PROFESSIONAL SERVICES AGREEMENT

UNIFIED COMMUNICATIONS SUPPORT AND MAINTENANCE OF CURRENT SYSTEM

BETWEEN



COOK COUNTY GOVERNMENT BUREAU OF TECHNOLOGY

AND

ARROW SYSTEMS INTEGRATION, INC.

CONTRACT NO. 1590-14365B (PURCHASE ORDER #: 70000002853)

APPROVED BY THE BOARD OF COOK COUNTY COMMISSIONERS

JAN 1 8 2017

PROFESSIONAL SERVICES AGREEMENT

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AGREEMENT

This Agreement is made and entered into by and between the County of Cook, a public body corporate of the State of Illinois, on behalf of Office of the Chief Procurement Officer hereinafter referred to as "County" and Arrow Systems Integration, Inc., hhereinafter referred to as "Consultant", pursuant to authorization by the Cook County Board of Commissioners on December 14, 2016, as evidenced by Board Authorization letter attached hereto as EXHIBIT "6".

BACKGROUND

The County of Cook issued a Request for Proposals "RFP" for Unified Communications-Support and Maintenanace of Current System. Proposals were evaluated in accordance with the evaluation criteria published in the RFP. The Consultant was selected based on the proposal submitted and evaluated by the County representatives.

Consultant represents that it has the professional experience and expertise to provide the necessary services and further warrants that it is ready, willing and able to perform in accordance with the terms and conditions as set forth in this Agreement.

NOW, THEREFORE, the County and Consultant agree as follows:

TERMS AND CONDITIONS

ARTICLE 1) INCORPORATION OF BACKGROUND

The Background information set forth above is incorporated by reference as if fully set forth here.

ARTICLE 2) DEFINITIONS

a) Definitions

The following words and phrases have the following meanings for purposes of this Agreement:

"Additional Services" means those services which are within the general scope of Services of this Agreement, but beyond the description of services required under Article 3, and all services reasonably necessary to complete the Additional Services to the standards of performance required by this Agreement. Any Additional Services requested by the Using Agency require the approval of the Chief Procurement Officer in a written amendment to this Agreement before Consultant is obligated to perform those Additional Services and before the County becomes obligated to pay for those Additional Services.

"Affiliate" means, with respect to either party, any entity that is directly or indirectly controlling, controlled by, or under common control with a signatory of this Agreement. For purposes of this definition, "control" means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting

securities, by contract or otherwise; and the terms "controlling" and "controlled" have meanings correlative to the foregoing. County and Consultant will cause their Affiliate(s) to comply with the terms of this Agreement.

"Agreement" means this Professional Services Agreement, including all exhibits attached to it and incorporated in it by reference, and all amendments, modifications or revisions made in accordance with its terms.

"Chief Procurement Officer" means the Chief Procurement Officer for the County of Cook and any representative duly authorized in writing to act on his behalf.

"Services" means, collectively, the services, duties and responsibilities described in Article 3 of this Agreement and any and all work necessary to complete them or carry them out fully and to the standard of performance required in this Agreement.

"Subcontractor" or "Subconsultant" means any person or entity with whom Consultant contracts to provide any part of the Services, of any tier, suppliers and materials providers, whether or not in privity with Consultant.

"Using Agency" shall mean the department of agency within Cook County including elected officials.

b) Interpretation

- i) The term "**include**" (in all its forms) means "include, without limitation" unless the context clearly states otherwise.
- ii) All references in this Agreement to Articles, Sections or Exhibits, unless otherwise expressed or indicated are to the Articles, Sections or Exhibits of this Agreement.
- iii) Words importing persons include firms, associations, partnerships, trusts, corporations and other legal entities, including public bodies, as well as natural persons.
- iv) Any headings preceding the text of the Articles and Sections of this Agreement, and any tables of contents or marginal notes appended to it are solely for convenience or reference and do not constitute a part of this Agreement, nor do they affect the meaning, construction or effect of this Agreement.
- v) Words importing the singular include the plural and vice versa. Words of the masculine gender include the correlative words of the feminine and neuter genders.
- vi) All references to a number of days mean calendar days, unless expressly indicated otherwise.

c) Incorporation of Exhibits

The following attached Exhibits are made a part of this Agreement:

Exhibit 1 Scope of Services

Exhibit 2 Schedule of Compensation

Exhibit 3 Minority and Women Owned Business Enterprise Commitment and MBE/WBE Utilization Plan

Exhibit 4 Identification of Sub-Contractors/Suppliers/Sub-Consultants

Exhibit 5 Evidence of Insurance

Exhibit 6 Board Authorization

Exhibit 7 Economic Disclosure Statement

ARTICLE 3) DUTIES AND RESPONSIBILITIES

a) Scope of Services

Consultant must provide the Services in accordance with the standards of performance set forth in Section 3c. The Services that Consultant must provide include those described in Exhibit 1, Scope of Services, which is attached to this Agreement and incorporated by reference as if fully set forth here.

b) Standard of Performance

The Services shall be performed in accordance with the recognized professional standards and practices in the industry, and the Project Personnel, Contractor's Project Manager and any other person employed or engaged by Contractor in connection with this Contract shall have the requisite ability, expertise, knowledge and skill, as appropriate to the duties assigned, to perform the Services and prepare the Products in accordance with such professional standards and industry practices, and in accordance with all applicable milestones and deadlines. Contractor shall promptly re-perform, at no additional charge to County, any Services that fail to satisfy the foregoing warranty in a manner that does satisfy such warranty.

(d) County Responsibilities

County will cooperate with Consultant as reasonably necessary for Consultant's performance of Services in a timely manner. County will provide Consultant with: (i) full, free and safe access to its facilities; (ii) telephone numbers, network addresses and passwords necessary for remote access; and (iii) interface and other information regarding access to third-party products in County's network and necessary third party consents and licenses to enable Consultant's performance under the Contract. County is responsible for ensuring that its networks and systems are adequately secured against unauthorized intrusion or attach and regularly backing up its data and files in accordance with good computing practices. If Consultant provides an update, patch or other new release of software for Supported Products as part of the Services, County will implement it promptly. County will reasonably use, safeguard and return to Consultant any items

that Consultant loans or makes available to County ("Consultant Tools") for the purpose of providing Services under this Agreement, such as, but not limited to, the Secure Access Link. County will bear risk of loss and damage to Consultant Tools until returned to Consultant. Consultant Tools are not considered Supported Products as that term is defined in this Agreement. If County fails to meet its access obligations under this Section or as otherwise provided in this Agreement, Consultant may delay or suspend its performance of Services relating to County's failure.

e) Personnel

i) Key Personnel

Consultant must not reassign or replace Key Personnel without the written consent of the County, which consent the County will not unreasonably withhold. "Key Personnel" means those job titles and the persons assigned to those positions in accordance with the provisions of this Section 3.e(i). The Using Agency may at any time in writing notify Consultant that the County will no longer accept performance of Services under this Agreement by one or more Key Personnel listed. Such notification will state the reason for rejections, which will be for just cause. Upon that notice Consultant must immediately suspend the services of the key person or persons and must replace him or them in accordance with the terms of this Agreement within a commercially reasonable time thereafter. If, after making a good faith effort to find an acceptable team member substitute/replacement, Consultant is unable to perform the Agreement in accordance with the original price or installation date stated on the order form, County shall hold Consultant harmless for any delay in the performance of the Agreement.

ii) Salaries and Wages

Consultant and Subconsultants must pay all salaries and wages due all employees performing Services under this Agreement unconditionally and at least once a month without deduction or rebate on any account, except only for those payroll deductions that are mandatory by law or are permitted under applicable law and regulations or if agreed to by the employee in writing. If in the performance of this Agreement Consultant underpays any such salaries or wages, the Comptroller for the County may withhold, out of payments due to Consultant, an amount sufficient to pay to employees underpaid the difference between the salaries or wages required to be paid under this Agreement and the salaries or wages actually paid these employees for the total number of hours worked. The amounts withheld may be disbursed by the Comptroller for and on account of Consultant to the respective employees to whom they are due. The parties acknowledge that this Section 3.d(iii) is solely for the benefit of the County and that it does not grant any third party beneficiary rights.

f) Minority and Women Owned Business Enterprises Commitment

In the performance of this Agreement, including the procurement and lease of materials or equipment, Consultant must abide by the minority and women's business enterprise commitment requirements of the Cook County Ordinance, (Article IV, Section 34-267 through 272) except to the extent waived by the Compliance Director, which are set forth in Exhibit 3. Consultant's completed MBE/WBE Utilization Plan evidencing its compliance with this requirement are a part of this Agreement, in Form 1 of the MBE/WBE Utilization Plan, upon acceptance by the Compliance Director. Consultant must utilize minority and women's business enterprises at the greater of the amounts committed to by the Consultant for this Agreement in accordance with Form 1 of the MBE/WBE Utilization Plan.

g) Insurance

Consultant must provide and maintain at Consultant's own expense, during the term of this Agreement and any time period following expiration if Consultant is required to return and perform any of the Services or Additional Services under this Agreement, the insurance coverages and requirements specified below, insuring all operations related to this Agreement.

i) Insurance To Be Provided

(1) Workers Compensation and Employers Liability

Workers Compensation Insurance, as prescribed by applicable law, covering all employees who are to provide a service under this Agreement and Employers Liability coverage with limits of not less than \$500,000 each accident or illness.

(2) <u>Commercial General Liability</u> (Primary and Umbrella)

Commercial General Liability Insurance or equivalent with limits of not less than \$2,000,000 per occurrence for bodily injury, personal injury and property damage liability. Coverages must include the following: All premises and operations, products/completed operations, separation of insureds, defense. Cook County is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the Services.

Subconsultants performing Services for Consultant must maintain limits of not less than \$1,000,000 with the same terms in this Section 3.i(2).

(3) <u>Automobile Liability</u> (Primary and Umbrella)

When any motor vehicles (owned, non-owned and hired) are used in connection with Services to be performed, Consultant must provide Automobile Liability Insurance with limits of not less than \$1,000,000 per occurrence limit, for bodily injury and property damage. The County is to be named as an additional insured on a primary, non-contributory basis.

(4) <u>Professional Liability</u>

When any professional consultants perform Services in connection with this Agreement, Professional Liability Insurance covering acts, errors or omissions must be maintained with limits of not less than \$2,000,000. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, start of Services on this Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of 2 years.

Subconsultants performing Services for Consultant must maintain limits of not less than \$1,000,000\$ with the same terms in this Section 3.i(4).

(5) <u>Valuable Papers</u>

When any designs, drawings, specifications and documents are produced or used under this Agreement, Valuable Papers Insurance must be maintained in an amount to insure against any loss whatsoever, and must have limits sufficient to pay for the re-creation and reconstruction of such records.

ii) Additional Requirements

Consultant must furnish the County of Cook, Cook County, Office of the (1) Chief Procurement Officer, 118 N, Clark St., Room 1018, Chicago, IL 60602, original Certificates of Insurance, or such similar evidence, to be in force on the date of this Agreement, and Renewal Certificates of Insurance, or such similar evidence, if the coverages have an expiration or renewal date occurring during the term of this Agreement. Consultant must submit evidence of insurance on the County Insurance Certificate Form (copy attached as Exhibit 3) or equivalent prior to the effective date of the Agreement. The receipt of any certificate does not constitute agreement by the County that the insurance requirements in this Agreement have been fully met or that the insurance policies indicated on the certificate are in compliance with all Agreement requirements. The failure of the County to obtain certificates or other insurance evidence from Consultant is not a waiver by the County of any requirements for Consultant to obtain and maintain the specified coverages. Consultant must advise all insurers of the provisions in this Agreement regarding insurance. Non-conforming insurance does not relieve Consultant of the obligation to provide insurance

as specified in this Agreement. Nonfulfillment of the insurance conditions may constitute a violation of this Agreement, and the County retains the right to terminate this Agreement or to suspend this Agreement until proper evidence of insurance is provided.

The insurance must provide for 60 days prior written notice to be given to the County in the event coverage is substantially changed, canceled or non-renewed. All deductibles or self-insured retentions on referenced insurance coverages must be borne by Consultant. Consultant agrees that insurers waive their rights of subrogation against the County of Cook, its employees, elected officials, agents or representatives.

- (2) The coverages and limits furnished by Consultant in no way limit Consultant's liabilities and responsibilities specified within this Agreement or by law. Any insurance or self-insurance programs maintained by the County of Cook apply in excess of and do not contribute with insurance provided by Consultant under this Agreement.
- (3) The required insurance is not limited by any limitations expressed in the indemnification language in this Agreement or any limitation placed on the indemnity in this Agreement given as a matter of law.
- (4) Consultant must require all Subconsultants to provide the insurance required in this Agreement, or Consultant may provide the coverages for Subconsultants. All Subconsultants are subject to the same insurance requirements as Consultant unless otherwise specified in this Agreement. If Consultant or Subconsultant desires additional coverages, the party desiring the additional coverages is responsible for its acquisition and cost.
- (5) The County's Risk Management Office maintains the rights to modify, delete, alter or change these requirements. "Risk Management Office" means the Risk Management Office, which is under the direction of the Director of Risk Management and is charged with reviewing and analyzing insurance and related liability matters for the County.

h) Indemnification

(i) Bodily Injury and Property Damage

Contractor shall indemnify, defend, and hold the County harmless from and against: (a) any claims brought by any third party arising out of death, bodily injury or damage to tangible property that occurs in connection with Contractor or Affiliate's performance hereunder ("Claim"), to the extent that such injury or damage is caused in whole or in part by the negligent acts, errors, omissions of Contractor, its affiliates or any of their respective employees, agents or subcontractors. Contractor shall pay for all liabilities, losses, costs, damages, penalties and expenses (including reasonable attorney's fees) incurred in

connection with any such claims or actions. Such indemnification shall apply only to proven damages and shall not apply to the extent such damages, injury or death was caused by County's act or omission or the act or omission of County's agents, servants, employees or others; and, provided, further, that such indemnification and save harmless obligation is expressly conditioned on the following: (a) that Consultant shall be notified in writing promptly of any such Claim, (b) that Consultant shall have sole control of the defense of any action or such Claim and of all negotiations for its settlement or compromise provided that County's legal counsel may participate in such defense and settlement (at Consultant's expense); and that (c) County shall cooperate with Consultant in a reasonable way to facilitate the settlement or defense of such Claim.

(ii) INFRINGEMENT DEFENSE AND INDEMNIFICATION

- (1) Defense and Indemnity. Consultant will defend County, at Consultant's expense, against any Claim, as defined below, and will indemnify County as provided for in this Section for any judgments, settlements and court awarded attorney's fees resulting from a Claim. Consultant's obligations under this Section are conditioned on the following: (i) County promptly notifies Consultant of the Claim in writing upon County being made aware of the Claim; (ii) County gives Consultant sole authority and control of the defense and (if applicable) settlement of the Claim, provided that County's legal counsel may participate in such defense and settlement, at County's expense, and (iii) County provides all information and assistance reasonably requested by Consultant to handle the defense or settlement of the Claim. For purposes of this Section, "Claim" means any cause of action in a third party action, suit or proceeding against County alleging that Consultant Service as of its delivery date under this Agreement infringes a valid U.S. patent, copyright or trademark.
- (2) Remedial Measures. If the Consultant Service becomes, or Consultant reasonably believes use of a the Consultant Service may become, the subject of a Claim, Consultant may, at its own expense and option: (i) procure for County the right to continue use of the Consultant Service; (ii) replace or modify the Consultant Service; or to the extent that neither (i) nor (ii) are deemed commercially practicable, (iii) refund to County any prepaid fees for the applicable Consultant Service in which case County will cease all use of the Consultant Service.
- (3) Exceptions. Consultant will have no defense or indemnity obligation for any Claim based on: (i) a Consultant Service that has been modified by someone other than Consultant; (ii) a Consultant Service that has been modified by Consultant in accordance with County-provided specifications or instructions; (iii) use or combination of the Consultant Service with Third Party Avaya Services, open source or freeware technology; (iv)Consultant Service used or located by County in a country other than the country in which or for which it was supplied by Consultant; (vi) use of the Consultant Service after Consultant has informed County of modifications or changes in the Consultant Service required to avoid such Claim and offered to implement those modifications or changes pursuant to the Section titled Remedial Measures above, if such Claim would have been avoided by

implementation of Consultant's suggestions and to the extent County did not provide Consultant with a reasonable opportunity to implement Consultant's suggestions; or (vii) the amount of revenue or profits earned or other value obtained by the use of Products, or the amount of use of the Consultant Services.

- (4) "Third Party Products" means any Products made by a party other than Avaya, and may include, without limitation, Products ordered by County from third parties. However, components of Avaya-branded Products are not Third Party Products if they are both: (y) embedded in Products (i.e., not recognizable as standalone items); and (z) not identified as separate items on Avaya's price list, quotes, order specifications forms or Documentation.
- (5) Sole Remedy. THE FOREGOING STATES ENTIRE LIABILITY OF CONSULTANT AND ITS SUPPLIERS, AND COUNTY'S SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY INFRINGEMENT OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHTS OF ANY OTHER PARTY. THE FOREGOING ALSO IS IN LIEU OF, AND CONSULTANT DISCLAIMS, ALL WARRANTIES OF NON-INFRINGEMENT WITH RESPECT TO THE CONSULTANT SERVICES.

i) Confidentiality and Ownership of Documents

"Contractor Confidential Information" means its business and/or technical information, trade secrets, unpatented inventions or confidential intellectual property, financial information including pricing, discounts and any other information or data, regardless of whether in tangible or other form if marked or otherwise expressly identified in writing as confidential. Information communicated verbally will qualify as Confidential Information if designated as confidential or proprietary at the time of disclosure and summarized in writing within 30 days after disclosure.

"County Confidential Information" means the County's business and/or technical information of any kind and any other information or data regardless of whether it is marked or otherwise expressly identified as confidential.

Either party's "Confidential Information" excludes information that: (i) is publicly available other than by an act or omission of the receiving party; (ii) subsequent to its disclosure was lawfully received from a third party having the right to disseminate the information without restriction on its dissemination or disclosure; (iii) was known by the receiving party prior to its receipt and was not received from a third party in breach of that third party's confidentiality obligations; (iv) was independently developed by the receiving party without use of the disclosing party's Confidential Information; or (v) is required to be disclosed by court order or other lawful government action, but only to the extent so ordered, provided the receiving party provides prompt written notification to the disclosing party of the pending disclosure so the disclosing party may attempt to obtain a protective order. In the event of a potential disclosure in the case of subsection (v) above, the receiving party will provide reasonable assistance to the disclosing party should the disclosing party attempt to obtain a protective order.

Obligations. To the extent permitted by law, each party will protect the secrecy of all Confidential Information received from the other party with the same degree of care as it uses to protect its own Confidential Information, but in no event with less than a reasonable degree of care. Neither party will use or disclose the other party's Confidential Information except as permitted in this Section or for the purpose of performing obligations under the Contract. The confidentiality obligations of each party will survive expiration or termination of the Contract. Upon termination of the Contract, each party will cease all use of the party's Confidential Information and will promptly return, or at the other party's request destroy, all Confidential Information, including any copies, in tangible form in that party's possession or under its control, including Confidential Information stored on any medium. Upon request, a party will certify in writing its compliance with this Section.

Consultant shall comply with the applicable privacy laws and regulations affecting County and will not disclose any of County's records, materials, or other data to any third party. Consultant shall not have the right to compile and distribute, to any party other than receiving party's employees, agents, directors, officers, professional legal advisors, Affiliates or subcontractors with a need to know and who are bound by confidentiality obligations with the receiving party at least as protective as the terms herein, statistical analyses and reports utilizing data derived from information or data obtained from County without the prior written approval of County. In the event such approval is given, any such reports published and distributed by Consultant shall be furnished to County without charge.

j) Patents, Copyrights and Licenses

Where Services include provision of patches or updates for Supported Products, they will be provided subject to the license grant and restrictions contained in the original agreement, Contract No. 08-41-33, under which County licensed the original Supported Product software from Avaya, Inc. "Supported Products" are: (i) the hardware or software products identified in the accepted order, and (ii) Added Products (defined in Exhibit 1, Section 1.7). Supported Products may include non-Consultant products to the extent they are specified in the order or Exhibit 1.

k) Examination of Records and Audits

The Consultant agrees that the Cook County Auditor or any of its duly authorized representatives shall, until expiration of three (3) years after the final payment under the Contract, have access and the right to examine any books, documents, papers, canceled checks, bank statements, purveyor's and other invoices, and records of the Consultant related to the Contract, or to Consultant's compliance with any term, condition or provision thereof during normal business hours following reasonable notice, at a time and place mutually agreed to by the parties. The Consultant shall be responsible for establishing and maintaining records sufficient to document the costs associated with performance under the terms of this Contract.

The Consultant further agrees that it shall include in all of its subcontracts hereunder a provision to the effect that the Subcontractor agrees that the Cook County Auditor or any of

its duly authorized representatives shall, until expiration of three (3) years after final payment under the subcontract, have access and the right to examine any books, documents, papers, canceled checks, bank statements, purveyor's and other invoices and records of such Subcontractor involving transactions relating to the subcontract, or to such Subcontractor compliance with any term, condition or provision thereunder or under the Contract.

In the event the Consultant receives payment under the Contract and an audit conducted hereunder reveals that because the Services were not provided or the Deliverables were not delivered or any single invoice submitted by the Contractor contains an overcharge, then Contractor shall promptly: (a) refund any such disallowed amount or overcharge paid to Contractor by County; or (b) correct and resubmit such invoice, if not yet paid by County.

To the extent this Contract pertains to Services which may be reimbursable under the Medicaid or Medicare Programs, Consultant shall retain and make available upon request, for a period of four (4) years after furnishing services pursuant to this Agreement, the contract, books, documents and records which are necessary to certify the nature and extent of the costs of such services if requested by the Secretary of Health and Human Services or the Comptroller General of the United States or any of their duly authorized representatives.

To the extent this Contract pertains to Services which may be reimbursable under the Medicaid or Medicare Programs, and if Consultant carries out any of its duties under the Agreement through a subcontract with a related organization involving a value of cost of \$10,000.00 or more over a 12 month period, Consultant will cause such subcontract to contain a clause to the effect that, until the expiration of four years after the furnishing of any service pursuant to said subcontract, the related organization will make available upon request of the Secretary of Health and Human Services or the Comptroller General of the United States or any of their duly authorized representatives, copies of said subcontract and any books, documents, records and other data of said related organization that are necessary to certify the nature and extent of such costs. This paragraph relating to the retention and production of documents is included because of possible application of Section 1861(v)(1)(I) of the Social Security Act to this Agreement; if this Section should be found to be inapplicable, then this paragraph shall be deemed inoperative and without force and effect.

1) Subcontracting or Assignment of Contract or Contract Funds

Contract shall not be assigned, in whole or in part, without the advance written approval of the Chief Procurement Officer, which approval shall be granted or withheld at the sole discretion of the Chief Procurement Officer. In no case, however, shall such approval relieve the Consultant from its obligations or change the terms of the Contract. The Consultant shall not transfer or assign any Contract funds or any interest therein due or to become due without the advance written approval of the Chief Procurement Officer. The unauthorized assignment of the Contract, in whole or in part, or the unauthorized transfer or assignment of any Contract funds, either in whole or in part, or any interest therein, which shall be due or are to become due the Consultant shall have no effect on the County and are null and void. Consultant may

subcontract any or all of its obligations under this Agreement, but will retain responsibility for the work.

Prior to the commencement of the Contract, the Consultant shall identify in writing to the Chief Procurement Officer the names of any and all Subcontractors it intends to use in the performance of the Contract by completing the Identification of Subcontractor/Supplier/Subconsultant Form ("ISF"). The Chief Procurement Officer shall have the right to disapprove any Subcontractor. All Subcontractors shall be subject to the terms of this Contract. Consultant shall incorporate into all subcontracts all of the provisions of the Contract which affect such subcontract. Copies of subcontracts shall be provided to the Chief Procurement Officer upon request.

The Consultant must disclose the name and business address of each Subcontractor, attorney, lobbyist, consultant and any other person or entity with whom Consultant has retained or expects to retain in connection with the Matter, as well as the nature of the relationship, and, except in regard to any Subcontractors utilized to provide Services hereunder, the total amount of fees paid or estimated to be paid. The Consultant is not required to disclose employees who are paid or estimated to be paid. The Consultant is not required to disclose employees who are paid solely through the Consultant's regular payroll. "Lobbyist" means any person or entity who undertakes to influence any legislation or administrative action on behalf of any person or entity other than: (1) a not-for-profit entity, on an unpaid basis, or (2), himself.

"Lobbyist" also means any person or entity any part of whose duties as an employee of another includes undertaking to influence any legislative or administrative action. If the Consultant is uncertain whether a disclosure is required under this Section, the Consultant must either ask the County, whether disclosure is required or make the disclosure.

The County reserves the right to prohibit any person from entering any County facility for any reason. All Consultants and Subcontractor of the Consultant shall be accountable to the Chief Procurement Officer or his designee while on any County property and shall abide by all rules and regulations imposed by the County.

ARTICLE 4) TERM OF PERFORMANCE

a) Term of Performance

- (i) Agreement Term. This Agreement takes effect when approved by the Cook County Board and its term shall begin on February 1, 2017 ("Effective Date") and continue until January 31, 2022 or until this Agreement is terminated in accordance with its terms, whichever occurs first. Upon the expiration of the initial term, the Agreement will expire, unless otherwise agreed by the parties in writing.
- (ii) Services Term. The Services set forth herein shall be for an initial five (5) year coverage term commencing on February 1, 2017 and continue until January 31, 2022 or until this Agreement is terminated in accordance with its terms, whichever

occurs first (the "Initial Coverage Term"). Upon the expiration of the Initial Coverage Term, the Services will expire, unless otherwise agreed by the parties in writing. Notwithstanding anything to the contrary in the applicable Service Agreement Supplement(s) or Service Description(s), and for avoidance of doubt, the parties agree that maintenance Services will not automatically renew at the expiration of the initial term.

b) Timeliness of Performance

- i) Consultant must provide the Services and Deliverables within the term and within the time limits required under this Agreement, pursuant to the provisions of Section 4.a and Exhibit 1.
- ii) Neither Consultant nor Consultant's agents, employees nor Subcontractors are entitled to any damages from the County, nor is any party entitled to be reimbursed by the County, for damages, charges or other losses or expenses incurred by Consultant by reason of delays or hindrances in the performance of the Services, whether or not caused by the County.

ARTICLE 5) COMPENSATION

a) Basis of Payment

The County will pay Consultant according to the Schedule of Compensation in the attached Exhibit 2 for the successful completion of services.

b) Method of Payment

All invoices submitted by the Consultant shall be in accordance with the cost provisions contained in the Agreement and shall contain a detailed description of the Services, including the quantity and per unit price of items covered by the Services, for which payment is requested. All invoices shall reflect the amounts invoiced by and the amounts paid to the Consultant as of the date of the invoice. Contractor will invoice County for Services in advance unless another payment option is specified in the order. Invoices shall be due within forty-five (45) days from the date of Consultant's invoice. Invoices for new charges shall not include "past due" amounts, if any, which amounts must be set forth on a separate invoice. Consultant shall not be entitled to invoice the County for any late fees or other penalties.

In accordance with Section 34-177 of the Cook County Procurement Code, the County shall have a right to set off and subtract from any invoice(s) or Contract price, a sum equal to any fines and penalties, including interest, for any tax or fee delinquency and any debt or obligation owed by the Consultant to the County.

The Consultant acknowledges its duty to ensure the accuracy of all invoices submitted to the County for payment. By submitting the invoices, the Consultant certifies that all itemized entries set forth in the invoices are true and correct. The Consultant acknowledges that by

submitting the invoices, it certifies that it has delivered the Services set forth in the Agreement to the Using Agency, or that it has properly performed the services set forth in the Agreement. The Consultant acknowledges that any inaccurate statements or negligent or intentional misrepresentations in the invoices shall result in the County exercising all remedies available to it in law and equity including, but not limited to, a delay in payment or non-payment to the Consultant, and reporting the matter to the Cook County Office of the Independent Inspector General.

When a Consultant receives any payment from the County for any supplies, equipment, goods, or services, it has provided to the County pursuant to its Agreement, the Consultant must make payment to its Subcontractors within 15 days after receipt of payment from the County, provided that such Subcontractor has satisfactorily provided the supplies, equipment, goods or services in accordance with the Contract and provided the Consultant with all of the documents and information required of the Consultant. The Consultant may delay or postpone payment to a Subcontractor when the Subcontractor's supplies, equipment, goods, or services do not comply with the requirements of the Contract, the Consultant is acting in good faith, and not in retaliation for a Subcontractor exercising legal or contractual rights.

c) Funding

The source of funds for payments under this Agreement is identified in Exhibit 2, Schedule of Compensation. Payments under this Agreement must not exceed the dollar amount shown in Exhibit 2 without a written amendment in accordance with Section 10.c.

d) Non-Appropriation

If no funds or insufficient funds are appropriated and budgeted in any fiscal period of the County for payments to be made under this Agreement, then the County will notify Consultant in writing of that occurrence, and this Agreement will terminate on the earlier of the last day of the fiscal period for which sufficient appropriation was made or whenever the funds appropriated for payment under this Agreement are exhausted. Payments for Services completed to the date of notification will be made to Consultant. No payments will be made or due to Consultant and under this Agreement beyond those amounts appropriated and budgeted by the County to fund payments under this Agreement.

e) Taxes

Federal Excise Tax does not apply to materials purchased by the County by virtue of Exemption Certificate No. 36-75-0038K. Illinois Retailers' Occupation Tax, Use Tax and Municipal Retailers' Occupation Tax do not apply to deliverables, materials or services purchased by the County by virtue of statute. The price or prices quoted herein shall include any and all other federal and/or state, direct and/or indirect taxes which apply to this Contract. The County's State of Illinois Sales Tax Exemption Identification No. is E-9998-2013-07.

f) Price Reduction

Most Favored Customer. The prices charged to the County under this Contract will not exceed final prices charged by Contractor to other government customers for the same or substantively similar products or services for comparable quantities under substantially similar terms and conditions. If the price the County pays for products and/or services under this Contract is not the lowest price charged to a customer under the conditions stated above ("Comparison Customer"), in addition to all other remedies available to the County by law, the County is entitled to a refund in the amount of the difference between the price charged to the County and the lowest price charged to the Comparison Customer.

Discount Levels. The prices charged to the County under this Contract shall, at a minimum, reflect the discounts Contractor generally offers to its other government customers based on the volume of Products and Services purchased by its customers.

Right of First Refusal. In the event the County receives a proposal from a third party for the same Products and Services offered by Contractors hereunder (including quality and condition) and such proposal is for lower prices than those offered by Contractor to the County for the work, then the County shall offer the Contractor a reasonable opportunity and time period to match such lower prices or justify the difference in prices before the County may accept such third party's proposal

g) Consultant Credits

To the extent the Consultant gives credits toward future purchases of goods or services, financial incentives, discounts, value points or other benefits based on the purchase of the materials or services provided for under this Contract, such credits belong to the County and not any specific Using Agency. Consultant shall reflect any such credits on its invoices and in the amounts it invoices the County.

ARTICLE 6) DISPUTES

Any dispute arising under the Contract between the County and Consultant shall be decided by the Chief Procurement Officer. The complaining party shall submit a written statement detailing the dispute and specifying the specific relevant Contract provision(s) to the Chief Procurement Officer. Upon request of the Chief Procurement Officer, the party complained against shall respond to the complaint in writing within five days of such request. The Chief Procurement Officer will reduce her decision to writing and mail or otherwise furnish a copy thereof to the Consultant. The decision of the Chief Procurement Officer will be final and binding, unless otherwise decided in any applicable action at law or equity; provided that the parties agree that dispute resolution as provided herein shall be a condition precedent to any other action at law or in equity. However, unless a notice is issued by the Chief Procurement Officer indicating that additional time is required to review a dispute, the parties may exercise their contractual remedies, if any, if no decision is made within sixty (60) days following notification to the Chief Procurement Officer of a dispute. No inference shall be drawn from the absence of a decision by the Chief Procurement Officer.

Notwithstanding a dispute, Consultant shall continue to discharge all its obligations, duties and responsibilities set forth in the Contract during any dispute resolution proceeding unless otherwise agreed to by the County in writing.

ARTICLE 7) COOPERATION WITH INSPECTOR GENERAL AND COMPLIANCE WITH ALL LAWS

The Consultant, Subcontractor, licensees, grantees or persons or businesses who have a County contract, grant, license, or certification of eligibility for County contracts shall abide by all of the applicable provisions of the Office of the Independent Inspector General Ordinance (Section 2-281 et. seq. of the Cook County Code of Ordinances). Failure to cooperate as required may result in monetary and/or other penalties.

The Consultant shall observe and comply with the laws, ordinances, regulations and codes of the Federal, State, County and other local government agencies which may in any manner affect the performance of the Contract including, but not limited to, those County Ordinances set forth in the Certifications attached hereto and incorporated herein. Assurance of compliance with this requirement by the Consultant's employees, agents or Subcontractor shall be the responsibility of the Consultant.

The Consultant shall secure and pay for all federal, state and local licenses, permits and fees applicable to the Services provided hereunder.

ARTICLE 8) SPECIAL CONDITIONS

a) Warranties and Representations

In connection with signing and carrying out this Agreement, Consultant:

- i) warrants that Consultant is appropriately licensed under Illinois law to perform the Services required under this Agreement and will perform no Services for which a professional license is required by law and for which Consultant is not appropriately licensed;
- warrants it is financially solvent; it and each of its employees, agents and Subcontractors of any tier are competent to perform the Services required under this Agreement; and Consultant is legally authorized to execute and perform or cause to be performed this Agreement under the terms and conditions stated in this Agreement;
- iii) warrants that it will not knowingly use the services of any ineligible consultant or Subcontractor for any purpose in the performance of its Services under this Agreement;

- iv) warrants that Consultant and its Subcontractors are not in default at the time this Agreement is signed, and has not been considered by the Chief Procurement Officer to have, within 5 years immediately preceding the date of this Agreement, been found to be in default on any contract awarded by the County;
- v) represents that it has carefully examined and analyzed the provisions and requirements of this Agreement; it understands the nature of the Services required; from its own analysis it has satisfied itself as to the nature of all things needed for the performance of this Agreement; this Agreement is feasible of performance in accordance with all of its provisions and requirements, and Consultant warrants it can and will perform, or cause to be performed, the Services in strict accordance with the provisions and requirements of this Agreement;
- vi) represents that Consultant and, to the best of its knowledge, its Subcontractors are not in violation of the provisions of the Illinois Criminal Code, 720 ILCS 5/33E as amended; and
- vii) acknowledges that any certification, affidavit or acknowledgment made under oath in connection with this Agreement is made under penalty of perjury and, if false, is also cause for termination under Sections 9.a and 9.c.
- Warranty Disclaimer. Services provided to enhance network security are not a guaranty against malicious code, deleterious routines, and other techniques and tools employed by computer "hackers" and other third parties to create security exposures. Neither Consultant nor its suppliers make any warranty, express or implied that all security threats and vulnerabilities will be detected or that the Services will render an end user's network or particular network elements safe from intrusions and other security breaches. Consultant does not make any warranty against any damages, malfunctions, or non-conformities caused by: (i) County's use of software in violation of the license granted in Article 3(j) above or in a manner inconsistent with the Documentation (as defined below); (ii) normal wear due to Supported Product use, including but not limited to Supported Product cosmetics and display scratches; (ii) use of non-Consultant furnished equipment, software or facilities with Supported Products (except to the extent provided in the Documentation (as defined below)); (iii) County's failure to follow Consultant's installation, operation or maintenance instructions; (iv) County's failure to permit Consultant timely access, remote or otherwise, to Supported Products; or (v) failure to implement all new updates to software provided under this Agreement. Consultant does not make any warranty for Supported Products that have been serviced or modified other than by Consultant or a third party specifically authorized by Consultant to provide the service or modification. EXCEPT AS REFERENCED AND LIMITED IN THIS SECTION, NEITHER CONSULTANT NOR ITS LICENSORS OR SUPPLIERS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY SERVICES INCLUDING ANY SOFTWARE PROVIDED HEREUNDER OR ANY SUPPORTED PRODUCTS OR OTHERWISE RELATED TO THIS AGREEMENT. CONSULTANT DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE OPERATION OF SUPPORTED PRODUCTS OR THAT THE SERVICES, INCLUDING ANY SOFTWARE PROVIDED HEREUNDER, WILL PREVENT TOLL FRAUD. TO THE MAXIMUM EXTENT

PERMITTED BY APPLICABLE LAW, CONSULTANT DISCLAIMS ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. THE WARRANTY REMEDIES EXPRESSLY PROVIDED IN ARTICLE 3(b) ABOVE WILL BE COUNTY'S SOLE AND EXCLUSIVE REMEDIES FOR FAILURE TO PERFORM SERVICES ACCORDING TO THE ESTABLISHED STANDARDS OF PERFORMANCE AS PROVIED HEREIN AND IN THE DOCUMENTATION. "Documentation" means information published in varying mediums by Consultant which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Documentation shall be used only in support of the authorized use of the associated software supported hereunder. Consultant represents that all Documentation is either provided in the Service Descriptions / Service Agreement Supplements which are exhibits to this Agreement or can be obtained at the following website: https://support.avaya.com/documents/

Ethics

- i) In addition to the foregoing warranties and representations, Consultant warrants:
 - (1) to the best of its belief and knowledge, no officer, agent or employee of the County is employed by Consultant or has a financial interest directly or indirectly in this Agreement or the compensation to be paid under this Agreement except as may be permitted in writing by the Board of Ethics.
 - (2) no payment, gratuity or offer of employment will be made in connection with this Agreement by or on behalf of any Subcontractors to the prime Consultant or higher tier Subcontractors or anyone associated with them, as an inducement for the award of a subcontract or order.

c) Joint and Several Liability

If Consultant, or its successors or assigns, if any, is comprised of more than one individual or other legal entity (or a combination of them), then under this Agreement, each and without limitation every obligation or undertaking in this Agreement to be fulfilled or performed by Consultant is the joint and several obligation or undertaking of each such individual or other legal entity.

d) Business Documents

At the request of the County, Consultant must provide copies its articles of incorporation or other public filings.

e) Conflicts of Interest

i) No member of the governing body of the County or other unit of government and

no other officer, employee or agent of the County or other unit of government who exercises any functions or responsibilities in connection with the Services to which this Agreement pertains is permitted to have any personal interest, direct or indirect, in this Agreement. No member of or delegate to the Congress of the United States or the Illinois General Assembly and no Commissioner of the Cook County Board or County employee is allowed to be admitted to any share or part of this Agreement or to any financial benefit to arise from it.

- consultant covenants that it, and to the best of its knowledge, its Subcontractors if any (collectively, "Consulting Parties"), presently have no direct or indirect interest and will not acquire any interest, direct or indirect, in any project or contract that would conflict in any manner or degree with the performance of its Services under this Agreement.
- iii) The Consultant must advise the County if it becomes aware of a conflict of interest and the County reserves the right to exercise any all remedies set forth in this Agreement, or remedies available in equity and at law.
- Without limiting the foregoing, if the Consulting Parties assist the County in determining the advisability or feasibility of a project or in recommending, researching, preparing, drafting or issuing a request for proposals or bid specifications for a project, the Consulting Parties must not participate, directly or indirectly, as a prime, Subcontractor or joint venturer in that project or in the preparation of a proposal or bid for that project during the term of this Agreement or afterwards. The Consulting Parties may, however, assist the County in reviewing the proposals or bids for the project if none of the Consulting Parties have a relationship with the persons or entities that submitted the proposals or bids for that project.
- v) The Consultant further covenants that, in the performance of this Agreement, no person having any conflicting interest will be assigned to perform any Services or have access to any confidential information, as defined in Section 3.h of this Agreement. To the extent that Services provided by Consultant to others will materially impact the Services Consultant provides hereunder, the Consultant shall advise the CPO.

f) Non-Liability of Public Officials

Consultant and any assignee or Subcontractor of Consultant must not charge any official, employee or agent of the County personally with any liability or expenses of defense or hold any official, employee or agent of the County personally liable to them under any term or provision of this Agreement or because of the County's execution, attempted execution or any breach of this Agreement.

h) Compliance

The parties will observe all applicable laws and regulations. Consultant products, technology and Services are subject to applicable import and export control laws and regulations of the United States and other countries. Each party, at its own expense, will comply with applicable export and import laws and regulations, including those of the United States that prohibit or limit export to certain countries, for certain uses, or to certain end-users. Each party agrees to provide the other party the information, support documents and assistance as may be reasonably required in connection with securing necessary authorizations or licenses required for the transactions contemplated by this Agreement or in connection with associated reporting or recordkeeping obligations. County certifies that it is not on the U.S. Department of Commerce's Denied Parties List or affiliated lists, the U.S. Department of Treasury's Specially Designated Nationals List or on any other export exclusion list of any other U.S. or non U.S. governmental agency. County further certifies that neither the U.S. Bureau of Industry and Security nor any other U.S. or non-U.S. governmental agency has issued sanctions against County or otherwise suspended, revoked or denied County's import or export privileges. Additional information relevant to Consultant's compliance with applicable export and import laws and regulations can be obtained by contacting Consultant Global Trade Compliance at globaltrade@avaya.com.

ARTICLE 9) EVENTS OF DEFAULT, REMEDIES, TERMINATION, SUSPENSION

AND RIGHT TO OFFSET

a) Events of Default Defined

The following constitute events of default:

- i) Any material misrepresentation, whether negligent or willful and whether in the inducement or in the performance, made by Consultant to the County.
- ii) Consultant's material failure to perform any of its obligations under this Agreement including the following:
 - (a) Failure due to a reason or circumstances within Consultant's reasonable control to perform the Services with sufficient personnel and equipment or with sufficient material to ensure the performance of the Services;
 - (b) Failure to perform the Services in accordance with Exhibit 1 or inability to perform the Services satisfactorily as a result of insolvency, filing for bankruptcy or assignment for the benefit of creditors;
 - (c) Failure to promptly re-perform within a mutually agreeable time Services that were rejected as erroneous or unsatisfactory;
 - (d) Discontinuance of the Services for reasons within Consultant's reasonable control; and

- (e) Failure to comply with any other material term of this Agreement, including the provisions concerning insurance and nondiscrimination.
- iii) Any change of more than five percent (5%) in ownership or control of Consultant, without the prior written approval of the Chief Procurement Officer, which approval the Chief Procurement Officer will not unreasonably withhold.
- v) Failure to comply with Article 7 in the performance of the Agreement.
- vi) Consultant's repeated or continued violations of County ordinances unrelated to performance under the Agreement that in the opinion of the Chief Procurement Officer indicate a willful or reckless disregard for County laws and regulations.

The occurrence of any event of default permits the County, at the County's sole option, to declare Consultant in default. County will provide written notice of the controversy or claim in accordance with the notice provision of this Agreement, detailing the alleged event of default ("Default Notice"). The Consultant shall have an opportunity to cure the default within the period of time specified in the Default Notice, which period of time will be no less than 10 business days and must not exceed 30 business days, unless extended by the Chief Procurement Officer. Whether to declare Consultant in default is within the sole discretion of the Chief Procurement Officer and neither that decision nor the factual basis for it is subject to review or challenge under the Disputes provision of this Agreement.

County shall be in default hereunder if any material breach of the Contract by County occurs which is not cured by the County within (90) calendar days after written notice has been given by Contractor to the County, setting forth the nature of such breach.

b) Remedies

County's Remedies. If the Contractor fails to remedy a material breach during the time period specific in the Default Notice, or if Contractor commits a subsequent material breach within a twelve month period or expresses an unwillingness or inability to continue performing the Contract in accordance with its terms, the County shall have the right to terminate this Contract upon written notice to the Contractor which shall set forth the effective date of such termination.

In addition, the County shall have the right to pursue all remedies in law or equity.

Contractor's Remedies. If Contractor notifies the County of a County breach, and the County fails to remedy the breach during the ninety (90) calendar day cure period pursuant to this Section, the Contractor shall have the right to terminate this Contract upon written notice to the County, which notice shall set forth the effective date of termination.

Contractor shall have the right to pursue all remedies available in law or equity. In all cases, the Contractor's damages shall be those actual provable damages not to exceed the amount

of the Contractor as awarded by the Cook County Board of Commissioners less all amounts paid to Contractor. In no event shall Contractor be entitled to any consequential damages. Contractor shall not disrupt the County's operations or repossess any component thereof during the ninety-day cure period.

Nothing in Article 9 will be construed to preclude Consultant from seeking provisional remedies, including but not limited to temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights at any time.

If the Chief Procurement Officer gives a Default Notice, he will also indicate any present intent he may have to terminate this Agreement, and the decision to terminate (but not the decision not to terminate) is final and effective upon giving the notice. The Chief Procurement Officer may give a Default Notice if Consultant fails to affect a cure within the cure period given in a Cure Notice. When a Default Notice with intent to terminate is given as provided in this Section 9.b and Article 11, Consultant must discontinue any Services, unless otherwise directed in the notice, and deliver all materials containing Confidential Information accumulated in the performance of this Agreement, whether completed or in the process, to the County Notwithstanding the foregoing, Consultant may retain copies of the materials containing Confidential Information: (a) as part of the Consultant's archival records (including backup systems) that the Consultant's keeps in the ordinary course of its business, but only as required by the receiving party's records retention policies, (b) as may be required by law, or (c) if and only to the extent they are relevant to a dispute between the parties. Such retained Confidential Information may not be used or retained for any purpose other than as set out in subsections (a) through (c), and will be destroyed in the ordinary course of business in compliance with the receiving party's records retention policies. Until such destruction has occurred, Confidential Information so retained will remain subject to the terms of this Agreement. Upon request, a party will certify in writing its compliance with this Section. After giving a Default Notice, the County may invoke any or all of the following remedies:

- The right to take over and complete the Services, or any part of them ("Replacement Services"), at Consultant's expense either directly or through others, , and Consultant must pay the difference between the total amount of the Replacement Services and the amount the County would have paid Consultant under the terms and conditions of this Agreement for the Services;
- ii) The right to terminate this Agreement as to any or all of the Services yet to be performed effective at a time specified by the County;
- iii) The right of specific performance, an injunction or any other appropriate equitable remedy;
- iv) The right to actual, proven direct damages.

- v) The right to withhold all or any part of Consultant's compensation under this Agreement specifically related to the non-compliant transaction or order;
- vi) The right to consider Consultant non-responsible in future contracts to be awarded by the County.

If the Chief Procurement Officer considers it to be in the County's best interests, he may elect not to declare default or to terminate this Agreement. The parties acknowledge that this provision is solely for the benefit of the County and that if the County permits Consultant to continue to provide the Services despite one or more events of default, Consultant is in no way relieved of any of its responsibilities, duties or obligations under this Agreement, nor does the County waive or relinquish any of its rights.

The remedies under the terms of this Agreement are not intended to be exclusive of any other remedies provided, but each and every such remedy is cumulative and is in addition to any other remedies, existing now or later, at law, in equity or by statute. No delay or omission to exercise any right or power accruing upon any event of default impairs any such right or power, nor is it a waiver of any event of default nor acquiescence in it, and every such right and power may be exercised from time to time and as often as either Party considers expedient.

Limitation of Liability

SUBJECT TO THE EXCLUSIONS LISTED IN SECTION 9(c)(iii) BELOW, IN NO EVENT SHALL EITHER PARTY OR ITS RESPECTIVE LICENSORS OR SUPPLIERS BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL,, PUNITIVE, STATUTORY OR EXEMPLARY DAMAGES OR LOST PROFITS, LOSS OR CORRUPTION OF DATA, TOLL FRAUD, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.

i. Limitation on County Liability

Except as provided in the Exclusions section 9(c)(iii), the County's aggregate liability shall be limited to actual provable direct damages not to exceed the amount of the Contract as awarded by the Cook County Board of Commissioners, which amount is set forth on the Board Authorization Letter less all amounts paid to Consultant hereunder. In no event shall the County's liability be the aggregate amount of multiple contracts.

ii. Limitation on Consultant Liability

Except as provided in the Exclusions section 9(c)(iii), the Consultant's aggregate liability shall be limited to actual provable direct damages not to exceed the greater of the total fees paid or payable under the Contract or \$5,000,000. In no event shall Contractor's liability be the aggregate amount of multiple contracts.

This section will apply to any damages, however cause, and on any theory of liability, whether for breach of contract, tort (including, but not limited to, negligence), or otherwise, and regardless of whether the limited remedies available to the parties fail of their essential purpose.

iii. Exceptions

Notwithstanding any language contained in section 9(c)(i) or 9(c)(ii), there shall be no limit on liability for (i) Consultant's obligations of indemnification as set forth in Article 3, Section (h) — Indemnification, (ii) losses arising out of the gross negligence or willful misconduct of Consultant or its agents or subcontractors, or (iii) bodily injury, death or property damage caused by the negligence or intentional misconduct of the Consultant. The limitation of liability in this section also will apply to any liability of Directors, Officers, Employees, Agents and Suppliers.

c) Early Termination

The County may terminate this Contract, or any portion thereof, including for any specific site, at any time by notice in writing from the County to the Contractor. Unless otherwise stated in the notice, the effective date of such termination shall be thirty days after the date the notice of termination is mailed by the County (certified, return receipt requested) or such other mutually agreed upon time. If the County elects to terminate the agreement in full, unless otherwise specified in the notice of termination, the Contractor shall immediately cease performance. If the County elects to terminate the Contract in part, unless otherwise specified in the notice of partial termination, the Contractor shall immediately cease performance of those portions of the Contract which are terminated. Contractor shall refrain from incurring any further costs with respect to portions of the Contract which are terminated except as specifically approved by the Chief Procurement Officer.

Consultant must include in its contracts with Subcontractors an early termination provision in form and substance equivalent to this early termination provision to prevent claims against the County arising from termination of subcontracts after the early termination. Consultant will not be entitled to make any early termination claims against the County resulting from any Subcontractor's claims against Consultant or the County to the extent inconsistent with this provision.

If the County's election to terminate this Agreement for default under Sections 9.a and 9.b is determined in a court of competent jurisdiction to have been wrongful, then in that case the termination is to be considered to be an early termination under this Section 9.c.

d) Right to Offset

In connection with performance under this Agreement, the County may offset any excess costs incurred:

- i) if the County terminates this Agreement for default or any other reason resulting from Consultant's performance or non-performance, in the event the parties determined that monies are owed to the County;
- ii) if the County exercises any of its remedies under Section 9.b of this Agreement; or
- iii) if the County has any credits due or has made any overpayments under this Agreement.

The County may offset these excess costs by use of any payment due for Services completed before the County terminated this Agreement or before the County exercised any remedies. If the amount offset is insufficient to cover those excess costs, Consultant is liable for and must promptly remit to the County the balance upon written demand for it. The parties shall mutually agree to the amount of the credit due and where it will be applied prior to its issuance. This right to offset is in addition to and not a limitation of any other remedies available to the County.

e) Delays

Consultant agrees that no charges or claims for damages shall be made by Consultant for any delays or hindrances from any cause whatsoever during the progress of any portion of this Contract.

f) Prepaid Fees

In the event this Contract is terminated by either party, for cause or otherwise, and the County has prepaid for any Services, Consultant shall refund to the County, on a prorated basis to the effective date of termination, all amounts prepaid for Services not actually provided as of the effective date of the termination. Consultant will use make any refund payment in a commercially reasonable time period; provided that such time period shall not exceed forty-five (45) days after the effective date of termination.

ARTICLE 10) GENERAL CONDITIONS

a) Entire Agreement

i) General

This Agreement, and the exhibits attached to it and incorporated in it, constitute the entire agreement between the parties and no other warranties, inducements, considerations, promises or interpretations are implied or impressed upon this Agreement that are not expressly addressed in this Agreement.

ii) No Collateral Agreements

Consultant acknowledges that, except only for those representations, statements or promises expressly contained in this Agreement and any exhibits attached to it and incorporated by reference in it, no representation, statement or promise, oral or in writing, of any kind whatsoever, by the County, its officials, agents or employees, has induced Consultant to enter into this Agreement or has been relied upon by Consultant, including any with reference to:

- (a) the meaning, correctness, suitability or completeness of any provisions or requirements of this Agreement;
- (b) the nature of the Services to be performed;
- (c) the nature, quantity, quality or volume of any materials, equipment, labor and other facilities needed for the performance of this Agreement;
- (d) the general conditions which may in any way affect this Agreement or its performance;
- (e) the compensation provisions of this Agreement; or
- (f) any other matters, whether similar to or different from those referred to in (a) through (e) immediately above, affecting or having any connection with this Agreement, its negotiation, any discussions of its performance or those employed or connected or concerned with it.

iii) No Omissions

Consultant acknowledges that Consultant was given an opportunity to review all documents forming this Agreement before signing this Agreement in order that it might request inclusion in this Agreement of any statement, representation, promise or provision that it desired or on that it wished to place reliance. Consultant did so review those documents, and either every such statement, representation, promise or provision has been included in this Agreement or else, if omitted, Consultant relinquishes the benefit of any such omitted statement, representation, promise or provision and is willing to perform this Agreement in its entirety without claiming reliance on it or making any other claim on account of its omission.

b) Counterparts

This Agreement is comprised of several identical counterparts, each to be fully signed by the parties and each to be considered an original having identical legal effect.

c) Contract Amendments

The parties may during the term of the Contract make amendments to the Contract but only as provided in this section. Such amendments shall only be made by mutual agreement in writing.

In the case of Contracts not approved by the Board, the Chief Procurement Officer may amend a contract provided that any such amendment does not extend the Contract by more than one (1) year, and further provided that the total cost of all such amendments does not increase the total amount of the Contract beyond \$150,000. Such action may only be made with the advance written approval of the Chief Procurement Officer. If the amendment extends the Contract beyond one (1) year or increases the total award amount beyond \$150,000, then Board approval will be required.

No Using Agency or employee thereof has authority to make any amendments to this Contract. Any amendments to this Contract made without the express written approval of the Chief Procurement Officer is void and unenforceable.

Consultant is hereby notified that, except for amendments which are made in accordance with this Section 10.c. Contract Amendments, no Using Agency or employee thereof has authority to make any amendment to this Contract.

d) Governing Law and Jurisdiction

This Contract shall be governed by and construed under the laws of the State of Illinois. The Consultant irrevocably agrees that, subject to the County's sole and absolute election to the contrary, any action or proceeding in any way, manner or respect arising out of the Contract, or arising from any dispute or controversy arising in connection with or related to the Contract, shall be litigated only in courts within the Circuit Court of Cook County, State of Illinois, and the Consultant consents and submits to the jurisdiction thereof. In accordance with these provisions, Consultant waives any right it may have to transfer or change the venue of any litigation brought against it by the County pursuant to this Contract.

e) Severability

If any provision of this Agreement is held or considered to be or is in fact invalid, illegal, inoperative or unenforceable as applied in any particular case in any jurisdiction or in all cases because it conflicts with any other provision or provisions of this Agreement or of any constitution, statute, ordinance, rule of law or public policy, or for any other reason, those circumstances do not have the effect of rendering the provision in question invalid, illegal, inoperative or unenforceable in any other case or circumstances, or of rendering any other provision or provisions in this Agreement invalid, illegal, inoperative or unenforceable to any extent whatsoever. The invalidity, illegality, inoperativeness or unenforceability of any one or more phrases, sentences, clauses or sections in this Agreement does not affect the remaining portions of this Agreement or any part of it.

f) Assigns

All of the terms and conditions of this Agreement are binding upon and inure to the benefit of the parties and their respective legal representatives, successors and assigns.

g) Cooperation

Consultant must at all times reasonably cooperate with the County and act in the County's best interests. If this Agreement is terminated for any reason, or if it is to expire on its own terms, Consultant must use best efforts to assure an orderly transition to another provider of the Services, if any, orderly demobilization of its own operations in connection with the Services, uninterrupted provision of Services during any transition period, which Services will be invoiced and payable by the County at the same rate as the Services terminated or expired, for a period not to exceed 30 calendar days or other time as mutually agreed and must otherwise comply with the reasonable requests and requirements of the Using Agency in connection with the termination or expiration.

h) Waiver

Nothing in this Agreement authorizes the waiver of a requirement or condition contrary to law or ordinance or that would result in or promote the violation of any federal, state or local law or ordinance.

Whenever under this Agreement the County by a proper authority waives Consultant's performance in any respect or waives a requirement or condition to either the County's or Consultant's performance, the waiver so granted, whether express or implied, only applies to the particular instance and is not a waiver forever or for subsequent instances of the performance, requirement or condition. No such waiver is a modification of this Agreement regardless of the number of times the County may have waived the performance, requirement or condition. Such waivers must be provided to Consultant in writing.

i) Independent Consultant

This Agreement is not intended to and will not constitute, create, give rise to, or otherwise recognize a joint venture, partnership, corporation or other formal business association or organization of any kind between Consultant and the County. The rights and the obligations of the parties are only those expressly set forth in this Agreement. Consultant must perform under this Agreement as an independent Consultant and not as a representative, employee, agent, or partner of the County.

This Agreement is between the County and an independent Consultant and, if Consultant is an individual, nothing provided for under this Agreement constitutes or implies an employer-employee relationship such that:

- i) The County will not be liable under or by reason of this Agreement for the payment of any compensation award or damages in connection with the Consultant performing the Services required under this Agreement.
- ii) Consultant is not entitled to membership in the County Pension Fund, Group Medical Insurance Program, Group Dental Program, Group Vision Care, Group Life Insurance Program, Deferred Income Program, vacation, sick leave, extended sick leave, or any other benefits ordinarily provided to individuals employed and paid through the regular payrolls of the County.
- iv) The County is not required to deduct or withhold any taxes, FICA or other deductions from any compensation provided to the Consultant.

l) Force Majeure

Neither Consultant nor County shall be liable for failing to fulfill any obligation under this Contract if such failure is caused by an event beyond such party's reasonable control and which is not caused by such party's fault or negligence. Such events shall be limited to acts of God, acts of war, fires, lightning, floods, epidemics, or riots.

ARTICLE 11) NOTICES

All notices required pursuant to this Contract shall be in writing and addressed to the parties at their respective addresses set forth below. All such notices shall be deemed duly given if hand delivered or if deposited in the United States mail, postage prepaid, registered or certified, return receipt requested. Notice as provided herein does not waive service of summons or process.

If to the County:

Bureau of Technology

69 W. Washington St., Suite 2700

Chicago, Illinois 60602

Attention: Director of Telecommunications

and

Cook County Chief Procurement Officer 118 North Clark Street. Room 1018

Chicago, Illinois 60602

(Include County Contract Number on all notices)

If to Consultant:

Arrow Systems Integration, Inc.

2425 Gateway Drive Irving, Texas 75063

Attention: Contract Administration

Changes in these addresses must be in writing and delivered in accordance with the provisions of this Article 11. Notices delivered by mail are considered received three days after mailing in

accordance with this Article 11. Notices delivered personally are considered effective upon receipt. Refusal to accept delivery has the same effect as receipt.

ARTICLE 12) AUTHORITY

Execution of this Agreement by Consultant is authorized by a resolution of its Board of Directors, if a corporation, or similar governing document, and the signature(s) of each person signing on behalf of Consultant have been made with complete and full authority to commit Consultant to all terms and conditions of this Agreement, including each and every representation, certification and warranty contained in it, including the representations, certifications and warranties collectively incorporated by reference in it.

EXHIBIT 1

Scope of Services

EXHIBIT 1

Scope of Services

1 PROVISION AND SCOPE OF SERVICES

- 1.1 Provision of Services. In return for the payment of applicable fees and subject to compliance with the terms of this Agreement, Consultant will provide the maintenance, managed or subscription Services options that are delivered in the United States (for purposes of this Agreement, "Services") for Supported Products at Supported Sites, as described further in this Agreement and the Service Description. "Service Description" means; (i) the applicable Consultant service agreement supplement ("Service Agreement Supplement" or "SAS"(incorporated herein as Appendices A through F) or service description document ("Service Description Document" or "SDD"), as the case may be, then current as of the date of Consultant's acceptance of an order for Services and available to County upon request; and/or (ii) a statement of work executed by the parties describing specific Services to be provided by Consultant ("Statement of Work" or "SOW"). In the event of a conflict between the Service Description and this Agreement, this Agreement will govern.
- 1.2 Monitoring. Consultant may electronically monitor Supported Products for the following purposes: (i) remote diagnostics and corrective actions; (ii) to determine system configuration and applicable charges; (iii) to verify compliance with applicable software license terms and restrictions; (iv) when providing managed Services, to assess County needs for additional Products or Services; (v) as otherwise provided in the Service Description.
- 1.3 Incident Correction. Some Services options may include correction of Incidents. An "Incident" means a failure of a Supported Product to conform in all material respects to the manufacturer's specifications that were currently applicable when the Supported Product was purchased or licensed.
- 1.4 Help Line Support. Where the selected Services option includes help line support, Consultant will provide it in accordance with the coverage option (service hours, target response intervals, etc.) that County has selected and purchased from Consultant.
- End of Support. Periodically, Consultant or a third party manufacturer may declare "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") for certain Supported Products. County may access Consultant's user support website (http://support.avaya.com or such successor site as designated by Consultant) for End of Support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Consultant. For Supported Products subject to End of Support, Consultant will continue to provide the support described in the applicable Service Description, except for the End of Support exceptions listed therein ("Extended Support"). Notwithstanding the End of Support exceptions, Contractor must continue to support Supported Products subject to End of Support in a Remote Only model, at a minimum. Contractor shall continue to monitor via Expert Systems and shall continue to provide remote troubleshooting and analysis. Contractor shall provide remote support on equipment for the entire term of this agreement. In the event that a part is required to fix problem, Contractor shall work with its own Supply Chain on a commercially reasonable efforts basis to acquire appropriate parts to fulfill the request. Contractor may pass through the cost of the replacement parts for equipment declared end of life by manufacturer.

- 1.6 Replacement Hardware. Replacement hardware provided as part of Services may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent. It will be furnished only on an exchange basis. Returned hardware that has been replaced by Consultant will become Consultant's property. Title to Consultant-installed replacement hardware provided as part of Services will pass to County when installed. Title to all other hardware provided as part of Services will pass to County when it arrives at the Supported Site.
- 1.7 Added Products. If County acquires from Consultant or a Consultant authorized channel partner additional products of the same type and manufacturer(s) as the existing Supported Products and locates them with existing Supported Products at a Supported Site, they will be considered "Added Products", and will be added to the order automatically for the remainder of the order term at the applicable rates. County will inform Consultant without undue delay of any Added Products not acquired from Consultant. Added Products purchased from a party other than the manufacturer or an Consultant authorized channel partner may be added to or declined from being added to the Support Products at Consultant's discretion, and may be subject to certification by Consultant at Consultant's then current Services rates.
- General Limitations. Unless the Service Description indicates otherwise, Consultant will provide software Services only for the unaltered current release of the Supported Products software and the prior release. The following items are included in the Services only if the Service Description specifically includes them: (i) support of user-defined applications; (ii) support of Supported Products that have been modified by a party other than Consultant (except for installation of standard, self-installed updates provided by the manufacturer); (iii) making corrections to user-defined reports; (iv) data recovery services; (v) services associated with relocation of Supported Products; (vi) correction of Incidents arising from causes external to the Supported Products (such as power failures or surges); and (vii) services for Supported Products that have been misused, used in breach of their license restrictions, improperly installed or configured, or that have had their serial numbers altered, defaced or deleted.
- 2. LOCATIONS COVERED. Contractor shall provide services to the locations and equipment outlined in Exhibit 2 (Schedule of Compensation), Section X "Equipment Coverage by Location." County may choose to remove coverage for any location or any equipment in accordance with the provisions of Section 9(c) of the Agreement.

2 COUNTY RESPONSIBILITIES

- 2.1 Provision of Supported Products and Systems. Except for Consultant hosted facilities identified in the Service Description, County will provide all Supported Products and Supported Sites. County continuously represents and warrants that: (i) County is either the owner of, or is authorized to access and use, each of them; and (ii) Consultant, its suppliers, and subcontractors are authorized to do the same to the extent necessary to provide the Services in a timely manner.
- 2.2 Moves of Supported Products. County will notify Consultant in advance before moving Supported Products. Identical Services may not be available in all locations and in such circumstances either cancellation charges or additional charges may apply if Consultant incurs additional costs in providing the Services as a result of moved Supported Products.

- 2.4 Third Party Hosting. In the event one or more network address(es) to be monitored by Consultant are associated with systems owned, managed, and/or hosted by a third party service provider ("Host"), County will: (i) notify Consultant of the Host prior to commencement of the Services; (ii) obtain the Host's advance written consent for Consultant to perform the Services on the Host's computer systems and provide Consultant with a copy of the consent upon request; and (iii) facilitate necessary communications between Consultant and the Host in connection with the Services.
- 2.5 Access to Personal Data. The Services will not include any requirement of Avaya to access or provide County or a third party any personal data of any employee, customer or other individual contained in any Supported Product ("Personal Data"). County will not instruct Avaya to access any Personal Data or to provide Customer or a third party identified by County with access to Personal Data.

APPENDIX A



SERVICE DESCRIPTION

Service Agreement Supplement

For Avaya Support Advantage Essential and Preferred Support

Issue

3.1

Date

August 9, 2015



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1.Introduction

This Service Description describes the Avaya Support Advantage Essential and Preferred Support services for eligible Supported Products and supersedes all prior descriptions or contract supplements relating to such support. When a translated version of this document conflicts with the English version, the English version will take precedence. This document is an attachment to the End Customer's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the End Customer's Commercial Agreement with Avaya, the terms and conditions of the End Customer's Commercial Agreement will control. In the event that an Avaya authorized reseller, distributor, systems integrator or service provider is purchasing support coverage for the End Customer, Avaya will provide the support specified herein to the End Customer.

2. Support Advantage Coverage Options

Two coverage options are included within this Service Description for Avaya software and hardware products ("Supported Products"):

- Essential Support
- Preferred Support

The coverage option, Supported Product, and name of the End Customer will be included on the applicable order or associated quote sheet. The Avaya support obligations are expressly conditional upon the Supported Products:

- Being properly installed per Avaya product specification.
- Not being subject to unusual mechanical stress or unusual electrical or environmental conditions.
- Not being subject to misuse, accident or disaster including, without limitation, fire, flood, water, wind, lightning, or other acts of God.

3. Essential Support Coverage

Essential Support coverage provides reactive remote support for all eligible Supported Products and is the **minimum coverage required, where available,** to receive Avaya support on those eligible Supported Products.

Essential Support is not offered as an option for any Supported Products with a Major Release launching on or after August 10, 2015.

A. Remote Software and Hardware Support

The End Customer has 24x7 around-the-clock access to an Avaya Service Center via the website (http://support.avaya.com) or telephone to request software and (where applicable) hardware support. Avaya may require that only Avaya-authorized End Customer contacts are eligible to request support, the identity of End Customer contacts requesting support and limit the number of authorized contacts. Avaya's remote support, including all electronic and telephone communications, is provided in the English language.

For all Supported Products under Essential Support, Avaya will use commercially reasonable efforts to commence support on the End Customer's request for remote support according to the following table.



	Outage*	Severe Business Impact*	Business Impact & Non-Service Impact*
Requests submitted via website	Within one (1) hour	Within two (2) hours	Within Standard Business Hours
Requests submitted via telephone	Within one (1) hour	Within two (2) hours	Next Business Day

^{*} Severity levels are defined in Appendix A

B. Web Services

The End Customer has access to web-based services available at http://support.avaya.com. Detailed instructions for access and use of each web service are posted on the support website. Avaya may require that only Avaya-authorized End Customer contacts are eligible to access the support website and may also limit the number of authorized contacts.

<u>Avaya E-Notifications</u> – Register and receive proactive notifications via email anytime new and modified product documentation and downloads are posted on the support website. These announcements include Product Correction Notices, Security Advisories, End of Sale Notices, Services Support Notices and User Guides.

<u>Avaya Support Forums</u> – View, post and reply to web-based conversation threads to discuss Supported Products (http://support.avaya.com/forums)

<u>Case Status Alerts</u> ~ Register for proactive email or text message alerts on the status of an Avaya service request.

<u>Diagnostics</u> - Scripting technologies used by Avaya Service and Engineering teams to End Customers. These scripts are based on actual break/fix Service Request data to enhance resolution and trouble isolation steps. Each script can run diagnostic steps against the product quickly, providing simple green, yellow, and red indicators of potential trouble areas along with failure logs where a fault was found.

<u>HealthCheck</u> – Optimize reliability and performance for the Supported Product by using an on-demand tool to generate a HealthCheck report and review the current configuration parameters.

Knowledge Base – Access Avaya's on-line knowledge base and use advanced search engines to find: documentation organized by Supported Product including all available user guides for product administration and programming, installation, configuration, upgrades and migrations, and general support; software and firmware download instructions; alarm code definitions with instructions on how to clear the associated alarms; problem descriptions with instructions for prescribed resolution; and answers for frequently- and previously-asked questions.

<u>My Reports</u> – View and create reports for service requests and entitlements across all of the Customer's Sold To numbers.

<u>Software Compatibility Audit (ASCA)</u> – Create a report providing the software and firmware versions installed on all Communication Manager upgradeable devices as well as the latest versions available for those same devices.

Parts Replacement - Parts can be ordered via a web request when coverage includes Parts.

<u>Service Request creation</u> – Create a web request for support and receive enhanced response.

C. Minor Software and Firmware Updates and Service Packs

The End Customer has access to Product Correction Updates ("Update") issued by Avaya. An Update can be a Product Correction Notice (PCN), minor software or firmware update or service pack. Avaya will notify the End Customer via http://support.avaya.com of any Avaya-recommended Updates.

Updates will be issued as End Customer, remote or technician installable and with a classification of 1, 2, or 3 (defined in Appendix A) depending on the product, level of severity and complexity.



	Class 1	Class 2	Class 3
End Customerinstallable Update	End Customer installs	End Customer installs	End Customer installs
Remote installable Update	Avaya installs	Avaya installs	End Customer installs
Technician installable Update	End Customer or Avaya installs during coverage hours when Support Advantage Onsite Support is purchased	End Customer or Avaya installs during coverage hours when Support Advantage Onsite Support is purchased	End Customer or Avaya installs during Standard Business Hours when Support Advantage Onsite Support is purchased

The End Customer must register for Avaya E-Notifications in order to receive Updates.

The End Customer may contact Avaya at no additional charge with general questions about End

Customer installable Updates.

At the End Customer's request, Avaya will remotely perform the installation of an End Customer
installable Update, subject to the End Customer's express approval of time and material charges using
Avaya's then current Maintenance Per Incident rates. Maintenance Per Incident charges also apply to
any End Customer installable Update required to complete an open Avaya service request.

 Certain Avaya remote installable Updates may require the insertion of End Customer provided media in a local drive at the End Customer's location, and that activity will be the End Customer's responsibility.

System backups are the End Customer's responsibility and Avaya's installation of an Update does not include any system backup.

 In most circumstances, updating to the latest Minor Release and/or Update version of a product will be required before application of any additional Updates to address a problem.

An installation charge may apply for Upgrades to the next Major Release.

 Support does not include software or hardware upgrades. If the Update requires a software or hardware upgrade, Avaya will provide the Customer with a separate cost estimate prior to performing any such upgrade.

D. Support Limitations for Essential Support

- For Supported Products that are not configured in accordance with Avaya documentation, including
 published guidelines for technical compatibility and connectivity to non-Avaya products, Avaya has the right
 to restrict its diagnostic and/or corrective procedures to those problems that originate entirely within such
 Supported Products and do not arise out of, or in connection with, non-documented configurations and/or
 the Supported Products' interoperation with any other products.
- Support is limited to unaltered versions of the Supported Products and to problems that are reproducible in that version of the Supported Product when operating in a standard operating environment ("Standard Operating Environment").
 - A Standard Operating Environment is one where the covered applications, databases and operating systems have been tested, certified, and documented by Avaya.

o If the Supported Product is not being run in a Standard Operating Environment, then Avaya may be delayed in starting work on the service request and additional charges may apply.

o In the event that support is requested for a Supported Product that is not being run in a Standard Operating Environment and Avaya requests that it be put in a Standard Operating Environment in

Operating Environment and Avaya requests that it be put in a Standard Operating Environment in order to reproduce and diagnose the problem, Avaya will not be responsible for the delays caused by such reconfiguration and the End Customer may be responsible for performing such reconfiguration

 In the event that no trouble is found after putting the altered Supported Product into a Standard Operating Environment, the End Customer may be charged time and material charges using Avaya's then current Maintenance Per Incident rates for Avaya's efforts to troubleshoot the problem.



Corrections to certain problems may only be available through a more current release of software or through a documentation update.

Trouble isolation and fault management associated with the installation of Updates will be limited to

correcting faults for a Standard Operating Environment.

Support does not cover customized system features or reports created by the End Customer, Avaya Professional Services or other third parties. Any bug fixing or system re-configuration(s) that Avaya must perform to clear a trouble resulting from the End Customer's configuration changes are not included in the scope of this Service Description. If Avaya determines that a problem is due to the End Customer's or a third party's application, or configuration changes, then resolution and diagnostic fees may be charged at Avaya's then current Maintenance Per Incident rates.

Avaya will not be held responsible for any loss due to the use of its products in a nonstandard operating

environment.

E. Products Excluded from the Essential Support Coverage Option

Some Supported Products have not been designated by Avaya as eligible for Essential Support. These products require Preferred Support. Avaya reserves the right to add or remove eligible Supported Products at its sole discretion.

Currently, products which are not eligible for Essential Support are:

a. All Major Releases of products launching on or after August 10, 2015

b. Communications as a Service (CaaS) solutions, such as UCaaS (Unified Communications as a Service) and CCaaS (Contact Center as a Service)

Fabric Networking solutions

4. Preferred Support Coverage

If the End Customer purchases Preferred Support, coverage includes all of the services included in Essential Support in addition to the Preferred Support services described in this section.

Preferred Support coverage provides proactive remote support for all eligible Supported Products that offer this capability.

A. Proactive Remote Software and Hardware Support

For all Supported Products under Preferred Support, Avaya will use commercially reasonable efforts to commence support on an End Customer request for remote support submitted to an Avaya Service Center via telephone or website according to the following table.

	Outage*	Severe Business Impact*	Business Impact & Non-Service Impact*
Requests submitted via website	Within fifteen (15) minutes	Within fifteen (15) minutes	Within Standard Business Hours
Requests submitted via telephone	Within one (1) hour	Within two (2) hours	Next Business Day

^{*} Severity levels are defined in Appendix A

Avaya will provide 24x7 around-the-clock monitoring by Avaya EXPERT Systems M Diagnostic Tools where applicable, to detect system-generated alarms on Supported Products that contain EXPERT Systems technology.

EXPERT SystemsSM will diagnose and attempt to resolve system-generated alarms.

Minor Alarms not programmatically resolved, but which have a known solution, may result in identified solution being sent to the End Customer



All other unresolvable alarms without a known solution will be routed to an Avaya Engineer for troubleshooting and diagnostics.

In the event of unresolved major alarms (assigned as a Severe Business Impact Service Request) detected and referred by EXPERT SystemsSM, Avaya will use commercially reasonable efforts to commence support within two (2) hours.

Unresolved minor alarms (assigned as a Business Impact Service Request) detected and referred by EXPERT Systems will be worked during Standard Business Hours.

The End Customer may register to receive Avaya case status alerts for resolved and unresolved alarms.

The End Customer may use the Manage Alarms tool to block the creation of product alarm cases for a Sold To location and (optionally) for a specific product that supports this feature.

B. Off-Board Alarm Notification

On Supported Products that are enabled for EXPERT SystemsSM technology, Avaya will proactively monitor and detect through EXPERT SystemsSM all DS1 and SIP Trunk off-board alarms associated with network facilities and the TCP/IP links associated with Avaya Supported Products that have Avaya/DCIU capabilities.

Subject to End Customer's registration for Avaya case status alerts, Avaya will send electronic

notification of off-board alarms to the End Customer.

C. Secure Access Link (SAL) Policy Server

The End Customer is entitled to install a SAL Policy Server that works with the SAL Gateway and may be used to determine and authorize when and how Avaya will remotely access all Supported Products in the End Customer's network.

The SAL Policy Server provides the End Customer with a centralized application for the definition, administration, and inclusion of all secure remote access policies that will govern the remote access sessions initiated by Avaya engineers and automated tools through the SAL Gateway.

The SAL Policy Server is provided as part of the Avaya Diagnostic Server.

The End Customer-defined policies are automatically downloaded by the SAL Gateways.

The SAL Gateways receive and forward alarms and poll Supported Products for remote access connection requests.

The End Customer may access and download the SAL Policy Server software and installation guide at https://plds.avaya.com. Select Downloads and search for "Secure Access Link". SAL Policy Server and other Support Tools are subject to license terms.

D. Avaya Diagnostic Server

As an entitlement of Preferred Support, the Customer has access to the Avaya Diagnostic Server on a licensed basis.

Software that bundles the SAL Gateway application with additional diagnostic capabilities for IP telephony troubleshooting and network monitoring.

The Avaya Diagnostic Server reduces onsite dispatches by giving the End Customer and Avaya support engineers the ability to emulate sitting next to the End User in order to better understand the problem, avoid false troubleshooting leads, and reproduce the issue down to the individual steps described.

Existing End Customers with SAL and Preferred Support can download, license, and install the server software at no charge.

End Customers may access and download the server software and installation guide at https://plds.avaya.com. Select Downloads and search for "Diagnostic Server".

5. Upgrade Advantage

Upgrade Advantage is available when Support Advantage Essential or Preferred Support coverage is in effect. Upgrade Advantage is priced and billed separately from Support Advantage.

When the End Customer purchases Upgrade Advantage, it enables them to upgrade their Avaya provided software to the latest Major Release, if and when available.



Upgrade Advantage is only available on on Avaya's then most current Major Release, and is not available
on prior Major Releases. End Customers recasting from a Software Support + Upgrade to a Support
Advantage agreement that did not upgrade during the agreement term are eligible for Upgrade Advantage.
End Customers may also retain their Upgrade Advantage coverage, at then current terms and conditions,
when renewing a current Support Advantage + Upgrade Advantage agreement.

As a part of Upgrade Advantage, the End Customer may register at http://support.avaya.com to receive

notices when new Major Releases of Avaya-provided software become commercially available.

During the term of the Upgrade Advantage subscription, the End Customer:

 Must maintain active Essential or Preferred Support coverage, as applicable based on product release.

 Will have access to the features and functions of each new Major Release at no additional charge beyond the subscription fee.

Will receive instructions on how to download each new Major Release, where applicable.

All associated upgrades of Major Releases must be scheduled and implemented during the coverage term
of the Upgrade Advantage subscription.

Avaya will not require the End Customer to upgrade their software unless Avaya has advised the End
Customer that corrections to certain problems may only be available through a more current release of
software.

 Billing for the Upgrade Advantage option will occur even if the End Customer fails to exercise its right to upgrade before the end of the Upgrade Advantage coverage term.

A. Products Requiring Upgrade Advantage Attach

Upgrade Advantage is required to be purchased on all Major Releases of products launching on or after August 10, 2015, when Upgrade Advantage is available.

Upgrade Advantage is required to be purchased on the following products regardless of Major Release date:

 Communications as a Service (CaaS) solutions, such as UCaaS (Unified Communications as a Service) and CCaaS (Contact Center as a Service).

Applications supporting the Fabric Networking solutions. Upgrade Advantage is not required, nor
applicable, to any hardware within the Fabric Networking solution, as the operating system is an
inherent part of the solution.

Customer Service Editions (CSE).

Workforce Optimization (WFO).

B. Exclusions from Upgrade Advantage

The Upgrade Advantage option only applies when upgrading a covered software product from one Major Release to a subsequent Major Release. It does not include:

Design support, installation, professional services or other service charges.

Any provisioning of the software.

- Any and all equipment costs.
- Upgrading of components located in an End Customer "crash kit" or maintenance spared equipment.
- Hardware changes required to comply with minimum vintage requirements.

Project Management costs.

Upgrades to any and all adjunct software applications.

New feature functionality or capacity requirements associated with additional software licensing.

Migration of software application to a new or different hardware platform.



6. Exclusions from Essential and Preferred Support

A. Out of Scope Services Supported With Maintenance Per Incident Time and Material (T/M)

Avaya provides "Maintenance Per Incident T/M" support for out of scope maintenance related activities not included in an Avaya Maintenance Contract. Support is only available to Avaya End Customers and Partner End Customers who have support coverage on the product requiring support. Services provided not directly attributable to a fault in Supported Products that end up being a result of an out of scope activity defined below are billable per the current hourly rate structure. Billable time starts from the time the customer calls or a web ticket is picked up, to the time the case is closed, for support provided for items that would fall outside of what maintenance or warranty would entitle.

Examples of support that would fall outside of maintenance coverage that would be provided under Maintenance Per Incident Time and Material (T/M) would be as follows:

- Programming, administration or configuration changes
- Third party integration or applications
- Acts of nature
- Customer network outages and/or service providers issues
- Avaya installation of customer or partner installable patches
- Support that ends up being related to a product not under warranty or maintenance coverage
- Parts or onsite support for Remote Only or Remote + Parts contracts
- Products that are improperly certified by a party other than Avaya

B. Additional Exclusions

The following exclusions apply to Essential and Preferred Support coverage:

- Any customized system features, configuration changes, or reports.
- The capture of off-board alarms for trunk interfaces (Excluded from Essential Support, but not excluded from Preferred Support).
- Interfacing directly with the End Customer's network carrier or service provider.
- Support for the Secure Access Link (SAL) Policy Server software beyond general usability questions.
- Implementation, installation, and customization services that may be required and that may be provided by Avaya at an additional cost.
- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Supported Products.
- Customization of, or labor to install, a software application on the hardware.
- Media or hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer's installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the End Customer or the End Customer-authorized party modified the product in any manner, shall not be covered.
- Services and all troubleshooting support not directly attributable to a fault in Supported Products (including faults in the End Customer's own network or the public network).
- Services that cannot be provided due to the End Customer's failure to fulfill the End Customer responsibilities detailed in the Responsibility Matrix section of this Service Description.



7. Responsibility Matrix

A. Implementation

Unless Avaya installs the Supported Products through Avaya Professional Services, the End Customer will be responsible for the following actions:

Responsibility	End Customer	Avaya
Editio the power and grown ding of Avaya products meet the product it is a specifications.		
Provide the proper environment for the Supported Products, including electrical and telecommunications connections as specified by Avaya.	X	
Fioliciviali of the Aveyaun stellation, operation, and maintenance.		
Ensure registration of Avaya Supported Products is completed as defined by Avaya's most recent registration process and accurately maintained after system changes.	X	
Provide Avaya with remote system access via an Avaya approved to be connectivity method as provided in this Service Description.	X	
Use the "Avaya Products Security Handbook" available at http://support.avaya.com along with the individual product documentation to secure remote access capabilities.	X	
install, in alintational manage the Septire Access Policy Server including administration of access policies in the Enclidus other optations as Sective Access Policy Server (Preferred Support only) (1987)		

B. Post-Implementation Support

Service requests from non-accredited personnel may result in delayed support and will be billed time and material charges using Avaya's then current Maintenance Per Incident Rates.

Responsibility	End Customer	Avaya
Defibe internal procedures tormaintain control of the original software injected including creation or backing contest.		
Maintain a procedure external to the software program(s) and host computer for backup and reconstruction of lost or altered files, data or program to the extent the End Customer deems necessary.	X	
Notify Avayarof any moves of Supported Products severed by this was service Bescripting.		
Access and use web-based services available at http://support.avaya.com prior to submitting a service request to Avaya	X	
Unlive Support Web diterioris stoppes Cleaters envice Reduests Gleck Gase Status Recuest Pairs Replacement Administer End Gustomer Gleck on acts propulload Software Endagtes Koljegrade Emiliana is seas		



Responsibility	End Customer	Avaya
Contact Avaya for entitled support		Avaya
Monitor alarms generated by Supported Products and carry out instructions available at http://support.avaya.com to resolve those alarms (Essential Support only). If the Partner requests support from Avaya but has made no attempt to resolve the alarm of if another fault has resulted from an unresolved alarm, the Partner may be charged time and material charges using Avaya's then current Maintenance per Incident rates.	X	
Authorize Avaya to utilize the End Gustomer's oldon network to the deliveralarms to the Avaya Service Center. If the essany (P.teferred Support orlig).		
Provide the Avaya Service Center with the following information when reporting a trouble: Avaya-provided End Customer Sold To Number, End Customer contact information, Description and urgency of the problem, as well as system passwords and equipment access control features required for Avaya to provide remote support.	x	
Uponitracellar of an avaya service request, perform troubleshooting, and diagnostics via remote comection to isolate software and it is lianware related problems and determine whether a Supported Roduct is working in accordance with Avaya sistendard and it is sublished decumentation, including all associated appropriation and configuration incles.		
Unless onsite coverage by Avaya was purchased:		
Onsite troubleshooting as required.	X	
Upon receipto) an Avava service recuest Asolation and resolution of all reproducible problems of abomales resulting when Avava is installation or configuration instructions were used, as long as the configuration errors are specific tolunalities of Avava softwares.		
Upon receipt of an Avaya service request, identification and resolution of any inconsistencies or errors in Avaya product documentation.		X
Retuest advance replacement of parts only for the eligible Supported Hodilucts (1) The supported Hodilucts (1) The support of the eligible Supported Hodilucts (1) The support of the eligible Support		
purchased: Replace defective part. Return faulty parts to Avaya according to the guidelines in the Parts Coverage section of this Service Description.	х	
igwonsite paris (eplacement coverage, provide Avaya with onsite) access to the Supported Products of thing Governor Hours Access includes an Varcel access as well as network access to supported. Produce Additional offers are supplying a Mayaya felolitash indians is as headled to service and prompt and the requirement of the supplying an access to supplying the supplying an access to supplying the supplying an access to supplying the supplying the supplying the supplying the supplying the supplying and the supplying		



Responsibility	End Customer	Avaya
Scriedule availability of altinorized stain that will neve the authority to make devisigns an Endoustore special concerning the XX 122 maintenance and service support of systems. Indiauthorized stains regions ble to		
Ago, ave all valsavcietes fraintenense per insident charges a self-lovide ancieteprovel sit purchase proession melinenenee a per incudentativo ces Peralli avaya to conduct an equipment ventification at Lespivice albiny land invention, oneck traequited by Avaya prair to service assumption		
Determine and schedule Major Release Upgrades including authorizing End Customer contacts eligible to download the software (Upgrade Advantage only).	X	
Maintairiuse system at arcunent suppon (alease (N) 10 rone Majors Release prilo) (N-1)		
Maintain Avaya products at the most current Service Pack ("SP") and Firmware ("FW") update level	X	
Ensure registration of Avaya Supported Products is updated as #4		
Notify Avaya of any software/hardware upgrades, updates to, or additions of any new software and/or applications to the existing systems, if such upgrades and software/applications were purchased from a vendor other than Avaya.	. X	
Perform genwork audits on theirinerwork to ensure it is within Quality of Service specifications (e.g. packet less littler, packet latency, etc.). to maintain voice and data-services respecially after making any changes to the briefly network.		
Advise Avaya of all changes that affect the End Customer's network configurations and operations of Supported Products which may include IP addresses, subnet assignments, topology, server configuration or changes to firewalls that impact Avaya's ability to monitor or remotely access the Supported Products.	X	
Register for icase status elerts to receive not rication of unresolved at EXPERT Systems "Lalarms and off-board alarms (Preferred Sur). Support only):		



8. General

A. Billing and Contract Start Date

Support will commence and be chargeable as follows:

 If Avaya sells and installs the Supported Products, support will commence on the date Avaya notifies the End Customer that the Supported Products are installed according to specifications.

If Avaya sells the Supported Products directly, but does not install the Supported Products, support
will commence on the earlier of the date when software (i) features are enabled, (ii) is downloaded
to the target processor or (iii) physically delivered to the Customer premises.

If the Supported Products are purchased through an Avaya Partner (including Support Advantage Retail), regardless of what company installs the supported products, support will commence on the first day of the second month following Supported Products Order Closure (Point of Sale).

 Support for upgrades of existing products already under Support Advantage coverage, including licenses, will commence on the first day of the second month following the closure of the upgrade order.

 Support for increases in the quantity of existing products already under Support Advantage coverage (ex. Adding 10 more user licenses) will commence on the first day of the month following the closure of the new order.

B. True Up

Avaya may perform true ups to determine if additional Software Licenses have been added to Supported Products and bill for the additional licenses.

For CaaS solutions, Avaya will utilize the CaaS solution capabilities (ex. Avaya Contact Center Control Manager (ACCCM)) to perform monthly peak usage true ups (one month in arrears) to identify Software Licenses in use. This information will be used for monthly Avaya invoicing. Minimal invoicing thresholds apply per the CaaS offers.

C. Renewal of Coverage

Support Advantage coverage for Supported Products will automatically renew at the end of the initial term of coverage and any renewal term under Avaya's then current Service Description applicable to Supported Products, unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. If the Customer is an Avaya authorized reseller or Distributor, renewals will not be automatic unless auto-renewal is available from Avaya. Auto-renewal for authorized resellers and distributors is not available in all regions. Support Advantage 1-year and multi-year support agreements will renew at then-current rates and for a similar term length as the expiring agreement. Where auto-renew is available, multi-year support agreements will automatically renew as a 3-year or 5-year support agreement, as applicable.

Upgrade Advantage 1-year software upgrade subscription agreement renewal rates for the first renewal period (the second year of Upgrade Advantage coverage) will not be more than 5% ("COLA adjustment") higher than the rate for the initial year of coverage for the same Supported Products. Upgrade Advantage multi-year software upgrade subscription agreements will renew at then-current rates.

D. Re-initiation of Lapsed Coverage

A re-initiation fee will apply to reinstate support when coverage has lapsed. The applicable re-initiation fee will be invoiced and payable with the first billing of the new coverage. For details on the fees, refer to the <u>Support Re-initiation Policy</u>.

Note:

- 1. The re-initiation fee is subject to change at any time.
- Re-initiation fees are not discountable.



Time and Materials (T&M) support is not available if a support contract has lapsed.

Support and upgrade entitlements are not available the day after the expiration date of the support contract.

E. Certification

Supported Products that are newly purchased, used or have not been continuously covered by Avaya support are all eligible for coverage; however, certification of the Supported Products may be required. Certification ensures that Supported Products are properly installed and in good working order.

Certification of Supported Products may be required when:

1. Supported Products classified by Avaya as "not customer-installable" were installed by a party other than Avaya, an authorized Partner or a manufacturer or manufacturer-authorized service provider (for non-Avaya products).

2. Avaya support coverage on Supported Products has lapsed for more than ninety (90) days or

was never initiated.

Certification is not included in this Service Description and will be charged at Avaya's then current Maintenance Per Incident rates if Supported Products are not added under Support Advantage coverage within 45 days of certification completion. Avaya does not guarantee Supported Products subject to certification will be certified. If Supported Products are found to be ineligible for certification, the Customer is responsible for corrections required to make Supported Products eligible. A list of Support Advantage Supported Products is located at http://support.avaya.com/support advantage.

F. Coverage Required for Software on a Single Application or Application Bundle

All licenses for a single application on a single server must have the same level of coverage (i.e., Essential Support or Preferred Support). If the End Customer is found to have varying levels of coverage on the licenses for a single application or for a single server, licenses covered at a lower level of coverage will be brought up to the higher level of coverage and Avaya shall bill the End Customer for the incremental charge, calculated to be coterminous with existing coverage.

G. Coverage Required for Avaya Integrated Solutions

All Avaya solutions that are integrated with other Avaya solutions (e.g., Communication Manager integrated with Avaya Call Center) can be covered by different levels of Support Advantage coverage but must have the same delivery option (either all Avaya Delivery or all Co-Delivery). All integrated solutions must be covered by at least Essential Support. If the End Customer is found to have fragmented coverage whereby one application is not covered by at least Essential support, the End Customer will be notified of the coverage requirements. In the event that coverage is not initiated on the uncovered solution(s) within ninety (90) days of such notification, support on the covered solution will be treated as though canceled by the End Customer as per the "Termination of Support" provisions set forth below and the cancellation fees set forth below will apply. A list of integrated solutions is located at http://support.avaya.com/support_advantage.

H. Coverage Required for Avaya Independent Products or Applications at Same Site

All Avaya Supported Products at a single location that are not integrated with each other can be covered by different levels of Support Advantage coverage (e.g., Communications Manager with Essential Support and Modular Messaging with Preferred Support) and with different delivery options.

I. Coverage on Lifetime Warranty Products

When Support Advantage is purchased on a product which already includes a lifetime warranty, the terms of this service agreement supersede the warranty terms during the duration of the support agreement. Upon expiration of the support agreement, the terms of the lifetime warranty will govern. It is recommended that End Customers choose to cover their whole network with Support Advantage for fabric allowing them seamless access to tech support and choice of parts and onsite options.



J. Dedicated Access

As an entitlement to the End Customer's product purchase, Avaya will provide the Secure Access Link (SAL) Gateway in order to provide remote, secure access to the End Customer's systems for support. The Customer should have the SAL Gateway installed no later than the delivery date of the Avayainstalled systems/devices or prior to the commencement of support in all other situations, so that Avaya can perform the services as described. The IP address must be provided to Avaya as soon as it is available. The Policy set by the End Customer must allow outbound connection from the End Customer's location back to the Avaya Service Center in order for Avaya to provide remote support on a 24x7 basis or there may be degradation to the service and support the End Customer receives from Avaya. The Avaya support obligations under this document are contingent on the provision of remote access.

If an Avaya-approved standard remote connectivity method is not approved and implemented by the End Customer, Avaya is excused from any liability and contractual performance standards when using non-standard connectivity methods. If using non-standard connectivity methods. Avaya may not be able to provide support and Avaya may charge time and material charges using Avaya's then current Per Incident Maintenance rates if there is additional cost to Avaya in providing support to the End Customer.

K. Termination of Support

The End Customer may terminate Services at any time during the current term upon at least 30 days written notice and shall be subject to payment of: (i) Support Advantage charges up to and including the date of termination, and (ii) cancellation fees. Cancellation fees shall be equal to the Support Advantage charges that would otherwise be payable for the affected Support Advantage coverage for the remainder of the year of the Term in effect as of the effective date of the termination. The parties agree that the cancellation fees are liquidated damages comprising a reasonable estimate of Avaya's damages in the event of the Customer's early termination and are not a penalty. Unless already paid, the cancellation fees shall be immediately due and payable upon cancellation.

Cancellation fees will be calculated as follows for a 1 year agreement:

Cancel in Year 1: Full amount of 1st year annual fees to be paid in full

Cancellation fees will be calculated as follows for a 3 year agreement:

- Cancel in Year 1: Full amount of 1st annual fees to be paid in full
- Cancel in Year 2: Full amount of 1st, 2nd year annual fees to be paid in full
- Cancel in Year 3: Full amount of 1st, 2nd and 3rd year annual fees to be paid in full.

Cancellation fees will be calculated as follows for a 5 year agreement:

- Cancel in Year 1: Full amount of 1st year fees to be paid in full
- Cancel in Year 2: Full amount of 1st and 2nd year annual fees to be paid in full Cancel in Year 3: Full amount of 1st, 2nd and 3rd year annual fees to be paid in full.
- Cancel in Year 4: Full amount of 1st, 2nd, 3rd and 4th year annual fees to be paid in full
- Cancel in Year 5: Full amount of 1st, 2nd, 3rd, 4th and 5th year annual fees to be paid in full

A recast from Preferred Support to Essential Support will result in cancellation fees on the Preferred Support agreement.

When an End Customer recasts the existing SSI or Utility support coverage to Support Advantage and they have prepaid for their existing support coverage, then Avaya will credit any prepaid amounts.

All refunds for prepayments on contracts that are terminated other than due to Avaya's breach will be provided as a credit.

L. Extended Services Support

Periodically, Avaya or a third party manufacturer may declare "end of life," "end of service," "end of support," "manufacture discontinued" or similar designation ("End of Support") for certain Supported



Products. When this designation occurs, the subsequent support period is referred to as "Extended Services Support". Refer Avaya Product Lifecycle Policy for further details: http://support.avaya.com/css/P8/documents/100081098

The End Customer may access Avaya's user support website (http://support.avaya.com, or such successor site as designated by Avaya) for End of Support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Avaya. For Products subject to End of Support, Avaya will continue to provide the support described in this Service Description, except for the End of Support exceptions listed herein

Avaya will make commercially reasonable efforts to provide the same level of support described in this document.

Extended Services Support is provided only to the Avaya End Customer purchasing support services (i.e., Support Advantage) for the affected Supported Products.

A list of products that are currently supported is available from Avaya at http://support.avaya.com/Support Advantage.

Appendix A: Definitions

Business Severity Categories:

<u>Outage Service Request:</u> A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround..

Severe Business Impact Service Request: Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.

<u>Business Impact Service Request:</u> Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.

Non-Service Impact Service Request: A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.

<u>Class 1 Product Correction Notice:</u> A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

<u>Class 2 Product Correction Notice:</u> A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.

<u>Class 3 Product Correction Notice:</u> A minor system failure with low probability of potential loss of system use of functionality and/or loss of customer information.

<u>Commercial Agreement:</u> Means, as the context requires, a direct Customer Agreement, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Service Provider or Systems Integrator Agreement.

<u>End Customer:</u> Means the end customer purchasing support service directly from the Partner (or the Partner purchasing service for its own internal use) for the Supported Products.



Feature Pack: A downloadable, quick and easy to install, software deliverable containing one or more features that may be enabled individually and/or optionally licensed. May also contain maintenance correction. Feature Packs are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]).

<u>Maintenance Per Incident:</u> Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.

Major Release: A major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g., [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality and/or extension of existing features. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y].z).

Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

<u>Partner:</u> Means, as the context requires, any of the following: an authorized Avaya reseller, value added reseller, distributor, service provider or systems integrator partner

<u>Service Description:</u> The Service Description may also be referred to as a Service Agreement Supplement (SAS), Service Description Document (SDD), Statement of Work (SoW), or Channel Service Agreement.

<u>Software Update:</u> Changes in the software that typically provide maintenance correction only. An update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, bug fix, etc.

<u>Standard Business Hours:</u> Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

<u>Standard Operating Environment:</u> The covered applications, databases and operating systems that have been tested and certified by Avaya.

<u>Supported Products:</u> The software and hardware products manufactured by Avaya and included on a service order form. Support for products manufactured by independent third parties (OEM products) may be included as Supported Products under a separate Service Description. These products are often serviced by third parties and the levels of service coverage and response intervals are designated by the third party performing the service. The service levels and response times contained in this document will not apply to these third party products.

<u>Update:</u> A Product Correction Notice (PCN), minor software, firmware update, or service pack.

Upgrade: A Major Release of software.

APPENDIX B



SERVICE DESCRIPTION

Service Agreement Supplement

For Avaya Support Advantage Parts and Onsite Support

Issue

3.2

Date

October 1, 2015



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1.Introduction

This Service Description describes the Avaya Support Advantage Parts and Onsite Support services for eligible Supported Products and supersedes all prior descriptions or contract supplements relating to such support. This document is an attachment to the Customer's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the Customer's Commercial Agreement with Avaya, the terms and conditions of the Customer's Commercial Agreement will control. In the event that the Customer is an Avaya authorized reseller, distributor, systems integrator or service provider purchasing support coverage for the Customer's end user customers (or resellers, as applicable), Avaya will provide the support specified herein to the Customer. The Customer will be responsible for performing the end user customer responsibilities under this document and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the end user customer.

2. Support Advantage Coverage Options

Two coverage options are included within this Service Description for Avaya software and hardware products ("Supported Products"):

- Parts
- Onsite Support

The Customer may purchase Support Advantage Parts or Onsite Support coverage only if the software associated with the Supported Products is receiving Support Advantage Essential or Preferred Support coverage. Support Advantage Essential and Preferred Support coverage is included in a separate Service Description.

The coverage option, Supported Products, and name of the End Customer will be included on the applicable order or associated quote sheet. The Avaya support obligations are expressly conditional upon the Supported Products:

- Being properly installed per Avaya product specification
- Not being subject to unusual mechanical stress or unusual electrical or environmental conditions
- Not being subject to misuse, accident or disasters including, without limitation, fire, flood, water, wind, lightning, or other acts of God.

3. Parts Coverage

Where geographically available as indicated in the Country Availability and Major Cities addendum, the Customer may elect from the following levels of Parts coverage:

- Parts, Next Business Day
- Parts, 8x5x4
- Parts, 24x7x4

Parts coverage will work as follows:

- Parts coverage will provide for advance replacement of any covered part Avaya determines to be
 inoperative. This includes advance parts for Updates, but does not include system hardware upgrades that
 may be required or terminals (unless the Customer has purchased the Terminal Replacement coverage
 option that is priced and billed separately). Replacement parts may be new, factory reconditioned,
 refurbished, re-manufactured or functionally equivalent.
- The Customer will contact the Avaya Service Center via website (https://support.avaya.com) or telephone to request replacement of a faulty component/device. Avaya may require that only Avaya-authorized Customer contacts are eligible to request advance replacement of parts, verify the identity of Customer contacts requesting parts and limit the number of authorized contacts.



- The Customer will provide the Avaya Service Center with the following information when requesting a part:
 - o Avaya-provided Sold To
 - Customer contact information
 - o Avaya description of the requested part
 - o Description/severity of the problem
- Avaya may initiate additional troubleshooting and diagnostics via telephone or on-demand remote connection to confirm the component/device is inoperative.
- Avaya will confirm if the replacement part is a Critical Component or a Non-Critical Component. For Parts 8x5x4 and Parts 24x7x4 coverage, only Critical Components are shipped to arrive within four (4) hours and only when submitted as an Outage or Sever Business Impact Service Request.
- A replacement part will be shipped per the Customer's level of coverage.
 - Shipment and transportation of the advance replacement part will be coordinated using standard shipping services.
 - Avaya will ship the replacement part under the same delivery terms specified in the Customer's Commercial Agreement with Avaya for product deliveries, if any, or, in the absence of said delivery terms in the Commercial Agreement, as established in the Country Availability and Major Cities addendum.
 - Certain minor materials, such as internal cabling, fans, fan assemblies, transformers, embedded
 operating system software, power supplies, fuses, and firmware may not be independently
 replaceable. In these circumstances, Avaya may require and will send the larger component to be
 replaced rather than the minor material.
 - The Customer will receive the replacement part and follow Avaya's maintenance instructions to replace the field-replaceable component/device.
- The Customer will ship the identified faulty part back to Avaya (DDP Incoterms 2010 unless otherwise agreed) at Avaya's expense to arrive within thirty (30) calendar days of issuance of an Avaya case number by Avaya in accordance with Avaya's then-current returned materials authorization (RMA) procedure using industry-standard material handling processes including the use of Electrostatic Discharge or ESD preventive measures and protective packaging provided by Avaya.
- If Avaya does not receive the returned part within thirty (30) calendar days of shipping a replacement part to the Customer, the returned part does not match the part replaced by Avaya, the returned part does not match Avaya's registration record, or the returned part is not eligible for advance replacement, Avaya reserves the right to invoice the Customer the then-current published list price of the replaced part. Failure to return defective parts may result in the suspension of future advanced parts replacement support from Avaya. If the defective part is returned to Avaya after the thirty (30) calendar day period, no credits or refunds will be issued against the invoice created.
- Supported Products returned to Avaya for alleged warranty or out-of-warranty non-conformance issues, dead on arrival or epidemic failure conditions, and for which Avaya finds no errors or non-conformance after required testing will be designated as No Trouble Found ("NTF"). For Supported Products which are tested and determined not to be defective and do not require repair, Avaya may bill the Customer a NTF repair price. If the Supported Product was advance replaced, Avaya will retain the NTF Supported Product in addition to charging the NTF repair price.

Avaya will use commercially reasonable efforts to arrange shipment of an advance replacement part according to the following chart.

	Parts Next Business Day	Parts 8x5x4*	Parts 24x7x4*
Critical Component	If the request is received before 5:00 p.m. local site time during Standard Business Hours**, the replacement part is shipped to arrive the following business day.	If the request is received before 1:00 p.m. local site time during Standard Business Hours**, the replacement part is shipped to arrive within four (4) standard business hours.	If the request is received any time of day, the replacement part is shipped to arrive within four (4) hours.
	If the request is received after 5:00 p.m. local site time during Standard Business Hours**, the	If the request is received after 1:00 p.m. local site time during Standard Business Hours** but before 5:00 p.m.,	If the request is received before 5:00 p.m. local site time during Standard Business Hours** but delivery within four (4) hours is not



The second of th	replacement part is shipped to arrive in two (2) business days.	the replacement part is shipped to arrive no later than 12:00 p.m. local site time the following business day.	requested (that in essence would require a part to arrive during the nighttime), the replacement part is shipped to arrive no later than 12:00 p.m. local site time the following business day.		
Non-Critical Component					

^{*} Critical Components are shipped to arrive within four (4) hours when submitted as an Outage or Sever Business Impact Service Request.

A. Exclusions from Parts Coverage

The following exclusions apply to Parts coverage:

 Advance replacement of terminals unless the Customer has purchased the Terminal Replacement coverage option that is priced and billed separately.

• Media or Hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer's installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the Customer or the Customer's authorized party modified the product in any manner, shall not be covered.

Replacement of parts that are consumables, accessories or minor materials, including, but not limited
to: batteries (as specified below), headsets, remote controls (TV & video), printer ribbons, back-up tapes
or other blank media, wall brackets, rack mounting, and other hardware kits, face plates, bezels, blank
panels, designation strips, technical documentation, labels, and removable media.

Outside of the U.S. and Canada, batteries associated with Uninterruptible Power System (UPS) and direct current batteries are considered a consumable product and replacements must be purchased by the Customer.

 Batteries associated with a Redundant Array of Independent Disks (RAID) controller, commonly found in servers, are considered a consumable product and replacements must be purchased by the Customer.

 Batteries providing very limited (nominal) power holdover in the event of loss of public utility power such as in Definity® systems or as part of terminal power supply backup power are considered a consumable product and replacements must be purchased by the Customer.

 Wireless batteries are not considered major components of the various Wireless solutions supported by Avaya; therefore, these batteries are considered a consumable product and replacements must be purchased by the Customer.

Onsite support. If the Customer's requirements necessitate an on-site technician, Avaya will dispatch a field technician to the Customer's site (where geographically available) subject to the Customer's express approval of time and material charges using Avaya's then current Maintenance Per Incident rates, where available and appropriate.

 The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to Supported Products.

 Services that cannot be provided due to the Customer's failure to fulfill the customer responsibilities detailed in the Customer Responsibilities section of this Service Description.

^{**} As defined in Appendix A, Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).



B. Support Limitations for Parts Coverage

• For eligibility under the *Parts 8x5x4* and *Parts 7x24x4* coverage options, the Supported Products must be installed and located within a specified driving distance from an Avaya parts stocking location (list located at http://support.avaya.com/support_advantage).

Within 100 driving miles for U.S. and Canada

Within 150 driving kilometers for all countries within EMEA (see Addendum)

Within 75 driving kilometers for all other countries

 Advance replacement for parts, end users or sites that require an individual export license are contingent upon obtaining the applicable license and permits.

International shipments require customs clearance procedures that may delay scheduled delivery of the advance replacement part.

 Shipment of the advance replacement part will be scheduled using generally available, standard shipping services and does not include premium shipping or transportation services to guarantee arrival date or time for a single shipment.

Replacement of Avaya-licensed software:

 Defective software media will be replaced at no charge. Avaya will replace only the number of copies originally provided to the Customer.

The Customer will maintain control of the original software media including creation of backup copies.

- Avaya will provide instructions available at http://support.avaya.com where the Customer's designated representative can download software and make backup copies of the originally licensed software if it is a currently supported release and if replacement at no charge is allowed by the software license.
- o If the lost release is not currently supported and the Customer has not purchased the Upgrade Advantage option, the Customer must pay for an upgrade to the currently supported release.

Replacement of media may be subject to additional charges.

4. Onsite Support Coverage

Onsite coverage is incremental to 4-hour Advanced Parts Replacement and thus includes all benefits as defined above, as well as all limitations, exclusions and availability for critical components versus non-critical components.

Where geographically available as indicated in the Country Availability and Major Cities addendum, the Customer may elect from the following levels of coverage:

Onsite Support 8x5 – Onsite technician support is provided during Standard Business Hours.

Onsite Support 24x7 – Onsite technician support is provided twenty-four (24) hours per day, seven (7) days per week for Outage and Severe Business Impact issues and during Standard Business Hours for all other onsite support.

Onsite Support coverage includes the following services:

If Avaya determines a fault cannot be resolved remotely and onsite intervention is required, Avaya will
dispatch Avaya's field technical resources or designated resource to return the Supported Product to
operational condition, including replacement parts as necessary.

Installation of technician-installable Updates (defined in Appendix A), according to the following chart.

•	Types of Coverage	
	Onsite Support 8x5 Onsite Support 24	
Class 1 and 2 Updates	During Standard Business Hours*	24 hours per day, 7 days per week
Class 3 Updates	During Standard Business Hours*	During Standard Business Hours*

^{*} Updates will be installed after Standard Business Hours upon Customer request and subject to the Customer's express approval of time and materials charges using Avaya's then current Maintenance Per Incident rates.



Other Onsite Support that is mutually agreed and scheduled.

Once Avaya determines a fault cannot be resolved remotely and onsite intervention is required, Avaya will use commercially reasonable efforts to dispatch and coordinate the scheduled arrival time for the Avaya field technical resource or designated resource:

 Within four (4) hours for an Outage or Severe Business Impact request if the site is located in the U.S. or if the site is located outside of the U.S. and is included in the Country Availability and Major Cities addendum.

o If the Customer has purchased 24x7 Onsite Support, the scheduled arrival time will be based on site access and availability of the Customer's authorized representative.

o If the Customer has purchased 8x5 Onsite Support, Avaya will provide out of hours support for an Outage or Severe Business Impact request upon Customer request and subject to the Customer's express approval of time and materials charges using Avaya's then current Maintenance Per Incident rates.

Within two (2) Standard Business Hours for an Outage or Severe Business Impact request if the site is located within a certain major metropolitan area in the U.S. and Canada confirmed by Avaya and only for eligible Supported Products (i.e., Communication Manager).

As confirmed by Avaya for arrival times related to an Outage or Severe Business Impact request if the site is located outside of the U.S. and is not included in the Country Availability and Major Cities

addendum.

 By close of the next business day during Standard Business Hours for a Business Impact request. Avaya will provide support outside of Standard Business Hours for a Business Impact or Non-Service Impact request upon Customer request and subject to the Customer's express approval of time and materials charges using Avaya's then current Maintenance Per Incident rates.

As mutually agreed during Standard Business Hours for any other onsite support.

A. Exclusions from Onsite Support Coverage

The following exclusions apply to Onsite Support:

Remaining onsite outside of Coverage Hours or after resolution of a problem in the Supported Products.

Providing standby service, such as the Customer requesting field technicians to be present on the Customer's premises during electrical power shutdowns, disaster recovery tests, or special events.

 Trouble isolation and fault management associated with the installation of Updates other than to correcting faults for a Standard Operating Environment.

Replacement of terminals. T/M charges would apply for onsite terminal replacement.

Replacement of parts that are consumables, accessories or minor materials, including, but not limited
to: batteries (as specified below), headsets, remote controls (TV & video), printer ribbons, back-up tapes
or other blank media, wall brackets, rack mounting and other hardware kits, face plates, bezels, blank
panels, designation strips, technical documentation, labels and removable media.

Outside of the U.S. and Canada, batteries associated with Uninterruptible Power System (UPS) and direct current batteries are considered a consumable product and replacements must be

purchased and installed by the Customer.

 Batteries associated with a Redundant Array of Independent Disks (RAID) controller, commonly found in servers, are considered a consumable product and replacements must be purchased and installed by the Customer.

 Batteries providing very limited (nominal) power holdover in the event of loss of public utility power such as in Definity® systems or as part of terminal power supply backup power are considered a consumable product and replacements must be purchased by the Customer. However, Avaya installation of this part is included as part of Onsite Support coverage.

Wireless batteries are not considered major components of the various Wireless solutions supported by Avaya; therefore, these batteries are considered a consumable product and

replacements must be purchased and installed by the Customer.

Customized system features or reports created by the Customer or third parties. If Avaya determines
that a problem is due to the Customer's or a third party's custom application, then resolution and
diagnostic fees may be charged at Avaya's then current Maintenance Per Incident rates.



 The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to Supported Products or terminal replacement.

Customization of, or labor to install, a software application on the Supported Product.

 Services and all support not directly attributable to a fault in Supported Products (including faults in the Customer's own network or the public network).

 Services that cannot be provided due to the Customer's failure to fulfill the customer responsibilities detailed in the Customer Responsibilities section of this Service Description.

5. Terminal Replacement

Terminal Replacement is available when Parts or Onsite Support coverage is in effect. This option is priced and billed separately.

Terminal replacement provides an option for the Customer to purchase an add-on service for the advance replacement of Avaya terminals. Replacement terminals will arrive next business day and does not include onsite service. T/M charges would apply for onsite terminal replacement.

This service provides advance replacement of any covered terminal that Avaya determines to be inoperative. Advance replacement of the Avaya terminals will be provided per the terms and procedures described in the Parts Coverage section of this Service Description.

This coverage is priced per gateway. Terminals do not have to be co-located with a gateway, but they must be registered at a gateway that is covered by Terminal Replacement.

6. Customer Responsibilities

For the term of the support coverage, the Customer must:

- Have active Support Advantage Essential or Preferred Support coverage on the Supported Products receiving Parts or Onsite Support coverage.
- Ensure registration of Avaya Supported Products is completed by Avaya or by an authorized Avaya Partner as defined by Avaya's most recent registration process.

Follow all of the Avaya installation, operation and maintenance instructions.

- Provide the proper environment for the Supported Products, including electrical and telecommunications connections as specified by Avaya.
- Define internal procedures to maintain control of the original software media including creation of backup copies.
- Maintain a procedure external to the software program(s) and host computer for reconstruction of lost or altered files, data or program to the extent the Customer deems necessary.
- Notify Avaya of any software/hardware upgrades, Updates to, or additions of any new software and/or applications to the existing systems, if such upgrades and software/applications were purchased from a vendor other than Avaya.

Notify Avaya prior to moving any Supported Products covered by this Service Description.

- Provide remote and onsite access to the Supported Products during Coverage Hours to enable Avaya or its
 designated resource to perform onsite support. 'Access' includes physical access as well as network access
 to Supported Products. Additional charges may apply if an Avaya field technician is scheduled to service
 equipment and the technician must wait one (1) or more hours after arriving onsite for equipment to become
 available for servicing.
- Use the "Avaya Products Security Handbook" available at http://support.avaya.com along with the individual product documentation to secure remote access capabilities.
- Provide system passwords and equipment access control features required for Avaya to provide support.

Provide adequate communications facilities and workspace for Avaya's field technician.

 Ensure the Customer's authorized staff for operation and maintenance is available during the support period. The Customer's staff must have the authority to make decisions on the Customer's behalf concerning the maintenance and service support of Supported Products. The authorized staff is responsible to:



Approve of out-of-hours technical support any associated maintenance per incident charges;

Provide and approve all purchase orders for maintenance per incident invoices;

 Permit Avaya to conduct an equipment certification, serviceability and inventory check if required by Avaya prior to service assumption.

Arrange for access at times other than Standard Business Hours and which may include special security arrangements for Avaya personnel such as badges, door codes, and clearances (as required).

Request advance replacement of parts only for the eligible Supported Products.

 Return faulty parts to Avaya according to the guidelines included in the Parts Coverage section of this Service Description.

7. General

A. Billing and Contract Start Date

Support will commence and be chargeable as follows:

If Avaya sells and installs the Supported Products, support will commence on the date Avaya notifies
the Customer that the Supported Products are installed according to specifications.

If Avaya sells the Supported Products directly, but does not install the Supported Products, support will commence on the earlier of the date when software (i) features are enabled, (ii) is downloaded to the target processor or (iii) physically delivered to the Customer premises.

 If the Supported Products are purchased through an Avaya Channel Partner (including Support Advantage Retail), regardless of what company installs the supported products, support will commence on the first day of the second month following Supported Products Order Closure (Point of Sale).

 Support for upgrades of existing products already under a SA maintenance agreement, including licenses, will commence on the first day of the second month following the closure of the upgrade order.

 Support for increases in the quantity of existing products already under a SA maintenance agreement (ex. Adding 10 more user licenses) will commence on the first day of the month following the closure of the new order.

B. True Up

Avaya may perform true ups to determine if additional Avaya Servers and Gateways have been added as Supported Products and bill for the Avaya Servers and Gateways.

C. Renewal of Coverage

Support Advantage coverage for Supported Products will automatically renew at the end of the initial term of coverage and any renewal term under Avaya's then current Service Description applicable to Supported Products, unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. If the Customer is an Avaya authorized reseller or distributor, renewals will not be automatic unless auto-renewal is available from Avaya. Auto-renewal for authorized resellers and Distributors is not available in all regions. Support Advantage 1-year and multi-year support agreements will renew at then-current rates and for a similar term length as the expiring agreement. Where auto-renew is available, multi-year support agreements will automatically renew as a 3-year or 5-year support agreement, as applicable.

D. Re-initiation of Lapsed Coverage

A re-initiation fee will apply to reinstate support when coverage has lapsed. The applicable re-initiation fee will be invoiced and payable with the first billing of the new coverage. For details on the fees, refer to the <u>Support Re-initiation Policy</u>.

Note:

1. The re-initiation fee is subject to change at any time.

2. Re-initiation fees are not discountable.

3. Time and Materials (T&M) support is not available if a support contract has lapsed.

Support is not available the day after the expiration date of the support contract.



E. Certification

Supported Products that are newly purchased, used or have not been continuously covered by Avaya support are all eligible for coverage; however, certification of the Supported Products may be required. Certification ensures that Supported Products are properly installed and in good working order.

Certification of Supported Products may be required when:

- Supported Products classified by Avaya as "not customer-installable" were installed by a party other than Avaya, an authorized Partner or a manufacturer or manufacturer-authorized service provider (for non-Avaya products).
- 2. Avaya support coverage on Supported Products has lapsed for more than ninety (90) days or was never initiated.

Certification is not included in this Service Description and will be charged at Avaya's then current Maintenance Per Incident rates if Supported Products are not added under Support Advantage coverage within 45 days of certification completion. Avaya does not guarantee Supported Products subject to certification will be certified. If Supported Products are found to be ineligible for certification, the Customer is responsible for corrections required to make Supported Products eligible. A list of Support Advantage Supported Products is located at http://support.avaya.com/support_advantage.

F. Coverage Required for Hardware Components Within the Same System

All Avaya servers and gateways that are part of the same system at the same site must have the same level of coverage (i.e., Parts or Onsite Support). If the Customer is found to have varying levels of coverage on servers and gateways that are part of the same system at the same site, the servers or gateways covered at a lower level of coverage will be brought up to the higher level of coverage and Avaya shall bill the Customer for the incremental charge, calculated to be co-terminus with existing coverage.

G. Coverage Required for Avaya Integrated Solutions

All Avaya solutions that are integrated with other Avaya solutions (e.g., Communication Manager integrated with Avaya Call Center) can be covered by different levels of Support Advantage coverage but must have the same delivery option (either all Avaya Delivery or all Co-Delivery). A list of integrated solutions is located at http://support.avaya.com/support_advantage.

H. Coverage for Avaya Independent Products or Applications at Same Site

All Communication Manager, Modular Messaging and Call Management System Supported Products at a single location can be covered by different levels of Support Advantage hardware coverage (e.g., Communications Manager with Onsite Support and Modular Messaging with Parts). All other Supported Products must be covered by the same level of Support Advantage hardware coverage (e.g., Session Manager and Meeting Exchange with Onsite Support 8x5). If the Customer is found to have varying levels of coverage at the same site, the products covered at a lower level of coverage will be brought up to the higher level of coverage and Avaya shall bill the Customer for the incremental charge, calculated to be co-terminus with existing coverage.

I. Dedicated Access

As an entitlement to the Customer's product purchase, Avaya will provide the Secure Access Link (SAL) Software Gateway in order to provide remote, secure access to the Customer's systems for support. The Customer should have the Software Gateway installed no later than the delivery date of the Avaya-installed systems/devices or prior to the commencement of support in all other situations, so that Avaya can perform the services as described. The IP address must be provided to Avaya as soon as it is available. The Policy set by the Customer must allow outbound connection from the Customer's location back to the Avaya Service Center in order for Avaya to provide remote support on a 24x7 basis or there may be degradation to the service and support the Customer receives from Avaya. The Avaya support obligations under this document are contingent on the provision of remote access. If an Avaya-approved standard remote connectivity method is not approved and implemented by the Customer, Avaya is excused from any liability and contractual performance standards when using nonstandard connectivity methods. If



using nonstandard connectivity methods, Avaya may not be able to provide support and Avaya may charge time and material charges using Avaya's then current Per Incident Maintenance rates if there is additional cost to Avaya in providing support to the Customer.

J. Termination of Support

The Customer may terminate Services at any time during the current Term upon at least 30 days written notice and termination shall be subject to payment of: (i) Support Advantage charges up to and including the date of termination, and (ii) cancellation fees. Cancellation fees shall be equal to the Support Advantage charges that would otherwise be payable for the affected Support Advantage coverage for the remainder of the year of the Term in effect as of the effective date of the termination. The parties agree that the cancellation fees are liquidated damages comprising a reasonable estimate of Avaya's damages in the event of the Customer's early termination and are not a penalty. Unless already paid, the cancellation fees shall be immediately due and payable upon cancellation.

Cancellation fees will be calculated as follows for a 1 year agreement:

Cancel in Year 1: Full amount of 1st year annual fees to be paid in full

Cancellation fees will be calculated as follows for a 3 year agreement:

- Cancel in Year 1: Full amount of 1st annual fees to be paid in full
- Cancel in Year 2: Full amount of 1st, 2nd year annual fees to be paid in full
- Cancel in Year 3: Full amount of 1st, 2nd and 3rd year annual fees to be paid in full.

Cancellation fees will be calculated as follows for a 5 year agreement:

- Cancel in Year 1: Full amount of 1st year fees to be paid in full
- Cancel in Year 2: Full amount of 1st and 2nd year annual fees to be paid in full Cancel in Year 3: Full amount of 1st, 2nd and 3rd year annual fees to be paid in full.
- Cancel in Year 4: Full amount of 1st, 2nd, 3rd and 4th year annual fees to be paid in full
- Cancel in Year 5: Full amount of 1st, 2nd, 3rd, 4th and 5th year annual fees to be paid in full

A recast from Preferred Support to Essential Support will result in cancellation fees on the Preferred Support agreement.

If a Customer wants to recast their existing SSI or Utility support coverage to Support Advantage and they have prepaid for their existing support coverage, then we will allow the Customer to recast into Support Advantage and credit any prepaid amounts.

All refunds for prepayments on contracts that are terminated other than due to Avaya's breach will be provided as a credit.

K. Extended Services Support

Periodically, Avaya or a third party manufacturer may declare "end of life," "end of service," "end of support," "manufacture discontinued" or similar designation ("End of Support") for certain Supported Products. Refer Avaya Product Lifecycle Policy for further details: http://support.avaya.com/css/P8/documents/100081098

Customer may access Avaya's user support website (http://support.avaya.com, or such successor site as designated by Avaya) for End of Support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Avaya. For Products subject to End of Support, Avaya will continue to provide the support described in this Service Description, except for the End of Support exceptions listed herein

Avaya will make commercially reasonable efforts to provide the same level of support described in this document, with the following exceptions:

- Product Engineering support and new maintenance updates, such as Product Correction Notices (PCNs), "bug fixes" and interoperability/usability solutions, are no longer provided.
- Certain faults or functionality issues may not be resolvable or reproducible without upgrading the system to a version currently supported by the manufacturer. The Customer will be responsible for the costs associated with any upgrades.
- Access to and availability of support expertise on some Products may decline over time



- The Customer may experience delays in response or repair intervals.
- Avaya will endeavor to reserve its spare parts inventory to support Extended Services Support
 customers. However, since replacement parts may no longer be manufactured, some Products may
 become increasingly scarce over time. This scarcity may affect response and repair times, and
 certain Products may require replacement with more current substitute Products, whether new or
 refurbished.
- It may be necessary to purchase an upgrade to resolve a trouble if replacement parts or substitute
 Products are not available, or if the substitute Product is incompatible with a customer's current
 Product. The risk of this situation will depend on the Product's type and age. Avaya will endeavor to
 highlight upcoming shortages via ongoing "Services Support Notices" posted at support avaya.com.

 The extended services support period may vary based on product availability, demand and other business factors, at Avaya's discretion.

Extended Services Support is provided only to the Avaya Customer purchasing support services (i.e., Support Advantage) for the affected Supported Products.

A list of products that are currently supported is available from Avaya at http://support.avaya.com/Support Advantage.

8. Addendum - Country Availability and Major Cities

A. Country Availability

Onsite Support and Parts coverage is available as indicated to the countries in the following table.

Region	Country	Onsite Support 8x5 ¹²	Onsite Support 24x7 ¹²	Parts, Next Business Day ³⁴⁵⁶	Parts, x4 ³⁴⁵⁶
	Australia	Special Bid	Special Bid	Yes	No
	China	Special Bid	Special Bid	Yes	No
	Hong Kong	Special Bid	Special Bid	Yes	Yes
	India	Special Bid	No	Yes	No
	Indonesia	Special Bid	. No	Yes	No
	Japan	Special Bid	No	Yes	No
	Korea	Special Bid	No	Yes	No
APAC	Macau	Special Bid	No	Yes	No
	Malaysia	Special Bid	No	Yes	No
	New Zealand	Special Bid	No	Yes	No
	Philippines	Special Bid	No	Yes	No
	Singapore	Special Bid	Special Bid	Yes	Yes
	Sri Lanka	Special Bid	No	Yes	No
	Taiwan	Special Bid	No	Yes	No
	Thailand	Special Bid	No	Yes	No
	Vietnam	Special Bid	No	Yes	No
CALA	Argentina	Yes	Yes	Yes	Yes
CALA	Brazil	Yes	Yes	Yes	Yes



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	Columbia	Yes	Yes	Yes	Yes
	Mexico	Yes	Yes	Yes	Yes
	Austria	Yes	Yes	Yes	Yes
	Belgium	Yes	Yes	Yes	Yes
	Croatia	No	No	Yes	No
	Czech Republic	Yes	Yes	Yes	Yes
EMEA	Denmark	Yes	Yes	Yes	Yes
	Finland	Yes	Yes	Yes	Yes
	France	Yes	Yes	Yes	Yes
	Germany	Yes	Yes	Yes	Yes
	Hungary	Yes	Yes	Yes	Yes
	Ireland	Yes	Yes	Yes	Yes

Region	Country	Onsite Support 8x5 ¹²	Onsite Support 24x7 ¹²	Parts, Next Business Day ³⁴⁵⁶	Parts, x4 ³⁴⁵⁶
	Italy	Yes	Yes	Yes	Yes
	Luxembourg	Yes	Yes	Yes	Yes
	Netherlands	Yes	Yes	Yes	Yes
	Norway	Yes	Yes	Yes	Yes
	Poland	Yes	Yes	Yes	Yes
EMEA	Russia	Yes	Yes	No	Yes
	Slovakia	No	No	Yes	No
	Spain	Yes	Yes	Yes	Yes
	Sweden	Yes	Yes	Yes	Yes
	Switzerland	Yes	Yes	Yes	Yes
	U.A.E.	No	No	Yes	. No
	U.K.	Yes	Yes	Yes	Yes
NAR	Canada	Yes	Yes	Yes	Yes
	U.S.	Yes	Yes	Yes	Yes

¹ Avaya's onsite response objectives for Outage or Severe Business Impact incidents are limited to only those cities listed in the Major Cities addendum. EMEA Partners must have signed the PSS standard terms and conditions.

 $^{^{2}}$ In APAC, Onsite Support is available to customers served by Avaya Direct only and in cities listed on the Major Cities addendum.

³ Standard terms of Extended Support apply and exclude OEM products.



- ⁴ In CALA, Avaya will ship the replacement Supported Product or component under the same delivery terms specified in the Customer's commercial agreement with Avaya for product deliveries, or, in the absence of said delivery terms in the commercial agreement, to Customer's site location.
- ⁵ In EMEA, Avaya will ship the replacement Supported Product or component under the same delivery terms specified in the Customer's commercial agreement with Avaya for product deliveries, or, in the absence of said delivery terms in the commercial agreement, to End User Customer's site location or Partner premises as specified in the order. Partner must have signed the PSS standard terms and conditions.
- ⁶ In APAC, Parts is available to Avaya Distributors and Resellers only and in cities listed on the Major Cities addendum.



B. Major Cities

To qualify for the Onsite or Severe Business Impact Service Request onsite response intervals, the Customer site must be located within an Avaya covered major metropolitan area.

Region	Country	Major Cities		
•	Australia	Adelaide, Brisbane (Queensland), Canberra, Darwin, Hobart, Melbourne, Perth, Sydney		
	China	Beijing		
	Hong Kong	Hong Kong		
	India	Bangalore, New Delhi, and Hyderabad		
	Indonesia	Jakarta		
	Japan	Sapporo, Fukuoka, Osaka, Nagoya. Tokyo, Okinawa		
	Korea	Seoul		
APAC	Macau	Macau		
	Malaysia	Kuala Lumpur		
	New Zealand	Auckland		
	Philippines	Manila, Cebu		
	Singapore	Singapore		
	Sri Lanka	Colombo		
	Taiwan	Taipei		
	Thailand	Bangkok		
	Vietnam	Ho Chi Minh City		
	Argentina	Buenos Aires, Cordoba		
CALA	Brazil	Belém, Belo Horizonte, Curitiba, Goiânia, Porto Alegre, Recife, Rio de Janeiro, Salvador, São Paulo, Uberlândia		
	Columbia	Barranquilla, Bogotá, Cali, Medellín		
	Mexico	Mexico City (Distrito Federal), Monterrey		
	Austria	Vienna		
	Belgium	Brussels		
	Czech Republic	Prague		
	Denmark	Copenhagen		
	Finland	Helsinki		
EMEA	France	Lyon, Marseille, Nantes, Paris		
	Germany	Berlin, Düsseldorf, Frankfurt, Hamburg, Cologne, Leipzig, Munich, Stuttgart		
	Hungary	Budapest		
·	Ireland	Dublin		
•	Italy	Milan, Rome		



Region	Country	Major Cities		
•••	Netherlands	Amsterdam, Rotterdam		
	Norway	Oslo		
	Poland	Warsaw		
EMEA	Russia	Moscow, St. Petersburg		
LINEA	Spain	Barcelona, Madrid		
	Sweden	Stockholm		
	Switzerland	Geneva, Zurich		
, e.,	U.K.	Birmingham, Bristol, Cardiff, Edinburgh, London, Manchester		
	Canada	Calgary, Edmonton, Fredericton, Moncton, Montreal, Ottawa, Saint John (New Brunswick), Toronto (GTA 416/905), Vancouver		
NAR	U.S.	Outage and Severe Business Impact Service Request onsite response intervals apply to all sites in the U.S.		
		Refer to list of Major Metropolitan Areas by Zip Code for Communication Manager 2 hour response eligibility.		

Appendix A: Definitions

Business Severity Categories:

<u>Outage Service Request:</u> A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround.

Severe Business Impact Service Request: Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.

<u>Business Impact Service Request:</u> Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.

Non-Service Impact Service Request: A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections, and administrative issues.

<u>Class 1 Product Correction Notice:</u> A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

<u>Class 2 Product Correction Notice:</u> A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.



<u>Class 3 Product Correction Notice:</u> A minor system failure with low probability of potential loss of system use of functionality and/or loss of customer information.

<u>Commercial Agreement:</u> Means, as the context requires, a direct Customer Agreement, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Service Provider or Systems Integrator Agreement.

Coverage Hours: The hours of coverage purchased for Onsite Support which are either 8x5 or 24x7.

<u>Critical Component:</u> A part required to restore service for a Severity 1 or Severity 2 Service Request. Examples of a Critical Component include but are not limited to servers, processors, disk drives, power supplies or circuit packs.

<u>End Customer</u>: Means the end customer purchasing support services directly from the Partner (or the Partner purchasing service for its own internal use) for the Supported Products.

Feature Pack: A downloadable, quick and easy to install, software deliverable containing one or more features that may be enabled individually and/or optionally licensed. May also contain maintenance correction. Feature Packs are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]).

<u>Maintenance Per Incident:</u> Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.

<u>Major Release:</u> A major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g. [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g. n.[y].z).

Non-Critical Component: Any other covered part that is not classified as a Critical Component.

Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

<u>Service Description:</u> The Service Description may also be referred to as a Service Agreement Supplement (SAS), Statement of Work (SoW), or Customer Service Agreement Information.

<u>Software Update:</u> Changes in the software that typically provide maintenance correction only. An update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, bug fix, etc.

<u>Standard Business Hours:</u> Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

<u>Standard Operating Environment:</u> The covered applications, databases and operating systems have been tested and certified by Avaya.

<u>Supported Products:</u> The software and hardware products manufactured by Avaya and included on a service order form. Support for products manufactured by independent third parties (OEM products) may be included as Supported Products under a separate Service Description. These products are often serviced by third parties and the levels of service coverage and response intervals are designated by the third party performing the service. The service levels and response times contained in this document will not apply to these third party products.

<u>Update:</u> A Product Correction Notice (PCN), minor software or firmware update or service pack.

Upgrade: A Major Release of software.

<u>Upgrade Advantage:</u> An offer that provides an upgrade subscription for Avaya-provided software.

APPENDIX C



The Power of We™

SERVICE DESCRIPTION

Service Agreement Supplement

Full Coverage

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I. Introduction

This Service Description describes the Avaya Full Coverage services for eligible Software and Hardware and supersedes all prior descriptions or contract supplements relating to such support. This document is an attachment to the Customer's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the Customer's Commercial Agreement with Avaya, the terms and conditions of the Customer's Commercial Agreement will control. In the event that the Customer is an Avaya authorized reseller, distributor, systems integrator or service provider purchasing support coverage for the Customer's end user customers (or resellers, as applicable), Avaya will provide the support specified herein to the Customer. The Customer will be responsible for performing the end user customer responsibilities under this document and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the end user customer. This description is valid in all United States and Canadian locations.

II. Maintenance Service Coverage: Full Coverage 8x5 and Full Coverage 24x7

Coverage includes remote telephone support, remote diagnostics, troubleshooting, problem resolution, software maintenance updates/fixes, on-site parts replacement (if the covered product includes hardware), and any on-site support Avaya deems necessary to resolve a fault.

A. Product Eligibility for Coverage under this Supplement

This description applies to Avaya and selected non-Avaya products and components that Avaya has designated in the applicable order or associated quote sheet to be eligible for coverage and currently supported ("Supported Products").

B. Coverage Hours and Elections

Standard Business Hours are 8:00 am To 5:00 pm in the time zone of the covered products, Monday through Friday, excluding Avaya observed holidays.

Customer may elect either 8x5 or 24x7 coverage.

- <u>Full Coverage 8x5:</u> Provides coverage during Standard Business Hours. Requests for support
 outside the Standard Business Hours may be accommodated at Avaya's option and will be subject to
 Avaya's then current Per Incident Maintenance rates.
- Full Coverage 24x7: This coverage option extends the benefit of Full Coverage to twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year for Service Requests of type "Outage" and "Severe Business Impact". There is an additional cost for this coverage option AND IT IS NOT AVAILABLE IN ALL GEOGRAPHIES.

C. Coverage Elements

- 1. Remote Maintenance Support
 Subject to coverage hours, as part of Full Coverage Avaya will:
- Receive Customer's request for assistance through the Avaya Services Center
 Avaya may require and Avaya at the request for assistance through the Avaya Services Center
 - Avaya may require only Avaya authorized Customer contacts are able to initiate requests or check on their status and Avaya may limit the number of authorized contacts.
 - The primary method for requesting remote support services is via Avaya's http://support.avaya.com website (or other website designated by Avaya). Telephone support is also available.
- Troubleshoot and resolve product related problems via telephone or remote dial-in connection.
 Avaya will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.
- Answer Customer questions regarding product problems.



- Provide recommendations for Software Updates and Service Packs to clear faults. In most circumstances and at Avaya's sole discretion, upgrades to the latest Minor Release or Update version of a product will be required before application of an applicable Patch or Service Pack in order to address a problem.
- Commence remedial maintenance service activities, including software maintenance (bug) fixes, product documentation and Update releases.
- Respond to, diagnose, and clear system-generated major alarms received via Avaya EXPERT SystemsSM Diagnostic Tools (on Avaya products that support that functionality).
 - Any problem that cannot be automatically cleared by Avaya EXPERT SystemsSM
 Diagnostic Tools will be responded to according to response intervals.
- Isolate or determine the source of problems or anomalies that are the result of installation or configuration errors, as long as the configuration errors are specific to an Avaya Software Product. Support is limited to unaltered versions of the software that are supported by Avaya, and to problems that are reproducible in that version of the software.

Identify inconsistencies or errors in Avaya Software Product documentation.

- Identify appropriate resources to assist with activities or Customer requests falling outside of Avaya Software Support. Note that these additional resources may be billable and/or may be resources outside of Avaya.
- Both 8x5 and 24x7 Coverage options include 24x7 access to remote maintenance assistance, documentation, and other information via web-enabled case-based reasoning tools on http://support.avaya.com (or other website designated by Avaya).

Provide Helpline support which includes:

- Answering general usability or software application-specific questions: General usability issues are defined as, but not limited to; non-programming issues, and includes general information around the functionality of a product. Usability information can be provided without knowing the specific programming and configuration details of the Customer's system. This general support does not include consultation on appropriate methods and procedures for the Customer's environment nor does it include custom programming. Ongoing system administration is the Customer's responsibility.
- Providing advice, which includes directing the Customer to sections of the documentation that may answer a question, clarifying the documentation or recommending possible training courses.
- Working with trained individuals from the Customer to enhance understanding of the use and features of Avaya supported Products.
- Helpline support is limited to Business Hours. Helpline requests provided outside of coverage hours (after 5:00 PM) are subject to availability, and will be quoted and billed at Avaya's then current Per Incident Maintenance rates. Helpline support is limited to the Customer's Authorized Systems Managers only.
- Support does not cover customized system features or reports created by the Customer or Third Parties. Any bug fixing or system re-configuration that Avaya must perform to clear a trouble resulting from Customer's configuration changes is not included in Service Agreement coverage.
- If Avaya determines that a problem is due to the Customer's or a third party's application, then
 resolution and diagnostic fees may be charged at Avaya's then current Per Incident Maintenance
 rates.

2. Onsite Maintenance Support

If a fault cannot be resolved remotely, and Avaya determines on-site intervention is required to do so, 8x5 coverage provides the dispatch of Avaya's field technical resources 8:00am to5:00pm in the time zone of the covered products, excluding Avaya holidays, including engineering support. 24x7 coverage extends this support to all Service Requests of type "Outage" and "Severe Business Impact" twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.

When customers are negatively impacted by localized events or disasters Avaya will make every effort to repair or replace equipment as soon as possible.



Exclusions and Limitations:

- Additional charges will apply if an Avaya field technician is requested by the Customer to:
 - Wait one (1) or more hours after arriving on-site for equipment to become available for servicing;
 - o Remain on-site after resolution of a problem in the covered Products;
 - Remain on-site outside of coverage hours:
 - Provide Standby Service. For example, requesting field technicians to be present on the Customer's premises during electrical power shutdowns, disaster recovery tests, or special events.
 - Perform moves, changes, or other activities not covered under the scope of the selected coverage options
 - Perform any support on Products not covered by this Agreement.
- All support (Remote, on-site and parts replacement) of terminals is excluded if the Customer selects Switch-Only Coverage option.
- On-site support of terminals is limited to functional locations. Individual terminals located in remote offices or personal residences must be brought to a functional location for on-site support or a replacement part can be mailed directly to the remote location.
- On-site support is not available for Spectralink terminals and associated accessories.
 Replacement parts will be mailed directly to the Customer.

GCS and SMB Wire Maintenance

Provides support for horizontal cabling, single customer riser cables (not part of building riser cable), connecting blocks, wall jacks, cross-connect fields, patch panels, repeaters and Avaya standard repair products. This option does not cover black cable (inter-building -OSP), riser cables used for multiple customers, fiber optic cabling, network facilities (poles, conduits, local access trunks and lines, non-Avaya supplied surge protectors, lightning arrestors/protectors, exterior wire, non-Avaya product cabling (e.g. alarm systems, building automation, security systems, card readers, etc.). Coverage also does not cover Force Majeure (floods, earthquakes, tornadoes, avalanches, mud slides, etc.), major externally caused damage (e.g. fires, pipe bursts, etc.), major unintentional damage (e.g. contractors cut cables, etc.), non-Avaya contractor use of improperly spliced wires and problems requiring non-standard tools to repair (e.g. elevator shafts, need for fork lifts, etc.).

3. Parts and Materials Replacement

If covered configuration includes hardware, Full Coverage provides for on-site replacement of any covered part Avaya determines to be defective. Replacement parts may be new or refurbished.

- Consumables (including but not limited to headsets, remote controls (TV & video), printer
 ribbons, back-up tapes or other blank media, wall brackets, rack mounting and other hardware
 kits, face plates, bezels, blank panels, designation strips, technical documentation, labels or
 other accessories) are not included in maintenance coverage.
- Equipment that is part of a standard configuration receives maintenance coverage as a component of a covered system. The equipment is defined as Minor Material and may include but is not limited to internal cabling, fans, fan assemblies, transformers, embedded operating system software, power supplies, fuses & firmware.
- Service support does not include the provisioning or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Product(s).

Avaya-licensed Software:

- Defective software media will be replaced at no charge. Avaya will replace only the number of copies originally provided to the customer.
- It is the Customer's responsibility to maintain original software media. In situations where the Customer has no backup copies of Avaya-licensed software, Avaya will provide a backup copy of the originally licensed software release in the event of a loss if the software is a currently supported release. Replacement of media and any implementation services are subject to additional charges. If the lost release is not currently supported, the Customer must pay for an upgrade to a currently supported release.



4. Product Correction Updates

In order to assess the quality and reliability of its systems, Avaya tracks repair information on our Customer's systems. Recurring problems are analyzed and where generally applicable corrective measures are identified, Avaya may issue a Product Correction Update. A Product Correction Update can be a Product Correction Notice (PCN), Service Packs, Software and firmware updates.

Standard Full Coverage Service:

 Avaya will issue Product Correction Notices (PCN), Service Packs and Software and firmware Updates.

 PCNs will be issued as technician, remote or Customer installable and with a classification of either 1, 2 or 3 depending on the product, level of severity and complexity of the Update.

- Full Maintenance Coverage includes installation for remote and technician installable Product
 Correction Updates at no charge during Standard Business Hours. Full Maintenance
 Coverage 24x7 also includes support outside of Standard Business Hours for remote and
 technician installable PCNs that have been deemed by Avaya as Service Requests of type
 "Outage" and "Severe Business Impact". All other support outside of Standard Business Hours
 is billable at Avaya's then current Per Incident Maintenance rates, unless specifically provided
 for in the PCN.
- There may be cases where a Product Correction Update may require a system hardware
 upgrade to comply with current manufacturer's specifications. Such hardware upgrades are
 not provided as part of Full Maintenance Coverage. Avaya will provide Customer with a cost
 estimate prior to providing any chargeable hardware upgrades.

In most circumstances and at Avaya's sole discretion, upgrades to the latest Minor Release or Update version of a product will be required before application of an applicable Patch or

Service Pack in order to address a problem.

- Customer installable Product Correction Updates are the responsibility of Customer. Upon
 Customer's request, Avaya will perform the installation at Avaya's then current Per Incident
 Maintenance rates. Remote help line support is available during Standard Business Hours.
 Full Maintenance Coverage 24x7 includes remote help line support outside of Standard
 Business Hours for Customer installable Product Correction Updates that have been deemed
 by Avaya as Service Requests of type "Outage" and "Severe Business Impact". All other
 support outside of Standard Business Hours is billable at Avaya's then current Per Incident
 Maintenance rates.
- For certain Avaya designated Software applications, Customer will be entitled to receive Software Minor and Major Releases as well as Updates under Full Maintenance Coverage. Eligible Products will be designated on the applicable order or associated quote sheet as being entitled to "Full Coverage Plus Software Upgrade." The upgrades that will be provided may include new Software features and functionality, provided however, Customer will not be entitled to receive upgrades to optional features or functionality that Customer did not previously license and which Avaya licenses as separate Products. Any upgrades that are provided to eligible Products will be provided under the same provisions applicable for Updates as set forth herein.
- For Software applications designated by Avaya as eligible for "Full Coverage Plus Software Upgrades," Customer must provide a test or lab environment for verification of Updates, Minor Releases, and Major Releases before being moved into a production environment.
- Remote access is made possible using Avaya Secure Access Link (SAL), a traditional phone
 line for modem-equipped products, or through an Avaya-approved VPN access solution. When
 modem or VPN are used, then the line number or IP address must be provided to Avaya as
 soon as it is available

Re-initiation of Lapsed Coverage

A re-initiation fee will apply to reinstate support when coverage has lapsed. The new support coverage is based on the total number of licenses, servers or gateways (as applicable based on the relevant billing metric) to be covered. The re-initiation fee is a one-time fee equal to 25% of the first year of the new support coverage. The applicable re-initiation fee will be invoiced and payable with the first billing of the new coverage.



Note:

The re-initiation fee is subject to change at any time.

2) Re-initiation fees are not discountable.

Time and Materials (T&M) support is not available if a support contract has lapsed.

4) New support coverage sold to customers for products that have not had Avaya support coverage for more than 12 months are not subject to re-initiation fees.

5) If and to the extent that the Supported Product includes products manufactured by independent third parties (OEM products), a higher re-initiation fee may apply.

5. Proactive IP Support

This description applies to Avaya and selected non-Avaya products and components that Avaya has designated in the applicable order or associated quote sheet to be eligible for Proactive IP Support coverage and currently supported ("Supported Products"). A current list of Supported Products includes:

Avaya Servers: \$8300, \$8400, \$8500, \$8700 series

Avaya Media Gateways: SCC1, MCC1, G250, G350, G600, G650, G700

- Data network elements as documented in the Master Site Grid. NOTE: Data network devices
 that are actively involved in transporting IP Telephony traffic originating from a supported
 Avaya S8XXX Server, must be included as Supported Products for monitored data network
 elements.
- The router and/or CSU/DSU at Customer's facility used to terminate the connection between Customer's network and Avaya must be included as a Supported Product.

All Avaya Media Gateways connected to an Avaya S8XXX Server must be included as a Supported Product. Avaya Media Gateways located outside of the US but connected to US-based Servers will be covered by the services described in this section of the document.

Implementation

Implementation begins on the Effective Date and ends prior to the Service Assumption Date. Service Assumption will begin sixty (60) calendar days after the Effective Date. Avaya will develop a Service Implementation Plan (SIP) outlining the timeline of the relevant tasks to be performed by both Customer and Avaya. The Service Assumption date is dependent on the completion of items in the SIP that provide for monitoring of the Avaya S8XXX Server and associated Media Gateways. Services described in this document for the data devices will be provided subject to receipt by Avaya of the required Customer information as outlined in the SIP.

Avaya will work with Customer to develop a comprehensive, up-to-date inventory ("Master Site Grid") of the products by site for which Avaya will provide the services described in this document ("Supported Products). Inclusion of data devices on the Master Site Grid will require the receipt by Avaya of the required Customer information as outlined in the SIP. If any additional Supported Products or lists of locations covered under the Agreement ("Supported Sites"), are added to the Master Site Grid, the changes will be approved and processed as described in the SIP.

Depending upon network design, Avaya will install, at Customer's site or within Avaya Data Center, Avaya-owned equipment to allow Avaya to monitor and correlate events of the Supported Products within this document. Customer may choose to place a firewall between the Avaya-owned device and their network, provided Avaya is able to interrogate and receive events and alarms for all IP endpoints, and into all Supported Products. Customer maintains control of firewall access lists and policy. Customer thereby retains control over Avaya's access to the managed and/or monitored devices. Customer will provide connectivity via VPN or frame relay between Customer's network and Avaya, or Avaya will purchase a frame relay connection for Customer for an additional fee. Avaya-owned equipment must be returned to Avaya upon expiration or termination of services in working order. Title to such equipment remains with Avaya at all times.



Customer will take reasonable steps to prevent delays and ensure that all of the foregoing roles or responsibilities are performed. If services for the data devices does not occur on the Service Assumption date due to customer delays in providing required Customer information to Avaya as outlined in the SIP then Avaya may begin invoicing the Customer (and Customer shall begin to pay Avaya) for both recurring and non-recurring charges.

Avaya and Customer agree that the Supported Products installed within the Customer's environment may differ from the initial Master Site Grid supplied to Avaya, and agree to implement a Network Discovery process to properly reflect the actual data. In the event that the actual inventory differs from the initial Master Site Grid, Avaya may adjust charges to reflect the actual data. Data collected in the Network Discovery process includes, but is not limited to, the actual number of: sites, Supported Product inventory, software versions, and number of Equipped TDM Ports, Administered IP Ports, data devices and type of stations.

Monitoring of Supported Products

For Monitoring Services, Avaya will perform 24x7 SNMP, intelligent agent monitoring of alarms for the Supported Products, polling and syslog monitoring. Avaya will also detect failures and fault conditions for the Supported Products and correlate events within the Customer's network utilizing Avaya's proprietary tools.

For Event Notification and Management, Avaya will notify Customer of detected major alarms within 15 minutes of receipt. NOTE: The 15 minute notification is a service level objective target for Avaya. Notification intervals are not commitments for resolution time of reported troubles. Avaya will also answer calls and respond to alarms with qualified technicians trained on Supported Products. If the alarm is related to an Avaya Server/Media Gateway, Avaya will initiate fault diagnostics by validating events via dial up or network connection and analyzing the system malfunction. For events isolated to an Avaya Server/Media Gateway covered under a direct Avaya Maintenance Agreement, Avaya will case manage resolution of events. For event isolated to an Avaya Server/Media Gateway not covered under a direct Avaya Maintenance Agreement, such as an Avaya Media Gateway located outside of the US but connected to a US-based Server, Avaya will inform Customer's identified point of contact of events but will not be responsible for resolution of events. Disruptive testing will not be initiated unless coordinated with and agreed to by Customer.

Access

Avaya will provide a designated telephone number for Customer to call regarding all operational support and accountability for Proactive IP Support services described in this document. The Service Desk will be staffed with English-language personnel and will be answered 24 hours per day, 7 days a week, and 365 days per year. Avaya will also provide Customer with access to a proprietary web portal which will provide trouble summary reports, trouble tickets, contact information and contract details.

Single Point of Contact (SPOC)

SPOC is an optional Coverage Element available for an additional charge. To the extent that Avaya will provide SPOC, the following will apply.

Avaya will provide Customer with a designated Proactive IP Support team to coordinate trouble resolution activity on Customer's Avaya Server/Media Gateway/terminal/adjuncts at locations covered by Proactive IP Support, across all Avaya support organizations and platforms. SPOC response objectives and hours of coverage are defined in Customer's Avaya Maintenance Agreement.

If Customer has purchased Enhanced Remote Services SPOC or has Remote Managed Services for Traditional Telephony for other locations, this SPOC will act as the SPOC for all covered locations.



Service Requests of type "Outage" or "Severe Business Impact"

Customer will be notified of all Outage and Severe Business Impact issues that are not automatically cleared by Avaya EXPERT Systems on Diagnostic Tools. Outage or Severe Business Severe Business Impact Service Request are defined in the Glossary...

For issues of type "Outage" and "Severe Business Impact", Avaya will:

- Work with Customer to determine the most effective way to handle each issue.
- Follow special handling instructions that have been mutually agreed upon by Customer and Avaya.
- Notify Customer upon receipt of service requests not otherwise cleared.
- Monitor service requests to ensure timely progress and provide regular updates to Customer.
 Updates will include:
 - o Remote diagnostics completion
 - o Trouble dispatch
 - o Technical escalation
 - o Equipment to be ordered
 - o Remote commitment time to be changed
 - Remote commitment missed
 - Remote closure

Business Impact and Non-Service Impact Service Requests

SPOC includes case management or proactive notification of Business Impact and Non-Service Impact Service Requests as defined in the Glossary. Customer status updates will be based on status changes to the event rather than time intervals.

For issues of type "Business Impact" or "Non-Service Impact", Avaya will:

- Follow special handling instructions that have been mutually agreed upon by Customer and Avaya.
- Provide Customer with updates on status changes. Additionally, assistance can be provided in finding trouble status at the Avaya web site.
- Notify Customer of minor DS1 Alarms not cleared by EXPERT SystemsSM Diagnostic Tools or the switch and provide updates to Customer. Updates will include information on:
 - o Dispatch
 - Escalation
 - o Closure

As part of SPOC, Avaya will also perform the following activities:

- Coordinate and case manage Avaya Labs modification requests (Tier IV).
- Conduct remote seasonal clock changes twice per year for Supported Products. (On-site dispatch is not included.)

6. Power Surge Protection

For customers with a current Avaya Maintenance Service Agreement, Avaya will repair damage to voice hardware products where lightning or a power surge is the <u>direct cause</u> of damage to the voice hardware products.

To qualify for equipment replacement, at the time of the power surge or lightning strike, Customer must have properly protected equipment that complies with:

- Product manual installation requirements,
- Product manual electrical protection requirements
- The National Electrical Code standards.
- Applicable local electrical code standards, and
- Any Applicable site requirements (power surge protection)



Customer must provide additional protection as follows:

All power feeds for the switching products and ancillary equipment must be protected by a
properly installed protection device (AC protector, line protector)

 All analog central office facilities connected to the switching product such as a loop start, ground start, or DID, must be protected by a properly installed protection device.

All T1/DS1 facilities must be terminated in a CSU and/or DSU.

 All out of building stations or other services must be protected per out of building instructions provided in the appropriate installation manual.

 All additional protection equipment must be installed in compliance with the National Electrical Code, any applicable local standards, and any Avaya specified site requirements

The policy does not include coverage for:

- Damage to data, VPN or video products
- Loss or corruption of data records
- Damage from lightning strikes which <u>indirectly cause</u> damage to the voice hardware products (e.g. lightning causes a fire the fire then damages/destroys the switch)
- "Acts of God" as defined in the Customer Agreement

Note - UPS (Uninterruptible Power System) is not a substitute for protection devices

D. Response Intervals

Response intervals define Avaya's objectives for responding to a request for maintenance support.

- For Hardware Products; if Avaya deems the fault cannot be cleared remotely, interval is from the time
 the Avaya Service Center identifies an on-site visit is required to the time the technician or replacement
 part arrives at the Customer's site. For Software Products, interval is from the time the Customer
 contacts the Avaya Services Center with an Assistance Request to the time the technician/engineer
 contacts the Customer.
- Avaya shall employ commercially reasonable efforts to commence support on the customer request according to the following table:

	Outage or Severe Business Impact	Business Impact or Non- Service Impact
Requests submitted via website	Within two (2) hours	Within Standard Business Hours
Requests submitted via telephone	Within two (2) hours	Next Business Day

- Hours are stated in coverage period hours. Work will be performed during the Customer's specified coverage hours. Avaya will attempt to clear all failures remotely before dispatching a technician to the Customer's premises.
- For Service Requests of type "Outage" and "Severe Business Impact" requiring onsite support;
 - Within two (2) business hours for Service Requests of type "Outage" and "Severe Business Impact" on the DEFINITY® and Communication Manager switch. To qualify for this response interval the Customer site must be located within a certain major metropolitan area, as defined by Avaya. This response is available during the hours of 8:00 a.m. to 5:00 p.m. in the time zone of the covered products, Monday through Friday, excluding Avaya observed holidays. The two (2) hour response interval is not applicable between the hours of 5:00 p.m. & 8:00 a.m. if the Full Coverage 7x24 option is elected.
 - Within four (4) business hours for Service Requests of type "Outage" and "Severe Business Impact" for Customer sites located outside the defined major metropolitan area, for non-Avaya labeled or customized software and all other products. This interval is provided during the hours of 8:00 a.m. to 5:00 p.m. in the time zone of the covered products, Monday through Friday, excluding Avaya observed holidays, or is provided 24x7 if Full Coverage 24x7 option is elected.



E. Security

 Toll Fraud Intervention: If the Supported Products includes any Communication Manager, G3 or DEFINITY products and the Customer suspects active toll fraud, the Avaya Services Center will assist the Customer in analyzing the situation and help the Customer understand what it may do to intervene and help stop long-distance theft (toll fraud). Note: This service supplement does not prevent the possibility of toll fraud.

If the Supported Products includes any Communication Manager, any G3 or DEFINITY, Avaya will

provide general security advice to help the Customer secure its system against toll fraud.

• Each Avaya Maintenance Customer will receive, on a Quarterly Basis, a Security Screener Letter via email. The purpose of the security screening service is to provide specific detailed important information pertaining to the risk of toll fraud associated with the use of the Customer's Avaya DEFINITY® Enterprises Communications Server, or Communication Manager. (Toll fraud occurs when unauthorized persons gain access to the Customer's system to make phone calls. Under applicable law, the Customer is responsible for paying for these unauthorized calls.) The security screening service checks the Remote Port Security Device, Default passwords on Customer Logins and the Remote Access Feature. The Customer should not assume that their system is totally secure, even if it passes the screening.

 The Customer should, with respect to Avaya products, use the "Avaya Products Security Handbook" along with the individual product documentation, as a guide, to help secure remote access capabilities.

This guide is available on the Avaya Customer Support Web site, http://support.avaya.com.

F. Maintenance Software Logins and Permissions

Avaya's Service Agreement coverage includes limited right-to-use of DEFINITY®/Communication Manager Maintenance Software Permissions (MSP's), for Customers who wish to participate in clearing minor alarms on their equipment and routine administrative tasks. MSPs allow the Customer access to certain maintenance capabilities to perform low level/minor maintenance tasks. MSP's are Avaya proprietary information and are not transferable or assignable to a service provider or any third party. For Communication Manager 4.0 and all prior Communication Manager/ DEFINITY® systems upon expiration or prior to termination of Customer's Service Agreement or MSP Permission License, Customer will provide Avaya prompt access to the applicable products to de-activate the MSPs.

The Customer may not gain access to proprietary software, in the manner described below, without authorization from Avaya. The following changes to the DEFINITY®/Communication Manager proprietary software cannot be made without authorization from Avaya:

 Accessing and taking control of Avaya DEFINITY®/Communication Manager logins (INIT, INADS, DADMIN and Craft). These logins are accessed exclusively by Avaya personnel (or its authorized agents/representatives in the case of DADMIN).

 Making changes to the permissions of logins intended for exclusive use of Avaya (INIT, INADS, DADMIN, and Craft).

 Accessing the "Change System Parameters Custom Options" screen and turning on features in the DEFINITY Communication Manager system without paying right-to-use fees.

G. Preventive Maintenance for DEFINITY Products

Full Coverage provides routine Preventive Maintenance (PM) activities for Enterprise DEFINITY warranty and service agreement customers at no additional charge. PM routines and service is performed during business day hours, Monday-Friday, 8am-5pm. Each DEFINITY product type defines Preventive Maintenance activities and intervals.

III. Permissive Use and Demarcation

For Supported Products that are not configured to meet Avaya's guidelines for technical compatibility and connectivity to non-Avaya products; Avaya has the right to restrict its diagnostic and/or corrective procedures to those problems that originate entirely within such Supported Products and do not arise out of or in connection with the Supported Products' interoperation with any other non-Avaya Products.



IV. Extended Services Support

Periodically, Avaya or a third party manufacturer may declare "end of life," "end of service," "end of support," "manufacture discontinued" or similar designation ("End of Support") for certain Supported Products. Refer Avaya Product Lifecycle Policy for further details – http://support.avaya.com/css/P8/documents/100081098

Customer may access Avaya's user support website (http://support.avaya.com, or such successor site as designated by Avaya) for End of Support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Avaya. For Products subject to End of Support, Avaya will continue to provide the support described in this Service Description, except for the End of Support exceptions listed herein.

Avaya will make commercially reasonable efforts to provide the same level of support described in this document, with the following exceptions:

 Product Engineering support and new maintenance updates, such as Product Correction Notices (PCNs), "bug fixes" and interoperability/usability solutions, are no longer provided.

Certain faults or functionality issues may not be resolvable or reproducible without upgrading the system to a
version currently supported by the manufacturer. The Customer will be responsible for the costs associated
with any upgrades.

Access to and availability of support expertise on some Products may decline over time

The Customer may experience delays in response or repair intervals.

Avaya will endeavor to reserve its spare parts inventory to support Extended Services Support customers.
 However, since replacement parts may no longer be manufactured, some Products may become increasingly scarce over time. This scarcity may affect response and repair times, and certain Products may require replacement with more current substitute Products, whether new or refurbished.

It may be necessary to purchase an upgrade to resolve a trouble if replacement parts or substitute Products are
not available, or if the substitute Product is incompatible with a customer's current Product. The risk of this
situation will depend on the Product's type and age. Avaya will endeavor to highlight upcoming shortages via
ongoing "Services Support Notices" posted at support avava.com.

The extended services support period may vary based on product availability, demand and other business factors, at Avaya's discretion.

V. Dedicated Access

You must install or arrange for the installation of an Avaya-approved remote access methodology for systems/devices that support remote access no later than the delivery date of the Avaya-installed systems/devices or prior to the commencement of support in all other situations. Remote access is made possible with a traditional phone line for modem-equipped products or through an Avaya-approved VPN access solution. The line number or IP address must be provided to Avaya as soon as it is available. This modem line or VPN must remain available to provide remote access on a 24x7 basis or there may be degradation to the service and support received from Avaya. Avaya's support obligations under this document are contingent on the provision of remote access. IF REMOTE ACCESS IS NOT GRANTED, AVAYA MAY NOT BE ABLE TO PROVIDE SERVICES AND WILL NOT BE LIABLE FOR SUCH FAILURE.

VI. Certification

Newly purchased products, used products and products that had not been continuously covered are all eligible for coverage. Certification of the products is sometimes required to ensure that the products are properly installed and in good working order. Certification allows for the inspection of Avaya products and Avaya-supported products in order to ensure that they meet all Avaya environmental and technical specifications prior to issuing a Support Agreement.

Customer/Partners/Resellers must notify Avaya when there are moves or new system installs so Avaya can certify the equipment when required and update the Customer's records. Customers with an INADS line must also reregister the line at its new location.



Certification is required when one of the following criteria is met:

- Avaya, an authorized Avaya BusinessPartner, or for non-Avaya products, a manufacturer or manufacturerauthorized service provider did not install equipment not classified as "customer installable."
- Avaya, an authorized Avaya BusinessPartner, or for non-Avaya products, a manufacturer or manufacturerauthorized service provider previously installed the equipment and Avaya service coverage has lapsed for more than ninety (90) days.
- Equipment not classified as "customer installable" is not installed or moved by Avaya or an authorized BusinessPartner to a new site. If you have an INADS line, you must also re-register the line at its new location.

Certification is not included in the services or support described in this document. The cost of the certification will be charged at Avaya's then current standard rates. Avaya does not guarantee that products subject to certification will be certified.

VII. Exclusions from Full Coverage Support

The following exclusions apply to Full Coverage Support coverage:

Out of Scope Services Supported With Maintenance Per Incident Time and Material (T/M)

Avaya provides "Maintenance Per Incident T/M" support for out of scope maintenance related activities not included in an Avaya Maintenance Contract. Support is only available to Avaya customers and Partner customers who have support coverage on the product requiring support. Services provided not directly attributable to a fault in Supported Products that end up being a result of a out of scope activity defined below are billable per the current hourly rate structure. Billable time starts from the time the customer calls or a web ticket is picked up, to the time the case is closed, for support provided for items that would fall outside of what maintenance or warranty would entitle.

Examples of support that would fall outside of maintenance coverage that would be provided under Maintenance Per Incident Time and Material (T/M) would be as follows:

- Programming, administration or configuration changes
- · Third party integration or applications
- Acts of nature
- Customer network outages and/or service providers issues
- Avaya installation of customer or partner installable patches
- Support that ends up being related to a product not under warranty or maintenance coverage
- Parts or onsite support for Remote Only or Remote + Parts contracts
- Products that are improperly certified by a party other than Avaya

VIII. Customer Responsibilities

A. Maintenance Coverage Full Coverage Support

Service Pack and Firmware Maintenance

Maintaining Avaya products at the most current Service Pack ("SP") and Firmware ("FW") update level IS mission critical to keeping your Avaya solution operating properly. It is the responsibility of the Customer (including the channel partner) to keep products which employ SPs and FW as means of delivering corrective content up to date, unless it is defined as an Avaya responsibility based upon the level of support coverage the Customer has purchased. Active system SP and FW release levels SHOULD not be more than 6 months old for any given major Generally Available (GA) release. As such, Customers have two options for ensuring their Avaya product is no more than six calendar months out of date in relation to SP/FW updates:



1) Purchase the Avaya service support level coverage which provides for Avaya to maintain SP/FW currency.

2) Assume responsibility for ensuring updates are maintained within the time intervals described above.

a) It is recommended that Customers and Authorized Channel Partners review their products to ensure the latest published generally available SP/FW updates have been applied before contacting Avaya service support for service issues.

Avaya reserves the right to request that Customers update their products with the latest generally available

SP/FW corrective content before Avaya remote technical support is provided.

Use case examples (client has a minimum of an active remote support agreement):

 Customer requests Avaya to apply all outstanding updates to bring their product current. GSS quotes and assesses a Per Incident fee to perform the requested service.

Customer calls with a service issue. GSS determines an available update corrects the service issue. GSS requests the client/partner apply the update.

a) Customer applies update. No Per Incident fee is assessed.

b) Customer requests Avaya apply the update. Per Incident fees quoted and assessed.

Customer calls with a service issue.

a) GSS determines there are no updates to correct the service issue.

b) GSS follows standard resolution process.

No Per Incident fee is assessed.

Other Responsibilities

 Ensure registration of Avaya Supported Products is completed by Avaya or by an authorized Avaya Partner as defined by Avaya's most recent registration process.

Follow Avaya's installation, operation, and maintenance instructions.

- Provide system passwords and equipment access control features required for Avaya to provide remote support.
- For Avaya Media Gateways located outside of the US but connected to a US-based Server, Customer must have a maintenance agreement through either Avaya or an Avaya Authorized BusinessPartner.
- Provide full and timely access to Supported Products upon request by Avaya, and such access shall be available in any period during which a work request remains open.

Supported remote access methodologies may vary by Avaya product.

Avaya shall not be responsible for the delivery of these services without this connectivity.

- Ensure that only authorized Customer representatives contact the Avaya Service Center and work with Avaya as required.
- Designate an individual with thorough understanding and authorization to make binding decisions on Customer's behalf as single point of contact (SPOC) for Avaya.

Ensure the web portal is updated with current and correct contact information.

- Distribute and safeguard digital certificates which provide access to Customer's web portal. Notify Avaya if a
 digital certificate is compromised so that Avaya can resolve the digital certificate and issue a new one.
- Schedule availability of authorized staff that will have the authority to make decisions on Customer's behalf concerning the maintenance and service support of systems. The authorized staff is responsible to:

Approve any associated maintenance per incident charges;

- Provide and approve all purchase orders for maintenance per incident invoices;
- Permit Avaya to conduct an equipment certification, serviceability and inventory check if required by Avaya prior to service assumption.

Notify Avaya about changes in the device software.

Notify Avaya of any software/hardware upgrades, updates to, or additions of any new software and/or
applications to the existing systems, if such upgrades and software/applications were purchased from a vendor
other than Avaya.



- Provide all information and materials requested by Avaya to implement and deliver the services stipulated within this SAS, including but not limited to:
 - Avaya-provided Sold To Number
 - Customer contact information
 - Description and urgency of the problem
 - Supported Product information including product IP addresses.
 - o Site contact information,
 - Network discovery information.
 - Circuit information network diagrams.
 (e.g., subnet mask, gateway, machine names, and modem numbers) including
- Ensure corporate security reviews and approves planned remote network access architecture. If applicable, Customer is responsible for ensuring required internal change control or security review processes are approved before installation date.
- Maintain a procedure external to the software programs for reconstruction of lost or altered files, data, or programs.
- Verify and arrange for installation of all applicable network connections.
- When installed on Customer's site, take necessary precautions for the security of Avaya-owned equipment, including hardware and software components, used to deliver services covered by this SAS. Customer shall restrict access to Avaya-owned equipment to properly authorized personnel and shall remain responsible for the risk of loss of the equipment while on Customer premises.
- Provide own level 1 helpline support to answer Customer employee's questions and problems for the Supported Products, and will be sufficiently trained to answer these. Only then will nominated Customer coordinators contact Avaya for services described in this SAS.
- Prevent delays and ensure that all of the foregoing roles or responsibilities are performed, or the Service
 Assumption Date may be delayed without penalty to Avaya. If, due to such failure or delay on the part of
 Customer, the Service Assumption Date does not occur within thirty (30) days after the date specified in the
 Implementation Plan, Avaya may begin invoicing Customer (and Customer shall begin to pay Avaya) for both
 recurring and non-recurring charges.
- Contact the Avaya Support Center for replacement of faulty component/device before 7:00 pm eastern standard time (6:00 p.m. central time, 5:00 p.m. mountain time or 4:00 p.m. Pacific time). If the call is completed after those times, the part will be shipped to arrive within 2 business days. Note: Next-Business-Day coverage does not include Avaya holidays.
- Receive the replacement part/device
- Replace the field-replaceable hardware part/device. If the Customer requires on-site assistance from a field technician, the services will be provided and billed at the current labor (time) rates.
- Ship the faulty device to be received by Avaya within five business days of receipt of replacement device, using
 industry-standard material handling processes (including the use of Electrostatic Discharge or ESD
 preventative measures and protective packaging provided by Avaya for products being returned prepaid to
 Avaya) and the return procedures provided. (The Customer can also ship the faulty device through a Logistics
 Service Provider if applicable, may vary by geographical locations.).
- Excuse Avaya from failure to achieve Avaya's service level objectives that result from Customer's failure to meet these preceding requirements.

B. Proactive IP Support, RMS IPT, and SRM Customer Responsibilities

The following customer responsibilities apply when the customer has purchased one of the before-mentioned offers:

 Purchase a Full Coverage, Remote Only or Parts Plus Remote Maintenance Agreement with Proactive IP Support (if RMS IPT is purchased) for Avaya equipment for the duration of the term of the Agreement.



IX. Additional Benefits/Tools

Avaya offers additional tools to customers and channel partners who have purchased Avaya Service Agreements.

- HealthCheck- (Hardware support offers only) Proactively checking you System's Health. HealthCheck will identify misadministration and provide an easy to understand report that will enable you to make changes to your system to improve your systems reliability and performance. This is available on many of Avaya's applications and hardware and will provide detailed information along with recommendations for administration changes if any are discovered. Requesting a HealthCheck Report: http://support.avaya.com, login using your SSO login and click on the HealthCheck link located under "Related Links" on the support landing page.
- Case Status Alerts-Provides customers and channel partners the ability to sign up to receive proactive notifications with up-to-date stats information on trouble tickets and service requests related to your communication solutions. Alerts will be sent via email and other test enable communication devises at no additional cost. To sign up for Case Status Alerts, you will need to have a Single Sign On (SSO) User ID. Your SSO User ID must be associated with the Sold-To Locations in which you wish to receive Case Status Alerts. You can view/add/change Sold To number associations at http://support.avaya.com. Sold To Administration. If the Sold To number is already "owned" by another User ID, you should ask that person to add you as a "user".
- Knowledge Management Technical Guide- The Avaya Knowledge Management search engine will provide
 powerful new search capabilities and access to the Avaya knowledge base used by Avaya Global Service
 Delivery engineers. This tool provides Discussion Forums with Subject matter experts, Resolution Wizards to
 provide clarity in understanding problems to expedite trouble resolution, and Improved search capabilities. To
 access Avaya Knowledge Base, Services Customers and Authorized BusinessPartners go to
 http://support.avaya.com, enter your SSO login and a valid Sold-To/Functional Location number.

X. Product Correction Support Coverage—US/Canada Only

Product Correction Support coverage is a separate services offer available at an additional charge that provides (1) Avaya installation for all Customer installable Product Correction Updates, and (2) support outside of Standard Business Hours, excluding Sunday and Avaya observed holidays, for all technician and remote installable Product Correction Updates. Product Correction Updates include Product Correction Notices (PCNs), Software and Firmware Updates and maintenance patches. Avaya will perform the work remotely when possible; otherwise, an on-site technician will be dispatched.

Limitations and Exclusions

- PCN, Software and Firmware Updates and maintenance patches for Expansion Port Network (EPN) sites will
 be performed at the Processor Port Network (PPN) site when applicable. The customer must provide Avaya
 with access and required permissions. There must be a functional link from the EPN to the PPN; otherwise the
 EPN site will be priced the same as the PPN.
- Remote and customer installable PCN, Firmware and Software Updates and maintenance patches will be
 completed remotely when applicable. The customer must provide Avaya with access and required
 permissions. Additionally, for certain update the customer will be required to insert a diskette into the disk
 drive. If the customer requests an on-site technician to perform this function, then per incident charges will be
 billed.
- Only Avaya issued Product Correction Updates are included in this offer and only for the eligible products covered by this offer.
- Out of hours support excludes Sundays or Avaya observed holidays unless the installation of the update is required for resolution of a maintenance trouble.



- Trouble isolation and fault management associated for the installation of Product Correction Updates for nonstandard CMS environments is limited to correcting faults with the standard CMS application. Additional maintenance support is billable at Avaya's then current per incident maintenance rates.
- System backups are not included and are the customer's responsibility.
- Firmware Updates to voice terminals and other end-user devices (e.g., IP Softphone) are included for customers that have On-Site Hardware Maintenance on the switch and terminals. Avaya will download the update, but the customer will be required to register the voice terminals. This can be accomplished by a busyout or having the users unplug and plug-in the voice terminal. If the customer has switch-only coverage, Software and Firmware Updates to voice terminals are either the customer's responsibility, or per incident charges will apply.
- Product Correction Support for CMS, IVR/Conversant products excludes updates issued by Sun MicrosystemsSM, including those approved by Tier IV, unless they have been incorporated into an Avaya issued PCN.

XI. Glossary

Avaya Backbone (Tier III): Avaya remote engineering resources who receive escalations from the Partner's Support Operations Center and troubleshoot complex issues for software and (where applicable) hardware Supported Products.

Avaya Certified Specialist (ACS): The Avaya training, and subsequent certification, the Partner undertakes to maintain individual Supported Products. The Partner's associates who have ACS accreditation are authorized to escalate troubles to the Avaya Backbone (Tier III) if they can't resolve the trouble at the Partner's Support Operations Center.

Avaya Certified Solution Specialist (ACSS): The Avaya training, and subsequent certification, the Partner undertakes to maintain solutions for Supported Products. The Partner's associates who have ACSS accreditation are authorized to escalate troubles to the Avaya Backbone (Tier III) if they can't resolve the trouble at the Partner's Support Operations Center.

Business Severity Categories:

<u>Outage Service Request:</u> A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround.

Severe Business Impact Service Request: Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.

<u>Business Impact Service Request:</u> Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.

Non-Service Impact Service Request: A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.



<u>Class 1 Product Correction Notice</u>: A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

<u>Class 2 Product Correction Notice</u>: A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.

<u>Class 3 Product Correction Notice</u>: A minor system failure with low probability of potential loss of system use of functionality and/or loss of customer information.

<u>Commercial Agreement</u>: Means, as the context requires, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Systems Integrator or Service Provider Agreement.

<u>End User Customer</u>: Means the end user purchasing support services directly from the Partner (or the Partner purchasing service for its own internal use) for the Supported Products.

Feature Pack: A downloadable, quick and easy to install, software deliverable containing one or more features that may be enabled individually and/or optionally licensed. May also contain maintenance correction. Feature Packs are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]).

Federated Model: The Partner's Concentrator Server reports back to the Avaya Service Center.

Implement and Maintain Product Authorization (IMPA): The Avaya training, and subsequent certification, the Partner undertakes to implement and maintain products for which they are certified to install and maintain. The Partner's associates who are IMPA certified are authorized to escalate troubles to the Avaya Backbone (Tier III) if the troubles can't be resolved at the Partner's Support Operations Center. Some products also require the Partner's associates to be trained as Avaya Certified Specialists (ACS).

<u>Maintenance Per Incident</u>: Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.

<u>Major Release</u>: A major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g., [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality and/or extension of existing features. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y].z).

Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

<u>Partner</u>: Means, as the context requires, an authorized Avaya Reseller, Value Added Reseller, Distributor, Service Provider or Systems Integrator partner.

<u>Partner Case Diagnostic Template</u>: The Avaya-defined template that is used by the Partner to document troubleshooting and diagnostic results obtained by the Partner's ACS/ACSS accredited resource. The completed template is submitted by the Partner to Avaya when a service request is submitted for Avaya Backbone (Tier III) support.

<u>Service Description</u>: The Service Description may also be referred to as a Service Agreement Supplement (SAS), Service Description Document (SDD), Statement of Work (SoW), or Channel Service Agreement.

<u>Software Update</u>: Changes in the software that typically provide maintenance correction only. An Update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a rerelease of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, bug fix, etc.

<u>Standard Business Hours</u>: Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

<u>Standard Operating Environment</u>: The covered applications, databases and operating systems have been tested and certified by Avaya.



<u>Support Operations Center</u>: Provides Tier I and Tier II support, including the original receipt of a trouble call, the assessment and triage of that call, as well as the first attempt at resolving the trouble. For the Partner Co-Delivery Support offer, the Partner performs this task.

<u>Supported Products:</u> The software and hardware products manufactured by Avaya and included on a service order form. Support for products manufactured by independent third parties (OEM products) may be included as Supported Products under a separate Service Description. These products are often serviced by third parties and the levels of service coverage and response intervals are designated by the third party performing the service. The service levels and response times contained in this document will not apply to these third party products.

<u>Tier I</u>: The Partner's call receipt function that receives incoming calls from End User Customers and creates Partner trouble tickets.

<u>Tier II</u>: The Partner's technical resource who troubleshoots issues of simple and moderate complexity for software and (where applicable) hardware Supported Products.

<u>Unauthorized Service Provider</u>: Any 3rd party that is not an Avaya Authorized Business Partner Provider.

<u>Update:</u> A Product Correction Notice (PCN), minor software or firmware update or service pack.

Upgrade: A Major Release of software.

APPENDIX D



SERVICE DESCRIPTION

Service Agreement Supplement

Remote Only

Issue 10.1
Date June 10, 2014



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I. Introduction

This Service Description describes the Avaya Remote Only services for eligible Software and Hardware and supersedes all prior descriptions or contract supplements relating to such support. This document is an attachment to the Customer's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the Customer's Commercial Agreement with Avaya, the terms and conditions of the Customer's Commercial Agreement will control. In the event that the Customer is an Avaya authorized reseller, distributor, systems integrator or service provider purchasing support coverage for the Customer's end user customers (or resellers, as applicable), Avaya will provide the support specified herein to the Customer. The Customer will be responsible for performing the end user customer responsibilities under this document and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the end user customer.

II. Maintenance Service Coverage: Remote-Only Coverage, 8x5 and 24x7

Coverage includes remote telephone support, remote diagnostics, troubleshooting, problem resolution, software maintenance updates/fixes. Any on-site visit, if requested, is billable based on the outlined response intervals.

A. Product Eligibility for Coverage under this Supplement

This description applies to Avaya and selected non-Avaya products and components that Avaya has designated in the applicable order or associated quote sheet to be eligible for coverage and currently supported ("Supported Products").

B. Coverage Hours and Elections

Standard Business Hours are 8:00a.m. To 5:00 p.m. in the time zone of the covered products, Monday through Friday, excluding Avaya observed holidays.

Customer may elect either 8x5 or 24x7 coverage:

- Remote-Only Support 8x5: Provides coverage during Standard Business Hours. Requests for support outside the Standard Business Hours may be accommodated at Avaya's option and will be subject to Avaya's then current Per Incident Maintenance rates.
- Remote-Only Support 24x7: This coverage option extends the benefit of Remote-Only Support to
 twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per
 year for Service Requests of type "Outage" and "Severe Business Impact". There is an additional cost
 for this coverage option, where geographically available.

C. Coverage Elements

1. Remote Maintenance Support

Subject to Coverage hours, as part of Remote-Only Support Avaya will:

- Receive Customer's request for assistance through the Avaya Services Center
 - Avaya may require only Avaya authorized Customer contacts be able to initiate requests or check on their status and Avaya may limit the number of authorized contacts.
 - The primary method for requesting remote support services is via Avaya's http://support.avaya.com website (or other website designated by Avaya). Telephone support is also available.
- Troubleshoot and resolve product related problems via telephone or remote dial-in connection.
 Avaya will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.
- Answer Customer questions regarding product problems.



 Provide recommendations for software updates and service packs to clear faults. In most circumstances and at Avaya's sole discretion, upgrades to the latest Minor Release or Update version of a product will be required before application of an applicable Patch or Service Pack in order to address a problem.

 Commence remedial maintenance service activities, including software maintenance (bug) fixes, product documentation and Update releases.

Respond to, diagnose, and clear system-generated major alarms received via Avaya EXPERT
SystemsSM Diagnostic Tools (on Avaya products that support that functionality. Please refer to the
Maintenance Simplification Offer Definition for specific product listings that are covered by Expert
Systems)

 Any problem that cannot be automatically cleared by Avaya EXPERT SystemsSM Diagnostic Tools will be responded to according to response intervals.

 Isolate or determine the source of problems or anomalies that are the result of installation or configuration errors, as long as the configuration errors are specific to an Avaya Software Product. Support is limited to unaltered versions of the software that are supported by Avaya, and to problems that are reproducible in that version of the software.

Identify inconsistencies or errors in Avaya Software Product documentation.

- Identify appropriate resources to assist with activities or Customer requests falling outside of Avaya Software Support. Note that these additional resources may be billable and/or may be resources outside of Avaya.
- Both 8x5 and 24x7 Coverage options include 24x7 access to remote maintenance assistance, documentation, and other information via web-enabled case-based reasoning tools on http://support.avaya.com (or other website designated by Avaya)

Provide Helpline support, which includes:

Answering general usability or software application-specific questions: General usability issues are defined as, but not limited to, non-programming issues, and includes general information around the functionality of a product. Usability information can be provided without knowing the specific programming and configuration details of the Customer's system. This general support does not include consultation on appropriate methods and procedures for the Customer's environment nor does it include custom programming. Ongoing system administration is the Customer's responsibility.

 Providing advice, which includes directing the Customer to sections of the documentation that may answer a question, clarifying the documentation or recommending possible

training courses.

 Working with trained individuals from the Customer to enhance understanding of the use and features of Avaya Software products.

Helpline support is limited to Business Hours in the time zone of the covered products. Helpline requests provided outside of coverage hours (after 5:00 PM) are subject to availability, and will be quoted and billed at Avaya's then current Per Incident Maintenance rates. Helpline support is limited to the Customer's Authorized Systems Managers only.

Support does not cover customized system features or reports created by the Customer or Third
Parties. Any bug fixing or system re-configuration that Avaya must perform to clear a trouble
resulting from Customer's configuration changes are not included in Service Agreement coverage.

- If Avaya determines that a problem is due to the Customer's or a third party's application, then
 resolution and diagnostic fees may be charged at Avaya's then current Per Incident Maintenance
 rates.
- This coverage option does not include any on-site support. If Avaya determines on-site intervention
 is needed, Avaya's remote engineer will refer the trouble resolution to Customer's designated and
 trained on-site Maintenance representative. Any additional troubleshooting time required of Avaya
 is subject to Avaya's then current Per Incident Maintenance rates.

 This coverage option does not include on-site support and/or on-site parts replacement, and it is the Customer's responsibility to secure any critical on-site spare parts, and on-site technical

expertise.

SMBS Enhancement support for IP Office, Partner ACS 3.0 and above, Merlin Magix is only
available with a services maintenance agreement. On-site support is not included for Remote
Administration and Subsequent On-Line Training options. Support options include:



Remote Administration Coverage: Provides an unlimited number of standard software translations performed by Avaya's Remote Technical Support (RTS) group. Translations will be completed during coverage period hours applicable to Minor Failures. Qualifying translations are listed in the applicable product documentation under the general categories of "System Administration" or "Client Responsibilities". Includes programming for features such as: call accounting, toll restriction, etc. Translations performed by remote access to Client's product.

Subsequent Online Training: Provides additional On-line coaching and training
assistance to the customer through RTS. This training is for all components of Avaya
SMBS systems and/or adjuncts covered by Avaya's warranty or Service agreement.
System training documentation is available via fax or other electric on-line media.

2. Product Correction Updates

In order to assess the quality and reliability of its systems, Avaya tracks repair information on our Customer's systems. Recurring problems are analyzed and where generally applicable corrective measures are identified, Avaya may issue a Product Correction Update. A Product Correction Update can be a Product Correction Notice (PCN), Service Packs, Software and firmware updates.

Remote-Only Support Service:

 Avaya will issue Product Correction Notices (PCN), Service Packs, Software and firmware Updates.

 PCNs will be issued as technician, remote or Customer installable and with a classification of either 1, 2 or 3 depending on the product, level of severity and complexity of the Update.

- Remote-Only Support includes installation for remote installable Product Correction Updates at
 no charge during Standard Business Hours. Remote-Only Support 24x7 also includes support
 outside of Standard Business Hours for remote installable PCNs that have been deemed by
 Avaya as Major Failures. All other support outside of Standard Business Hours is billable at
 Avaya's then current Per Incident Maintenance rates, unless specifically provided for in the
 PCN.
- Parts and on-site labor for Technician installable Product Correction Updates is billable at Avaya's then current Per Incident Maintenance rates, unless specifically provided for in the PCN.
- Customer installable Product Correction Updates are the responsibility of Customer. Upon
 Customer's request, Avaya will perform the installation at Avaya's then current Per Incident
 Maintenance rates. Remote help line support is available during Standard Business Hours.
 Remote-Only Support Remote-Only Support 24x7 includes remote help line support outside of
 Standard Business Hours for Customer installable Product Correction Updates that have been
 deemed by Avaya as Major Failures. All other support outside of Standard Business Hours is
 billable at Avaya's then current Per Incident Maintenance rates.

There may be cases where a Product Correction Update may require a system hardware
upgrade to comply with current manufacturer's specifications. Such hardware upgrades are
not provided as part of Parts Plus Remote Support. Avaya will provide Customer with a cost
estimate prior to providing any chargeable hardware upgrades.

 In most circumstances and at Avaya's sole discretion, upgrades to the latest Minor Release or Update version of a product will be required before application of an applicable Patch or Service Pack in order to address a problem.

3. Proactive IP Support

This description applies to Avaya and selected non-Avaya products and components that Avaya has designated in the applicable order or associated quote sheet to be eligible for Proactive IP Support coverage and currently supported ("Supported Products"). A current list of Supported Products includes:

Avaya Servers: S8300, S8400, S8500, S8700 series.

Avaya Media Gateways: SCC1, MCC1, G250, G350, G600, G650, G700



- Data network elements as documented in the Master Site Grid. NOTE: Data network devices
 that are actively involved in transporting IP Telephony traffic originating from a supported
 Avaya S8XXX Server, must be included as Supported Products for monitored data network
 elements.
- The router and/or CSU/DSU at Customer's facility used to terminate the connection between Customer's network and Avaya must be included as a Supported Product.

All Avaya Media Gateways connected to an Avaya S8XXX Server must be included as a Supported Product. Avaya Media Gateways located outside of the US but connected to US-based Servers will be covered by the services described in this section of the document.

Implementation

Implementation begins on the Effective Date and ends prior to the Service Assumption Date. Service Assumption will begin sixty (60) calendar days after the Effective Date. Avaya will develop a Service Implementation Plan (SIP) outlining the timeline of the relevant tasks to be performed by both Customer and Avaya. The Service Assumption date is dependent on the completion of items in the SIP that provide for monitoring of the Avaya Media Server and associated gateways. Services described in this document for the data devices will be provided subject to receipt by Avaya of the required Customer information as outlined in the SIP.

Avaya will work with Customer to develop a comprehensive, up-to-date inventory ("Master Site Grid") of the products by site for which Avaya will provide the services described in this document ("Supported Products). Inclusion of data devices on the Master Site Grid will require the receipt by Avaya of the required Customer information as outlined in the SIP. If any additional Supported Products or lists of locations covered under the Agreement ("Supported Sites") are added to the Master Site Grid, the changes will be approved and processed as described in the SIP.

Depending upon network design, Avaya will install, at Customer's site or within Avaya Data Center, Avaya-owned equipment to allow Avaya to monitor and correlate events of the Supported Products within this document. Customer may choose to place a firewall between the Avaya-owned device and their network, provided Avaya is able to interrogate and receive events and alarms for all IP endpoints, and into all Supported Products. Customer maintains control of the firewall access lists and policy. Customer thereby retains control over Avaya's access to the managed and/or monitored devices. Customer will provide connectivity via VPN or frame relay between Customer's network and Avaya, or Avaya will purchase a frame relay connection for Customer for an additional fee. Avaya-owned equipment must be returned to Avaya upon expiration or termination of services in working order. Title to such equipment remains with Avaya at all times.

Customer will take reasonable steps to prevent delays and ensure that all of the foregoing roles or responsibilities are performed. If services for the data devices does not occur on the Service Assumption date due to customer delays in providing required Customer information to Avaya as outlined in the SIP then Avaya may begin invoicing the Customer (and Customer shall begin to pay Avaya) for both recurring and non-recurring charges.

Avaya and Customer agree that the Supported Products installed within the Customer's environment may differ from the initial Master Site Grid supplied to Avaya, and agree to implement a Network Discovery process to properly reflect the actual data. In the event that the actual inventory differs from the initial Master Site Grid, Avaya may adjust charges to reflect the actual data. Data collected in the Network Discovery process includes, but is not limited to, the actual number of: sites, Supported Product inventory, software versions, and number of Equipped TDM Ports, Administered IP Ports, data devices and type of stations.

Monitoring of Supported Products

For Monitoring Services, Avaya will perform 24x7 SNMP, intelligent agent monitoring of alarms for the Supported Products, polling and syslog monitoring. Avaya will also detect failures and fault conditions for the Supported Products and correlate events within the Customer's network utilizing Avaya's proprietary tools.



For Event Notification and Management, Avaya will notify Customer of detected major alarms within 15 minutes of receipt. NOTE: The 15 minute notification is a service level objective target for Avaya. Notification intervals are not commitments for resolution time of reported troubles. Avaya will also answer calls and respond to alarms with qualified technicians trained on Supported Products. If the alarm is related to an Avaya Server/Media Gateway, Avaya will initiate fault diagnostics by validating events via dial up or network connection and analyzing the system malfunction. For events isolated to an Avaya Server/Media Gateway covered under a direct Avaya Maintenance Agreement, Avaya will case manage resolution of events. For event isolated to an Avaya Server/Media Gateway not covered under a direct Avaya Maintenance Agreement, such as an Avaya Media Gateway located outside of the US but connected to a US-based Server, Avaya will inform Customer's identified point of contact of events but will not be responsible for resolution of events. Disruptive testing will not be initiated unless coordinated with and agreed to by Customer.

Access

Avaya will provide a designated telephone number for Customer to call regarding all operational support and accountability for Proactive IP Support services described in this document. The Service Desk will be staffed with English-language personnel and will be answered 24 hours per day, 7 days a week, and 365 days per year. Avaya will also provide Customer with access to a proprietary web portal which will provide trouble summary reports, trouble tickets, contact information and contract details.

Single Point of Contact (SPOC)

SPOC is an optional Coverage Element available for an additional charge. To the extent that Avaya will provide SPOC, the following will apply.

Avaya will provide Customer with a designated Proactive IP Support team to coordinate trouble resolution activity on Customer's Avaya Server/Media Gateway/terminal/adjuncts at locations covered by Proactive IP Support, across all Avaya support organizations and platforms. SPOC response objectives and hours of coverage are defined in Customer's Avaya Maintenance Agreement.

If Customer has purchased Enhanced Remote Services SPOC or has Remote Managed Services for Traditional Telephony for other locations, this SPOC will act as the SPOC for all covered locations.

Outages and Severe Business Impact Service Requests

Customer will be notified of all issues of severity "Outage" and "Severe Business Impact" that are not automatically cleared by Avaya EXPERT Systems Diagnostic Tools. Service Requests of type "Outage" or "Severe Business Impact" are defined in the Glossary..

For issues of severity "Outage" and "Severe Business Impact", Avaya will:

- Work with Customer to determine the most effective way to handle each issue.
- Follow special handling instructions that have been mutually agreed upon by Customer and Avaya.
- Notify Customer upon receipt of service requests not otherwise cleared.
- Monitor service requests to ensure timely progress and provide regular updates to Customer.

 Updates will include:
 - Remote diagnostics completion
 - Trouble dispatch
 - o Technical escalation
 - o Equipment to be ordered
 - o Remote commitment time to be changed
 - o Remote commitment missed
 - Remote closure



Service Requests of type "Business Impact" or "Non-Service Impact"

SPOC includes case management or proactive notification of Service Requests of type "Business Impact" or "Non-Service Impact" as defined in the Glossary. Customer status updates will be based on status changes to the event rather than time intervals.

For Business Impact and Non-Service Impact issues, Avaya will:

- Follow special handling instructions that have been mutually agreed upon by Customer and Avaya.
- Provide Customer with updates on status changes. Additionally, assistance can be provided in finding trouble status at the Avaya web site.
- Notify Customer of minor DS1 Alarms not cleared by EXPERT SystemsSM Diagnostic Tools or the switch and provide updates to Customer. Updates will include information on:
 - o Dispatch
 - Escalation
 - Closure

As part of SPOC, Avaya will also perform the following activities:

- Coordinate and case manage Avaya Labs modification requests (Tier IV).
- Conduct remote seasonal clock changes twice per year for Supported Products. (On-site dispatch is not included.)

D. Response Intervals

Response intervals define Avaya's objectives for responding to a request for maintenance support.

- Interval is from the time the Customer contacts the Avaya Services Center with an Assistance Request to the time the technician/engineer contacts the Customer.
- Hours are stated in coverage period hours. Work will be performed during the End User's coverage hours. Avaya will attempt to clear all failures remotely.
- Avaya shall employ commercially reasonable efforts to commence support on the customer request according to the following table:

	Outage or Severe Business Impact	Business Impact or Non-Service Impact
Requests submitted via website	Within two (2) hours	Within Standard Business Hours
Requests submitted via telephone	Within two (2) hours	Next Business Day

E. Security

- Toll Fraud Intervention: If the Supported Products includes any Communication Manager, G3 or DEFINITY products and the Customer suspects active toll fraud, the Avaya Services Center will assist the Customer in analyzing the situation and help the Customer understand what it may do to intervene and help stop long-distance theft (toll fraud). Note: This service supplement does not prevent the possibility of toll fraud.
- If the Supported Products includes any Communication Manager, any G3 or DEFINITY, Avaya will
 provide general security advice to help the Customer secure its system against toll fraud.
- Each Avaya Maintenance Customer will receive, on a Quarterly Basis, a Security Screener Letter via email. The purpose of the security screening service is to provide specific detailed important information pertaining to the risk of toll fraud associated with the use of the Customer's Avaya DEFINITY® Enterprises Communications Server, or Communication Manager. (Toll fraud occurs when unauthorized persons gain access to the Customer's system to make phone calls. Under applicable law, the Customer is responsible for paying for these unauthorized calls.) The security screening service checks the Remote Port Security Device, Default passwords on Customer Logins and the Remote Access Feature. The Customer should not assume that their system is totally secure, even if it passes the screening.



 The Customer should, with respect to Avaya products, use the "Avaya Products Security Handbook" along with the individual product documentation, as a guide, to help secure remote access capabilities. This guide is available on the Avaya Customer Support Web site, http://support.avaya.com.

F. Maintenance Software Logins and Permissions

Avaya's Service Agreement coverage includes limited right-to-use of DEFINITY®/Communication Manager Maintenance Software Permissions (MSP's), for Customers who wish to participate in clearing minor alarms on their equipment and routine administrative tasks. MSPs allow the Customer access to certain maintenance capabilities to perform low level/minor maintenance tasks. MSP's are Avaya proprietary information and are not transferable or assignable to a service provider or any third party. For Communication Manager 4.0 and all prior Communication Manager/ DEFINITY® systems upon expiration or prior to termination of Customer's Service Agreement or MSP Permission License, Customer will provide Avaya prompt access to the applicable products to de-activate the MSPs.

The Customer may not gain access to proprietary software, in the manner described below, without authorization from Avaya. The following changes to the DEFINITY®/Communication Manager proprietary software cannot be made without authorization from Avaya:

 Accessing and taking control of Avaya DEFINITY®/Communication Manager Logins (INIT, INADS, DADMIN and Craft). These logins are accessed exclusively by Avaya personnel (or it's authorized agents/representatives in the case of DADMIN).

Making changes to the permissions of logins intended for exclusive use of Avaya (INIT, INADS,

DADMIN, and Craft).

 Accessing the "Change System Parameters Custom Options" screen and turning on features in the DEFINITY Communication Manager System without paying right-to-use fees.

Re-initiation of Lapsed Coverage

A re-initiation fee will apply to reinstate support when coverage has lapsed. The new support coverage is based on the total number of licenses, servers or gateways (as applicable based on the relevant billing metric) to be covered. The re-initiation fee is a one-time fee equal to 25% of the first year of the new support coverage. The applicable re-initiation fee will be invoiced and payable with the first billing of the new coverage.

Note:

The re-initiation fee is subject to change at any time.

2) Re-initiation fees are not discountable.

Time and Materials (T&M) support is not available if a support contract has lapsed.

New support coverage sold to customers for products that have not had Avaya support coverage for more than 12 months are not subject to re-initiation fees.

5) If and to the extent that the Supported Product includes products manufactured by independent third parties (OEM products), a higher re-initiation fee may apply.



III. Extended Services Support

Periodically, Avaya or a third party manufacturer may declare "end of life," "end of service," "end of support," "manufacture discontinued" or similar designation ("End of Support") for certain Supported Products. Refer Avaya Product Lifecycle Policy for further details — http://support.avaya.com/css/P8/documents/100081098

Customer may access Avaya's user support website (http://support.avaya.com, or such successor site as designated by Avaya) for End of Support notifications, and to register an e-mail address to receive e-mail notifications of the same, when published by Avaya. For Products subject to End of Support, Avaya will continue to provide the support described in this Service Description, except for the End of Support exceptions listed herein.

Avaya will make commercially reasonable efforts to provide the same level of support described in this document, with the following exceptions:

 Product Engineering support and new maintenance updates, such as Product Correction Notices (PCNs), "bug fixes" and interoperability/usability solutions, are no longer provided.

Certain faults or functionality issues may not be resolvable or reproducible without upgrading the system to a
version currently supported by the manufacturer. The Customer will be responsible for the costs associated
with any upgrades.

Access to and availability of support expertise on some Products may decline over time

The Customer may experience delays in response or repair intervals.

Avaya will endeavor to reserve its spare parts inventory to support Extended Services Support customers.
 However, since replacement parts may no longer be manufactured, some Products may become increasingly scarce over time. This scarcity may affect response and repair times, and certain Products may require replacement with more current substitute Products, whether new or refurbished.

• It may be necessary to purchase an upgrade to resolve a trouble if replacement parts or substitute Products are not available, or if the substitute Product is incompatible with a customer's current Product. The risk of this situation will depend on the Product's type and age. Avaya will endeavor to highlight upcoming shortages via ongoing "Services Support Notices" posted at support avaya.com.

The extended services support period may vary based on product availability, demand and other business factors, at Avaya's discretion.

IV. Dedicated Access

You must install or arrange for the installation of an Avaya-approved remote access methodology for systems/devices that support remote access no later than the delivery date of the Avaya-installed systems/devices or prior to the commencement of support in all other situations. Remote access is made possible with a traditional phone line for modem-equipped products or through an Avaya-approved VPN access solution. The line number or IP address must be provided to Avaya as soon as it is available. This modem line or VPN must remain available to provide remote access on a 24x7 basis or there may be degradation to the service and support received from Avaya. Avaya's support obligations under this document are contingent on the provision of remote access. IF REMOTE ACCESS IS NOT GRANTED, AVAYA MAY NOT BE ABLE TO PROVIDE SERVICES AND WILL NOT BE LIABLE FOR SUCH FAILURE. IF 24x 7 REMOTE ACCESS IS NOT GRANTED, AVAYA MAY NOT BE ABLE TO PROVIDE SERVICES AND AVAYA MAY CHARGE ADDITIONAL PER-INCIDENT MAINTENANCE RATES IF THERE IS ADDITIONAL COST TO AVAYA IN PROVIDING SERVICES TO THE CUSTOMER.



V. Certification

Newly purchased products, used products and products that had not been continuously covered are all eligible for coverage. Certification of the products is sometimes required to ensure that the products are properly installed and in good working order. Certification allows for the inspection of Avaya products and Avaya-supported products in order to ensure that they meet all Avaya environmental and technical specifications prior to issuing a Support Agreement.

Customer/Partners/Resellers must notify Avaya when there are moves or new system installs so Avaya can certify the equipment when required and update the Customer's records. Customers with an INADS line must also reregister the line at its new location.

Certification is required when one of the following criteria is met:

- Avaya, an authorized Avaya BusinessPartner, or for non-Avaya products, a manufacturer or manufacturerauthorized service provider did not install equipment not classified as "customer installable."
- Avaya, an authorized Avaya BusinessPartner, or for non-Avaya products, a manufacturer or manufacturerauthorized service provider previously installed the equipment and Avaya service coverage has lapsed for more than ninety (90) days.
- Equipment not classified as "customer installable" is not installed or moved by Avaya or an authorized BusinessPartner to a new site. If you have an INADS line, you must also re-register the line at its new location.

Certification is not included in the services or support described in this document. The cost of the certification will be charged at Avaya's then current standard rates. Avaya does not guarantee that products subject to certification will be certified.

VI. Exclusions from Remote Only Support

The following exclusions apply to Remote Only Support coverage:

Out of Scope Services Supported With Maintenance Per Incident Time and Material (T/M)

Avaya provides "Maintenance Per Incident T/M" support for out of scope maintenance related activities not included in an Avaya Maintenance Contract. Support is only available to Avaya customers and Partner customers who have support coverage on the product requiring support. Services provided not directly attributable to a fault in Supported Products that end up being a result of a out of scope activity defined below are billable per the current hourly rate structure. Billable time starts from the time the customer calls or a web ticket is picked up, to the time the case is closed, for support provided for items that would fall outside of what maintenance or warranty would entitle.

Examples of support that would fall outside of maintenance coverage that would be provided under Maintenance Per Incident Time and Material (T/M) would be as follows:

- · Programming, administration or configuration changes
- Third party integration or applications
- Acts of nature
- Customer network outages and/or service providers issues
- Avaya installation of customer or partner installable patches
- Support that ends up being related to a product not under warranty or maintenance coverage
- Parts or onsite support for Remote Only or Remote + Parts contracts
- Products that are improperly certified by a party other than Avaya



VII. Customer Responsibilities

A. Maintenance Coverage Remote Only Support

Service Pack and Firmware Maintenance

Maintaining Avaya products at the most current Service Pack ("SP") and Firmware ("FW") update level IS mission critical to keeping your Avaya solution operating properly. It is the responsibility of the Customer (including the channel partner) to keep products which employ SPs and FW as means of delivering corrective content up to date, unless it is defined as an Avaya responsibility based upon the level of support coverage the Customer has purchased. Active system SP and FW release levels SHOULD not be more than 6 months old for any given major Generally Available (GA) release. As such, Customers have two options for ensuring their Avaya product is no more than six calendar months out of date in relation to SP/FW updates:

- 1) Purchase the Avaya service support level coverage which provides for Avaya to maintain SP/FW currency.
- 2) Assume responsibility for ensuring updates are maintained within the time intervals described above.
 - a) It is recommended that Customers and Authorized Channel Partners review their products to ensure the latest published generally available SP/FW updates have been applied before contacting Avaya service support for service issues.
 - b) Avaya reserves the right to request that Customers update their products with the latest generally available SP/FW corrective content before Avaya remote technical support is provided.

Use case examples (client has a minimum of an active remote support agreement):

- Customer requests Avaya to apply all outstanding updates to bring their product current. GSS quotes and assesses a Per Incident fee to perform the requested service.
- Customer calls with a service issue. GSS determines an available update corrects the service issue. GSS requests the client/partner apply the update.
 - a) Customer applies update. No Per Incident fee is assessed.
 - b) Customer requests Avaya apply the update. Per Incident fees quoted and assessed.
- 3) Customer calls with a service issue.
 - a) GSS determines there are no updates to correct the service issue.
 - b) GSS follows standard resolution process.
 - c) No Per Incident fee is assessed.

Other Responsibilities

- Ensure registration of Avaya Supported Products is completed by Avaya or by an authorized Avaya Partner as
 defined by Avaya's most recent registration process.
- Follow Avaya's installation, operation, and maintenance instructions.
- Provide system passwords and equipment access control features required for Avaya to provide remote support.
- For Avaya Media Gateways located outside of the US but connected to a US-based Server, Customer must have a maintenance agreement through either Avaya or an Avaya Authorized BusinessPartner.
- Provide full and timely access to Supported Products upon request by Avaya, and such access shall be available in any period during which a work request remains open.
 - Supported remote access methodologies may vary by Avaya product.
 - o Avaya shall not be responsible for the delivery of these services without this connectivity.
- Ensure that only authorized Customer representatives contact the Avaya Service Center and work with Avaya as required.
- Designate an individual with thorough understanding and authorization to make binding decisions on Customer's behalf as single point of contact (SPOC) for Avaya.
- Ensure the web portal is updated with current and correct contact information.
- Distribute and safeguard digital certificates which provide access to Customer's web portal. Notify Avaya if a
 digital certificate is compromised so that Avaya can resolve the digital certificate and issue a new one.
- Schedule availability of authorized staff that will have the authority to make decisions on Customer's behalf concerning the maintenance and service support of systems. The authorized staff is responsible to:
 - Approve any associated maintenance per incident charges;
 - o Provide and approve all purchase orders for maintenance per incident invoices;



Permit Avaya to conduct an equipment certification, serviceability and inventory check if required by Avaya prior to service assumption.

Notify Avaya about changes in the device software.

- Notify Avaya of any software/hardware upgrades, updates to, or additions of any new software and/or applications to the existing systems, if such upgrades and software/applications were purchased from a vendor other than Avaya.
- Provide all information and materials requested by Avaya to implement and deliver the services stipulated within this SAS, including but not limited to:

Avaya-provided Sold To Number

Customer contact information Ο

Description and urgency of the problem

Supported Product information including product IP addresses,

Site contact information.

Network discovery information.

- Circuit information (e.g., subnet mask, gateway, machine names, and modern numbers) including network diagrams.
- Ensure corporate security reviews and approves planned remote network access architecture. If applicable, Customer is responsible for ensuring required internal change control or security review processes are approved before installation date.

Maintain a procedure external to the software programs for reconstruction of lost or altered files, data, or

Verify and arrange for installation of all applicable network connections.

When installed on Customer's site, take necessary precautions for the security of Avaya-owned equipment, including hardware and software components, used to deliver services covered by this SAS. Customer shall restrict access to Avaya-owned equipment to properly authorized personnel and shall remain responsible for the risk of loss of the equipment while on Customer premises.

Provide own level 1 helpline support to answer Customer employee's questions and problems for the Supported Products, and will be sufficiently trained to answer these. Only then will nominated Customer

coordinators contact Avaya for services described in this SAS.

Prevent delays and ensure that all of the foregoing roles or responsibilities are performed, or the Service Assumption Date may be delayed without penalty to Avaya. If, due to such failure or delay on the part of Customer, the Service Assumption Date does not occur within thirty (30) days after the date specified in the Implementation Plan, Avaya may begin invoicing Customer (and Customer shall begin to pay Avaya) for both recurring and non-recurring charges.

Contact the Avaya Support Center for replacement of faulty component/device before 7:00 pm eastern standard time (6:00 p.m. central time, 5:00 p.m. mountain time or 4:00 p.m. Pacific time). If the call is completed after those times, the part will be shipped to arrive within 2 business days. Note: Next-Business-

Day coverage does not include Avaya holidays.

Receive the replacement part/device

Replace the field-replaceable hardware part/device. If the Customer requires on-site assistance from a field technician, the services will be provided and billed at the current labor (time) rates.

The Customer will ship the identified faulty part back to Avaya (DDP Incoterms 2000 unless otherwise agreed) at Avaya's expense to arrive within thirty (30) calendar days of issuance of an Avaya case number by Avaya in accordance with Avaya's then-current returned materials authorization (RMA) procedure using industrystandard material handling processes including the use of Electrostatic Discharge or ESD

If Avaya does not receive the returned part within thirty (30) calendar days of shipping a replacement part to the Customer, the returned part does not match the part replaced by Avaya, the returned part does not match Avaya's registration record, or the returned part is not eligible for advance replacement, Avaya reserves the right to invoice the Customer the then-current published list price of the replaced part. Failure to return defective parts may result in the suspension of future advanced parts replacement support from Avaya. If the defective part is returned to Avaya after the thirty (30) calendar day period, no credits or refunds will be issued against the invoice created.

Excuse Avaya from failure to achieve Avaya's service level objectives that result from Customer's failure to

meet these preceding requirements.



B. Proactive IP Support, RMS IPT, and SRM Customer Responsibilities

The following customer responsibilities apply when the customer has purchased one of the before-mentioned offers:

 Purchase a Full Coverage, Remote Only or Parts Plus Remote Maintenance Agreement with Proactive IP Support (if RMS IPT is purchased) for Avaya equipment for the duration of the term of the Agreement.

VIII. Glossary

Avaya Backbone (Tier III): Avaya remote engineering resources who receive escalations from the Partner's Support Operations Center and troubleshoot complex issues for software and (where applicable) hardware Supported Products.

Avaya Certified Specialist (ACS): The Avaya training, and subsequent certification, the Partner undertakes to maintain individual Supported Products. The Partner's associates who have ACS accreditation are authorized to escalate troubles to the Avaya Backbone (Tier III) if they can't resolve the trouble at the Partner's Support Operations Center.

Avaya Certified Solution Specialist (ACSS): The Avaya training, and subsequent certification, the Partner undertakes to maintain solutions for Supported Products. The Partner's associates who have ACSS accreditation are authorized to escalate troubles to the Avaya Backbone (Tier III) if they can't resolve the trouble at the Partner's Support Operations Center.

Business Severity Categories:

<u>Outage Service Request:</u> A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround.

Severe Business Impact Service Request: Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.

Business Impact Service Request: Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.

Non-Service Impact Service Request: A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.

<u>Class 1 Product Correction Notice</u>: A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

<u>Class 2 Product Correction Notice</u>: A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.

<u>Class 3 Product Correction Notice</u>: A minor system failure with low probability of potential loss of system use of functionality and/or loss of customer information.



<u>Commercial Agreement</u>: Means, as the context requires, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Systems Integrator or Service Provider Agreement.

<u>End User Customer</u>: Means the end user purchasing support services directly from the Partner (or the Partner purchasing service for its own internal use) for the Supported Products.

<u>Feature Pack</u>: A downloadable, quick and easy to install, software deliverable containing one or more features that may be enabled individually and/or optionally licensed. May also contain maintenance correction. Feature Packs are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]).

Federated Model: The Partner's Concentrator Server reports back to the Avaya Service Center.

Implement and Maintain Product Authorization (IMPA): The Avaya training, and subsequent certification, the Partner undertakes to implement and maintain products for which they are certified to install and maintain. The Partner's associates who are IMPA certified are authorized to escalate troubles to the Avaya Backbone (Tier III) if the troubles can't be resolved at the Partner's Support Operations Center. Some products also require the Partner's associates to be trained as Avaya Certified Specialists (ACS).

<u>Maintenance Per Incident</u>: Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.

<u>Major Release</u>: A major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g., [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality and/or extension of existing features. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y].z).

Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

<u>Partner</u>: Means, as the context requires, an authorized Avaya Reseller, Value Added Reseller, Distributor, Service Provider or Systems Integrator partner.

Partner Case Diagnostic Template: The Avaya-defined template that is used by the Partner to document troubleshooting and diagnostic results obtained by the Partner's ACS/ACSS accredited resource. The completed template is submitted by the Partner to Avaya when a service request is submitted for Avaya Backbone (Tier III) support.

Service Description: The Service Description may also be referred to as a Service Agreement Supplement (SAS), Service Description Document (SDD), Statement of Work (SoW), or Channel Service Agreement.

<u>Software Update</u>: Changes in the software that typically provide maintenance correction only. An Update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, bug fix, etc.

Standard Business Hours: Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

<u>Standard Operating Environment</u>: The covered applications, databases and operating systems have been tested and certified by Avaya.

<u>Support Operations Center</u>: Provides Tier I and Tier II support, including the original receipt of a trouble call, the assessment and triage of that call, as well as the first attempt at resolving the trouble. For the Partner Co-Delivery Support offer, the Partner performs this task.

Supported Products: The software and hardware products manufactured by Avaya and included on a service order form. Support for products manufactured by independent third parties (OEM products) may be included as Supported Products under a separate Service Description. These products are often serviced by third parties and the levels of service coverage and response intervals are designated by the third party performing the service. The service levels and response times contained in this document will not apply to these third party products.



<u>Tier I</u>: The Partner's call receipt function that receives incoming calls from End User Customers and creates Partner trouble tickets.

<u>Tier II</u>: The Partner's technical resource who troubleshoots issues of simple and moderate complexity for software and (where applicable) hardware Supported Products.

<u>Unauthorized Service Provider</u>: Any 3rd party that is not an Avaya Authorized Business Partner Provider.

<u>Update:</u> A Product Correction Notice (PCN), minor software or firmware update or service pack.

Upgrade: A Major Release of software.

APPENDIX E



SERVICE DESCRIPTION

Service Agreement Supplement

Client Service Manager (CSM)

Issue

2.0

Date

August 2014

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1. Introduction

This Service Description describes the scope, features and associated policies of the Avaya Client Service Manager (CSM) Offer and supersedes all prior descriptions or contract supplements relating to such support. This document is an attachment to the Customer's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the Customer's Commercial Agreement with Avaya, the terms and conditions of the Customer's Commercial Agreement will control. In the event that the Customer is an Avaya authorized reseller, distributor, systems integrator or service provider purchasing support coverage for the Customer's end user customers (or resellers, as applicable), Avaya will provide the support specified herein to the Customer. The Customer will be responsible for performing the end user customer responsibilities under this document and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the end user customer. This description is valid in all Avaya global Theaters.

2. Description of Services for Client Services Manager

Avaya will provide to Customer the Client Service Manager ("CSM") support ("CSM Services") as described herein. CSM Services are an enhancement to Customer's Service Agreement with Avaya, and therefore CSM support is available only to Customers with an Avaya Service Agreement which is current during the term of the CSM contract.

A. Coverage Elections

Customer may elect either Dedicated or Shared CSM coverage:

<u>Dedicated Client Service Manager</u>: A Dedicated CSM from Avaya supports a single Customer account only.



Client Service Manager Option 1100

Shared Client Service Manager: A Shared CSM from Avaya supports more than one Customer account and is allocated based on Customer support requirements identified by Customer and Avaya Global Services.

- Client Service Manager Option 1075
- Client Service Manager Option 1066
- Client Service Manager Option 1050
- Client Service Manager Option 1033
- Client Service Manager Option 1025*

B. Coverage Elements:

Avaya reserves the right to select the specific personnel assigned to fill the roles and responsibilities

CSM Services are available for all Avaya products and vendor / multi-vendor products which Avaya has agreed to support via an Avaya maintenance contract or managed services (outsourcing) agreement.

The core CSM responsibilities for Dedicated (Option 1100) and Shared CSMs (Options 1025, 1033, 1050, 1066, and 1075) are as follows:

- Act as Customer's advocate to all Avaya departments and any third party manufacturer sold through Avaya.
- Use of Avaya's XUI (Any User Interface) notifications via pager, cell phone or email to monitor Outage, Severe Business Impact and Business Impact Service Request arising on Customer's systems supported under the Customer's Avaya Service Agreement ("Supported Equipment") for possible proactive intervention where there is potential significant customer impact.
- Manage to completion any Outage and Severe Business Impact Service Request ticket activity that is escalated to CSM which represents a significant business risk to Customer. The CSM's escalation responses and management activities in regard to Cases are subject to any other contract entitlements which are expressly stated in Customer's service contract with Avaya.
- CSM support is available during standard business hours and in certain countries out of hours for Outage or Severe Business Impact Service Request. Standard Business Hours are defined as Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).
- Manage chronic or long term Service Request which represents a risk to product performance or there is risk of significant impact to Customer's systems.
- Act as a single point of contact to co-ordinate Avaya's emergency response which is initiated in the event of a disaster which causes Customer catastrophic loss of service from the Supported Equipment.
- Research any service-related questions raised by Customer.
- Engage Avaya specialists to provide information and expertise as required helping qualify Customer's services/product interest(s).
- Provide the Customer with a service performance report in Avaya's current standard service report format once each calendar month. This report will itemize all trouble ticket activity arising on the Supported Equipment for the prior month and will provide response performance data.
- Meet Customer by telephone conference call once each calendar month to review Avaya's service delivery performance and discuss any outstanding service issues which are impacting the Customer.
- Visit the Customer once within 60 days of the execution of the CSM Service contract and once per contract year thereafter. This visit is limited to a round trip to a single location within four (4) time zones of the CSM.

^{*} Restrictions apply to Theater availability.



All other travel and lodging expense incurred by the CSM in supporting Customer will be billable to Customer. Travel expenses will be in accordance with Avaya's Travel and Expense policy, provided to the customer upon request.

Provide Customer with a support plan that provides primary service delivery process descriptions, personnel
roles and responsibilities, and common language performance expectations for Avaya and Customer
("Customer Support Plan"). The Customer Support Plan will include all site listings, and management and
technical escalation contacts in each of Avaya's and Customer's organizations.

Enhanced CSM support can be negotiated for CSM options 1100, 1075, 1066 or 1050. These services are only available to Customer as initialed below by Avaya. Enhanced responsibilities include:

m	ciude:
•	Manage the rollout of any proactive class one or class two Avaya- installable Product Correction Notices ("PCN") on the Supported Equipment. CSM will support the coordination of the software or hardware installation(s) work carried out by Avaya technical staff in accordance with the terms and conditions of Avaya's Service Agreement.
•	Assist Customer by providing information regarding Customer-installable Firmware updates, PCNs and Product Support Notices (collectively "Product Updates") recommended to Customer by Avaya in accordance with the terms and conditions of Avaya's Service Agreement and helping Customer coordinate the change control associated with Product Updates. This service is provided on a best effort basis without any real or implied penalties. This service excludes any technical or engineering review, assessment or analysis of any Product Update with Customer. Any such review, assessment or analysis will provided by Avaya technical staff in accordance with the terms and conditions of Customer's Service Agreement with Avaya.
	Avaya
•	Compile custom reports for Customer using currently available reporting and automated data collection. Only data collected in Avaya's current automated processes, tabulated without extraordinary means will be included in custom reports. The content and format of the custom reports will be agreed upon by Avaya and Customer.
	Avaya _
•	Support Customer in providing planning and finding support solutions within the Avaya portfolio as Avaya products enter the Customer's enterprise or exit their extended maintenance life. For new Avaya solutions entering maintenance, CSM will research and develop maintenance support plans. This will be done in partnership with Customer, ensuring all parties understand the service engagement procedures and any risks to maintenance performance are addressed. For products exiting their extended maintenance life CSM will notify Customer and help find service and solution alternatives that meet the customers needs. Avaya
	Help coordinate any preventive maintenance specified in the Customer's Avaya Service Agreement on Supported Equipment. CSM will also provide the Customer, as part of the Customer Support Plan, best practices for maintaining the health of Supported Equipment (such as reboots, backups, etc.) Avaya
Э.	Exclusions:
īh:	e following does not apply to the CSM offer:

 CSM Services are not available to Customers without a current Service Agreement. Customers must maintain a current Avaya Service Agreement to purchase the Client Service Management Offer.



- CSM Services, which are not included in the warranty coverage for the product, can be provided during the
 warranty period for a new system or product and will be billed at point of sale.
- · A CSM will not act as an administrative helpdesk for Customer to place trouble tickets with Avaya.
- A CSM will not perform any technical functions including, without limitation, accessing Supported Equipment remotely or modifying Supported Equipment in any way. CSM may, however, access Avaya reporting tools that initiate automated contact with customer's Supported Equipment for the purposes of gathering information. Such reporting tools include, without limitation, the Product Inventory Expert (for firmware reporting) and the Traffic Study Expert (for Consolidated Resource Reporting).
- CSM Services do not include the provision of any materials. Any material required to support CSM Services will be subject to Avaya's standard rates for such material, unless it is covered by an Avaya warranty or service agreement.
- A CSM will **NOT** provide escalation support for any problem that Customer raises with a Business Partner in any circumstances other than those set out below.

Where an authorized Avaya Business Partner ("BP") provides full maintenance services (including without limitation remote support, on-site support, and parts replacement support) for a system operated by a customer who purchases CSM support, the CSM will <u>ONLY</u> support escalations from the customer for support delivered by that BP on such a system in the following circumstances:

- The BP has purchased a Partner Support Services ("PSS") support contract from Avaya for tier 3 and tier 4 maintenance support of the customer's system; and
- The BP has raised a Case in accordance with the terms and conditions of the BP's PSS support contract with Avaya requesting tier 3 support for a problem which the customer has previously called into the BP on that system, and
- The customer is experiencing issues or difficulties in obtaining satisfactory resolution of the original problem which was raised to the BP.

D. CSM Vacation Coverage

Coverage during the CSM's vacation could vary and could be cared for in a variety of ways to where the CSM would monitor Service Notifications for Outage or Severe Business Impact Service Request him/herself and manage accordingly or if a CSM was to be on vacation in areas with limited connectivity or for extended periods of time replacement coverage could be provided by another CSM. As vacations are planned, The CSM will coordinate the best coverage manner based upon the customer need.

E. Contract Period

An Order for a CSM Services shall remain in effect from the acceptance date and for the duration of the Customer's Service Agreement and will automatically renew for successive one (1) year terms at the charges and under the terms and conditions in effect at the time of renewal unless either party gives the other written notice of termination at least thirty (30) days in advance of the expiration of the initial or renewal term. The CSM order will terminate upon termination or expiration of the Service Agreement.

F. Customer Responsibilities

In those instances where personal injury to the CSM is caused by Customer's negligence or intentional act or by Customer's agents, officers or employees, Customer shall be responsible for making Avaya whole for any costs or expenses which Avaya incurs in connection with the injured personnel and in providing a substitute CSM.



When a CSM provides services on-site at a Customer's premises, the Customer shall provide:

- · A safe and healthy working environment for the CSM;
- · Access to the work location to enable the CSM to perform his/her obligations; and
- · Adequate communications facilities and work space for the CSM.

G. No Solicitation

During the period Avaya provides CSM Services and one (1) year after completion of CSM Services, Customer agrees not to solicit for employment any CSM who has performed the Services. In the event that Customer solicits any resource performing the Services prior to the end of this period, Customer agrees to pay Avaya a finder's fee equal to one hundred percent (100%) of such solicited individual's gross annual salary or other remuneration prior to solicitation, in addition to any other remedies available to Avaya, at law or in equity.

H. Rightful Employer

As between Avaya and the Customer, Avaya remains the employer of all CSMs and will have ultimate authority for them, including selection of personnel, scheduling vacations and assigning replacements. Avaya will decide resolution of any dispute between Customer and Avaya regarding supervision.

I. Termination

After the commencement of CSM Services, Customer may terminate CSM Services at any time without cause and will be required to pay the total charges for the remainder of the then current term.

Avaya may terminate performance of CSM Services without obligation or refund to Customer if at any time there ceases to be a current Avaya Service Agreement covering the Supported Equipment.

Appendix A: Definitions

<u>Class 1 Product Correction Notice:</u> A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

<u>Class 2 Product Correction Notice:</u> A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.

<u>Class 3 Product Correction Notice:</u> A minor system failure with low probability of potential loss of system use of functionality and/or loss of customer information.

<u>Commercial Agreement:</u> Means, as the context requires, a direct Customer Agreement, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Service Provider or Systems Integrator Agreement.

<u>Customer:</u> Means, as the context requires, any of the following: an end user customer, Direct Partner, Reseller, Value Added Reseller, Distributor, Systems Integrator or Service Provider purchasing support services directly from Avaya for the Supported Products.

<u>Feature Pack:</u> A downloadable, quick and easy to install, software deliverable containing one or more features that may be enabled individually and/or optionally licensed. May also contain maintenance correction. Feature Packs are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]).

Federated Model: The Partner's Concentrator Server reports back to the Avaya Service Center.

<u>Maintenance Per Incident:</u> Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.

<u>Major Release:</u> A major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g., [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality and/or extension of existing features. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y].z).



Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

<u>Service Description:</u> The Service Description may also be referred to as a Service Agreement Supplement (SAS), Service Description Document (SDD), Statement of Work (SoW), or Channel Service Agreement.

<u>Outage Service Request:</u> A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround. Formerly referred to as Severity 1.

Severe Business Impact Service Request: Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround. Formerly referred to as Severity 2.

Business Impact Service Request: Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above. Formerly referred to as Severity 3.

Non-Service Impact Service Request: A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues. Formerly referred to as Severity 4.

<u>Software Update:</u> Changes in the software that typically provide maintenance correction only. An update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, bug fix, etc.

<u>Standard Business Hours:</u> Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

<u>Standard Operating Environment:</u> The covered applications, databases and operating systems that have been tested and certified by Avaya.

<u>Supported Products:</u> The software and hardware products manufactured by Avaya and included on a service order form. Support for products manufactured by independent third parties (OEM products) may be included as Supported Products under a separate Service Description. These products are often serviced by third parties and the levels of service coverage and response intervals are designated by the third party performing the service. The service levels and response times contained in this document will not apply to these third party products.

<u>Update:</u> A Product Correction Notice (PCN), minor software or firmware update or service pack.

Upgrade: A Major Release of software.

APPENDIX F

AVAYA

SERVICE DESCRIPTION

Service Agreement Supplement

Enhanced Remote Services (ERS)

Version 4.0 May 2012

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Introduction

This Service Description describes the scope, features and associated policies of the Avaya Enhanced Remote Services (ERS) Offer and supersedes all prior descriptions or contract supplements relating to such support. This document is an attachment to the Customer's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the Customer's Commercial Agreement with Avaya, the terms and conditions of the Customer's Commercial Agreement will control. In the event that the Customer is an Avaya authorized reseller, distributor, systems integrator or service provider purchasing support coverage for the Customer's end user customers (or resellers, as applicable), Avaya will provide the support specified herein to the Customer. The Customer will be responsible for performing the end user customer responsibilities under this document and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the end user customer. This description is valid in all United States locations.

Enhanced Remote Services (ERS):

This offer is available solely to Customers with a current Agreement for Maintenance Services during the term of that agreement.

Coverage Hours and Elections

Services under this Agreement will be performed only within the 50 contiguous United States and the District of Columbia.

Support coverage hours are provided either 8-5 Monday - Friday or 7x24 based on the terms of Customer's Service Agreement coverage.

The services described in this Supplement are available for Customer's Avaya DEFINITY®, Communications Manager (CM), Avaya Communications Server 1000 (CS1000)*, associated voice terminals and any Avaya – furnished adjuncts, including voice messaging, voice response and/or call management systems. These services are also available for any MERLIN LEGEND®, MERLIN Magix™ and/or Partner® System associated with Customer's DEFINITY/CM. The optional Agency service may be purchased for MERLIN LEGEND, MERLIN Magix and Partner Systems independent of coverage on Customer's DEFINITY/CM.

* Applies to SPOC and Agency only

The Single Point of Contact, Agency and Off Board Alarming service options described in this supplement are available for Avaya S Class Servers and Gateway Customers. Customers with converged technology in their network will be provided the same support as that for historic TDM networks. If Customer opts to add network support with or without agency, the support will only cover network connectivity to the public switch network used to carry standard voice traffic. The offer will not cover LAN/WAN networks. LAN/WAN networks and all components of those networks will be the responsibility of the Customer.

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Customers who require Avaya to support the LAN/WAN portion of their network/infrastructure are not candidates for ERS support.

Customer may elect any single option or combination of options listed below:

- Single Point of Contact (SPOC)
- Agency
- · Agency with Off-Board Alarming
- Off-Board Alarming
- Voice Network Engineering

Coverage Elements:

SINGLE POINT OF CONTACT (SPOC) -

The SPOC option provides Customer with a designated maintenance support team in Avaya's Global Support Services (GSS) Organization. The SPOC will coordinate trouble resolution activity on Customer's DEFINITY/CM system/CS1000/terminal/adjuncts across all Avaya support organizations and platforms. The response objectives, hours of coverage and major failure definitions for SPOC are defined in Customer's Maintenance Service Agreement.

Customers are encouraged to use the Avaya support site to facilitate faster case management for updates on both minor and major troubles which provides a richer, more intuitive, personalized and interactive support experience. The Avaya support site includes powerful features — tools designed to help Avaya clients create more value from their investment in Avaya products and services. Through the support.avaya.com portal customers can create new service request, receive updates on current services cases and communicate directly with Avaya web agents.

To access the Avaya support site, customers must have a valid SSO login. To register for a SSO logon, you can sign-up for a new SSO logon at the following URL: https://sso.avaya.com/cxp/portal/Registration.portal

Customers will be notified of all <u>major troubles</u>, which are not cleared by Avaya EXPERT Systems or remote Diagnostic Tools. Major troubles are defined in Customer's Maintenance Service Agreement. The Technician or Engineer will determine with Customer the most effective way to handle each major trouble.

- The Avaya support team will follow instructions in special handling notes, which have been mutually agreed upon and approved by Avaya and Customer.
- The Customer contact will be notified upon receipt of any major trouble not otherwise cleared.
- The Customer contact will be notified upon completion of remote diagnostics.
- The Customer contact will be notified with each change in status such as: Trouble dispatched Tier
 3 or 4 escalation Equipment to be ordered

In addition, Avaya will perform the following activities:

- SPOC referral for any required on-site dispatch
- Contact a dedicated team of Tier II and Tier III engineers for remote support

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- Tier III engineers will coordinate and case manage any Avaya Labs modification requests (Tier IV)
- Tracking, coordination and case management of all field Product Correction Notice (PCN) changes if Product Correction Support (PCS) has been purchased

SPOC does not include case management or proactive calls regarding minor troubles. Minor troubles are defined in Customer's Maintenance Service Agreement. Customers are encouraged to use support.avaya.com for minor ticket creation. Through priority queuing the ticket would be routed to the appropriate SPOC support group. For updates, customer will be given the option to either call the designated team for status during Customer's hours of coverage, or to go to the Avaya customer support web site which is available 7x24 at http://support.avaya.com/. The Avaya support team will follow instructions in special handling notes, which have been mutually approved by Customer and Avaya. Minor troubles will be managed as follows:

- Upon any Customer contact for minor troubles the Customer will be assisted in finding status on troubles over the Avaya web site.
- On all minor DS1 Alarms which are not cleared by EXPERT, or the switch, the Customer contact
 will be notified and informed of the following: dispatch information, escalation information, and
 closure information.

SPOC support does not include maintenance trouble shooting or maintenance referrals for customer's LAN/WAN networks. The SPOC team will not be in receipt of Customer's SNMP Alarms.

AGENCY -

Agency provides Customer with a point of contact for network trouble reporting and resolution. The option includes trouble isolation, trouble referral, cooperative testing and case management related to Local Exchange Companies (LEC's), Inter Exchange Carriers (IXC's), and vendors of network interface equipment (Channel Service Units, T1 Cabling, and Multiplexers) for lines that terminate in Customer's Avaya DEFINITY/CM or Communication Server 1000 (CS1000). This coverage will be provided during the coverage period that Customer selected in Customer's Maintenance Agreement (for example, 8am – 5pm Monday through Friday, local site time, excluding Avaya-observed holidays).

Avaya will provide Customer with:

- The vendor ticket number and commit date/time.
- Verification of network connectivity (Avaya will provide ping to first point on data network).

The following facilities or services are excluded from this offer:

- Data Networks. Agency support does not include maintenance referrals of LAN/WAN Network issues. LAN/WAN Network issues are the responsibility of the Customer
- · Provisioning of facilities
- Referral or case management of troubles associated with any central office facilities that are
 directly connected to telephone answering companies, alarm service companies, ATM's, or
 non-Avaya switching or key systems and associated facilities.
- Fax machines, modems, and answering machines and associated facilities.

OFF-BOARD ALARMING WITH AGENCY

Avaya will proactively monitor DS1 off-board alarms associated with network facilities and the links associated with Avaya adjuncts that have Avaya/DCIU capabilities. Avaya will handle these alarms on a

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priority basis. If Avaya cannot clear the alarm, Avaya will refer the trouble to Customer's network/facility vendor. If the alarm is associated with an Avaya adjunct (for example, an Intuity or Audix voice messaging system or Station Message Detail Recording) Avaya will manage the trouble resolution within the Avaya Technical Services Organization. The Off-Board Alarm option will be provided based on the coverage period hours that Customer selected in Customer's Maintenance Agreement.

OFF-BOARD ALARMING NOTIFICATION (Without Agency) -

Customer can elect to have Avaya provide off-board alarming notifications only. This option does not include alarm troubleshooting or resolution. The Avaya support team notifies Customer when an off-board alarm is received during the coverage hours of Customer's Maintenance Agreement. It is Customer's responsibility to clear the alarm and notify Avaya for alarm ticket closure. This arrangement supports Customer's desire to monitor facility related issues. Customer must maintain software vintage of R5 or greater to be eligible for this support option.

VOICE NETWORK ENGINEERING (VNE) -

Voice Network Engineers will be assigned to provide network administration, engineering and consultation support as well as provisioning all necessary software translations to implement new network solutions/initializations, or other changes, rearrangements, additions and or deletions to the clients routing software. Additionally, the VNE team will support the implementation of those software translations to a successful completion and or project cutover. This support will be provided for the following network and facility features for all locations supported under this contract.

- DCS (Distributed Communications Systems)
- UDP/MS/CAS (Uniform Dial Plan, Main/Satellite, Centralized Attendant)
- PNA (Private Network Access)
- ISDN (Integrated Services Digital Network)
- AAR (Automatic Alternate Routing)
- ARS (Automatic Route Selection)
- PNI (Private Network Interface for Software Defined Networks)
- NANP (North American Numbering Plan)
- AUDIX (Networking Only)
- VIDEO (Networking Only)
- VOIP (Voice Over Internet Protocol)

DEFINITY system traffic and expert system analysis will be conducted once per year on each VNE covered Avaya switch to analyze such things as busy hour call rate, processor occupancy, port network time slot usage, service circuit usage, trunk group usage, load balancing, tone receiver usage and system capacity analysis.

It is the customer's responsibility to provide initial information and ongoing changes. Customer will receive monthly Vendor Reports. The Vendor Summary Report identifies, by individual vendor, the number of troubles and average trouble duration charged to them in the month measured. Vendors will not be charged for time spent working on troubles for which they are not responsible.

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Network Routing Software Design/Administration/Support

The Voice Network Engineers will provide initial routing software design for all Avaya switches with AAR, PNA or ARS software upon addition to the contract. In addition, they will provide ongoing engineering consultation and design whenever the Customer makes changes to the switch routing patterns, adds new locations, or upgrades existing switches.

Voice Network Engineers will proactively monitor changes to the NANP and analyze the impact on the client's affected SWITCH routing patterns, design and implement the necessary software translations to correct the routing. Simple changes (e.g.; new NPA add, virtual location add) must be submitted to the VNE a minimum of seven (7) working days in advance of required date. Complex changes (e.g.; Megacom, ISDN, new node etc.) must be submitted a minimum of ten (10) business days plus two (2) days per affected node prior to the required due date. All changes must be in writing.

Network Translation Implementation

VNE personnel will provide centralized coordination and implementation of all network routing related (e.g.; AAR, ARS, DCS, DCIU, DSI, CAS) translation changes for supported Avaya switches in the Customer's network excluding EPN's. Non-Avaya switch nodes will receive generic routing data and Voice Network Management Center coordination only. Station (terminal) related translations (e.g.; COR, COS, ABV, Dial hunt groups, ACD/UCD, ENP) are not included in this offer. The assigned engineer will provide network software translation requirements to the VNE Provisioning Group for implementation. Upon completion, the Provisioning Group will perform call through testing to assure the accuracy of those translations.

Customer must notify the VNE engineer, in writing, of any translation changes made to the VNE covered SWITCH routing patterns by anyone other than VNE personnel. Such network affecting changes resulting in routing or equipment failures will incur charges for rework by VNE personnel.

Network Provisioning Support

The Voice Network Management Center will perform network pre-service coordination and testing (e.g.; coordinate work functions and availability across vendors, coordinate temporary changes needed for precut testing, etc.) and provide consultative support for Avaya project teams during the addition of all network facilities. VNE personnel will also monitor Avaya's order tracking systems and assist in the resolution of coordination problems and any jeopardy, which may occur. Customers will receive monthly Vendor Reports. The Vendor Summary Report identifies, by individual vendor, the number of troubles and average trouble duration charged to them in the month measured. Vendors will not be charged for time spent working on troubles for which they are not responsible. The reports are self-explanatory and should not require any further interpretation by Avaya.

VNE personnel will also provide end to end support for the addition, move or re-arrangement of network facilities (e.g.; digital T1 spans, DID, C0, TIE lines) terminating on VNE covered Avaya switches once Customer has procured those network or local trunking facilities from the respective vendors. VNE

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support includes the following:

- Reviewing the system configuration to determine if additional hardware (e.g.; circuit packs, carriers) is required.
- Facilitate the ordering of necessary equipment and coordinate installation.
- Design, develop, and implement necessary software translations
- · Assurance of proper termination of the circuits.
- Test facilities beyond the demarcation to the Central Office (CO) and/or subsequent termination at another end point (i.e.; switch).
- Provide Project coordination from initial order through cutover and testing.
- Remote testing of all supported network/switch additions and changes (e.g. upgrades, power-downs, and routing changes). OfficeLink by Teltone is the preferred access unit for call through testing. (Teltones are the responsibility of the customer.)
- The VNE will proactively provision and implement remote seasonal clock changes (twice a year) for all VNE covered Avaya switches.

During provisioning and cutover, the VNE will verify the integrity of routing software by making call-through tests and will notify Customer when successful testing has been completed. Upon request, VNE support will be provided for out-of-hours turn-up or testing. The VNE will partner with other Avaya Business Units to improve performance; however, the VNE will not commit to their performance levels. Avaya will not be responsible for non-Avaya vendors' performance or availability.

Other Terms and Conditions

All VNE covered Avaya switches must be under an Avaya warranty or have an Avaya Maintenance contract in effect for the duration of the contract period. All reference to testing in this option will be performed through the use of Customer-purchased Remote Access Units (Teltone preferred), which are required on all VNE supported switches. It will also be the Customer's responsibility to provide the access line to this unit. The use, administration, and protection of Customer-provided Remote Access Unit is solely the responsibility of Customer. Therefore, all charges associated with the use of this equipment are also the responsibility of Customer. Any unauthorized access to these switches will not be the responsibility of Avaya. Access by employees or subcontractors of Avaya will be considered authorized. All nodal switches (i.e. those switches linked together by Customer's private network such as ETN, DCS, SDN, Virtual) must be covered under the VNE contract. Any main switch (i.e.; those switches not networked together or accessible only through the Public Network) can be covered at Customer's option.

Exclusions

- Off Board Alarming with Agency is not available for MERLIN LEGEND®, MERLIN Magix™ and/or Partner® Systems.
- Voice Network Engineering is limited to public switch network support on S Class Servers and Gateway solutions, not IP routing.
- Customer with Remote Only Service Agreement support are eligible to purchase this offer,
 however the offer does not entitle Remote Only customers to onsite support entitlements or
 response objectives. All onsite support for Remote Only Service Agreement Customers is
 charged based on Avaya's prevailing Per Incident (T&M) labor rates. A PO must be provided to the
 ERS support team to accommodate payment of the onsite support unless authorization for
 payment can be provided at the time onsite service is required/requested.

Note: Effective July 1, 2010, Per Incident (a.k.a. T&M) services are provided only to Avaya customers purchasing support services (i.e.: Full Coverage, Remote Plus Parts, Remote Only etc.) for the affected Product.

Covered Products

Products supported by this offer must be designated under the terms of the Customer's Maintenance Service Agreement and included as part of the list of products eligible for support by this agreement. These products will be identified by the Avaya sales team.

IP Office customers are not eligible to purchase ERS support.

Overtime Labor Charges

Work performed in excess of contractual hours is considered overtime. Prevailing Avaya Per Incident labor rates are used to calculate overtime labor charges on an hourly basis.

Contract Period

The optional services selected above will commence thirty (30) days after Avaya's acceptance of the Order and Avaya's receipt of the documentation required from Customer that is listed in Section G of this Supplement. The term of any optional service Customer selected will be co-terminous with the term of Customer's Avaya warranty and/or Maintenance Service Agreement. Upon renewal of Customer's Avaya Service Agreement, these optional services shall also be automatically renewed for successive one (1) year at the current charges and terms applicable to Avaya Standalone Services – Renewal will automatically occur unless either party gives the other written notice of its intent not to renew these optional service(s) at least thirty (30) days prior to the expiration of any initial or renewal term.

Billing

All Options are priced per ECS (Enterprise Communications Server) Equipped port, as an addition to the Avaya Maintenance Service Agreement price, of the standard Maintenance Agreement. Loyalty and Pre-pay discounts applied to the Maintenance Service Agreement may apply to the optional services. The Avaya Special Bids team must approve any additional discounts.

SPOC, & Voice Network Engineering may only be priced and sold for small product (MERLIN LEGEND, Merlin Magix and/or Partner System) if the DEFINITY equipped ports are priced and covered under comparable agreement. The small business product base must reside in the same Billing Account (Payor Code) as the associated DEFINITY system, and all associated DEFINITY systems must be comparably covered, and in the same Payor Code.

Agency may be priced and sold for small business products without comparable coverage on the customer's DEFINITY system.

Remote Only and Remote Plus Parts customers are eligible for ERS support, however ERS support does not enhance Customer's onsite entitlement. Remote Only & Remote Plus Parts customers are not entitled to onsite support, therefore any onsite support required/requested will be billed at Avaya's current

Avaya Proprietary

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non-contract Maintenance Per Incident rate and Avaya's non-contract response objectives will be provided. A PO must be provided to the ERS support team to accommodate payment of the onsite support unless authorization for payment can be provided at the time onsite service is required/requested.

ERS Option(s) for both DEFINITY and Small Business Products	AVA-3081 Site Profile	AVA-3080 Letter of Agency Agency Network Facilities Agreement Supplement
Single Point of Contact (SPOC)	Required	1 1 1 1 1 1 1 1 1 1
Agency	Required	Required Required
Off Board Alarm with Agency	Required	Required Required
Off Braze Alarming	Required	Required
Voice Network Engineering	Required	Remired

Customer Responsibilities

To activate any optional service, in addition to signing the Cover Letter/Order Form, the Customer is required to complete and submit the following forms as noted:

Depending on the Options selected, customers will be responsible for providing the information below for initial on-boarding and if any changes occur. Updates should be provided to the on-boarding team at ort@avaya.com:

- Circuit ID/Telephone/DID/or 800 numbers
- DNIS digits or POTS number for 800 service
- Service Type (i.e. Central Office, Readyline etc.)
- Network/facilities interface equipment type and model number and/or equipment line location, data extension etc. for adjuncts
- Vendor(s) name and maintenance telephone numbers. In addition, the customer is required to
 provide a letter of authorization to the other vendor(s), which declares that Avaya is authorized to
 serve as the customer's agent. The customer must provide a copy of the letter of authorization
 to Avaya for each vendor.
- Additional Customer Responsibilities include:
- Provide a designated primary customer contact.
- Provide telephone facilities enabling Avaya to dial in directly to the modem(s) connected to each system.
- Provide Avaya with login ids, passwords, telephone numbers, and security procedures necessary for Avaya to dial in and access each system.
- Provide the proper electrical and telecommunications connections as specified by Avaya.
- Provide written notification of changes to the network, facilities, and/or equipment covered in the agreement.

non-contract Maintenance Per Incident rate and Avaya's non-contract response objectives will be provided. A PO must be provided to the ERS support team to accommodate payment of the onsite support unless authorization for payment can be provided at the time onsite service is required/requested.

ERS Option(s) for both DEFINITY and Small Business Products	AVA 3081 Site Profile	AVA-3080 Agency Network Facilities Supplement	Letter of Agency Agreement
Single Point of Contact (SPOC)	Required	SUCCESSION CONTRACTOR OF SUCCESSION CONTRACTOR	English of States
Agency	Required	Regnured	Required
Off Board Alam with Agency	Required	Required	Required
Off Board Alarming	Required	Required	47.57.000
Voice Network Engineering	Required	Property of Manager Land Printers.	Required

Customer Responsibilities

To activate any optional service, in addition to signing the Cover Letter/Order Form, the Customer is required to complete and submit the following forms as noted:

Depending on the Options selected, customers will be responsible for providing the information below for initial on-boarding and if any changes occur. Updates should be provided to the on-boarding team at ort@avaya.com:

- Circuit ID/Telephone/DID/or 800 numbers
- DNIS digits or POTS number for 800 service
- · Service Type (i.e. Central Office, Readyline etc.)
- Network/facilities interface equipment type and model number and/or equipment line location, data extension etc. for adjuncts
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 provide a letter of authorization to the other vendor(s), which declares that Avaya is authorized to
 serve as the customer's agent. The customer must provide a copy of the letter of authorization
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- Provide Avaya with login ids, passwords, telephone numbers, and security procedures necessary for Avaya to dial in and access each system.
- Provide the proper electrical and telecommunications connections as specified by Avaya.
- Provide written notification of changes to the network, facilities, and/or equipment covered in the agreement.

Termination

The Customer may terminate any of the optional ERS service(s) upon thirty (30) days written notice after the initial or renewal term has started. If Customer provides notice of intent to terminate during the first thirty (30) days of coverage, Customer will be billed only for the charges for the period of coverage up until the effective date of termination. After the first thirty (30) days of coverage, Customer may provide notice to terminate these optional services subject to a termination charge equal to the monthly charges for twelve (12) months or the period remaining, whichever is less. For prepaid agreements, Avaya will refund or credit the pro rata price of the remaining term less the applicable termination charge. Termination of Customer Maintenance Agreement will automatically terminate any optional ERS support; such termination will be subject to the termination charges listed in this section.

Definitions

Commercial Agreement: Means, as the context requires, a direct Customer Agreement, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Service Provider or Systems Integrator Agreement.

Customer: Means, as the context requires, any of the following: an end user customer, Reseller, Value Added Reseller, Distributor, Systems Integrator or Service Provider purchasing support services directly from Avaya for the Supported Products.

Service Description: The Service Description may also be referred to as a Service Agreement Supplement or Customer Service Agreement Information.

EXHIBIT 2

Schedule of Compensation

Exhibit 2 Schedule of Compensation

Contents

Exhibit 21			
Schedule of Compensation1			
1. Summary			
2. Pricing Summary of County Locations			
3. Detail Equipment Coverage by Sold-To	5		

1. Summary

Total Contract Valuation

The table below is an estimation of the Total Value of the Agreement over the original five year term. It is not a guarantee of sums owed the contractor. Amounts owed will be determined on the coverage selections at the sole discretion of the county.

Monthly Fixed Service Fee

	Annual Cost	Monthly Cost
YEAR 1 SUBTOTAL	\$2,025,494.16	\$168,791.18
YEAR 2 SUBTOTAL	\$2,025,494.16	\$168,791.18
YEAR 3 SUBTOTAL	\$2,025,494.16	\$168,791.18
YEAR 4 SUBTOTAL	\$2,025,494.16	\$168,791.18
YEAR 5 SUBTOTAL	\$2,025,494.16	\$168,791.18
Total Contract Value of Monthly Service Fee	\$2,025,494.16	\$10,127,470.80

Contingency for Tech Support on Out of Scope (OOS) or Out of Hours (OOH)

YEAR 1 CONTINGENCY	\$ 50,000
YEAR 2 CONTINGENCY	\$ 50,000
YEAR 3 CONTINGENCY	\$ 50,000
YEAR 4 CONTINGENCY	\$ 50,000
YEAR 5 CONTINGENCY	\$ 50,000
Total Contract of Monthly Service Fee	\$ 250,000

TOTAL ECTIMANTED CONTRACT VA		10.377.470.80	. 0
TOTAL ESTIMATED CONTRACT VA	LUE	10,3//,4/0.80	

Time and Materials Rates

• Out-of-scope (OOS) or out-of-hours (OOH) remote maintenance per incident: \$360/hour

• Out-of-scope (OOS) or out-of-hours (OOH) onsite maintenance per incident: \$200/hour

2. Pricing Summary of County Locations

Quote #		Monthly Pric
582603, 581967		\$41,470.46
582611, 581968		\$25,427.60
582615		\$13,309.47
582619		\$8,999.00
582622		\$17,250.46
581986		\$3,847.34
581988		\$4,337.03
582626		\$6,295.82
581997		\$3,145.69
582007		\$1,358.12
582003		\$6,375.92
582632		\$696.49
581990		\$15,472.20
582631		\$2,386.60
581963, 581965		\$813.90
		\$11,604.78
		\$6,000.30
	Total Monthly Price	\$168,791.18
· · · · · · · · · · · · · · · · · · ·	582615 582619 582622 581986 581988 582626 581997 582007 582003 582632 581990 582631	582615 582619 582622 581986 581988 582626 581997 582007 582003 582632 581990 582631 581963, 581965 Total Monthly

Locations included in Scope by Avaya Sold-To Number

Avaya	
Sold-To	County Enterprise Location
3480477	Brunswick
3480081	118 Clark
3480089	Maywood Court, Maybrook Dr
3480104	Juvenile Detention Center
3480112	Markham Courthouse
3480135	Skokie Courthouse
3480160	Daily Center
3480186	Jail
3480186	Jail Remote, 2801 S. California
3480209	Rockwell Warehouse
3480214	5555 Grand Ave Court
3480222	111th st Court
3480229	3151 Harrison St. Court

3480237	2452 Belmont Court
3480244	51st st Court & Police
3480267	Medical Examiner
3480323	26th Beach, HWY MTC
3480366	Rolling Meadows Courthouse
3480372	Bridgeview Courthouse
3480387	1401 Maybrook Dr
3480450	Jail Remote - Div-11
3480493	Jail Remote - Cermak Hospt
3480498	Adult Prob, Walnut
3480507	Near South Clinic
3480512	Cicero Warehouse
3480512	Cicero Clinic
3480520	Cottage Grove
3480527	Lincoln Clinic
3480533	Logan Square Clinic
3480541	John Stroger Hospital
3480547	Englewood Clinic
3480555	Hektoen Clinic
3480578	Bureau of Health, Polk st
3480596	Prieto Clinic
3480615	Core Center
3491059	Forest Preserve, 536 Harlem
3495549	Oak Forest Campus
4533594	1701 1st Ave Health Ctr
4533598	Provident Hospital
4544686	Domestic Violence court
4555232	3026 S. California
4556643	2801 S. California
4556549	Fantus Clinic
5007074	Austin Clinic
5021691	Woody Winston
5021692	Woodlawn Clinic
5024167	Commissioner Arroyo
5024168	Commissioner Stanley
5024169	Commissioner Gorman
5024171	Commissioner Steele
5024172	Commissioner Simms
5024280	Commissioner Collins
5024281	Commissioner Garcia
5024282	Commissioner Suffredin
5024286	Commissioner Goslin
5024293	Commissioner Gainer

5024307	Camp - Sagawau
5024320	Commissioner Tobolski
5029372	Commissioner Silvestri
5029489	Commissioner Murphy
5029495	Commissioner Schneider
5029745	Little Red Schoolhouse
50514869	Clerk of Court - Cicero
5055082	Hawthorne Warehouse
5068018	28 N Clark
5091342	Pension Board
5093687	Forest Park TB
5093688	Des Plaines TB
5093693	Vista/POC
5119723	Forest Preserve Police HQ
5299700	600 Hoyne
5341173	States Attorney Maxwell
5382576	Sheriff CWU
5393889	States Attorney Riverside
51418231	Commissioner Boykin
51564566	Roseland Clinic

Total Monthly Fees: \$168,791.18

	Legend for Detailed Coverage		
SPO	SA Parts plus on-site		
SRO	SA Avaya delivered (remote)		
UFC	Utility Full Coverage		
UFO	Utility Remote Only		

3. Detail Equipment Coverage by "Sold-To" number

Cook County-Node 1 ESS Locations				
Quote Number: 582603				
SAP Sold to: 0003480081	Sold to Address:			
FL: 0003480081	COOK COUNTY			
Organization Code: B001	118 N CLARK STRM11PHONE	-		
Distribution Channel: 01	CHICAGO IL 60602-1304			
Payer Ref Number:				
			-	<u> </u>

Sold To	MPC/Material Code	Description	*Qty
	CONVERGED_PERIPHERALS	36-Month Term	
3480081	216261	S8510 ESS & LSP	1
3480081	CONVERGED_PERIPHERALS	36-Month Term	-
 -	Converged Voice Products	36-Month Term	
3480081	195250	IPSI2 CIRCUIT PACK TN2312BP RHS	12
3480081	224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	7
3480081	700394950	G650 MEDIA GATEWAY RHS	16
3480081	700460041	G650 AC/DC POWER SUPPLY 655A NGS	16
3480081	700464506	USB MODEM USR5637-OEM 56K ROHS 6	1
3480081	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480081	102910	CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	13
3480081	102913	CIRCUIT PACK AUXILLIARY TRUNK I	2
3480081	102935	CSU MODULE 120A4	4
3480081			5
3480081	102940	CIRCUIT PACK DS1/ISDN PRIMARY INTERFACE TN464E	25
3480081	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	28
3480081	151420	CIRCUIT PACK INTERFACE DS1 TN464GP	5
3480081	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	58
3480081	108826884	CIRCUIT PACK TN464GP DS1 INTERFACE 24/32	2
3480081	700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	16
3480081	700394638	CALL CLASSIFIER CIRCUIT PACK TN744E RHS	4
3480081	700394794	DS1 INTERFACE TN464HP RHS	3
3480081	Enterprise Voice Systems	36-Month Term	
	SA APPL SERVER MEDIUM	36-Month Term	
3480081	230427	SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY	1
3480081	700501091	DL360G7 SERVER VOICE PORTAL	1
3480081	SA APPL SERVER MEDIUM	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
3480081	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	16
3480081	700394950	G650 MEDIA GATEWAY RHS	16
3480081	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
3480081	216261	S8510 ESS & LSP	1
3480081	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480081	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	

3480081	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	T4
3480081	SA SINGLE POINT OF CONTACT	36-Month Term	1
	SA_AAEP_SW_R6	36-Month Term	
3480081	252012	SA PREFER AAEP ORCHESTRATION DESIGNER R6.X TRACKING	1
3480081	257391	SA PREFER SUPT AAEP6 PER PORT 3YR MTHLY	72
3480081	257547	SA PREFER SUPT AAEP6 PER PORT CONNECT CM5 3YR MTHLY	36
3480081	SA_AAEP_SW_R6	36-Month Term	30
	SA_AURA SW SUPPORT R6	36-Month Term	 -
3480081	250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
3480081	SA_AURA SW SUPPORT R6	36-Month Term	+
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480081	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480081	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_MX CONF ENT SW SUPPORT R6	36-Month Term	
3480081	239626	SA PREFER SUPT MEETING EXCH R6 S6100 3YR MTHLY	100
3480081	239656	SA PREFER SUPT MEETING EXCH R6 STD AVAYA WEB CONF 3YR MTHLY	50
3480081	SA_MX CONF ENT SW	36-Month Term	
	SUPPORT R6		<u> </u>
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3480081	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY	2
3480081	SA_SAL SW SUPPORT R1 5	DOWNLOADABLE TRACKING 36-Month Term	1
2400001	SA_SAL SW SUPPORT R2	36-Month Term	
3480081	253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY	
2-00001	255515	DOWNLOADABLE TRACKING	1
3480081	SA_SAL SW SUPPORT R2	36-Month Term	
	SA_SVC LEVEL AGREEMENT	36-Month Term	
	SW R2		
3480081	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
3480081	SA_SVC LEVEL AGREEMENT	36-Month Term	
·	SW R2		<u> </u>
	· · · · · · · · · · · · · · · · · · ·		-
SAP Sold to	o: 0003480160	Sold to Address:	
FL: 00034		COOK COUNTY	
	on Code: B001	RICHARD J. DALEY CENTER	-
	n Channel: 01	CHICAGO IL 60602	
	Number:		

Sold To	MPC/Material Code	Description	*Qty
	COMMEDCED DEDUDIEDALS	26 Marth Town	
2400160	CONVERGED_PERIPHERALS 216261	36-Month Term	
3480160		S8510 ESS & LSP	_ 1
3480160	CONVERGED_PERIPHERALS	36-Month Term	<u> </u>
2400460	Converged Voice Products	36-Month Term	
3480160	700394950	G650 MEDIA GATEWAY RHS	12
3480160	700464506	USB MODEM USR5637-OEM 56K ROHS 6	1
3480160	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480160	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	92
3480160	Enterprise Voice Systems	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
3480160	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	12
3480160	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
3480160	216261	S8510 ESS & LSP	1
3480160	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480160	SA CM SERVER MEDIUM	36-Month Term	
-	SA SINGLE POINT OF CONTACT	36-Month Term	
3480160	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
3480160	SA SINGLE POINT OF CONTACT	36-Month Term	-
	SA_AURA SW SUPPORT R6	36-Month Term	
3480160	250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
3480160	SA_AURA SW SUPPORT R6	36-Month Term	+-
·	SA_COMM MGR SW SUPPORT	36-Month Term	
3480160	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480160	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3480160	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
3480160	SA_SAL SW SUPPORT R1_5	36-Month Term	
· · · · · ·	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
3480160	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1

	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
	UPS_ENTERPRISE	36-Month Term	
3480160	700434657	UPS ONLINE 12K VA TOWER W/ 64 BATTERY, 120V	2
3480160	700434681	UPS EXTENDED BATTERY MODULE FOR 8-15K VA 96 BATTERY 120V	4
3480160	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480160	700329907	UPS WALL MOUNT MAINTENANCE BYPASS MODULE W/8- 15KVA, US & CANADA	2
3480160	Uninterruptible Power Systems	36-Month Term	
SAP Sold t	to: 0003480477	Sold to Address:	
FL: 00034	180477	COOK COUNTY	
Organizat	ion Code: B001	69 W WASHINGTON ST	
Distribution	on Channel: 01	CHICAGO IL 60602-3134	
Paver Ref	Number:		-
			
* Softwar		location; however these will be excluded from the quote if the Quo	te Type
* Softwar	e Support Services apply to this	location; however these will be excluded from the quote if the Quo	*Qty
* Softwar selected i	e Support Services apply to this s 'Hardware Only'		
* Softwar selected i	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR	Description	
* Softwar selected i Sold To	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT	Description 36-Month Term	*Qty
* Softwar selected i Sold To 3480477	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT	Description 36-Month Term	*Qty
* Softwar selected i Sold To 3480477 3480477	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT	Description 36-Month Term	*Qty
* Softwar selected i Sold To 3480477 3480477	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563	Description 36-Month Term R620 SERVER SESSION MANAGER	*Qty 1 1 2
* Softwar selected i Sold To 3480477 3480477 3480477	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563	Description 36-Month Term R620 SERVER SESSION MANAGER R620 SERVER SYSTEM MANAGER	*Qty 1 1 2 1
* Softwar selected i Sold To 3480477 3480477 3480477 3480477	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563 303565 APPL SRVR DELL R2 HDWR	Description 36-Month Term R620 SERVER SESSION MANAGER R620 SERVER SYSTEM MANAGER R620 SERVER SYSTEM MANAGER	*Qty 1 1 2 1
* Softwar selected i Sold To 3480477 3480477 3480477 3480477	e Support Services apply to this s'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563 APPL SRVR DELL R2 HDWR MAINT Communication Manager	Description 36-Month Term R620 SERVER SESSION MANAGER R620 SERVER SYSTEM MANAGER R620 SERVER SYSTEM MANAGER R620 SERVER SYSTEM MANAGER 36-Month Term	*Qty 1 1 2 1
* Softwar selected i Sold To 3480477 3480477 3480477 3480477 3480477	e Support Services apply to this s 'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563 303565 APPL SRVR DELL R2 HDWR MAINT Communication Manager Software	Description 36-Month Term R620 SERVER SESSION MANAGER R620 SERVER SYSTEM MANAGER R620 SERVER SYSTEM MANAGER 36-Month Term 36-Month Term	*Qty 1 1 2 1 1
* Softwar selected i Sold To 3480477 3480477 3480477 3480477 3480477	e Support Services apply to this s'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563 303565 APPL SRVR DELL R2 HDWR MAINT Communication Manager Software 181305	Description 36-Month Term R620 SERVER SESSION MANAGER R620 SERVER SYSTEM MANAGER R620 SERVER SYSTEM MANAGER 36-Month Term 36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS	*Qty 1 1 2 1 1 1
* Softwar selected i Sold To 3480477 3480477 3480477 3480477 3480477	e Support Services apply to this s'Hardware Only' MPC/Material Code APPL SRVR DELL R2 HDWR MAINT 303563 303565 APPL SRVR DELL R2 HDWR MAINT Communication Manager Software 181305	Description 36-Month Term R620 SERVER SESSION MANAGER R620 SERVER SYSTEM MANAGER R620 SERVER SYSTEM MANAGER 36-Month Term 36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS	*Qty 1 1 2 1 1 1 2 2 7 1 1 2 7 1

3480477	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480477	179086	IPSI2 CIRCUIT PACK TN2312BP	2
3480477	183688	COMPACT FLASH READER WITH FLASHCARD	2
3480477	185596	C-LAN INTF CIRCUIT PACK TN799DP	2
3480477			1
3480477			3
3480477	185597	VAL CIRCUIT PACK TN2501	2
3480477	185701	IP MEDIA RESOURCE CIRCUIT PACK TN2602AP	2
3480477			3
3480477	186846	CP TN2312BP IPSI2	6
3480477			2
3480477	-		1
3480477	195250	IPSI2 CIRCUIT PACK TN2312BP RHS	8
3480477	198226	DAL2 FOR S87XX SERVERS	1
3480477			1
3480477	198816	SES S85XX DUPLICATION HARDWARE	1
3480477	211330	S8730 SERVERS	1
3480477	224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	1
3480477	224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	3
3480477	700358898	512MB DIMM FOR x306 SERVER	2
3480477	700394950	G650 MEDIA GATEWAY RHS	18
3480477	700451172	USB MODEM MT9234ZBA V.92 56K	5
3480477	700459498	G450 POWER SUPPLY	1
3480477	700460041	G650 AC/DC POWER SUPPLY 655A NGS	36
3480477	700463532	S8300D SERVER - NON GSA	1
3480477			1
3480477	700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
3480477	700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
3480477	700508199	G450 160 CHANNEL DSP DAUGHTER BOARD NON GSA	1
3480477	Converged Voice Products	36-Month Term	
	DEFINITY Call Center	36-Month Term	
3480477	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
3480477	158772	BCMR DESKTOP SOFTWARE CD R2 TO LATEST RELEASE	1
3480477	DEFINITY Call Center	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480477	102909	DEFINITY CIRCUIT PACK TN754C DIGITAL LIN	1
3480477	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	112
3480477	102924	UNIVERSAL COUPLER	9
3480477	102935	CSU MODULE 120A4	44
3480477			1
3480477	102939	SWITCHROOM SNEAK FUSE	7

3480477	The transfer and the	LUÓPO OFILAFIL OFOCIOTA IAIMIANOFU	1. 1
	303563	R620 SERVER SESSION MANAGER	1
3480477	255846	SA ON-SITE 8X5 SUPT APPL MEDIUM SRV R2-D 3YR MTHLY	6
3480477	248270	MTHLY S8800 SERVER SES V2	2
3480477	230427	SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR	2
	SA APPL SERVER MEDIUM	36-Month Term	1
3480477	SA APPL SERVER LARGE	36-Month Term	
3480477	263801	R610 SERVER CONFERENCING 6.0 STANDARD EDITION	1
3480477	230457	SA ON-SITE 8X5 SUPT APPLICATION LARGE SERVER 3YR MTHLY	1
	SA APPL SERVER LARGE	36-Month Term	
3480477	Paging Systems	36-Month Term	- -
3480477	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	3
3480477	408186013	PAGING ZONE CONTROLLER MODULE	1
3480477	408184273	PAGING AMBIENT LEVEL CONTROLLER	1
3480477	406914598	PAGING CONTROLLER PAGEPAC PLUS 70 VOLT WITH D SERIAL AMPLIFIER	1
	Paging Systems	36-Month Term	
3480477	Enterprise Voice Systems	36-Month Term	+
3480477	700394794	DS1 INTERFACE TN464HP RHS	6
3480477	700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	12
3480477	700306517	CIRCUIT PACK TN793CP ANALOG 24 PORT	2
3480477	700059652	CP TN2224CP DGTL LN 24PT RT	2
3480477	108826884	CIRCUIT PACK TN464GP DS1 INTERFACE 24/32	1
3480477			2
3480477	200773312	GREEN FACTOR FACTOR (EST	1
3480477	108773912	CIRCUIT PACK TN771DP FACILITY TEST	
3480477	108660390	DEFINITY DATA UNIT 120A4 CSU MODULE	38
3480477	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	38
3480477	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	27
3480477	106829690	EMERGENCY TRANSFER PANEL G3	1
3480477	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	6
3480477	100405010	CIRCUIT FACK TN703D AOX TRONK INTERFACE	1
3480477	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	2
3480477	103031327	CIRCUIT PACK AHF110 BUS TERMINATOR	2
3480477	105631527	CIRCUIT PACK AND 110 PUSTER MINATOR	0
3480477 3480477	105167266	CIDCUIT DACK TAIZAZD CENTRAL OFFICE TRUMK INTERFACE	20
3480477	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	14
3480477	<u> </u>	INTEGRATED CSU	3
3480477	179316	VAL TN2501 CIRCUIT PACK	1 .
3480477		CIRCUIT PACK INTERFACE DS1 TN464GP	1

3480477			1
3480477			1
3480477	303565	R620 SERVER SYSTEM MANAGER	1
3480477	,	R620 SERVER SYSTEM MANAGER	1
3480477	SA APPL SERVER MEDIUM	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
3480477	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	18
3480477	700394950	G650 MEDIA GATEWAY RHS	18
3480477	SA CM GATEWAY LARGE	36-Month Term	
	SA CM GATEWAY MEDIUM	36-Month Term	
3480477	230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	1
3480477	700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
3480477	SA CM GATEWAY MEDIUM	36-Month Term	
	SA CM SERVER LARGE	36-Month Term	
3480477	211330	S8730 SERVERS	1
3480477	230097	SA ON-SITE 8X5 SUPT CM LARGE SERVER 3YR MTHLY	1
3480477	SA CM SERVER LARGE	36-Month Term	
	SA CM SERVER SMALL	36-Month Term	-
3480477	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
3480477	700463532	S8300D SERVER - NON GSA	1
3480477	SA CM SERVER SMALL	36-Month Term	
	SA MM SERVER	36-Month Term	
3480477	229260	MODULAR MESSAGING S8800 1U MSG STORAGE SERVER	1
3480477	229261	MODULAR MESSAGING S8800 1U MSG APPLICATION SERVER	2
		AVAYA STORE	
3480477	229263	MODULAR MESSAGING S8800 1U MAS AVAYA STORE SUP/OLA	1
3480477	230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	4
3480477	SA MM SERVER	36-Month Term	1
	SA SINGLE POINT OF CONTACT	36-Month Term	1
3480477	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	11384
3480477	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_AURA SW SUPPORT R6	36-Month Term	
3480477	236009	SA PREFER SUPT AURATM R6 MOBILITY SUITE 3YR MTHLY	10
3480477	257064	SA PREFER SUPT AURA R6 FOUNDATION SUITE 3YR MTHLY	40
3480477	SA_AURA SW SUPPORT R6	36-Month Term	1
	SA_CALL CENTER SW SUPPORT	36-Month Term	
3480477	241757	SA PREFER SUPT CALL CENTER R5 ELITE AGT 101-250 3YR MTHLY	50
. I		INITIE	1

3480477	SA_CALL CENTER SW SUPPORT	36-Month Term	T
	SA_COMM MGR SW SUPPORT	36-Month Term	
	R5 .		
3480477	256854	SA PREFER SUPT AURATM R5 ENT ED 1001+ U1 3YR MTHLY	11384
3480477	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
3480477	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	5600
3480477	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
	SA_MX CONF ENT SW SUPPORT R6	36-Month Term	-
3480477	239626	SA PREFER SUPT MEETING EXCH R6 S6100 3YR MTHLY	100
3480477	239656	SA PREFER SUPT MEETING EXCH R6 STD AVAYA WEB CONF 3YR MTHLY	100
3480477	SA_MX CONF ENT SW SUPPORT R6	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3480477	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	3
3480477	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	3
3480477	SA_SAL SW SUPPORT R1_5	36-Month Term	
·	SA_SAL SW SUPPORT R2	36-Month Term	
3480477	253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY DOWNLOADABLE TRACKING	3
3480477	SA_SAL SW SUPPORT R2	36-Month Term	· .
	SA_SESSION MGR R6	36-Month Term	
3480477	257127	SA PREFER SUPT SESSION MANAGER R6 SIP CONNECTION 3YR MTHLY	400
3480477	SA_SESSION MGR R6	36-Month Term	
	SA_UNIFIED COMM EDITION R2	36-Month Term	
3480477	222815	SA PREFER SUPT UCE R5.2+ AES R5 DMCC BASIC /E	11384
3480477	222816	UPGRADE ADVANTAGE UCE R5.2+ AES R5 DMCC BASIC /E	11384
3480477	222818	SA PREFER SUPT UCE R5.2+ AES R5 PROPRIETARY TSAPI /E	11384
3480477	222819	UPGRADE ADVANTAGE UCE R5.2+ AES R5 PROPRIETARY TSAPI	11384
3480477	242262	SA PREFER SUPT UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	11384
3480477	242274	SA PREFER SUPT UCE R5.2+ ONE-X COMMUNICATOR R5 /E	11384
3480477	242286	SA PREFER SUPT UCE R5.2+ ONE-X PORTAL R5 STANDARD /E	11384

3480477	242298	SA PREFER SUPT UCE R5.2+ AES R5 UNIFIED DESKTOP /E	11384
3480477	242322	SA PREFER SUPT UCE R5.2+ IP SOFTPHONE R6 /E	11384
3480477	249522	UPGRADE ADVANTAGE UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	11384
3480477	249528	UPGRADE ADVANTAGE UCE R5.2+ ONE-X COMMUNICATOR R5	11384
3480477	249534	UPGRADE ADVANTAGE UCE R5.2+ ONE-X PORTAL R5 STANDARD /E	11384
3480477	249540	UPGRADE ADVANTAGE UCE R5.2+ AES R5 UNIFIED DESKTOP /E	11384
3480477	249552	UPGRADE ADVANTAGE UCE R5.2+ IP SOFTPHONE R6 /E	11384
3480477	SA_UNIFIED COMM EDITION R2	36-Month Term	
·			
SAP Sold	to: 0004544686	Sold to Address:	
FL: 00045		Cook County-Domestic Violence	
Organizat	ion Code: B001	555 W. Harrison	
	on Channel: 01	CHICAGO IL 60607-4306	-
Payer Ref	Number:		
		ocation; however these will be excluded from the quote if the Quote	e Type
	e Support Services apply to this ic s 'Hardware Only'		
		Description	*Qty
selected i	s 'Hardware Only' MPC/Material Code	Description	.,
selected i	s 'Hardware Only' MPC/Material Code CONVERGED_PERIPHERALS	Description 36-Month Term	*Qty
Sold To 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS	.,
selected i	s 'Hardware Only' MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term	*Qty
Sold To 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term	*Qty
Sold To 4544686 4544686	s 'Hardware Only' MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term	*Qty
Sold To 4544686 4544686	s 'Hardware Only' MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	*Qty
Sold To 4544686 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term	*Qty
Sold To 4544686 4544686 4544686	s 'Hardware Only' MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term	*Qty
Sold To 4544686 4544686 4544686 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	*Qty 1 1
Sold To 4544686 4544686 4544686 4544686 4544686	CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700259724	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term \$A ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY	*Qty 1 1
Sold To 4544686 4544686 4544686 4544686 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700259724 SA CM GATEWAY LARGE	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY 36-Month Term	*Qty 1 1
Sold To 4544686 4544686 4544686 4544686 4544686 4544686	CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700259724 SA CM GATEWAY LARGE SA CM GATEWAY LARGE SA CM GATEWAY LARGE	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term \$A ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY 36-Month Term 36-Month Term	*Qty 1 3 3
Sold To 4544686 4544686 4544686 4544686 4544686 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700259724 SA CM GATEWAY LARGE SA CM GATEWAY LARGE SA CM GATEWAY LARGE SA CM GATEWAY LARGE	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY 36-Month Term 36-Month Term 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS	*Qty 1 1 3 3
Sold To 4544686 4544686 4544686 4544686 4544686 4544686 4544686 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700259724 SA CM GATEWAY LARGE SA CM SERVER MEDIUM 184767 230067	Description 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY 36-Month Term 36-Month Term S8500B ENTERPRISE SURVIVABLE SERVER & LS SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	*Qty 1 1 3 3
Sold To 4544686 4544686 4544686 4544686 4544686 4544686 4544686 4544686	MPC/Material Code CONVERGED_PERIPHERALS 184767 CONVERGED_PERIPHERALS Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700259724 SA CM GATEWAY LARGE SA CM SERVER MEDIUM 184767 230067 SA CM SERVER MEDIUM	Description 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS 36-Month Term 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term \$A ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY 36-Month Term \$8500B ENTERPRISE SURVIVABLE SERVER & LS \$A ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY 36-Month Term	*Qty 1 1 3 3

QUOTE # 58	82611		
SAP Sold to	: 0004555232	Sold to Address:	
FL: 000455	5232	COOK COUNTY	
Organizatio	n Code: B001	3026 S CALIFORNIA AVE	-
Distribution	Channel: 01	CHICAGO IL 60608-5110	
Payer Ref N	lumber:		
Sold To	MPC/Material Code	Description	*Qty
<u>.</u>	Converged Voice Products	36-Month Term	
4555232	228992	S8800 SERVER MBT/CM6/SBC	1
4555232	700394950	G650 MEDIA GATEWAY RHS	4
4555232	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
4555232	102908	CIRCUIT PACK HYBRID LINE INTERF	1
4555232	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	7 .
4555232	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	17
4555232	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	2
4555232	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
4555232	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	1
4555232	Enterprise Voice Systems	36-Month Term	
- 	SA CM GATEWAY LARGE	36-Month Term	
4555232	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	4
4555232	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
4555232	228992	S8800 SERVER MBT/CM6/SBC	1
4555232	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
4555232	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
4555232	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
4555232	SA SINGLE POINT OF CONTACT	36-Month Term	1
-	SA_AURA SW SUPPORT R6	36-Month Term	
4555232	250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
4555232	SA_AURA SW SUPPORT R6	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW	36-Month Term	
	R2		
4555232	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
4555232	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	Ę¥.

	SA_COMM MGR SW SUPPORT R5	36-Month Term	
4544686	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
4544686	SA_COMM MGR SW SUPPORT R5	36-Month Term	
SAP Sold t	o: 0005068018	Sold to Address:	
FL: 00050	68018	COOK COUNTY CIRCUIT COURT	
Organizati	on Code: B001	28 N CLARK ST	
Distributio	on Channel: 01	CHICAGO IL 60602-2716	
Payer Ref			1
* Software	e Support Services apply to this lo	ocation; however these will be excluded from the quote if the Quot	е Туре
selected is	'Hardware Only'		
Sold To	MPC/Material Code	Description	*Qty
		· · · · · · · · · · · · · · · · · · ·	
	Converged Software	36-Month Term	
5068018	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
5068018	Converged Software	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
5068018	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	3
5068018	700259724	G650 MEDIA GATEWAY	3
5068018	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
5068018	184766	S8500B MEDIA SERVER	1
5068018	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
5068018	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
5068018	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
5068018	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
5068018	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
5068018	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	
5068018	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY	1
2000010	•		I .
5068018	SA_SAL SW SUPPORT R1_5	DOWNLOADABLE TRACKING	<u> </u>

	o: 0004556643	Sold to Address:	
FL: 000455	·	Cook County	
	on Code: B001	2801 S CALIFORNIA AVE	
	n Channel: 01	CHICAGO IL 60608-5106	
Payer Ref I	Number:		
<u> </u>			-
Sold To	MPC/Material Code	Description	*Qty
	· · · · · · · · · · · · · · · · · · ·		
<u>. </u>	Converged Voice Products	36-Month Term	
4556643	228992		
		S8800 SERVER MBT/CM6/SBC	1
4556643	700394950	G650 MEDIA GATEWAY RHS	4
4556643	Converged Voice Products	36-Month Term	
1=50510	Enterprise Voice Systems	36-Month Term	
4556643	102910	CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	2
4556643	102913	CIRCUIT PACK AUXILLIARY TRUNK I	1
4556643	102947	DEFINITY CIRCUIT PACK DIGITAL 2 WIRE 24	4
4556643	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	24
4556643	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1
4556643	Enterprise Voice Systems	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
4556643	230217	SA ON-SITÉ 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	4
4556643	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
4556643	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
4556643	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
4556643	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
4556643	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_AURA SW SUPPORT R6	36-Month Term	
4556643	250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
4556643	SA_AURA SW SUPPORT R6	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
4556643	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
4556643	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	

Quote # 581968		
SAP Sold To:	3480186	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY	
	2650 S CALIFORNIA AVE	
	CHICAGO, IL 60608-5146	
Monetary values are in United States Dollar	rs(USD)	,
Material Code	Description	Qty
Communication Manager Software 36		QTY
months Full Coverage 8x5		
181305	SIP ENABLEMENT SERVICES COMBO LIC:DS	1
181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	192
MPC Totals:		
Converged Voice Products 36 months		-
Full Coverage 8x5		
114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
150940	CIRCUIT PACK TN2302 IP MEDIA PROCESSOR	1
151423	CIRCUIT PACK C-LAN INTERFACE TN799	1
224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	18
224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON	9
	GSA	
224273	VAL CIRCUIT PACK TN2501AP - NON GSA	1
224274	IP320 MEDIA RESOURCE CIRCUIT PACK	18
	TN2602AP NON GSA	
228992	S8800 SERVER MBT/CM6/SBC	2
700394950	G650 MEDIA GATEWAY RHS	20
700407802	G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP	3
	DAUGHTERBOARD/1 PSU	
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	4
700470396	G650 AC/DC POWER SUPPLY 655A NON GSA	40
MPC Totals:		
Enterprise Voice Systems 36 months		
Full Coverage 8x5		
102924	UNIVERSAL COUPLER	7
102935	CSU MODULE 120A4	2
102935	CSU MODULE 120A4	34
102939	SWITCHROOM SNEAK FUSE	6
102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	13
151420	CIRCUIT PACK INTERFACE DS1 TN464GP	4

165451	CIRCUIT PACK TN2501AP ANNOUNCEMENT BOARD	1
195313	COMPACT FLASH READER WITH FLASHCARD RHS	2
198070	110A SWITCHROOM ADMINISTRATION FIELD RHS	2
105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	2
106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	3
106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	2
107058950	SWITCHROOM AUXILIARY FIELD	3
107214702	CIRCUIT PACK DS1 INTERFACE TN464F	30
107214702	CIRCUIT PACK DS1 INTERFACE TN464F	1
108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	30
108551755	CIRCUIT PACK TN793B ANALOG 24 PORTS	67
108551755	CIRCUIT PACK TN793B ANALOG 24 PORTS	49
700059645	CP TN744E CALL CLASS DET CTOR	1
700437924	CALL CLASSFIER CIRCUIT PACK TN744FP	9
700463482	FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	8
700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	18
MPC Totals:		
REINITIATION_FEE 36 months	·	
Coverage N/A		
262690	RE-INITIATION FEES LAPSED COVERAGE - SUPPORT ADVANTAGE	1
MPC Totals:		† ·-
SA APPL SERVER MEDIUM 36 months		
Onsite 8x5		
230427	SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY	1
248270	S8800 SERVER SES V2	1
MPC Totals:		
SA CM GATEWAY LARGE 36 months		
Onsite 8x5		
230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	20
700394950	G650 MEDIA GATEWAY RHS	20
MPC Totals:		

SA CM GATEWAY MEDIUM 36 months Onsite 8x5		
230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	3
MPC Totals:		
SA CM SERVER MEDIUM 36 months Onsite 8x5		
230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	2
228992	S8800 SERVER MBT/CM6/SBC	2
MPC Totals:		
SA MM SERVER 36 months Onsite 8x5		
230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	3
229260	MODULAR MESSAGING S8800 1U MSG STORAGE SERVER	1
229261	MODULAR MESSAGING S8800 1U MSG APPLICATION SERVER AVAYA STORE	1
264184	DL360G7 SRVR MODULAR MESSAGING APPLICATION SVR AVSTR	1
MPC Totals:		_
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	9074
MPC Totals:		
SA_AURA SW SUPPORT R6 36 months Preferred		
238976#	SA PREFER SUPT AVAYA AURATM R6 EE 101-1K N1 3YR MTHLY	9074
MPC Totals:		_
SA_CALL CENTER SW SUPPORT R6 36 months Preferred		
241879	SA PREFER SUPT CALL CENTER R6 ELITE AGT 251+ 3YR MTHLY	200
MPC Totals:	111	
SA_MODULAR MSG SW SUPPORT R5 36 months Preferred		
231930#	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	2771
MPC Totals:		
SA_SAL SW SUPPORT R1_5 36 months Preferred		-

253607	SA PREFER SUPT SAL R1.5 STANDALONE	3
	GATEWAY DOWNLOADABLE TRACKING	
253609	SA PREFER SUPT SAL R1.5 POLICY SERVER	3
	DOWNLOADABLE TRACKING	
MPC Totals:		
UPS_ENTERPRISE 36 months Onsite		
HW 24x7	·	
700434715	UPS ONLINE 20K VA TOWER WITH INTERNAL BATTERY 120V	1
700434731	UPS EXTENDED BATTERY MODULE 72 FOR 20K VA 120V/230V ROHS	1
700434798	UPS ENVIRONMENTAL PROBE	5
MPC Totals:		,
Uninterruptible Power Systems 36		
months Full Coverage 8x5		
700465420	PW9130 3000 120V RACK WITH SNMP CARD	4
700465487	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	14
700465537	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	4
MPC Totals:		_
Sold To Totals:		
SAP Sold To:	0003480450	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY JAIL-DIV 11	
	3015 S CALIFORNIA	_
	CHICAGO, IL 60608	· · · · · ·
Monetary values are in United States Dollars	<u> </u>	_
Material Code	Description	Qty
Converged Voice Products 36 months Full Coverage 8x5	•	
700394950	G650 MEDIA GATEWAY RHS	3
MPC Totals:	COSO MEDIA O MENTAL KINS	-
Enterprise Voice Systems 36 months		
Full Coverage 8x5		
102910	CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	2
102913	CIRCUIT PACK AUXILLIARY TRUNK I	1
102939	SWITCHROOM SNEAK FUSE	1
102940	CIRCUIT PACK DS1/ISDN PRIMARY INTERFACE TN464E	1
102947	DEFINITY CIRCUIT PACK DIGITAL 2 WIRE 24	2
103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	14
106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1

MPC Totals:		
SA CM GATEWAY LARGE 36 months		
Onsite 8x5	·	
230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	3
MPC Totals:	WITHE	
SA SINGLE POINT OF CONTACT 36		
months Coverage N/A	·	
248775	SA SINGLE POINT OF CONTACT REMOTE SITE	1
	TRACKING	
MPC Totals:		
SA_AURA SW SUPPORT R6 36 months		<u> </u>
- Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
MPC Totals:		
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE	1
	SLA R2	<u> </u>
MPC Totals:		
Sold To Totals:		
SAP Sold To:	0003480493	FL:
Payer Ref Num:	000000000	
FL Address:	CERMAK HOSPITAL	
	2700 S CALIFORNIA AVE	
	CHICAGO, IL 60608-5108	
Monetary values are in United States Dollars	s(USD)	
Material Code	Description	Qty
Converged Voice Products 36 months		
Full Coverage 8x5		
228992	S8800 SERVER MBT/CM6/SBC	1
700394950	G650 MEDIA GATEWAY RHS	4
MPC Totals:		
Enterprise Voice Systems 36 months		1
Full Coverage 8x5		
102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	22
102940	CIRCUIT PACK DS1/ISDN PRIMARY INTERFACE TN464E	1
105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK	2
	INTERFACE	-
106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1
108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	3

108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	1
MPC Totals:	·	-
SA CM GATEWAY LARGE 36 months Onsite 8x5		
230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	4
MPC Totals:		
SA CM SERVER MEDIUM 36 months Onsite 8x5		
230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
228992	S8800 SERVER MBT/CM6/SBC	1
MPC Totals:		
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
MPC Totals:		
SA_AURA SW SUPPORT R6 36 months - Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
MPC Totals:		
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1

QUOTE: 58	32615		
SAP Sold to	o: 0003480104	Sold to Address:	
FL: 00034	80104	COOK COUNTY JUVENILE DETENTION	-
Organizati	on Code: B001	1100 S HAMILTON AVE	
Distributio	n Channel: 01	CHICAGO IL 60612-4207	
Payer Ref I	Number:		
Sold To	MPC/Material Code	Description	*Qty
	Communication Manager Software	36-Month Term	
3480104	181305	SIP ENABLEMENT SERVICES COMBO LIC:DS	1
3480104	181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	96

3480104	Communication Manager Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3480104	151423	CIRCUIT PACK C-LAN INTERFACE TN799	- 1
3480104	224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	6
3480104	224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	1
3480104	224273	VAL CIRCUIT PACK TN2501AP - NON GSA	1
3480104	224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	6
3480104	263764	DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	2
3480104	700394950	G650 MEDIA GATEWAY RHS	14
3480104	700464506	USB MODEM USR5637-OEM 56K ROHS 6	3
3480104	700470396	G650 AC/DC POWER SUPPLY 655A NON GSA	14
3480104	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480104	102907	CP ANLG LN TN742 8PT	3
3480104	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	12
3480104	102924	UNIVERSAL COUPLER	2
3480104	102935	CSU MODULE 120A4	18
3480104	102939	SWITCHROOM SNEAK FUSE	15
3480104	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	4
3480104	103090	DEFINITY AUDIX CABLE CONNECTOR ASSEMBLY	1
3480104	109046	DEFINITY 2120 TRANSFORMER	2
3480104	109053	DEFINITY 110A SWITCHROOM ADMINISTRATION	24
3480104	179316	VAL TN2501 CIRCUIT PACK	1
3480104	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	2
3480104	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480104	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	3
3480104	107058950	SWITCHROOM AUXILIARY FIELD	1
3480104	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	11
3480104	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	2
3480104			12
3480104	700059645	CP TN744E CALL CLASS DET CTOR	1
3480104	700437924	CALL CLASSFIER CIRCUIT PACK TN744FP	2
3480104	700463482	FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	3
3480104	700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	6
3480104	Enterprise Voice Systems	36-Month Term	,
	SA APPL SERVER MEDIUM	36-Month Term	
3480104	230427	SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY	1
3480104	263763	DL360G7 SERVER SES	1
3480104	SA APPL SERVER MEDIUM	36-Month Term	<u> </u>

-		DOWNLOADABLE TRACKING	
3480104	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER	1
		DOWNLOADABLE TRACKING	
3480104	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY	1
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3480104	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
3480104	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	2765
	SUPPORT R5		
	SA_MODULAR MSG SW	36-Month Term	
3480104	SA_COMM MGR SW SUPPORT R5	36-Month Term	
		MTHLY	3650
3480104	256842	MTHLY SA PREFER SUPT AURATM R5 ENT ED 101-1K U1 3YR	3850
3480104	SUPPORT R5 238622	SA PREFER SUPT AURATM R5 ENT ED 1-100 N1 3YR	1
	SA_COMM MGR SW	36-Month Term	
3480104	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
3480104	241757	SA PREFER SUPT CALL CENTER R5 ELITE AGT 101-250 3YR MTHLY	50
	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
3480104	SA SINGLE POINT OF CONTACT	36-Month Term	
3480104	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	3851
	SA SINGLE POINT OF CONTACT	36-Month Term	
3480104	SA MM SERVER	36-Month Term	
3480104	230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	2
2400404	220247	SERVER AVAYA STORE	-
3480104	229261	MODULAR MESSAGING S8800 1U MSG APPLICATION	1
3480104	229260	MODULAR MESSAGING S8800 1U MSG STORAGE SERVER	1
<u>.</u>	SA MM SERVER	36-Month Term	· · · · · · · · · · · · · · · · · · ·
3480104	SA CM SERVER MEDIUM	36-Month Term	
3480104	263764	DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	2
3480104	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	2
	SA CM SERVER MEDIUM	36-Month Term	<u> </u>
3480104	SA CM GATEWAY LARGE	36-Month Term	
3480104 3480104	700394950	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS	14
	230217	- 1 NA CINI-NI E XX5 NI DI CANTARA E GALEMANA ZVE MILLI V	1 1/1

3480104	SA_SAL SW SUPPORT R1_5	36-Month Term	
	SA_UNIFIED COMM EDITION R2	36-Month Term	
3480104	242262	SA PREFER SUPT UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	3851
3480104	242310	SA PREFER SUPT UCE R5.2+ EC500 R8 SINGLE MODE /E	3851
3480104	249522	UPGRADE ADVANTAGE UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	3851
3480104	249546	UPGRADE ADVANTAGE UCE R5.2+ EC500 R8 SINGLE MODE /E	3851
3480104	SA_UNIFIED COMM EDITION R2	36-Month Term	
	UPS_ENTERPRISE	36-Month Term	
3480104	700434798	UPS ENVIRONMENTAL PROBE	1
3480104	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480104	700427149	UPS LINE INTERACTIVE RCK MOUNT POWR DIST STRIP 1U, 10 OUTLET 120V	4
3480104	700470024	UPS ONLINE 12K VA TOWER W/ 64 BATTERY, 120V WITH RAILS	1
3480104	Uninterruptible Power Systems	36-Month Term	
SAP Sold to	o: 0003480267	Sold to Address:	
FL: 000348	30267	COOK COUNTY MEDICAL EXAMINER	
Organizatio	on Code: B001	2121 W HARRISON ST	
Distributio	n Channel: 01	CHICAGO IL 60612-3705	
Payer Ref N	Number:		
	Support Services apply to this lo 'Hardware Only'	ocation; however these will be excluded from the quote if th	e Quote Type
Sold To	MPC/Material Code	Description	*Qty
· .	Comments	26.04	·
2400267	Converged Software	36-Month Term	<u> </u>
3480267	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
3480267	Converged Software	36-Month Term	<u> </u>
	SA CM GATEWAY LARGE	36-Month Term	
3480267	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	2
3480267	700394950	G650 MEDIA GATEWAY RHS	2.
3480267	SA CM GATEWAY LARGE	36-Month Term	

	SA CM SERVER MEDIUM	36-Month Term	
3480267	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480267	263764	DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	1
3480267	SA CM SERVER MEDIUM	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480267	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480267	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	UPS_ENTERPRISE	36-Month Term	<u> </u>
3480267	700434798	UPS ENVIRONMENTAL PROBE	2
3480267	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480267	700465420	PW9130 3000 120V RACK WITH SNMP CARD	2
3480267	700465487	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	6
3480267	700501388	9130 BDM FOR 3000 VA RACK MOUNT UPS 120V	1
3480267	Uninterruptible Power Systems	36-Month Term	
	o: 0003480498	Sold to Address:	
FL: 000348		COOK COUNTY OF	
	an Coder DOO1	1640 W WALNUT ST	1
	n Channel: 01	CHICAGO IL 60612-2522	
Distributio Payer Ref N	n Channel: 01 Number:	CHICAGO IL 60612-2522	
Distributio Payer Ref I * Software	n Channel: 01 Number:		e Quote Type
Distributio Payer Ref I * Software	n Channel: 01 Number: Support Services apply to this	CHICAGO IL 60612-2522	e Quote Type *Qty
Distributio Payer Ref N * Software selected is	n Channel: 01 Number: Support Services apply to this 'Hardware Only'	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if th	
Distributio Payer Ref I * Software selected is Sold To	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description	
Distributio Payer Ref I * Software selected is Sold To 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE	*Qty
Distributio Payer Ref I * Software selected is Sold To 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software 193806	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	*Qty
Distributio Payer Ref N * Software selected is Sold To 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term	*Qty
Distributio Payer Ref I * Software selected is Sold To 3480498 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term	*Qty
Distributio Payer Ref N * Software selected is Sold To 3480498 3480498 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	*Qty 1
Distributio Payer Ref N * Software selected is Sold To 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS	*Qty 1
Distributio Payer Ref N * Software selected is Sold To 3480498 3480498 3480498	n Channel: 01 Number: Support Services apply to this 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE	CHICAGO IL 60612-2522 location; however these will be excluded from the quote if the Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term	*Qty 1

3480498	SA CM SERVER MEDIUM	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480498	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480498	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	UPS_ENTERPRISE	36-Month Term	
3480498	700434798	UPS ENVIRONMENTAL PROBE	1
3480498	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480498	700465420	PW9130 3000 120V RACK WITH SNMP CARD	1
3480498	700465487	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	1
3480498	700501388	9130 BDM FOR 3000 VA RACK MOUNT UPS 120V	1
3480498	Uninterruptible Power Systems	36-Month Term	
SAP Sold to): 0005382576	Sold to Address:	
FL: 000538	32576	COOK COUNTY SHERIFF CWU	
Organizatio	on Code: B001	937 N WOOD ST	
Distribution	n Channel: 01	CHICAGO IL 60622	
Payer Ref N	Number:		
	Support Services apply to this I 'Hardware Only'	ocation; however these will be excluded from the quote if th	e Quote Type
Sold To	MPC/Material Code	Description	*Qty
	Converged Software	36-Month Term	
5382576			
	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
5382576	,	UTILITY TRIGGER REMOTE GATEWAY NEW SITE	1
5382576	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
5382576 5382576	193806 Converged Software	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term	1
	193806 Converged Software Converged Voice Products	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term	
5382576	193806 Converged Software Converged Voice Products 700459456	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term G450 MP80 W/POWER SUPPLY NON-GSA	1
5382576 5382576	193806 Converged Software Converged Voice Products 700459456 700463532	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term G450 MP80 W/POWER SUPPLY NON-GSA S8300D SERVER - NON GSA	1 1
5382576 5382576 5382576	193806 Converged Software Converged Voice Products 700459456 700463532 700466626	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term G450 MP80 W/POWER SUPPLY NON-GSA S8300D SERVER - NON GSA MM711 ANALOG MEDIA MODULE - NON GSA	1 1 1
5382576 5382576 5382576 5382576	193806 Converged Software Converged Voice Products 700459456 700463532 700466626 700466634	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term G450 MP80 W/POWER SUPPLY NON-GSA S8300D SERVER - NON GSA MM711 ANALOG MEDIA MODULE - NON GSA MM710B E1/T1 MEDIA MODULE - NON GSA	1 1 1 2
5382576 5382576 5382576 5382576 5382576	193806 Converged Software Converged Voice Products 700459456 700463532 700466626 700466634 700501048	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term G450 MP80 W/POWER SUPPLY NON-GSA S8300D SERVER - NON GSA MM711 ANALOG MEDIA MODULE - NON GSA MM710B E1/T1 MEDIA MODULE - NON GSA MM717 24 PORT DCP MEDIA MODULE NON GSA	1 1 1 2

5382576	Paging Systems	36-Month Term	
	SA CM GATEWAY MEDIUM	36-Month Term	
5382576	230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR	1
		MTHLY	
5382576	700459456	G450 MP80 W/POWER SUPPLY NON-GSA	1
5382576	SA CM GATEWAY MEDIUM	36-Month Term	
	SA CM SERVER SMALL	36-Month Term	
5382576	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
5382576	700463532	S8300D SERVER - NON GSA	1
5382576	SA CM SERVER SMALL	36-Month Term	
	SA SINGLE POINT OF	36-Month Term	
	CONTACT		
5382576	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
5382576	SA SINGLE POINT OF	36-Month Term	
	CONTACT		
	SA_COMM MGR SW	36-Month Term	
	SUPPORT R5		
5382576	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
5382576	SA_COMM MGR SW	36-Month Term	
+	SUPPORT R5	36-Month Term	
F202F76	SA_SAL SW SUPPORT R2		
5382576	253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
5382576	SA_SAL SW SUPPORT R2	36-Month Term	
3382370	SA_SVC LEVEL AGREEMENT	36-Month Term	
	SW R2	30-Month Tenn	
5382576	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
5382576	SA SVC LEVEL AGREEMENT	36-Month Term	<u> </u>
	SW R2		
	UPS_ENTERPRISE	36-Month Term	+
5382576	700434798	UPS ENVIRONMENTAL PROBE	1
5382576	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power	36-Month Term	-
	Systems		
5382576	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
5382576	700465461	9130 1500 VA EXTENDED BATTERY MODULE	2
5382576	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1

QUOTE # 00	003480089		
SAP Sold to	: 0003480089	Sold to Address:	
FL: 000348	0089	COOK COUNTY CIRCUIT COURT DIST	
Organizatio	n Code: B001	1500 MAYBROOK DR	
Distribution	Channel: 01	MAYWOOD IL 60153-2435	
Payer Ref N	umber:		
* Software	Support Services apply to this loc	ation; however these will be excluded from the quote if the Qu	ote Type
selected is '	Hardware Only'		, , , ,
Sold To	MPC/Material Code	Description	*Qty
	·		
	CONVERGED_PERIPHERALS	36-Month Term	
3480089	216261	S8510 ESS & LSP	1
3480089	CONVERGED_PERIPHERALS	36-Month Term	
	Converged Voice Products	36-Month Term	
3480089	195250	IPSI2 CIRCUIT PACK TN2312BP RHS	2
3480089	195251	C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	1
3480089	203071	IP 320 MEDIA RESOURCE TN2602AP	1
3480089	700394950	G650 MEDIA GATEWAY RHS	3
3480089	700464506	USB MODEM USR5637-OEM 56K ROHS 6	1
3480089	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480089	102910	CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	1
3480089	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	6
3480089	119913	DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	19
3480089	106647985	CP-TN775B S1:1 EPN MAINT*	1
3480089	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1
3480089	107784019	CIRCUIT PACK TONE CLOCK TN2182B	1
3480089	108230624	CIRCUIT PACK TN570C EXPANSION INTERFACE	2
3480089	700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	2
3480089	Enterprise Voice Systems	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
3480089	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	3
3480089	700394950	G650 MEDIA GATEWAY RHS	3
3480089	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	<u> </u>
3480089	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480089	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
3480089	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1

3480089	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480089	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	$\frac{1}{1}$
3480089	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
3480089	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
3480089	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480089	700465420	PW9130 3000 120V RACK WITH SNMP CARD	1
3480089	700465487	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	3
3480089	700465537	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	1
3480089	Uninterruptible Power Systems	36-Month Term	
SAP Sold to	: 0003480323	Sold to Address:	
	on Code: B001	COOK COUNTY HWY MTC 901 26TH ST	
	n Channel: 01	LA GRANGE PARK IL 60526	
Payer Ref N	·	LA GRANGE PARK IL 00320	
* Software		ation; however these will be excluded from the quote if the Qu	ote Type
Sold To	MPC/Material Code	Description	*Qty
	CONVERGED_PERIPHERALS	36-Month Term	
3480323	216261	S8510 ESS & LSP	1
3480323	CONVERGED_PERIPHERALS	36-Month Term	
	Converged Voice Products	36-Month Term	
3480323	195249	IP MEDIA PROCESSOR CIRCUIT PACK TN2302AP RHS	1
3480323	195250	IPSI2 CIRCUIT PACK TN2312BP RHS	1
3480323	195251	C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	. 1
<u> </u>	193231		
	700394604	IP MEDIA PROCESSOR CIRCUIT PACK TN2302AP RHS	1
3480323	***	IP MEDIA PROCESSOR CIRCUIT PACK TN2302AP RHS IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS	2
	700394604		
3480323 3480323	700394604 700394679	IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS	2

	Enterprise Voice Systems	36-Month Term	
3480323	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	1
3480323	102935	CSU MODULE 120A4	2
3480323	102939	SWITCHROOM SNEAK FUSE	3
3480323	105827	SWITCHROOM 110AC ADMINISTRATION	3
3480323	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1
3480323	119913	DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	1
3480323	195310	SWITCHROOM SNEAK FUSE RHS	1
3480323	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	1
3480323	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480323	700393408	FACILITY TEST CIRCUIT PACK TN771DP RHS	2
3480323	700394471	CO TRUNK TN747B RHS	2
3480323	700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	2
3480323	700394794	DS1 INTERFACE TN464HP RHS	1
3480323	Enterprise Voice Systems	36-Month Term	<u> </u>
	SA CM GATEWAY LARGE	36-Month Term	
3480323	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	1
3480323	700394950	G650 MEDIA GATEWAY RHS	1
3480323	SA CM GATEWAY LARGE	36-Month Term	
:	SA CM SERVER MEDIUM	36-Month Term	``
3480323	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480323	SA CM SERVER MEDIUM	36-Month Term	. -
	SA SINGLE POINT OF	36-Month Term	
	CONTACT		
3480323	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
3480323	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480323	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480323	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
3480323	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
3480323	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480323	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
3480323	700465461	9130 1500 VA EXTENDED BATTERY MODULE	3
3480323	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1

3480323	Uninterruptible Power Systems	36-Month Term	
SAP Sold to:	0003480387	Sold to Address:	
FL: 0003480	387	COOK COUNTY	
Organization	Code: B001	1401 MAYBROOK DR	
Distribution	Channel: 01	MAYWOOD IL 60153-2434	· ·
Payer Ref Nu	ımber:		
		cation; however these will be excluded from the quote if the Quo	te Type
selected is 'H	lardware Only'		
[A		·	
Sold To	MPC/Material Code	Description	*Qty
	Converged Voice Products	36-Month Term	
3480387	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480387	195250	IPSI2 CIRCUIT PACK TN2312BP RHS	4
3480387	195251	C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	4
3480387	198226	DAL2 FOR S87XX SERVERS	1
3480387	203027	VAL CIRCUIT PACK TN2501AP	1
3480387	203071	IP 320 MEDIA RESOURCE TN2602AP	2
3480387	211330	S8730 SERVERS	1
3480387	700394950	G650 MEDIA GATEWAY RHS	5
3480387	700451172	USB MODEM MT9234ZBA V.92 56K	3
3480387	700464506	USB MODEM USR5637-OEM 56K ROHS 6	2
3480387	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480387	102924	UNIVERSAL COUPLER	2
3480387	102935	CSU MODULE 120A4	17
3480387	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	4
3480387	179316	VAL TN2501 CIRCUIT PACK	1
3480387	195311	INTEGRATED CSU RHS	1
3480387	103281614	CIRCUIT PACK TN553 PACKET DATA	1
3480387	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	19
3480387	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480387	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480387	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	2
3480387	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	17
3480387	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	6
3480387	700059645	CP TN744E CALL CLASS DET CTOR	1
3480387	700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	4
3480387	700394794	DS1 INTERFACE TN464HP RHS	3

3480387	Enterprise Voice Systems	36-Month Term	Γ
<u> </u>	Paging Systems	36-Month Term	
3480387	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
3480387	Paging Systems	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
3480387	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	5
3480387	700394950	G650 MEDIA GATEWAY RHS	5
3480387	SA CM GATEWAY LARGE	36-Month Term	
140.004	SA CM SERVER LARGE	36-Month Term	
3480387	211330	S8730 SERVERS	1
3480387	230097	SA ON-SITE 8X5 SUPT CM LARGE SERVER 3YR MTHLY	1
3480387	SA CM SERVER LARGE	36-Month Term	
	SA MM SERVER	36-Month Term	
3480387	230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER	2
		3YR MTHLY	
3480387	700457294	S8730 SERVER UC MM MAS-STANDARD AVAILABILITY	1
3480387	700457310	S8730 SERVER UC MM AND MN MSS-HIGH AVAILABILITY	1
3480387	SA MM SERVER	36-Month Term	
	SA SINGLE POINT OF	36-Month Term	
	CONTACT		
3480387	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	2218
3480387	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
3480387	241747	SA PREFER SUPT CALL CENTER R5 ELITE AGT 1-100 3YR MTHLY	100
3480387	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
-	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480387	238640	SA PREFER SUPT AURATM R5 ENT ED 101-1K N1 3YR MTHLY	430
3480387	256692	SA PREFER SUPT AURATM R5 STD ED 101-1K U1 3YR MTHLY	315
3480387	256854	SA PREFER SUPT AURATM R5 ENT ED 1001+ U1 3YR MTHLY	1473
3480387	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
3480387	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	1260
3480387	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
	SA_SAL SW SUPPORT R1 5	36-Month Term	
3480387	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	1

3480387	SA_SAL SW SUPPORT R1_5	36-Month Term	
	SA_UNIFIED COMM EDITION	36-Month Term	
	R1		
3480387	249584	UPGRADE ADVANTAGE UCE R1 EC500 R8 SINGLE MODE /E	2332
3480387	249596	UPGRADE ADVANTAGE UCE R1 46XX VPN R2 /E	2332
3480387	249614	UPGRADE ADVANTAGE UCE R1 IP SOFTPHONE R6 /E	405
3480387	253364	SA PREFER SUPT UCE R1 EC500 R8 SINGLE MODE /E	2332
3480387	253388	SA PREFER SUPT UCE R1 46XX VPN R2 /E	2332
3480387	253400	SA PREFER SUPT UCE R1 IP SOFTPHONE R6 /E	405
3480387	SA_UNIFIED COMM EDITION R1	36-Month Term	
SAP Sold to	: 0003491059	Sold to Address:	
FL: 000349	1059	FOREST PRESERVE DIST OF COOK C	-
Organizatio	n Code: B001	536 N HARLEM AVE	
Distribution	Channel: 01	RIVER FOREST IL 60305-1932	<u> </u>
Payer Ref N	umber:		<u> </u>
		The state of the s	
selected is '	MPC/Material Code	Description	*Qty
	MPC/Material Code	Description 36-Month Term	*Qty
Sold To			
Sold To 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261	36-Month Term	*Qty
Sold To 3491059	MPC/Material Code CONVERGED_PERIPHERALS	36-Month Term S8510 ESS & LSP	
Sold To 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term	1
Sold To 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products	36-Month Term S8510 ESS & LSP 36-Month Term	1
Sold To 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA	1 1 2
3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799	1
Sold To 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	1 1 2 1
3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS	1 1 2 1 4
3491059 3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS	1 1 2 1 4 1
3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687 700394950	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS G650 MEDIA GATEWAY RHS	1 1 2 1 4 1 3
3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687 700394950 700395221	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS G650 MEDIA GATEWAY RHS MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP	1 2 1 4 1 3
3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687 700394950 700395221 700407802	36-Month Term 58510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS G650 MEDIA GATEWAY RHS MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU	1 2 1 4 1 3 1
3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687 700394950 700395221 700407802	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS G650 MEDIA GATEWAY RHS MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE	1 2 1 4 1 3 1
3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059 3491059	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687 700394950 700395221 700407802	36-Month Term 58510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS G650 MEDIA GATEWAY RHS MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE USB MODEM USR5637-OEM 56K ROHS 6	1 2 1 4 1 3 1
	MPC/Material Code CONVERGED_PERIPHERALS 216261 CONVERGED_PERIPHERALS Converged Voice Products 151423 224271 224274 700394679 700394687 700394950 700395221 700407802 700439250 700464506 Converged Voice Products	36-Month Term S8510 ESS & LSP 36-Month Term 36-Month Term CIRCUIT PACK C-LAN INTERFACE TN799 IPSI2 CIRCUIT PACK TN2312BP - NON GSA IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA IP SERVER INTERFACE CIRCUIT PACK TN2312BP RHS IP MEDIA RESOURCE CIRCUIT PACK TN2602AP RHS G650 MEDIA GATEWAY RHS MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE USB MODEM USR5637-OEM 56K ROHS 6 36-Month Term	1 2 1 4 1 3 1

3491059	102940	CIRCUIT PACK DS1/ISDN PRIMARY INTERFACE TN464E	1
3491059	102947	DEFINITY CIRCUIT PACK DIGITAL 2 WIRE 24	1
3491059	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	4
3491059	107985616	CIRCUIT PACK TN753B DID INTERFACE TRUNK 8 PORT	2
3491059	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	1
3491059	700059652	CP TN2224CP DGTL LN 24PT RT	1
3491059	700393408	FACILITY TEST CIRCUIT PACK TN771DP RHS	1
3491059	700394638	CALL CLASSIFIER CIRCUIT PACK TN744E RHS	2
3491059	700394729	24 PORT ANALOG LINE CIRCUIT PACK TN793CP RHS	5
3491059	700463482	FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	1
3491059	700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	2
3491059	700463524	24PT ANALOG LINE CIRCUIT PACK TN793CP - NON GSA	5
3491059	Enterprise Voice Systems	36-Month Term	
-	SA CM GATEWAY LARGE	36-Month Term	<u> </u>
3491059	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	3
3491059	700394950	G650 MEDIA GATEWAY RHS	3
3491059	SA CM GATEWAY LARGE	36-Month Term	-
	SA CM GATEWAY MEDIUM	36-Month Term	
3491059	230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	1
3491059	SA CM GATEWAY MEDIUM	36-Month Term	
	SA CM SERVER MEDIUM.	36-Month Term	
3491059	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3491059	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
3491059	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
3491059	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	_
3491059	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3491059	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
3491059	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
3491059	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3491059	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
3491059	700465420	PW9130 3000 120V RACK WITH SNMP CARD	1

3491059	700465487	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	2
3491059	700465537	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	1
3491059	Uninterruptible Power Systems	36-Month Term	
SAP Sold to:	0004533594	Sold to Address:	
FL: 0004533		Maywood Health Center	
	1 Code: B001	1701 S 1ST AVE	
Distribution		MAYWOOD IL 60153-2442	
Payer Ref Nu	·	WATWOOD IL 60153-2442	
* Software S		ation; however these will be excluded from the quote if the Quo	te Type
Sold To	MPC/Material Code	Description	*Qty
	Converged Value Dreducts	36-Month Term	
4533594	Converged Voice Products 700394661		
4533594	700394703	MM711 ANALOG MEDIA MODULE RHS MM716 ANALOG MEDIA MODULE 24 FXS RHS	1
4533594	700394703	MM717 24 PORT DCP MEDIA MODULE RHS	4
4533594	700394984		1
4533594	700407810	G700 R4 AC/DC MEDIA GATEWAY RHS S8300C SERVER	3
4533594	700439250		1
4533594	Converged Voice Products	MM710B E1/T1 MEDIA MODULE 36-Month Term	3
4333334	Paging Systems	36-Month Term	
4533594	405891698	PAGING UPAM KIT	1
4533594	Paging Systems	36-Month Term	1
4333334	SA CM GATEWAY MEDIUM	36-Month Term	
4533594	230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	<u> </u>
4533594	700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	3
4533594	SA CM GATEWAY MEDIUM	36-Month Term	3
4555554	SA CM SERVER SMALL	36-Month Term	
4533594	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
4533594	700407810	S8300C SERVER	
4533594	SA CM SERVER SMALL	36-Month Term	1
7333337	SA SINGLE POINT OF	36-Month Term	-
	CONTACT	30-World Term	
4533594	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
4533594	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
4533594	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1

4533594	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
4533594	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
4533594	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	<u> </u>
SAP Sold to	: 0005093687	Sold to Address:	<u>;</u>
FL: 000509		COOK COUNTY / FOREST PARK TB C	
	n Code: B001	7556 W JACKSON	
	Channel: 01	FOREST PARK IL 60130	 -
Payer Ref N			
	Support Services apply to this local Hardware Only'	ation; however these will be excluded from the quote if the Quo	te Type
Sold To	MPC/Material Code	Description	*Qty
	Converged Software	36-Month Term	
5093687	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
5093687	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
5093687	700394703	MM716 ANALOG MEDIA MODULE 24 FXS RHS	2
5093687	700394711	MM717 24 PORT DCP MEDIA MODULE RHS	2
5093687	700394984	G700 R4 AC/DC MEDIA GATEWAY RHS	3
5093687	700407810	S8300C SERVER	1
5093687	700439250	MM710B E1/T1 MEDIA MODULE	1
5093687	Converged Voice Products	36-Month Term	<u> </u>
	Enterprise Voice Systems	36-Month Term	
5093687	700405020	USB MODEM V.92 56K RHS	1
5093687	I		,
3033007	Enterprise Voice Systems	36-Month Term	
3033007		36-Month Term 36-Month Term	
5093687	Enterprise Voice Systems		3
	Enterprise Voice Systems SA CM GATEWAY MEDIUM	36-Month Term	3
5093687	Enterprise Voice Systems SA CM GATEWAY MEDIUM 230187	36-Month Term SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	
5093687 5093687	Enterprise Voice Systems SA CM GATEWAY MEDIUM 230187 700394984	36-Month Term SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY G700 R4 AC/DC MEDIA GATEWAY RHS	
5093687 5093687	Enterprise Voice Systems SA CM GATEWAY MEDIUM 230187 700394984 SA CM GATEWAY MEDIUM	36-Month Term SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY G700 R4 AC/DC MEDIA GATEWAY RHS 36-Month Term	
5093687 5093687 5093687	Enterprise Voice Systems SA CM GATEWAY MEDIUM 230187 700394984 SA CM GATEWAY MEDIUM SA CM SERVER SMALL	36-Month Term SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY G700 R4 AC/DC MEDIA GATEWAY RHS 36-Month Term 36-Month Term	3

	SA SINGLE POINT OF CONTACT	36-Month Term	
5093687	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
5093687	SA SINGLE POINT OF CONTACT	36-Month Term	1
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
5093687	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
5093687	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
5093687	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
5093687	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
	: 0005093688	Sold to Address:	
FL: 0005093688		COOK COUNTY / DESPLAINES TB CL	
Organizatio	n Code: B001	9325 CHURCH ST	
Organizatio Distribution Payer Ref N	Channel: 01 umber:	DES PLAINES IL 60016	- T
Organizatio Distribution Payer Ref N * Software	Channel: 01 umber:		ote Type
Organizatio Distribution Payer Ref N * Software	Channel: 01 umber: Support Services apply to this loc	DES PLAINES IL 60016	ete Type *Qty
Organizatio Distribution Payer Ref N * Software selected is '	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Quo Description	
Organizatio Distribution Payer Ref N * Software selected is ' Sold To	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Quo Description 36-Month Term	*Qty
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Quo Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	
Organizatio Distribution Payer Ref N * Software selected is ' Sold To	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Software	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700394745	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700394745 700395221	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700394745 700397078	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700394745 700395221 700397078 700407810	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700394745 700395221 700397078 700407810 Converged Voice Products	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1 1
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700394745 700395221 700397078 700407810 Converged Voice Products Enterprise Voice Systems	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1 1
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700394745 700395221 700397078 700407810 Converged Voice Products	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1 1
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700394745 700395221 700397078 700407810 Converged Voice Products Enterprise Voice Systems	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1 1 1
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700394745 700395221 700397078 700407810 Converged Voice Products Enterprise Voice Systems 700405020	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1 1 1
Organizatio Distribution Payer Ref N * Software selected is ' Sold To 5093688 5093688 5093688 5093688 5093688 5093688 5093688 5093688	Channel: 01 umber: Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700394745 700395221 700397078 700407810 Converged Voice Products Enterprise Voice Systems 700405020 Enterprise Voice Systems	DES PLAINES IL 60016 ation; however these will be excluded from the quote if the Q	*Qty 1 1 1 1 1 1

5093688	SA CM GATEWAY SMALL	36-Month Term	· ·
	SA CM SERVER SMALL	36-Month Term	
5093688	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
5093688	700407810	S8300C SERVER	1
5093688	SA CM SERVER SMALL	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
5093688	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
5093688	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
5093688	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
5093688	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
5093688	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
5093688	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
CAD Cold to	0005119723		
FL: 0005119		Sold to Address:	
	n Code: B001	COOK COUNTY 1 ALOHA LN	
	**** <u>*</u>		
Dictribution		WESTCHESTER IL 60154	
Distribution Paver Ref No		·	-
Payer Ref No * Software S	umber:	ation; however these will be excluded from the quote if the Quo	te Type
Payer Ref No * Software S	umber: Support Services apply to this loc	ation; however these will be excluded from the quote if the Quo Description	te Type *Qty
Payer Ref No * Software S selected is 'I	umber: Support Services apply to this local Hardware Only' MPC/Material Code	Description	
Payer Ref No * Software S selected is 'I	umber: Support Services apply to this local Hardware Only'	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING	
* Software S selected is 'I Sold To	umber: Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806	Description 36-Month Term	*Qty
* Software S selected is 'I Sold To	umber: Support Services apply to this local Hardware Only' MPC/Material Code Converged Software	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	*Qty
* Software S selected is 'I Sold To	umber: Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term	*Qty
* Software S selected is 'I Sold To 5119723	umber: Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM716 ANALOG MEDIA MODULE 24 FXS RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP	*Qty
* Software S selected is 'I Sold To 5119723 5119723	umber: Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700394703	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM716 ANALOG MEDIA MODULE 24 FXS RHS	*Qty 1 1 1
* Software S selected is 'I Sold To 5119723 5119723 5119723	umber: Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700394703 700407802	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM716 ANALOG MEDIA MODULE 24 FXS RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU	*Qty

5119723	SA CM GATEWAY MEDIUM	36-Month Term	
	SA CM SERVER SMALL	36-Month Term	
5119723	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
5119723	SA CM SERVER SMALL	36-Month Term	
	Uninterruptible Power	36-Month Term	
	Systems		
5119723	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
5119723	700465461	9130 1500 VA EXTENDED BATTERY MODULE	1
5119723	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
5119723	Uninterruptible Power	36-Month Term	
· · · · · · · · · · · · · · · · · · ·	Systems		<u> </u>
· · · · · · · · · · · · · · · · · · ·			
SAP Sold t	o: 0005393889	Sold to Address:	
FL: 00053	· · · · · · · · · · · · · · · · · · ·	COOK COUNTY STATES ATTORNEY	
		7507 W CERMAK RD FL 3	
Organization Code: B001			
	n i nannei: III	I NICIDITA DIVEDGIDE II GOEAG	l l
Distributio		NORTH RIVERSIDE IL 60546	
Distributio Payer Ref	Number:		to Tues
Distribution Payer Ref * Software	Number: E Support Services apply to this loc	ation; however these will be excluded from the quote if the Quo	te Type
Distribution Payer Ref * Software	Number:		te Type
Distribution Payer Ref * Software	Number: E Support Services apply to this loc		
Distribution Payer Ref * Software selected is	Number: E Support Services apply to this loc 'Hardware Only'	cation; however these will be excluded from the quote if the Quo	te Type *Qty
Distribution Payer Ref * Software selected is	Number: E Support Services apply to this loc 'Hardware Only'	cation; however these will be excluded from the quote if the Quo	
Distribution Payer Ref * Software selected is	Number: e Support Services apply to this loc s 'Hardware Only' MPC/Material Code	Description	
Distribution Payer Ref I * Software selected is Sold To	Number: E Support Services apply to this loc Hardware Only' MPC/Material Code Converged Software	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING	*Qty
Distribution Payer Ref I * Software selected is Sold To 5393889	Number: E Support Services apply to this lock Hardware Only' MPC/Material Code Converged Software 193806	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	*Qty
Distribution Payer Ref I * Software selected is Sold To 5393889	Number: e Support Services apply to this loc i 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term	*Qty
Distribution Payer Ref I * Software selected is Sold To 5393889	Number: e Support Services apply to this loc s 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP	*Qty
Distribution Payer Ref I * Software selected is Sold To 5393889 5393889 5393889	Number: E Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700395221 700407802	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU	*Qty 1
Distribution Payer Ref II * Software selected is Sold To 5393889 5393889 5393889 5393889	Number: e Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700395221 700407802	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE	*Qty 1
Distribution Payer Ref II * Software selected is Sold To 5393889 5393889 5393889 5393889 5393889 5393889	Number: E Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700395221 700407802 700439250 700447675	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE S8300D SERVER	*Qty 1 1 1
Distribution Payer Ref II * Software selected is Sold To 5393889 5393889 5393889 5393889 5393889 5393889 5393889	Number: e Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700395221 700407802 700439250 700447675 700501048	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE S8300D SERVER MM717 24 PORT DCP MEDIA MODULE NON GSA	*Qty 1 1 1 1
Distribution Payer Ref II * Software selected is Sold To 5393889 5393889 5393889 5393889 5393889 5393889	Number: E Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700395221 700407802 700439250 700447675 700501048 Converged Voice Products	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE S8300D SERVER MM717 24 PORT DCP MEDIA MODULE NON GSA 36-Month Term	*Qty 1 1 1 1 1 1
Distribution Payer Ref II * Software selected is Sold To 5393889 5393889 5393889 5393889 5393889 5393889 5393889 5393889 5393889	Number: E Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Voice Products 700395221 700407802 700439250 700447675 700501048 Converged Voice Products Enterprise Voice Systems	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE S8300D SERVER MM717 24 PORT DCP MEDIA MODULE NON GSA 36-Month Term 36-Month Term	*Qty 1 1 1 1 1 1
Distribution Payer Ref II * Software selected is Sold To 5393889 5393889 5393889 5393889 5393889 5393889 5393889	Number: E Support Services apply to this local Hardware Only' MPC/Material Code Converged Software 193806 Converged Software Converged Voice Products 700395221 700407802 700439250 700447675 700501048 Converged Voice Products	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term MM714 ANALOG 4+4 MEDIA MODULE RHS G450 CHASSIS/MAIN BOARD/80 CHANNEL DSP DAUGHTERBOARD/1 PSU MM710B E1/T1 MEDIA MODULE S8300D SERVER MM717 24 PORT DCP MEDIA MODULE NON GSA 36-Month Term	*Qty 1 1 1 1 1 1

	SA CM GATEWAY MEDIUM	36-Month Term	· ·
5393889	230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	1
5393889	SA CM GATEWAY MEDIUM	36-Month Term	
	SA CM SERVER SMALL	36-Month Term	
5393889	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
5393889	SA CM SERVER SMALL	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	-
5393889	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
5393889	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
5393889	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
5393889	SA_COMM MGR SW SUPPORT	36-Month Term	
	R5	Jo Month Term	
-	SA_SAL SW SUPPORT R2	36-Month Term	-
5393889	253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY	1
		DOWNLOADABLE TRACKING	
5393889	SA_SAL SW SUPPORT R2	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
5393889	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
5393889	SA_SVC LEVEL AGREEMENT SW	36-Month Term	-
	R2		
	UPS_ENTERPRISE	36-Month Term	
5393889	700434798	UPS ENVIRONMENTAL PROBE	1
5393889	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	•
5393889	700465289	PW9130 1000 120V RACK WITH SNMP CARD	1
5393889	700465453	9130 1000 VA EXTENDED BATTERY MODULE	1
5393889	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
5393889	Uninterruptible Power Systems	36-Month Term	•

Quote # 5	82622		
SAP Sold to	o: 0003480112	Sold to Address:	
FL: 00034	80112	COOK COUNTY DISTRICT 6	
Organizati	on Code: B001	16501 KEDZIE AVE	
Distributio	n Channel: 01	MARKHAM IL 60428-5509	
Payer Ref	Number:		
* Software	Support Services apply to this	location; however these will be excluded from the quote if the Qu	ote Type
selected is	'Hardware Only'		
Sold To	MPC/Material Code	Description	*Qty
	Communication Manager Software	36-Month Term	
3480112	181305	SIP ENABLEMENT SERVICES COMBO LIC:DS	1
3480112	181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	48
3480112	Communication Manager Software	36-Month Term	
,	Converged Voice Products	36-Month Term	
3480112	224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	4
3480112	224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	2
3480112	224273	VAL CIRCUIT PACK TN2501AP - NON GSA	1
3480112	224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	2
3480112	228990	S8800 SERVER CM5.2.1+	2
3480112	700394950	G650 MEDIA GATEWAY RHS	7
3480112	700464506	USB MODEM USR5637-OEM 56K ROHS 6	3
3480112	700470396	G650 AC/DC POWER SUPPLY 655A NON GSA	14
3480112	Converged Voice Products	36-Month Term	1-4
	Enterprise Voice Systems	36-Month Term	<u> </u>
3480112	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	1
3480112	102924	UNIVERSAL COUPLER	2
3480112	102930	CIRCUIT PACK DS1/DMI TRUNK UPG TN767E SX	8
3480112	102935	CSU MODULE 120A4	11
3480112	102939	SWITCHROOM SNEAK FUSE	1
3480112	179316	VAL TN2501 CIRCUIT PACK	1
3480112	195313	COMPACT FLASH READER WITH FLASHCARD RHS	2
3480112	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	32
3480112	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480112	700059645	CP TN744E CALL CLASS DET CTOR	1
3480112	700437924	CALL CLASSFIER CIRCUIT PACK TN744FP	2
3480112	700463482	FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	2
3480112	700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	4
3480112	700466014	DS1 INTERFACE CIRCUIT PACK TN464HP - NON GSA	8

3480112	Enterprise Voice Systems	36-Month Term	
	Paging Systems	36-Month Term	
3480112	408184273	PAGING AMBIENT LEVEL CONTROLLER	1
3480112	408186013	PAGING ZONE CONTROLLER MODULE	1
3480112	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
3480112	Paging Systems	36-Month Term	-
.	SA APPL SERVER MEDIUM	36-Month Term	
3480112	230427	SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY	1
3480112	248270	S8800 SERVER SES V2	1
3480112	SA APPL SERVER MEDIUM	36-Month Term	
* .	SA CM GATEWAY LARGE	36-Month Term	
3480112	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	7
3480112	700394950	G650 MEDIA GATEWAY RHS	7
3480112	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
3480112	228990	S8800 SERVER CM5.2.1+	2
3480112	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	2
3480112	SA CM SERVER MEDIUM	36-Month Term	
	SA MM SERVER	36-Month Term	
3480112	229293	MODULAR MESSAGING S8800 1U MMSP ALL IN ONE MAS/MSS	1
3480112	230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	1
3480112	SA MM SERVER	36-Month Term	
	SA SINGLE POINT OF CONTACT	36-Month Term	
3480112	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	1102
3480112	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
3480112	241757	SA PREFER SUPT CALL CENTER R5 ELITE AGT 101-250 3YR MTHLY	75
3480112	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
·	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480112	256842	SA PREFER SUPT AURATM R5 ENT ED 101-1K U1 3YR MTHLY	1102
3480112	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
3480112	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	586

	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3480112	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY	1
		DOWNLOADABLE TRACKING	-
3480112	SA_SAL SW SUPPORT R1_5	36-Month Term	
	SA_UNIFIED COMM EDITION	36-Month Term	
	R2		
3480112	242262	SA PREFER SUPT UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	1102
3480112	249522	UPGRADE ADVANTAGE UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	1102
3480112	SA_UNIFIED COMM EDITION R2	36-Month Term	-
SAP Sold t	o: 0003480135	Sold to Address:	<u> </u>
FL: 00034	***	SUBURBAN DIST 2 CIRCUIT COURT	<u> </u>
	on Code: B001	5600 OLD ORCHARD RD	<u> </u>
	on Channel: 01	SKOKIE IL 60077-1051	·
Payer Ref		SKOKIE 1E 80077-1031	
selected is	'Hardware Only'	ocation; however these will be excluded from the quote if the Quot	- турс
Sold To	MPC/Material Code	Description	
	Wil Contraction code	Description	*Qty
	Communication Manager Software	36-Month Term	*Qty
3480135	Communication Manager		*Qty
3480135 3480135	Communication Manager Software	36-Month Term	
	Communication Manager Software 181305	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS	1
3480135	Communication Manager Software 181305 181417 Communication Manager	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU	1
3480135	Communication Manager Software 181305 181417 Communication Manager Software	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term	1
3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term 36-Month Term	1 48
3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term PAGING AMBIENT LEVEL CONTROLLER	1 1 1
3480135 3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273 408186013	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term 36-Month Term PAGING AMBIENT LEVEL CONTROLLER PAGING ZONE CONTROLLER MODULE	1 48
3480135 3480135 3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273 408186013 408186088	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term PAGING AMBIENT LEVEL CONTROLLER PAGING ZONE CONTROLLER MODULE PAGING 70 VOLT 100 WATT AMPLIFIER	1 1 1
3480135 3480135 3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273 408186013 408186088 Paging Systems	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term 36-Month Term PAGING AMBIENT LEVEL CONTROLLER PAGING ZONE CONTROLLER MODULE PAGING 70 VOLT 100 WATT AMPLIFIER 36-Month Term	1 1 1
3480135 3480135 3480135 3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273 408186013 408186088 Paging Systems SA APPL SERVER MEDIUM	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term PAGING AMBIENT LEVEL CONTROLLER PAGING ZONE CONTROLLER MODULE PAGING 70 VOLT 100 WATT AMPLIFIER 36-Month Term 36-Month Term	1 1 1 1
3480135 3480135 3480135 3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273 408186013 408186088 Paging Systems SA APPL SERVER MEDIUM 228991	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term PAGING AMBIENT LEVEL CONTROLLER PAGING ZONE CONTROLLER MODULE PAGING 70 VOLT 100 WATT AMPLIFIER 36-Month Term 36-Month Term S8800 SERVER SES SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR	1 48 1 1 1
3480135 3480135 3480135 3480135 3480135 3480135 3480135	Communication Manager Software 181305 181417 Communication Manager Software Paging Systems 408184273 408186013 408186088 Paging Systems SA APPL SERVER MEDIUM 228991 230427	36-Month Term SIP ENABLEMENT SERVICES COMBO LIC:DS SIP TRUNK 1 PORT SOFTWARE LIC:CU 36-Month Term PAGING AMBIENT LEVEL CONTROLLER PAGING ZONE CONTROLLER MODULE PAGING 70 VOLT 100 WATT AMPLIFIER 36-Month Term 36-Month Term S8800 SERVER SES SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY	1 48 1 1 1

3480135	700394950	G650 MEDIA GATEWAY RHS	5
3480135	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER MEDIUM	36-Month Term	
3480135	228990	S8800 SERVER CM5.2.1+	2
3480135	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	2
3480135	SA CM SERVER MEDIUM	36-Month Term	
	SA MM SERVER	36-Month Term	
3480135	229293	MODULAR MESSAGING S8800 1U MMSP ALL IN ONE MAS/MSS	1
3480135	230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	1
3480135	SA MM SERVER	36-Month Term	
 -	SA SINGLE POINT OF	36-Month Term	T
	CONTACT		
3480135	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	822
3480135	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
3480135	241747	SA PREFER SUPT CALL CENTER R5 ELITE AGT 1-100 3YR MTHLY	75
3480135	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	,
3480135	238640	SA PREFER SUPT AURATM R5 ENT ED 101-1K N1 3YR MTHLY	822
3480135	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
3480135	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	442
3480135	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3480135	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
3480135	SA_SAL SW SUPPORT R1_5	36-Month Term	
	SA_UNIFIED COMM EDITION R2	36-Month Term	
3480135	242262	SA PREFER SUPT UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	989
3480135	242310	SA PREFER SUPT UCE R5.2+ EC500 R8 SINGLE MODE /E	989
3480135	249522	UPGRADE ADVANTAGE UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	989
			(

3480135	SA_UNIFIED COMM EDITION R2	36-Month Term	

SAP Sold to	o: 0003495549	Sold to Address:	
FL: 000349		OAK FOREST HOSPITAL	
Organizatio	on Code: B001	15900 CICERO AVE	<u> </u>
	n Channel: 01	OAK FOREST IL 60452-4006	
Payer Ref N	, the terminal and the		
	· · · · · · · · · · · · · · · · · · ·	ocation; however these will be excluded from the quote if the Qu	nte Type
	'Hardware Only'		old Type
Sold To	MPC/Material Code	Description	*Qty
<u></u>	APPL SRVR HP R2 HDWR MAINT	36-Month Term	
3495549	381075	DL360PG8 SERVER AES	1
3495549	APPL SRVR HP R2 HDWR MAINT	36-Month Term	-
	Communication Manager Software	36-Month Term	
3495549	181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	96
3495549	Communication Manager Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3495549	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3495549	185597	VAL CIRCUIT PACK TN2501	1
3495549	224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	4
3495549	224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	3
3495549	224273	VAL CIRCUIT PACK TN2501AP - NON GSA	2
3495549	224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	6
3495549	263764	DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	2
3495549	700394950	G650 MEDIA GATEWAY RHS	11
3495549	700470396	G650 AC/DC POWER SUPPLY 655A NON GSA	22
3495549	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3495549	102917	CIRCUIT PACK DATA LINE INTERFACE TN726B	2
3495549	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	87
3495549	102924	UNIVERSAL COUPLER	2
3495549	102935	CSU MODULE 120A4	7
3495549	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	14
3495549	195311	INTEGRATED CSU RHS	3
3495549	195313	COMPACT FLASH READER WITH FLASHCARD RHS	2

3495549	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	12
3495549	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	6
3495549	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3495549	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	3
3495549	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	5
3495549			8
3495549	700437924	CALL CLASSFIER CIRCUIT PACK TN744FP	3
3495549	700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	6
3495549	700466014	DS1 INTERFACE CIRCUIT PACK TN464HP - NON GSA	3
3495549	Enterprise Voice Systems	36-Month Term	
	Paging Systems	36-Month Term	 -
3495549	408184273	PAGING AMBIENT LEVEL CONTROLLER	1
3495549	408186013	PAGING ZONE CONTROLLER MODULE	1
3495549	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
3495549	Paging Systems	36-Month Term	<u> </u>
	SA APPL SERVER MEDIUM	36-Month Term	<u> </u>
3495549	255756	SA ON-SITE 8X5 SUPT APPL MEDIUM SRV R2-H 3YR MTHLY	1
3495549	381075	DL360PG8 SERVER AES	1
3495549	SA APPL SERVER MEDIUM	36-Month Term	<u>.</u>
	SA CM GATEWAY LARGE	36-Month Term	
3495549	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	11
3495549	700394950	G650 MEDIA GATEWAY RHS	11
3495549	SA CM GATEWAY LARGE	36-Month Term	11
	SA CM SERVER MEDIUM	36-Month Term	
3495549	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	2
3495549	263764	DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	1
3495549		DL360G7 SERVER CM SIMPLEX/DUPLEX/MBT/SBC	
3495549	SA CM SERVER MEDIUM	36-Month Term	1
	SA CMS SERVER MID SIZE	36-Month Term	<u> </u>
3495549	234472	SA ON-SITE 24X7 SUPT CMS MIDSIZE SERVER 3YR AN PREPD	-
3495549	272026	R620 SERVER CMS R17 MIDSIZE	2
3495549		R620 SERVER CMS R17 MIDSIZE	1
3495549	SA CMS SERVER MID SIZE	36-Month Term	1
	SA MM SERVER	36-Month Term	
3495549	230247	-	-
	250247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	2
3495549	264184	DL360G7 SRVR MODULAR MESSAGING APPLICATION SVR	1
		AVSTR	-
3495549	264186	DL360G7 SERVER MODULAR MESSAGING STORAGE	1
3495549	SA MM SERVER	36-Month Term	-
	SA SINGLE POINT OF CONTACT	36-Month Term	

3495549	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	2555
3495549	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_APPL ENBLMT SVCS SW SUPT R6	36-Month Term	
3495549	240506	SA PREFER SUPT AES R6 BASIC TSAPI 3YR MTHLY	80
3495549	SA_APPL ENBLMT SVCS SW SUPT R6	36-Month Term	
• .	SA_AURA SW SUPPORT R6	36-Month Term	<u> </u>
3495549	238976	SA PREFER SUPT AVAYA AURATM R6 EE 101-1K N1 3YR MTHLY	2555
3495549	SA_AURA SW SUPPORT R6	36-Month Term	
	SA_CALL CENTER SW SUPPORT R6	36-Month Term	
3495549	241849	SA PREFER SUPT CALL CENTER R6 ELITE AGT 1-100 3YR MTHLY	129
3495549	SA_CALL CENTER SW SUPPORT R6	36-Month Term	
	SA_CALL MGMT SYSTEM SW R17	36-Month Term	
3495549	234330	SA PREFER SUPT CMS R17 AGENT 1-100 3YR MTHLY	80
3495549	234406	SA PREFER SUPT CMS R17 SUPERVISOR 3YR MTHLY	10
3495549	283676	SA PREFER SUPT CMS R17 INITIAL AUTO CALL DIST 3YR MTHLY	1
3495549	SA_CALL MGMT SYSTEM SW R17	36-Month Term	
	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
3495549	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	750
3495549	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
	SA_MX CONF ENT SW SUPPORT R6	36-Month Term	···
3495549	239626	SA PREFER SUPT MEETING EXCH R6 S6100 3YR MTHLY	50
3495549	SA_MX CONF ENT SW SUPPORT R6	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	
3495549	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	3
3495549	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	2
3495549	SA_SAL SW SUPPORT R1_5	36-Month Term	
	SA_SAL SW SUPPORT R2	36-Month Term	
3495549	253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
3495549	SA_SAL SW SUPPORT R2	36-Month Term	

	SA_WORKFORCE OPTIMIZATION SWR12	36-Month Term	
3495549	235192	SA PREFER SUPT WFO R12 CONTACT RCDG PKG 3YR MTHLY	80
3495549	235208	SA PREFER SUPT WFO R12 REDUN CONTACT RCDG PKG 3YR MTHLY	80
3495549	SA_WORKFORCE OPTIMIZATION SWR12	36-Month Term	
	UPS_ENTERPRISE	36-Month Term	
3495549	700434681	UPS EXTENDED BATTERY MODULE FOR 8-15K VA 96 BATTERY 120V	1
3495549	700434798	UPS ENVIRONMENTAL PROBE	1
3495549	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3495549	700470024	UPS ONLINE 12K VA TOWER W/ 64 BATTERY, 120V WITH RAILS	\dagger_1
3495549	Uninterruptible Power Systems	36-Month Term	
	WORKFORCE OPTIMIZATION SW	36-Month Term	
3495549	263952	WORKFORCE OPT ORDER FOR CM-MBT	2
3495549			1
3495549	WORKFORCE OPTIMIZATION SW	36-Month Term	

Quote: 581986		
SAP Sold To:	0003480366	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY	
	2121 EUCLID AVE	
	ROLLING MEADOWS, IL 60008-1500	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Communication Manager Software 36 months Full Coverage 8x5		
181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	48
Converged Voice Products 36 months Full Coverage 8x5		
224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	4
224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	2
224273	VAL CIRCUIT PACK TN2501AP - NON GSA	1
224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	2
228990	S8800 SERVER CM5.2.1+	2
700394950	G650 MEDIA GATEWAY RHS	6
700464506	USB MODEM USR5637-OEM 56K ROHS 6	3
700470396	G650 AC/DC POWER SUPPLY 655A NON GSA	12
Enterprise Voice Systems 36 months Full Coverage 8x5		
102910	CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	3
102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	1
102940	CIRCUIT PACK DS1/ISDN PRIMARY INTERFACE TN464E	8
179316	VAL TN2501 CIRCUIT PACK	1
195313	COMPACT FLASH READER WITH FLASHCARD RHS	2.
103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	32
106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1
108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	7
700059645	CP TN744E CALL CLASS DET CTOR	1
700437924	CALL CLASSFIER CIRCUIT PACK TN744FP	2
700463482	FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	2

DS1 INTERFACE CIRCUIT PACK TN464HP - NON	
GSA	1
DE INITIATION EFFC LARGED COVERAGE	4
SUPPORT ADVANTAGE	1
·	į
SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY	1
S8800 SERVER SES.	1
	,
SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	6
G650 MEDIA GATEWAY RHS	6
SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	2 .
S8800 SERVER CM5.2.1+	2.
SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	1
MODULAR MESSAGING S8800 1U MMSP ALL IN ONE MAS/MSS	1
SA SINGLE POINT OF CONTACT 3YR MTHLY	966
SA PREFER SUPT CALL CENTER R5 ELITE AGT 101- 250 3YR MTHLY	75
	SA ON-SITE 8X5 SUPT APPLICATION MEDIUM SERVER 3YR MTHLY S8800 SERVER SES. SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY S8800 SERVER CM5.2.1+ SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY MODULAR MESSAGING S8800 1U MMSP ALL IN ONE MAS/MSS SA SINGLE POINT OF CONTACT 3YR MTHLY

SA_COMM MGR SW SUPPORT R5 36		1
months Preferred		
238622	SA PREFER SUPT AURATM R5 ENT ED 1-100 N1 3YR MTHLY	1
256842#	SA PREFER SUPT AURATM R5 ENT ED 101-1K U1 3YR MTHLY	965
SA_MODULAR MSG SW SUPPORT R5 36 months Preferred		
231930#	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	469
SA_SAL SW SUPPORT R1_5 36 months Preferred		
253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
SA_UNIFIED COMM EDITION R2 36 months Preferred		
242262	SA PREFER SUPT UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	1
249522	UPGRADE ADVANTAGE UCE R5.2+ ONE-X MOBILE R1/R5 CLIENT /E	1
·		
SAP Sold To:	0005093693	FL:
Payer Ref Num:	000000000	<u> </u>
FL Address:	COOK COUNTY PALENTINE OPPORTUN	
	1585 N RAND RD	
	PALATINE, IL 60074	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700395221	MM714 ANALOG 4+4 MEDIA MODULE RHS	1
700397078	G350 MEDIA GATEWAY VINTAGE D.1 RHS	1

700407810	S8300C SERVER	1
Enterprise Voice Systems 36 months Full Coverage 8x5		
700405020	USB MODEM V.92 56K RHS	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700397078	G350 MEDIA GATEWAY VINTAGE D.1 RHS	1
SA CM SERVER SMALL 36 months Onsite 8x5		
230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
700407810	S8300C SERVER	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1

Quote: 581988		
SAP Sold To:	0003480372	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY	
	103RD & 76TH	
	BRIDGEVIEW, IL 60455	1
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Voice Products 36 months - Full Coverage 8x5		
114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
195250	IPSI2 CIRCUIT PACK TN2312BP RHS	6
195251	C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	2
198226	DAL2 FOR S87XX SERVERS	1
203027	VAL CIRCUIT PACK TN2501AP	1
203071	IP 320 MEDIA RESOURCE TN2602AP	3
211330	S8730 SERVERS	1
700394950	G650 MEDIA GATEWAY RHS	7
700464506	USB MODEM USR5637-OEM 56K ROHS 6	2
		1
Enterprise Voice Systems 36 months - Full Coverage 8x5		
102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	1
102924	UNIVERSAL COUPLER	2
102935	CSU MODULE 120A4	9
179316	VAL TN2501 CIRCUIT PACK	1
195313	COMPACT FLASH READER WITH FLASHCARD RHS	2
103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	33
105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK	3
	INTERFACE	
106405616		1
	INTERFACE	ļ
106689516	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1 2
106689516 107214702	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE CIRCUIT PACK FACILITY TEST BOARD TN771D	1
106689516 107214702 108276148	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE CIRCUIT PACK FACILITY TEST BOARD TN771D CIRCUIT PACK DS1 INTERFACE TN464F	1 2 9
106689516 107214702 108276148 700059645	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE CIRCUIT PACK FACILITY TEST BOARD TN771D CIRCUIT PACK DS1 INTERFACE TN464F CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	1 2 9 8 1
106689516 107214702 108276148 700059645 700394497	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE CIRCUIT PACK FACILITY TEST BOARD TN771D CIRCUIT PACK DS1 INTERFACE TN464F CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT CP TN744E CALL CLASS DET CTOR	1 2 9 8
106405616 106689516 107214702 108276148 700059645 700394497 700394794	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE CIRCUIT PACK FACILITY TEST BOARD TN771D CIRCUIT PACK DS1 INTERFACE TN464F CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT CP TN744E CALL CLASS DET CTOR BUS TERMINATOR CIRCUIT PACK AHF110 RHS	1 2 9 8 1 6
106689516 107214702 108276148 700059645 700394497	INTERFACE CIRCUIT PACK TN763D AUX TRUNK INTERFACE CIRCUIT PACK FACILITY TEST BOARD TN771D CIRCUIT PACK DS1 INTERFACE TN464F CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT CP TN744E CALL CLASS DET CTOR BUS TERMINATOR CIRCUIT PACK AHF110 RHS	1 2 9 8 1 6

408186013	PAGING ZONE CONTROLLER MODULE	.1
408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
REINITIATION_FEE 36 months Coverage N/A		
262690	RE-INITIATION FEES LAPSED COVERAGE - SUPPORT ADVANTAGE	1
SA CM GATEWAY LARGE 36 months Onsite 8x5		_
230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	7
700394950	G650 MEDIA GATEWAY RHS	7
SA CM SERVER LARGE 36 months Onsite 8x5		
230097	SA ON-SITE 8X5 SUPT CM LARGE SERVER 3YR MTHLY	1
211330	S8730 SERVERS	1
SA MM SERVER 36 months Onsite 8x5	· · · · · · · · · · · · · · · · · · ·	
230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	2
700457294	S8730 SERVER UC MM MAS-STANDARD AVAILABILITY	1
700457302	S8730 SERVER UC MM MSS-STANDARD AVAILABILITY	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	1004
SA_CALL CENTER SW SUPPORT R5 36 months Preferred		
241747#	SA PREFER SUPT CALL CENTER R5 ELITE AGT 1-100 3YR MTHLY	25
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
256854#	SA PREFER SUPT AURATM R5 ENT ED 1001+ U1 3YR MTHLY	1004

SA_MODULAR MSG SW SUPPORT R5		
36 months Preferred 231930#	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR	520
231930#	MTHLY	320
SA SAL SW SUPPORT R1_5 36 months		
Preferred		
253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
SA_UNIFIED COMM EDITION R1 36		
months Preferred 249584	UPGRADE ADVANTAGE UCE R1 EC500 R8 SINGLE MODE /E	1004
249596	UPGRADE ADVANTAGE UCE R1 46XX VPN R2 /E	1004
249614	UPGRADE ADVANTAGE UCE R1 IP SOFTPHONE R6	1004
253364	SA PREFER SUPT UCE R1 EC500 R8 SINGLE MODE /E	1004
253388	SA PREFER SUPT UCE R1 46XX VPN R2 /E	1004
253400	SA PREFER SUPT UCE R1 IP SOFTPHONE R6 /E	1004
UPS_ENTERPRISE 36 months Onsite HW 8x5		
700434681	UPS EXTENDED BATTERY MODULE FOR 8-15K VA 96 BATTERY 120V	1
Uninterruptible Power Systems 36 months Full Coverage 8x5		
700470016	UPS ONLINE 8K VA TOWER W/ 64 BATTERY, 120V WITH RAILS	1
		<u> </u>
SAP Sold To:	0005024307	FL:
Payer Ref Num:	000000000	. =-
FL Address:	COOK COUNTY - CAMP SAGAWAU	+
	12545 111TH ST	<u> </u>
	LEMONT, IL 60439-9330	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
SA CM GATEWAY SMALL 36 months Onsite 8x5		

230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700469273	G430 MEDIA GATEWAY	1
SA CM SERVER SMALL 36 months		
Onsite 8x5		
230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR	1
	MTHLY	
700407810	S8300C SERVER	1
	·	
SA SINGLE POINT OF CONTACT 36		
months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_SAL SW SUPPORT R1_5 36 months Preferred		
253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY	1
	DOWNLOADABLE TRACKING	
253609	SA PREFER SUPT SAL R1.5 POLICY SERVER	1
· · · · · · · · · · · · · · · · · · ·	DOWNLOADABLE TRACKING	
Uninterruptible Power Systems 36 months Full Coverage 8x5		
700465289	PW9130 1000 120V RACK WITH SNMP CARD	1
700465453	9130 1000 VA EXTENDED BATTERY MODULE	1
700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
		_
SAP Sold To:	0005029745	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - LITTLE RED SCHOO	_
	9800 South 104th Avenue	
	WILLOW SPRINGS, IL 60480	· · · · · · · · · · · · · · · · · ·
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
SA CM GATEWAY SMALL 36 months		
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700469273	G430 MEDIA GATEWAY	1

SA CM SERVER SMALL 36 months Onsite 8x5		·
230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
700407810	S8300C SERVER	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_SAL SW SUPPORT R1_5 36 months Preferred		
253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1
253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	1

QUOTE: 58	2626		
SAP Sold to	o: 0003480209		
FL: 000348	30209	Sold to Address:	
Organizatio	on Code: B001	COOK COUNTY	
Distribution	n Channel: 01	2323 S ROCKWELL ST FL 6	
Payer Ref N	lumber:	CHICAGO IL 60608-3712	
* Software	Support Services apply to this	s location; however these will be excluded from the quote if the Quo	te Type
	'Hardware Only'		•
<u>.</u>			
Sold To	MPC/Material Code	Description	*Qty
, W			
·	Converged Software	36-Month Term	
3480209	185697	IP MEDIA RESOURCE 320 CHANNEL LIC:DS	1
3480209	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
3480209	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3480209	195250	IPSI2 CIRCUIT PACK TN2312BP RHS	1
3480209	228990	S8800 SERVER CM5.2.1+	1
3480209	700358898	512MB DIMM FOR x306 SERVER	1
3480209	700394612	C-LAN CIRCUIT PACK TN799DP RHS	2
3480209	700394950	G650 MEDIA GATEWAY RHS	3
3480209	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480209	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	14
3480209	102935	CSU MODULE 120A4	1
3480209	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	1
3480209	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1
3480209	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	4
3480209	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	3
3480209	700437924	CALL CLASSFIER CIRCUIT PACK TN744FP	1
3480209	700463516	DIGITAL LINE CIRCUIT PACK TN2224CP - NON GSA	10
3480209	Enterprise Voice Systems	36-Month Term	
	Paging Systems	36-Month Term	
3480209	700340870	HDST - AWH-55 WIRELESS HEADSET	2
3480209	Paging Systems	36-Month Term	
	SA CM GATEWAY LARGE	36-Month Term	
3480209	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	3
3480209	SA CM GATEWAY LARGE	36-Month Term	
	SA CM SERVER LARGE	36-Month Term	-
3480209	230097	SA ON-SITE 8X5 SUPT CM LARGE SERVER 3YR MTHLY	1
3480209	SA CM SERVER LARGE	36-Month Term	+

	SA SINGLE POINT OF CONTACT	36-Month Term	
3480209	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
3480209	SA SINGLE POINT OF CONTACT	36-Month Term	
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
3480209	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480209	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	SA_SAL SW SUPPORT R1_5	36-Month Term	-
3480209	253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1.
3480209	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	1
3480209	SA_SAL SW SUPPORT R1_5	36-Month Term	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
3480209	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
3480209	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
	UPS_ENTERPRISE	36-Month Term	
3480209	700434798	UPS ENVIRONMENTAL PROBE	1
3480209	UPS_ENTERPRISE	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480209	700465289	PW9130 1000 120V RACK WITH SNMP CARD	1
3480209	700465453	9130 1000 VA EXTENDED BATTERY MODULE	1
3480209	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
3480209	Uninterruptible Power Systems	36-Month Term	
SAP Sold to	: 0003480214	Sold to Address:	
FL: 000348	0214	COOK COUNTY	
Organizatio	n Code: B001	5555 W GRAND AVE	
	Channel: 01	CHICAGO IL 60639-2909	
Payer Ref N	lumber:		
* Software selected is	Support Services apply to tl 'Hardware Only'	his location; however these will be excluded from the quote if the O	uote Type

Sold To	MPC/Material Code	Description	*Qty
	Converged Software	36-Month Term	
3480214	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
3480214	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3480214	224270	IP MEDIA PROCESSOR CIRCUIT PACK TN2302AP - NON GSA	1
3480214	224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	1
3480214	224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	1
3480214	228990	\$8800 SERVER CM5.2.1+	1
3480214	700394950	G650 MEDIA GATEWAY RHS	1
3480214	700464506	USB MODEM USR5637-OEM 56K ROHS 6	1
3480214	Converged Voice Products	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480214	102935	CSU MODULE 120A4	2
3480214	102939	SWITCHROOM SNEAK FUSE	3
3480214	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	3
3480214	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	1
3480214	700463482	FACILITY TEST CIRCUIT PACK TN771DP - NON GSA	1
3480214	700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	2
3480214	700466014	DS1 INTERFACE CIRCUIT PACK TN464HP - NON GSA	1
3480214	Enterprise Voice Systems	36-Month Term	-
	SA CM GATEWAY LARGE	36-Month Term	
3480214	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	1
3480214	700394950	G650 MEDIA GATEWAY RHS	1
3480214	SA CM GATEWAY LARGE	36-Month Term	 -
	SA CM SERVER MEDIUM	36-Month Term	
3480214	228990	S8800 SERVER CM5.2.1+	1
3480214	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480214	SA CM SERVER MEDIUM	36-Month Term	
	SA SINGLE POINT OF	36-Month Term	
	CONTACT		
3480214	248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
3480214	SA SINGLE POINT OF	36-Month Term	-
	CONTACT		
	SA_COMM MGR SW	36-Month Term	
,, <u>,</u>	SUPPORT R5		
3480214	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480214	SA_COMM MGR SW	36-Month Term	
 .	SUPPORT R5	20.00	
	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	

3480214	236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
3480214	SA_SVC LEVEL AGREEMENT SW R2	36-Month Term	
·	Uninterruptible Power Systems	36-Month Term	
3480214	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
3480214	700465461	9130 1500 VA EXTENDED BATTERY MODULE	2
3480214	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
3480214	Uninterruptible Power Systems	36-Month Term	
SAP Sold to	o: 0003480222	Sold to Address:	·
FL: 00034		COOK COUNTY	
	on Code: B001	727 E 111TH ST	
	n Channel: 01	CHICAGO IL 60628-4607	
Payer Ref			
	Support Services apply to th 'Hardware Only'	is location; however these will be excluded from the quote if the	Quote Type
Sold To	MPC/Material Code	Description	*Qty
· ,			
	SA CM GATEWAY LARGE	36-Month Term	
3480222	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	2
3480222	SA CM GATEWAY LARGE	36-Month Term	
· .	SA CM SERVER MEDIUM	36-Month Term	
3480222	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480222	SA CM SERVER MEDIUM	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480222	700465420	PW9130 3000 120V RACK WITH SNMP CARD	1
3480222	700465497	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	2
	700465487	3130 2000 SOUC VA EXTENDED BATTENT MODULE	
3480222	700465487	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	1
3480222 3480222			1
	700465537 Uninterruptible Power	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	1
3480222	700465537 Uninterruptible Power	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	1
3480222 SAP Sold to	700465537 Uninterruptible Power Systems D: 0003480229	9130 BDM FOR 3000VA RACK MOUNT UPS 120V 36-Month Term	1
3480222 SAP Sold to FL: 000348	700465537 Uninterruptible Power Systems D: 0003480229	9130 BDM FOR 3000VA RACK MOUNT UPS 120V 36-Month Term Sold to Address:	1
SAP Sold to FL: 000348 Organizatio	700465537 Uninterruptible Power Systems 0: 0003480229	9130 BDM FOR 3000VA RACK MOUNT UPS 120V 36-Month Term Sold to Address: COOK COUNTY	1

2 2 3 3 4 7 5 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	!Hardware Only!		1
Sold To	MPC/Material Code	Description	***
JUIG TO	v will exwide that code	Description	*Qty
1 1 2 2	SA CM GATEWAY LARGE	36-Month Term	
348Q229	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	
3480229	700394950	G650 MEDIA GATEWAY RHS	1
3480229	SA CM GATEWAY LARGE	36-Month Term	1
3480229	SA CM SERVER MEDIUM		-
2400220		36-Month Term	
3480229	228992	S8800 SERVER MBT/CM6/SBC	1
3480229	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
3480229	SA CM SERVER MEDIUM	36-Month Term	<u> </u>
	Uninterruptible Power	36-Month Term	
3480229	Systems	DW0420 4500 420V DACK WITH CNIAR CARR	<u> </u>
	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
3480229	700465461	9130 1500 VA EXTENDED BATTERY MODULE	2
3480229	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
3480229	Uninterruptible Power	36-Month Term	
	Systems		
CAD C-1-1+-	0003400337		
8 T 4	: 0003480237	Sold to Address:	
FL: 000348		COOK COUNTY	
	on Code: B001	2452 W BELMONT AVE	
Maria de la Carta de la Car	n Channel: 01	CHICAGO IL 60618-5925	٠.
Payer Ref N			<u> </u>
	Support Services apply to the 'Hardware Only'	is location; however these will be excluded from the quote if the Quo	te Type
selected is	Taruware Only		
Sold To	MPC/Material Code	Basevietien	40.
	MPC/Material Code	Description	*Qty
V.		00.00	
	Converged Software	36-Month Term	1
3480237	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
3480237	Converged Software	36-Month Term	ļ ·
	SA CM GATEWAY LARGE	36-Month Term	
	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	1
	700394950	G650 MEDIA GATEWAY RHS	1
3480237 3480237		1.30 54 11 7	1
	SA CM GATEWAY LARGE	36-Month Term	
3480237 3480237	SA CM SERVER MEDIUM	36-Month Term	
3480237			1

	SA CM SERVER MEDIUM	36-Month Term	-
	SA_COMM MGR SW	36-Month Term	
· · · · · · · · · · · · · · · · · · ·	SUPPORT R5		
3480237	229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
3480237	SA_COMM MGR SW SUPPORT R5	36-Month Term	
	Uninterruptible Power Systems	36-Month Term	
3480237	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
3480237	700465461	9130 1500 VA EXTENDED BATTERY MODULE	2
3480237	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
3480237	Uninterruptible Power Systems	36-Month Term	
_			
SAP Sold to	: 0003480244	Sold to Address:	
FL: 000348	30244	POLICE STA 51ST & WENTWORTH	
Organizatio	on Code: B001	155 W 51ST ST	<u> </u>
Distributio	n Channel: 01	CHICAGO IL 60609-5301	
	lumbor		+
* Software	Support Services apply to th	is location; however these will be excluded from the quote if the Quo	te Type
* Software selected is	Support Services apply to th 'Hardware Only'		
* Software	Support Services apply to th	is location; however these will be excluded from the quote if the Quo	te Type *Qty
* Software selected is	Support Services apply to th 'Hardware Only' MPC/Material Code	Description	
* Software selected is Sold To	Support Services apply to th 'Hardware Only'	Description 36-Month Term	*Qty
* Software selected is Sold To 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	
* Software selected is Sold To	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term	*Qty
* Software selected is Sold To 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term	*Qty
* Software selected is Sold To 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	*Qty
* Software selected is Sold To 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS	*Qty
* Software selected is Sold To 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term	*Qty
* Software selected is Sold To 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term 36-Month Term	*Qty 1 2 2
* Software selected is Sold To 3480244 3480244 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE SA CM GATEWAY LARGE	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term 36-Month Term S8800 SERVER MBT/CM6/SBC	*Qty 1 2 2
* Software selected is Sold To 3480244 3480244 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE SA CM SERVER MEDIUM 228992	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term 36-Month Term	*Qty 1 2 2
* Software selected is Sold To 3480244 3480244 3480244 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE SA CM SERVER MEDIUM 228992 230067	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term 36-Month Term S8800 SERVER MBT/CM6/SBC SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	*Qty 1 2 2
* Software selected is Sold To 3480244 3480244 3480244 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE SA CM SERVER MEDIUM 228992 230067 SA CM SERVER MEDIUM SA_COMM MGR SW	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term 36-Month Term S8800 SERVER MBT/CM6/SBC SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY 36-Month Term	*Qty 1 2 2
* Software selected is Sold To 3480244 3480244 3480244 3480244 3480244 3480244 3480244	Support Services apply to the 'Hardware Only' MPC/Material Code Converged Software 193806 Converged Software SA CM GATEWAY LARGE 230217 700394950 SA CM GATEWAY LARGE SA CM SERVER MEDIUM 228992 230067 SA CM SERVER MEDIUM SA_COMM MGR SW SUPPORT R5	Description 36-Month Term UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE 36-Month Term 36-Month Term SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY G650 MEDIA GATEWAY RHS 36-Month Term 36-Month Term S8800 SERVER MBT/CM6/SBC SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY 36-Month Term 36-Month Term	*Qty 1 2 2 1 1

3480244	700465420	PW9130 3000 120V RACK WITH SNMP CARD	1
3480244	700465487	9130 2000 - 3000 VA EXTENDED BATTERY MODULE	1
3480244	700465537	9130 BDM FOR 3000VA RACK MOUNT UPS 120V	1
3480244	Uninterruptible Power	36-Month Term	
	Systems		<u> </u>
	: 0005055082	Sold to Address:	
FL: 000505	··········	COOK COUNTY/HAWTHORNE WAREHOUS	
	n Code: B001	4545 W CERMAK RD	· -
	n Channel: 01	CHICAGO IL 60623-2908	
Payer Ref N			
* Software	Support Services apply to this	s location; however these will be excluded from the quote if the Quo	te Type
selected is	'Hardware Only'	· .	
Cald To	MADO(NA-1-1-1-0-1-1		<u> </u>
Sold To	MPC/Material Code	Description	*Qty
-			<u> </u>
	Communication Manager Software	36-Month Term	
5055082	181305	SIP ENABLEMENT SERVICES COMBO LIC:DS	ļ
5055082	181417	SIP TRUNK 1 PORT SOFTWARE LIC:CU	1
5055082	Communication Manager	36-Month Term	96
.5055062	Software	So-Month Term	
	Converged Software	36-Month Term	
5055082	185697	IP MEDIA RESOURCE 320 CHANNEL LIC:DS	2
5055082	Converged Software	36-Month Term	 -
	Converged Voice Products	36-Month Term	
5055082	185596	C-LAN INTF CIRCUIT PACK TN799DP	1
5055082	186846	CP TN2312BP IPSI2	2
5055082	192776	S8720 MEDIA SERVERS	1
5055082	195251	C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	1
5055082	198226	DAL2 FOR S87XX SERVERS	1
5055082	700394950	G650 MEDIA GATEWAY RHS	3
5055082	700464506	USB MODEM USR5637-OEM 56K ROHS 6	1
5055082	Converged Voice Products	36-Month Term	-
· · · · · · · · · · · · · · · · · · ·	Enterprise Voice Systems	36-Month Term	
5055082	179890	INTEGRATED CSU	2
5055082	700393408	FACILITY TEST CIRCUIT PACK TN771DP RHS	1
5055082	700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	2
5055082	Enterprise Voice Systems	36-Month Term	† -
	SA APPL SERVER MEDIUM	36-Month Term	1
5055082	228991	S8800 SERVER SES	1
			1 -

	R1_5		
5055082	SA_SAL SW SUPPORT	36-Month Term	
5055082	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	1
		SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY DOWNLOADABLE TRACKING	2
5055082	R1_5 253607		
	SA_SAL SW SUPPORT	36-Month Term	
5055082	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
5055082	231930	SA PREFER SUPT MODULAR MSG R5 SEAT 3YR MTHLY	600
	SA_MODULAR MSG SW SUPPORT R5	36-Month Term	
5055082	SA_COMM MGR SW SUPPORT R5	36-Month Term	
5055082	256842	SA PREFER SUPT AURATM R5 ENT ED 101-1K U1 3YR MTHLY	997
	SA_COMM MGR SW SUPPORT R5	36-Month Term	
5055082	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
5055082	241757	SA PREFER SUPT CALL CENTER R5 ELITE AGT 101-250 3YR MTHLY	137
,	SA_CALL CENTER SW SUPPORT R5	36-Month Term	
	CONTACT		
5055082	SA SINGLE POINT OF	36-Month Term	33,
5055082	230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	997
	SA SINGLE POINT OF CONTACT	36-Month Term	
5055082	SA MM SERVER	36-Month Term	
5055082	230247	SA ON-SITE 8X5 SUPT MM STORAGE/APPLICATION SERVER 3YR MTHLY	2
F0FF093	220247	AVAYA STORE	<u> </u>
5055082	229261	MODULAR MESSAGING S8800 1U MSG APPLICATION SERVER	1
5055082	229260	MODULAR MESSAGING S8800 1U MSG STORAGE SERVER	1
	SA MM SERVER	36-Month Term	
5055082	SA CM SERVER MEDIUM	36-Month Term	1 -
5055082	230067	SA ON-SITE 8X5 SUPT CM MEDIUM SERVER 3YR MTHLY	1
·	SA CM SERVER MEDIUM	36-Month Term	
5055082	SA CM GATEWAY LARGE	36-Month Term	3
5055082	700394950	G650 MEDIA GATEWAY RHS	3
5055082	230217	SA ON-SITE 8X5 SUPT CM LARGE GATEWAY 3YR MTHLY	
5055082	SA APPL SERVER MEDIUM SA CM GATEWAY LARGE	36-Month Term 36-Month Term	<u> </u>
5055082	CA ADDI CEDVED MEDILINA	26 Month Torre	- 1

	SA_UNIFIED COMM	36-Month Term	
	EDITION R1		
5055082	249584	UPGRADE ADVANTAGE UCE R1 EC500 R8 SINGLE MODE /E	997
5055082	249596	UPGRADE ADVANTAGE UCE R1 46XX VPN R2 /E	997
5055082	249614	UPGRADE ADVANTAGE UCE R1 IP SOFTPHONE R6 /E	997
5055082	253364	SA PREFER SUPT UCE R1 EC500 R8 SINGLE MODE /E	997
5055082	253388	SA PREFER SUPT UCE R1 46XX VPN R2 /E	997
5055082	253400	SA PREFER SUPT UCE R1 IP SOFTPHONE R6 /E	997
5055082	SA_UNIFIED COMM EDITION R1	36-Month Term	
	SA_UNIFIED COMM EDITION R2	36-Month Term	
5055082	242310	SA PREFER SUPT UCE R5.2+ EC500 R8 SINGLE MODE /E	1
5055082	249546	UPGRADE ADVANTAGE UCE R5.2+ EC500 R8 SINGLE MODE /E	1
5055082	SA_UNIFIED COMM EDITION R2	36-Month Term	
	Spectralink Wireless	36-Month Term	
5055082	700277239	AVAYA WIRELESS TELEPHONE SOLUTIONS NETLINK WRLS TELEPHONE (IP-CCMS)	10
5055082	700386725	AVAYA WIRELESS VOICE PRIORITY PROCESSOR 20 (MAX. 20 USERS)	1
5055082	Spectralink Wireless	36-Month Term	

QUOTE: 582	632	·	T .
SAP Sold to:	0051564566	Sold to Address:	
FL: 0051564	566	ROSELAND COMMUNITY HEALTH CENT	T
Organization	Code: B001	200 E 115TH ST	
Distribution	Channel: 01	CHICAGO IL 60628	
Payer Ref Nu	ımber:		
* Software S	upport Services apply to this	location; however these will be excluded from the quote if the Quote	Туре
selected is 'H	lardware Only'		•
Sold To	MPC/Material Code	Description	*Qty
1	Paging Systems	36-Month Term	
51564566	700501237	PAGING UTI1 UNIVERSAL TELEPHONE INTERFACE WITH RACK PANEL KIT	2
51564566	Paging Systems	36-Month Term	<u> </u>
	SA CM GATEWAY MEDIUM	36-Month Term	
51564566	230187	SA ON-SITE 8X5 SUPT CM MEDIUM GATEWAY 3YR MTHLY	3
51564566	700506956	G450 MP160 MEDIA GATEWAY NON GSA	1
51564566		G450 MP160 MEDIA GATEWAY NON GSA	1
51564566		G450 MP160 MEDIA GATEWAY NON GSA	1
51564566	SA CM GATEWAY MEDIUM	36-Month Term	1
	SA CM SERVER MEDIUM	36-Month Term	-
51564566	255576	SA ON-SITE 8X5 SUPT CM MEDIUM SRV R2-H 3YR MTHLY	3
51564566	303518	DL360PG8 SERVER CM SIMPLEX AND MID DUPLEX	1
51564566	380763	DL360PG8 SERVER MEDIUM APPLIANCE VIRTUALIZATION	1
		PLATFORM	-
51564566	·	DL360PG8 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM	1
51564566	SA CM SERVER MEDIUM	36-Month Term	
21204200	SA CM SERVER SMALL	36-Month Term	
51564566	230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
51564566	700508955	S8300E SERVER - NON GSA	1
51564566	SA CM SERVER SMALL	36-Month Term	
<u> </u>	SA_SAL SW SUPPORT	36-Month Term	-
	R1_5	So Worth Term	
51564566	253609	SA PREFER SUPT SAL R1.5 POLICY SERVER DOWNLOADABLE TRACKING	3
51564566	SA SALSW SUPPORT	36-Month Term	1
	R1_5		
	UPS_ENTERPRISE	36-Month Term	1:
51564566	700434798	UPS ENVIRONMENTAL PROBE	1

51564566	UPS_ENTERPRISE	36-Month Term	T
	Uninterruptible Power	36-Month Term	 <u> </u>
	Systems		
51564566	700465305	PW9130 1500 120V RACK WITH SNMP CARD	1
51564566	700465461	9130 1500 VA EXTENDED BATTERY MODULE	1
51564566	700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1
51564566	Uninterruptible Power	36-Month Term	
·	Systems		

QUOTE:_58	82632		
SAP Sold to	o: 0004533598	Sold to Address:	
FL: 0004533598		Provident Hospital	
	on Code: B001	500 E 51ST ST	
	on Channel: 01	CHICAGO IL 60615-2400	
Payer Ref			
		his location; however these will be excluded from the quote if the Q	LIOTE Type
	'Hardware Only'		dote Type
-			
Sold To	MPC/Material Code	Description	*Qty
7.			
,	Converged Software	36-Month Term	
4533598	172520	CMDEFsi LIC-DS;100PT 1IPTRK 5EC500 LIC-NU;5 IPSTA 5 IPSFT	1
		500AGT LIC-CU	
4533598	175150	CM NETWORKING SOFTWARE LICENSE PACKAGE LIC:DS	1800
4533598	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
4533598	151423	CIRCUIT PACK C-LAN INTERFACE TN799	1
4533598	Converged Voice	36-Month Term	
	Products		. '
	DEFINITY Call Center	36-Month Term	
4533598	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
4533598	175811	AVAYA CALL CENTER DELUXE 76-100 AGENT LIC:CU	100
4533598	175874	AVAYA BCMS 1-20 AGENT LIC:CU	5
4533598	DEFINITY Call Center	36-Month Term	*
	DEFINITY Software	36-Month Term	
4533598	175146	CM ADV SSP 1 PORT SOFTWARE LIC:NU	2698
4533598	DEFINITY Software	36-Month Term	
	Enhanced Remote	36-Month Term	
	Services	· · · · · · · · · · · · · · · · · · ·	
4533598	170395	STNDLN SVC ERS SPOC LG PRODUCT	1660
4533598	Enhanced Remote Services	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
4533598	102924	UNIVERSAL COUPLER	2
4533598	102935	CSU MODULE 120A4	9
4533598	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
4533598	108005	DEFINITY MCC PORT CARRIER	4
4533598	109048	DEFINITY SHORTRANGE TRANSCEIVER	4
4533598	109431	DEFINITY EPN DUPLEX CONTROL	1

4533598	151064	DEFINITY CARRIER CONTROL DUPLICATION MCC	1
4533598	151420	CIRCUIT PACK INTERFACE DS1 TN464GP	6
4533598	165451	CIRCUIT PACK TN2501AP ANNOUNCEMENT BOARD	1
4533598	167278	DEFINITY ATTENDANT CONSOL 2-WIRE GRAY 30	2
4533598	171156	DEFINITY MULTI CARRIER CABINET EPN RELEA	1
4533598	171157	DEFINITY MULTI CARRIER CABINET PPN MODEL	1
4533598	106647985	CP-TN775B S1:1 EPN MAINT*	2
4533598	107784019	CIRCUIT PACK TONE CLOCK TN2182B	8
4533598	108516675	CIRCUIT PACK TN2401 NET/PKT BACKPLANE CONNECTOR	4
4533598	700022825	CIRCUIT PACK TN2402 PROCESSOR PACKAGE MULTIVANTAGE1.1.2	4
4533598	700059652	CP TN2224CP DGTL LN 24PT RT	2
4533598	700381759	DEFINITY ATTENDANT CONSOLE 2-WIRE BLACK 302D1-B-003 ROHS	1
4533598			3
4533598	Enterprise Voice Systems	36-Month Term	
	System Manager	36-Month Term	
4533598	175556	AVAYA SITE ADMINISTRATION R1.12 BASE PAC	1
4533598	System Manager	36-Month Term	
	Utility Communication	36-Month Term	<u> </u>
	Manager		
4533598	179235	TDM ports (switch only coverage)	1660
4533598	179449	Survivable Remote Processor (SRP)	0
4533598	179450	Local Survivable Processor (LSP)	0
4533598	179451	WAN Spare Processor (WSP)	0
4533598	184748	Administered IP ports - Basic Support	0
4533598	189950	DEF SRVR SI MV	1
4533598	Utility Communication Manager	36-Month Term	

Quote: 58	32007		Τ
SAP Sold	to: 0003480615	Sold to Address:	
FL: 00034	1 80615	COOK COUNTY/CORE CENTER	
Organizat	ion Code: B001	2020 W HARRISON ST	
Distribution	on Channel: 01	CHICAGO IL 60612-3741	
Payer Ref	Number:		
			 -
-			
Sold To	MPC/Material Code	Description	*Qty
	Converged Software	36-Month Term	
3480615	118235	SIZE SENSITIVITY FOR 100 PORTS	5
3480615	Converged Software	36-Month Term	
	DEFINITY Call Center	36-Month Term	
3480615	108302	DEFINITY CALL CENTER R6 DELUXE 12 AGENT	1
3480615	165558	CENTREVU IP AGENT 3 FREE AGENT LIC:CU	1
3480615	DEFINITY Call Center	36-Month Term	
	DEFINITY Software	36-Month Term	
3480615	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	1
3480615	108373	SSP UPGRADE SOFTWARE LICENSE 100 PORTS L	1
3480615	118590	DEFINITY PROLOGIX UPGRADE INVESTMENT PRO	1
3480615	151001	DEFINITY SOFTWARE R9SI RIGHT TO USE UPGR	1
3480615	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480615	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	1
3480615	108304767	DEFINITY PRIVATE NETWORKING 100 PORTS > 500 PORTS	1
3480615	108304775	DEFINITY PRIVATE NETWORKING 100 PORTS > 501 PORTS	1
3480615	DEFINITY Software	36-Month Term	
	Enhanced Remote Services	36-Month Term	
3480615	170395	STNDLN SVC ERS SPOC LG PRODUCT	564
3480615	Enhanced Remote Services	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480615	102910	CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	1
3480615	102913	CIRCUIT PACK AUXILLIARY TRUNK I	1
3480615	102919	CIRCUIT PACK ANALOG LINE 16 PORT TN746B	18
3480615	102927	CIRCUIT PACK PROCESSOR INTERFACE PACKAGE TN765	1
3480615	102935	CSU MODULE 120A4	2
3480615	102939	SWITCHROOM SNEAK FUSE	3
3480615	102947	DEFINITY CIRCUIT PACK DIGITAL 2 WIRE 24	5
3480615	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480615	105827	SWITCHROOM 110AC ADMINISTRATION	3
3480615	106459	DEFINITY PROLOGIX CSI CABINET	1

3480615	106946	DEFINITY CSI EXPANSION CABINET	1
3480615	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1
3480615	119915	DEFINITY MAINTENANCE DS1 INTERFACE FOR P	4
3480615	150946	DEFINITY G3SI TO RELEASE R9SI UPGRADE	1
3480615	105729339	CIRCUIT PACK TN556B BRI ISDN LINE 12 PORTS	$-\frac{1}{1}$
3480615	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	1
3480615	107784019	CIRCUIT PACK TONE CLOCK TN2182B	1
3480615	108516675	CIRCUIT PACK TN2401 NET/PKT BACKPLANE CONNECTOR	1
3480615	700022825	CIRCUIT PACK TN2402 PROCESSOR PACKAGE	1
		MULTIVANTAGE1.1.2	-
3480615	Enterprise Voice Systems	36-Month Term	
	Intuity AUDIX HW Platform	36-Month Term	
3480615	112911	INTUITY AUDIX MAP5P IN A PROLOGIX OFFER	1
3480615	112916	INTUITY AUDIX MAP5 RELEASE 3/4 UPGRADE T	1
3480615	114995	INTUITY AUDIX SWITCH INTEGRATION C-LAN (1
3480615	114996	INTUITY AUDIX SWITCH INTEGRATION C-LAN C	1
3480615	115213	INTUITY VISUAL DESKTOP MESSAGING 1ST 25	1
3480615	115271	INTUITY AUDIX IVC6 BOARD FOR UPGRADE	1
3480615	Intuity AUDIX HW Platform	36-Month Term	
	Intuity Application Software	36-Month Term	
3480615	100640	INTUITY AUDIX RIGHT TO USE SOFTWARE CART	1
3480615	105440	INTUITY AUDIX RIGHT TO USE AMERICAN ENGL	1
3480615	114384	INTUITY MESSAGE MANAGER CD UPGRADE PACKA	1
3480615	115169	INTUITY AUDIX RIGHT TO USE HOUR CREDIT/5	12
3480615	115170	INTUITY AUDIX RIGHT TO USE PORT CREDIT/2	6
3480615	115631	INTUITY AUDIX RIGHT TO USE FAX MESSAGING	1
3480615	115778	INTUITY AUDIX DOCUMENTATION PACKAGE RIGH	1
3480615	116248	INTUITY AUDIX RIGHT TO USE WITH UPGRADE	1
3480615	117155	INTUITY AUDIX LAN CARD KIT R5	1
3480615	107084105	INTUITY AUDIX RIGHT TO USE MULTIMEDIA ADDER LIC:DS	2
3480615	Intuity Application Software	36-Month Term	
	Utility Communication	36-Month Term	
	Manager		
3480615	179235	TDM ports (switch only coverage)	564
3480615	179449	Survivable Remote Processor (SRP)	Ö
3480615	179450	Local Survivable Processor (LSP)	0
3480615	179451	WAN Spare Processor (WSP)	0
3480615	184748	Administered IP ports - Basic Support	0
3480615	189986	DEFINITYG3SI V9 EXT SUP	1
3480615	Utility Communication Manager	36-Month Term	
-	Utility Messaging	36-Month Term	

3480615	179511	INTUITY M5. DEF AUDIX, M-Mail admin mailboxes grp 4	277
3480615	179520	RAID STORAGE	0
3480615	190041	INTUITY MAP5 v5 or 5.1	1
3480615	Utility Messaging	36-Month Term	

Quote : 5	82003		Τ
SAP Sold	to: 0003480507	Sold to Address:	
FL: 0003	480507	NEAR SOUTH HEALTH CTR	
Organizat	tion Code: B001	3525 S MICHIGAN AVE	
Distributi	on Channel: 01	CHICAGO IL 60653-1019	 -
Payer Ref	Number:		
			
	·		- :
Sold To	MPC/Material Code	Description	*Qty
			 _
	Converged Software	36-Month Term	
3480507	118235	SIZE SENSITIVITY FOR 100 PORTS	1
3480507	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3480507	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480507	Converged Voice Products	36-Month Term	+
	DEFINITY Call Center	36-Month Term	
3480507	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	1
3480507	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	1
3480507	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
3480507	114658	DEFINITY CALL CENTER RELEASE 8 DELUXE 12	1
3480507	DEFINITY Call Center	36-Month Term	
	DEFINITY Software	36-Month Term	
3480507	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	1
3480507	110245	DEF DCS NETWORKING 1ST 100 PORTS	1
3480507	150973	DEFINITY PROLOGIX RIGHT TO USE RELEASE 6	1
3480507	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480507	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	1
3480507	DEFINITY Software	36-Month Term	
	Enhanced Remote Services	36-Month Term	
3480507	170395	STNDLN SVC ERS SPOC LG PRODUCT	156
3480507	Enhanced Remote Services	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
3480507	102924	UNIVERSAL COUPLER	1
3480507	102935	CSU MODULE 120A4	2
3480507	102939	SWITCHROOM SNEAK FUSE	1
3480507	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480507	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480507	106459	DEFINITY PROLOGIX CSI CABINET	1
3480507	106946	DEFINITY CSI EXPANSION CABINET	1
3480507	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1

3480507	119913	DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	1
3480507	150948	DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	$-\frac{1}{1}$
3480507	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	2
3480507	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480507	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480507	107089922	CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1
3480507	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	2
3480507	601817422	FLASH CARD 4 MEGABITE	2
3480507	Enterprise Voice Systems	36-Month Term	
	Paging Systems	36-Month Term	
3480507	101684	MOH SYSTEM MESSAGNER & PERSONALIZED PROD	1
3480507	408186013	PAGING ZONE CONTROLLER MODULE	1
3480507	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
3480507	Paging Systems	36-Month Term	+
	Utility Communication Manager	36-Month Term	
3480507	179235	TDM ports (switch only coverage)	156
3480507	179449	Survivable Remote Processor (SRP)	0
3480507	179450	Local Survivable Processor (LSP)	0
3480507	179451	WAN Spare Processor (WSP)	0
3480507	184748	Administered IP ports - Basic Support	0
3480507	189977	DEFINITYG3CSI V9 EXT SUP	1
3480507	Utility Communication Manager	36-Month Term	
SAP Sold t	o: 0003480512	Sold to Address:	-
FL: 00034	80512	CICERO HEALTH CENTER	
Organizat	on Code: B001	5912 W CERMAK RD	
Distribution	on Channel: 01	CICERO IL 60804-2135	
Payer Ref	Number:		
Sold To	MPC/Material Code	Description	**
3010 10	WPC/Waterial Code	Description	*Qty
	Converged Software	36-Month Term	
3480512	118235	SIZE SENSITIVITY FOR 100 PORTS	1
3480512	Converged Software	36-Month Term	
'	Converged Voice Products	36-Month Term	
3480512	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480512	Converged Voice Products	36-Month Term	
	DEFINITY Call Center	36-Month Term	
3480512	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	1

3480512	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	T _
3480512	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
3480512		DEFINITY CALL CENTER RELEASE 8 DELUXE 12	1
3480512	 	CENTREVU IP AGENT 3 FREE AGENT LIC:CU	1
3480512		36-Month Term	3
	DEFINITY Software	36-Month Term	ļ
3480512	106833	DEFINITY SOFTWARE R6CSI SYSTEM 101 TO 50	
3480512	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	1
3480512	110245	DEF DCS NETWORKING 1ST 100 PORTS	1
3480512	118051	DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1
3480512	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480512		DEFINITY ISDN PRI 100 PORTS - 501 PORTS	1
3480512		DEFINITY PROLOGIX RIGHT TO USE BASIC SOFTWARE RELEASE 8	1
3480512	DEFINITY Software	36-Month Term	1
	Enhanced Remote Services	36-Month Term	<u> </u>
3480512	170395	STNDLN SVC ERS SPOC LG PRODUCT	
3480512	Enhanced Remote Services	36-Month Term	188
	Enterprise Voice Systems	36-Month Term	<u> </u>
3480512	102924	UNIVERSAL COUPLER	L
3480512	102935	CSU MODULE 120A4	1
3480512	102939	SWITCHROOM SNEAK FUSE	2
3480512	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480512	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480512	106459	DEFINITY PROLOGIX CSI CABINET	1
3480512	106946	DEFINITY CSI EXPANSION CABINET	1
3480512	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1
3480512	119913	DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	1
3480512	150948	DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	1
3480512	171001	PROLOGIX CMC PPN MODEL	1
3480512	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	3
3480512	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	2
3480512		SINGSTITACK TRAFFIC CENTRAL OFFICE TRUNK INTERFACE	0
3480512	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	0
3480512	107089922	CIRCUIT PACK TN763D AOX TRONK INTERFACE CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1
3480512	107214702	CIRCUIT PACK TW/30C ANNOUNCEMENT BOARD CIRCUIT PACK DS1 INTERFACE TN464F.	1
3480512	107784019	CIRCUIT PACK DSI INTERFACE 1N464F. CIRCUIT PACK TONE CLOCK TN2182B	2
	601817422	FLASH CARD 4 MEGABITE	3
3480512	Enterprise Voice Systems	36-Month Term	2
	Paging Systems	36-Month Term	
3400543	408184059	PAGING ROUND CEILING 70 VOLT SPEAKER	10
3480512	. 40.40 .000		

3480512	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	T1
3480512	Paging Systems	36-Month Term	-
	Utility Communication Manager	36-Month Term	 -
3480512	179235	TDM ports (switch only coverage)	188
3480512	179449	Survivable Remote Processor (SRP)	0
3480512	179450	Local Survivable Processor (LSP)	0
3480512	179451	WAN Spare Processor (WSP)	0
3480512	184748	Administered IP ports - Basic Support	0
3480512	189977	DEFINITYG3CSI V9 EXT SUP	1
3480512	Utility Communication Manager	36-Month Term	ļ
	to: 0003480520	Sold to Address:	
FL: 00034		COTTAGE GROVE MEDICAL CENTER	
	ion Code: B001	1645 COTTAGE GROVE AVE	
	on Channel: 01	FORD HEIGHTS IL 60411-3818	
Payer Ref	Number:		
	· .		
Sold To	MPC/Material Code	Description	*Qty
		Description	Qty
	Converged Software	36-Month Term	┼
3480520	118235	SIZE SENSITIVITY FOR 100 PORTS	2
3480520	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3480520	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480520	Converged Voice Products	36-Month Term	
	DEFINITY Call Center	36-Month Term	<u> </u>
3480520	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	1
3480520	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	1
3480520	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
3480520	114658	DEFINITY CALL CENTER RELEASE 8 DELUXE 12	1
3480520	165558	CENTREVU IP AGENT 3 FREE AGENT LIC:CU	1
3480520	DEFINITY Call Center	36-Month Term	
	DEFINITY Software	36-Month Term	
3480520	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	2
3480520	110245	DEF DCS NETWORKING 1ST 100 PORTS	1
3480520	118051	DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1
3480520	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480520	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	2
3480520	108548942	DEFINITY PROLOGIX RIGHT TO USE BASIC SOFTWARE RELEASE 8	1

Sold To	MPC/Material Code	Description	*Qty
			-
-			
Payer Ref	Number:		-
Distributio	on Channel: 01	ROBBINS IL 60472-1639	
Organizati	ion Code: B001	13450 S KEDZIE AVE	
FL: 00034		LINCOLN MEMORIAL MED CTR	
SAP Sold t	o: 0003480527	Sold to Address:	
	y communication manager	- SO MORELLI TELM	
3480520	Utility Communication Manager	36-Month Term	1
3480520	189977	DEFINITYG3CSI V9 EXT SUP	0
3480520	184748	Administered IP ports - Basic Support	0
3480520	179451	WAN Spare Processor (USP)	0
3480520	179450	Local Survivable Processor (SRP)	0
3480520	179449	TDM ports (switch only coverage) Survivable Remote Processor (SRP)	180
3480520	179235	36-Month Term	100
3400320	Utility Communication Manager	36-Month Term	
3480520	Enterprise Voice Systems	FLASH CARD 4 MEGABITE	2
3480520	601817422	CIRCUIT PACK TONE CLOCK TN2182B	1
3480520	107214702	CIRCUIT PACK TONE CLOCK TAXABOR	2
3480520	107089922	CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1
3480520	107089922	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480520	106405616	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480520 3480520	105167266	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	4
3480520	103557468	PROLOGIX CMC PPN MODEL	1
3480520	171001	DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	1
3480520	150948	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	2
3480520	119912	DEFINITY CSI EXPANSION CABINET	1
3480520	106459 106946	DEFINITY OF EXPANSION CARINET	1
3480520 3480520	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480520	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480520	102939	SWITCHROOM SNEAK FUSE	1
3480520	102935	CSU MODULE 120A4	2
3480520	102924	UNIVERSAL COUPLER	1
	Enterprise Voice Systems	36-Month Term	
3480520	Enhanced Remote Services	36-Month Term	
3480520	170395	STNDLN SVC ERS SPOC LG PRODUCT	180
	Enhanced Remote Services	36-Month Term	
3480520	DEFINITY Software	36-Month Term	.

	Converged Software	36-Month Term	
	118235	SIZE SENSITIVITY FOR 100 PORTS	2
3480527	Converged Software	36-Month Term	
480527	Converged Voice Products	36-Month Term	
100507	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480527	Converged Voice Products	36-Month Term	
3480527	DEFINITY Call Center	36-Month Term	
2400527	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	2
3480527	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	2
3480527	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
3480527	114658	DEFINITY CALL CENTER RELEASE 8 DELUXE 12	2
3480527	165558	CENTREVU IP AGENT 3 FREE AGENT LIC:CU	1
3480527	DEFINITY Call Center	36-Month Term	
3480527	DEFINITY Call Center DEFINITY Software	36-Month Term	
- 100507	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	3
3480527	110245	DEF DCS NETWORKING 1ST 100 PORTS	2
3480527	118051	DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1
3480527	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	.3
3480527		DEFINITY ISDN PRI 100 PORTS - 501 PORTS	3
3480527		DEFINITY PROLOGIX RIGHT TO USE BASIC SOFTWARE RELEASE 8	2
3480527		36-Month Term	
3480527	Enhanced Remote Services	36-Month Term	
2400527		STNDLN SVC ERS SPOC LG PRODUCT	204
3480527		36-Month Term	
3480527	Enterprise Voice Systems	36-Month Term	<u> </u>
3480527		UNIVERSAL COUPLER	1
3480527		CSU MODULE 120A4	_ 2_
3480527		SWITCHROOM SNEAK FUSE	1
		EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480527		DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480527 3480527		DEFINITY PROLOGIX CSI CABINET	2
348052		DEFINITY CSI EXPANSION CABINET	1
348052		DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1
		DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	1
348052		DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	1
348052		PROLOGIX CMC PPN MODEL	1
348052		CIRCUIT PACK TN793 ANALOG LINE 24 PORT	4
348052		CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
348052		CIRCUIT PACK TN763D AUX TRUNK INTERFACE	_ 1
348052 348052		CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1

348052	7 107214702	CIRCUIT PACK DS1 INTERFACE TN464F	·
348052	7 107784019	CIRCUIT PACK TONE CLOCK TN2182B	2
348052	7 601817422	FLASH CARD 4 MEGABITE	1
348052	7 Enterprise Voice Systems	36-Month Term	2
	Utility Communication Manager	36-Month Term	
3480527		TDM ports (switch only coverage)	
3480527	7 179449	Survivable Remote Processor (SRP)	204
3480527	7 179450	Local Survivable Processor (LSP)	0
3480527	7 179451	WAN Spare Processor (WSP)	0
3480527	184748	Administered IP ports - Basic Support	0
3480527	189977	DEFINITYG3CSI V9 EXT SUP	0
3480527	Utility Communication Manager	36-Month Term	1
	to: 0003480533	Sold to Address:	
FL: 0003		LOGAN SQUARE HEALTH CTR	
	tion Code: B001	2840 W FULLERTON AVE	<u> </u>
	ion Channel: 01	CHICAGO IL 60647-2938	
Payer Re	f Number:		
·			
Sold To	MPC/Material Code	Description	*Qty
	Converged Software	36-Month Term	
3480533	118235	SIZE SENSITIVITY FOR 100 PORTS	
3480533	Converged Software	36-Month Term	1
	Converged Voice Products	36-Month Term	·
3480533	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	
3480533	Converged Voice Products	36-Month Term	
	DEFINITY Call Center	36-Month Term	
3480533	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	
3480533	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	2
3480533	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	2
3480533	114658	DEFINITY CALL CENTER RELEASE 8 DELUXE 12	1 .
3480533	165558	CENTREVU IP AGENT 3 FREE AGENT LIC:CU	2
3480533	DEFINITY Call Center	36-Month Term	1
	DEFINITY Software	36-Month Term	
3480533	106833	 	
3480533	108366	DEFINITY SOFTWARE RECSI SYSTEM 101 TO 50	2
3480533	110245	DEFINITY NETWORKING RIGHT TO USE ADDITIO	2
3480533	118051		2
		DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1

SAP Sold t	o: 0003480547	Sold to Address:	
3480533	Utility Communication Manager	36-Month Term	-
3480533	189977	DEFINITYG3CSI V9 EXT SUP	1
3480533	184748	Administered IP ports - Basic Support	. 0
3480533	179451	WAN Spare Processor (WSP)	0
3480533	179450	Local Survivable Processor (LSP)	0
3480533	179449	Survivable Remote Processor (SRP)	0
3480533	179235	TDM ports (switch only coverage)	132
	Utility Communication Manager	36-Month Term	
3480533	Enterprise Voice Systems	36-Month Term	-
3480533	601817422	FLASH CARD 4 MEGABITE	2
3480533	108493008	DEFINITY PROLOGIX PACKAGE 6311-68D VELOCITY MODEL DS1 RELEASE 8	1
3480533	107784019	CIRCUIT PACK TONE CLOCK TN2182B	1
3480533	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	2
3480533	107089922	CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1
3480533	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480533			1
3480533	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480533	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	1
3480533	171001	PROLOGIX CMC PPN MODEL	1
3480533	150948	DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	1
3480533	119913	DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	1
3480533	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1
3480533	106946	DEFINITY CSI EXPANSION CABINET	1
3480533	106459	DEFINITY PROLOGIX CSI CABINET	1
3480533		DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480533	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480533	102939	SWITCHROOM SNEAK FUSE	1
3480533	102935	CSU MODULE 120A4	2
3480533	102924	UNIVERSAL COUPLER	1
	Enterprise Voice Systems	36-Month Term	 -
3480533	Enhanced Remote Services	36-Month Term	134
3480533	170395	STNDLN SVC ERS SPOC LG PRODUCT	132
	Enhanced Remote Services	36-Month Term	┼──
3480533	DEFINITY Software	36-Month Term	 _ _
3480533	108548942	DEFINITY PROLOGIX RIGHT TO USE BASIC SOFTWARE RELEASE 8	2
3480533	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	2
3480533	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	2

FL: 00034	180547	ENGLEWOOD FAMILY HEALTH CENTER	Τ
Organizat	ion Code: B001	1135 W 69TH ST 45	 -
Distributi	on Channel: 01	CHICAGO IL 60621-1147	
Payer Ref	Number:		
Sold To	MPC/Material Code	Description	
3010 10	Wit C/ Waterial Code	Description	*Qty
	Converged Software	36-Month Term	<u> </u>
3480547	118235	SIZE SENSITIVITY FOR 100 PORTS	2
3480547	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	 -
3480547	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480547	Converged Voice Products	36-Month Term	
	DEFINITY Call Center	36-Month Term	-
3480547	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	1
3480547	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	1
3480547	114658	DEFINITY CALL CENTER RELEASE 8 DELUXE 12	1
3480547	DEFINITY Call Center	36-Month Term	-
	DEFINITY Software	36-Month Term	
3480547	106833	DEFINITY SOFTWARE R6CSI SYSTEM 101 TO 50	2
3480547	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	2
3480547	110245	DEF DCS NETWORKING 1ST 100 PORTS	1
3480547	118051	DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1
3480547	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480547	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	2
3480547	108548942	DEFINITY PROLOGIX RIGHT TO USE BASIC SOFTWARE RELEASE 8	1
3480547	DEFINITY Software	36-Month Term	*
	Enhanced Remote Services	36-Month Term	
3480547	170395	STNDLN SVC ERS SPOC LG PRODUCT	148
3480547	Enhanced Remote Services	36-Month Term	170
	Enterprise Voice Systems	36-Month Term	 -
3480547	102924	UNIVERSAL COUPLER	1
3480547	102935	CSU MODULE 120A4	2
3480547	102939	SWITCHROOM SNEAK FUSE	1
3480547	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480547	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480547	106459	DEFINITY PROLOGIX CSI CABINET	1
3480547	106946	DEFINITY CSI EXPANSION CABINET	1
3480547	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	1
3480547	119913	DEFINITY MAINTENANCE CIRCUIT PACK ANALOG	1
3480547	119915	DEFINITY MAINTENANCE DS1 INTERFACE FOR P	1

3480547	· · · · · · · · · · · · · · · · · · ·	DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	1
3480547	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	2
3480547	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480547	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480547	107089922	CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1
3480547	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	1
3480547	601817422	FLASH CARD 4 MEGABITE	2
3480547	Enterprise Voice Systems	36-Month Term	
	Paging Systems	36-Month Term	"
3480547	408186013	PAGING ZONE CONTROLLER MODULE	1
3480547	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
3480547	Paging Systems	36-Month Term	
	Utility Communication Manager	36-Month Term	- -
3480547	179235	TDM ports (switch only coverage)	148
3480547	179449	Survivable Remote Processor (SRP)	0
3480547	179450	Local Survivable Processor (LSP)	0
3480547	179451	WAN Spare Processor (WSP)	0
3480547	184748	Administered IP ports - Basic Support	0
3480547	189977	DEFINITYG3CSI V9 EXT SUP	1
3480547	Utility Communication Manager	36-Month Term	
			
SAP Sold t	o: 0003480596	Sold to Address:	
FL: 00034	80596	COOK COUNTY BUREAU OF HEALTH	
Organizat	ion Code: B001	2424 S PULASKI RD	
Distribution	on Channel: 01	CHICAGO IL 60623-3718	
Payer Ref	Number:		
			-
Sold To	MPC/Material Code	Description	*Qty
			- Quy
	Converged Software	36-Month Term	
3480596	118235	SIZE SENSITIVITY FOR 100 PORTS	2
3480596	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
3480596	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	1
3480596	Converged Voice Products	36-Month Term	
	DEFINITY Call Center	36-Month Term	<u> </u>
3480596	108326	DEFINITY CALL CENTER R6 BCMS NEW 12 AGENT	1
3480596	108336	DEFINITY CALL CENTER LOOKAHEAD INTERFLOW	1
3480596	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
3480596	114658	DEFINITY CALL CENTER RELEASE 8 DELUXE 12	1
		DETAIL CALL CENTER RELEASE & DELUXE 12	1

3480596	DEFINITY Call Center	36-Month Term	Т
	DEFINITY Software	36-Month Term	
3480596	106833	DEFINITY SOFTWARE R6CSI SYSTEM 101 TO 50	2
3480596	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	2
3480596	110245	DEF DCS NETWORKING 1ST 100 PORTS	$+\frac{2}{1}$
3480596	118051	DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1
3480596	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480596	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	2
3480596	108548942	DEFINITY PROLOGIX RIGHT TO USE BASIC SOFTWARE RELEASE 8	1
3480596	DEFINITY Software	36-Month Term	
, if	Enhanced Remote Services	36-Month Term	+
3480596	170395	STNDLN SVC ERS SPOC LG PRODUCT	252
3480596	Enhanced Remote Services	36-Month Term	
	Enterprise Voice Systems	36-Month Term	 -
3480596	102924	UNIVERSAL COUPLER	†
3480596	102935	CSU MODULE 120A4	2
3480596	102939	SWITCHROOM SNEAK FUSE	1
3480596	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	1
3480596	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480596	106459	DEFINITY PROLOGIX CSI CABINET	1
3480596	106946	DEFINITY CSI EXPANSION CABINET	1
3480596	119912	DEFINITY MAINTENANCE CIRCUIT PACK DIGITA	2
3480596	119915	DEFINITY MAINTENANCE DS1 INTERFACE FOR P	1
3480596	150948	DEFINITY PROLOGIX RELEASE HARDWARE UPGRADE UPP	1
3480596	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	4
3480596	105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	0
3480596	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480596	107089922	CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	1
3480596	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	2
3480596	601817422	FLASH CARD 4 MEGABITE	2
3480596	Enterprise Voice Systems	36-Month Term	-
-	Paging Systems	36-Month Term	
3480596	408186013	PAGING ZONE CONTROLLER MODULE	1
3480596	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
3480596	Paging Systems	36-Month Term	-
٠.	Utility Communication Manager	36-Month Term	
3480596	179235	TDM ports (switch only coverage)	252
3480596	179449	Survivable Remote Processor (SRP)	0
3480596	179450	Local Survivable Processor (LSP)	0
3480596	179451	WAN Spare Processor (WSP)	0
3480596	184748	Administered IP ports - Basic Support	0

3480596	189977	DEFINITYG3CSI V9 EXT SUP	1
3480596	Utility Communication Manager	36-Month Term	+
			
SAP Sold t	to: 0005007074	Sold to Address:	
FL: 00050	007074	Cook County - Austin Clinic	
Organizat	ion Code: B001	4800 W CHICAGO AVE	
Distribution	on Channel: 01	CHICAGO IL 60651-3223	
Payer Ref	Number:		
			-
Sold To	MPC/Material Code	Description	*Qty
- ***			1
	Converged Software	36-Month Term	
5007074	182004	CM2 S8500 LIC:DS;10IPTRK 5EC500LIC 5IPSFT-NU; 5IPSTA	1
		5200AGT LIC:CU	1
5007074	700306921	CM2.0.1 LINUX UNITY SOFTWARE CD WITH RTU	1
5007074	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	· .
5007074	151423	CIRCUIT PACK C-LAN INTERFACE TN799	1
5007074	170663	LINUX MEDIA SERVER MODEM	1
5007074	179086	IPSI2 CIRCUIT PACK TN2312BP	1
5007074	179886	S8500 MEDIA SERVER	1
5007074	700259724	G650 MEDIA GATEWAY	1
5007074	700277551	SERIAL MODEM	$-\frac{1}{1}$
5007074	700284623	S8500 DUAL NIC	1
5007074	Converged Voice Products	36-Month Term	+
	DEFINITY Call Center	36-Month Term	
5007074	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	1
5007074	181380	CALL CENTER INTRODUCTORY OFFER 40 AGENT LIC:CU	1
5007074	DEFINITY Call Center	36-Month Term	-
	DEFINITY Software	36-Month Term	· · · ·
5007074	182008	CM2 ENTERPRISE INTRO PER USER SFTW LIC:DS;1 TDM IPTRK-	100
		NU;1 IPSTA-CU	100
5007074	182012	CM2 TRUNK PORT SOFTWARE LIC:DS;1TDM TRK-NU	49
5007074	DEFINITY Software	36-Month Term	
	Enhanced Remote Services	36-Month Term	
5007074	170395	STNDLN SVC ERS SPOC LG PRODUCT	172
5007074	Enhanced Remote Services	36-Month Term	
·	Enterprise Voice Systems	36-Month Term	
5007074	102924	UNIVERSAL COUPLER	1
5007074	102935	CSU MODULE 120A4	3
5007074	102939	SWITCHROOM SNEAK FUSE	1

	Converged Software	36-Month Term	
35,0 10		Везенрион	*Qty
Sold To	MPC/Material Code	Description	*^-
Payer Ref	Number:		
	on Channel: 01	CHICAGO IL 60637-3707	
	on Code: B001	6337 S WOODLAWN AVE	
FL: 00050		COOK COUNTY - WOODLAWN CLINIC	
	o: 0005021692	Sold to Address:	
5007074	Utility Communication Manager	36-Month Term	
5007074	189956	AVAYA S8500 MED V2	1
5007074	184748	Administered IP ports - Basic Support	0
5007074	179451	WAN Spare Processor (WSP)	0
5007074	179450	Local Survivable Processor (LSP)	0
5007074	179449	Survivable Remote Processor (SRP)	0
5007074	179235	TDM ports (switch only coverage)	172
	Utility Communication Manager	36-Month Term	-
5007074	Paging Systems	36-Month Term	
5007074	408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	1
5007074	408184562	PAGING ROUND CEILING SPEAKER ENCLOSURE	18
5007074	408184059	PAGING ROUND CEILING 70 VOLT SPEAKER	18
5007074	408184042	PAGING UNIVERSAL BIDIRECTIONAL 70 VOLT SPEAKER	1
5007074	405891698	PAGING UPAM KIT	1
	Paging Systems	36-Month Term	
5007074	INTEGRATED SYSTEM MGT SOFTWARE	36-Month Term	
		INTEGRATED MANAGEMENT 2.0 ENTERPRISE 1 C	1
5007074	SOFTWARE 182106	INTEGRATED	
	INTEGRATED SYSTEM MGT	36-Month Term	
5007074	Enterprise Voice Systems	36-Month Term	
5007074	700290430	COMPACT FLASHCARD 128MB	1
5007074	700059652	CP TN2224CP DGTL LN 24PT RT	2
5007074	108826884	CIRCUIT PACK TN464GP DS1 INTERFACE 24/32	3
5007074	108773912	CIRCUIT PACK TN771DP FACILITY TEST	1
5007074	108551755	CIRCUIT PACK TN793B ANALOG 24 PORTS	2
5007074	107058950	SWITCHROOM AUXILIARY FIELD	1
5007074	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
5007074	105631527	CIRCUIT PACK AHF110 BUS TERMINATOR	2
5007074	179316	VAL TN2501 CIRCUIT PACK	1
5007074	105827	SWITCHROOM 110AC ADMINISTRATION	3

5021692	700331044	CM2.1.1 LINUX UNITY SOFTWARE CD NEW SYSTEMS	1
5021692	Converged Software	36-Month Term	
	Converged Voice Products	36-Month Term	
5021692	179886	S8500 MEDIA SERVER	+
5021692	183688	COMPACT FLASH READER WITH FLASHCARD	1
5021692	185596	C-LAN INTF CIRCUIT PACK TN799DP	2
5021692	185597	VAL CIRCUIT PACK TN2501	1
5021692	186846	CP TN2312BP IPSI2	1
5021692	700259724	G650 MEDIA GATEWAY	1
5021692	700277551	SERIAL MODEM	1
5021692	700284623	S8500 DUAL NIC	1
5021692	Converged Voice Products	36-Month Term	+
-	DEFINITY Call Center	36-Month Term	
5021692	183317	BCMR DESKTOP RELEASE 2 USB FIVE USER	1
5021692	DEFINITY Call Center	36-Month Term	-
	DEFINITY Software	36-Month Term	
5021692	182008	CM2 ENTERPRISE INTRO PER USER SFTW LIC:DS;1 TDM IPTRK-	1
		NU;1 IPSTA-CU	1
5021692	DEFINITY Software	36-Month Term	
<u> </u>	Enhanced Remote Services	36-Month Term	
5021692	170395	STNDLN SVC ERS SPOC LG PRODUCT	172
5021692	Enhanced Remote Services	36-Month Term	
	Enterprise Voice Systems	36-Month Term	
5021692	179890	INTEGRATED CSU	3
5021692	105631527	CIRCUIT PACK AHF110 BUS TERMINATOR	2
5021692	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
5021692	108551755	CIRCUIT PACK TN793B ANALOG 24 PORTS	2
5021692	108773912	CIRCUIT PACK TN771DP FACILITY TEST	1
5021692	108826884	CIRCUIT PACK TN464GP DS1 INTERFACE 24/32	3
5021692	700059645	CP TN744E CALL CLASS DET CTOR	1
5021692	700059652	CP TN2224CP DGTL LN 24PT RT	2
5021692	700290430	COMPACT FLASHCARD 128MB	1
5021692	Enterprise Voice Systems	36-Month Term	
	INTEGRATED SYSTEM MGT SOFTWARE	36-Month Term	
5021692	183530	INTEGRATED MANAGEMENT 2.1 STANDARD PLUS	1
5021692	183536	INTEGRATED MANAGEMENT 2.1 STANDARD LIC-C	1
5021692	INTEGRATED SYSTEM MGT SOFTWARE	36-Month Term	-
	Utility Communication Manager	36-Month Term	
5021692	179235	TDM ports (switch only coverage)	172
5021692	179449	Survivable Remote Processor (SRP)	0

5021692	179450	Local Survivable Processor (LSP)	0
5021692	179451	WAN Spare Processor (WSP)	0
5021692	184748	Administered IP ports - Basic Support	0
5021692	189956	AVAYA S8500 MED V2	1
5021692	Utility Communication Manager	36-Month Term	

Quote: 58	1990		
SAP Sold to: 0003480541		Sold to Address:	
FL: 0003480541		JOHN STROGER HOSPITAL COOK COU	
Organizatio	on Code: B001	1901 W HARRISON ST	†
Distributio	n Channel: 01	CHICAGO IL 60612-3714	
Payer Ref I	Number:		<u> </u>
* Software	Support Services apply to 'Hardware Only'	this location; however these will be excluded from the quote if the Quot	е Туре
selecteu is	naruware Only		
Sold To	MPC/Material Code	Description	***
3010 10	ivir C/iviaterial Code	Description	*Qty
<u></u>	Converged Software	36-Month Term	
3480541	118235	SIZE SENSITIVITY FOR 100 PORTS	19
3480541	171188	DEFINITY SOFTWARE PORT SENSITIVE 25 PORT	49
3480541	Converged Software	36-Month Term	 13 .
	Converged Voice	36-Month Term	
	Products		
3480541	114601	DEFINITY C-LAN WITH SYNCHRONOUS LINKS	2
3480541	151423	CIRCUIT PACK C-LAN INTERFACE TN799	1
3480541	Converged Voice	36-Month Term	
	Products		
	Custom Solutions	36-Month Term	
3480541	407679158	WALLBOARD UNITED STATES MODEL WB1 BCMS VU	2
3480541	407679174	WALLBOARD MASTER KIT FOR UNITED STATES AND OTHER 120 VOLT COUNTRIES	2
3480541	Custom Solutions	36-Month Term	
	DEFINITY Call Center	36-Month Term	
3480541	108942	BCMR DESKTOP FIVE USER R2 LIC:CU	2
3480541	110134	DEFINITY CALL CENTER BCMS VU NEW 100	1
3480541	110166	DEFINITY CALL CENTER R5 LOOKAHEAD INTERF	1
3480541	118642	CENTERVU IP AGENT LICENCE AND DOCUMENTAT	1
3480541	175812	AVAYA CALL CENTER DELUXE 101-250 AGENT LIC:CU	200
3480541	108273046	BCMR DESKTOP UPGRADE 5 TO 10 USER R2 LIC:CU	1
3480541	DEFINITY Call Center	36-Month Term	
	DEFINITY Software	36-Month Term	·
3480541	106834	DEF BCS SFTW PT SENSITIVE 101-500	4
3480541	108366	DEFINITY NETWORKING RIGHT TO USE ADDITIO	7
3480541	110245	DEF DCS NETWORKING 1ST 100 PORTS	1
3480541	118051	DEFINITY RELEASE 8 LICENSED COPY DEFINIT	1
3480541	151002	DEFINITY SOFTWARE R8 TO R9R RIGHT TO USE	1
3480541	159492	ORACLE 8I SERVER ENTERPRISE ED UPGRADE	1

3480541	165400	VAL MAX CAPACITY SOFTWARE LIC:DS	1
3480541	171192	DEFINITY SOFTWARE DCS NETWORKING PER 25	8
3480541	171194	DEFINITY SOFTWARE ISDN-PRI PER 25 PORTS	8
3480541	172596	R9/R10 TO CMr UPP LIC:DS;1IPTK 5EC500 LIC:NU; 5IPST 5IPSFT 5200AGLIC:CU	1
3480541	108304684	DEFINITY SOFTWARE R6CSI SYSTEM > 500 PORTS	9
3480541	108304726	DEFINITY ISDN RIGHT TO USE PRIMARY RATE 100 TO 500 PORTS	1
3480541	108304759	DEFINITY ISDN PRI 100 PORTS - 501 PORTS	- -
3480541	108549163	DEFINITY SOFTWARE BASIC R8R RTU	1
3480541	108740796	DEFINITY SOFTWARE ECS BASIC R9R RIGHT TO USE	1
3480541	DEFINITY Software	36-Month Term	- - :
	Enhanced Remote Services	36-Month Term	
3480541	170395	STNDLN SVC ERS SPOC LG PRODUCT	5348
3480541	Enhanced Remote Services	36-Month Term	
	Enterprise Voice	36-Month Term	
	Systems		
3480541	102917	CIRCUIT PACK DATA LINE INTERFACE TN726B	1
3480541	102924	UNIVERSAL COUPLER	4
3480541			8
3480541	102935	CSU MODULE 120A4	13
3480541			8
3480541			28
3480541	102939	SWITCHROOM SNEAK FUSE	7
3480541			1
3480541	102982	EMERGENCY TRANSFER PANEL FOR 75 G1 G1 G3	8
3480541	103001	DEFINITY TERMINAL ENTERPRISE MGMT 715 BC	1
3480541	105827	SWITCHROOM 110AC ADMINISTRATION	22
3480541	108005	DEFINITY MCC PORT CARRIER	2
3480541			10
3480541	108013	DEFINITY DUCT PER CABINET	3
3480541	109048	DEFINITY SHORTRANGE TRANSCEIVER	12
3480541			24
3480541			4
3480541			8
3480541	109394	DEFINITY BCS PPN MODEL R6R	1
3480541			1
3480541	109431	DEFINITY EPN DUPLEX CONTROL	5
3480541			2
3480541	109432	DEFr ADDL OPTICAL DISC	2
3480541	109435	DEFINITY SWITCH NODE CARRIER	2

3480541			2
3480541	109437	DEFINITY NETWORK 2 CARRIER MULTIPLE PORT	3
3480541	109468	DEFINITY ADDL EPN DUPLEX CONTROL	1
3480541			3
3480541	109480	DEFINITY MCC EPN	5
3480541			2
3480541	109483	DEFINITY BCS CABINET DUPLICATE CONTROL R	1
3480541			
3480541	109517	DEFINITY DUCT PER CABINET ROW	<u>-</u>
3480541	109700	CIRCUIT PACK SWITCH NODE INTERFACE	16
3480541			6
3480541			2
3480541			6
3480541	150939	DEFINITY DISC G3R DUPLICATION UPGRADE	1
3480541			1
3480541	151420	CIRCUIT PACK INTERFACE DS1 TN464GP	6
3480541	179316	VAL TN2501 CIRCUIT PACK	1
3480541	195311	INTEGRATED CSU RHS	2
3480541	103281614	CIRCUIT PACK TN553 PACKET DATA	0
3480541			1
3480541	103281804	CIRCUIT PACK TN572 SWITCH NODE CLOCK	2
3480541	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	88
3480541			22
3480541	105262398	CIRCUIT PACK UN332 MSS/NETWORK CONTROL	2
3480541	105533699	CIRCUIT PACK TN1648 SYSTEM MAINTENANCE	2
3480541	105533756	CIRCUIT PACK TN1654 DS1 CONVERTER	2
3480541	105533764	CIRCUIT PACK TN1655 PACKET INTERFACE	2
3480541	105533780	CIRCUIT PACK TN1657 DISK DRIVE	2
3480541	106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1
3480541	106495120	CIRCUIT PACK TN1650B ADDITIONAL MEMORY 32MB	4
3480541	106495138	CIRCUIT PACK UN331B PROCESSOR	2
3480541	106647985	CP-TN775B S1:1 EPN MAINT*	4
3480541	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	2
3480541	107058950	SWITCHROOM AUXILIARY FIELD	2
3480541	107089922	CIRCUIT PACK TN750C ANNOUNCEMENT BOARD	3
3480541			1
3480541	107214702	CIRCUIT PACK DS1 INTERFACE TN464F	24
3480541			2
3480541	107737934	CIRCUIT PACK TN573B SWITCH NODE INTERFACE	32
3480541	107784019	CIRCUIT PACK TONE CLOCK TN2182B	30
3480541	107849754	DEFINITY CIRCUIT PACK TN2211 OPTICAL DRIVE	2

3480541	108230624	CIRCUIT PACK TN570C EXPANSION INTERFACE	6
3480541			6
3480541	108276148	CIRCUIT PACK TN2224B DIGITAL LINE 24 PORT	69
3480541			0
3480541	108716150	DEFINITY ATTENDANT CONSOL 2-WIRE BLACK 302D1-A-003	3
3480541	108773912	CIRCUIT PACK TN771DP FACILITY TEST	3
3480541	108826884	CIRCUIT PACK TN464GP DS1 INTERFACE 24/32	8
3480541	700381759	DEFINITY ATTENDANT CONSOLE 2-WIRE BLACK 302D1-B-003 ROHS	1
3480541		7 Mile BENON 302 BT B 003 NO/13	1
3480541	700466014	DS1 INTERFACE CIRCUIT PACK TN464HP - NON GSA	$\frac{1}{2}$
3480541	Enterprise Voice	36-Month Term	
1 10	Systems		-
	System Manager	36-Month Term	- `
3480541	159317	DEFINITY DSA UPGRADE RELEASE 1.5 TO RELE	
3480541	170496	AVAYA SITE ADMINISTRATION RELEASE 1.9 BA	1
3480541	System Manager	36-Month Term	+
	Utility Communication Manager	36-Month Term	
3480541	179235	TDM ports (switch only coverage)	5348
3480541	179449	Survivable Remote Processor (SRP)	0
3480541	179450	Local Survivable Processor (LSP)	0
3480541	179451	WAN Spare Processor (WSP)	0
3480541	184748	Administered IP ports - Basic Support	0
3480541	189951	DEF SRVR R MV V1	1
3480541	Utility Communication Manager	36-Month Term	<u> </u>

Quote: 582631			
SAP Sold to: 00034	480555	Sold to Address:	
FL: 0003480555		HEKTOEN LABORATORIES	
Organization Code	: B001	627 S WOOD ST	
Distribution Chann	el: 01	CHICAGO IL 60612-3821	
Payer Ref Number:	•		-
* Software Suppor	t Services apply to t	his location; however these will be excluded from the quote if the Quo	ote Type
selected is 'Hardwa	are Only'		,
Sold To	MPC/Material	Description	*Qty
:	Code		
· · · · · · · · · · · · · · · · · · ·			
	Enhanced	36-Month Term	
	Remote		
2480555	Services	CTAIDLALGVG FDC CDCC LG DDCD LGT	
3480555	170395	STNDLN SVC ERS SPOC LG PRODUCT	456
3480555	Enhanced Remote	36-Month Term	
	Services		
	Enterprise	36-Month Term	*
	Voice Systems		
3480555	108005	DEFINITY MCC PORT CARRIER	1
3480555	109048	DEFINITY SHORTRANGE TRANSCEIVER	4
3480555	109431	DEFINITY EPN DUPLEX CONTROL	1
3480555	109700	CIRCUIT PACK SWITCH NODE INTERFACE	2
3480555	171156	DEFINITY MULTI CARRIER CABINET EPN RELEA	1
3480555	Enterprise	36-Month Term	
,	Voice Systems		
	Utility	36-Month Term	
	Communicatio		
	n Manager		
3480555	179235	TDM ports (switch only coverage)	456
3480555	189951	DEF SRVR R MV V1	1
3480555	Utility	36-Month Term	
	Communicatio		
	n Manager		
<u> </u>			
SAP Sold to: 00034	180578	Sold to Address:	
FL: 0003480578		COOK COUNTY BUREAU OF HEALTH	
Organization Code:		1900 W POLK ST	
Distribution Channe	el: 01	CHICAGO IL 60612-3736	

Payer Ref Num	ber:		
* Software Sun	port Sorvices apply to t	 his location; however these will be excluded from the quote if the Qu	<u></u> _
selected is 'Har	dware Only'	his location; nowever these will be excluded from the quote if the Qu	ote Type
Serected 15 Trans	aware only		
Sold To	MPC/Material Code	Description	*Qty
	Converged Voice Products	36-Month Term	
3480578	150940	CIRCUIT PACK TN2302 IP MEDIA PROCESSOR	1
3480578	Converged Voice Products	36-Month Term	
	Enhanced	36-Month Term	
	Remote		
-	Services		
3480578	170395	STNDLN SVC ERS SPOC LG PRODUCT	1896
3480578	Enhanced Remote	36-Month Term	
	Services		
	Enterprise Voice Systems	36-Month Term	
3480578	108005	DEFINITY MCC PORT CARRIER	1
3480578	109048	DEFINITY SHORTRANGE TRANSCEIVER	2
3480578			12
3480578	109431	DEFINITY EPN DUPLEX CONTROL	2
3480578	109437	DEFINITY NETWORK 2 CARRIER MULTIPLE PORT	2
3480578	109468	DEFINITY ADDL EPN DUPLEX CONTROL	1
3480578	109700	CIRCUIT PACK SWITCH NODE INTERFACE	6
3480578	150939	DEFINITY DISC G3R DUPLICATION UPGRADE	1
3480578	171156	DEFINITY MULTI CARRIER CABINET EPN RELEA	1
3480578	105631527	CIRCUIT PACK AHF110 BUS TERMINATOR	1
3480578	107575565	POWER UNIT 649A DC	1
3480578	108469446	CIRCUIT PACK TN570D EXPANSION INTERFACE	2.
3480578	108551755	CIRCUIT PACK TN793B ANALOG 24 PORTS	12
3480578	108773912	CIRCUIT PACK TN771DP FACILITY TEST	1
3480578			1
3480578	700059637	CIRCUIT PACK TN2182C TONE CLOCK	. 2
3480578	700059652	CP TN2224CP DGTL LN 24PT RT	23
3480578	Enterprise Voice Systems	36-Month Term	
	System Manager	36-Month Term	

3480578	178874	INTEGRATED MANAGEMENT SUITE STANDARD PLU	1
3480578	System	36-Month Term	
	Manager		
	Utility	36-Month Term	
	Communicatio		
	n Manager		
3480578	179235	TDM ports (switch only coverage)	1896
3480578	189951	DEF SRVR R MV V1	1
3480578	Utility	36-Month Term	
	Communicatio		
	n Manager		
<u> </u>			
SAP Sold to: 00045	556549	Sold to Address:	
FL: 0004556549		FANTUS CLINIC	
Organization Code	: B001	1901 W HARRISON ST	
Distribution Chann	el: 01	CHICAGO IL 60612-3714	-
Payer Ref Number:			
118			
selected is 'Hardwa	are Only'	his location; however these will be excluded from the quote if the Qu	ote Type
Sold To	MPC/Material	Description	*Qty
······································	Code		
 			
	Converged	36-Month Term	
	Voice Products		
4556549	108739566	CIRCUIT PACK CNTRL LAN BOARD TN799C	1
4556549	Converged	36-Month Term	
	Voice Products		
	Enhanced	36-Month Term	
	Remote		
4555540	16.		I
	Services	CTAID IN CIVE TOO COLO DE COLO	
	170395	STNDLN SVC ERS SPOC LG PRODUCT	980
	170395 Enhanced	STNDLN SVC ERS SPOC LG PRODUCT 36-Month Term	980
	170395 Enhanced Remote		980
4556549	170395 Enhanced Remote Services	36-Month Term	980
	170395 Enhanced Remote Services Enterprise		980
4556549	170395 Enhanced Remote Services Enterprise Voice Systems	36-Month Term 36-Month Term	
4556549 4556549	170395 Enhanced Remote Services Enterprise Voice Systems 102910	36-Month Term 36-Month Term CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	10
4556549 4556549 4556549	170395 Enhanced Remote Services Enterprise Voice Systems 102910 102913	36-Month Term 36-Month Term CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B CIRCUIT PACK AUXILLIARY TRUNK I	10
4556549 4556549 4556549 4556549 4556549	170395 Enhanced Remote Services Enterprise Voice Systems 102910	36-Month Term 36-Month Term CIRCUIT PACK CENTRL OFFICE TRUNK INTERFACE TN747B	10

4556549	103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	23
4556549	106647985	CP-TN775B S1:1 EPN MAINT*	2
4556549	106689516	CIRCUIT PACK FACILITY TEST BOARD TN771D	2
4556549	107784019	CIRCUIT PACK TONE CLOCK TN2182B	6
4556549	Enterprise Voice Systems	36-Month Term	
·	Utility Communicatio n Manager	36-Month Term	
4556549	179235	TDM ports (switch only coverage)	980
4556549	189951	DEF SRVR R MV V1	1
4556549	Utility Communicatio n Manager	36-Month Term	

SAP Sold To:	0003480541	FL:
Payer Ref Num:	000000000	
FL Address:	JOHN STROGER HOSPITAL COOK COU	
	1901 W HARRISON ST	
	CHICAGO, IL 60612-3714	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Voice Products 36 months Full Coverage 8x5		
700459472	80 CHANNEL DAUGHTERBOARD	1
700459472	80 CHANNEL DAUGHTERBOARD	1
700463532	S8300D SERVER - NON GSA	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	2
700476393	G430 MEDIA GATEWAY NON-GSA	2
Intuity AUDIX HW Platform 12 months Remote Only Support 8x5		, see
103268	INTUITY AUDIX IVC6 BOARD	6
103268	INTUITY AUDIX IVC6 BOARD	4
112941	INTUITY AUDIX MAP100P (NEW SWITCH) RELEA	2
115168	INTUITY AUDIX SWITCH INTEGRATION C-LAN R	2
115213	INTUITY VISUAL DESKTOP MESSAGING 1ST 25	1
115215	INTUITY VISUAL DESKTOP MESSENGER RTU ADD	75
115233	INTUITY VISUAL DESKTOP MESSENGER USER CA	1

120131	INTUITY AUDIX MAP40/MAP100 UPGRADE TO VELOCITY RELEASE 5	1
158175	INTUITY AUDIX VELOCITY MAP100P DEFINITY	1
1301,3	900X24 RELEASE 5.1	1
	300,12 11(2)27,02 5.1	
Intuity Application Software 12		
months Remote Only Support 8x5 100659	INTLUTY ALIDIN BIGUT TO LIGE COSTINADE OF DE	
	INTUITY AUDIX RIGHT TO USE SOFTWARE CART	2
105440	INTUITY AUDIX RIGHT TO USE AMERICAN ENGL	2
115631	INTUITY AUDIX RIGHT TO USE FAX MESSAGING	2
117155	INTUITY AUDIX LAN CARD KIT R5	2
160564	INTUITY AUDIX SOFTWARE SYSTEM MASTER CD	1
107083685	INTUITY AUDIX RIGHT TO USE ADDITIONAL SPEECH STORAGE 50-99 HOURS LIC:CP	24
107084089	INTUITY AUDIX RIGHT TO USE VOICE 2 PORT LIC:CU	16
107084089	INTUITY AUDIX RIGHT TO USE VOICE 2 PORT LIC:CU	20
108090853	INTUITY AUDIX CUSTOM SOFTWARE CALLING	1
	PARTY NUMBER SA8056 LIC:DS	
Paging Systems 36 months Full		
Coverage 8x5		
406876680	MOH ONE-CUSTOMIZED PROGRAM PER YEAR, 5- MESSAGES	1
408184018	PAGING INPUT QUEUE CALL STACK	1
408184042	PAGING UNIVERSAL BIDIRECTIONAL 70 VOLT SPEAKER	28
408184257	PAGING AM/FM TUNER	1
408186013	PAGING ZONE CONTROLLER MODULE	1
408186021	PAGING CNTLR MOD SATELLITE	4
408186039	PAGING CONTROLLER MODULE 3 ZONE EXPANSION UNIT	10
408186088	PAGING 70 VOLT 100 WATT AMPLIFIER	2
SA CM GATEWAY SMALL 36 months		
- Onsite 8x5		<u> </u>
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	2
700476393	G430 MEDIA GATEWAY NON-GSA	2
SA CM SERVER SMALL 36 months Onsite 8x5		
230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1

700463532	S8300D SERVER - NON GSA	1
SA SINGLE POINT OF CONTACT 36	:	
months Coverage N/A		· .
230469	SA SINGLE POINT OF CONTACT 3YR MTHLY	296
SA APPL ENBLMT SVCS SW SUPT R6		
36 months Preferred		
240506	SA PREFER SUPT AES R6 BASIC TSAPI 3YR MTHLY	50
	SALIDER OF THE RESIDENCE SALIDER SALIDER	- 50
SA_AURA SW SUPPORT R6 36 months Preferred		
238958	SA PREFER SUPT AVAYA AURATM R6 EE 1-100 N1 3YR MTHLY	50
238976	SA PREFER SUPT AVAYA AURATM R6 EE 101-1K N1 3YR MTHLY	30
257064	SA PREFER SUPT AURA R6 FOUNDATION SUITE 3YR MTHLY	216
Uninterruptible Power Systems 36		
months Full Coverage 8x5	POWER RECEIPTION	<u> </u>
101202	POWER RECTIFIER 48VDC RM850 GLOBAL MULTI CARRIER CABINET	19
101203	POWER BATTERY MODULE 48VDC 8AH GLOBAL	7
	MULTI CARRIER CABINET INTRNL W/PKG	′
700248958	POWER UPS ENCLOSURE HARDWIRED IN/OUT 12- SLOT RS9	1
700248974	POWER UPS POWER MODULE 3k VA RS9 ASY-0796	3
700248982	POWER UPS BATTERY MODULE RS9 ASY-0795	40
700249014	POWER UPS BATTERY ENCLOSURE 12 SLOT RS9	1
700249030	POWER UPS CHARGER MODULE RS9 ASY-0798	1
700249055	POWER UPS ALARM RELAY X-SLOT CARD RS9	1
Utility Messaging 12 months Remote Only Support 8x5		,
179505	INT M40,100,OCT 200 - 350 & MM admin mailboxes grp 8	2122
179520	RAID STORAGE	1
190043	INTUITY MAP100 v5 or 5.1	1
		<u> </u>
SAP Sold To:	0005299700	FL:
Payer Ref Num:	000000000	

FL Address:	COOK COUNTY	
	600 HOYNE	
	CHICAGO, IL 60612	
Monetary values are in United States		
Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months		
Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE	1 .
	TRACKING CODE	
Converged Voice Products 36 months Full Coverage 8x5		
700394711	MM717 24 PORT DCP MEDIA MODULE RHS	1
700432503	80 CHANNELS DSP DAUGHTERBOARD	1
700460538	EM200 BRANCH EXPANSION UNIT	1
700463532	S8300D SERVER - NON GSA	1
700464506	USB MODEM USR5637-OEM 56K ROHS 6	1
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	1
700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	1
700469273	G430 MEDIA GATEWAY	1
700501048	MM717 24 PORT DCP MEDIA MODULE NON GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700469273	G430 MEDIA GATEWAY	1
SA CM SERVER SMALL 36 months Onsite 8x5		
230037	SA ON-SITE 8X5 SUPT CM SMALL SERVER 3YR MTHLY	1
700463532	S8300D SERVER - NON GSA	1
SA SINGLE POINT OF CONTACT 36		
months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		

250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
Uninterruptible Power Systems 36 months Full Coverage 8x5		
700465289	PW9130 1000 120V RACK WITH SNMP CARD	1
700465453	9130 1000 VA EXTENDED BATTERY MODULE	1
700465503	9130 BDM FOR 700-1500 VA RACK MOUNT UPS 120V	1

Quote: 581963		
SAP Sold To:	0005024167	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMMISSIONER ARR	
	5003 W FULLERTON AVE	
	CHICAGO, IL 60639	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		-
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		

236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	0005024171	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMMISSIONER STE	
	3936 W ROOSEVELT RD	
	CHICAGO, IL 60624	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1

SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
223133	SOFT ADV PREFERRED TRACKING REMOTE SITE CIVIRS	<u> </u>
SA_SVC LEVEL AGREEMENT SW R2 36		<u> </u>
months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	0005024172	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMM SIMMS	+-
	2515 W VETERANS DR	
	POSEN, IL 60469-1509	├
Monetary values are in United States Dollars(USD)	001.14,12.00 105 13.00	_
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		-
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1

······································		
CA ALIDA SW SUDDORT DZ 26 mantha		
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA	1
	R7	*
		
SA_COMM MGR SW SUPPORT R5 36		
months Preferred	·	
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36		
months Preferred		<u> </u>
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
		ļ
SAP Sold To:	0005024281	FI.
Payer Ref Num:	000000000	FL:
FL Address:	COOK COUNTY - COMMISSIONER GAR	-
rt Address.	4249 S ARCHER AVE	├ -
		-
Non-tonical and in the deficient	CHICAGO, IL 60631	<u> </u>
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full		Quy
Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE	1
	TRACKING CODE	-
		T .
Converged Voice Products 36 months		
Full Coverage 8x5	•	
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
	11 22	T .
SA CM GATEWAY SMALL 36 months		
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
		
SA SINGLE POINT OF CONTACT 36		+ -
months Coverage N/A		

248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	0005024282	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMM SUFFREDIN	
	820 DAVIS ST	
	EVANSTON, IL 60201-4431	 -
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		

230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36		
months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
CA AUGA GWGURD CO		
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:		
	0005029372	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMM SILVESTRI	
	6650 N NORTHWEST HWY	
	CHICAGO, IL 60631-1307	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		1
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
		
Converged Voice Products 36 months Full Coverage 8x5		

700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months		_
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		<u> </u>
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	0005029489	FL:
Payer Ref Num:	000000000	' L.
FL Address:	COOK COUNTY - COMM MURPHY	
	5405 127TH ST	+
	CRESTWOOD, IL 60445-1122	+
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty

Converged Voice Products 36 months		
Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months		_
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		-
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	0005029495	FL:
Payer Ref Num:	000000000	+
FL Address:	COOK COUNTY - COMM SCHNEIDER	+-
	711 CHELMSFORD AVE STE 207	
. 144	ELK GROVE VILLAGE, IL 60007	\vdash
Monetary values are in United States Dollars(USD)		

Material Code	Description	Qty
Converged Software 36 months Full		
Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE	1
	TRACKING CODE	
Converged Voice Products 36 months		
Full Coverage 8x5		
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
700501048	MM717 24 PORT DCP MEDIA MODULE NON GSA	1
		 -
SA CM GATEWAY SMALL 36 months		
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR	1
25020,	MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	CHOO WEDIA GATEWAT WON GOA	+-
SA SINGLE POINT OF CONTACT 36		 -
months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE	<u> </u>
248//3	TRACKING	1
	INACKING	
CA ALIDA SWI SUDDORT RG. 20 mantha		
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	CURT ARM PREFERRED TRACKING REMOTE CITE	
230361	SUPT ADV PREFERRED TRACKING REMOTE SITE	1
	AURATM R6	<u> </u>
CA ALIDA CIA CUIDDODE DE COMPANIA		-
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	CURT ARM PRESERVED PERMANE SUTE TRACKING ALIEN	
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA	1
	R7	-
CA COMMANDO CIALCUDO DE DE		<u> </u>
SA_COMM MGR SW SUPPORT R5 36		
months Preferred	CURT ADV DREED TO A COUNCIL OF A COUNCIL OF	<u> </u>
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
		<u> </u>
SA_SAL SW SUPPORT R1_5 36 months		
Preferred		<u> </u>
253607	SA PREFER SUPT SAL R1.5 STANDALONE GATEWAY	1
	DOWNLOADABLE TRACKING	<u> </u>
· · · · · · · · · · · · · · · · · · ·		
SA_SVC LEVEL AGREEMENT SW R2 36		
months Preferred		<u>L</u>

236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	0005091342	FL:
Payer Ref Num:	000000000	· - ·
FL Address:	COOK COUNTY PENSION BOARD	
· .	33 N DEARBORN	
Al Vision and Al	CHICAGO, IL 60602	 -
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700316326	G700 R3 AC/DC MEDIA GATEWAY GRAY	1
700394661	MM711 ANALOG MEDIA MODULE RHS	1
700394703	MM716 ANALOG MEDIA MODULE 24 FXS RHS	1
700394711	MM717 24 PORT DCP MEDIA MODULE RHS	2
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
SA_SVC LEVEL AGREEMENT SW R2 36 months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1

Quote: 581965		
SAP Sold To:	0005024168	FL:
0005024168		
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMMISSIONER STA	
· · · · · · · · · · · · · · · · · · ·	8658 S COTTAGE GROVE	
	CHICAGO, IL 60619	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
700501048	MM717 24 PORT DCP MEDIA MODULE NON GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_AURA SW SUPPORT R7 36 months Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	1

CA. COMMANGE CW CUEDODT DE		
SA_COMM MGR SW SUPPORT R5 36 months Preferred		
229795	CLIDT ADV DDEEEDDED TRACKING DENACTE CITE CAA	1
223733	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
	nJ	
SA SAL SW SUPPORT R2 36 months		
- Preferred		
253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY	1
	DOWNLOADABLE TRACKING	
SA_SVC LEVEL AGREEMENT SW R2 36		
months Preferred	·	
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA	1
	R2	<u> </u>
		<u> </u>
SAP Sold To:	0005024169	F1
Payer Ref Num:		FL:
FL Address:	000000000	
FL Address.	COOK COUNTY - COMM GORMAN	1
	780 LEE ST	<u> </u>
NA-matamy values and in United Ctates	DES PLAINES, IL 60016-6459	-
Monetary values are in United States Dollars(USD)		
Material Code	Description	Otto
SA CM GATEWAY SMALL 36 months -	Description	Qty
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR	1
	MTHLY	•
700476393	G430 MEDIA GATEWAY NON-GSA	1
		<u> </u>
SAP Sold To:	0005024280	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMM COLLINS	
	5943 W MADISON ST	
	CHICAGO, IL 60644-3725	
Monetary values are in United States		
Dollars(USD)		
Material Code	Description	Qty
SA CM GATEWAY SMALL 36 months -		ľ
Onsite 8x5	<u> </u>	

230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SAP Sold To:	0005024286	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMMISSIONER GOS	
	3801 W LAKE FL 1	
	GLENVIEW, IL 60025	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36		
months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SAP Sold To:	0005024293	FL:
Payer Ref Num:	000000000	<u> </u>
FL Address:	COOK COUNTY - COMMISSIONER GAI	
	5533 N BROADWAY	
	CHICAGO, IL 60640	 -
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
700476393	G430 MEDIA GATEWAY NON-GSA	1

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SAP Sold To:	0005024320	FL:
Payer Ref Num:	000000000	
FL Address:	COOK COUNTY - COMMISSIONER TOB	
	521 S LAGRANGE AVE	
	LA GRANGE, IL 60525	
Monetary values are in United States		
Dollars(USD)		
Material Code	Description	Qty
Converged Voice Products 36 months		
Full Coverage 8x5		
700394745	MM712 DCP MEDIA MODULE RHS	1
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months -		
Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR	1
:	MTHLY	*
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA SINGLE POINT OF CONTACT 36		
months Coverage N/A		
248775	SA SINGLE POINT OF CONTACT REMOTE SITE	1
44-44	TRACKING	
SA AURA SW SUPPORT R6 36 months		ļ <u>.</u>
Preferred	·	
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE	1
,	AURATM R6	"
	-	
SA_AURA SW SUPPORT R7 36 months		
Preferred		
292934	SUPT ADV PREFERRED REMOTE SITE TRACKING	1
	AURA R7	
SA_COMM MGR SW SUPPORT R5 36		
months Preferred		
229795	SUPT ADV PREFERRED TRACKING REMOTE SITE CM R5	1
· · · · · · · · · · · · · · · · · · ·		+
	I arane	<u></u>

SA_SVC LEVEL AGREEMENT SW R2 36		<u> </u>
months Preferred		
236781	SUPT ADV PREFERRED TRACKING REMOTE SITE SLA R2	1
SAP Sold To:	51418231	FL:
Payer Ref Num:	000000000	<u> </u>
FL Address:	COOK COUNTY COMMISSIONER BOYKI	
	7221 MADISON AVE	
	FOREST PARK, IL 60130	
Monetary values are in United States Dollars(USD)		
Material Code	Description	Qty
Converged Software 36 months Full Coverage 8x5		
193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1
Converged Voice Products 36 months Full Coverage 8x5		
700466618	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	1
700476393	G430 MEDIA GATEWAY NON-GSA	1
SA CM GATEWAY SMALL 36 months Onsite 8x5		
230157	SA ON-SITE 8X5 SUPT CM SMALL GATEWAY 3YR MTHLY	1
SA SINGLE POINT OF CONTACT 36 months Coverage N/A	·	
248775	SA SINGLE POINT OF CONTACT REMOTE SITE TRACKING	1
SA_AURA SW SUPPORT R6 36 months Preferred		
250581	SUPT ADV PREFERRED TRACKING REMOTE SITE AURATM R6	1
SA_SAL SW SUPPORT R2 36 months Preferred		
253615	SA PREFER SUPT SAL R2 STANDALONE GATEWAY DOWNLOADABLE TRACKING	1

POLICY AND GOALS

A. It is the policy of the County of Cook to prevent discrimination in the award of or participation in County Contracts and to eliminate arbitrary barriers for participation in such Contracts by local businesses certified as a Minority Business Enterprise (MBE) and Women-owned Business Enterprise (WBE) as both prime and sub-contractors. In furtherance of this policy, the Cook County Board of Commissioners has adopted a Minority- and Women-owned Business Enterprise Ordinance (the "Ordinance") which establishes annual goals for MBE and WBE participation as outlined below:

Contract Type	Goals
	MBE WBE
Goods and Services	25% 10%
Construction	24% 10%
Professional Services	35% Overall

- B. The County shall set contract-specific goals, based on the availability of MBEs and WBEs that are certified to provide commodities or services specified in this solicitation document. The MBE/WBE participation goals for this Agreement is 35%. A Bid, Quotation, or Proposal shall be rejected if the County determines that it fails to comply with this General Condition in any way, including but not limited to: (i) failing to state an enforceable commitment to achieve for this contract the identified MBE/WBE Contract goals; or (ii) failing to include a Petition for Reduction/Waiver, which states that the goals for MBE/WBE participation are not attainable despite the Bidder or Proposer Good Faith Efforts, and explains why. If a Bid, Quotation, or Proposal is rejected, then a new Bid, Quotation, or Proposal may be solicited if the public interest is served thereby.
- C. To the extent that a Bid, Quotation, or Proposal includes a Petition for Reduction/Waiver that is approved by the Office of Contract Compliance, the Contract specific MBE and WBE participation goals may be achieved by the proposed Bidder or Proposer's status as an MBE or WBE; by the Bidder or Proposer's enforceable joint-venture agreement with one or more MBEs and/or WBEs; by the Bidder or Proposer entering into one or more enforceable subcontracting agreements with one or more MBE and WBE; by the Bidder or Proposer establishing and carrying out an enforceable mentor/protégé agreement with one or more MBE and WBE; by the Bidder or Proposer actively engaging the Indirect Participation of one or more MBE and WBE in other aspects of its business; or by any combination of the foregoing, so long as the Utilization Plan evidences a commitment to meet the MBE and WBE Contract goals set forth in (B) above, as approved by the Office of Contract Compliance.
- D. A single Person, as defined in the Procurement Code, may not be utilized as both an MBE and a WBE on the same Contract, whether as a Consultant, Subcontractor or supplier.
- E. Unless specifically waived in the Bid or Proposal Documents, this Exhibit; the Ordinance; and the policies and procedures promulgated thereunder shall govern. If there is a conflict

EXHIBIT 3

Minority and Women Owned Business Enterprise Commitment

between this Exhibit and the Ordinance or the policies and procedures, the Ordinance shall control.

F. A Consultant's failure to carry out its commitment regarding MBE and WBE participation in the course of the Contract's performance may constitute a material breach of the Contract. If such breach is not appropriately cured, it may result in withholding of payments under the Contract, contractual penalties, disqualification and any other remedy provided for in Division 4 of the Procurement Code at law or in equity.

II. REQUIRED BID OR PROPOSAL SUBMITTALS

A Bidder or Proposer shall document its commitment to meeting the Contract specific MBE and WBE participation goals by submitting a Utilization Plan with the Bid or Proposal. The Utilization Plan shall include (1) one or more Letter(s) of Intent from the relevant MBE and WBE firms; and (2) current Letters of Certification as an MBE or WBE. Alternatively, the Bidder or Proposer shall submit (1) a written Petition for Reduction/Waiver with the Bid, Quotation or Proposal, which documents its preceding Good Faith Efforts and an explanation of its inability to meet the goals for MBE and WBE participation. The Utilization Plan shall be submitted at the time that the bid or proposal is due. Failure to include a Utilization Plan will render the submission not Responsive and shall be cause for the CPO to reject the Bid or Proposal.

A. MBE/WBE Utilization Plan

Each Bid or Proposal shall include a complete Utilization Plan, as set forth on Form 1 of the M/WBE Compliance Forms. The Utilization Plan shall include the name(s), mailing address, email address, and telephone number of the principal contact person of the relevant MBE and WBE firms. If the Bidder or Proposer submits a Bid or Proposal, and any of their subconsultants, suppliers or consultants, are certified MBE or WBE firms, they shall be identified as an MBE or WBE within the Utilization Plan.

1. Letter(s) of Intent

Except as set forth below, a Bid or Proposal shall include, as part of the Utilization Plan, one or more Letter(s) of Intent, as set forth on Form 2 of the M/WBE Compliance Forms, executed by each MBE and WBE and the Bidder or Proposer. The Letter(s) of Intent will be used to confirm that each MBE and WBE shall perform work as a Subcontractor, supplier, joint venture, or consultant on the Contract. Each Letter of Intent shall indicate whether and the degree to which the MBE or WBE will provide goods or services directly or indirectly during the term of the Contract. The box for direct participation shall be marked if the proposed MBE or WBE will provide goods or services directly related to the scope of the Contract. The box for Indirect participation shall be marked if the proposed MBE or WBE will not be directly involved in the Contract but will be utilized by the Bidder or Proposer for other services not related to the Contract. Indirect Participation shall not be counted toward the participation goal. Each Letter of Intent shall accurately detail the work to be performed by the relevant MBE or WBE firm, the agreed dollar amount, the percentage of work, and the terms of payment.

Failure to include Letter(s) of Intent will render the submission not Responsive and shall be cause for the CPO to reject the Bid or Proposal.

All Bids and Proposals must conform to the commitments made in the corresponding Letter(s) of Intent, as may be amended through change orders.

The Contract Compliance Director may at any time request supplemental information regarding Letter(s) of Intent, and such information shall be furnished if the corresponding Bid or Proposal is to be deemed responsive.

2. Letter(s) of Certification

Only current Letter(s) of Certification from one of the following entities may be accepted as proof of certification for MBE/WBE status, provided that Cook County's requirements for certification are met:

County of Cook City of Chicago

Persons that are currently certified by the City of Chicago in any area other than Construction/Public Works shall also complete and submit a MBE/WBE Reciprocal Certification Affidavit along with a current letter of certification from the City of Chicago. This Affidavit form can be downloaded from www.cookcountyil.gov/contractcompliance.

The Contract Compliance Director may reject the certification of any MBE or WBE on the ground that it does not meet the requirements of the Ordinance, or the policies and rules promulgated thereunder.

Joint Venture Affidavit

In the event a Bid or Proposal achieves MBE and/or WBE participation through a Joint Venture, the Bid or Proposal shall include the required Joint Venture Affidavit, which can be downloaded from www.cookcountyil.gov/contractcompliance. The Joint Venture Affidavit shall be submitted with the Bid or Proposal, along with current Letter(s) of Certification.

B. Petition for Reduction/Waiver

In the event a Bid or Proposal does not meet the Contract specific goals for MBE and WBE participation, the Bid or Proposal shall include a Petition for Reduction/Waiver, as set forth on Form 3. The Petition for Reduction/Waiver shall be supported by sufficient evidence and documentation to demonstrate the Bidder or Proposer's Good Faith Efforts in attempting to achieve the applicable MBE and WBE goals, and its inability to do so despite its Good Faith Efforts.

Failure to include Petition for Reduction/Waiver will render the submission not Responsive and shall be cause for the CPO to reject the Bid or Proposal.

III. REDUCTION/WAIVER OF MBE/WBE GOALS

A. Granting or Denying a Reduction/Waiver Request.

- 1. The adequacy of the Good Faith Efforts to utilize MBE and WBE firms in a Bid or Proposal will be evaluated by the CCD under such conditions as are set forth in the Ordinance, the policies and rules promulgated thereunder, and in the "Petition for Reduction/Waiver of MBE/WBE Participation Goals" Form 3 of the M/WBE Compliance Forms.
- 2. With respect to a Petition for Reduction/Waiver, the sufficiency or insufficiency of a Bidder or Proposer's Good Faith Efforts shall be evaluated by the CCD as of the date upon which the corresponding Bid or Proposal was due.
- 3. The Contract Compliance Director or his or her duly authorized Waiver Committee may grant or deny the Petition for Reduction/Waiver based upon factors including but not limited to: (a) whether sufficient qualified MBE and WBE firms are unavailable despite good faith efforts on the part of the Bidder or Proposer; (b) the degree to which specifications and the reasonable and necessary requirements for performing the Contract make it impossible or economically infeasible to divide the Contract into sufficiently small tasks or quantities so as to enable the Bidder or Proposer to utilize MBE and WBE firms in accordance with the applicable goals; (c) the degree to which the prices or prices required by any potential MBE or WBE are more that 10% above competitive levels; and (d) such other factors as are determined relevant by the Contract Compliance Director or the duly authorized Waiver Committee.
- 4. If the Contract Compliance Director or the duly authorized Waiver Committee determines that the Bidder or Proposer has not demonstrated sufficient Good Faith Efforts to meet the applicable MBE and WBE goals, the Contract Compliance Director or the duly authorized Waiver Committee may deny a Petition for Reduction/Waiver, declare the Bid or Proposal non-responsive, and recommend rejection of the Bid, Quotation, or Proposal.

IV. CHANGES IN CONSULTANT'S UTILIZATION PLAN

A. A Consultant, during its performance of the Contract, may not change the original MBE or WBE commitments specified in the relevant Utilization Plan, including but not limited to, terminating a MBE or WBE Contract, reducing the scope of the work to be performed by a MBE/WBE, or decreasing the price to a MBE/WBE, except as otherwise provided by the Ordinance and according to the policies and procedures promulgated thereunder.

B. Where a Person listed under the Contract was previously considered to be a MBE or WBE but is later found not to be, or work is found not to be creditable toward the MBE or WBE goals as stated in the Utilization Plan, the Consultant shall seek to discharge the disqualified enterprise, upon proper written notification to the Contract Compliance Director, and make every effort to identify and engage a qualified MBE or WBE as its replacement. Failure to obtain an MBE or WBE replacement within 30 business days of the Contract Compliance Director's written approval of the removal of a purported MBE or WBE may result in the termination of the Contract or the imposition of such remedy authorized by the Ordinance, unless a written Petition for Reduction/Waiver is granted allowing the Consultant to award the work to a Person that is not certified as an MBE or WBE.

V. NON-COMPLIANCE

If the CCD determines that the Consultant has failed to comply with its contractual commitments or any portion of the Ordinance, the policies and procedures promulgated thereunder, or this Exhibit, the Contract Compliance Director shall notify the Consultant of such determination and may take any and all appropriate actions as set forth in the Ordinance or the policies and procedures promulgated thereunder which includes but is not limited to disqualification, penalties, withholding of payments or other remedies in law or equity.

VI. REPORTING/RECORD-KEEPING REQUIREMENTS

The Consultant shall comply with the reporting and record-keeping requirements in the manner and time established by the Ordinance, the policies and procedure promulgated thereunder, and the Contract Compliance Director. Failure to comply with such reporting and record-keeping requirements may result in a declaration of Contract default. Upon award of a Contract, a Consultant shall acquire and utilize all Cook County reporting and record-keeping forms and methods which are made available by the Office of Contract Compliance. MBE and WBE firms shall be required to verify payments made by and received from the prime Consultant.

VII. EQUAL EMPLOYMENT OPPORTUNITY

Compliance with MBE and WBE requirements will not diminish or supplant other legal Equal Employment Opportunity and Civil Rights requirements that relate to Consultant and Subcontractor obligations.

Any questions regarding this section should be directed to: Contract Compliance Director Cook County 118 North Clark Street, Room 1020 Chicago, Illinois 60602 (312) 603-5502

PETITION FOR WAIVER OF MBE/WBE PARTICIPATION - FORM 3

A. <u>BIDE</u>)ER	(PROPOSER HEREBY REQUESTS:
		FULL MBE WAIVER FULL WBE WAIVER
		REDUCTION (PARTIAL MBE and/or WBE PARTICIPATION)
		% of Reduction for MBE Participation% of Reduction for WBE Participation
B. REA	SON	I FOR FULL/REDUCTION WAIVER REQUEST
Bidder/F docume	Prop Intati	oser shall check each item applicable to its reason for a waiver request. Additionally, supporting ion shall be submitted with this request.
	(1)	Lack of sufficient qualified MBEs and/or WBEs capable of providing the goods or services required by the contract. (Please explain)
X	(2)	The specifications and necessary requirements for performing the contract make it impossible or economically infeasible to divide the contract to enable the contractor to utilize MBEs and/or WBEs in accordance with the applicable participation. (Please explain)
	(3)	Price(s) quoted by potential MBEs and/or WBEs are above competitive levels and increase cost of doing business and would make acceptance of such MBE and/or WBE bid economically impracticable, taking into consideration the percentage of total contract price represented by such MBE and/or WBE bid. (Please explain)
	(4)	There are other relevant factors making it impossible or economically infeasible to utilize MBE and/or WBE firms. (Please explain)
C. <u>GOO</u>	D F	AITH EFFORTS TO OBTAIN MBE/WBE PARTICIPATION
	(1)	Made timely written solicitation to identified MBEs and WBEs for utilization of goods and/or services; and provided MBEs and WBEs with a timely opportunity to review and obtain relevant specifications, terms and conditions of the proposal to enable MBEs and WBEs to prepare an informed response to solicitation. (Attach of copy written solicitations made)
	(2)	Used the services and assistance of the Office of Contract Compliance staff. (Please explain)
	(3)	Timely notified and used the services and assistance of community, minority and women business organizations. (Attach of copy written solicitations made)
	(4)	Followed up on initial solicitation of MBEs and WBEs to determine if firms are interested in doing business. (Attach supporting documentation)
	(5)	Engaged MBEs & WBEs for direct/indirect participation. (Please explain)

D. OTHER RELEVANT INFORMATION

Attach any other documentation relative to Good Faith Efforts in complying with MBE/WBE participation.

Form 3

Appendix 16 – B Reason for reduction waiver request

While the Arrow SI response to RFP number 1590-14365 includes a 37% participation level for all the one time Unified Communications products and services, it will not be possible to provide any participation for the separate Avaya maintenance support bid. Arrow SI has proposed Avaya provided maintenance and cannot directly fulfill the M/WBE participation for the following reasons:

- 1. Avaya's remote monitoring software, Expert Systems, is only offered by Avaya.
- 2. The software support services Arrow SI has quoted in response to the RFP (including in the SOW and the incorporated SAS attachments) can only be provided by Avaya.
- 3. Additionally, the hardware support services Arrow SI has quoted in response to the RFP (including in the SOW and the incorporated SAS attachments) can only be provided by Avaya.

Based on these reasons, I would request that the Office of Contract Compliance consider that all the maintenance provided on this response is provided by the original manufacturer and consequently, it is not able to be subcontracted to any third parties.



TONI PRECKWINKLE

PRESIDENT

Cook County Board of Commissioners

RICHARD R. BOYKIN

1st District

ROBERT STEELE 2nd District

JERRY BUTLER 3rd District

STANLEY MOORE 4th District

DEBORAH SIMS 5th District

EDWARD M. MOODY 6th District

JESUS G. GARCIA 7th District

LUIS ARROYO, JR 8th District

PETER N. SILVESTRI 9th District

BRIDGET GAINER 10th District

JOHN P. DALEY 11th District

JOHN A. FRITCHEY 12th District

LARRY SUFFREDIN 13th District

GREGG GOSLIN 14th District

TIMOTHY O. SCHNEIDER 15th District

JEFFREY R. TOBOLSKI 16th District

> SEAN M. MORRISON 17th District

OFFICE OF CONTRACT COMPLIANCE

JACQUELINE GOMEZ

-DIRECTOR

118 N. Clark, County Building, Room 1020 © Chicago, Illinois 60602 © (312) 603-5502

November 29, 2016

Ms. Shannon E. Andrews Chief Procurement Officer County Building-Room 1018 Chicago, IL 60602

Re: Contract No. 1590-14365B
Unified Communication-Maintenance
Bureau of Technology

Dear Ms. Andrews:

The following bid for the above-referenced contract has been reviewed for compliance with the Minority- and Women- owned Business Enterprises (MBE/WBE) Ordinance and have been found to be responsive to the ordinance.

Bidder: Arrow Systems Integration, Inc. **Contract Value**: \$10,377,470.80

Contract Goal: 35% MBE/ WBE

Full Waiver Granted: Due the specifications and necessary requirements for performing the contract make it impossible or economically infeasible to the divide the contract to utilize MBEs and/or WBE in accordance with the applicable participation.

The Office of Contract Compliance has been advised by the Requesting Department that no other bidders are being recommended for award. Revised MBE/WBE forms were used in the determination of the responsiveness of this contract.

Sincerely

J\$8

Jacqueline Gomez
Contract Compliance Director

JG/ate

Cc: Tangela Malloy, OCPO
Bill Walsh, BOT
Doug Coupland, BOT

Enclosures: Revised MBE/WBE Forms

\$ Fiscal Responsibility Transparency & Accountability Improved Services

EXHIBIT 4

Identification of Sub-Contractors/Suppliers/Sub-Consultants Form

CONTRACT NO.

Cook County Office of the Chief Procurement Officer Identification of Subcontractor/Supplier/Subconsultant Form

OCPO ONLY:	
 Disqualification 	
Check Complete	

The Bidder/Proposer/Respondent ("the Contractor") will fully complete and execute and submit an identification of Subcontractor/Supplier/Subconsultant Form ("ISF") with each Bid, Request for Proposal, and Request for Qualification. The Contractor must complete the ISF for each Subcontractor, Supplier or Subconsultant which shall be used on the Contract. In the event that there are any changes in the utilization of Subcontractors, Suppliers or Subconsultants, the Contractor must file an updated ISF.

Bid/RFP/RFQ No.: 1590-14365	Date: 6/1/2016
Total Bid or Proposal Amount: 1	Contract Title: Unified Communication RFP 1590-14365, for current Avaya maintenance
Contractor: Arrow Systems Integration, Inc.	Subcontractor/Supplier/ Subconsultant to be added or substitute: Avaya, Inc.
Authorized Contact for Contractor: Scott Urice	Authorized Contact for Subcontractor/Supplier/ Sub consultant: Susan DeVito
Email Address (Contractor): surice@arrowsi.com	Email Address (Subcontractor): sdevito@avaya.com
Company Address (Contractor): 2425 Gateway Drive	Company Address (Subcontractor): 30 S. Wacker Drive, Ste. 1450
City, State and Zip (Contractor): Irving, TX 75063	City, State and Zip (Subcontractor): Chicago, IL 60606
Telephone and Fax (Contractor): 952-456-3950, same for fax	Telephone and Fax (Subcontractor): 312-634-2482, same for fax
Estimated Start and Completion Dates (Contractor): 8/1/2016 thru 7/31/2021	Estimated Start and Completion Dates (Subcontractor): 8/1/2016 thru 7/31/2021

Note: Upon request, a copy of all written subcontractor agreements must be provided to the OCPO.

Description of Services or Supplies	Total Price of Subcontract for Services or Supplies
Avaya maintenance support services for existing Avaya systems, 60 month term	\$10,377,470.80

The subcontract documents will incorporate all requirements of the Contract awarded to the Contractor as applicable. The subcontract will in no way hinder the Subcontractor/Supplier/Subconsultant from maintaining its progress on any other contract on which it is either a Subcontractor/Supplier/Subconsultant or principal contractor. This disclosure is made with the understanding that the Contractor is not under any circumstances relieved of its abilities and obligations, and is responsible for the organization, performance, and quality of work. This form does not approve any proposed changes, revisions or modifications to the contract approved MBE/WBE Utilization Plan. Any changes to the contract's approved MBE/WBE/Utilization Plan must be submitted to the Office of the Contract Compliance.

Contractorza	Arrow Systems Integration, Inc.	•			
Name Supering Soly	-Contracts	<u> </u>	·	······································	
titleday Gar	<u>*</u>	6/8/2016		•	
Prime Contracto	or Signature		Date	6/1/2016	

EXHIBIT 5

Evidence of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 06/10/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

certificate holder in lieu of such endorsement(s).								
PRODUCER	10			CONTAC NAME:	eT .	•••		
MCGRIFF, SEIBELS & WILLIAMS OF TEXAS, INC. 5080 Spectrum Dr., Suite 900E				PHONE (A/C, No, Ext); (469) 232-2100 FAX (A/C, No):				
Addison, TX 75001					SS:		(AVC, NO):	
	•		INS	URER(S) AFFOR	DING COVERAGE	NAIC #		
				INSURE	R A :Great Nort	hern Insurance	Company	20303
INSURED Arrow Electronics, Inc.; and Subsidiaries; Shared	Solutio	ons ar	nd Services Inc.; ArrowS3:	INSURE	R B :Great Nort	hern Insurance	Company	20303
Arrow Systems Integration, Inc. 9201 E. Dry Creek Road			,	INSURE	R C :Federal Ins	surance Compa	iny	20281
Centennial, CO 80112			·	INSURE	R p :Trumbull In	surance Comp	any	27120
				INSURE	RE:Twin City F	ire Ins. Co.	<u> </u>	
00/50 1050	INSURER F :							
	COVERAGES CERTIFICATE NUMBER: MPV9KADF REVISION NUMBER: THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD							
INDICATED. NOTWITHSTANDING ANY RI CERTIFICATE MAY BE ISSUED OR MAY EXCLUSIONS AND CONDITIONS OF SUCH	EQUIR PERTA	EME	NT, TERM OR CONDITION THE INSURANCE AFFORD	OF AN'	Y CONTRACT	OR OTHER I	DOCUMENT WITH RESPECT	TO WHICH THIS
INSR LTR TYPE OF INSURANCE	ADDL INSD	SUBR	POLICY NUMBER			POLICY EXP (MM/DD/YYYY)	LIMITS	
A X COMMERCIAL GENERAL LIABILITY			3529-06-51		06/15/2016	06/15/2017	EACH OCCURRENCE \$	2,000,000
CLAIMS-MADE X OCCUR							DAMAGE TO RENTED PREMISES (Ea occurrence) \$	2,000,000
X Contractual Liability							MED EXP (Any one person) \$	10,000
X Host Liquor					.*	,	PERSONAL & ADV INJURY \$	1,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:							GENERAL AGGREGATE \$	2,000,000
POLICY X PRO-							PRODUCTS - COMP/OP AGG \$	2,000,000
OTHER:			70570400				\$	
A AUTOMOBILE LIABILITY			73576409		06/15/2016	06/15/2017	COMBINED SINGLE LIMIT (Ea accident) \$	2,000,000
X ANY AUTO ALL OWNED SCHEDULED							BODILY INJURY (Per person) \$	
AUTOS AUTOS	-						BODILY INJURY (Per accident) \$	
X HIRED AUTOS X NON-OWNED AUTOS							PROPERTY DAMAGE (Per accident) \$	
C Y IMBREITATIAR I Y			7965-68-42		00/45/0040	00(45)0047	\$	
A OCCUR) 303-00-4c		06/15/2016	06/15/2017	EACH OCCURRENCE \$	10,000,000
CDATIVIS-WADE	4						AGGREGATE \$	10,000,000
D WORKERS COMPENSATION	+-		46WNS16404 (AOS)		01/01/2016	01/01/2017	\$ PER OTH-	···
AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE			46WBRS16405 (WI)		31101/2010	5 110 11 ZU 11	STATUTE ER	4 000 000
OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N/A				·		E.L. EACH ACCIDENT \$	1,000,000
If yes, describe under DESCRIPTION OF OPERATIONS below							E.L. DISEASE - EA EMPLOYEE \$	1,000,000
DESCRIPTION OF OPERATIONS DRIDW			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				E.L. DISEASE - POLICY LIMIT \$	1,000,000
						,	\$	
					,		. \$	
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHIC	LES (A	CORD	101, Additional Remarks Schedul	le, may be	attached if more	space is require	\$	
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CERTIFICATE HOLDER				CANC	ELLATION		·	
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEF THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED ACCORDANCE WITH THE POLICY PROVISIONS.				CELLED BEFORE DELIVERED IN				
Tangela Moses-Malloy, CPPB Senior Contract Negotiator, Office of the Chief Procurement Officer Cook County 118 N. Clark Street, Room 1018 Chicago, IL 60602				AUTHORIZED REPRESENTATIVE				

EXHIBIT 6

Board Authorization



Board of Commissioners of Cook County

118 North Clark Street Chicago, IL

Legislation Details (With Text)

File #:

17-0050

Version: 1

Name:

Arrow Systems Integration, Inc., Irving, Texas

Type:

Contract (Technology)

Status:

Approved

File created:

6/15/2016

In control:

Technology and Innovation Committee

On agenda:

12/14/2016

Final action:

1/18/2017

Title:

PROPOSED CONTRACT (TECHNOLOGY)

Department(s): Bureau of Technology

Vendor: Arrow Systems Integration, Inc., Plano, Texas

Request: Authorization for the Chief Procurement Officer to enter into and execute contract

Good(s) or Service(s): Support and maintenance of Avaya legacy telephone systems

Contract Value: \$10,377,470.80

Contract period: 2/1/2017 - 1/31/2022

Potential Fiscal Year Budget Impact: FY 2017 \$1,729,578.47, FY 2018 \$2,075,494.16, FY 2019

\$2,075,494.16, FY 2020 \$2,075,494.16, FY 2021 \$2,075,494.16, FY 2022 \$345,915.69

Accounts: 490-220

Contract Number(s): 1590-14365B

Concurrence(s):

The vendor has met the Minority and Women Owned Business Enterprise Ordinance via full waiver.

The Chief Procurement Officer concurs.

Summary: The Bureau of Technology is requesting authorization for the Chief Procurement Officer to enter into and execute a contract with Arrow Systems Integration, Inc. for maintenance and technical support of the County's Avaya legacy telephone systems. This agreement will allow Arrow to provide the necessary ongoing support and maintenance of the County's telephone system, which entails providing 24/7/365 operations and supporting all 23,000+ County employees as well as critical Health and Public Safety functions.

This contract is awarded through Request for Proposals (RFP) procedures in accordance with the Cook County Procurement Code. Arrow Systems Integration, Inc. was selected based on established evaluation criteria.

Sponsors:

Indexes:

SIMONA ROLLINSON, Chief Information Officer, Bureau of Technology

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
1/18/2017	1	Technology and Innovation Committee	recommend for approval	Pass

File #: 17-0050, Version: 1

1/18/2017

Board of Commissioners

approve

Pass

12/14/2016

Board of Commissioners

refer

Pass

PROPOSED CONTRACT (TECHNOLOGY)

Department(s): Bureau of Technology

Vendor: Arrow Systems Integration, Inc., Plano, Texas

Request: Authorization for the Chief Procurement Officer to enter into and execute contract

Good(s) or Service(s): Support and maintenance of Avaya legacy telephone systems

Contract Value: \$10,377,470.80

Contract period: 2/1/2017 - 1/31/2022

Potential Fiscal Year Budget Impact: FY 2017 \$1,729,578.47, FY 2018 \$2,075,494.16, FY 2019 \$2,075,494.16, FY

2020 \$2,075,494.16, FY 2021 \$2,075,494.16, FY 2022 \$345,915.69

Accounts: 490-220

Contract Number(s): 1590-14365B

Concurrence(s):

The vendor has met the Minority and Women Owned Business Enterprise Ordinance via full waiver.

The Chief Procurement Officer concurs.

Summary: The Bureau of Technology is requesting authorization for the Chief Procurement Officer to enter into and execute a contract with Arrow Systems Integration, Inc. for maintenance and technical support of the County's Avaya legacy telephone systems. This agreement will allow Arrow to provide the necessary ongoing support and maintenance of the County's telephone system, which entails providing 24/7/365 operations and supporting all 23,000+ County employees as well as critical Health and Public Safety functions.

This contract is awarded through Request for Proposals (RFP) procedures in accordance with the Cook County Procurement Code. Arrow Systems Integration, Inc. was selected based on established evaluation criteria.

EXHIBIT 7

Economic Disclosure Statement

COOK COUNTY ECONOMIC DISCLOSURE STATEMENT AND EXECUTION DOCUMENT INDEX

Section	Description	Pages
1	Instructions for Completion of EDS	EDS i - ii
2	Certifications	EDS 1-2
3	Economic and Other Disclosures, Affidavit of Child Support Obligations, Disclosure of Ownership Interest and Familial Relationship Disclosure Form	EDS 3 – 12
4	Cook County Affidavit for Wage Theft Ordinance	EDS 13-14
5	Contract and EDS Execution Page	EDS 15-17
6	Cook County Signature Page	EDS 18

SECTION 1 INSTRUCTIONS FOR COMPLETION OF ECONOMIC DISCLOSURE STATEMENT AND EXECUTION DOCUMENT

This Economic Disclosure Statement and Execution Document ("EDS") is to be completed and executed by every Bidder on a County contract, every Proposer responding to a Request for Proposals, and every Respondent responding to a Request for Qualifications, and others as required by the Chief Procurement Officer. The execution of the EDS shall serve as the execution of a contract awarded by the County. The Chief Procurement Officer reserves the right to request that the Bidder or Proposer, or Respondent provide an updated EDS on an annual basis.

Definitions. Terms used in this EDS and not otherwise defined herein shall have the meanings given to such terms in the Instructions to Bidders, General Conditions, Request for Proposals, Request for Qualifications, as applicable.

Affiliate means a person that directly or indirectly through one or more intermediaries, Controls is Controlled by, or is under common Control with the Person specified.

Applicant means a person who executes this EDS.

Bidder means any person who submits a Bid.

Code means the Code of Ordinances, Cook County, Illinois available on municode.com.

Contract shall include any written document to make Procurements by or on behalf of Cook County.

Contractor or Contracting Party means a person that enters into a Contract with the County.

Control means the unfettered authority to directly or indirectly manage governance, administration, work, and all other aspects of a business.

EDS means this complete Economic Disclosure Statement and Execution Document, including all sections listed in the Index and any attachments.

Joint Venture means an association of two or more Persons proposing to perform a forprofit business enterprise. Joint Ventures must have an agreement in writing specifying the terms and conditions of the relationship between the partners and their relationship and respective responsibility for the Contract

Lobby or lobbying means to, for compensation, attempt to influence a County official or County employee with respect to any County matter.

Lobbyist means any person who lobbies.

Person or Persons means any individual, corporation, partnership, Joint Venture, trust, association, Limited Liability Company, sole proprietorship or other legal entity.

Prohibited Acts means any of the actions or occurrences which form the basis for disqualification under the Code, or under the Certifications hereinafter set forth.

Proposal means a response to an RFP.

Proposer means a person submitting a Proposal.

Response means response to an RFQ.

Respondent means a person responding to an RFQ.

RFP means a Request for Proposals issued pursuant to this Procurement Code.

RFQ means a Request for Qualifications issued to obtain the qualifications of interested parties.

INSTRUCTIONS FOR COMPLETION OF ECONOMIC DISCLOSURE STATEMENT AND EXECUTION DOCUMENT

Section 1: Instructions. Section 1 sets forth the instructions for completing and executing this EDS.

Section 2: Certifications. Section 2 sets forth certifications that are required for contracting parties under the Code and other applicable laws. Execution of this EDS constitutes a warranty that all the statements and certifications contained, and all the facts stated, in the Certifications are true, correct and complete as of the date of execution.

Section 3: Economic and Other Disclosures Statement. Section 3 is the County's required Economic and Other Disclosures Statement form. Execution of this EDS constitutes a warranty that all the information provided in the EDS is true, correct and complete as of the date of execution, and binds the Applicant to the warranties, representations, agreements and acknowledgements contained therein.

Required Updates. The Applicant is required to keep all information provided in this EDS current and accurate. In the event of any change in the information provided, including but not limited to any change which would render inaccurate or incomplete any certification or statement made in this EDS, the Applicant shall supplement this EDS up to the time the County takes action, by filing an amended EDS or such other documentation as is required.

Additional Information. The County's Governmental Ethics and Campaign Financing Ordinances impose certain duties and obligations on persons or entities seeking County contracts, work, business, or transactions, and the Applicant is expected to comply fully with these ordinances. For further information please contact the Director of Ethics at (312) 603-4304 (69 W. Washington St. Suite 3040, Chicago, IL 60602) or visit the web-site at cookcountyil.gov/ethics-board-of.

Authorized Signers of Contract and EDS Execution Page. If the Applicant is a corporation, the President and Secretary must execute the EDS. In the event that this EDS is executed by someone other than the President, attach hereto a certified copy of that section of the Corporate By-Laws or other authorization by the Corporation, satisfactory to the County that permits the person to execute EDS for said corporation. If the corporation is not registered in the State of Illinois, a copy of the Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.

If the Applicant is a partnership or joint venture, all partners or joint venturers must execute the EDS, unless one partner or joint venture has been authorized to sign for the partnership or joint venture, in which case, the partnership agreement, resolution or evidence of such authority satisfactory to the Office of the Chief Procurement Officer must be submitted with this Signature Page.

If the Applicant is a member-managed LLC all members must execute the EDS, unless otherwise provided in the operating agreement, resolution or other corporate documents. If the Applicant is a manager-managed LLC, the manager(s) must execute the EDS. The Applicant must attach either a certified copy of the operating agreement, resolution or other authorization, satisfactory to the County, demonstrating such person has the authority to execute the EDS on behalf of the LLC. If the LLC is not registered in the State of Illinois, a copy of a current Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.

If the Applicant is a Sole Proprietorship, the sole proprietor must execute the EDS.

A "Partnership" "Joint Venture" or "Sole Proprietorship" operating under an Assumed Name must be registered with the Illinois county in which it is located, as provided in 805 ILCS 405 (2012), and documentation evidencing registration must be submitted with the EDS.

Effective October 1, 2016 all foreign corporations and LLCs must be registered with the Illinois Secretary of State's Office unless a statutory exemption applies to the applicant. Applicants who are exempt from registering must provide a written statement explaining why they are exempt from registering as a foreign entity with the Illinois Secretary of State's Office.

SECTION 2

CERTIFICATIONS

THE FOLLOWING CERTIFICATIONS ARE MADE PURSUANT TO STATE LAW AND THE CODE. THE APPLICANT IS CAUTIONED TO CAREFULLY READ THESE CERTIFICATIONS PRIOR TO SIGNING THE SIGNATURE PAGE. SIGNING THE SIGNATURE PAGE SHALL CONSTITUTE A WARRANTY BY THE APPLICANT THAT ALL THE STATEMENTS, CERTIFICATIONS AND INFORMATION SET FORTH WITHIN THESE CERTIFICATIONS ARE TRUE, COMPLETE AND CORRECT AS OF THE DATE THE SIGNATURE PAGE IS SIGNED. THE APPLICANT IS NOTIFIED THAT IF THE COUNTY LEARNS THAT ANY OF THE FOLLOWING CERTIFICATIONS WERE FALSELY MADE, THAT ANY CONTRACT ENTERED INTO WITH THE APPLICANT SHALL BE SUBJECT TO TERMINATION.

A. PERSONS AND ENTITIES SUBJECT TO DISQUALIFICATION

No person or business entity shall be awarded a contract or sub-contract, for a period of five (5) years from the date of conviction or entry of a plea or admission of guilt, civil or criminal, if that person or business entity:

- Has been convicted of an act committed, within the State of Illinois, of bribery or attempting to bribe an officer or employee of a unit of state, federal or local government or school district in the State of Illinois in that officer's or employee's official capacity;
- 2) Has been convicted by federal, state or local government of an act of bid-rigging or attempting to rig bids as defined in the Sherman Anti-Trust Act and Clayton Act. Act. 15 U.S.C. Section 1 et seq.;
- 3) Has been convicted of bid-rigging or attempting to rig bids under the laws of federal, state or local government;
- 4) Has been convicted of an act committed, within the State, of price-fixing or attempting to fix prices as defined by the Sherman Anti-Trust Act and the Clayton Act. 15 U.S.C. Section 1, et seq.,
- 5) Has been convicted of price-fixing or attempting to fix prices under the laws the State;
- 6) Has been convicted of defrauding or attempting to defraud any unit of state or local government or school district within the State of Illinois;
- 7) Has made an admission of guilt of such conduct as set forth in subsections (1) through (6) above which admission is a matter of record, whether or not such person or business entity was subject to prosecution for the offense or offenses admitted to; or
- 8) Has entered a plea of *nolo contendere* to charge of bribery, price-fixing, bid-rigging, or fraud, as set forth in sub-paragraphs (1) through (6) above.

In the case of bribery or attempting to bribe, a business entity may not be awarded a contract if an official, agent or employee of such business entity committed the Prohibited Act on behalf of the business entity and pursuant to the direction or authorization of an officer, director or other responsible official of the business entity, and such Prohibited Act occurred within three years prior to the award of the contract. In addition, a business entity shall be disqualified if an owner, partner or shareholder controlling, directly or indirectly, 20% or more of the business entity, or an officer of the business entity has performed any Prohibited Act within five years prior to the award of the Contract.

THE APPLICANT HEREBY CERTIFIES THAT: The Applicant has read the provisions of Section A, Persons and Entities Subject to Disqualification, that the Applicant has not committed any Prohibited Act set forth in Section A, and that award of the Contract to the Applicant would not violate the provisions of such Section or of the Code.

B. BID-RIGGING OR BID ROTATING

THE APPLICANT HEREBY CERTIFIES THAT: In accordance with 720 ILCS 5/33 E-11, neither the Applicant nor any Affiliated Entity is barred from award of this Contract as a result of a conviction for the violation of State laws prohibiting bidrigging or bid rotating.

C. DRUG FREE WORKPLACE ACT

THE APPLICANT HEREBY CERTIFIES THAT: The Applicant will provide a drug free workplace, as required by (30 ILCS 580/3).

D. DELINQUENCY IN PAYMENT OF TAXES

THE APPLICANT HEREBY CERTIFIES THAT: The Applicant is not an owner or a party responsible for the payment of any tax or fee administered by Cook County, such as bar award of a contract or subcontract pursuant to the Code, Chapter 34, Section 34-171.

E. HUMAN RIGHTS ORDINANCE

No person who is a party to a contract with Cook County ("County") shall engage in unlawful discrimination or sexual harassment against any individual in the terms or conditions of employment, credit, public accommodations, housing, or provision of County facilities, services or programs (Code Chapter 42, Section 42-30 et seq.).

F. ILLINOIS HUMAN RIGHTS ACT

THE APPLICANT HEREBY CERTIFIES THAT: It is in compliance with the Illinois Human Rights Act (775 ILCS 5/2-105), and agrees to abide by the requirements of the Act as part of its contractual obligations.

G. INSPECTOR GENERAL (COOK COUNTY CODE, CHAPTER 34, SECTION 34-174 and Section 34-250)

The Applicant has not willfully failed to cooperate in an investigation by the Cook County Independent Inspector General or to report to the Independent Inspector General any and all information concerning conduct which they know to involve corruption, or other criminal activity, by another county employee or official, which concerns his or her office of employment or County related transaction.

The Applicant has reported directly and without any undue delay any suspected or known fraudulent activity in the County's Procurement process to the Office of the Cook County Inspector General.

H. CAMPAIGN CONTRIBUTIONS (COOK COUNTY CODE, CHAPTER 2, SECTION 2-585)

THE APPLICANT CERTIFIES THAT: It has read and shall comply with the Cook County's Ordinance concerning campaign contributions, which is codified at Chapter 2, Division 2, Subdivision II, Section 585, and can be read in its entirety at www.municode.com.

I. GIFT BAN, (COOK COUNTY CODE, CHAPTER 2, SECTION 2-574)

THE APPLICANT CERTIFIES THAT: It has read and shall comply with the Cook County's Ordinance concerning receiving and soliciting gifts and favors, which is codified at Chapter 2, Division 2, Subdivision II, Section 574, and can be read in its entirety at www.municode.com.

J. LIVING WAGE ORDINANCE PREFERENCE (COOK COUNTY CODE, CHAPTER 34, SECTION 34-160;

Unless expressly waived by the Cook County Board of Commissioners, the Code requires that a living wage must be paid to individuals employed by a Contractor which has a County Contract and by all subcontractors of such Contractor under a County Contract, throughout the duration of such County Contract. The amount of such living wage is annually by the Chief Financial Officer of the County, and shall be posted on the Chief Procurement Officer's website.

The term "Contract" as used in Section 4, I, of this EDS, specifically excludes contracts with the following:

- Not-For Profit Organizations (defined as a corporation having tax exempt status under Section 501(C)(3) of the United State Internal Revenue Code and recognized under the Illinois State not-for -profit law);
- Community Development Block Grants;
- 3) Cook County Works Department;
- Sheriff's Work Alternative Program; and
- 5) Department of Correction inmates.

SECTION 3

REQUIRED DISCLOSURES

1.	DISC	OSURE OF LOBI	YIST CONTACTS	
List all	persons	that have made lob	bying contacts on your behalf with respect to	this contract:
Name	-		Address	
None			· ·	
2.	LOCAL	. BUSINESS PRE	FERENCE STATEMENT (CODE, CHAPTER	R 34, SECTION 34-230)
establis which e or more	shment lo employs t e Persons ot, at the	cated within the Co he majority of its re that qualify as a " time of the Bid sub	ounty at which it is transacting business on the gular, full-time work force within the County. Local Business" hold interests totaling over the such a bona fide establishment.	ransact business in Illinois, having a bona fide ne date when a Bid is submitted to the County, and A Joint Venture shall constitute a Local Business if or 50 percent in the Joint Venture, even if the Joint Ventuwithin the County.
	a)		cal Business" as defined above?	
		Yes:	No:X	
	b)	If yes, list busines	s addresses within Cook County:	
	c)	Does Applicant e	mploy the majority of its regular full-time work	force within Cook County?
		Yes:	No:X	
3.	THE CH		IFORCEMENT ORDINANCE (CODE, CHAF	PTER 34. SECTION 34-172)

Every Applicant for a County Privilege shall be in full compliance with any child support order before such Applicant is entitled to receive or renew a County Privilege. When delinquent child support exists, the County shall not issue or renew any County Privilege, and may revoke any County Privilege.

All Applicants are required to review the Cook County Affidavit of Child Support Obligations attached to this EDS (EDS-5) and complete the Affidavit, based on the instructions in the Affidavit.

a)	The following is a complete list of all real estate ow	ned by the Applicant in Cook County:
	PERMANENT INDEX NUMBER(S):	
		·
	(ATTACH SH NUMBERS)	EET IF NECESSARY TO LIST ADDITIONAL INDEX

5. EXCEPTIONS TO CERTIFICATIONS OR DISCLOSURES.

REAL ESTATE OWNERSHIP DISCLOSURES.

If the Applicant is unable to certify to any of the Certifications or any other statements contained in this EDS and not explained elsewhere in this EDS, the Applicant must explain below:

All certifications and disclosures herein are made to the best of Arrow SI's knowledge and belief.

If the letters, "NA", the word "None" or "No Response" appears above, or if the space is left blank, it will be conclusively presumed that the Applicant certified to all Certifications and other statements contained in this EDS.

COOK COUNTY DISCLOSURE OF OWNERSHIP INTEREST STATEMENT

The Cook County Code of Ordinances (§2-610 et seq.) requires that any Applicant for any County Action must disclose information concerning ownership interests in the Applicant. This Disclosure of Ownership Interest Statement must be completed with all information current as of the date this Statement is signed. Furthermore, this Statement must be kept current, by filing an amended Statement, until such time as the County Board or County Agency shall take action on the application. The information contained in this Statement will be maintained in a database and made available for public viewing.

If you are asked to list names, but there are no applicable names to list, you must state NONE. An incomplete Statement will be returned and any action regarding this contract will be delayed. A failure to fully comply with the ordinance may result in the action taken by the County Board or County Agency being voided.

"Applicant" means any Entity or person making an application to the County for any County Action.

"County Action" means any action by a County Agency, a County Department, or the County Board regarding an ordinance or ordinance amendment, a County Board approval, or other County agency approval, with respect to contracts, leases, or sale or purchase of real estate.

"Person" "Entity" or "Legal Entity" means a sole proprietorship, corporation, partnership, association, business trust, estate, two or more persons having a joint or common interest, trustee of a land trust, other commercial or legal entity or any beneficiary or beneficiaries thereof.

This Disclosure of Ownership Interest Statement must be submitted by :

- 1. An Applicant for County Action and
- 2. A Person that holds stock or a beneficial interest in the Applicant <u>and</u> is listed on the Applicant's Statement (a "Holder") must file a Statement and complete #1 only under **Ownership Interest Declaration**.

Please print or type responses clearly and legibly. Add additional pages if needed, being careful to identify each portion of the form to which each additional page refers.

This Statement is being made by the [X] Applicant or	[] Stock/Beneficial Interest Holder
This Statement is an: [X] Original Statement Identifying Information:	or [] Amended Statement
Name Arrow Systems Integration, Inc.	
D/B/A:	FEIN NO.: 33-1009098
Street Address: 1820 Preston Park Blvd., Suite 2800	
City: Plano	State: Texas Zip 75093
Phone No.: (972) 462-5800 Fax Number: (972)	462-5805 Email: ca_cancels@arrowsi.com
Cook County Business Registration Number: <u>Arrow SI does not time</u> (Sole Proprietor, Joint Venture Partnership) Corporate File Number (if applicable):	· · · · · · · · · · · · · · · · · · ·
Form of Legal Entity:	
[] Sole Proprietor [] Partnership [X] Co	orporation [] Trustee of Land Trust
[] Business Trust [] Estate [] As	esociation [] Joint Venture
[] Other (describe)	

Ownership Interest Declaration:

 List the name(s), address, and percent ownership of each Person having a legal or beneficial interest (including ownership) of more than five percent (5%) in the Applicant/Holder.

Name		Address	Percentage Interest in Applicant/Holder
rrow Er	nterprise Computing Solutions, Inc.,	9201 E. Dry Creek Road, Ce	ntennial, CO 80112 100%
wh	ich is a subsidiary of Arrow Electron	ics, Inc.	
2.	If the interest of any Person listed address of the principal on whose	in (1) above is held as an agent or age behalf the interest is held.	nts, or a nominee or nominees, list the name a
Name o	of Agent/Nominee	Name of Principal	Principal's Address
	N/A		
· .	·		
3.	Is the Applicant constructively con	trolled by another person or Legal Enti	ty? [X] Yes [] No
	If yes, state the name, address an control is being or may be exercise	d percentage of beneficial interest of si ed	uch person, and the relationship under which su
Name	Address	Percentage of Beneficial Interest	Relationship
See	parent company information in Sect	ion 1 above.	
	;		

Corporate Officers, Members and Partners Information:

For all corporations, list the names, addresses, and terms for all corporate officers. For all limited liability companies, list the names, addresses for all members. For all partnerships and joint ventures, list the names, addresses, for each partner or joint venture.

Name

Address

Title (specify title of Office, or whether manager or partner/joint venture)

Term of Office

Michael Bevilacqua	10900 Nesbitt Avenue South, Bloomington, MN 55437	President	N/A (in place until
			removed/resigns)
Tim Kick	2425 Gateway Drive, Irving, TX 75063	CFO	N/A
Alan Chan	9201 E. Dry Creek Road, Centennial, CO 80112	Secretary	N/A
Greg Tarpinian	9201 E. Dry Creek Road, Centennial, CO 80112	VP and General Counsel	
Chris Stansbury	9201 E. Dry Creek Road, Centennial, CO 80112	VP	N/A
Michael Casale	9201 E. Dry Creek Road, Centennial, CO 80112	VP. Tax	N/A
William Dakin	9201 E. Dry Creek Road, Centennial, CO 80112	Treasurer	N/A
Gary Patrick Lerch	9201 E. Dry Creek Road, Centennial, CO 80112	Assistant Treasurer	N/A

Declaration (check the applicable box):

- [X] I state under oath that the Applicant has withheld no disclosure as to ownership interest in the Applicant nor reserved any information, data or plan as to the intended use or purpose for which the Applicant seeks County Board or other County Agency action.
- [] I state under oath that the Holder has withheld no disclosure as to ownership interest nor reserved any information required to be disclosed.

COOK COUNTY DISCLOSURE OF OWNERSHIP INTEREST STATEMENT SIGNATURE PAGE

Timothy Kick	<u>CFO</u>
Name of Authorized Applicant/Holder Representative (please print or type)	Title 12/1/16
Signature	Date
tkick@arrowsi.com	(972) 462-3301
E-mail address	Phone Number
Subscribed to and sworn before me this 1st day of Dec., 2016.	My commission expires:
X Cotalin B. Gering Public Signature	Notary Notary Seal Notary Seal Expires September 17, 2020



COOK COUNTY BOARD OF ETHICS 69 W. WASHINGTON STREET, SUITE 3040 CHICAGO, ILLINOIS 60602

312/603-4304 Office 312/603-9988 Fax

FAMILIAL RELATIONSHIP DISCLOSURE PROVISION

Nepotism Disclosure Requirement:

Doing a significant amount of business with the County requires that you disclose to the Board of Ethics the existence of any familial relationships with any County employee or any person holding elective office in the State of Illinois, the County, or in any municipality within the County. The Ethics Ordinance defines a significant amount of business for the purpose of this disclosure requirement as more than \$25,000 in aggregate County leases, contracts, purchases or sales in any calendar year.

If you are unsure of whether the business you do with the County or a County agency will cross this threshold, err on the side of caution by completing the attached familial disclosure form because, among other potential penalties, any person found guilty of failing to make a required disclosure or knowingly filing a false, misleading, or incomplete disclosure will be prohibited from doing any business with the County for a period of three years. The required disclosure should be filed with the Board of Ethics by January 1 of each calendar year in which you are doing business with the County and again with each bid/proposal/quotation to do business with Cook County. The Board of Ethics may assess a late filing fee of \$100 per day after an initial 30-day grace period.

The person that is doing business with the County must disclose his or her familial relationships. If the person on the County lease or contract or purchasing from or selling to the County is a business entity, then the business entity must disclose the familial relationships of the individuals who are and, during the year prior to doing business with the County, were:

- its board of directors,
- its officers,
- its employees or independent contractors responsible for the general administration of the entity,
- its agents authorized to execute documents on behalf of the entity, and
- its employees who directly engage or engaged in doing work with the County on behalf of the entity.

Do not hesitate to contact the Board of Ethics at (312) 603-4304 for assistance in determining the scope of any required familial relationship disclosure.

Additional Definitions:

"Familial relationship" means a person who is a spouse, domestic partner or civil union partner of a County employee or State, County or municipal official, or any person who is related to such an employee or official, whether by blood, marriage or adoption, as

Parent Child Brother Sister Aunt Uncle Niece Nephew	Grandparent Grandchild Fatherin-law Motherin-law Sonin-law Daughterin-law Brotherin-law Sister-in-law	Stepfather Stepmother Stepson Stepdaughter Stepbrother Stepsister Halfbrother Halfsister
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CONTRACT#: 1590-14365

COOK COUNTY BOARD OF ETHICS FAMILIAL RELATIONSHIP DISCLOSURE FORM

. A.	PERSON DOING OR SEEKING TO DO BUSINESS WITH THE COUNTY
	Name of Person Doing Business with the County: <u>Arrow Systems Integration</u> , Inc.
	Address of Person Doing Business with the County: 1820 Preston Park Blvd, Suite 2800, Plano, TX 75093
	Phone number of Person Doing Business with the County: _(972) 462 -5800
	Email address of Person Doing Business with the County: ca_cancels@arrowsi.com
	If Person Doing Business with the County is a Business Entity, provide the name, title and contact information for the individual completing this disclosure on behalf of the Person Doing Business with the County:
	Jessica Bialkowski, Associate Counsel II, 630-787-8065
₿.	DESCRIPTION OF BUSINESS WITH THE COUNTY
	Append additional pages as needed and for each County lease, contract, purchase or sale sought and/or obtained during the calendar year of this disclosure (or the proceeding calendar year if disclosure is made on January 1), identify:
	The lease number, contract number, purchase order number, request for proposal number and/or request for qualification number associated with the business you are doing or seeking to do with the County:
	Unified Communications – Maintenance (Cook County RFP No. 1590-14365)
	The aggregate dollar value of the business you are doing or seeking to do with the County: \$ Approximately \$10M over 5 years
	The name, title and contact information for the County official(s) or employee(s) involved in negotiating the business you are doing or seeking to do with the County:
	Tangela Malloy, Senior Contract Negotiator, 312-603-6827
	The name, title and contact information for the County official(s) or employee(s) involved in managing the business you are doing or seeking to do with the County:
C.	DISCLOSURE OF FAMILIAL RELATIONSHIPS WITH COUNTY EMPLOYEES OR STATE, COUNTY OR MUNICIPAL ELECTED OFFICIALS
	Check the box that applies and provide related information where needed
D	The Person Doing Business with the County is an individual and there is no familial relationship between this individual and any Cook County employee or any person holding elective office in the State of Illinois, Cook County, or any municipality within Cook County.
D	The Person Doing Business with the County is a business entity and there is no familial relationship between any member of this business entity's board of directors, officers, persons responsible for general administration of the business entity, agents authorized to execute documents on behalf of the business entity or employees directly engaged in contractual work with the County on behalf of the business entity, and any Cook County employee or any person holding elective office in the State of Illinois, Cook County, or any municipality within Cook County.

COOK COUNTY BOARD OF ETHICS FAMILIAL RELATIONSHIP DISCLOSURE FORM

Name of Individual Doing Business with the County	Name of Related County Employee or State, County or Municipal Elected Official	Title and Position of Related County Employee or State, County or Municipal Elected Official	Nature of Familial Relationship*
N/A			·
	ch an additional sheet followin	usiness entity and there is a famil	
contractual work w	ith the County on behalf of the	behalf of the business entity and/or business entity, on the one hand, as	nd at least one Cook County emp
contractual work w and/or a person hole the other. The fam Name of Member of Board of Director for Business Entity Doing Business with	ith the County on behalf of the	business entity, on the one hand, ar of Illinois, Cook County, and/or ar	nd at least one Cook County emp
contractual work w and/or a person hole the other. The fam Name of Member of Board of Director for Business Entity Doing Business with the County	ith the County on behalf of the ding elective office in the State ilial relationships are as follo Name of Related County Employee or State, County or	business entity, on the one hand, ar of Illinois, Cook County, and/or ar ws: Title and Position of Related County Employee or State, County	nd at least one Cook County emp ny municipality within Cook Cou Nature of Familial
contractual work w and/or a person hole the other. The fam Name of Member of Board of Director for Business Entity Doing Business with the County	ith the County on behalf of the ding elective office in the State ilial relationships are as follo Name of Related County Employee or State, County or	business entity, on the one hand, ar of Illinois, Cook County, and/or ar ws: Title and Position of Related County Employee or State, County	nd at least one Cook County emp ny municipality within Cook Cou Nature of Familial
contractual work w and/or a person hol-	ith the County on behalf of the ding elective office in the State ilial relationships are as follo Name of Related County Employee or State, County or	business entity, on the one hand, ar of Illinois, Cook County, and/or ar ws: Title and Position of Related County Employee or State, County	nd at least one Cook County emp ny municipality within Cook Cou Nature of Familial

SECTION 4

COOK COUNTY AFFIDAVIT FOR WAGE THEFT ORDINANCE

Effective May 1, 2015, every Person, *including Substantial Owners*, seeking a Contract with Cook County must comply with the Cook County Wage Theft Ordinance set forth in Chapter 34, Article IV, Section 179. Any Person/Substantial Owner, who fails to comply with Cook County Wage Theft Ordinance, may request that the Chief Procurement Officer grant a reduction or waiver in accordance with Section 34-179(d).

"Contract" means any written document to make Procurements by or on behalf of Cook County.

"Person" means any individual, corporation, partnership, Joint Venture, trust, association, limited liability company, sole proprietorship or other legal entity.

"Procurement" means obtaining supplies, equipment, goods, or services of any kind.

"Substantial Owner" means any person or persons who own or hold a twenty-five percent (25%) or more percentage of interest in any business entity seeking a County Privilege, including those shareholders, general or limited partners, beneficiaries and principals; except where a business entity is an individual or sole proprietorship, Substantial Owner means that individual or sole proprietor.

All Persons/Substantial Owners are required to complete this affidavit and comply with the Cook County Wage Theft Ordinance before any Contract is awarded. Signature of this form constitutes a certification the information provided below is correct and complete, and that the individual(s) signing this form has/have personal knowledge of such information.

1.	ontract Information:	
Contrac	umber: Unified Communications - Support and Maintenance of Current System (Cook County RFP No) <u>. 1590-1</u> 4365
County	ing Agency (requesting Procurement): <u>Bureau of Technology</u>	1
II.	erson/Substantial Owner Information:	
Person	orporate Entity Name): Arrow Systems Integration, Inc.	
Substar	Owner Complete Name: Arrow Enterprise Computing Solutions, Inc.	·
FEIN#	3-1009098	
Date of	th: N/A E-mail address: <u>ca_cancels@arrowsi.com</u>	_
Street A	ress: 1820 Preston Park Blvd, Suite 2800	
City:	lano State: <u>Texas</u> Zip: <u>75093</u>	
Home F	ne: <u>(972) 462-5800</u>	

III. Compliance with Wage Laws:

Within the past five years has the Person/Substantial Owner, in any judicial or administrative proceeding, been convicted of, entered a plea, made an admission of guilt or liability, or had an administrative finding made for committing a repeated or willful violation of any of the following laws:

Illinois Wage Payment and Collection Act, 820 ILCS 115/1 et seq.,

Illinois Minimum Wage Act, 820 ILCS 105/1 et seg.,

Illinois Worker Adjustment and Retraining Notification Act, 820 ILCS 65/1 et seg.,

Employee Classification Act, 820 ILCS 185/1 et seg.,

Fair Labor Standards Act of 1938, 29 U.S.C. 201, et seq.,

Any comparable state statute or regulation of any state, which governs the payment of wages

To the best of Arrow SI's knowledge and belief, there have been no such proceedings, convictions, pleadings, admissions or findings.

If the Person/Substantial Owner answered "Yes" to any of the questions above, it is ineligible to enter into a Contract with Cook County, but can request a reduction or waiver under Section IV.

IV. Request for Waiver or Reduction

If Person/Substantial Owner answered "Yes" to any of the questions above, it may request a reduction or waiver in accordance with Section 34-179(d), provided that the request for reduction of waiver is made on the basis of one or more of the following actions that have taken place:

There has been a bona fide change in ownership or Control of the ineligible Person or Substantial Owner

Disciplinary action has been taken against the individual(s) responsible for the acts giving rise to the violation

Remedial action has been taken to prevent a recurrence of the acts giving rise to the disqualification or default

Other factors that the Person or Substantial Owner believe are relevant.

The Person/Substantial Owner must submit documentation to support the basis of its request for a reduction or waiver. The Chief Procurement Officer reserves the right to make additional inquiries and request additional documentation.

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V.	Affirmation The Person/Substantial Owner affirms that all statements cor	otained in the Affidavit are tr	Ue accurate and complete
	Signature: Sent Mick		Date: 12/1/16
	Name of Person signing (Print): Timothy Kick	Title: CFO	
	Subseribed and sworn to before me this /s4 day of	December	. 20/6

Notary Public Signature Notary Seal Note: The above information is subject to verification prior to the award of the Contract.

CAROLYN B. YOUNG My Notary ID # 5849781 Expires September 17, 2020

SECTION 5

CONTRACT AND EDS EXECUTION PAGE PLEASE EXECUTE THREE ORIGINAL PAGES OF EDS

The Applicant hereby certifies and warrants that all of the statements, certifications and representations set forth in this EDS are true, complete and correct; that the Applicant is in full compliance and will continue to be in compliance throughout the term of the Contract or County Privilege issued to the Applicant with all the policies and requirements set forth in this EDS; and that all facts and information provided by the Applicant in this EDS are true, complete and correct. The Applicant agrees to inform the Chief Procurement Officer in writing if any of such statements, certifications, representations, facts or information becomes or is found to be untrue, incomplete or incorrect during the term of the Contract or County Privilege.

	Execution by Corporation
Arrow Systems Integration, Inc.	Tim Kick Swith Thick
Corporation's Name	Chief Financial Officer Prince Name and Signature
(972) 462-3301	tkick@arrowsi.com
Telephone	Email
Joseph R. Monroe Jos. Man	18/1/16
Controller Signature	Date
	Execution by LLC
LLC Name	*Member/Manager Printed Name and Signature
Date	Telephone and Email
I	Execution by Partnership/Joint Venture
Partnership/Joint Venture Name	*Partner/Joint Venturer Printed Name and Signature
Date	Telephone and Email
	Execution by Sole Proprietorship
Printed Name Signature	Assumed Name (if applicable)
Date	Telephone and Email
Subscribed and sworn to before me this 154 day of Dec., 20 16. adulus B. Aung	My commission expires: CAROLYN B. YOUNG My Notary ID # 5849781 Expires September 17, 2020
Notary Public Signature	Notary Seal

^{*}If the operating agreement, partnership agreement or governing documents requiring execution by multiple members, managers, partners, or joint venturers, please complete and execute additional Contract and EDS Execution Pages.

AUTHORITY TO SIGN

As an officer of Arrow Systems Integration, Inc. (the "Corporation"), having the full power and authority to execute documents on behalf of the Corporation, subject to applicable Board of Director approval, I, Tim Kick, Chief Financial Officer of said Corporation, hereby authorize the undersigned, Joseph R. Monroe, the Controller of the Corporation, to review, approve, execute and deliver those sales transaction documents with respect to those customers of Arrow Systems Integration, Inc., and other documents relating to such transactions including purchase order(s), non-disclosure agreements (NDA), bids, solicitations, request for proposals (RFP) or such similar solicitation requests, among others.

The authority described herein will commence as of the Commencement Date set forth below and shall remain in effect until the Expiration Date below, unless otherwise withdrawn at any time by the Signatory herein or by another officer of the Corporation.

Timothy J. kick

Simpsivi Pin Kick, CFO

3/16/2016 Date

Vosenh R. Monroe

Date: 3/16/2011

Commencement Date: March 16, 2016

Expiration Date: March 16, 2017

SECTION 6 COOK COUNTY SIGNATURE PAGE

ON BEHALF OF THE COUNTY OF COO	OK, A BODY	POLITIC AN		FTHE STATE OF	ILLINOIS, THIS CO	NTRACT IS HERI	EBY EXECUTED BY:
		COOK CO	OUNTY CHIEF PRO	0.7	ICER		<u></u>
DATED AT CHICAGO, ILLINOIS THIS _	23	DAY OF	January		,2	o <u>17</u>	
IN THE CASE OF A BID/ PROPOSAL/F	response,	THE COUNT	TY HEREBY ACCE	PTS:			
THE FOREGOING BID/PROPOSAL/RE	SPONSE AS	BIDENTIFIED	O IN THE CONTRA	CT DOCUMENTS	FOR CONTRACT N	IUMBER	
1590-14365B							
<u>OR</u>			· ·				
ITEM(S), SECTION(S), PART(S):				-		· · · · · · · · · · · · · · · · · · ·	<u> </u>
				<u> </u>			·
TOTAL AMOUNT OF CONTRACT:	¢ 10	<u>377,470.8</u>	30				
TOTAL AMOUNT OF CONTINUE.		ARS AND C					- .
FUND CHARGEABLE:		-					
APPROVED AS TO FORM:	Re						
ASSISTANT STATE'S ATTORNEY (Required on contracts over \$1,000,000.	00)		- .			÷	
Date: 12/5	-/16				APPROVED BY TI	ir no	
	l · · ·			. (APPROVED BY THE COOK COUNTY COI		
					JAN 18	2017	