Commonwealth of Virginia
Virginia Information Technologies Agency

DIGITAL TELEPHONE SYSTEMS

Optional Use Contract

Date:	July 30, 2003
Contract #:	VA-020715-PRES
Authorized User:	State Agencies, Institutions and Public Bodies as defined in the VAAP
Contractor:	The Presidio Corporation 5100 J Philadelphia Way Lanham, MD 20706
FIN:	58-1667655
Contact Person	Jackie Arnett 301-955-3504
Term:	July 15, 2002 – July 14, 2004
Specifications:	
Prices:	
Payment:	Net 30 days

For Additional Information, Please Contact:

Contract Compliance Information:
Mrs. T. J. Hudson
Contracts Administrator
Phone: 804-371-5971
E-Mail: tj.hudson@vita.virginia.gov
Fax: 804-371-5969

Technical Information:
Staff
Acquisition Services Division
Phone: 804-371-5900
E-Mail:
Fax: 804-371-5969

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at http://www.oas.virginia.gov

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of $100,000.00 is required for State Agencies and Institutions only.

CONTRACT **#VA-020715-PRES**

EXTRACT CHANGE LOG

Change No.	Description of Change	Effective Date
1	To change contact information	8/27/02
2	To update VITA information	07/01/03

COMMONWEALTH OF VIRGINIA Department of Information Technology

SOLICITATION, OFFER AND AWARD DATA PROCESSING / TELECOMMICATIONS					FIN:
1. Contract No:	2. IFB No:	3. Date Issued:	Date Due:	4. APR	5. Approval No:
VA-020715-PRES	2002-045	Jun 4, 2002	Jun 18, 2002	78	D115

For Information Call: David Butler (804) 371-5990

6. ISSUING OFFICE:	7. SHIP TO:
Department of Information Technolgy Acquisition Services Division 110 S. 7th Street, Lobby Floor Richmmond, Va. 23219-9300 ATTN: Bid Section	Dept. of Information Technology ATTN: Stuart Thacker 110 South 7th Street 1st Floor Richmond, VA 23219-3931

SOLICITATION

8. Sealed bid(s) for furnishing the Products and Services set forth in the schedule, will be returned to the Issuing Office identified in block 6 above. Please provide an original and 0 copies. If hand carried, deliver to the ASD receptionist located on the Lobby Floor of the address listed in Block 6. Bids must be received prior to 2:00 p.m. local time Jun 18, 2002.

CAUTION - LATE OFFERS: See Paragraph 3 of the Solicitation Instructions

This is an advertised solicitation which consists of (1) the schedule of Products and Services, pages 2 thru 9; (2) the solicitation instructions pages S-1 thru S-3; (3) The Contract Terms and Conditions page C-1 thru C-30; and (4) other provisions, representations, certifications or specifications as are attached or incorporated herein by reference.

Offers will be publicly opened at: 2:10 p.m. local time Jun 18, 2002, in the ASD Conference Room, 110 South 7th Street, Lobby Floor.

All offers are subject to the terms and conditions set forth in the above referenced sections of this solicitation.

Paul H. Dodson, Director
Acquisition Services

Signature

OFFER

In compliance with the terms and conditions set forth in the solicitation, the undersigned agrees, if this offer is accepted within 90 calendar days from the date of receipt of offers, to furnish any or all items awarded at the prices offered in the schedule, delivered to the address in block 7, within the time specified in the schedule.

9. CONTRACTOR:	10: BILL TO:
Company Name: The PRESIDIO CORP Address: 5100 J Philadelphia Way City, State: Lanham MD 20706 Signature: Jackie Arnett Name (Typed): Jackie Arnett Title: Executive Director Phone: 301-955-3504	Dept. of Information Technology ATTN: Accounts Payable 110 South 7th Street 3rd Floor Richmond, VA 23219-3931

AWARD

11. Accepted as to Item Numbers:	12. Amount:	13. Award Date:
As identified on ATTACHMENT "B" INCORPORATED HEREIN	Per order	7-15-02

14. Name of Contracting Officer:	15. COMMONWEALTH OF VIRGINIA	PAGES:
Jeff Davis Contracts Manager	By:	1 of 9

FORM 62 Rev. 12/15/2000

ATTACHMENT B

Attachment "B" to contract VA-020715-PRES as identified in block 1, Form 62, page 1. This Attachment B is incorporated into and made an integral part of Contract VA-020715-PRES.

Contractor: THE PRESIDIO

Configuration: NORTEL BMC

Accomack Co.
Albemarle Co.
Amelia Co.
Amherst Co.
Appomattox Co.
Arlington Co.
Augusta Co.
Bedford Co.
Botetourt Co.
Brunswick Co.
Buckingham Co.
Campbell Co.
Caroline Co.
Charles City Co.
Charlotte Co.
Chesterfield Co.
Culpeper Co.
Cumberland Co.
Dinwiddie Co.
Essex Co.
Fairfax Co.
Fauguier Co.
Fluvanna Co.
Frederick Co.
Gloucester Co.
Goochland Co.
Greene Co.
Greensville Co.
Halifax Co.
Hanover Co.
Henrico Co.
Isle of Wight Co.
James City Co.
King and Queen Co.
King George Co.
King William Co.
Lancaster Co.
Loudoun Co.
Louisa Co.
Lunenburg Co.
Madison Co.
Mathews Co.
Mecklenburg Co.
Middlesex Co.
Nelson Co.
New Kent Co.
Northampton Co.
Northumberland Co
Nottaway Co.
Orange Co.
Page Co.
Powhatan Co.
Prince Edward Co.
Prince George Co.
Prince William Co.
Rappahannock Co.
Richmond Co.
Rockingham Co.
Shenandoah Co.
Southampton Co.
Spotsylvania Co.
Stafford Co.
Surry Co.
Sussex Co.
Warren Co.
Westmoreland Co.
York Co.
Alexandria
Bedford
Buena Vista
Charlottesville
Chesapeake
Clifton Forge
Colonial Heights
Emporia
Fairfax
Falls Church
Franklin
Fredericksburg
Hampton
Harrisonburg
Hopewell
Lexington
Lynchburg
Manassas
Manassas Park
Newport News
Norfolk
Petersburg
Poquoson
Portsmouth
Richmond
Staunton
Suffolk
Virginia Beach
Waynesboro
Williamsburg
Winchester

NAME OF CONTRACTOR	REQUIRED DELIVERY DATE: (RDD) 30 DAYS ARO	INITIALS

ITEM NO	DESCRIPTION	QTY	UNIT	UNIT PRICE	EXTEND PRICE
	The Virginia Department of Information Technology (DIT) desires to establish a statewide term master contract with one or more manufacturers or authorized resellers to provide, on an as needed basis, Digital Hybrid Telephone Systems or Digital Multi-Functional Telephone Systems. See Appendix A for the mandatory system requirements, technical specifications of equipment required and Price Schedule. Bidders shall also complete the following: 1. Optional Telecommunications Equipment Price Schedule 2 Optional Ancillary/Peripheral Equipment Price Schedule 3. Optional Horizontal Cabling Price Schedule 4. Optional Vertical (Backbone) Cabling Price Schedule 5. Optional Patch Panel Price Schedule 6. Optional Telephone System Installations, Moves, Adds, and Changes (MACs) Price Schedule 7. Post Warranty Full-Service Maintenance Add-On Costs and Post Warranty Full-Service Maintenance Sheets. 8. Complete Appendix B, Client References. 9. Complete Appendix C, List of Locations for which Bidder will provide On-Site support. NOTE #1: All of the above information must be provided and complete in order for bidders to be considered responsive. NOTE #2: All prices submitted shall include DIT's Industrial Fund Adjustments (IFA).				

1. The Department of Information Technology (DIT) desires to establish a statewide term master contract with one or more authorized Manufacturers or Resellers to provide, on an as needed basis, digital hybrid telephone systems or digital multi-functional telephone systems and systems components for the Commonwealth of Virginia (COV) agencies, institutions and other public bodies as defined in Section 2.2-4301 of the Virginia Public Procurement Act (VPPA) hereinafter referred to as "Authorized Users". Bidders who responded to IFB 2002-16 previously shall provide only one copy of the signed Invitation for Bids and no reference manuals if the same models/configurations are bid. New bidders are required to provide two copies of their bids and only one copy of reference manuals is required.

2. This solicitation is a reissuance of the previous IFB #2002-16, which was canceled for administrative reasons. Bidders must provide all of the information requested in the Invitation For Bids in order to be responsive. Insertion of additional terms and conditions or objection to the terms and conditions attached to the IFB will also result in rejection of bids.

3. DIT reserves the right to make multiple awards. Awards will be made to the single manufacturer or reseller, for each selected model of product, offering the products at the lowest evaluated prices. Responsive bids, within product lines will then be evaluated based on a "market basket" of products and services which are selected by DIT for comparison purposes. The market basket will consist of the quantities of products and services comprising the models configured in the schedule to make the comparison "real world". This action will allow price comparison among offerors for each manufacturer (Brand) represented. See Appendix A for the mandatory system requirements, technical specifications of equipment required and Price Schedule. Contracts awarded will be non-mandatory.

4. Bidders shall propose a system that minimally, can accommodate base unit requirements as well as, subsequent incremental increases as indicated in Appendix A. The system proposed shall be able to migrate from a "base unit" of eight (8) stations to a total of forty eight (48) stations by installing additional station cards, CO line cards, and/or an additional system shelf. Bidders shall complete the Equipment Lists and Price Schedules as required in Appendix A. Vendors must respond to ALL items listed on the Equipment Lists and Price Schedules. ALL SPACES FOR PRICES MUST BE FILLED.

5. Awards if made, will be to responsive and responsible bidders with the lowest evaluated prices for up to four (4) differing models based on the counties and cities they support within the Commonwealth. These will be the geographic areas that they will be limited to in awarding contracts. Bidders must have a service support center within 150 miles of the furthest reach of the counties and cities included in their bid (See Appendix C). The bidder must have a formal relationship with manufacturer's system bid covering aforementioned geographic areas and service support areas. Awards may be made to a subset of the counties and cities specified by the bidder until the Commonwealth reaches maximum coverage.

6. The term of the awarded contracts shall be two (2) years with three (3) one-year renewals. Renewals shall be at the option of the Commonwealth. The Commonwealth will notify the contractor thirty (30) days prior to the expiration of the current term of its intent to renew the contract for additional periods. Resulting contracts will be open to all Authorized Users.

7. Descriptions of the features called for in this bid are contained in the "glossary" as published by the Gartner Group's DataPro Information Services. Please contact Gartner Group at (941) 561-4997 to obtain this information.

8. Bidders responding to this solicitation must have been installing and supporting the proposed equipment for at least two (2) years preceding the bid due date. Bidders must also agree to all of the mandatory requirements, without exception, in order for their products to be considered.

9. DIT wishes to simplify the acquisition of digital hybrid telephone systems or digital multi-functional telephone systems and components within the state by offering public bodies the lowest prices and highest level of service available in the marketplace for limited upgrades or expansion of their existing systems.

10. Bidders shall propose a systems manufacturer's line of equipment that has been supplying systems for at least ten (10) years. Bidders shall list prices on their proposed components of equipment as indicated in Appendix A. Bidders may bid on one or more manufacturer's line of equipment. Separate bids shall be submitted for each model/configuration and identified as such. Vendor shall provide price quotes on all generic peripherals and services that are listed in the Schedule. One copy of all referenced manuals must be provided with vendor's bid. This does not apply for vendors who have previously bid on the same items.

11. Bidders shall clearly and specifically identify the product(s) being offered and new bidders shall enclose the complete and detailed descriptive literature, catalog cuts and specifications with the bid to enable the Commonwealth to determine if the product(s) offered meet the specifications requirements of this IFB. FAILURE TO DO SO MAY CAUSE THE BID TO BE CONSIDERED NON-RESPONSIVE.

12. Vendor shall provide on-site warranty on all products for a period of two years or the manufacturer's warranty, whichever is greater. Warranty shall begin on date of acceptance by the user. The proposing offeror must have a formal relationship with the manufacturer that guarantees the bidder and subsequently the Commonwealth, direct access to the manufacturer's warranty and product support personnel. Proof of a formal relationship must be provided with the offeror's bid. Acceptable proof includes copies of "Dealer Authorization" or a signed copy of the attached "Vendor Dealer Authorization". See Appendix A and mandatory Terms and Conditions for further specific warranty requirements.

13. Vendor agrees that all items proposed and sold under this contract shall be offered to the Commonwealth at or below the lowest price the vendor sells such product(s) to any other "Authorized User" within the Commonwealth.

14. Vendors shall provide on-site warranty backup and daily routine maintenance in accordance with specific response times of warranty/maintenance requirements in attached mandatory terms and conditions to any location within the county/city/geographical area for which a contract is awarded for installed systems. This on-site response assumes that service personnel are located no more than 150 miles from any point within the contractors area of responsibility. Bidders shall complete Appendix C for a list of locations for which on-site support will be provided.

15. Vendor must provide the Commonwealth with a verifiable maintenance support plan, which identifies authorized service providers located within the counties/cities bid including a list of employees trained on proposed equipment. Location of personnel for telephonic support may be centrally located. Names, addresses and telephone numbers of service representatives and support location shall be provided on page 9 of this solicitation. FAILURE TO PROVIDE THIS INFORMATION SHALL RENDER YOUR BID NON-RESPONSIVE.

16. Bidders shall provide the names of three (3) references where they have installed the telephone system being proposed. References should be firms with a majority of the telephone system components being proposed in this bid specification response. Please provide references on Client Reference forms provided in Appendix B.

17. Service providers must be backed by the manufacturer with a complete line of parts for the equipment furnished and must be available for a period of at least five (5) years from the date of contract termination. All parts used in the repair of the telecommunications equipment furnished under this contract must be the exact replacement part specified and supplied by the manufacturer. Any exceptions necessary because of part unavailability or other unusual circumstances must have the prior approval of the user purchasing agent.

18. System Registration and Classification: The required telecommunications systems shall be registered with the Federal Communications Commission (FCC) as a digital hybrid telephone system or digital multi-functional telecommunications system and shall operate utilizing DTMF signaling and a maximum of four twisted pair wiring to each instrument. In addition to the telephone equipment, the system shall include station equipment and station cable as well as ancillary equipment. The system shall employ digital switching technology that utilizes time division multiplexing (TDM) and pulse code modulation (PCM). These systems shall be capable of integrated voice and data switching internally among devices and circuits connected to the system.

19. The Commonwealth reserves the right to request any bidder to submit information missing from its bid, to clarify its bid, and to submit additional information which the Commonwealth deems necessary to evaluate the bidders offer.

20. The bidder must agree to provide the Commonwealth's Authorized User pre-sale consultation at no charge. Such services shall be required during normal business hours. The bidder should address the extent of pre-sales consultation offered in their response.

21. Response Format: Bidders shall organize their responses in the same order as that in which the requirements and specifications are presented in Appendix A of this IFB. Where reference spaces are provided, bidders shall identify the place (page, paragraph and specific manual) in the attached reference documentation the item bid complies with the requirement or specification. New bidders are required to provide only one copy of the reference materials.

22. Equipment Compatibility Standards: All equipment directly connected to the public network shall be registered with the Federal Commumications Commission under Part 68, FCC Rules and Regulations. The system shall interface with the Local Telephone Network. All wiring shall comply with the National Electric Code. All trunk supervision and signaling, and all transmission parameters shall comply with with the Electronic Industry Association (EIA) standards. In addition, the bidder shall comply with the Virginia Uniform Statewide Building Code, which by reference includes the National Electric Code (NEC) and the National Fire Protection Association (NFPA). All protection devices, switching frames, and power busbars shall be grounded in accordance with the Virginia Uniform Statewide Building Code.
NOTE: The Commonwealth of Virginia will not accept carbon block protection.

23. Transportation is the responsibility of the vendor and shall be included in the unit price. Unit prices for all items shall be specified as defined in paragraph #27 below. Except when otherwise specified herein, all items shall be F.O.B. destination delivered any point within the geographical area as directed by ordering governmental entities.

24. Bidder responses to requirements and specifications of the IFB shall be verifiable from standard data sheets, specifications sheets, published advertising, and/or sales literature normally supplied by the manufacturers of the items bid. This information shall be provided for all major items and components and shall be included, as an attachment, with each bid submitted. Photocopies of original documents are acceptable. FAILURE TO PROVIDE ADEQUATE REFERENCE DOCUMENTATION MAY RESULT IN YOUR BID BEING DECLARED NON-RESPONSIVE. This information is not required of previous bidders on the same equipment.

25. Any bid in response to this solicitation shall be valid for 90 days. At the end of the 90 days the bid may be withdrawn at the written request of the Bidder. If the bid is not withdrawn at that time, it remains in effect until an award is made or the solicitation is canceled.

26. New bidders shall provide ordering entity's operations and maintenance manuals for each type of equipment requested including wiring diagrams and parts/accessories lists. See Appendix A, Section 15.H. for additional information.

27. The vendor shall supply, at the proposed unit price, all hardware, software or other items considered standard, advertised as being included or which may be necessary for operation of the proposed item. The bid price shall include all applicable freight and installation charges as well as the IFA. Additional charges will NOT be allowed.

28. The Contractor may substitute or replace products that are of equal or greater value than the products ordered only upon the written authorization of the Contracts Manager, DIT. Any request for substitution or replacement must be submitted in writing by the Contractor to the Contracts Manager, DIT. The cost shall not exceed the price being paid for the item being substituted or replaced.

29. All training requirements for station users, voice mail, voice mail systems administration, call accounting system training and trainer requirements are specifically defined in Appendix A, Technical Requirements, Section 15.

30. IDENTIFICATION OF BID: Bidders shall submit signed bids in a sealed envelope or package identified as follows:

From:
Name of Bidder
Street or Box Number
City, State, Zip Code
Name of Contract Officer

Due Date:_____ Time:_____
IFB Number:_____
IFB Title:_____

The envelope should be addressed as directed in block #6, page 1 of the solicitation. Bids may be hand delivered or mailed to the designated location in the office issuing the solicitation.

31. By responding, the bidder agrees that the products are to be provided solely under the Contractual terms and conditions attached to this solicitation and the provisions as delineated in this solicitation document. Any terms and conditions clarifications and/or additions thereof contained in the vendor response or supplementary material provided with or subsequent to the bid will not apply to any transaction under the contract and may render the vendor's bid non-responsive.

32. Neither DIT or the using agency will sign or execute any additional contract, license or other agreements containing contractual terms and conditions as a result of this procurement. Any document signed by persons other than the Contracts Manager, DIT, shall have no validity and the attached terms and conditions shall supercede all such agreements. Bidders should read and understand all of the terms and conditions prior to submission of a bid.

NAME OF CONTRACTOR	REQUIRED DELIVERY DATE:	INITIALS
	(RDD) 30 DAYS ARO	

33. Any questions concerning this solicitation must be submitted, in writing, to the attention of J.B. Edmonds at the address listed in Block #6, page 1, of this solicitation no later than June 12, 2002. Please mark the outside of your envelope "QUESTIONS CONCERNING IFB 2002-045". Written questions may also be submitted via facsimile to (804) 371-5969 or via e-mail to jedmonds@dit.state.va.us No response will be furnished to telephone calls.

34. The Acquisition Services Division of DIT maintains a web site with a URL of http://asd.state.va.us This web site provides information about ASD and acquisitions conducted by ASD for Information Technology related items. Vendors are invited to check this site regularly.

35. Results of this solicitation will not be given out by telephone. Vendors wishing a copy of the bid results must include a self-addressed, stamped envelope along with their bid. The envelope should be marked with the words "BID RESULTS" and the IFB number. Awards will also be posted to the ASD web site http://asd.state.va.us

36. BIDS WILL NOT BE CONSIDERED IF THE VENDOR IS NOT REGISTERED WITH THE DEPARTMENT OF INFORMATION TECHNOLOGY (DIT). A registration form may be obtained by calling (804) 371-5900 or by contacting the Acquisition Services Division web site, at the above URL. The completed form must be received by DIT not later than the award date in order for the bid to be considered.

37. Bidders responding to this solicitation shall currently hold a valid Contractor's License and Registration with a "Special Services Classification" to perform "Electronic/communications service contracting." Bidders shall provide their current Contractor's License Number and identify the type of license held in the space below. See paragraph #51 in the attached terms and conditions.

License Number: 2701028476A Type: A

38. Price adjustments may only be permitted as defined in the attached Mandatory Terms and Conditions.

39. Bidder's attention is directed to Section 2.b, page S-1, of the Solicitation Instructions concerning the requirement for Federal Identification Numbers (FIN) to be placed on page 1 of the Invitation For Bids. Please place this number in the space provided on page 1. PLEASE NOTE THAT FAILURE TO PROVIDE THIS NUMBER MAY RESULT IN OUR INABILITY TO VERIFY YOUR REGISTRATION AND YOUR BID BEING RULED NON-RESPONSIVE.

40. Vendors are advised to read and understand paragraphs entitled "Contractor's Report of Sales" and "Industrial Funding Adjustment" (IFA) in the Terms and Conditions. FAILURE TO COMPLY WITH THESE PARAGRAPHS SHALL RENDER THE VENDOR'S BID NON-RESPONSIVE AND SUBJECT THIS AGREEMENT TO TERMINATION AND CANCELLATION.

NAME OF CONTRACTOR	REQUIRED DELIVERY DATE:	INITIALS
	(RDD) 30 DAYS ARO	

41. All vendors are reminded to sign and return Attachment "A" to IFB 2002-045, Certification Regarding Lobbying.

42. Bidders must be registered with the Electronic Virginia procurement solution (eVa) prior to award. Bidders who are not registered with eVa will not be eligible for award. To register, visit: http://www.eva.state.va.us.

PLEASE PLACE THE NAMES, ADDRESSES AND TELEPHONE NUMBERS OF SERVICE ORGANIZATION SUPPORT LOCATIONS REQUESTED IN PARAGRAPH 15 IN THE SPACE BELOW:

APPENDIX A

HYBRID TELEPHONE SYSTEM STATE CONTRACT

Mandatory System Requirements

1. Bidder shall propose a system that, minimally, can accommodate the following "base unit" requirements" and then subsequent incremental increases:

	NUMBER DIGITAL STATIONS	NUMBER CO LINES	NUMBER INTERCOM PATHS
Base Unit	8	2	1
12/3/1 Model	12	3	1
16/4/1 Model	16	4	1
20/5/2 Model	20	5	2
24/6/2 Model	24	6	2
28/7/2 Model	28	7	2
32/8/2 Model	32	8	2
36/9/3 Model	36	9	3
40/10/3 Model	40	10	3
44/11/3 Model	44	11	3
48/12/3 Model	48	12	3

2. **Bidder shall specify at what size in digital stations and CO lines the initial key service unit (KSU) would be obsolete and would require a new and larger KSU.**

Based on the configurations that we have outlined and the specifications you have required the system to meet at maximum capacity, the Nortel Business Communications Manager would not go obsolete or require a new larger KSU provided the only requirements for the system were the ones stated in the RFP for Digital Stations, CO lines and Intercom Paths.

II. Technical Requirements

1. Required Digital System Features (Please see official Nortel Networks Manufactorers Letter for Reference for section 1.1)

1.1 System Features

SYSTEM **Stored-program microprocessor control.** This feature is integrated within the Nortel Business Communications Manager Key Telephone system and is industry standard.

TECHNOLOGY **Solid-state time division switch matrix**. This feature is integrated within the Nortel Business Communications Manager Key Telephone system and is industry standard.

SIGNALING **DTMF.** This feature is integrated within the Nortel Business Communications Manager Key Telephone system. DTMF is used externally with all external interfaces of the Nortel Business Communications Manager and internally using digital signaling.

1.2 System Features

1.2.1 Flexible ringing
Reference Handbook, Ch 8 p.22 168 – Discriminating Ringing at Set and Distinctive Ringing at Set

1.2.2 Night transfer
Reference Handbook, Ch 8 p. 28 – Night Service

1.2.3 Flexible line assignment (non-square system (capability)
Reference Handbook, Ch 8 p.26 – Line Pools

1.2.4 Add on conference - one simultaneous conference call with a minimum of 3 parties (I internal call and 2 external calls; or 2 internal calls and I external call)
Reference Handbook, Ch 8 p.20 – Conference (3 party)

1.2.5 System speed call (minimum 30 numbers)
Reference Handbook, Ch 8 p.32– Speed Dial Access, System and Personal; also 8 p.15 – Speed Dial: System (70 numbers w/24 digits)

1.2.6 **DTMF dialing**

Reference Handbook, Ch 8 p.27 – Long Tones

1.2.7 **Privacy on all central office/Centrex lines**

Reference Handbook Ch 8 p.19 – Calling Name and Number Blocking

1.2.8 **Privacy on all intercom calls**

Reference Handbook, Ch 8 p.30-Privacy On Lines

1.2.9 **Music on-hold**

Reference Handbook, Ch 2 p. 6 – Music on hold input (with external music source), also Ch8 p.28 – Music/tone on hold

1.2.10 **Direct Inward Dial (DID)**

Reference Handbook, Ch 2 p 12 – Analog DID or Analog E&M trunk cartridges; Ch 6 p.2 – T1 Trunks

1.2.11 **Call Park**

Reference Handbook Ch 8 p 19 – Call Park, Linear/Round Robin, with Callback

1.2.12 **Call Pick-up, Directed & Group**

Reference Handbook, Ch 8 p 19 – Call Pickup, Directed/Group/Trunk answer from any station

1.2.13 **Do Not Disturb**

Reference Handbook, Ch 8 p 22 – Do Not Disturb (DND)

1.2.14 **Call Forwarding - Busy, No Answer - based on calls originating from inside or outside the system**

Reference Handbook, Ch 8 p 18– Call Forward, All Calls/On Busy/No Answer/Override

1.2.15 **Station Message Detail Recording with RS-232 output**

Reference Handbook, Ch 8 p 8 – no direct reference to SMDR w/RS-232 output, but BCM does collect Call Detail Recording (CDR) data and makes it available for real-time reports or to be copied to a local PC to be processed by a third-party call accounting system.

1.2.16 **Loudspeaker Paging Port or equivalent. Bidders shall specify telephone system interface that will accommodate an analog loudspeaker paging system.**

Reference Handbook, Ch 2 p 6 Page output; Ch 8 p 28/29 - Paging internal/external

1.2.17 **System memory shall be non-volatile to prevent loss of programmable system features when a commercial power failure occurs.**

Reference With optional UPS, system remains in service during commercial power failure.
Also (re: phone sets only) Handbook, Ch 2 p 18 – Auto Telephone Relocation without losing programming

1.2.18 **System shall have the capability of providing Caller Identification.**

Reference Handbook, Ch 8 p 18 – Call Information; Calling Name and Number Display

2. Required Digital Station Features

2.1 **Digital Station Features** – (Our response to this section is referenced in two ways for your convienence. Either by the Nortel phone set 18-page document which documents vertially every feature requested, or the BCM Handbook. For the Handbook we have provided the page number and chapter. However we recommend using the Nortel Phone set document for ease of understanding and locating the desired information on our proposed phone sets to DIT.)

2.1.1 **Adjustable ringing control on each telephone**

Reference Handbook Ch 2 p 20 – Selective Ringing Tones/Discriminating Ringing. Also see Nortel Phone Set 18 page document.

2.1.2 **Adjustable volume control on each telephone**

Reference Handbook, Ch 2 p 17– Volume control
Also see Nortel Phone Set 18 page document.

2.1.3 **Call hold**

Reference (7316) Handbook, Ch 2 p 21 – Hold button
(7324) Handbook, Ch 2 p 24– Hold button
Also see Nortel Phone Set 18 page document.

2.1.4 **Call transfer**

Reference Handbook, Ch 8 p 15– Call Transfer
Also see Nortel Phone Set 18 page document.

2.1.5 **All telephones shall have line cords that are a minimum of 14 feet in length (all cords modular).**

Reference will be quoted, part # A0346863
Also see Nortel Phone Set 18 page document.

2.1.6 **All telephones shall have receiver cords that are a minimum of 9 feet in length (all cords modular).**

Reference Handbook, Ch 2 p 17, Standard 9' cord
Also see Nortel Phone Set 18 page document.

2.1.7 **Station speed call (minimum 10, 15 digit telephone numbers)**

Reference Handbook, Ch 8 p 15– Speed Dial: Personal (24 numbers)
Also see Nortel Phone Set 18 page document.

2.1.8 **Line restriction capability per station**

Reference Handbook, Ch 8 p 24– Flexible Call Restrictions and Overrides
Also see Nortel Phone Set 18 page document.

2.1.9 **Modular jacks with all telephones**

Reference Modular RJ-45 jack in base of telephone connects via line cord to wall jack
Also see Nortel Phone Set 18 page document.

2.1.10 **Do not disturb**

Reference Handbook Ch 8 p 22 – Do Not Disturb
Also see Nortel Phone Set 18 page document.

2.1.11 **Hands-free answerback on intercom calls**

Reference Handbook, Ch 8 p 28 (under Move Lines); also p. 47
Also see Nortel Phone Set 18 page document.

2.1.12 **Last number redial**

Reference Handbook, Ch 8 p 26 – Last Number Redial
Also see Nortel Phone Set 18 page document.

2.1.13 **All call and individual paging through internal intercom speakers on each telephone**

Reference Handbook, Ch 8 p 28 – Paging, Internal.
Also see Nortel Phone Set 18 page document.

2.1.14 **Multi-button telephones shall be capable of being speakerphone equipped. Speakerphone shall, at a minimum, be half duplex.**

Reference Handbook, Ch 2 p 17 – Built-in Speakerphone.
Also see Nortel Phone Set 18 page document.

2.1.15 **All telephones shall be the same color**

Reference Handbook, Ch 2 p 17 – Charcoal (or platinum)
Also see Nortel Phone Set 18 page document.

2.1.16 **Station call forwarding**

Reference Handbook, Ch 8 p 18 – Call Forward options
Also see Nortel Phone Set 18 page document.

2.1.17 **Station hunting**

Reference Handbook, Ch 8 p 13 – Hunt Groups; also p. 172
Also see Nortel Phone Set 18 page document.

2.1.18 **Telephones shall be capable of being equipped with hearing amplified handsets**

Reference T7316 or M7324 includes standard modular handset jack; will accommodate any standard amplified handset (i.e. http://store.yahoo.com/headsetzone/w6500m00.html)
Also see Nortel Phone Set 18 page document.

2.1.19 **All telephones shall be capable of being wall mounted**

Reference Handbook, Ch 2 p. 20 – Wall Mount Capability
Also see Nortel Phone Set 18 page document.

2.1.20 **Bidder shall quote pricing to provide and install the following: (1) a multi-button telephone with a minimum of ten (IO) programmable buttons for CO/Centrex lines and/or features; and (2) a multibutton telephone with a minimum of twenty (20) programmable buttons for CO/Centrex lines and/or features.**

Reference Handbook, Ch 2 p. 20 – T7316 and M7324
Also see Nortel Phone Set 18 page document.

2.1.21 **Multi-button electronic telephone sets shall have a liquid crystal display (LCD) with Caller Identification (Caller ID) capability.**

Reference Handbook, Ch 2 p.20– LCD Display
Also see Nortel Phone Set 18 page document.

2.1.22 **Message Waiting Visual Indication (for stored voice mail messages)**

Reference Handbook, Ch 2 p. 16 – Visual Ringing/Message Waiting Lamp
Also see Nortel Phone Set 18 page document.

2.1.23 **Mute button**

Reference Handbook, Ch 2 p. 20Audio Control Center (mute button)
Also see Nortel Phone Set 18 page document.

2.1.24 **Bidder shall propose a headset/starset that is compatible with a multi-line electronic set.**

The Presidio Corporation will be recommending a Plantronics H31 Starset Headset that works directly with the Nortel Key Systems. See price schedule for pricing. Also see starset attachment for image of the recommended set.

2.1.25 **Text Telephone Capability - digital sets shall be capable of interfacing with a text telephone device.**

Reference All Nortel phones are ADA compliant
Also see Nortel Phone Set 18 page document.

2.1.26 **All station related system features shall be button accessible on digital sets and code accessible on analog sets.**

Reference Handbook, Ch 8 p. 24– Feature Access Keys
Also see Nortel Phone Set 18 page document.

3. **Direct Station Selection (DSS)/Busy Lamp Field (BLF)**

3.1 **Bidder shall provide and install either of the following:**

(1) minimum 24 station capacity DSS/BLF; or

(2) minimum 48 station capacity DSS/BLF.

The DSS/BLF shall be a separate unit from the proposed telephone instrument. An Auxiliary Power Supply must be purchased with each Central Answering Position (CAP).

Reference Handbook, Ch 2 p. 24 – Central Answering Position (CAP)/Key Lamp Module (adds 48 stations)

4. Required Analog (2500 set or equivalent) Station Features

4.1 2500 Set Requirements

All analog sets require Analog Terminal Adapter, Nortel part # NT8B90AL-93
Analog set model # 8417, Nortel part # A0400050, reference Analog phone document in proposal under "additional literature" tab, or see website.
http://www.aastra.com/products/phones/8000&9000/us/Pm8417.html

4.1.1 Call Hold - Code Activated

Reference see web document - Hold Key

4.1.2 Call Waiting

Reference see web document – 2 line phone provides for call rollover

4.1.3 Consultation Hold

Reference (means user can put Conference call on hold and conference parties can still talk to each other)

4.1.4 Call Transfer

Reference see web document – Soft keys

4.1.5 Add-on Conference - one simultaneous conference call with a minimum of 3 parties (1 internal call and 2 external calls; or 2 internal calls and 1 external ,call)

Reference see web document – Conference the two lines together for a three-way conversation

4.1.6 Last Number Redial

Reference see web document above – Five-number redial

4.1.7 **Station Speed Call, 10 15-digit Telephone Numbers Minimum**

Reference see web document – 8 memory keys, 100-name/number directory

4.1.8 **Visual Message Waiting Indication (for stored voice mail messages)**

Reference see web document – Voltage Message Waiting Indicator

4.1.9 **Text Telephone Compatibility - Analog sets must be capable of interfacing with a text telephone device.**

Reference see web document – set is ADA Compliant and Hearing Aid Compatible

4.1.10 **All station related system features shall be button accessible on digital sets and code accessible on analog sets.**

Reference see web document – station features are button-accessible on analog set; feature button allows customizable button programming; quick-reference card with every phone lists feature codes

5. <u>Optional Voice Mail System (VMS)/Automated Attendant Requirements</u>

5.1 **Overview - The Voice Mail System (VMS) shall be fully integrated and compatible with the telephone system. Calls shall directly forward from an extension of the telephone system to the appropriate voice mailbox of the VMS without any additional action on the part of the caller. The VMS shall activate the Message Waiting feature of the appropriate telephone system station within fifteen (I 5) seconds after a message is received in the corresponding voice mailbox; and deactivate the message waiting feature within fifteen (I 5) seconds after the last message is reviewed. The VMS shall include all hardware and software to provide a fully functioning system. The additional telephone system hardware and software required to support the installation of the VMS shall <u>not reduce</u> any of the capacities required elsewhere in this solicitation.**

5.1.1 **Installed System Size - The VMS shall be wired with 2 ports and include all required components.**

Reference BCM does not base size on ports; rather on number of mailboxes/seat licenses; minimum configuration shown will be for 8 voice mail seat licenses Handbook, Ch 9 p. 7. Also see 2-page BCM Voice Mail Brochure.

5.1.2 **Expansion Size - The system shall be, minimally, expandable to 8 ports. The initially installed system shall be configured to support this expansion with only the installation of the additional interface circuit boards and/or system memory. All other VMS and telephone system hardware and software shall be in place at cutover.**

Reference BCM does not base size on ports; rather on number of mailboxes/seat licenses; expandable to additional seats up to 1000 seats without additional hardware

Handbook, Ch 9 p. 7. Also see 2-page BCM Voice Mail Brochure.

5.1.3 **Initial System Storage Capacity - The system shall be initially installed with a minimum of four hours' storage for recorded Greeting, Announcements, and Messages.**

Reference Handbook, Ch 1 p. 8 – system comes equipped for at least 200 hours' storage

Also see 2-page BCM Voice Mail Brochure.

5.1.4 **The system shall be, minimally, expandable to 24 hours' of stored voice. The initially installed system shall be configured to support this expansion with only the installation of additional interface circuit boards and/or system memory. AR other VMS hardware and software shall be in place at cutover.**

Reference Handbook, Ch 1 p. 8 – at least 200 hours' storage

Also see 2-page BCM Voice Mail Brochure.

5.1.5 **The system shall include a system administration terminal consisting of, minimally, a cathode ray tube (CRT) and keyboard; and shall have the capability to output data to a printer. Bidder shall specify what equipment is necessary to make this microcomputer in this building fully functional and operational.**

Reference Handbook, Ch 7 p. 11– Callpilot Manager OA&M Interface. Voice mail is configured and administered through a web interface; requires a terminal PC connected to the BCM via serial or Ethernet cable.

Also see 2-page BCM Voice Mail Brochure.

5.2 Required Features

5.2.1 **The VMS shall enable the greeting of each voice mailbox to be individually recorded with a personalized message that is played to callers accessing mailboxes within the system.**

Reference Handbook, Ch 9 p. 18– Auto-answer with personal greeting
Also see 2-page BCM Voice Mail Brochure.

5.2.2 **The VMS shall allow callers calling from DTMF telephones to utilize all available features of the system.**

Reference Handbook, Ch 9 p. 4 – Callpilot DTMF interface
Also see 2-page BCM Voice Mail Brochure.

5.2.3 **The VMS shall route calls from rotary dial (dial pulse) telephones to a "live attendant". If a bidder has a VMS that will allow rotary dial callers to utilize the VMS functions, that is acceptable but <u>not</u> a bid requirement.**

Reference Handbook, Ch 9 p. 24– Touch Tone Gate for Auto-Attendant. Also see 2-page BCM Voice Mail Brochure.

5.2.4 **Upon accessing the VMS, DTMF callers shall have the option of dialing a code to be transferred to a "live attendant".**

Reference Handbook, Ch 9 p. 26– Assigning target attendants
Also see 2-page BCM Voice Mail Brochure.

5.2.5 **The VMS shall allow individual telephone system extensions to be established as the "live attendant" for each mailbox.**

Reference Handbook, Ch 9 p. 26 – Assigning target attendants
Also see 2-page BCM Voice Mail Brochure.

5.2.6 **The VMS shall provide callers verbal instructions on the use of the system. The following minimum capabilities shall be provided:**

-Record message
-Review message (Message Play Back)
-Delete message (Erase Message)
-Record new message
-Transfer to the "live attendant"

-Dial another telephone system extension
-Access to a directory of names, extension numbers, departments, etc.

Reference Integrated voice mail system for the Nortel Business Communications Manager gives verbal instructions on all the above request, while no direct reference on verbal instructions is given in documents, it is a guaranteed feature with the voice mail system.
Also see 2-page BCM Voice Mail Brochure.

5.2.7 **The VMS shall not allow callers accessing the system to place outbound calls over the telephone system's trunks. The VMS shall immediately disconnect the call when any attempt to place a call over the telephone system's trunks is made.**

Reference Handbook, Ch 9 p. 29 - Outbound Transfer from Mailbox – is only allowed to certain mailbox classes of service (can be completely restricted) Also see 2-page BCM Voice Mail Brochure.

5.2.8 **The VMS shall record the time and date each message is received.**

Reference Handbook, Ch 9 p. 27 – Envelope Information
Also see 2-page BCM Voice Mail Brochure.

5.2.9 **Access to messages and announcements stored in each mailbox shall be password protected.**

Reference Handbook, Ch 9 p. 34 – Security section, Password options
Also see 2-page BCM Voice Mail Brochure.

5.2.10 **Access Passwords shall be user definable and variable in length.**

Reference Handbook, Ch 9 p. 34– Change of Operator Password
Also see 2-page BCM Voice Mail Brochure.

5.2.11 **The VMS shall, minimally, allow mailbox users to access the system from DTMF telephones internal or external to the telephone system.**

Reference Handbook, Ch 6 p. 5– Remote System Access to BCM, DISA (Direct Inward System Access)
Also Ch 9 p. 6(within Automated Attendant options list) callers can access voice mailbox as a mailbox owner)
Also see 2-page BCM Voice Mail Brochure.

5.2.12 **VMS mailbox holders shall be, minimally, capable of performing the following functions:**

-Access mailbox Also see 2-page BCM Voice Mail Brochure.
-Record greeting Also see 2-page BCM Voice Mail Brochure.
-Review greeting Also see 2-page BCM Voice Mail Brochure.
-Change greeting Also see 2-page BCM Voice Mail Brochure.
-Play messages Also see 2-page BCM Voice Mail Brochure.
-Repeat message Also see 2-page BCM Voice Mail Brochure.
-Delete message Also see 2-page BCM Voice Mail Brochure.
-Scroll through messages Ch 9 p. 30 Handbook – Playback controls and voicemail access.
-Forward messages to other mailboxes with or without an attached verbal flag Ch 9 p. 28 Handbook – Forward Copy With or Without Comment
-Originate and send message(s) to single or multiple voice mailboxes Ch 9 p 32 Handbook – Multiple Recipients per Message
-Acknowledge delivery of messages originated Ch 9 p. 28 Handbook – Message Delivery Options (Certified)
-Determine time and date of messages received Ch 9 p. 27Handbook – Envelope information

Reference Ch 9 p. 7/8– Personal Mailbox Manager
Also see 2-page BCM Voice Mail Brochure.

5.2.13 **The VMS shall have a system administration function with, minimally, the following capabilities:**

-Ability to establish new mailboxes
-Ability to allocate storage to new or existing mailboxes
-Ability to change password of mailboxes
-Ability to access user mailboxes to change or delete greetings, messages, and/or announcements
-Ability to purge system of stored messages based on date messages were received

Reference Handbook, p. 187/188 – Operator Manager
Also see 2-page BCM Voice Mail Brochure.

5.2.14 **Bidder shall provide a list of voice mail system management reports that the proposed voice mail system can provide. (Please reference Chapter 9 p. 26-34 for the following report information)** Also see 2-page BCM Voice Mail Brochure.

- Call Handling Report
- Channel Usage Report
- CCR Usage Report
- Numeric Mailbox Information Report
- System Configuration Report
- Assigned target attendants
- Group Distribution List
- Envelope/Message Information
- Cascading Off Premise Message Notification

- Called Party Cancellation of Off Site Notification
- Name Confirmation when sending
- Message Waiting Notification
- Saved Message Queue and Retention Periods
- Call Screening Per set (Chapter 9 p-31)
- Enable or Disable Company Directory
- Enable/Disable Voice Messaging Features

5.3 Automated Attendant Requirements

5.3.1 **The automated attendant system shall enable callers placing incoming calls to the agency to bypass the attendant console and directly dial the extension number of the desired party. An automated attendant system that enables callers placing incoming calls to the agency to dial a particular department and then obtain a menu of the selected work groups and/or individuals within that particular department.**

Reference Handbook, Ch 9 p. 3 – "When an option has been selected, the Automated Attendant responds to the command by either routing the call to an extension or mailbox within the company or directing a caller to the Company Directory or Designated Operator."

Also see 2-page BCM Voice Mail Brochure.

5.3.2 **The automated attendant proposed shall be fully compatible and integrated with the proposed telephone system.** Reference Handbook, Ch9 p. 3 – Voice messaging components

Also see 2-page BCM Voice Mail Brochure.

5.3.3 **All incoming calls directed to the attendant console shall be answered by the automated attendant system within three (3) rings. State the minimum and maximum number of rings the automated attendant system can be programmed to answer incoming calls.**

Reference Handbook, Ch 9 p. 23 – Flexible Line Rings for Auto Answer (user-customizable number of rings)

Also see 2-page BCM Voice Mail Brochure.

5.3.4 **The automated attendant shall process all incoming calls with a distinct greeting and call routing options for each type of call.**

Reference Handbook, Ch 9 p. 23 – Greeting tables

Also see 2-page BCM Voice Mail Brochure.

5.3.5 **The automated attendant shall be capable of functioning either in the "primary" or "secondary"**
attendant. While in the primary position, the automated attendant will be the first choice option

for answering incoming attendant calls; when used in the secondary position, the system will handle Overflow" calls from the attendant console.

Reference Ch 9 p.23 Greeting tables.
Also see 2-page BCM Voice Mail Brochure.

5.3.6 **Upon answering an incoming call, the system shall provide an initial announcement advising callers that their calls are being processed by an automated system. The announcement shall also provide instructions on the manipulation of the system to allow the callers to transfer their calls directly to the desired extension number.**

Reference Handbook, Ch 9 p. 6 – Home menu
Also see 2-page BCM Voice Mail Brochure.

5.3.7 **The automated attendant shall allow callers whose calls originate from DTMF dial telephones to manipulate the features of the system; however, calls originating from dial pulse (rotary dial) telephones shall be automatically transferred to a "live" attendant.**

Reference Handbook, Ch 9 p. 24 – Touch Tone Gate for Auto-Attendant
Also see 2-page BCM Voice Mail Brochure.

5.3.8 **The automated attendant system shall provide an on-line audible directory of the names and extension numbers of personnel, departments, and other services accessible via the system.**

Reference NOT AUDIBLE: Handbook, Ch 9 p. 7 – Company Directory
Also see 2-page BCM Voice Mail Brochure.

5.3.9 **Callers whose calls originate from DTMF dial telephones shall have the following options for call processing:**

+Ability to immediately dial a known extension number.

+Ability to contact a live attendant.

+Ability to access audible directory.

+ Ability to dial the selected extension directly from the on-line directory.

Reference Handbook, Ch 9 p. 5/6 – Automated Attendant (options available to call)

Also see 2-page BCM Voice Mail Brochure.

5.3.10 The following options shall be available within each menu created within the system:

+Ability to have the entire menu or last item from the menu repeated.
+ Ability to be transferred to a live attendant.
***If a voice mail system is in place, callers that attempt to transfer to the "live" attendant, when that station is in use or does not answer, shall be able to access the voice mailbox assigned to that station.**

Feature exists Reference (Handbook, Ch1 p.8)
Also see 2-page BCM Voice Mail Brochure.

5.3.11 The automated attendant system shall be equipped with a minimum of two (2) hours storage for the recording of prompts and other information accessible by callers. The system shall not limit how the storage can be allocated among functions.

Reference Automated Attendant storage is part of the 200 hours of allotted storage for BCM voice services. (Handbook, Ch 1 p.8)
Also see 2-page BCM Voice Mail Brochure.

5.3.12 Bidder shall provide and install any other equipment, or cabling, necessary to make the automated attendant fully functional and operational. This will be a turnkey installation.

Reference No additional equipment or cabling necessary.
Also see 2-page BCM Voice Mail Brochure.

6. **Optional Uninterrupted Power Supply (UPS) Requirements**

6.1 **Bidder shall provide and install a switched-type uninterrupted power supply (UPS) capable of accommodating: (1) the proposed hybrid telephone system; and/or (2) the proposed hybrid telephone system and the voice mail (VM)/automated attendant (AA) system.** Presidio recommends an APC UPS Part # SU2200RMXL3U for $1070.00

Reference UPS Manual in Misc. section

6.2 **The UPS shall allow the telephone system and VM/AA system to remain fully operational, for a period of a minimum of 2 hours, in the event of a commercial power failure.** Comply

Reference Failover Chart in Misc UPS Section. Failover time is 3 Hours.

6.3 **Bidder shall provide and install a rack or shelf so that the UPS is a minimum of six inches off the floor.**

Reference Rack Dimension sheet included with APC Document.

7. **Optional Transient Voltage Surize Suppressors (TVSSS) Requirements**

7.1 **Bidder shall provide and install a TVSS for any equipment installed that requires alternating current (AC) power. The TVSS shall be a Panamax Max 8:** Presidio will provide a Panamax Max 8 for $60.00 and has added it to Facility Modifications

Reference Price Schedule, Panamax Flier in attachments in back of binder.

7.2 **Bidder shall supply pricing to provide and install the following Porta System telephone line surge arrestors: (1) Model 504PXACD with 6 Porta System Delta modules; (2) Model 504PX21 OD with IO Porta System Delta modules; and (3) Model 58 I P225D with 25 Porta System Delta modules. Bidder shall ground the Porta System line surge arrestor to a pre-approved ground.**

Agrees to terms and have answered price request in Price Schedule.

8. **Optional Power Failure Requirements**

8.1 **Bidder shall provide and install Category 3 cabling and an 4-pin RJ I I WAO/jack for power failure purposes. Based on building**

construction, bidder shall install the appropriate cabling (plenun or non-plenum) to meet local and state building codes. This WAO/jack will terminate on an existing CO line.
NOTE: There is not a separate line item on the price schedule for power failure cabling requirements since this will be bought off the time and materials cabling part of this contract. Sections 10-12. This request is included with the cabling.

Reference Sections 10-12. This request is included with the cabling.

8.2 If required, agency will purchase a 2500 set off this contract (reference Price Schedule).

Reference See Price Schedule For 2500 Price.

9. Optional Call Accounting System Requirements

9.1 The Call Accounting System shall be a microcomputer based system configured to accept the SMDR data that is output over the RS-232 interface of the telephone system offered. The Call Accounting System being proposed shall be compatible with the revised North American Numbering Plan (NANP). The system shall, minimally, consist of the following hardware components: -IBM compatible Pentium III Personal Computer with 64 MB RAM, 256K External Caching, and a 5GB hard drive -Video Graphics Array (VGA) Color Monitor (pitch .29 or below) -Enhanced AT type Keyboard -Hewlett-Packard LaserJet Model 4050T or direct equivalent.

The Presidio Corporation will be proposing the **Cintech Tele-Series** Call Accounting Package. Presidio has attached to the bid a 32 page users guide for this package. The page before the user guide will detail the system requirements DIT has requested in the above section 9.1.

9.2 The system shall have the capacity to store up to 50,000 detailed call records.

The Cintech Tele-Series Call Accounting Package is the preferred and most contingent Call Accounting System from a comatability stand-point. Records in the attached 32-page Cintech Report Guide show extensive call records, graphs and summaries, but no exact call record number is given.

9.3 **The call records shall, minimally, consist of the following information**: Please refer to the **Cintech Report Guide** documentation found in the back of the bid. Each feature you have requested will have a page number associated to the guide for DIT to reference.

-Extension Number originating call -Time and Date of Call -Duration of Call Please see Extension Data Report, p. 14

-Telephone Number Dialed – Please see Call Detail Report, p. 13

-Authorization and/or Account Code – Please see Account Code Summary graphs on pages 6 and 9. Please see Account Code detail on page 12.

The call records shall be generated for <u>all</u> of the following: local calls; and tolls calls. Please see summary reports section on p 19 and identified number on p 24. All of the summary reports section p19-24, outlines call records on local and toll calls.

9.4 **The system shall minimally provide the following reports: -Detailed Usage by Extension Number** – Please see Extension Detail p 14.

-Detailed Extension Usage by Department - Please see Department by extension summary p 22.

-Monthly summary of extension usage – See extension summary graph p 10.

-Exception report based on duration of call – See Call Detail p.13 and Traffic Summary p. 19.

-Exception report based on pre-determined cost of call -Cost of calls. Please see Exception Reports Section starting on p 24. It outlines through p. 29 the following: Expensive, Abandoned, Long, Hold and Fax calls.

9.5 **The system shall, minimally, provide the following traffic analysis reports:**

-Number of times all trunks are busy - See Trunk Detail p. 17.

-Number of calls by area and office code – See p. 20,21 and 31 for Account, Department and Alphabetical summaries.

-Frequently called telephone numbers – Please see Identified Number Detail report p. 15.

-WATS and FX (foreign exchange) analysis See p. 18, Summary Reports, and p. 19 Traffic Summary.

9.6 **The system shall, minimally, cost calls based on the following parameters:**
-Tariff rates charged by the Local Exchange Carrier (LEC) for local and intra-lata long distance calls.
-Tariff rates charged by MCI for intra-lata, inter-lata, international, and "700" service calls
-The system shall allow a percentage surcharge and/or a percentage discount to be independently applied to the rates charged by the LEC or MCI when costs of calls are calculated for system reports.

For section 9.6 please see p. 7 titled "Costing Service Summary".

10. Optional Horizontal Cabling Requirements

10.1 **Bidder shall propose, based on cable footage, a time and materials (T&M) rate to provide and install the following:** Please reference Price Schedule Section D for the T&M rate per foot.

A. **Category 5e non-plenum cabling;**

B. **Category 5e plenum cabling;**

C. **Category 5 non-plenum cabling.**

D. **Category 5 plenum cabling;**

E. **Category 3 non-plenum cabling.**

F. **Category 3 plenum cabling.**

Price per foot includes cable, WAO, 110 telephone block, labels and cable support material.

Reference: Provided by Encompass (see price schedule.)

10.2 **Bidder shall include in their T&M rate the cost to provide and install the applicable a Category 5e, Category 5, or Category 3 compliant, eight-pin RJ45 type work area outlet (WAO) for one end of the cable. Bidder shall provide and install the WAO.** Comply and agree. See price schedule.

In addition, bidder shall include in their T&M rate the cost of terminating the other end of the cable on a I I 0-type connecting block. Bidder shall provide and install the I IO block. Comply and agree. See price schedule.

Reference Price schedule

10.3 **Bidder shall adhere to all applicable TLAJEIA telecommunications building wiring standards during installation of all cabling, WAOS, and termination blocks.** Comply and agree. See price schedule.

Reference Price Schedule

10.4 **Agency purchasing the cabling infrastructure reserves the right to negotiate a fixed price for any and all cabling work. This fixed price will take the place of the T&M rate.** Comply and agree. See price schedule.

Reference Price Schedule

11. Optional Vertical (Backbone) Cabling Requirements

11.1 **Bidder shall propose, based on cable footage, a time and materials (T&M) rate to provide and install the following**: Please reference Price Schedule Section E for the T&M rate per foot.

A. Category 5, 25 pair, non-plenum cabling

B. Category 5, 25 pair, plenum cabling

C. Category 3, 25 pair, non-plenum cabling

D. Category 3, 25 pair, plenum cabling

E. Category 3, 50 pair, non-plenum cabling

F. Category 3, 50 pair, plenum cabling

G. Category 3, 1 00 pair, non-plenum cabling

H. Category 3, 1 00 pair, plenum cabling

11.2 **Bidder shall include in their T&M rate the cost to terminate these cables on the following: I 1 0 blocks; 66 blocks, or the applicable Category 3, Category 5, or Category 5e patch panels.** Comply and agree. See price schedule.

Reference Price Schedule

11.3 **Bidder shall adhere to all applicable TIA/EIA telecommunications building wiring standards during installation of all cabling, WAOS, and termination blocks.** Comply and agree. See price schedule.

11.4 **Agency purchasing the cabling infrastructure reserves the right to negotiate a fixed price for any and all cabling work. This fixed price will take the place of the T&M rate.** Comply and agree. See price schedule.

Reference Price Schedule

12. **Optional Patch Panel Requirements**

12.1 **Bidder shall provide pricing to provide and install the following Category 3, Category 5, and Category 5e patch panels:**

A. **12 port patch panel** Please see Price Schedule for this breakdown.

B. **24 port patch panel** Please see Price Schedule for this breakdown.

C. **48 port patch panel** Please see Price Schedule for this breakdown.

D. **96 port patch panel** Please see Price Schedule for this breakdown.
Reference

12.2 **Bidder shall terminate the applicable cabling on patch panel(s).** Comply and agree. See price schedule.

Reference Price Schedule

12.3 **Bidder shall adhere to all applicable TIA/EIA telecommunications building wiring standards during installation of all cabling, WAOS, and ten-nination blocks.** Comply and agree. See price schedule.

Reference Price Schedule

Agency purchasing the cabling infrastructure reserves the right to negotiate a fixed price for any and all cabling work. This fixed price will take the place of the T&M rate. Comply and agree. See price schedule.

Reference Price Schedule

13. **Optional Telephone System Moves, Adds, and Changes (MAC's) Requirements**

13.1 **Bidder shall quote a time and materials hourly rate to perform telephone system moves, adds, and changes.** Comply and agree. See price schedule. Price will be $85.00 per hour.
Reference Price Schedule

13.2 **Agency reserves the right to negotiate a fixed price for any MCA's work. This fixed price will take the place of the T&M rate.** Comply and agree. See price schedule.
Reference Price Schedule

14. **Optional Plywood Backboard**

14.1 **The successful bidder shall provide and install the backboard(s) on which the KSU and the termination blocks will be mounted. The backboards shall be painted with fire retardant paint, or shall be fire retardant treated backboard(s), to meet all NFPA standards/ guidelines. All cables in the equipment room shall be physically supported with cable brackets (i.e. "D" rings etc.) in order to make the cable installation neat and orderly.**
Reference Price Schedule.

15. **Installation, Maintenance, Warranty, Training and Documentation Requirements** (Please also see Maintenance memo in back of proposal)

A. **Installation**

1. Any and all components provided for this system shall be provided as integral parts of the basic switch cabinetry and sanctioned as "first choice" materials by the manufacturer of the system.
2. Telephone system shall be grounded with a 6 AWG solid copper cable, or equivalent cable that meets the original equipment manufacturer (OEM) requirements, to a pre-approved ground. If an adequate ground cannot be found, bidder shall provide and install a ¾ inch, 8-foot copper clad ground rod.
3. See Terms and Conditions for additional installation requirements.

B. **Quality of Work**

1. All equipment, cables, wiring, outlets, etc. shall be installed in a neat and orderly manner.
2. The bidder shall assign only competent supervisors, technicians, and laborers to work on this project.
3. Upon receipt of written notification from the Commonwealth, the bidder shall immediately relieve any person(s) determined to be incompetent or disorderly of all responsibilities for further on-site work and/or contract with the agency for the duration of this project.

C. **Warranty**

1. See attached Terms and Conditions

D. **Station User Training/Voice Main Training**

1. The bidder shall provide on site hands-on training for all agency voice mail users and telephone users during the week prior to the system cutover. The cost of training shall be included in the price of the system.
2. Training sessions shall be provided using equipment capable of demonstrating all voice mail and station user features to be implemented at cutover.

3. Customized training materials, i.e operating manuals, instruction cards, logs, etc. (in hard copy format) shall be provided in conjunction with a verbal explanation of system functions.
4. Fully functional telephone sets and voice mailboxes of the types to be installed at cutover, shall be provided for hands-on operation of system features by the trainees during the training sessions.
5. The training sessions shall be of sufficient duration to allow the trainees adequate time to understand the system configuration and use of the system features.
6. If the agency so requires, the training sessions shall be organized so the operation of each type of telephone and/or voice mail user is covered in a separate session.
7. The training sessions shall be held in a classroom type setting in space provided by the agency.
8. Initial training of all available agency personnel shall be completed during the week prior to cutover.
9. A follow-up training class shall be scheduled during the immediate 30 to 45 day period after cutover to allow users the opportunity to have questions on the operation of system answered.

E. Voice Mail System Administration Training

1. Bidder shall provide training to agency personnel on the administrative function requirements, specified elsewhere in this solicitation, of the Voice Mail System.

2. The training sessions shall instruct the voice mail system administrators on performance of the following system functions:
-Establishing and/or deleting voice mailboxes. -Establishing and/or deleting a voice mailbox password. -Allocating storage to new and/or existing voice mailboxes. -Establishing the timeframe in which "guest" voice mailboxes are activated and deactivated. -Ability to purge system of stored messages based on date messages were received.
-Ability to generate system management reports.
3. Four (4) hours of training shall be provided to each of the Voice Mail System administrators.

F. Call Accounting System Training

1. The bidder shall provide on-site training to agency personnel on the administrative function requirements for the Call Accounting System

2. The training sessions shall instruct the Call Accounting System administrators on performing the following system software functions:
-Establishing, changing, and/or printing Call Accounting management reports; exception reports, and traffic analysis reports.
-Establishing, changing, and/or printing monthly telephone bills for each of agency's tenants (to include a breakdown of local telephone service, toll calls, other charges/credits, etc.)

-Establishing and/or changing the parameters for costing out calls.

3. Four (4) hours of training shall be provided to each of the Call Accounting System administrators.

G. Trainer Requirements

1. The trainer shall have had previous training experience with the installed system (i.e. telephone system, voice mail system/automated attendant, etc.).

2. Prior to the initial training session, the trainer shall have become familiar with the design and configuration of the installed system.
3. In no less than three (3) days before the initial training session, the trainer shall meet with the agency's Project Officer to provide an overview of the training sessions, and to identify any special training issues of the agency.

H. System Documentation Requirements

1. Wire and Cable System - The bidder shall provide full text Documentation on the interconnection of the system to the wire and cable system. The following minimum information shall be provided:

-Main distribution frame location and identification; -Extension number to cable pair assignments;
-Layout and identification of fields of cross connect hardware.

NOTE: The bidder shall provide a schematic diagram of the wire and cable system with the information above incorporated within the document in a manner that allows the items in the drawings to be easily identified.

2. System Documentation

a. The bidder shall provide two (2) sets of installation and maintenance manuals, in hard copy format, for the telephone system and voice mail system.

b. A complete set of "programming sheets", in hard copy format, that detail the final software configuration of the system shall be provided.

c. The bidder shall provide a detailed schematic of the hardware layout of the system, including cabinets, shelves, circuit cards, connector cables, etc.

d. The bidder shall provide a complete set of user guides and/or user manuals, in hard copy format, for all types of peripheral devices available with the system, including but not limited to consoles, telephones, and voice mail systems.

Client References

Bidder shall provide the names of three (3) companies where they have installed the telephone system being proposed using the client reference form, APPENDIX B. (NOTE: References should be companies with a majority of the telephone system components being proposed in this bid specification response.)

EQUIPMENT LIST

Bidders shall provide in the space provided a detailed description (not just bidder part numbers) of all equipment and components to be provided with this telephone system, e.g. telephones, station cards, line cards for CO Lines etc. Bidders may use additional sheets if necessary

Nortel Networks Business Communications Manager

Platforms

Model	Description	Quantity
NT7B10AABA	Business Communications Manager Base Unit, 0 trunks, 0 station ports, V.90 modem, auto attendant, integrated QOS routing with 2 LAN interfaces	1
NT7B10AABB	Business Communications Manager Base Unit, 0 trunks, 0 station ports, V.90 modem, auto attendant, integrated QOS routing with 2 LAN interfaces with redundant power supplies and redundant fans.	1
NT7B10AABD	Business Communications Manager Base Unit, 0 trunks, 0 station ports, V.90 modem, auto attendant, integrated QOS routing with LAN & N.A WAN with integrated CSU and DSU Interfaces, Redundant Power Supply and Redundant fans	1
NT7B10AABC	Business Communications Manager Base Unit, 0 trunks, 0 station ports, V.90 modem, auto attendant, integrated QOS routing with LAN & N.A WAN with integrated CSU and DSU Interfaces.	1
NT5B42AAAA	Business Communications Manager Combo CTM4 X DSM 16 Media Bay Module	1
NT7B10AACC	Business Communications Manager Expansion Cabinet, Universal Power Supply	1
NT7B10AACD	Business Communications Manager Expansion Cabinet, Redundant Power Supply	1

Media Bay Modules

NT5B04AAAD	Business Communications Manager Digital Trunk Media Bay Module	1
NT5B16AAAE	Business Communications Manager 8 Analog Station Media Bay Module	1
NT5B18AAAD	Business Communications Manager 4 Port CLID Trunk Media Bay Module	1
NT5B18ABAA	Business Communications Manager 8 port Calling Line ID Trunk Media Bay Mod	1
NT5B42AAAA	Business Communications Manager 4 Port Calling Line ID Trunk Media Bay Mod combined with a 16 port Digital Station Module	1
NT7B07AAAC	Business Communications Manager Fibre Expansion Media Bay Module	1
NT7B08AAAD	Business Communications Manager 16 Digital Station Media Bay Module	1
NT7B09AAAC	Business Communications Manager 32 Digital Station Media Bay Module	1
NT7B76AAAH	Business Communications Manager 4 Port BRI S/T Media Bay Module	1

Field Replaceable Units

NT7B10AABP	Business Communications Manager 2.5 Primary Hard Drive	1
NT7B10AACG	Business Communications Manager 256 MB Memory Module	1
NTAB3210	Business Communications Manager V.90 Interface	1

PRICE SCHEDULE - The intent of the applicable equipment list and price schedule is to obtain a "per unit" price of each component that will make up the hybrid system that is being proposed. The "per unit" price will allow the agency purchasing the system to not only configure a new system to meet their size requirements, but also to determine the cost of the system.

Bidders shall complete the following: (NOTE: If there are additional component parts that need to be included in the price schedule, bidder shall add them.

A. **Price Schedule**

	Price
Base Unit Telephone System Price	$4,469.00
(Example: Total System Unit Cost=Base Unit=24/6/2 Model)	
Total System Unit Cost for the 12/3/1 Model	$4,469.00
Total System Unit Cost for the 16/4/1 Model	$4,469.00
Total System Unit Cost for the 20/5/2 Model	$5,207.00
Total System Unit Cost for the 24/6/2 Model	$5,207.00
Total System Unit Cost for the 28/7/2 Model	$5,207.00
Total System Unit Cost for the 32/8/2 Model	$5,207.00
Total System Unit Cost for the 36/9/3 Model	$5,945.00
Total System Unit Cost for the 40/10/3 Model	$5,945.00
Total System Unit Cost for the 44/11/3 Model	$5,945.00
Total System Unit Cost for the 48/12/3 Model	$5,945.00
Telephone System User Training Price	$70.00
10 Button Electronic Telephone Set Price	$143.00
10 Button Electronic Telephone Set Installation Price	$14.00
Please note Presidio will charge a minimum of 1 Hour at $70 for any MAC service visit	
20 Button Electronic Telephone Set Price	$194.00
20 Button Electronic Telephone Set Installation Price	$14.00
Please note Presidio will charge a minimum of 1 Hour at $70 for any MAC service visit	
Analog 2500 Set (or equivalent) Price	$115.00
Analog 2500 Set (or equivalent) Installation Price	$14.00
Please note Presidio will charge a minimum of 1 Hour at $70 for any MAC service visit	
DSS/BLF (24 station capacity) Price	$78.50
DSS/BLF (24 station capacity) Installation Price	$14.00
Please note Presidio will charge a minimum of 1 Hour at $70 for any MAC service visit	
DSS/BLF (48 station capacity) Price	$78.50
DSS/BLF (48 station capacity) Installation Price	$14.00
Please note Presidio will charge a minimum of 1 Hour at $70 for any MAC service visit	
Grounding of Telephone System Price	$10.00
Grounding of Telephone System Installation Price	$10.00
Direct Inward Dial (DID) Card	$1,110.00
DID Card Installation Price	$42.50
Includes Proframming the card	

Caller ID Card	$445.00
Caller ID Card Installation Price	$45.00

Includes Proframming the card

B. **Optional Telecommunications Equipment Price Schedule**

2-port Voice Mail/Automated Attendant System Price	$636.00
2-port Voice Mail/Automated Attendant System Installation Price	$400.00
4-port Voice Mail/Automated Attendant System Price	$1,970.00
4-port Voice Mail/Automated Attendant System Installation Price	$400.00
8-port Voice Mail/Automated Attendant System Price	$2,247.86
8-port Voice Mail/Automated Attendant System Installation Price	$400.00
Voice Mail/Automated Attendant System User Training Price	$140.00
Voice Mail/Automated Attendant System Administration Training Price	$280.00
UPS Price	$1,070.00
UPS Installation Price	$50.00
Call Accounting System Price	$1,140.00
Call Accounting System Installation Price	$560.00
Call Accounting System Administration Training Price	$400.00
Power Failure Cabeling & WAO Price	$40.00
Power Failure Cabeling & WAO Installation Price	$40.00

C. **Optional Ancillary/Peripheral Equipment Price Schedule**

AC Power TVSS Price	$57.50
AC Power TVSS Installation Price	$110.00
Porta Systems Model 504PXACD (with 6 delta modules) Price	$125.00
Porta Systems Model 504PXACD (with 6 delta modules) Installation Price	$150.00
Porta Systems Model 504PX210D (with 10 delta modules) Price	$115.00
Porta Systems Model 504PX210D (with 10 delta modules) Installation Price	$150.00

Porta Systems Model 504PX225D (with 25 delta modules) Price	$277.00
Porta Systems Model 504PX225D (with 25 delta modules) Installation Price	$150.00

C. **Optional Ancillary/Peripheral Equipment Price Schedule (continued)**

Fire Retardant Plywood Backboard Price	$55.00
Fire Retardant Plywood Backboard Installation Price	$40.00
Plywood Backboard price	$20.00
Plywood Backboard installation price	$40.00
Headset/Starset Price	$66.00
Headset/starset Installation Price	$10.00

D. **Optional Horizontal Cabeling Price Schedule**

Non-Plenum Category 5e Cabling- T&M rate per foot	.69/FT
Plenum Category 5e Cabling T&M rate per foot	.84/FT
Non-Plenum Category 5 Cabling- T&M rate per foot	.68/FT
Plenum Category 5 Cabling T&M rate per foot	.81/FT
Non-Plenum Category 3 Cabling- T&M rate per foot	.66/FT
Plenum Category 3 Cabling T&M rate per foot	.68/FT

Pricing is based on a 150-ft, new construction (non-occupied space), dry walled walls, ring and string provided and drop ceiling
Price includes one (1) RJ45 jack, and one (1) flush style faceplate
Price includes termiantion labor in closet
Price per foot includes cable, WAO, 110 telephone block, labels and cable support materials.

E. Optional Vertical (Backbone) Cabling Price Schedule

Non-plenum Category 5, 25 pair Cabling T&M rate per foot	$ 3.54/FT
Plenum Category 5, 25 pair Cabling T&M rate per foot	$ 5.32/FT
Non-plenum Category 3, 25 pair Cabling T&M rate per foot	$ 2.61/FT
Plenum Category 3, 25 pair Cabling T&M rate per foot	$ 3.06/FT
Non-plenum Category 3, 50 pair Cabling T&M rate per foot	$ 2.86/FT
Plenum Category 3, 50 pair Cabling T&M rate per foot	$ 3.70/FT
Non-plenum Category 3, 100 pair Cabling T&M rate per foot	$ 3.41/FT
Plenum Category 3, 100 pair Cabling T&M rate per foot	$ 4.75/FT

Pricing is based on a 200-ft, new construction (non-occupied space)
Price does not include termination block, pathway, coreholes
Pricing for riser termination blocks listed below
Price per foot includes cable, 110 or 66 telephone block/bracket or patch panel, labels and cable support materials

F. Optional Patch Panel Price Schedule

Category 3, 12-port Patch Panel Price	$126.00
Category 3, 12-port Patch Panel Installation Price	$105.00
Category 5, 12 port Patch Panel Price	$126.00
Category 5, 12 port Patch Panel Installation Price	$105.00
Category 5e 12 port Patch Panel Price	$126.00
Category 5e 12 port Patch Panel Installation Price	$105.00
Category 3, 24-port Patch Panel Price	$126.00
Category 3, 24-port Patch Panel Installation Price	$210.00
Category 5, 24-port Patch Panel Price	$126.00
Category 5, 24-port Patch Panel Installation Price	$210.00
Category 5e, 24-port Patch Panel Price	$126.00
Category 5e, 24-port Patch Panel Installation Price	$210.00
Category 3, 48-port Patch Panel Price	$245.00

Category 3, 48-port Patch Panel Installation Price	$415.00
Category 5, 48-port Patch Panel Price	$245.00
Category 5, 48-port Patch Panel Installation Price	$415.00
Category 5e, 48-port Patch Panel Price	$245.00
Category 5e, 48-port Patch Panel Installation Price	$415.00
Category 3, 96-port Patch Panel Price	$474.00
Category 3, 96-port Patch Panel Installation Price	$625.00
Category 5, 96-port Patch Panel Price	$474.00
Category 5, 96-port Patch Panel Installation Price	$625.00
Category 5e, 96-port Patch Panel Price	$474.00
Category 5e, 96-port Patch Panel Installation Price	$625.00

Patch panel unit pricing for labor includes dressing the cables into the rack, patch panel and terminating the cables

G. Telephone System Installation, Moves, Adds and Changes (MAC's) Price Schedule

Time and Materials Hourly Rate to Perform Telephone Systems Installation, MAC's etc.(per hour) **$85.00**

H. Post Warranty Full-Service On-Site Maintenance

Bidder shall quote, on a per station basis, the price to provide full service maintenance on any installed telecommunications system. This cost shall include all travel, labor, materials, and transportation costs to repair and/or replace all parts and materials rendering of technical services as required to maintain the system in its proper operating condition. As an example, to annualize this per station maintenance cost, the Commonwealth will multiply the applicable number of working stations by the "bidder provided cost per station" and then multiply by 12.

Per Station Full Service Maintenance Cost **$10.00**

Note: Each agency will decide if they want a full service maintenance contract or if they will use "time and materials" or some other maintenance arrangement.

I. **Bidders shall list the following:**

(1) Equipment Manufacturer
Nortel Networks

(2) Model Number
Business Communications Manager

(3) Switch KSU ringer equivalency number
2.5b

(4) FCC Registration Number
AB6CAN-20705-KF-E
AB6CAN-20706-MF-E
AB6CAN-23740-PF-E

2) Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

3) All goods or Services provided under this Contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the Contract price, regardless of which public agency or authorized user is being billed.

4) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

5) **Unreasonable Charges**. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, Contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges that appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify Contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. Contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges that are not in dispute (Code of Virginia, § 2.2-4363).

b. To Subcontractors:

1) A Contractor awarded a Contract under this solicitation is hereby obligated:

(a) To pay the subcontractor(s) within seven (7) days of the Contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or

(b) To notify the agency and the subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.

2) The Contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from the

Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary Contract. A Contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

12. PRECEDENCE OF TERMS

Paragraphs 1-12 of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

13. QUALIFICATIONS OF BIDDERS

The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the bidder to perform the services/furnish the goods and the bidder shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect bidder's physical facilities prior to award to satisfy questions regarding the bidder's capabilities. The Commonwealth further reserves the right to reject any bid if the evidence submitted by, or investigations of, such bidder fails to satisfy the Commonwealth that such bidder is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

14. TESTING AND INSPECTION

The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure Systems, Equipment, Software and Services conform to the specifications.

15. ASSIGNMENT OF CONTRACT

This Contract shall not be assignable by the Contractor in whole or in part without the written consent of the Commonwealth.

16. CHANGES TO THE CONTRACT

Changes can be made to the Contract in any of the following ways:

a. The parties may agree in writing to modify the scope of the Contract. An increase or decrease in the price of the Contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the Contract.

b. The Purchasing Agency may order changes within the general scope of the Contract at any time by written notice to the Contractor. Changes within the scope of the Contract include, but are not limited to, things such as Services to be performed, method of packing or shipment, and place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:

1) By mutual agreement between the parties in writing; or

2) By agreeing upon a unit price or using a unit price set forth in the Contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or

3) By ordering the Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the Contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor, as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this Contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Vendors Manual. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this Contract shall excuse the Contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the Contract generally.

17. DEFAULT

In case of failure to deliver goods or Services in accordance with the Contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies that the Commonwealth may have.

18. TAXES

Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request, and can be obtained online at http://www.tax.state.va.us/. Deliveries against this Contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

19. USE OF BRAND NAMES

Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict bidders to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article that the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The bidder is responsible to clearly specify and identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the bidder clearly indicates in its bid that the product offered is an equal product, such bid will be considered to offer the brand name product referenced in the solicitation.

20. TRANSPORTATION AND PACKAGING

By submitting their bids, all bidders certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with the order number, commodity description, and quantity.

21. INSURANCE

By signing and submitting a bid under this solicitation, bidder certifies that if awarded the Contract, it will have the following insurance coverages at the time the Contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the Code of Virginia. Bidder further certifies that the Contractor and any subcontractors will maintain these insurance coverages during the entire term of the Contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

INSURANCE COVERAGES AND LIMITS REQUIRED:

a. Worker's Compensation - Statutory requirements and benefits.

b. Employers Liability - $100,000.

c. Commercial General Liability - $500,000 combined single limit. Commercial General Liability is to include Premises/Operations Liability, Products and Completed Operations Coverage, and Independent Contractor's Liability or Owner's and Contractor's Protective Liability. The Commonwealth of Virginia must be named as an additional insured when requiring a Contractor to obtain Commercial General Liability coverage.

d. Automobile Liability - $500,000 - Combined single limit. (Only used if motor vehicle is to be used in the contract.)

22. ANNOUNCEMENT OF AWARD

Upon the award or the announcement of the decision to award a contract as a result of this solicitation, ASD will publicly post such notice on its website at http://asd.state.va.us/ for a minimum of 10 days.

23. DRUG-FREE WORKPLACE

During the performance of this Contract, Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by, or on behalf of the Contractor, that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

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

24. NONDISCRIMINATION OF CONTRACTORS

A bidder, offeror, or Contractor shall not be discriminated against in the solicitation or award of this Contract because of race, religion, color, sex, national origin, age, or disability or against faith-based organizations. If the award of this Contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this Contract objects to the religious character of

the faith-based organization from which the individual receives or would receive the goods, Services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

25. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION

The eVA Internet electronic procurement solution, web site portal www.eva.state.va.us, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service, and complete the Ariba Commerce Services Network registration.

a. eVA Basic Vendor Registration Service: $25 Annual Fee plus a Transaction Fee of 1% per order received. The maximum transaction fee is $500 per order. eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, and electronic bidding, as they become available.

b. eVA Premium Vendor Registration Service: $200 Annual Fee plus a Transaction Fee of 1% per order received. The maximum transaction fee is $500 per order. eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments, and ability to research historical procurement data, as they become available.

c. Ariba Commerce Services Network Registration. The Ariba Commerce Services Network (ACSN) registration is required and provides the tool used to transmit information electronically between state agencies and vendors. There is no additional fee for this service.

26. FAILURE TO DELIVER

In the event the Contractor fails for any reason to deliver in a timely manner or according to Contract terms the items set forth in the Schedule, the Commonwealth, at its own discretion, may give Contractor oral or written notice of such breach. Once notice by the State is sent or given, an Authorized User may immediately procure the items from another source. Once an Authorized User has effected a purchase from an alternate source (in accordance with the Virginia Public Procurement Act) the parties agree that the Authorized User may charge-back the Contractor, in which case the Contractor agrees to reimburse the Authorized User for any difference in cost between the original Contract price and the Authorized User's cost to cover from the alternate source. In no event shall the Authorized User, or the Commonwealth, be held to pay any costs incurred by Contractor, including but not limited to ordering, marketing, manufacturing, or delivering the item(s) which are subject of the State's notice of

breach. This remedy is in addition to and not in lieu of any other remedy an Authorized User or the Commonwealth may have under this Agreement and the laws of the Commonwealth of Virginia.

27. CONTRACTUAL DISPUTES

In accordance with Section 2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the purchasing agency no later than sixty (60) days after final payment; however, written notice of the Contractor's intention to file such claim must be given to such agency at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The purchasing agency shall render a final decision in writing within thirty (30) days after its receipt of the Contractor's written claim.

The Contractor may not invoke any available administrative procedure under Section 2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the purchasing agency's decision on the claim, unless that agency fails to render its decision within thirty (30) days. The decision of the purchasing agency shall be final and conclusive unless the Contractor, within six (6) months of the date of the final decision on the claim, invokes appropriate action under Section 2.2-4364, Code of Virginia or the administrative procedure authorized by Section 2.2-4365, Code of Virginia.

The Department of Information Technology, its officers, agents and employees, including, without limitation, the Contracts Manager, are executing this Agreement and any Orders issued hereunder, solely in its or their statutory and regulatory capacities as agent for the Commonwealth agency purchasing and receiving the goods or Services identified in Attachment "A" to this Agreement or on the subsequent Order in question and need not be joined as a party to any dispute that may arise there under.

In the event of any breach by the Commonwealth, Contractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Contractor's remedies include the right to terminate any license or support Services hereunder.

28. CONTRACTUAL RECORDS

Contractor shall make all contractual books, records and other documents relating to matters under Contract available to the Commonwealth and its designated agents for purposes of audit and examination for a period of five (5) years after final payment.

Contractual records include, but are not limited to, this Contract and all executed Orders, Attachments, modifications, invoices, and other correspondence between the parties to this Agreement.

29. PRICE PROTECTION/ADJUSTMENTS

The State or Authorized User will not pay any additional costs above those costs provided for in the Schedule identified herein. In no event may the amount of any contract, without adequate consideration, be increased for any purpose.

Any price decrease effectuated during the Contract period by reason of market change shall be passed on to the Commonwealth of Virginia. This decrease will be effective on the date the price decrease is announced to the general public.

Price increases for any category shall not be considered until after the initial two (2) year term, and only upon written request to the Contracts Manager, DIT. All increases will be governed by the CPI-W index entitled "Other Services". The percentage increase shall not exceed the above index's most recent percentage available to the Commonwealth as published by the Bureau of Labor Statistic's, Philadelphia Office.

30. MOST FAVORED CUSTOMER AND PRICE PROTECTION

The Commonwealth or any Authorized User shall not pay any costs above those specified in this Agreement or set forth on any Order or Attachment referencing this Agreement. The Contractor agrees and warrants that for all products pursuant to this Contract, the prices are, and will continue to be at or below any prices offered to any other "Authorized User" as defined herein.

If for any reason, during the term of this Agreement, and any renewals thereof, the Contractor enters into an Agreement with any "Authorized User", as defined herein, for the same Systems, Equipment or Services offered under this Agreement that results in a price less than that provided under this Agreement, then the Commonwealth and any Authorized User shall receive an equivalent reduction in price for such Systems, Equipment or Services delivered to all Authorized Users under this Agreement from the date that the Contractor provided the lower price to the Authorized User. In the event the Commonwealth becomes aware of an Authorized User, who has received such lower prices, during the Term of this Agreement, DIT will notify the Contractor of such prices for such Systems, Equipment or Services and elect to make the more favorable prices applicable to the Commonwealth and the Authorized Users of this Contract, from the date those prices were available to the Authorized User.

31. CREDITS

Credits that are due to the State or Authorized User under the terms of this Contract may be applied against Contractor's invoices with appropriate information attached.

32. BREACH

The Contractor shall be deemed in breach of this Agreement if the Contractor (a) fails to make any Product or Service ready for acceptance testing by the specified delivery date; (b) repeatedly fails to respond to requests for maintenance or other required service within the time limits set forth in this Agreement; (c) fails to comply with any

other term of this Agreement and fails to cure such noncompliance within ten days (or such greater period as is acceptable to the Commonwealth) following Contractor's receipt of a Show Cause Notice identifying such noncompliance; or (d) fails to provide a written response to the Commonwealth's Show Cause Notice within ten days after receiving same.

The Contractor shall not be in breach of this Agreement if its default was due to causes beyond the reasonable control of, and occurred without any fault or negligence on the part of, both the Contractor and its subcontractors. Such causes may include, but are not restricted to, acts of God or of the public enemy, acts of the Commonwealth in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather.

In the event of breach, in addition to any other remedies provided by law, the Commonwealth may cancel its obligations with respect to any or all unaccepted Products or Services. All costs for deinstallation and return of Products shall be borne by the Contractor. In no event shall any failure by the Commonwealth to exercise any remedy available to it be construed as a waiver of or consent to any breach.

33. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

Any commitment made by the Contractor within the scope of this Contract shall be binding upon Contractor. For the purposes of this Contract, a commitment by the Contractor includes:

a. Prices and options committed to remain in force over a specified period(s) of time;

b. Any written warranty or representation made by the Contractor in this solicitation as to hardware or software performance, or other physical design or functional characteristics of that which is offered.

34. PATENT/COPYRIGHT PROTECTION

Contractor, at its own expense, shall defend any suit brought against the Commonwealth for the infringement of patents, copyrights or trade secrets enforceable in the United States if the claim of infringement is alleged to relate to or arise from the Contractor's or Commonwealth's use of any equipment, software, materials or information prepared, developed or delivered in connection with performance of this Agreement. In such suit, Contractor shall indemnify the Commonwealth, its agents, officers and employees for any loss, liability or expense incurred as a result of such suit.

The purchasing agency shall notify the Contractor of such suit within a reasonable time after learning of it and shall give the Contractor the full right and opportunity to conduct the defense of the suit, subject however to the requirements of Section 2.2-510 and Section 2.2-514 of the Code of Virginia or any successor statute. If principles of governmental or public law are involved, the Commonwealth may, at its option and expense, participate in the defense of the suit.

The Contractor shall not be required to indemnify the Commonwealth for liability arising solely out of the Commonwealth's own specifications or design or solely from the combination of equipment or software furnished hereunder with any equipment or software not supplied by the Contractor.

If, any Product or Service becomes, or in the Contractor's opinion, is likely to become, the subject of a claim of infringement, Contractor may, at its option, provide noninfringing substitutes that are satisfactory to the Commonwealth, or at Contractor's option and expense, may obtain the right for the Commonwealth to continue the use of such Product or Service.

If the use of such equipment or software by the Commonwealth is prevented by permanent injunction or by Contractor's failure to procure the right for the Commonwealth to continue using the software, the Contractor agrees to take back the infringing equipment, software, materials or information and refund the total amount the Commonwealth has paid Contractor under this Agreement, less one half (1/2%) percent of the total paid for each month of use by the Commonwealth. This obligation is in addition to the obligations cited in the first four subparagraphs above.

35. NON-APPROPRIATION

All funds for payment of Systems, Equipment, Software or Services ordered under this Contract by a State Agency and Institution is subject to the availability of legislative appropriation for this purpose. In the event of non-appropriation of funds by the Legislature for the items under this Contract, the Commonwealth will terminate this Contract, or any individual Order, for those Systems, Equipment, Software or Services for which funds have not been appropriated. Written notice will be provided to the Contractor as soon as possible after legislative action is completed.

If any purchases are to be supported by federal funding, and such funding is not made available, then the Commonwealth may terminate this Contract, or an Authorized User may terminate any individual Order dependent on such federal funds without further obligation. In this event, a written notice will be provided to the Contractor as soon as possible after such notification is received by an Ordering entity.

36. HEADINGS NOT CONTROLLING

Headings used in this Contract are for reference purposes only and shall not be considered a substantive part of this Contract.

37. ENTIRE AGREEMENT

This Contract, the solicitation, bid response, solicitation instructions and all Systems, Equipment, Software or Services specifically listed in the Schedule, and the notes in the Schedule constitute the entire Agreement between the parties with respect to the subject matter of this Contract. All prior agreements, representations, statements, negotiations and undertakings are hereby superseded with respect to Systems,

Equipment, and/or Software acquired by the State under the terms and conditions of this Contract.

No other written documents regardless of form or content shall be executed by any agency, institution, or other Authorized User for Systems, Equipment, Software or Services acquired under this Contract unless signed by the Contracts Manager, DIT, or his designee.

38. TITLE TO EQUIPMENT

Clear and unrestricted title to all Systems and Equipment purchased under this Agreement shall pass to the Authorized User upon payment of the purchase price.

39. INVENTIONS AND COPYRIGHTS

Contractor is prohibited from copyrighting any papers, reports, forms or other materials, and from obtaining any patent on any invention or other discovery resulting solely from its performance under the terms and conditions of this Contract.

40. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, the Contractor will not be liable under this Contract for any indirect, incidental, special or consequential damages, or damages from loss of profits, revenue, data or use of the supplies, equipment and/or services delivered under this Contract. This limitation of liability will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the Contractor; or (c) circumstances where the Contract expressly provides a right to damages, indemnification or reimbursement.

41. TERM

This Agreement shall commence on the date of its final execution by both parties, and continue in full force and effect for two (2) years thereafter. At the Commonwealth's sole discretion, this Agreement may be extended for three (3) additional one (1) year periods. The Commonwealth will issue a written notice to Contractor at least thirty (30) days in advance, for any renewal period after the initial two (2) year Term.

42. TERMINATION FOR CONVENIENCE

This Contract may be terminated, in whole or in part, upon sixty (60) days advance written notice by the Commonwealth of Virginia. There are no additional costs or financial obligations to the Commonwealth upon termination for convenience.

43. TERMINATION AND CANCELLATION

The Commonwealth shall have the unilateral right to terminate this Contract for Default, in the event that any one or more of the following events of default occur or continue

NORTEL NETWORKS

Enterprise Solutions

May 1, 2002

RESTRICTED DATA PRODUCTS PRICE LIST

Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
Please Note: All customers purchasing off of this DIT KEY SYSTEMS Contract will receive the following discounts when purchasing off of this contract.						
	42% off of LIST PRICE on all products under Category W					
	50% off of LIST PRICE on all products under Category I					
	0% off of LIST PRICE on all products under Category H					
These discounts apply to all items that are not mandatory listed items on the price schedule. The pricing of any items on the price schedule will take precedence over those simliar parts listed on this price sheet.						
BUSINESS COMMUNICATIONS MANAGER						
	Note DISCOUNTS: The following discounts apply to products listed under the Business Series platform in the Restricted Section of the Data Products Pricebook: * United States - Product Discounts and Volume Discounts as outlined in the Unified Volume Incentive Plan * Canada - Volume Discounts as outlined in the Unified Volume Incentive Plan. Product Discounts do NOT apply on Business Series products sold in Canada. All Other Regions - Please refer to your local Business Series price list for pricing and discounting details.					
	Platforms					
NT7B10AABT	Business Communications Manager 2.5 (FP-1) Platform, 0 trunks, 0 station ports, V.90 modem, with 2 LAN interfaces, with Redn. (Universal) Power Supply, Redn. Fans, and Redn. Hard Drive (Includes N. A. power cord).	W	Yes	MC	765	12
NT7B10AABU	Business Communications Manager 2.5 (FP-1) Platform, 0 trunks, 0 station ports, V.90 modem, with LAN & N.A. WAN interfaces, Redn. (Universal) Power Supply, Redn. Fans, and Redn. Hard Drive, (Incl. N.A. power cord).	W	Yes	MC	765	12
NT7B10AACC	Business Communications Manager Expansion Cabinet, Universal Power Supply (Includes North American power cord).	W	Yes	MC	765	12
NT7B10AACD	Business Communications Manager Expansion Cabinet, Redundant Power Supply (Includes North American power cord).	W	Yes	MC	765	12
NT7B10AACM	Business Communications Manager 2.5 (FP-1) Platform, 0 trunks, 0 station ports, V.90 modem, with 2 LAN interfaces (Includes N. A. power cord), Single Universal Power Supply.	W	Yes	MC	765	12
NT7B10AACN	Business Communications Manager 2.5 (FP-1) Platform, 0 trunks, 0 station ports, V.90 modem, with LAN & N.A. WAN interfaces (Includes N.A. power cord), Single Universal Power Supply.	W	Yes	MC	765	12
	Media Bay Modules					
NT5B04AAAD	Business Communications Manager Digital Trunk Media Bay Module.	W	Yes	MC	765	12
NT5B16AAAE	Business Communications Manager 8 Analog Station Media Bay Module.	W	Yes	MC	765	12
NT5B18AAAD	Business Communications Manager 4 Port CLID Trunk Media Bay Module.	W	Yes	MC	765	12
NT5B18ABAA	Business Communication Manager 8 Port Calling Line ID Trunk Media Bay Module.	W	Yes	MC	765	12
NT5B42AAAA	Business Communication Manager 4 Port Calling Line ID Trunk Media Bay Module Combined with 16 Port Digital Station Module.	W	Yes	MC	765	12
NT5B52AAAA	Business Communications Manager Digital Drop & Insert MUX media bay module with RJ-45 T1 MUX and v.35 ports.	W	Yes	MC	765	12
NT7B07AAAC	Business Communications Manager Fibre Expansion Media Bay Module.	W	Yes	MC	765	12

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
NT7B08AAAD	Business Communications Manager 16 Digital Station Media Bay Module.	W	Yes	MC	765	12
NT7B09AAAC	Business Communications Manager 32 Digital Station Media Bay Module.	W	Yes	MC	765	12
NT7B76AAAH	Business Communications Manager 4 Port BRI S/T Media Bay Module.	W	Yes	MC	765	12
	Field Replaceable Units					
NT7B10AABP	Business Communications Manager 2.5 Primary Hard Drive.	W	Yes	MC	765	12
NT7B10AACG	Business Communications Manager 256 MB Memory Module.	H	No	F	725	12
NT7B10AACT	Business Communications Manager 2.5 (FP-1) Primary Hard Drive.	W	Yes	MC	765	12
NTAB3210	Business Communications Manager V.90 Interface	W	Yes	MC	765	12
NTAB3211	Business Communications Manager 10/100 Base T Ethernet NIC.	W	Yes	MC	765	12
NTAB3212	Business Communications Manager N.A. WAN Interface Card with CSU.	W	Yes	MC	765	12
NTAB3235	Business Communications Manager 2.0 Primary Hard Disk Drive.	W	Yes	MC	765	12
NTAB3259	Business Communications Manager Redundant Power Supply, Single Spare.	W	Yes	MC	765	12
NTAB3260	Business Communications Manager 128 MB Memory Module.	H	No	F	725	12
NTAB3279	Business Communications Manager Media Bay Module Filler Blanking Plate.	W	Yes	MC	765	12
C NTAB3314	Business Communications Manager 2.5 (FP-1) Platform Redundancy Upgrade Kit (Power & Fans).	W	Yes	MC	765	12
NTAB3315	Business Communications Manager 1000 Cooling Fan (main chasis) Replacement kit.	W	Yes	MC	765	12
NTAB3316	Business Communications Manager Repalcement Blank Hard Drive.	W	Yes	MC	765	12
NTAB3328	Business Communications Manager Universal Power Supply.	W	Yes	MC	765	12
NTAB9647	Business Communications Manager Platform Redundant Power Supply, Field Upgrade Kit.	W	Yes	MC	765	12
NTAB9648	Business Communications Manager Expansion Platform, Redundant Power Supply Field Upgrade Kit.	W	Yes	MC	765	12
NTAB9649	Business Communications Manager Platform, Cooling Fan Replacement Spare.	W	Yes	MC	765	12
NTAB9650	Business Communications Manager Expansion Platform, Cooling Fan Replacement Spare.	W	Yes	MC	765	12
NTAB9677	Business Communications Manager Wall Mount Kit.	W	Yes	MC	765	12
C NTAB9747	Business Communications Manager 2.5 (FP-1) Platform Mirrored Hard Disk Driver, Upgrade Kit(used on both 2LAN and LAN & WAN Platforms).	W	Yes	MC	765	12
NTBB80AAAB	Media Services PEC III.	W	Yes	MC	765	12
	Power Cords and Miscellaneous Cables					
C NTAB2936	Data Interface Cable v.35, M34 Female.	I	Yes	I	115	12
N NTAB2937	Data Interface Cable RS-449, DB-37 Female.	I	Yes	I	115	12
N NTAB2938	Data Interface Cable EIA-530A, DB-25 Female.	I	Yes	I	115	12
N NTAB2939	Data Interface Cable RS-232/EIA-530, DB-25, Female.	I	Yes	I	115	12
C NTAB2940	Data Interface Cable v.35, DB-44 Male.	I	Yes	I	115	12
C NTAB2941	Data Interface Cable v.35, LFH DB-60 Male.	I	Yes	I	115	12
NTAB3304	Business Communications Manager DS256 Cable, 5M.	H	No	F	725	12
C NTAB9802	Data Interface Cable v.35, DB-26 Male.	I	Yes	I	725	12
P0909587	Business Communications Manager V.35 WAN Interface Cable.	H	No	F	725	12

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
P0909589	Business Communications Manager X.21 WAN Interface Cable.	H	No	F	725	12
	Documentation and Upgrade Packages					
D 990560	Business Communications Manager Brochure, English (Full color, 4 page 8 1/2 x 11 sales brochure) - Price reflects required order quantity of 25 brochures. (See Note 1)	H	No	F	725	12
D 990561	Business Communications Manager Brochure, French (Full color, 4 page 8 1/2 x 11 sales brochure) - Price reflects required order quantity of 25 brochures.	H	No	F	725	12
NTAB3253	Business Communications ManagerRelease 2.0 Documentation CD ROM.	H	No	F	725	12
NTAB5001	Business Communications Manager Release 2.0 Software Upgrade CD ROM	W	Yes	MC	765	12
NTAB9666	Business Communications Manager 2.5 Software Upgrade (from 2.0) CD.	W	Yes	MC	765	12
NTAB9667	Business Communications Manager 2.5 Hardware / Software Upgrade (from 2.0) Kit.	W	Yes	MC	765	12
C NTAB9780	Business Communications Manager 2.5 (FP-1) Documentation CD Kit.	H	No	F	725	12
NTAB9790	Business Communications Manager 2.5 to Business Communications Manager 2.5 (FP-1) Software Upgrade Kit.	W	Yes	MC	765	12
	Note 1 Price shown is per package (25 per package).					
	IP Telephony Software Authorization Codes					
NTKC0046	Business Communications Manager IP Telephony Client-1 Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0047	Business Communications Manager IP Telephony Client-4 Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0048	Business Communications Manager IP Telephony Client-8 Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0049	Business Communications Manager IP Telephony Client-16 Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0050	Business Communications Manager IP Telephony Client-32 Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0051	Business Communications Manager IP Telephony Client-64 Seat Software Authorization Code.	W	Yes	MC	765	12
	Voice Messaging Software Authorization Codes					
NTKC0010	Business Communications Manager Voice Messaging 1-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0011	Business Communications Manager Voice Messaging 4-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0012	Business Communications Manager Voice Messaging 8-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0013	Business Communications Manager Voice Messaging 16-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0014	Business Communications Manager Voice Messaging 32-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0015	Business Communications Manager Voice Messaging 64-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0016	Business Communications Manager Voice Messaging Unlimited Seat Software Authorization Code.	W	Yes	MC	765	12
	VoIP Gateway Software Authorization Codes					
NTAB3116	Business Communications Manager VoIP Gateway 2 Trunk Software Authorization Code.	W	Yes	MC	765	12
NTKC0060	Business Communications Manager VoIP gateway - 4 Trunk Software Authorization Code.	W	Yes	MC	765	12
NTKC0061	Business Communications Manager VoIP gateway - 8 Trunk Software Authorization Code.	W	Yes	MC	765	12
NTKC0062	Business Communications Manager VoIP gateway - 16 Trunk Software Authorization Code.	W	Yes	MC	765	12
NTKC0063	Business Communications Manager VoIP gateway - 32 Trunk Software Authorization Code.	W	Yes	MC	765	12

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
	Unified Messaging Software Authorization Codes					
NTAB3118	Business Communications Manager Unified Messaging 1-Seat Software Authorization Code.	W	Yes	MC	765	12
NTAB4071	Business Communications Manager Unified Messaging 4-Seat Software Authorization Code.	W	Yes	MC	765	12
NTAB4072	Business Communications Manager Unified Messaging 8-Seat Software Authorization Code.	W	Yes	MC	765	12
NTAB4073	Business Communications Manager Unified Messaging Unlimited Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0007	Business Communications Manager Unified Messaging 16-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0008	Business Communications Manager Unified Messaging 32-Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0009	Business Communications Manager Unified Messaging 64-Seat Software Authorization Code.	W	Yes	MC	765	12
	LAN CTE & TAPI Service Provider Software Authorization Codes					
NTAB3111	Business Communications Manager 2.0 TSP 1-SEAT Software Authorization Code.	W	Yes	MC	765	12
NTAB4077	Business Communications Manager 2.0 TSP 4-SEAT Software Authorization Code.	W	Yes	MC	765	12
NTAB4078	Business Communications Manager 2.0 TSP 8-SEAT Software Authorization Code.	W	Yes	MC	765	12
NTAB4079	Business Communications Manager 2.0 TSP Unlimited Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0004	Business Communications Manager 2.0 TSP 16-SEAT Software Authorization Code.	W	Yes	MC	765	12
NTKC0005	Business Communications Manager 2.0 TSP 32-SEAT Software Authorization Code.	W	Yes	MC	765	12
NTKC0006	Business Communications Manager 2.0 TSP 64-SEAT Software Authorization Code.	W	Yes	MC	765	12
NTKC0053	Business Communications Manager LAN CTE - 1 Seat Software Authorization Code.	W	Yes	MC	765	12
NTKC0054	Business Communications Manager LAN CTE - 4 Seats Software Authorization Code.	W	Yes	MC	765	12
NTKC0055	Business Communications Manager LAN CTE - 8 Seats Software Authorization Code.	W	Yes	MC	765	12
NTKC0056	Business Communications Manager LAN CTE - 16 Seats Software Authorization Code.	W	Yes	MC	765	12
NTKC0057	Business Communications Manager LAN CTE - 32 Seats Software Authorization Code.	W	Yes	MC	765	12
NTKC0058	Business Communications Manager LAN CTE - 64 Seats Software Authorization Code.	W	Yes	MC	765	12
NTKC0059	Business Communications Manager LAN CTE - Maximum Seats Software Authorization Code.	W	Yes	MC	765	12
	Call Center Software Authorization Codes					
NTAB3107	Business Communications Manager Call Center Software Authorization Code	W	Yes	MC	765	12
NTAB3108	Business Communications Manager Call Center Reporting Software Authorization Code.	W	Yes	MC	765	12
NTBU0392	Nortel Networks Call Center Basic to Professional Upgrade With Reporting Software Authorization Code.	W	Yes	MC	765	12
NTKC0021	Nortel Networks Call Center Professional Software Authorization Code.	W	Yes	MC	765	12
NTKC0022	Nortel Networks Call Center Basic to Professional Upgrade Software Authorization Code.	W	Yes	MC	765	12
NTKC0023	Nortel Networks Call Center Agent 1-Seat Software Authorization Code. (See Note 1)	W	Yes	MC	765	12
NTKC0024	Nortel Networks Call Center Agent 4-Seat Software Authorization Code. (See Note 1)	W	Yes	MC	765	12
NTKC0025	Nortel Networks Call Center Agent 8-Seat Software Authorization Code. (See Note 1)	W	Yes	MC	765	12
NTKC0026	Nortel Networks Call Center Agent Maximum Seat Software Authorization Code. (See Note 2)	W	Yes	MC	765	12
NTKC0044	Nortel Networks Multimedia Call Center Software Authorization Code.	W	Yes	MC	765	12
NTKC0074	Nortel Networks Call Center Agent - 16 Seats Software Authorization Code.	W	Yes	MC	765	12

N - New Product, C - Product and/or price change, D - Pending Discontinuation.

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
NTKC0075	Nortel Networks Call Center Agent - 32 Seats Software Authorization Code.	W	Yes	MC	765	12
	Note 1 Can only be added to the Professional Call Center.					
	Note 2 Allows the maximum number of agents - 80 - to be activated. Can only be added to the Professional Call Center.					
	Fax Software Authorization Codes					
NTKC0017	Business Communications Manager Fax Messaging Software Authorization Code.	W	Yes	MC	765	12
NTKC0018	Business Communications Manager Fax Attendant (Overflow) Software Authorization Code.	W	Yes	MC	765	12
NTKC0019	Business Communications Manager Fax On Demand Software Authorization Code.	W	Yes	MC	765	12
NTKC0020	Business Communications Manager Fax Suite Software Authorization Code.	W	Yes	MC	765	12
	Networking Software Authorization Codes					
NTAB9806	Business Communications Manager Network Configuration Manager 1.0 (250 systems), server / client software and documentation to support centralized configuration management for up to 250 systems.	W	Yes	MC	765	12
NTAB9823	Business Communications Manager Network Configuration Manager 1.0 (2000 systems), server / client software and documentation to support centralized configuration management for up to 2000 systems.	W	Yes	MC	765	12
NTKC0001	Business Communications Manager VPIM/AMIS Networking Software Authorization Code.	W	Yes	MC	765	12
NTKC0002	Business Communications Manager MCDN/Q.Sig Networking Software Authorization Code.	W	Yes	MC	765	12
NTKC0082	Business Communications Manager 2.5 (FP-1) Point To Point over Ethernet (PPPoE) Software Authorization Code, Enabling PPPoE Connections to an ADSL or DSL Modem.	W	Yes	MC	765	12
NTKC0083	Business Communications Manager 2.5 (FP-1) Network Configuration Manager Software Authorization Code, enables multi-site configuration management of BCM via centralized Network Configuration Manager software.	W	Yes	MC	765	12
	Miscellaneous Software Authorization Codes					
NTAB3114	Business Communications Manager Attendant Console Software Authorization Code.	W	Yes	MC	765	12
NTAB3119	Business Communications Manager Companion Wireless (Portable) 1-Seat Authorization Code.	W	Yes	MC	765	N/A
NTKC0035	Business Communications Manager Companion Wireless (Portables) - 4 Seats Authorization Code.	W	Yes	MC	765	12
NTKC0036	Business Communications Manager Companion Wireless (Portables) - 8 Seats Authorization Code.	W	Yes	MC	765	12
NTKC0045	Business Communications Manager IP Sec Software Authorization Code.	W	Yes	MC	765	12
	Miscellaneous Bundles					
NTKC01AAAA	Business Communications Manager 16-Seat Silver Software Authorization Code Bundle, consists of BCM Call Center, VPIM/AMIS Networking, 16-Seat Unified Messaging, 16-Seat LAN CTE, 2 Seat Attendant Console & Fax Messaging S/W Auth'n Codes.	W	Yes	MC	765	12
NTKC01AAAB	Bus. Comm. Mgr 32-Seat Silver S/W Authorization Code Bundle, consists of BCM Call Center, VPIM/AMIS Networking, 32-Seat Unified Messaging, 32-Seat LAN CTE, 2 Seat Attendant Console & Fax Messaging S/W Auth'n Codes.	W	Yes	MC	765	12

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
NTKC01AAAC	Business Communications Manager 64-Seat Silver S/W Auth Code Bundle with BCM Call Center, VPIM/AMIS Networking, 64-Seat Unified Messaging, 64-Seat LAN CTE, 2 Seat Attendant Console & Fax Messaging S/W Auth Codes.	W	Yes	MC	765	12
NTKC01AAAD	Business Communications Manager Gold Update Software Authorization Code Bundle, consists of BCM Call Center to Professional Call Center Upgrade, MCDN/Q.Sig Networking, Fax Overflow and Fax On Demand S/W Authorization Codes.	W	Yes	MC	765	12
	Technical Support Access					
WWWITAS	Account number for access to the ITAS website.	W	Yes	MC	115	12
BUSINESS SERIES TERMINALS						
	Note DISCOUNTS: The following discounts apply to products listed under the Business Series platform in the Restricted Section of the Data Products Pricebook: * United States - Product Discounts and Volume Discounts as outlined in the Unified Volume Incentive Plan * Canada - Volume Discounts as outlined in the Unified Volume Incentive Plan. Product Discounts do NOT apply on Business Series products sold in Canada. All Other Regions - Please refer to your local Business Series price list for pricing and discounting details.					
	Business Series Terminals					
NT8B25AABA	T7100 Telephone Set - Charcoal.	W	Yes	MC	765	12
NT8B25AABB	T7100 Telephone Set - Platinum.	W	Yes	MC	765	12
NT8B26AABA	T7208 Telephone Set - Charcoal.	W	Yes	MC	765	12
NT8B26AABB	T7208 Telephone Set - Platinum.	W	Yes	MC	765	12
NT8B27AABA	T7316 Telephone Set - Charcoal.	W	Yes	MC	765	12
NT8B27AABB	T7316 Telephone Set - Platinum.	W	Yes	MC	765	12
NT8B40BB-03	M7324 Telephone Set - Black (French Documentation).	W	Yes	MC	765	12
NT8B40BB-35	M7324 Telephone Set - Ash (French Documentation).	W	Yes	MC	765	12
NT8B40BB-93	M7324 Telephone Set - Gray (French Documentation).	W	Yes	MC	765	12
NT8B40EA-03	M7324 Telephone Set - Black (Spanish Documentation)	W	Yes	MC	765	12
NT8B40EA-35	M7324 Telephone Set - Ash (Spanish Documentation).	W	Yes	MC	765	12
NT8B40EA-93	M7324 Telephone Set - Gray (Spanish Documentation)	W	Yes	MC	765	12
NT8B42AC-03	M7324 Telephone Set - Black (English Documentation).	W	Yes	MC	765	12
NT8B42AC-35	M7324 Telephone Set - Ash (English Documentation)	W	Yes	MC	765	12
NT8B42AC-93	M7324 Telephone Set - Gray (English Documentation).	W	Yes	MC	765	12
	Central Answering Postion CAP/KLM for M7324					
A0355223	Line Cord, .45m (1.5 ft) for Centralized Answering Position.	H	No	F	115	12
NT8B41FA-03	M7324 Centralized Answering Position - Black. (See Note 1)	W	Yes	MC	765	12
NT8B41FA-35	M7324 Centralized Answering Position - Ash. (See Note 1)	W	Yes	MC	765	12
NT8B41FA-93	M7324 Centralized Answering Position - Grey. (See Note 1)	W	Yes	MC	765	12
NT8B60CA-35	Station Auxiliary Power Supply for Centralized Answering Position - 110/120V.	I	Yes	I	115	12
	Note 1 The M7324 Centralized Answering Position requires a Station Auxiliary Power Supply for installation (ordered separately).					

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
	Audio Conferencing					
NTAB2666	Norstar Audio Conferencing Unit (Eng/Fr Documentation).	I	Yes	I	115	12
	Documentation					
NTAB9594	T7100 Documentation Bundle - French.	H	No	F	725	12
NTAB9595	T7208 Documentation Bundle - French.	H	No	F	725	12
NTAB9596	T7316 Documentation Bundle - French.	H	No	F	725	12
NTAB9597	T7100 Documentation Bundle - Spanish	H	No	F	725	12
NTAB9598	T7208 Documentation Bundle - Spanish.	H	No	F	725	12
NTAB9599	T7316 Documentation Bundle - Spanish.	H	No	F	725	12
NTAB9600	T7100 Documentation Bundle - English.	H	No	F	725	12
NTAB9601	T7208 Documentation Bundle - English.	H	No	F	725	12
NTAB9602	T7316 Documentation Bundle - English.	H	No	F	725	12
	Voice Mobility					
NT8B45AAAA	T7406 cordless w/Wall Base - Trilingual.	W	Yes	MC	765	12
NT8B45AAAB	T7406 cordless - Trilingual	W	Yes	MC	765	12
NT8B45AAAC	T7406 Wallbase.	W	Yes	MC	765	12
NTAB9681	T7406 Handset Paper Insert Package.	H	No	F	725	12
NTAB9682	T7406 Rechargeable Nickel Metal Hydride Battery.	H	No	F	725	12
NTAB9683	T7406 Belt Clip.	H	No	F	725	12
NTAB9684	T7406 AC Adapter.	H	No	F	725	12
NTAB9685	T7406 Wrist Strap.	H	No	F	725	12
NTAB9698	T7406 Cordless Doc Kit - Trilingual.	H	No	F	725	12
P0874537	T7406 Leather Pouches - Standard.	H	No	F	725	12
P0876567	T7406 Leather Pouches - Custom	H	No	F	725	12
	Spare Handsets					
NT0C09EA03	Replacement Handset for M7324 - Black.	W	Yes	MC	765	12
NT0C09EA35	Replacement Handset for M7324 - Ash.	W	Yes	MC	765	12
NT0C09EA93	Replacement Handset for M7324 - Gray.	W	Yes	MC	765	12
NTMN20BA-66	Replacement Handset for T7100/T7208/T7316 - Platinum.	W	Yes	MC	765	12
NTMN20BA-70	Replacement Handset for T7100/T7208/T7316 - Charcoal.	W	Yes	MC	765	12
	Spare Handset Cords					
A0274225	Handset Cord (2.0m Long) for M7324 - Ash	W	Yes	MC	765	12
A0314408	Handset Cord (2.0m Long) for M7324 - Gray.	W	Yes	MC	765	12
A0327128	Handset Cord (2.0m Long) FOR M7324 - Black.	W	Yes	MC	765	12
A0792036	Handset Cord (2.7m Long) for T7100/T7208/T7316 - Platinum	W	Yes	MC	765	12
A0792037	Handset Cord (2.7m Long) for T7100/T7208/T7316 - Charcoal.	W	Yes	MC	765	12
A0855589	Handset Cord (3.7 Meter) - Platinum	W	Yes	MC	765	12

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
A0855591	Handset Cord (3.7 Meter) - Charcoal	W	Yes	MC	765	12
	Button Labelling Tools and Accessories					
	Note T7100/T7208/T7318 keypad protectors are available through Viziflex Seels, Inc. Place your orders by calling 1-800-307-3357 or by shopping on line at www.telephonecovers.com.					
NT1F04GA66	Shoulder Rest, Platinum.	W	Yes	MC	765	12
NT1F04GA70	Shoulder Rest, Charcoal.	W	Yes	MC	765	12
NT6B9946	M7324 Deluxe Spanish Key Cap Kit. (See Note 1)	H	No	F	725	12
NT6B9947	M7324 Deluxe English Key Cap Kit. (See Note 1)	H	No	F	725	12
NT6B9948	M7324 Deluxe French Key Cap Kit. (See Note 1)	H	No	F	725	12
NTAB1600	T7100/T7208/T7316 Blank Label Sheets.	H	No	F	725	12
NTAB3320	Desktop Assistant CD for T7100/T7208/T7316 (also available on the NortelNetworks.com website free of charge)	H	No	F	725	12
NTAB4038	Keypad Protector for Norstar M7324 (Quantity 10).	W	Yes	MC	765	12
NTAB9603	T7100 Lens Kit - Charcoal.	H	No	F	725	12
NTAB9604	T7100 Lens Kit - Platinum.	H	No	F	725	12
NTAB9605	T7208 Lens Kit - Charcoal.	H	No	F	725	12
NTAB9606	T7208 Lens Kit - Platinum.	H	No	F	725	12
NTAB9607	T7316 Lens Kit - Charcoal.	H	No	F	725	12
NTAB9608	T7316 Lens Kit - Platinum.	H	No	F	725	12
NTAB9696	T7100/T7208/T7316 English Key Cap Kit. (See Note 2)	H	No	F	725	12
C NTAB9748	T7100, T7208, T7316 French key cap kit (Canada Only).	H	No	F	765	12
	Note 1 M7324 Deluxe Key Cap Kits include a total of 56 key caps; Release, Hold, Lines 1 through 10, Handsfree Mute, Green with clear window (6), Call Forward, Conf/Trans, DND Feature, Intercom (2), Last No., Link, Page, Pick Up, Saved No., Speed Dial, Send Msg, Transfer, Voice Call, Voice Deny and Gray with clear window (12).					
	Note 2 T7100/T7208/T7316 English Key Cap Kit includes three key caps: Release, Hold, and Feature.					
	Desk Stand/Wall Mount Bracket Spares					
NT6B9551	M7324 Global Stand Assembly - Black	W	Yes	MC	765	12
NT6B9553	M7324 Global Stand Assembly - Ash.	W	Yes	MC	765	12
NT6B9555	M7324 Global Stand Assembly - Gray.	W	Yes	MC	765	12
NTAB3181	T7100 Global Stand Assembly - Charcoal.	W	Yes	MC	765	12
NTAB3185	T7208 Global Stand Assembly - Charcoal.	W	Yes	MC	765	12
NTAB3188	T7316 Global Stand Assembly - Charcoal.	W	Yes	MC	765	12
NTAB3191	T7100 Global Stand Assembly - Platinum.	W	Yes	MC	765	12
NTAB3195	T7208 Global Stand Assembly - Platinum.	W	Yes	MC	765	12
NTAB3198	T7316 Global Stand Assembly - Platinum.	W	Yes	MC	765	12
	Miscellaneous					

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Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
NT8B90AL-93	Analog Terminal Adapter-2 (Eng Documentation) - N.A.	I	Yes	I	115	12
INTERNET TELEPHONES						
Note	DISCOUNTS: The following discounts apply to products listed under the Business Series platform in the Restricted Section of the Data Products Pricebook: * United States - Product Discounts and Volume Discounts as outlined in the Unified Volume Incentive Plan * Canada - Volume Discounts as outlined in the Unified Volume Incentive Plan. Product Discounts do NOT apply on Business Series products sold in Canada. All Other Regions - Please refer to your local Business Series price list for pricing and discounting details.					
	Internet Telephones					
NT7B10AACH	i2004 Internet Telephone Boxed Package consisting of: i2004 Internet Telephone, 7' Ethernet Cable, Telephone Handset & Cord, Telephone Footstand, and Installation Guide (Business Communications Manager). Includes power supply.	W	Yes	MC	877	12
NTAB9803	i2050 Soft Phone Client, Enabling the i2050 on a per Client Basis (required if your total clients exceed 16 per site).	W	Yes	MC	765	12
N NTDU76AA	i2002 Internet Telephone Boxed Package consisting of: i2002 Internet Telephone, Power Transformer 7' Ethernet Cable, Telephone Handset & Cord, Telephone Footstand, getting started card.	W	Yes	MC	877	12
N NTDU76BA	i2002 Internet Telephone Boxed Package consisting of: i2002 Internet Telephone, 7' Ethernet Cable, Telephone Handset & Cord, Telephone Footstand, getting started card.	W	Yes	MC	877	12
NTEX00BB	i2004 Internet Telephone Boxed Package consisting of: i2004 Internet Telephone, 7' Ethernet Cable, Telephone Handset & Cord, Telephone Footstand, and Installation Guide. Without power supply.	W	Yes	MC	877	12
	Power Supplies					
A0619627	Power Transformer (117/120 VAC 50/60 Hz). (See Note 1)	W	Yes	MC	877	12
DY4311010	Internet Telephone Switch Module Power Adapter - Global	W	Yes	MC	877	12
DY4311013	Internet Telephone Switch Short Power Connector Cord.	W	Yes	MC	877	12
DY4311014	Power over LAN(TM) Hub.	W	Yes	MC	877	12
DY4311015	Power Splitter - Bags of 12, IP Telephony.	W	Yes	MC	877	12
Note 1	For use in North America and Taiwan.					
	Accessories					
A0648375	7 Foot Ethernet Cable, Category 5.	W	Yes	MC	877	12
A0788682	i2004 Telephone Handset Cord (Ethergray).	W	Yes	MC	877	12
A0788874	i2004 Telephone Handset.	W	Yes	MC	877	12
N A0897725	i2002 Handset Cord	W	Yes	MC	877	12
DY4311009	Internet Telephone Switch Module NA Individual. Includes 3-port switch, Global Power adapter, NA Power adapter cord, Short Ethernet Cord, Short Power Connector Cord, and User Guide.	H	No	F	877	12
DY4311011	Internet Tel Switch Short Ethernet Cord.	W	Yes	MC	877	12
DY4311045	Internet Telephony Switch Module (LAN powered).	H	No	F	877	12
N NTDU84AA	i2002 Telephone Footstand.	W	Yes	MC	877	12

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NORTEL NETWORKS

Enterprise Solutions

May 1, 2002

RESTRICTED DATA PRODUCTS PRICE LIST

Order Number	Product Description	Product Discount	Volume Discount	Group	Sub Group	Warranty
NTEX14AA	USB Audio Kit, for use with the i2050 Soft Phone.	H	No	F	877	12
P0886045	i2004 Telephone Footstand.	W	Yes	MC	877	12

N - New Product, C - Product and/or price change, D - Pending Discontinuation.

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Appendix C:
List of Locations for which On-Site Support will be provided by bidder

FIPS	Location	Check the locations which meet both criteria: 1) Locations within 150 miles of bidder's field office and 2) Locations in which bidder agrees to provide on-site support
_001	Accomack	YES
_003	Albermarle	YES
_005	Alleghany	
_007	Amelia	YES
_009	Amherst	YES
_011	Appomattox	YES
_013	Arlington	YES
_015	Augusta	YES
_017	Bath	
_019	Bedford	YES
_021	Bland	
_023	Botetourt	YES
_025	Brunswick	YES
_027	Buchanan	
_029	Buckingham	YES
_031	Campbell	YES
_033	Caroline	YES
_035	Carroll	
_036	Charles City	YES
_037	Charlotte	YES
_041	Chesterfield	YES
_043	Clarke	
_045	Craig	
_047	Culpeper	YES
_049	Cumberland	YES
_051	Dickenson	
_053	Dinwiddie	YES
_057	Essex	YES
_059	Fairfax Co	YES
_061	Fauquier	YES
_063	Floyd	
_065	Fluvanna	YES
_067	Franklin Co.	
_069	Frederick	YES
_071	Giles	
_073	Gloucester	YES
_075	Goochland	YES
_077	Grayson	
_079	Greene	YES
_081	Greensville	YES
_083	Halifax	YES
_085	Hanover	YES
_087	Henrico	YES
_089	Henry	
_091	Highland	

_093	Isle of Wright	YES
_095	James City	YES
_097	King & Queen	YES
_099	King George	YES
101	King William	YES
103	Lancaster	YES
105	Lee	
107	Loudoun	YES
109	Louisa	YES
111	Luneburg	YES
113	Madison	YES
115	Matthews	YES
117	Mecklenburg	YES
119	Middlesex	YES
121	Montgomery	
125	Nelson	YES
127	New Kent	YES
131	Northhampton	YES
133	Northumberland	YES
135	Nottoway	YES
137	Orange	YES
139	Page	YES
141	Patrick	
143	Pittsylvania	
145	Powhatan	YES
147	Prince Edward	YES
149	Prince George	YES
153	Prince William	YES
155	Pulaski	
157	Rappahannock	YES
159	Richmond Co.	YES
161	Roanoke Co.	
163	Rockbridge	
165	Rockingham	YES
167	Russell	
169	Scott	
171	Shenandoah	YES
173	Smyth	
175	Southampton	YES
177	Spotsylvania	YES
179	Stafford	YES
181	Surry	YES
183	Sussex	YES
185	Tazewell	
187	Warren	YES
191	Washington	
193	Westmoreland	YES
195	Wise	
197	Wythe	
199	York	YES
510	Alexandria	YES

515	Bedford	YES
520	Bristol	
530	Buena Vista	YES
540	Charlottesville	YES
550	Chesapeake	YES
560	Clifton Forge	YES
570	Colonial Heights	YES
580	Covington	
590	Danville	
595	Emporia	YES
600	Fairfax	YES
610	Falls Church	YES
620	Franklin	YES
630	Fredericksburg	YES
640	Galax	
650	Hampton	YES
660	Harrisonburg	YES
670	Hopewell	YES
678	Lexington	YES
680	Lynchburg	YES
683	Manassas	YES
685	Manassas Park	YES
690	Martinsville	
700	Newport News	YES
710	Norfolk	YES
720	Norton	
730	Petersburg	YES
735	Poquoson	YES
740	Portsmouth	YES
750	Radford	
760	Richmond	YES
770	Roanoke	
775	Salem	
790	Staunton	YES
800	Suffolk	YES
810	Virginia Beach	YES
820	Waynesboro	YES
830	Williamsburg	YES
840	Winchester	YES

SOLICITATION INSTRUCTIONS
REV. 03/01/02

1. EXPLANATION TO VENDORS

Any explanation desired by a vendor regarding this solicitation/invitation for bid must be requested in writing and with sufficient time allowed for a reply to reach the vendor before the submission of their bids. PRIOR TO SUBMISSION OF A BID, VENDORS ARE REQUIRED TO READ THESE INSTRUCTIONS, REVIEW THE SCHEDULE, READ ALL TERMS AND CONDITIONS AND CHECK THE ACQUISITION SERVICE DIVISION'S (ASD'S) WEB PAGE AT (HTTP://ASD.STATE.VA.US) FOR ANY AMENDMENTS OR CHANGES. THIS SOLICITATION IS SUBJECT TO THE PROVISIONS OF THE COMMONWEALTH OF VIRGINIA VENDOR'S MANUAL WHICH WAS REVISED IN DECEMBER 1998 AND ANY REVISIONS THERETO, WHICH ARE HEREBY INCORPORATED INTO THIS CONTRACT IN THEIR ENTIRETY. A copy of the manual is available for review at the purchasing office, and can be obtained by calling the Division of Purchases and Supply (804) 786-3842, or by accessing the Department of General Services (DGS), Division of Purchases and Supply (DPS) Internet Home Page (www.dgs.state.va.us/dps). Any interpretation required by the State will be in the form of an amendment to the solicitation; SEE PARAGRAPH 11 BELOW. Oral explanations or instructions given before the award of the contract will not be binding. In any conflict arising between this solicitation and the Vendors' Manual, this solicitation shall prevail.

2. PREPARATION OF SOLICITATION

A. Bids shall be submitted on the forms furnished, and must bear an original signature by an individual authorized to bind the company submitting the bid. If erasures or other changes appear on the form, each erasure or change must be initialed by the person signing the bid. Telegraphic or facsimile bids will not be considered. Vendors may not submit multiple bids in a single envelope.

B. Vendors are required to enter their Federal Identification Number [FIN] in the upper right hand corner on Page 1, DIT Form 62. This number must correspond with the FIN number shown on Page 1 of the DIT Vendor Application For Registration Form submitted by a principal or officer of the firm submitting the bid. Failure to enter a number in the space provided or to provide a correct FIN number may delay award or result in DIT determining that the vendor is not registered to conduct business with DIT. It is the vendor's responsibility to provide the correct FIN number and to keep DIT updated as to any changes in vendor's status.

C. The bid form may provide for submission of a price or prices for one or more items. All prices shall be entered in the schedule; DIT Form 62A or 62B. Where the bid form explicitly requires that the vendor bid on all items (e.g., an all or none requirement), failure to do so will disqualify the bid. When submission of a price on all items is not required, vendor should insert the words "no bid" in the space provided for any item on which no price is submitted.

D. Additional bids may be submitted, when in the vendor's judgment they can provide more than one solution which meets the required specifications of the procurement. Additional bids shall be submitted on either a duplicate copy of the bid document or on plain paper and shall be clearly identified with the words "ADDITIONAL BID" written or printed on the face of each additional bid. Additional bids shall not be considered unless detailed specifications or descriptions sufficient to establish quality, utility and merit accompany the bid.

VENDORS SUBMITTING ADDITIONAL BIDS ARE REMINDED THAT THE TERMS AND CONDITIONS WHICH APPLY TO THE ORIGINAL BID SHALL ALSO APPLY TO THE ADDITIONAL BID AND ANY MODIFICATION TO TERMS AND CONDITIONS OF A SOLICITATION OR THE ADDITION OF RESTRICTIVE PROVISIONS BY A BIDDER SHALL BE CAUSE FOR REJECTION OF THE BID.

E. Modification of bids already submitted will be considered if received at the office designated in the invitation for bids before the time set for opening of bids.

3. SUBMISSION OF BIDS

TO BE CONSIDERED, THE BID MUST BE RECEIVED AT THE ADDRESS GIVEN IN BLOCK #6 OF THE SOLICITATION ON OR BEFORE THE DATE AND HOUR DESIGNATED. Vendors must pay particular attention to ensure that the bid is properly addressed. The State is not responsible if the bid is not properly addressed. The State is not responsible if the bid does not reach the destination specified by the date and time identified in block #8 page 1 of the Bid. Sealed bids received after the date and hour identified in block #8 are automatically disqualified, and will not be considered. All bids must be sealed, marked and addressed, to the address shown in block #6 of the Solicitation, and marked on the outside of the vendor's envelope as in the example below. Failure to do so may result in a premature opening of, or a failure to open, the bid.

From: Name of Vendor
Street or Box Number
City, State, Zip Code
Due Date Time
IFB No.

4. SPECIFICATIONS AND USE OF BRAND NAMES

Unless otherwise provided in the solicitation, the name of a certain brand, make or manufacturer does not restrict bids to the specific brand, make or manufacturer named. Any item which the State at its sole discretion determines to be the equal of that specified as defined in the Schedule, will be accepted. The award will be made to the lowest responsive and responsible bidder or offeror offering the functional equivalent to the brand name described in the specification. Thus, equivalent products of other manufacturers will be considered only if proof of equivalency is contained in or accompanies the bid.

5. LATE BIDS, MODIFICATIONS OF BIDS OR WITHDRAWALS OF BIDS

A. Any bids received at the office designated in block #6 of the Solicitation after the exact time specified for receipt will not be considered for award. (See Paragraph 4.10 of the Vendor's Manual for further discussion.)

B. A bid may be amended and/or withdrawn by a vendor if the office issuing the bid receives the request in writing before the date and hour set forth in the bid form. The request must be signed by a person authorized to represent the person or firm that submitted the bid. Submission of a subsequent bid shall normally constitute the withdrawal of any prior bid submitted by the same bidder or offeror on the same IFB.

6. PUBLIC OPENING OF BIDS

Bids will be publicly opened at the time and date specified on page 1 of the Solicitation document. The content of these solicitations will be made public in accordance with Paragraphs 1.9 and 2.4 of the Vendor's Manual. Bids will not normally be evaluated at the bid opening meeting. All bids will be opened at the location shown on page 1 of the solicitation.

7. SOLICITATION TERMS AND CONDITIONS

The terms and conditions contained in this solicitation are considered mandatory and are the only terms and conditions governing transactions under any contract awarded as a result of this solicitation.

If the vendor includes additional terms and conditions on pre-printed marketing sheets, pre-printed catalogues, or other pre-printed materials, then it is understood that those terms and conditions are of no consequence to any resulting contract.

Any other modification, addition, clarification, or change to the mandatory terms and conditions by the vendor shall cause the bid to be rejected.

8. AWARD OF CONTRACT

Bids shall be evaluated and the responsive and responsible bidder offering the lowest price will be awarded the Contract. The State reserves the right to reject any and all bids in whole or in part and to waive any informality in the bids.

9. AWARD NOTICES

Upon the completion of evaluation, the State will either post a NOTICE OF AWARD (NOA) or a NOTICE OF INTENT TO AWARD (NOITA). If a NOITA is used, the notice will be publicly posted ten days prior to the actual award date of the contract. All award notices will be posted on ASD's Web Page (HTTP://ASD.STATE.VA.US) and posted in ASD's lobby in written format.

A NOTICE OF INTENT TO AWARD OR A NOTICE OF AWARD will be mailed to any bidder submitting a self-addressed, stamped envelope with their bid.

NOTICES OF INTENT TO AWARD OR NOTICES OF AWARD will be posted in accordance with paragraph 6.3 of the Vendor's Manual.

TELEPHONIC REQUESTS FOR BID RESULTS WILL NOT BE HONORED.

10. FAILURE TO DELIVER

Failure to comply with the terms and conditions of the IFB or to deliver equipment, software or services identified in the solicitation at the price quoted may result in cancellation or rescission of the award/contract by the Commonwealth and may subject the Contractor to removal from DIT's Vendor Registration file and ruled ineligible to participate in DIT's (and other agencies and institutions information technology) procurements for a period of 12 months.

11. AMENDMENT OF SOLICITATION

Any amendment or change to this solicitation will be issued in writing and will identify the changes to be made in the bid. All amendments will be posted to the ASD's Web page at (http://asd.state.va.us) and posted in ASD's lobby in written format.

If the bid opening date is extended the new date and time will be clearly shown on the face of the amendment.

Bidders will be required to sign and return a copy of the amendment with their bid to indicate that they have received the document and are aware of the changes made.

12. ANTI-COLLUSION CERTIFICATION

By Bidder's signature on the face of this bid, Bidder certifies that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same equipment, software, or services, and is in all respects fair and without collusion or fraud. Vendor understands collusive bidding is a violation of the Virginia Governmental Frauds Act and Federal Law and can result in fines, prison sentences, and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that he or she is authorized to sign this bid for the bidder' firm.

13. DEMONSTRATIONS

The State reserves the right to require the Bidder to demonstrate to the satisfaction of the State, that the products offered will perform in a completely acceptable manner and to meet or exceed the specifications referenced in the solicitation. The demonstration site and time is subject to agreement between the State and Bidder. A Bidder refusing to demonstrate his products bid after determination that he is the apparent low responsive and responsible bidder may be removed from DIT's vendor registration file and ruled ineligible to participate in DIT's (and other agencies and institutions information technology) procurements for a period of 12 months.

14. PROTESTS OF AWARDS

All protests of awards shall be conducted in accordance with Chapter 9 of the Vendors Manual.

15. VENDOR REGISTRATION

AN AWARD WILL NOT BE MADE TO ANY BIDDER NOT REGISTERED WITH THE DEPARTMENT OF INFORMATION TECHNOLOGY (DIT). A completed registration form must be on file or received by DIT (Acquisition Services Division) not later than the award date. Call (804) 371-5900 to request a registration form.

16. CONTRACT

Any contract which is awarded as a result of this solicitation, offer and award shall be between DIT and the Contractor. No other agency, institution or public body may negotiate in any way with the vendor concerning the items identified in the schedule or any terms and conditions of the contract. All problems associated with the resulting contract shall be brought to the attention of the Contracts Manger, DIT.

Specifications - Any comments or questions concerning the specifications, terms and conditions or any note contained in this solicitation shall be submitted, in writing to the issuing office (See Block #6 DIT Form #62) at least ten (10) days prior to the closing date.

17. TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information submitted by a bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the bidder must invoke the protections of *Code of Virginia*, Section 2.2-4342, prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reason why protection is necessary. **The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire bid document, line item prices and/or total bid prices as proprietary or trade secrets is not acceptable and will result in rejection of the bid.**

CONTRACTUAL TERMS AND CONDITIONS
INVITATION FOR BID (IFB) #02-045

1. SCOPE OF CONTRACT

The following paragraphs contain the contractual terms and conditions by which the Commonwealth of Virginia, hereinafter referred to as "Commonwealth" or "State" or "DIT" (Department of Information Technology), will establish a Master Contract for the use by State Agencies, Institutions and other Public Bodies, as defined in Section 2.2-4301. *Definitions* of the Virginia Public Procurement Act (VPPA), as amended, and hereinafter referred to as "Authorized Users", to acquire digital hybrid telephone systems or digital multifunctional telephone systems ("Systems") and components, consisting of equipment and hardware ("Equipment"), software/firmware and microcode ("Software"), and warranty, installation, maintenance and Time & Material (T&M) hourly maintenance ("Services") from the Contractor identified in block #9, page 1 of the Solicitation, hereinafter referred to as "Contractor." "System" shall mean the working combination of all Equipment and Software.

Before ordering Systems or Equipment, Authorized Users are to obtain price quotes from Contractor for "Installation Services", based on the T&M Rates and Services delineated herein. On any Order for Systems or Equipment, an Authorized User shall indicate or identify the installation dates, and the exact T&M costs, based upon the Contractor's quote at the Contract T&M Rate.

2. VENDORS MANUAL

This solicitation is subject to the provisions of the Commonwealth of Virginia Vendors Manual and any revisions thereto, which are hereby incorporated into this Contract in their entirety. A copy of the manual is normally available for review at the purchasing office and in addition, a copy can be obtained by calling the Division of Purchases and Supply (804) 786-3842, or by accessing the Department of General Services (DGS), Division of Purchases and Supply (DPS) Internet site (www.dgs.state.va.us/dps/).

3. APPLICABLE LAWS AND COURTS

This solicitation and any resulting Contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws, rules and regulations.

4. ANTI-DISCRIMINATION

By submitting their bids, bidders certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §2.2-4311 of the Virginia Public Procurement Act. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or

disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E).

In every contract over $10,000 the provisions in a. and b. below apply:

a. During the performance of this Contract, the Contractor agrees as follows:

1) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

2) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

3) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for meeting these requirements.

b. The contractor will include the provisions of 1. above in every subcontract or purchase order over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

5. ETHICS IN PUBLIC CONTRACTING

By submitting their bids, bidders certify that their bids are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer or subcontractor in connection with their bid, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

6. IMMIGRATION REFORM AND CONTROL ACT OF 1986

By submitting their bids, bidders certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

7. DEBARMENT STATUS

By submitting their bids, bidders certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

8. ANTITRUST

By entering into a Contract, Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or Services purchased or acquired by the Commonwealth of Virginia or Authorized Users under said Contract.

9. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR IFBs AND RFPs

Failure to submit a bid on the official state form provided for that purpose shall be a cause for rejection of the bid. Modification of or additions to any portion of the Invitation for Bids (IFB) may be cause for rejection of the bid; however, the Commonwealth reserves the right to decide, on a case-by-case basis, in its sole discretion, whether to reject such a bid as nonresponsive. As a precondition to its acceptance, the Commonwealth may, in its sole discretion, request that the bidder withdraw or modify nonresponsive portions of a bid which do not affect quality, quantity, price, or delivery. No modification of or addition to the provisions of the Contract shall be effective unless reduced to writing and signed by the parties.

10. CLARIFICATION OF TERMS

If any prospective bidder has questions about the specifications or other solicitation documents, the prospective bidder should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

11. PAYMENT

a. To Prime Contractor:

1) Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

during the term of this Agreement, (a) the vendor shall fail to deliver Equipment or Services required by this Contract or (b) the vendor shall repeatedly fail to respond to requests for Warranty/ Maintenance or other Services within the time limits set forth in the Contract or (c) the vendor shall breach any of the other terms set forth within this Agreement or (d) the vendor shall fail to cure any breach after receiving a "Show Cause Notice" identifying the failure, and providing the vendor ten (10) days to cure the failure/nonperformance. If the vendor fails to answer the cure notice, or does not correct the deficiencies noted, the State may immediately terminate the Agreement for Default.

In such event, an Authorized User shall only be liable for the costs incurred to the date of termination. All costs of de-installation and return of Equipment from an Authorized User's premises will be at Contractor's expense.
The Commonwealth's failure to exercise its right to terminate for default under this provision shall not be construed as a waiver of its right to terminate, rescind or revoke this Contract in the event of any subsequent breach of any provisions of this Agreement.

44. TYPE CONTRACT

This is an Indefinite Delivery, Indefinite Quantity requirements **Master Contract**.

45. ORDERS

Authorized ordering officials representing the "Authorized Users" of this Contract may order Systems, Equipment, Software and/or Services from this Contract by one of the following Order methods:

A. eVA: An order placed through the eVA electronic procurement website portal http://www.eva.state.va.us

B. Purchase Order (PO): An official PO form issued by an Authorized User.

C. Delivery Order (DO): A DO issued by the Acquisition Services Division, DIT.

D. Charge/Credit Card:
   1) Any order/payment transaction processed through the Commonwealth's contract with American Express (AMEX). Each Order must not exceed $5,000, or the then current charge card limit. Payment will be made by AMEX to Contractor within three (3) business days.
   2) Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA, under contract for use by an Authorized User.

This ordering authority is limited to issuing Orders for Systems, Equipment, Software or Services that are available only under this Agreement. Notwithstanding the section herein, entitled Modifications, no Authorized User or other public body of the Commonwealth shall have the authority to modify this Contract.

46. TERMINATION FOR CONVENIENCE OF INDIVIDUAL ORDER

Any individual Order that is placed under this Agreement may be terminated, in whole or in part, by an Authorized User for its convenience, at any time up to sixty (60) days advance written notice to the Contractor. There are no other costs or obligations for termination for convenience.

47. DELIVERY AND STORAGE

It shall be the responsibility of the Contractor during installation to make all arrangements for delivery, unloading, receiving and storing materials. The Authorized User will not assume any responsibility for storage of shipments. Contractor shall check with Authorized User and make necessary arrangements for security and storage space in the building during installation.

48. DELIVERY NOTIFICATION

Contractor shall notify the Authorized User forty-eight (48) hours before the delivery of any items, so that the Authorized User's staff may be made available to allow access to the building, and verify items received, if appropriate. Notification shall be made to the Authorized User's point-of-contact, delineated in the individual Order.

49. INSTALLATION RESPONSIBILITY

In this Contract, "delivery" does not include installation. It is the Authorized User's responsibility to obtain from Contractor a T&M installation quote, at the Contract rate, before placing an Equipment Order. The Authorized User shall then indicate or identify the Installation Time Table, exact T&M cost, at Contract rate, etc. for any Order placed for Systems or Equipment. Installation is to include unpacking, positioning and connection of all Systems and Equipment with internal utility services, ready for Acceptance testing. All Equipment installations shall comply with building and facilities standards established by the Commonwealth, and the local authorities where work is to be performed.

50. INSTALLATION DATES

Upon receipt of Order, Contractor shall install requested Systems Equipment, Software, or Services ready for testing, with all Systems Documentation and required Training completed by the Required Delivery Date (RDD) specified in any executed Attachment or Order referencing this Contract.

Any amendment by The Authorized User to an Order issued pursuant to this Contract may require the establishment of a new mutually agreed to RDD. The Authorized User may postpone the RDD by notifying Contractor at least ten (10) days before the RDD; however, the RDD may not be postponed by more than thirty (30) calendar days.

If the Systems, Equipment, Software, or Services are not delivered/installed within the time specified in the Order, then An Authorized User, at their sole discretion, reserves

the right to cancel the Order and/or terminate the Order for default, without further obligation.

Contractors are cautioned that failure to deliver and install proposed Equipment as stated in response to an Order may result in removal from DIT's Vendor Registration File as per Section 7.20 of the Division of Purchases and Supply's *Vendor's Manual,* dated December 1998.

Neither the Contractor nor any Authorized User shall be responsible for any delay resulting from acts beyond the control of each party. These include, but are not limited to, acts of God, riots, acts of war, fire, earthquakes, epidemics, or disasters.

51. CONTRACTOR LICENSING

If any Order for construction, removal, repair or improvement of a building or other real property is for seventy thousand dollars ($70,000) or more, or if the total value of all such Orders undertaken by a Contractor within any twelve (12) month period is for five hundred thousand dollars ($500,000) or more, then Contractor is required under Title 54.1-1100, Code of Virginia (1950), as amended, to be licensed as a "CLASS A CONTRACTOR" by the State Board of Contractors. If such an Order is for seventy five hundred dollars ($7,500) or more, but less than seventy thousand dollars ($70,000), (one thousand dollars [$1,000] for electrical, plumbing and HVAC work), then Contractor is required to be licensed as a "CLASS B CONTRACTOR." If such an Order is for one thousand dollars ($1,000) or more, but less than seventy five hundred dollars ($7,500), and is not for electrical, plumbing and HVAC work, then Contractor is required to be licensed as a "CLASS C CONTRACTOR." Specific licensing instructions are available online at the Department of Professional and Occupational Regulation, State Board for Contractors at http://www.state.va.us/dpor.

52. SITE PREPARATION

Equipment environmental specifications, if required, for the Systems and Equipment to be delivered under this Contract shall be furnished in writing by the Contractor upon award. These specifications shall be in such detail to ensure that the Systems or Equipment to be installed shall operate efficiently from the point of view of environment.

The Authorized User shall prepare the site at its own expense and in accordance with the equipment environmental specifications provided by the Contractor.

53. CONTRACTOR ACCESS TO AUTHORIZED USER LOCATION/S

The Authorized User shall grant to Contractor personnel such access to the Authorized User's location as may be necessary or appropriate for the Contractor to perform its obligations under this Agreement, subject to all security issues. For any individual Authorized User location, the Contractor may be required to undergo additional security procedures that may include, but not be limited to; records verification, submission of photos and or fingerprints, etc. Contractor may at any time, for any Authorized User location, be required to undertake the execution and completion for each individual

employee, the requirement of the submission of additional forms that the Authorized User would consider reasonable for security measures. These forms may include the individual employee's agreement that all Authorized User information that is garnered while at the Authorized User's site is confidential and proprietary. Any unauthorized release of proprietary information by the Contractor or the Contractor's employees shall constitute a breach of this Agreement.

54. ACCEPTANCE, TESTING AND COMPLIANCE WITH SPECIFICATIONS

All materials, Systems, Equipment, Software and Services are subject to inspection and testing by the State, as delineated herein under TESTING AND INSPECTION, and any that does not meet or exceed the specifications, Required Performance Level, or other Contract requirements as delineated herein may be rejected. Authorized User shall have thirty (30) days from the completion of delivery/installation by the Contractor (or thirty [30] days after delivery if installed by an Authorized User) to test, evaluate and accept the materials, Systems, Equipment, Software and Services delivered or furnished under this Contract (provided that the using agency, in its sole discretion, may accept the same prior to expiration to the thirty (30) day period). If the Contractors materials, Systems, Equipment, Software or Services fail to meet the Contract specifications, Required Performance Level, or other requirements, including the specifications of the brand name (see paragraph 4 of the Solicitation Instructions), or those required by the Contractor's own technical documentation, then the same may be rejected and returned to vendor. Such rejection will terminate the Order referencing this Contract, and exempt the Authorized User from all costs incurred by the Contractor. All "Acceptance Test" failures shall be reported to Contractor for return. Any instance not specifically identified to the Contractor within thirty (30) days shall be considered to have successfully passed the Acceptance Test.

Acceptance shall be effective for the purpose of determining title to that which is delivered and for making payment, however, acceptance by the State following testing and evaluation during the thirty (30) day period shall not be conclusive that the materials, Systems, Equipment, Software or Services conform in all respects to the Contract specifications and other requirements. In the event that nonconformance therewith is discovered by the State after acceptance, whether due to a latent defect or otherwise, the Contractor shall take whatever action is necessary to conform the materials, Systems, Equipment, Software or Services to the Contract specifications and other requirements, including but not limited to modification or replacement of the same. Contractor's failure to do so shall constitute breach of Contract for which the State or Authorized User may exercise the remedies provided in the section herein entitled "Termination and Cancellation," in addition to and not in lieu of any other remedies available under Virginia law.

55. COMMENCEMENT OF ACCEPTANCE TESTING

Systems or Equipment shall be considered ready for "Acceptance Testing" when the Contractor provides The Authorized User with documentation that a successful System audit or diagnostic test performed at the site has been completed, and which demonstrates to the Authorized User's satisfaction, that all Systems or Equipment meet

minimum design capabilities specified by the Contractor. If the Contractor certifies that Systems or Equipment are ready to begin Acceptance Testing prior to the scheduled installation/delivery date, then the Authorized User, at its option, may elect to test the Systems or Equipment and change the installation/delivery date accordingly.

56. REQUIRED PERFORMANCE LEVEL

To qualify for Acceptance, all Systems and Equipment must be delivered and installed, as delineated herein in the section entitled INSTALLATION DATES, and concurrently perform in accordance with the technical specifications and functional descriptions, as contained or referenced in this Agreement, calculated over a period twenty-four (24) hours a day, for thirty (30) consecutive calendar days, without failure. The Authorized User shall not pay for any charges, either beforehand or retroactively, associated with the Contractor's requirement to achieve this performance level.

Should it be necessary, The Authorized User may delay the start of the Acceptance period, but such a delay shall not exceed thirty (30) consecutive days from the date of receipt of Equipment.

57. ACCEPTANCE

Systems and Equipment shall be deemed Accepted on the first day after successful completion of the Acceptance period. Upon request, the Authorized User shall provide written confirmation of Acceptance. If any System or Equipment does not meet the Required Performance Level standard during the initial thirty (30) consecutive calendar days, then, at the Authorized User's sole discretion, the Acceptance period shall continue on a day-to-day basis until all Systems or Equipment concurrently meet the standard Required Performance Level for thirty (30) consecutive calendar days. If the standard of performance has not been met after thirty (30) calendar days have elapsed from the start of the Acceptance period, then the Commonwealth may require a replacement to be provided or may avail itself of the remedies for breach.

The Authorized User shall maintain all daily records deemed necessary or appropriate in order to document the required standard of performance during the Acceptance period, and such records shall be conclusive for purposes of determining Acceptance.

58. RISK OF LOSS OR DAMAGE

Contractor shall have the risk of loss or damage to all Equipment until clear and unrestricted title to such Equipment is transferred to the Commonwealth or any Authorized User.

59. NEW EQUIPMENT/SOFTWARE AND SUBSTITUTE EQUIPMENT

All Equipment furnished under this Contract shall be new Equipment and in current production. All Software provided under this Contract shall be the latest version available to the public as of the due date of this solicitation.

During the term of this Contract, the Contractor is not authorized to substitute any item for that Equipment or Software identified in the Schedule without the written permission of the Director, Acquisition Services Division, DIT. Violation of this condition shall be considered grounds for termination of the Contract.

60. INSPECTION/LATENT DEFECTS

All Systems and Equipment are subject to inspection and testing, as delineated in "TESTING AND INSPECTION" and Equipment not meeting specifications may be rejected. Failure to reject, however, does not relieve the Contractor of liability for latent or hidden defects subsequently revealed when goods are used after Acceptance. If latent defects are found at any time during the term of this Agreement, the Contractor shall repair or replace the defective goods. This remedy shall be in addition to any other remedies or obligations under this Agreement or provided by law.

61. FIELD MODIFICATIONS AND/OR ENGINEERING CHANGES

Contractor sponsored modifications and/or engineering changes shall be made with the consent of an Authorized User at no additional charge for a period of one (1) year from the date of installation. The Authorized User reserves the right at all times to schedule these Contractor sponsored modifications and/or changes to minimize the impact on the daily operations of the Authorized User.

62. SUPPLIES

Authorized charges do not include operational supplies (e.g. paper, tape, etc.) unless such supplies are specifically identified in the Schedule. All supplies used by the Authorized User shall conform to the Contractor's published specifications provided to the Authorized User at the time of Systems and Equipment delivery/installation. The Authorized User reserves the right to acquire such supplies from any contractor of its choice.

63. ON-SITE WARRANTY

ALL ON-SITE MAINTENANCE SHALL BE PROVIDED AS PER ON-SITE WARRANTY AS DELINEATED BELOW.

Contractor shall provide On-site Warranty Services (labor, parts and travel) and Remote Warranty Services necessary to keep Equipment in good operating condition and preserve its operating efficiency in accordance with its technical specifications for a period of two (2) years, or such greater period as may be provided in the Schedule, beginning on the date of Acceptance, at no cost to the Authorized User. Contractor shall act as the Authorized User's sole point-of-contact for all Equipment repaired under Onsite Warranty. Contractor shall provide all manufacturer-recommended preventative and scheduled routine maintenance Services on all Equipment at no additional cost to the Authorized User.

As used herein, Minor failures are defined as any failures that do not affect the overall operation of the System, and involve less than fifteen percent (15%) of all peripheral devices connected to the System. Major failures are defined as any failures that affect the overall operation of the System and/or involve fifteen percent (15%) or more of all peripheral devices connected to the System. Such failures shall include, but not be limited to:

- Attendant Console failure
- Inability to receive any incoming calls over System lines
- Inability to place any outgoing calls over System lines
- Inability to place any calls within System, or
- Failure of any peripheral device identified by the public body as "critical"

Before the expiration of the Onsite-Warranty period or Maintenance period, whenever Equipment is shipped for mechanical repair or replacement purposes, the Contractor will bear all costs associated with returning the Equipment to Contractor's repair facility. When repair of Equipment is completed, Contractor shall bear all costs associated with returning Equipment to The Authorized User's original point of shipment. Cost of shipping includes, but is not limited to, all costs of packing, transportation, rigging, drayage and insurance for damage or loss. Contractor shall repair Equipment or provide an interim replacement product, within seventy-two (72) hours of notification that a malfunction exists. Any interim product(s) will be provided at no additional cost to the Authorized User, until the original product is returned, in good working condition.

All parts used under this Agreement must be new parts or refurbished parts certifiable as new. Parts that have been replaced shall become the property of the Contractor.

ALL SOFTWARE, FIRMWARE, AND MICROCODE SHALL BE CONSIDERED INTEGRAL COMPONENTS OF EQUIPMENT, AND CONTRACTOR SHALL RESPOND TO ALL REQUESTS FOR WARRANTY/MAINTENANCE SERVICE FOR ANY FAILURE.

64. CONTRACTOR'S WARRANTY/MAINTENANCE POINT-OF-CONTACT

Contractor shall provide a single designated point-of-contact and toll-free telephone number for contact purposes for the use by purchasing entities for Warranty/ Maintenance Service notification requirements. A unique identification number will be established by the Contractor to log, trace, and report such contacts by ordering entities for Contract Warranty service, with reports to be made available, upon request, to the Contracts Manager, DIT.

65. PRINCIPAL PERIOD OF MAINTENANCE (PPM)

All On-site and Remote Warranty Services for minor failures shall be provided during the Principal Period of Maintenance (PPM), hereby defined as 8 a.m. to 5 p.m. Monday through Friday, State holidays excluded.

All On-Site Warranty Services for major failures shall be provided during the PPM, hereby defined as twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year (24/7/365), including all weekends and holidays.

The State may alter the PPM by requesting a change, in writing, thirty (30) days before the requested change in the PPM, and subject to the mutual agreement between both parties.

66. RESPONSE TIME

For minor failures, Contractor shall respond to acknowledge all requests for On-site Warranty Service within twenty-four (24) hours after notification by an Authorized User that a failure has occurred.

For major failures, Contractor shall provide an On-site response to all requests for On-Site Warranty Service within four (4) hours after notification by an Authorized User that a failure has occurred. Remote Warranty Service for major failures shall not be provided in lieu of On-Site Warranty Service, unless agreed to in advance by both the Contractor and the Authorized User at the time a major failure is reported. Contractor shall seek this agreement within one (1) hour after receiving notification of a failure. In the event an Authorized User does not agree to allow Remote Warranty Service, the requirement for a four (4) hour On-site response time will not be waived or extended.

67. ADDITIONAL PROVISIONS FOR MAINTENANCE SUPPORT

Prices for Maintenance listed in the price list include cost of labor, parts, factory overhaul, Software maintenance, rehabilitation, transportation and substitute Equipment as necessary to maintain 95% effective System performance. In instances where it is necessary for Contractor to return Equipment to the factory, the Contractor shall be responsible for all costs for the Equipment from the time it leaves an Authorized User's site, until it is returned to the Authorized User's site in good operating condition.

68. MAINTENANCE RESPONSIBILITIES

Upon expiration of the On-Site Warranty, as set forth herein under "ON-SITE WARRANTY", the Contractor shall provide an additional one (1) year period of On-site Maintenance (labor, parts and travel) at the prices identified in the Schedule, and shall maintain Equipment and Components in an effective operating condition. Maintenance Services shall not include electrical work external to the vendor's Equipment. It shall not include repair or damage resulting from accident; transportation by the Authorized User between The Authorized User's sites; negligence on the part of The Authorized User's personnel; or causes other than ordinary use in the production environment in which the Equipment is installed.

69. MAINTENANCE CONTINUITY

Contractor will provide required On-site and Remote Maintenance, Software Support, and Time & Materials (T&M) Hourly Maintenance Service, as defined in this Contract,

for a period not to exceed three (3) years subsequent to the On-site Warranty period of two (2) years. Such Services shall be provided in accordance with the Contractor's prices, set forth in the schedule, for a period of twelve (12) months. Increases for additional periods shall be effective on the anniversary date for each succeeding year.

For additional periods, all price increases will be governed by the CPI-W index entitled "Other Services". The percentage increase shall not exceed the above index's most recent percentage available to the Commonwealth as published by the Bureau of Labor Statistic's, Philadelphia Office. If prices for Services remain the same or decrease for succeeding years, the Authorized User shall be afforded the opportunity to renew the Services at the lowest price available to any other Authorized User.

70. MAINTENANCE RENEWAL

Maintenance under this Agreement shall be renewed at the sole option of the Authorized User. The Authorized User shall issue a written notification to the Contractor for each twelve (12) month period that Maintenance Services are required after the initial two (2) year Warranty period.

71. EQUIPMENT REPLACEMENT DURING WARRANTY/MAINTENANCE

If Equipment provided fails to perform in accordance with technical specifications and functional descriptions contained or referenced in this Agreement and is subject to warranty response three (3) or more times during any ninety (90) day period, then the Contractor shall, upon the Authorized User's request and sole discretion, replace the Equipment at no cost to the Authorized User. The replacement Equipment shall be delivered no later than fifteen (15) working days after the Authorized User's request is received by the Contractor.

72. REMEDIAL MAINTENANCE

Remedial Maintenance shall be performed after notification that the Equipment is inoperative. Contractor shall provide the Authorized User with a designated point-of-contact and for its maintenance personnel to receive such notification.

73. REPAIR PARTS

All parts used under this Agreement must be new parts or refurbished parts certifiable as new. Parts that have been replaced shall become the property of the Contractor.

74. RECONDITIONING

Contractor stipulates that Equipment provided under this Agreement will not require reconditioning when such Equipment has been under Warranty or continuous Maintenance Agreement since the initial date of installation.

75. MALFUNCTION REPORTS

Contractor shall furnish a signed malfunction report to the Authorized User upon completion of each Warranty/Maintenance call. The report will list as a minimum all corrective action taken, parts used, and number of hours required to repair the Equipment.

76. SUPERINTENDENCE BY CONTRACTOR

Contractor shall have a competent foreman or superintendent, satisfactory to the Authorized User, on the job site at all times during progress of On-site work. Contractor shall be responsible for all construction means, methods, techniques, sequences and procedures, and for coordinating all portions of work under Contract except where otherwise specified in Contract documents, and for all safety and worker health programs and practices. Contractor shall notify The Authorized User in writing of any proposed change in superintendent before making such change.

Contractor shall, enforce strict discipline and order among the workers on any project, and shall not employ on the work site any unfit person, or anyone unskilled in the work assigned to him, or anyone who will not work in harmony with those employed by the Contractor, subcontractors, or The Authorized User, or the Authorized User's separate Contractors and their subcontractors.

The Authorized User may, in writing, require Contractor to remove from the work site any employee that The Authorized User deems incompetent, careless, unable to work in harmony on the site, or otherwise objectionable.

77. SERVICE REPORTS

Upon completion of any Maintenance call, Contractor shall provide The Authorized User with a signed service report that includes, at a minimum: a general statement as to the nature of the problem, the action taken, any materials or parts that were furnished or used, and the number of hours that was required to in order to complete the repairs.

78. WARRANTY OF MATERIALS AND WORKMANSHIP

Contractor warrants that, unless otherwise specified, all materials and Equipment incorporated in the work under the Contract shall be new, in first-class condition, and in accordance with the Contract documents. Contractor further warrants that all workmanship shall be of the highest quality and in accordance with Contract documents and shall be performed by persons qualified at their respective trades.

Work not conforming to these warranties shall be considered defective.

This warranty of materials and workmanship is separate and independent from, and in addition to, any of the Contractor's other guarantees or obligations in this Contract.

79. PRIME CONTRACTOR RESPONSIBILITIES

Contractor shall be responsible for completely supervising and directing any work under this Contract and all subcontractors that he may use, using his best skill and attention. Subcontractors who perform work under this Contract shall be responsible to the prime Contractor. Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors

80. PROPRIETARY INFORMATION, DUPLICATION AND DISCLOSURE

Contractor agrees that all Software installed and used on Contractor's Assets contains information proprietary to the Authorized Users of this Contract or other third party Software vendors and that disclosure of such information could cause irreparable damage to the Commonwealth of Virginia and its citizens, or other to other Public Bodies and Authorized Users of this Contract.

Therefore, the Contractor agrees to hold all information and/or Software disclosed through the operation of this Agreement in the strictest confidence, as required by this Section, and to use such information only in the performance of this Contract. No information or Software used by the Commonwealth or any Authorized User, while at the Contractor's facilities shall be duplicated or furnished to others without the prior written consent of the Authorized User or DIT.

Contractor acknowledges that in the course of performing the Services hereunder that its personnel and subcontractors (if any) will have access to confidential and/or sensitive information about the business, operations, and employees of the Commonwealth, and other Authorized Users of this Contract. Therefore, the Contractor agrees that, except as directed by an Authorized User, the employees of the Contractor and their subcontractors shall not at any time during or after the term of this Agreement:

(a) Disclose any Confidential Information to any third party, or
(b) Permit any third party to examine and/or to make copies of any reports, documents or electronic data containing Confidential Information (whether prepared by Contractor, or come into the Contractor's possession or control by reason of the Contractor's services), or
(c) Use any Confidential Information for any reason other than in the performance of Services hereunder. Upon termination of this Agreement, Contractor shall return to the Authorized User, or at the Authorized User's request destroy, all reports, documents, electronic data and other matter that comes into the Contractor's possession or control, which contains or relates to Confidential Authorized User Information. The Contractor may disclose Confidential Information to such of its personnel as have a need therefore in the performance of their duties for the Authorized User, provided that the Contractor shall inform all such personnel of their confidentiality obligations hereunder and shall use its absolute best efforts to ensure their compliance therewith. Contractor shall not be required to treat as confidential any information which:

1) Contractor can demonstrate was in its possession prior to execution of this Agreement
2) Has become generally available in the public domain without breach of this Agreement
3) Becomes lawfully available to Contractor from a source other than the Commonwealth

ANY RELEASE OF PROPRIETARY OR CONFIDENTIAL INFORMATION BY THE CONTRACTOR OR CONTRACTOR'S EMPLOYEES SHALL BE CONSIDERED A BREACH OF THIS AGREEMENT. THE CONTRACTOR SHALL NOT USE THE CONFIDENTIAL INFORMATION OF THE COMMONWEALTH FOR ITS OWN BENEFIT OR FOR THE BENEFIT OF ANY THIRD PARTY. THE PROVISIONS OF THIS SECTION SHALL SURVIVE ANY TERMINATION OF THIS AGREEMENT IN PERPETUITY.

81. LICENSED SOFTWARE/FIRMWARE

For any software/firmware supplied as an integral component of the Equipment provided under this Agreement, the Contractor represents and warrants that it is the sole owner of each software/firmware Product or, if not the owner, has received all proper authorizations from the owner to license each software Product, and has the full right and power to grant the rights contained in this Agreement. Contractor further represents and warrants that neither the software Product nor its use will violate or infringe any patent, copyright, trade secret or other property right of any other person.

82. TERM OF LICENSE

For any software/firmware supplied as an integral component of the Equipment provided under this Contract, all licenses granted under this Agreement are purchased on a non-exclusive, irrevocable perpetual license basis, which shall commence upon the Acceptance of the software Product by the Authorized User. Notwithstanding the foregoing, the Authorized User may terminate the license at anytime. All licenses granted to the Authorized User are for the use of the software Product at the Authorized User's facilities at the sites identified in any executed Attachment or Order referencing this Agreement. This license is perpetual and in no event shall Contractor's remedies for any breach of this Agreement include the right to terminate any license or support services hereunder.

83. COMPLIANCE WITH FEDERAL LOBBYING ACT

a. Contractor shall not, in connection with this Agreement, engage in any activity prohibited by 31 U.S.C.A. Section 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal contracting and financial transactions") or by the regulations issued from time to time thereunder (together, the "Lobbying Act"), and shall promptly perform all obligations mandated by the Lobbying Act in connection with this Agreement, including, without limitation, obtaining and delivering to the Commonwealth all necessary certifications and disclosures.

b. Contractor is hereby advised that a significant percentage of the funds used to pay Contractor's invoices under this Agreement may be federal funds. Under no circumstances shall any provision of this Agreement be construed as requiring or requesting the Contractor to influence or attempt to influence any person identified in 31 U.S.C.A. Section 1352 (a) (1) in any matter.

c. A representative of Contractor shall sign the certification attached as Attachment "A" and deliver such certification to the Commonwealth simultaneously with the execution and delivery of this Agreement. Contractor shall have the certification signed by a representative with knowledge of the facts and shall fulfill the promises of undertakings set forth in the certification.

84. CONTRACTOR'S REPORT OF SALES

Contractor must report the quarterly dollar value, in U.S. dollars and rounded to the nearest whole dollar, of all sales under this Contract by calendar quarter; i.e., January through March, April though June, July through September, and October through December. The dollar value of a sale is the price paid by the user for products and services on a Contract order as recorded by the Contractor. The reported Contract sales value must include the Industrial Funding Adjustment (IFA), as delineated in paragraph entitled "Industrial Funding Adjustment". Contractor shall provide this report in hard copy to the Controller, DIT, and a copy of the report to the Contracts Manager, DIT, both within 30 days after the end of each quarterly reporting period as defined herein. The report must show each individual item and quantities purchased and the purchaser. The report is required to be hard copy. DIT may at a later time, agree to an electronic version of the report, however, in lieu of any express agreement by both parties as to the electronic format, the Commonwealth will only accept a hardcopy version. The Contractor shall define "sale" prior to the first reporting period and then shall maintain that definition through out the term of this Agreement. Sale may be defined as; 1) when the Commonwealth pays the purchase price, or 2) when the Commonwealth accepts the Products or 3) other as defined by the Contractor.

85. INDUSTRIAL FUNDING ADJUSTMENT

Contractor must pay DIT, an Industrial Funding Adjustment (IFA). Contractor must remit the IFA within thirty (30) days after the end of each quarterly reporting period as established in the clause entitled "Contractor's Report of Sales". The IFA equals two percent (2%) of the total quarterly Contract sales. Contractor shall remit the IFA together with a copy of the Contractor's Report of Sales as delineated in paragraph 52, above. The IFA reimburses the Commonwealth and defrays the costs for IT procurement and the administration of the subsequent awards. The IFA amount due must be paid by check with identification of "Contract number", "report amounts", and "report period", on either the check stub or other remittance material. DIT may at its discretion, agree to an electronic funds transfer, in lieu of a check, however in the absence of an express written agreement from DIT that validates agreement, then the payment shall be made by check as described herein made payable to the Controller, DIT.

If the full amount of the IFA is not paid within thirty (30) calendar days after the end of the applicable reporting period, it shall constitute a Contract debt to the Commonwealth of Virginia, and the State may exercise all rights and remedies available under law. Failure to submit sales reports, falsification of sales reports, and or failure to pay the IFA in a timely manner may result in termination or cancellation of this Contract. Willful failure or refusal to furnish the required reports, falsification of sales reports, or failure to make timely payment of the IFA constitutes sufficient cause for terminating this Contract for default.

It is the intent of the Commonwealth to capture 2% of all sales, including temporary reduced pricing, fire sales, one time sales, trade ins, promotional items that have been marked down and all sales to the Commonwealth under this Agreement.

86. NONVISUAL ACCESS TO TECHNOLOGY

All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Agreement:

(i) Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;

(ii) The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;

(iii) Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and

(iv) The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software, or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, 2.2-3500 through 2.2-3504 of the Code of Virginia.

87. UNIVERSAL SERVICE FUND

Contractor agrees to make available to all requesting USF participants, all Products and Services as listed and priced herein. Contractor agrees to provide the Products and Services directly to the USF participant, and to bill each USF participant directly. Contractor agrees and understands that the responsibility for collection of all charges incurred, and the responsibility for resolving all Product and Service problems as well as administration of said Contract for USF participation shall be the sole responsibility of the Contractor.

Contractor warrants that it is qualified under applicable Federal Communications Commission and Virginia State Corporation Commission rules to apply for and receive Universal Service Fund allocations/disbursements for services provided pursuant to this Contract to agencies and entities and users which are eligible for those allocations/disbursements on behalf, and for the benefit, of those agencies and institutions. Contractor also agrees to maintain those qualifications, and to assist agencies and entities in applying for and receiving these allocations/disbursements.

88. LABOR RATE

For all T&M Hourly Rates quoted on schedule, herein, such rates shall include all labor, travel, lodging, meals, and any other incidental or necessary expenses required to provide Service.

89. PURCHASES OF MAINTENANCE

At the discretion of the Commonwealth or Authorized User, additional purchases may include Maintenance on any System purchased previously hereunder, as delineated in the Schedule, page 28, section entitled "Post Warranty Full-Service On-Site Maintenance," or other as appropriate.

ATTACHMENT "A"
TO
IFB 2002-45

CERTIFICATION REGARDING LOBBYING

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

a. No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

b. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

c. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

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

Signature: Jackie Arnett

Printed Name: Jackie Arnett

Organization: The Presidio Corporation

Date: 6/14/02

NORTEL NETWORKS™

Michael Canova
Portfolio Manager BCM
LPS Marketing

March 27, 2002

The purpose of this letter is to address Nortel Networks' compliance to particular mandatory requirements and features in the Digital Key Systems IFB. If Nortel did not clearly reference something in our support documentation, it is my intent that this letter serves as an official notice of compliance to the Commonwealth of Virginia on the specific features/requirements in question. My responses to the questions are given below. My answers are listed in blue:

Section I

Please indicate the maximum number of stations and CO lines that the BCM can support?

The BCM supports up to 80 station ports and 24 CO lines (16 standard analog or 24 DTI).

Section II

Please state that we comply with all System Feature Requirements in this section. Namely Stored-program microprocessor control, Solid-state time division switch matrix, and DTMF signaling

BCM complies with these system feature requirements listed in this section.

Section 1.2 System Features

1.2.6 DTMF Dialing - Yes
1.2.8 Privacy on all intercom calls- Yes
1.2.16 Specify the interface that will accommodate an analog loudspeaker paging system (support for is mention in the handbook 2-6)

Yes. The page interface is an 1/8 inch miniature jack located on the faceplate of the MSC card, and has a nominal impedance of 600 ohms.

1.2.17 System memory shall be non-volatile to prevent loss of programmable system features when a commercial power failure occurs.

Yes. The memory is stored on non-volatile memory and backed up on the system hard drive.

Section 2 Required Digital Station Features

2.1.8 Line restriction capability per station- Yes
2.1.18 Telephones shall be capable of being equipped with amplified handsets- Yes
2.1.25 Text Telephone Capability- Yes

Section 4 Analog Station Features

With the Analog Terminal Adapters and/or the Analog Station Module for the BCM, it is capable of supporting all of the features as specified.

NORTEL NETWORKS™

Section 5 Optional VMS Required Features

5.6 The VMS shall provide callers instructions on the use of the system. The following minimum capabilities shall be provided:
-Record message
-Review message
-Delete message (Erase message)
-Transfer to live attendant
-Dial another system extension
-Access to a directory of names, extension numbers, departments, etc.

The BCM Voice Mail System supports, but is not limited to all of the customer features listed above. The system can be set-up in a variety of automated or manual methods to access these features.

5.2.12 Acknowledge delivery of messages originated.

BCM Voice Mail gives the user a confirmation that the outbound message has been delivered and deleted from the mailbox.

5.2.13 The VMS shall have the a system administration function with minimally, the following capabilities:
-Ability to establish new mailboxes - Yes
-Ability to allocate storage to new or existing mailboxes- Yes
-Ability to change password of mailboxes- Yes
-Ability to access user mailboxes to change or delete greetings, messages, and/or announcements- Yes
-Ability to purge system of stored messaged based on date received- Yes

5.3.11 The automated attendant system shall be equipped with a minimum of two (2) hours storage for the recording of prompts and other information accessible to called. The system shall not limit how the storage can be allocated among functions. - Yes

If further answers are needed or more clarification, feel free to contact me at mcanova@nortelnetworks.com