Feedback Server	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T11011	Feedback Add-On	each	Category 3	\$448.40	5%	\$425.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T11012	Feedback Add-On - Concurrent	each	Category 3	\$672.60	5%	\$638.97	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T12011	Tracker Add-On	each	Category 3	\$112.10	5%	\$106.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T12012	Tracker Add-On - Concurrent	each	Category 3	\$168.15	5%	\$159.74	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01015	Attendant Remote Data Query	each	Category 3	\$2,950.00	5%	\$2,802.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01010	MRCP ASR Feature License	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01011	SMS Server	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01012	IceLib API	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T01013	Secure Input IVR	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02010	SIP SoftPhone	each	Category 3	\$59.00	5%	\$56.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02011	SIP Bridge Access License	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-T02012	Client Operator Console Add-on	each	Category 3	\$826.00	5%	\$784.70	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02013	Client Operator Console Add-on - Concurrent	each	Category 3	\$1,239.00	5%	\$1,177.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02014	Client Mobile Blackberry Edition - Add on	each	Category 3	\$64.90	5%	\$61.66	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02015	Client Mobile Blackberry Edition - Add on - Concurrent	each	Category 3	\$97.35	5%	\$92.48	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02016	Supervisor - System Status Monitoring	each	Category 3	\$177.00	5%	\$168.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02017	Supervisor - System Status Monitoring - Concurrent	each	Category 3	\$265.50	5%	\$252.23	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02018	Workforce Optimization Access License	each	Category 3	\$914.50	5%	\$868.78	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02019	Workforce Optimization Access License - Concurrent	each	Category 3	\$1,220.12	5%	\$1,159.11	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02020	MS Outlook Add-In	each	Category 3	\$35.40	5%	\$33.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02021	MS Outlook Add-In - Concurrent	each	Category 3	\$53.10	5%	\$50.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02022	Advanced Supervision, iPad Edition - Discounted	each	Category 3	\$177.00	5%	\$168.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T02023	Advanced Supervision, iPad Edition - Concurrent - Discounted	each	Category 3	\$265.50	5%	\$252.23	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04013	Recorder IVR Recording	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04014	Quality Manager	each	Category 3	\$448.40	5%	\$425.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T04015	Quality Manager- Concurrent	each	Category 3	\$672.60	5%	\$638.97	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T06010	Speech Recognition Tier 1 Base Language Port	each	Category 3	590.00	5%	560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T06011	Speech Recognition Tier 2 Base Language Port	each	Category 3	1,180.00	5%	1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T07010	Web Portal Server License	each	Category 3	\$7,080.00	5%	\$6,726.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T07011	Web Portal Organizational License	each	Category 3	\$3,540.00	5%	\$3,363.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T07012	Web Portal Agent License	each	Category 3	\$289.10	5%	\$274.65	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T07013	Web Portal Agent License - Concurrent	each	Category 3	\$433.65	5%	\$411.97	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T07014	Web Portal Enterprise License	each	Category 3	\$584.10	5%	\$554.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T07015	Web Portal Enterprise License - Concurrent	each	Category 3	\$876.15	5%	\$832.34	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08010	Scripter add-on	each	Category 3	\$531.00	5%	\$504.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08011	Scripter add-on - Concurrent	each	Category 3	\$796.50	5%	\$756.68	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08012	EasyScripter - Executor (Agent Interface)	each	Category 3	\$318.60	5%	\$302.67	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08013	EasyScripter - Executor (Agent Interface) - Concurrent	each	Category 3	\$477.90	5%	\$454.01	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08014	EasyScripter - Editor (Developer Interface)	each	Category 3	\$684.40	5%	\$650.18	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08015	EasyScripter - Editor (Developer Interface) - Concurrent	each	Category 3	\$1,026.60	5%	\$975.27	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08016	EasyScripter - Reporting	each	Category 3	\$684.40	5%	\$650.18	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08017	EasyScripter - Reporting - Concurrent	each	Category 3	\$1,026.60	5%	\$975.27	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08018	Dialer API	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T08022	Script Builder Feature	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T10010	Optimizer and RTA Server	each	Category 3	\$14,750.00	5%	\$14,012.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T10011	Optimizer add-on	each	Category 3	\$413.00	5%	\$392.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T10012	Optimizer add-on - Concurrent	each	Category 3	\$413.00	5%	\$392.35	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T10013	Optimizer Supervisor Plug-in	each	Category 3	\$295.00	5%	\$280.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T10014	Optimizer Supervisor Plug-in - Concurrent	each	Category 3	\$442.50	5%	\$420.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T13010	Mobilizer Production Environment	each	Category 3	\$2,950.00	5%	\$2,802.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T13011	Mobilizer – 100 Daily Concurrent Device Bundle	each	Category 3	\$14,750.00	5%	\$14,012.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T13012	Mobilizer – 1,000 Daily Concurrent Device Bundle	each	Category 3	\$61,360.00	5%	\$58,292.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T13013	Mobilizer – 10,000 Daily Concurrent Device Bundle	each	Category 3	\$253,700.00	5%	\$241,015.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T13014	Mobilizer Development Environment	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T14010	Director SIP pre-call server	each	Category 3	\$18,880.00	5%	\$17,936.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T14011	Director SIP pre-call server - Switchover	each	Category 3	\$9,440.00	5%	\$8,968.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-T14012	Director SIP pre-call connector	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16010	Process Automation Server	each	Category 3	\$11,800.00	5%	\$11,210.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16011	Process Automation Designer Add On	each	Category 3	\$2,655.00	5%	\$2,522.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16012	Process Automation Designer Add On - Concurrent	each	Category 3	\$3,982.50	5%	\$3,783.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16013	Process Automation Direct-Routed Add On	each	Category 3	\$1,032.50	5%	\$980.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16014	Process Automation Direct-Routed Add On - Concurrent	each	Category 3	\$1,549.34	5%	\$1,471.87	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16015	Process Automation Group-Routed Add On	each	Category 3	\$1,551.70	5%	\$1,474.12	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16016	Process Automation Group-Routed Add On - Concurrent	each	Category 3	\$2,328.14	5%	\$2,211.73	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16017	Process Automation Process Monitor	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16018	Process Automation Process Monitor - Concurrent	each	Category 3	\$2,655.00	5%	\$2,522.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16019	Process Automation Group-Routed Add On upgrade from Direct-Routed Add On	each	Category 3	\$519.20	5%	\$493.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16020	Process Automation Group-Routed Add On upgrade from Direct-Routed Add On - Concurrent	each	Category 3	\$778.80	5%	\$739.86	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16021	Process Automation Standalone Server Bundle	each	Category 3	\$42,185.00	5%	\$40,075.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16022	Process Automation Standalone Process Designer Bundle	each	Category 3	\$2,767.10	5%	\$2,628.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16023	Process Automation Standalone Process Designer Bundle - Concurrent	each	Category 3	\$4,150.65	5%	\$3,943.12	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16024	Process Automation Standalone Direct-Routed Bundle	each	Category 3	\$1,144.60	5%	\$1,087.37	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16025	Process Automation Standalone Direct-Routed Bundle - Concurrent	each	Category 3	\$1,717.49	5%	\$1,631.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16026	Process Automation Standalone Group-Routed Bundle	each	Category 3	\$1,663.80	5%	\$1,580.61	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16027	Process Automation Standalone Group-Routed Bundle - Concurrent	each	Category 3	\$2,496.29	5%	\$2,371.48	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16028	Process Automation Standalone Process Monitor Bundle	each	Category 3	\$2,619.60	5%	\$2,488.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T16029	Process Automation Standalone Process Monitor Bundle - Concurrent	each	Category 3	\$3,929.40	5%	\$3,732.93	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T17010	CaaS Media and SIP Proxy Server - Medium Gen8	each	Category 3	\$6,842.82	5%	\$6,500.68	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T17011	CaaS Media and SIP Proxy Server - Large Gen8	each	Category 3	\$8,801.62	5%	\$8,361.54	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T17012	CaaS 3.0 to 4.0 Media Server Migration Kit	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T17013	CaaS Media Server G8 2yr Care Pack Extension	each	Category 3	\$1,155.22	5%	\$1,097.46	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T19010	e-FAQ Server + 1 Group	each	Category 3	\$14,160.00	5%	\$13,452.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T19011	e-FAQ COM API	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T19012	e-FAQ Additional Group (Increments of 1)	each	Category 3	\$8,850.00	5%	\$8,407.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T19013	e-FAQ Enterprise License	each	Category 3	\$88,500.00	5%	\$84,075.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T19014	e-FAQ - Credit Union FAQ	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T19015	e-FAQ Tools	each	Category 3	\$1,416.00	5%	\$1,345.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20010	Phone-only Call Center Upgrade to CC1	each	Category 3	\$183.20	5%	\$174.04	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20011	Phone-only Call Center - Concurrent Upgrade to CC1 - Concurrent	each	Category 3	\$274.80	5%	\$261.06	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20012	Business Client Upgrade to CC1	each	Category 3	\$843.70	5%	\$801.52	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20013	Business Client - Concurrent upgrade to CC1 - Concurrent	each	Category 3	\$1,455.39	5%	\$1,382.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20014	Phone Only Call Center Upgrade to CC2	each	Category 3	\$692.07	5%	\$657.47	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20015	Phone-only Call Center - Concurrent Upgrade to CC2 - Concurrent	each	Category 3	\$1,038.11	5%	\$986.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20016	Business Client Upgrade to CC2	each	Category 3	\$1,286.20	5%	\$1,221.89	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20017	Business Client - Concurrent Upgrade to CC2 - Concurrent	each	Category 3	\$2,218.70	5%	\$2,107.76	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20018	CC1 Upgrade to CC2	each	Category 3	\$508.88	5%	\$483.43	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20019	CC1 - Concurrent Upgrade to CC2 - Concurrent	each	Category 3	\$763.32	5%	\$725.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20020	Phone Only Call Center Upgrade to CC3	each	Category 3	\$1,167.02	5%	\$1,108.67	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-T20021	Phone-only Call Center - Concurrent Upgrade to CC3 - Concurrent	each	Category 3	\$1,485.92	5%	\$1,411.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20022	Business Client Upgrade to CC3	each	Category 3	\$1,699.20	5%	\$1,614.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20023	Business Client - Concurrent Upgrade to CC3 - Concurrent	each	Category 3	\$2,931.12	5%	\$2,784.56	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20024	CC1 Upgrade to CC3	each	Category 3	\$983.83	5%	\$934.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20025	CC1 - Concurrent Upgrade to CC3 - Concurrent	each	Category 3	\$1,475.74	5%	\$1,401.96	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20026	CC2 Upgrade to CC3	each	Category 3	\$474.95	5%	\$451.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20027	CC2 - Concurrent Upgrade to CC3 - Concurrent	each	Category 3	\$712.43	5%	\$676.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20034	Outbound Only Dialer Client Upgrade to CC1	each	Category 3	990.61	5%	941.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20035	Outbound Only Dialer Client Upgrade to CC2	each	Category 3	1,499.49	5%	1,424.51	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20036	Outbound Only Dialer Client Upgrade to CC3	each	Category 3	1,974.44	5%	1,875.71	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20037	Outbound Only Dialer Client - Concurrent Upgrade to CC1 - Concurrent	each	Category 3	1,167.02	5%	1,108.67	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20038	Outbound Only Dialer Client - Concurrent Upgrade to CC2 - Concurrent	each	Category 3	2,249.23	5%	2,136.77	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20039	Outbound Only Dialer Client - Concurrent Upgrade to CC3 - Concurrent	each	Category 3	2,961.66	5%	2,813.58	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T20040	Dialer Session Upgrade to Advanced Session	each	Category 3	383.50	5%	364.33	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T22010	Conference Server License	each	Category 3	\$17,700.00	5%	\$16,815.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T23010	Mobile Office - Speech Enabled TUI Module	each	Category 3	\$295.00	5%	\$280.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T23011	Mobile Office - MS Outlook Module	each	Category 3	\$295.00	5%	\$280.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24045	Media Server - Media Engine Add-On	each	Category 3	\$2,875.00	5%	\$2,731.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24011	Media Server - Software Only (4 me)	each	Category 3	\$14,375.00	5%	\$13,656.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24012	Media Server - Software Only (8 me)	each	Category 3	\$25,875.00	5%	\$24,581.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24013	Media Server - Software Only (12 me)	each	Category 3	\$37,375.00	5%	\$35,506.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24014	Media Server - Software Only (16 me)	each	Category 3	\$48,875.00	5%	\$46,431.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24015	Media Server - Software Only (24 me)	each	Category 3	\$71,875.00	5%	\$68,281.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24016	Media Server - Software Only (32 me)	each	Category 3	\$94,875.00	5%	\$90,131.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24017	Media Server License for Audiodcodes M800 Appliance	each	Category 3	\$1,380.00	5%	\$1,311.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24018	Small MSSP 4.0 Upgrade Kit - 120G6	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24019	Medium MSSP 4.0 Upgrade Kit - 160G6	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24020	Media Server - Software Only (2 me to 4 me upgrade)	each	Category 3	\$6,325.00	5%	\$6,008.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24021	Media Server - Software Only (2 me to 8 me upgrade)	each	Category 3	\$17,882.50	5%	\$16,988.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24022	Media Server - Software Only (2 me to 12 me upgrade)	each	Category 3	\$29,382.50	5%	\$27,913.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24023	Media Server - Software Only (2 me to 16 me upgrade)	each	Category 3	\$40,882.50	5%	\$38,838.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24024	Media Server - Software Only (2 me to 24 me upgrade)	each	Category 3	\$63,882.50	5%	\$60,688.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24025	Media Server - Software Only (2 me to 32 me upgrade)	each	Category 3	\$86,882.50	5%	\$82,538.38	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24026	Media Server - Software Only (4 me to 8 me upgrade)	each	Category 3	\$11,500.00	5%	\$10,925.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24027	Media Server - Software Only (4 me to 12 me upgrade)	each	Category 3	\$23,000.00	5%	\$21,850.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24028	Media Server - Software Only (4 me to 16 me upgrade)	each	Category 3	\$34,500.00	5%	\$32,775.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24029	Media Server - Software Only (4 me to 24 me upgrade)	each	Category 3	\$57,500.00	5%	\$54,625.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24030	Media Server - Software Only (4 me to 32 me upgrade)	each	Category 3	\$80,500.00	5%	\$76,475.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24031	Media Server - Software Only (8 me to 12 me upgrade)	each	Category 3	\$11,500.00	5%	\$10,925.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24032	Media Server - Software Only (8 me to 16 me upgrade)	each	Category 3	\$23,000.00	5%	\$21,850.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24033	Media Server - Software Only (8 me to 24 me upgrade)	each	Category 3	\$46,000.00	5%	\$43,700.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24034	Media Server - Software Only (8 me to 32 me upgrade)	each	Category 3	\$69,000.00	5%	\$65,550.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24035	Media Server - Software Only (12 me to 16 me upgrade)	each	Category 3	\$11,500.00	5%	\$10,925.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24036	Media Server - Software Only (12 me to 24 me upgrade)	each	Category 3	\$34,500.00	5%	\$32,775.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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DIR-T24037	Media Server - Software Only (12 me to 32 me upgrade)	each	Category 3	\$57,500.00	5%	\$54,625.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24038	Media Server - Software Only (16 me to 24 me upgrade)	each	Category 3	\$34,500.00	5%	\$32,775.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24039	Media Server - Software Only (16 me to 32 me upgrade)	each	Category 3	\$46,000.00	5%	\$43,700.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24040	Media Server - Software Only (24 me to 32 me upgrade)	each	Category 3	\$23,000.00	5%	\$21,850.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T24046	Media Server - Software Only	each	Category 3	\$7,080.00	5%	\$6,726.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T25010	SIP Proxy R2- Registration Bundle 25	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T25011	SIP Proxy R2 - Media Ports Add On	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T25012	SIP Proxy R2 - Load Balancer Add On	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T25013	SIP Proxy R2 - G.729 Add On	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27010	LiveLOOK Server	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27011	Jabber Integration	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27012	Salesforce.com Server	each	Category 3	\$3,540.00	5%	\$3,363.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27013	Salesforce.com Access License (ACD)	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27014	Salesforce.com Access License (ACD) - Concurrent	each	Category 3	\$354.00	5%	\$336.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27015	Salesforce.com Access License (non ACD)	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27016	Salesforce.com Access License (non ACD) - Concurrent	each	Category 3	\$177.00	5%	\$168.15	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27017	IBM Lotus Sametime Server	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27018	RightNow Server	each	Category 3	\$19,942.00	5%	\$18,944.90	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27019	Microsoft Lync Server 2010 Integration	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T27020	CIC Exchange UM Connector	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T29010	Media Server Development License - Software Only (1 media engine)	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T29011	SIP Bulk Caller 1.0	each	Category 3	\$23,600.00	5%	\$22,420.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T29012	SIP Bulk Caller - G.729 add-on	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30010	Loquendo ASR Tier 2	each	Category 3	\$708.00	5%	\$672.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30011	Loquendo ASR Tier 2 - 1 Additional Language	each	Category 3	\$141.60	5%	\$134.52	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30012	Loquendo ASR Tier 2 - 2 or more Additional Language	each	Category 3	\$283.20	5%	\$269.04	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30013	Loquendo ASR Tier 3	each	Category 3	\$1,298.00	5%	\$1,233.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30014	Loquendo ASR Tier 3 - 1 Additional Language	each	Category 3	\$259.60	5%	\$246.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30015	Loquendo ASR Tier 3 - 2 or more Additional Language	each	Category 3	\$519.20	5%	\$493.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30016	Upgrade Loquendo TTS to Nuance Vocalizer 5 - Base Language/Voice	each	Category 3	\$88.50	5%	\$84.08	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T30017	Upgrade Loquendo TTS to Nuance Vocalizer 5 - Additional Language/Voice	each	Category 3	\$17.70	5%	\$16.82	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31010	Nuance Recognizer 9 Tier 2 Base Language Port	each	Category 3	\$1,298.00	5%	\$1,233.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31011	Nuance Recognizer 9 Tier 2 - Additional Port for 2nd Language	each	Category 3	\$259.60	5%	\$246.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31012	Nuance Recognizer 9 Tier 2 - Additional Port for 3+ Language	each	Category 3	\$519.20	5%	\$493.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31013	Nuance Recognizer 9 Tier 3 Base Language Port	each	Category 3	\$1,888.00	5%	\$1,793.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31014	Nuance Recognizer 9 Tier 3 - Additional Port for 2nd Language	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31015	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Languages	each	Category 3	\$755.20	5%	\$717.44	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31016	Nuance Recognizer 9 Tier 4 Base Language Port	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31017	Nuance Recognizer 9 Tier 4 - Additional Port for 2nd Language	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T31018	Nuance Recognizer 9 Tier 4 - Additional Port for 3+ Languages	each	Category 3	\$944.00	5%	\$896.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32010	Loquendo Standard	each	Category 3	\$649.00	5%	\$616.55	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-T32011	Loquendo Standard Additional Language/Voice	each	Category 3	\$129.80	5%	\$123.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32012	Loquendo Premium	each	Category 3	\$1,888.00	5%	\$1,793.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32013	Loquendo Premium Additional Language/Voice	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32014	Loquendo Standard PromptCreator	each	Category 3	\$11,800.00	5%	\$11,210.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32015	Loquendo Standard PromptCreator Additional Language/Voice	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32016	Loquendo Premium PromptCreator	each	Category 3	\$17,700.00	5%	\$16,815.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T32017	Loquendo Premium PromptCreator Additional Language/Voice	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T33010	Vocalizer 5 Base Language Selection - Basic TTS	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T33011	Vocalizer Additional Language Selection - Basic TTS	each	Category 3	\$47.20	5%	\$44.84	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T33012	Vocalizer 5 Base Language Selection - Advanced TTS	each	Category 3	\$1,003.00	5%	\$952.85	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T33013	Vocalizer Additional Language Selection - Advanced TTS	each	Category 3	\$200.60	5%	\$190.57	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34010	Nuance NDM-Core 5.2	each	Category 3	\$59.00	5%	\$56.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34011	Nuance NDM-Core 6.1	each	Category 3	\$59.00	5%	\$56.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34012	Nuance NDM-US Names	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34013	Nuance NDM-Address	each	Category 3	\$708.00	5%	\$672.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34014	Nuance NDM-Email	each	Category 3	\$708.00	5%	\$672.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34015	Nuance NDM-Spelling	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T34016	Nuance NDM-Address Update Service	each	Category 3	\$5,664.00	5%	\$5,380.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35010	Nuance Recognizer 10 Tier 2 Base Language Port	each	Category 3	\$1,298.00	5%	\$1,233.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35011	Nuance Recognizer 10 Tier 2 - Additional Port for 2nd Language	each	Category 3	\$259.60	5%	\$246.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35012	Nuance Recognizer 10 Tier 2 - Additional Port for 3+ Language	each	Category 3	\$519.20	5%	\$493.24	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35013	Nuance Recognizer 10 Tier 3 Base Language Port	each	Category 3	\$1,888.00	5%	\$1,793.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35014	Nuance Recognizer 10 Tier 3 - Additional Port for 2nd Language	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35015	Nuance Recognizer 10 Tier 3 - Additional Port for 3+ Languages	each	Category 3	\$755.20	5%	\$717.44	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35016	Nuance Recognizer 10 Tier 4 Base Language Port	each	Category 3	\$2,360.00	5%	\$2,242.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35017	Nuance Recognizer 10 Tier 4 - Additional Port for 2nd Language	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T35018	Nuance Recognizer 10 Tier 4 - Additional Port for 3+ Languages	each	Category 3	\$944.00	5%	\$896.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53010	Basic Server - DR	each	Category 3	\$4,720.00	5%	\$4,484.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53011	Intermediate Server - DR	each	Category 3	\$8,260.00	5%	\$7,847.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53012	Advanced Server - DR	each	Category 3	\$12,980.00	5%	\$12,331.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53013	Attendant Remote Data Query - DR	each	Category 3	\$1,475.00	5%	\$1,401.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53014	Voice XML Interpreter - DR	each	Category 3	\$56.05	5%	\$53.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53015	Scheduled Reports - DR	each	Category 3	\$2,065.00	5%	\$1,961.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53016	Switchover clone - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53017	Database access tools - DR	each	Category 3	\$3,363.00	5%	\$3,194.85	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53018	Speech Recognition Services - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53019	Text processing tools - DR	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53020	Web Services - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53021	SMS Server - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53022	IceLib API - DR	each	Category 3	\$2,950.00	5%	\$2,802.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-T53023	MRCP ASR Feature License - DR	each	Category 3	\$2,950.00	5%	\$2,802.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53024	Multi-site - DR	each	Category 3	\$1,386.50	5%	\$1,317.18	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T53025	Secure Input IVR - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T55010	Basic Session - DR	each	Category 3	\$88.50	5%	\$84.08	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T55011	Advanced Session - DR	each	Category 3	\$221.25	5%	\$210.19	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T55012	Conference Session - DR	each	Category 3	\$35.40	5%	\$33.63	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T55013	Fax Session - DR	each	Category 3	\$59.00	5%	\$56.05	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T55014	Dialer Session - DR	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T55015	Media Session - DR	each	Category 3	\$50.15	5%	\$47.64	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T56010	Recorder Server - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T56011	Recorder Extreme Query Server - DR	each	Category 3	\$2,950.00	5%	\$2,802.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T56012	Quality Manager-DR	each	Category 3	448.40	5%	425.98	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57010	Analyzer Real Time Server - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57011	Analyzer Language - US English - DR	each	Category 3	\$619.50	5%	\$588.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57012	Analyzer Language - Spanish - DR	each	Category 3	\$619.50	5%	\$588.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57013	Analyzer Language – Brazilian Portuguese - DR	each	Category 3	\$1,032.50	5%	\$980.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57014	Analyzer Language – UK English - DR	each	Category 3	\$885.00	5%	\$840.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57015	Analyzer Language – German - DR	each	Category 3	\$885.00	5%	\$840.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57016	Analyzer Language – Dutch - DR	each	Category 3	\$1,032.50	5%	\$980.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57017	Analyzer Language – French Canadian - DR	each	Category 3	\$708.00	5%	\$672.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57018	Analyzer Language - Polish - DR	each	Category 3	\$1,475.00	5%	\$1,401.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57019	Analyzer Language - Turkish - DR	each	Category 3	\$1,534.00	5%	\$1,457.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57020	Analyzer Language – Australian English - DR	each	Category 3	\$885.00	5%	\$840.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57021	Analyzer Language – French European - DR	each	Category 3	\$1,711.00	5%	\$1,625.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57022	Analyzer Language – Japanese - DR	each	Category 3	\$3,540.00	5%	\$3,363.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T57023	Analyzer Language – Spanish European - DR	each	Category 3	\$1,121.00	5%	\$1,064.95	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T58010	Speech Recognition Tier 1 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$295.00	5%	\$280.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T58011	Speech Recognition Tier 2 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$590.00	5%	\$560.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T59010	Dialer Server - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T59011	Dialer API - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T59012	Web Portal Server License - DR	each	Category 3	\$3,540.00	5%	\$3,363.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T59013	Virtual Wall Board - DR	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T59014	Media Server - Software Only - DR	each	Category 3	\$3,540.00	5%	\$3,363.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T60010	Optimizer and RTA Server - DR	each	Category 3	\$7,375.00	5%	\$7,006.25	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T61010	Feedback Server - DR	each	Category 3	\$2,212.50	5%	\$2,101.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T63010	e-FAQ Tools - DR	each	Category 3	\$708.00	5%	\$672.60	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T64010	Conference Server License - DR	each	Category 3	\$8,850.00	5%	\$8,407.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T65010	Mobile Office - MS Outlook Module - DR	each	Category 3	\$147.50	5%	\$140.13	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T65011	Mobile Office - Speech Enabled TUI Module - DR	each	Category 3	\$147.50	5%	\$140.13	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T66010	Product Localization Additional Language - DR	each	Category 3	\$619.50	5%	\$588.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T67010	Process Automation Server - DR	each	Category 3	\$5,900.00	5%	\$5,605.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T67011	Process Automation Standalone Server Bundle - DR	each	Category 3	\$21,092.50	5%	\$20,037.88	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T68010	Dialer Localization - Additional Language - DR	each	Category 3	\$619.50	5%	\$588.53	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

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Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-T69010	Workforce Management - Historical Module - Supports Blue Pumpkin, IEX, GMT, Aspect eWFM, InVision - DR	each	Category 3	\$4,425.00	5%	\$4,203.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69011	Jabber Integration - DR	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69012	IBM Lotus Sametime Server - DR	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69013	LiveLOOK Server - DR	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69014	SAP ICI (Screen pop and call controls) - DR	each	Category 3	\$20,650.00	5%	\$19,617.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69015	Remedy (Screen Pop Only) - DR	each	Category 3	\$5,841.00	5%	\$5,548.95	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69016	Remedy IVR (Handler integrations with Remedy's repository) - DR	each	Category 3	\$9,971.00	5%	\$9,472.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69017	HEAT - DR	each	Category 3	\$5,841.00	5%	\$5,548.95	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69018	RightNow Server - DR	each	Category 3	\$9,971.00	5%	\$9,472.45	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69019	Salesforce.com Server - DR	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69020	Siebel (Screen pop and call control) - DR	each	Category 3	\$20,650.00	5%	\$19,617.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69021	Workforce Management - Real Time Adherence - Supports Blue Pumpkin, IEX, GMT, Aspect eWFM, Pipkins, InVision - DR	each	Category 3	\$1,770.00	5%	\$1,681.50	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69022	Microsoft Lync Server 2010 Integration - DR	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T69023	CIC Exchange UM Connector - DR	each	Category 3	\$885.00	5%	\$840.75	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T70010	Vocalizer 5 Base Language Selection - Basic TTS - DR	each	Category 3	\$118.00	5%	\$112.10	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T70011	Vocalizer 5 Base Language Selection - Advanced TTS - DR	each	Category 3	\$501.50	5%	\$476.43	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T70012	Vocalizer Additional Language Selection - Basic TTS	each	Category 3	23.60	5%	22.42	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T70013	Vocalizer Additional Language Selection - Advanced TTS	each	Category 3	100.30	5%	95.29	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71010	Nuance Recognizer 9 Tier 2 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$649.00	5%	\$616.55	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71011	Nuance Recognizer 9 Tier 2 - Additional Port for 2nd Language - HIGH AVAILABILITY - DR	each	Category 3	\$129.80	5%	\$123.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71012	Nuance Recognizer 9 Tier 2 - Additional Port for 3+ Language - HIGH AVAILABILITY - DR	each	Category 3	\$259.60	5%	\$246.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71013	Nuance Recognizer 9 Tier 3 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$944.00	5%	\$896.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71014	Nuance Recognizer 9 Tier 3 - Additional Port for 2nd Language - HIGH AVAILABILITY - DR	each	Category 3	\$188.80	5%	\$179.36	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71015	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Languages - HIGH AVAILABILITY - DR	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71016	Nuance Recognizer 9 Tier 4 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71017	Nuance Recognizer 9 Tier 4 - Additional Port for 2nd Language - HIGH AVAILABILITY - DR	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T71018	Nuance Recognizer 9 Tier 4 - Additional Port for 3+ Languages - HIGH AVAILABILITY - DR	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T72010	Nuance NDM-Core 6.2 - HIGH AVAILABILITY - DR	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T72011	Nuance NDM-Core 5.2 - HIGH AVAILABILITY - DR	each	Category 3	\$29.50	5%	\$28.03	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T72012	Nuance NDM-US Names - HIGH AVAILABILITY - DR	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T72013	Nuance NDM-Address - HIGH AVAILABILITY - DR	each	Category 3	\$354.00	5%	\$336.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T72014	Nuance NDM-Email - HIGH AVAILABILITY - DR	each	Category 3	\$354.00	5%	\$336.30	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T72015	Nuance NDM-Spelling - HIGH AVAILABILITY - DR	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73010	Nuance Recognizer 10 Tier 2 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$649.00	5%	\$616.55	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)

IVR

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-T73011	Nuance Recognizer 10 Tier 2 - Additional Port for 2nd Language - HIGH AVAILABILITY - DR	each	Category 3	\$129.80	5%	\$123.31	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73012	Nuance Recognizer 10 Tier 2 - Additional Port for 3+ Language - HIGH AVAILABILITY - DR	each	Category 3	\$259.60	5%	\$246.62	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73013	Nuance Recognizer 10 Tier 3 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$944.00	5%	\$896.80	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73014	Nuance Recognizer 10 Tier 3 - Additional Port for 2nd Language - HIGH AVAILABILITY - DR	each	Category 3	\$188.80	5%	\$179.36	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73015	Nuance Recognizer 10 Tier 3 - Additional Port for 3+ Languages - HIGH AVAILABILITY - DR	each	Category 3	\$377.60	5%	\$358.72	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73016	Nuance Recognizer 10 Tier 4 Base Language Port - HIGH AVAILABILITY - DR	each	Category 3	\$1,180.00	5%	\$1,121.00	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73017	Nuance Recognizer 10 Tier 4 - Additional Port for 2nd Language - HIGH AVAILABILITY - DR	each	Category 3	\$236.00	5%	\$224.20	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-T73018	Nuance Recognizer 10 Tier 4 - Additional Port for 3+ Languages - HIGH AVAILABILITY - DR	each	Category 3	\$472.00	5%	\$448.40	site specific installation fees in Category 4	specific to support level maintenance (pg 29-30)
DIR-SUPL1	Support Level 1 - 8AM-5PM Monday-Friday, 11.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL2	Support Level 2 - 8AM - 11PM Monday-Friday, 14.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL3	Support Level 3 - 24 hours, 7 days a week 17.5% of "Total System Price"	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL1M	Support Level 1 - 8AM-5PM Monday-Friday, 24% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL2M	Support Level 2 - 8AM - 11PM Monday-Friday, 28% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL3M	Support Level 3 - 24 hours, 7 days a week 32% of "Total System Price" Monthly Fee	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL11	Support Level 1 - 8AM-5PM Monday-Friday, 11.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL22	Support Level 2 - 8AM - 11PM Monday-Friday, 14.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-SUPL33	Support Level 3 - 24 hours, 7 days a week 17.5% of non software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS1	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 12% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS2	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 18% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS3	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 14% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS4	Upgrade, Licensing, Services Annual updates and licensing support for year 2 and beyond 16% of the then current retail price of the license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS11	Annual updates and licensing support for year 2 and beyond 12% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A

IVR

Part/Model Number (if applicable)	Description	Unit of Measure	Category / Group (identifier if applicable)	MSRP	Percentage Discount	NYS Net Price	NYS One-Time Installation per U/M (Hr, Unit, etc)	NYS Maintenance Cost per Month per U/M (Hr, Unit, etc.)
DIR-ULS22	Annual updates and licensing support for year 2 and beyond 18% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS33	Annual updates and licensing support for year 2 and beyond 14% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS44	Annual updates and licensing support for year 2 and beyond 16% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-ULS55	Annual updates and licensing support for year 2 and beyond 15% of the then current retail price of the software/license product	each	Maintenance	N/A	N/A	N/A	N/A	N/A
DIR-IVR-A	IVR Analysis	each	Category 4	235.00	15%	200.00	N/A	specific to support level maintenance (pg 29-30)
DIR-IVR-DD	IVR Design & Development	each	Category 4	264.00	15%	225.00	N/A	specific to support level maintenance (pg 29-30)
DIR-IVR-WD	IVR Technical Writing & Documentation	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (pg 29-30)
DIR-TR-H	Hourly training	each	Category 4	235.00	15%	200.00	N/A	specific to support level maintenance (pg 29-30)
DIR-TR-ADM	System Administrator, 1/2 Day	each	Category 4	706.00	15%	600.00	N/A	specific to support level maintenance (pg 29-30)
DIR-TR-USER	User Training, 1/2 Day	each	Category 4	588.00	15%	500.00	N/A	specific to support level maintenance (pg 29-30)
DIR-TR-NWADM	Network Administrator	each	Category 4	882.00	15%	750.00	N/A	specific to support level maintenance (pg 29-30)
DIR-TS-01	Technical Support, Business Hours	each	Category 4	147.00	15%	125.00	N/A	specific to support level maintenance (pg 29-30)
DIR-TS-01OT	Technical Support, NonBusiness Hours	each	Category 4	294.00	15%	250.00	N/A	specific to support level maintenance (pg 29-30)
DIR-SI-01	System Integration, IVR Integration Administration, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (pg 29-30)
DIR-SI-01OT	System Integration, IVR Integration Administration, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (pg 29-30)
DIR-SI-V	System Integration, Voicing	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (pg 29-30)
DIR-SI-3P	System Integration, Integration 3rd Party or non contract items, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (pg 29-30)
DIR-SI-3POT	System Integration, Integration 3rd Party or non contract items, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CIVR-B	Customized IVR Configuration, Basic, Business Hours	each	Category 4	294.00	15%	250.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CIVR-BOT	Customized IVR Configuration, Basic, Non Business Hours	each	Category 4	588.00	15%	500.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CIVR-A	Customized IVR Configuration, Advanced, Business Hours	each	Category 4	400.00	15%	340.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CIVR-AOT	Customized IVR Configuration, Advanced, Non Business Hours	each	Category 4	800.00	15%	680.00	N/A	specific to support level maintenance (pg 29-30)
DIR-HSM	Hardware & Software Management, Business Hours	each	Category 4	206.00	15%	175.00	N/A	specific to support level maintenance (pg 29-30)
DIR-HSMOT	Hardware & Software Management, Non Business Hours	each	Category 4	412.00	15%	350.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CCIS	Communication Cable Implementation Services - technical resource facilitating installation of communications drops, business hours	each	Category 4	135.00	15%	115.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CCISOT	Communication Cable Implementation Services - technical resource facilitating installation of communications drops, non-business hours	each	Category 4	270.00	15%	230.00	N/A	specific to support level maintenance (pg 29-30)
DIR-CHKUP	Check In/Check Up Services	each	Category 4	4,650.00	15%	3,952.00	N/A	specific to support level maintenance (pg 29-30)