

MODIFICATION

State of Maine



Master Agreement

Effective Date: 11/01/17

Expiration Date: 10/31/19

Master Agreement Description: Carousel - Avaya Products, Services, and Maintenance

Buyer Information

Justin Franzose 207-624-7337 ext. justin.franzose@maine.gov

Issuer Information

JON RICHARD 207-624-9861 ext. Jon.Richard@maine.gov

Requestor Information

Ellen Lee 207-624-8866 ext. Ellen.Lee@maine.gov

Authorized Departments

18B BUREAU OF INFORMATION SERVICES

Vendor Information

Vendor Line #: 1

Vendor ID

VS0000008202

Vendor Name

Carousel Industries of North America, Inc.

Alias/DBA

Vendor Address Information

535 Boylston Street, 2nd Floor

Boston, MA 02116

US

Vendor Contact Information

Christopher Casey

6177015031 ext.

ccasey@carouselindustries.com

Payment Discount Terms

Discount 1: % 0 Days

Discount 2: % 0 Days

Discount 3: % 0 Days

Discount 4: % 0 Days

Commodity Information

Vendor Line #: 1

Vendor Name: Carousel Industries of North America, Inc.

Commodity Line #: 1

Commodity Code: 91579

Commodity Description: Avaya Products, Services, and Maintenance

Commodity Specifications: Contract and terms are as per the attached agreement.

Commodity Extended Description: Agency to obtain Quote/Invoice from vendor, then create DO against the MA (make sure to attach copy of vendor's quote/invoice). If your order is under \$5,000.00, agency must e-mail it to the vendor. If over \$5,000.00, Procurement will e-mail to the vendor.

Quantity	UOM	Unit Price
0.00000		\$0.00
Delivery Days	Free on Board	
Contract Amount	Service Start Date	Service End Date
\$0.00	11/01/17	10/31/19
Catalog Name	Discount	
	0.0000 %	
	Discount Start Date	Discount End Date

Commodity Terms and Conditions

Vendor Line #: 1

Commodity Line #: 1

T&C #: 165

T&C Name: Payment Terms

T&C Details: Net 30

STATE OF MAINE
DEPARTMENT OF Administrative and Financial Services
Office of Information Technology
Voice Services Division
Agreement to Purchase Services

THIS AGREEMENT, made this 30th day of October 2017, is by and between the State of Maine, Department of Administrative and Financial Services, Office of Information Technology, Voice Services Division, hereinafter called "Department," and Carousel Industries of North America, Inc., located at 659 South County Trail, Exeter, RI 02822, telephone number 800- 401-0760, hereinafter called "Provider", for the period of November 1st, 2017 to October 31st, 2018.

The AdvantageME Vendor/Customer number of the Provider is VS0000008202

WITNESSETH, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the Department, the Provider hereby agrees with the Department to furnish all qualified personnel, facilities, materials and services and in consultation with the Department, to perform the services, study or projects described in Rider A, and under the terms of this Agreement. The following riders are hereby incorporated into this Agreement and made part of it by reference:

Rider A - Specifications of Work to be Performed
Rider B-IT - Payment and Other Provisions
Rider C – Exceptions to Rider B-IT
Rider D - Support Services Agreement (SSA) – ESSENTIAL
Rider E/F – At Department's Discretion
Rider G – Identification of Country in Which Contracted Work will be Performed
RFP# 201703048 - Avaya Telephony Maintenance and Services Questions & Answers Summary
RFP# 201703048 - Avaya Telephony Maintenance and Services
Provider Response to RFP# 201703048 - Avaya Telephony Maintenance and Services – Hereby Included in its entirety by reference

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Signature Page Follows

IN WITNESS WHEREOF, the Department and the Provider, by their representatives duly authorized, have executed this agreement in one original copy.

Provider: **Carousel Industries of North America, Inc.**

By: *Richard A. Proulx*
Richard A. Proulx, Chief Financial Officer

Date: 10-31-17

And

**Department of Administrative and Financial Services
Office of Information Technology**

By: *S. Vicka Chakraborty* 1 NOV 2017
FOR Jim Smith, Chief Information Officer

Date: 1 NOV 2017

Total Agreement Amount \$

The approval and encumbrance of this Agreement by the Chair of the State Procurement Review Committee and the State Controller is evidenced only by a stamp affixed to this page or by a Case Details Page from the Division of Purchases.

RIDER A
SPECIFICATIONS OF WORK TO BE PERFORMED

The State of Maine issued RFP 201703048 Avaya Telephony Maintenance and Services seeking proposals for maintenance, procurement of hardware and software, training and professional services from Avaya Partners to support and maintain software and hardware related to the State's Avaya Telephony systems. This contract results from that RFP.

After the initial performance period of one-year, upon mutual agreement between the State and Provider, the contract may be renewed 5-times for a period of one-year each.

Master Agreement

This document establishes a Master Agreement under which maintenance and support of Avaya and Nortel hardware and software are delivered, as well as how products and services are purchased through Carousel.

Individual Delivery Orders (ordering documents) will be initiated by the State of Maine under this Master Agreement Contract for products and services. Examples of such Delivery Orders could include, but will not be limited to:

- (1) equipment and software purchase,
- (2) annual software license usage and hosting fees,
- (3) annual software and equipment support and maintenance fees,
- (4) technician services,
- (5) training,
- (6) fixed price statement of work/change orders with fixed deliverables, and
- (7) managed services.

All fees and rates relating to products and services are contained in Rider D.

All Delivery Order/ordering documents initiated under this agreement are subject to the contract terms documented here.

Delivery Order requests will follow the process below:

- i. Request for Quote (RFQ). Delivery order requests under this Agreement will be initiated by the Department with a Request for Quote (RFQ) to the Provider. The RFQ will contain sufficient detail to allow the Provider to respond with a complete and accurate quote documenting the item/service to be delivered, cost information, performance and payment detail.
- ii. RFQ Response. Provider will respond to the RFQ with a firm price, fixed price response. As necessary, the RFQ response would include any design documents or other such specifications that describe in detail the items to be delivered or work to be performed. If the RFQ response as delivered to the Department is not acceptable, the Department may reject the response or the Department and Provider may work together to refine the RFQ response to better meet the desired outcomes of the Department, at which time the Provider will resubmit an RFQ Response.
- iii. Delivery Order. Upon acceptance of the RFQ Response the Department shall issue a Delivery Order executing the purchase, attaching the RFQ Response agreed to by both parties to that order.

RIDER B-IT

METHOD OF PAYMENT AND OTHER PROVISIONS

1. **AGREEMENT AMOUNT** \$ 0.00 (master agreement)

2. **INVOICES AND PAYMENTS** The Department will pay the Provider as follows:

Per contract terms or per Delivery Order terms if specified.

Invoices for payment, submitted on forms approved by the Department, shall be submitted to the Agreement Administrator. Invoices shall contain sufficient detail to allow proper cost allocation and shall be accompanied by supporting documentation. No invoice will be processed for payment until approved by the Agreement Administrator. All invoices require the following:

- A. All invoices must include the Vendor Code number assigned when registering as a vendor with the State of Maine. This number appears on all Contracts and Purchase Orders and can be acquired from the agency contact.
- B. All invoices must include the vendor's Federal ID Number.
- C. All invoices must include either the Purchase Order number or the Contract number relating to the commodities/services provided.
- D. In cases where hourly rates of contracted resources are concerned, invoices must contain a copy or copies of time sheets associated with that invoice. Time sheets will need to be reviewed and approved by the State's contract administrator.

Payments are subject to the Provider's compliance with all items set forth in this Agreement. The Department will pay the Provider within thirty (30) days following the receipt of an approved invoice.

The Department may withhold a Retainage for project-based services in the following manner:

- The allowable payment amount from each project milestone payment will be multiplied by ten (10) percent, giving the amount that will be withheld from payment. Ninety (90) percent of the allowable project milestone payment amount will be paid to the Provider.
- The Retainage will be held by the Department until the end of the warranty period.

The charges described in this Agreement are the only charges to be levied by the Provider for the products and services to be delivered by it. There are no other charges to be made by the Provider to the Department, unless they are performed in accordance with the provisions of Section 5, Changes in the Work. The Provider shall maintain documentation for all charges against the Department under this Agreement.

3. **INDEPENDENT CAPACITY** In the performance of this Agreement, the Provider shall act in the capacity of an independent contractor and not as an employee or agent of the State.

4. AGREEMENT ADMINISTRATOR The Agreement Administrator is the Department's representative for this Agreement. S/he is the single authority to act on behalf of the Department for this Agreement. S/he shall approve all invoices for payment. S/he shall make decisions on all claims of the Provider. The Provider shall address all contract correspondence and invoices to the Agreement Administrator. The following person is the Agreement Administrator for this Agreement:

Name: Ellen Lee
Title: Director, Vendor Management Office
Address: 51 Commerce Dr.
SHS #145
Augusta, ME 04333-0145
Telephone: 207-624-8866
E-mail address: ellen.lee@maine.gov

The following individual is designated as the Program Administrator for this Agreement and shall be responsible for oversight of the programmatic aspects of this Agreement. All project status reports, day to day operational issues and project program material and issues shall be directed to this individual.

Name: Jon Richard
Title: Director of Enterprise Operations
Address: 51 Commerce Dr.
SHS #145
Augusta, ME 04333-0145
Telephone: 207-624-9861
E-mail address: jon.richard@maine.gov

5. CHANGES IN THE WORK The Department may order changes in the work, the Agreement Amount being adjusted accordingly. Any monetary adjustment or any substantive change in the work shall be in the form of an amendment signed by both parties and approved by the State Purchases Review Committee. Said amendment must be effective prior to the execution of the changed work.

6. SUBCONTRACTORS The Provider may not enter into any subcontract for the work to be performed under this Agreement without the express written consent of the Department. This provision shall not apply to contracts of employment between the Provider and its employees.

The Provider is solely responsible for the performance of work under this Agreement. The approval of the Department for the Provider to subcontract for work under this Agreement shall not relieve the Provider in any way of its responsibility for performance of the work.

All Subcontractors shall be bound by the terms and conditions set forth in this Agreement. The Provider shall give the State immediate notice in writing of any legal action or suit filed, and prompt notice of any claim made against the Provider by any Subcontractor, which may result in litigation related in any way to this Agreement, or which may affect the performance of duties under this Agreement. The Provider shall indemnify and hold harmless the Department from and against any such claim, loss, damage, or liability as set forth in Section 16, State held Harmless.

7. SUBLETTING, ASSIGNMENT OR TRANSFER The Provider shall not sublet, sell, transfer, assign, or otherwise dispose of this Agreement, or any portion thereof, or of its right, title, or interest therein, without the written approval of the Department. Such approval shall not in any case relieve the Provider of its responsibility for performance of work under this Agreement.

8. EQUAL EMPLOYMENT OPPORTUNITY During the performance of this Agreement, the Provider certifies as follows:

1. The Provider shall not discriminate against any employee or applicant for employment relating to this Agreement because of race, color, religious creed, sex, national origin, ancestry, age, physical or mental disability, or sexual orientation, unless related to a *bona fide* occupational qualification. The Provider shall take affirmative action to ensure that applicants are employed, and employees are treated during employment, without regard to their race, color, religion, sex, age, national origin, physical or mental disability, or sexual orientation.

Such action shall include but not be limited to the following: employment, upgrading, demotions, or transfers; recruitment or recruitment advertising; layoffs or terminations; rates of pay or other forms of compensation; and selection for training including apprenticeship. The Provider agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

2. The Provider shall, in all solicitations or advertising for employees placed by, or on behalf of, the Provider, relating to this Agreement, state that all qualified applicants shall receive consideration for employment without regard to race, color, religious creed, sex, national origin, ancestry, age, physical or mental disability, or sexual orientation.

3. The Provider shall send to each labor union, or representative of the workers, with which it has a collective bargaining agreement, or other agreement or understanding, whereby it is furnished with labor for the performance of this Agreement, a notice to be provided by the contracting agency, advising the said labor union or workers' representative of the Provider's commitment under this section, and shall post copies of the notice in conspicuous places, available to employees and applicants for employment.

4. The Provider shall inform the contracting Department's Equal Employment Opportunity Coordinator of any discrimination complaints brought to an external regulatory body (Maine Human Rights Commission, EEOC, Office of Civil Rights, etc.) against itself by any individual, as well as any lawsuit regarding alleged discriminatory practice.

5. The Provider shall comply with all aspects of the Americans with Disabilities Act (ADA) in employment, and in the provision of service, to include accessibility and reasonable accommodations for employees and clients.

6. Contractors and Subcontractors with contracts in excess of \$50,000 shall also pursue in good faith affirmative action programs.

7. The Provider shall cause the foregoing provisions to be inserted in any subcontract for any work covered by this Agreement so that such provisions shall be binding upon each Subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

9. EMPLOYMENT AND PERSONNEL The Provider shall not engage any person in the employ of any State Department or Agency in a position that would constitute a violation of 5 MRSA § 18 or 17 MRSA § 3104. The Provider shall not engage on a full-time, part-time, or any other basis, during the period of this Agreement, any personnel who are, or have been, at any time during the period of this Agreement, in the employ of any State Department or Agency, except regularly retired employees, without the written consent of the State Purchases Review Committee. Further, the Provider shall not engage on this project on a full-time, part-time, or any other basis, during the period of this Agreement, any retired employee of the Department, who has not been retired for at least one year, without the written consent of the State Purchases Review Committee. The Provider shall cause the foregoing provisions to be inserted in any subcontract for any work covered by this Agreement, so that such provisions shall be binding upon each Subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

10. STATE EMPLOYEES NOT TO BENEFIT No individual employed by the State at the time this Agreement is executed, or any time thereafter, shall be admitted to any share or part of this Agreement, or to any benefit that might arise there from, directly or indirectly, that would constitute a violation of 5 MRSA § 18 or 17 MRSA § 3104. No other individual employed by the State at the time this Agreement is executed, or any time thereafter, shall be admitted to any share or part of this Agreement, or to any benefit that might arise there from, directly or indirectly, due to his employment by, or financial interest in, the Provider, or any affiliate of the Provider, without the written consent of the State Purchases Review Committee. The Provider shall cause the foregoing provisions to be inserted in any subcontract for any work covered by this Agreement so that such provisions shall be binding upon each Subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

11. NO SOLICITATION The Provider certifies that it has not employed or contracted with any company or person, other than for assistance with the normal study and preparation of a proposal, to solicit or secure this Agreement, and that it has not paid, or agreed to pay, any company or person, other than a *bona fide* employee working solely for the Provider, any fee, commission, percentage, brokerage fee, gifts, or any other consideration, contingent upon, or resulting from, the award of this Agreement. For breach or violation of this provision, the Department shall have the right to terminate this Agreement without liability or, at its discretion, to otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gift, or contingent fee.

12. ACCOUNTING, RECORDS, AND AUDIT

1. The Provider shall maintain all books, documents, payrolls, papers, accounting records, and other evidence pertaining to this Agreement, including interim reports and working papers, and make such materials available at its offices at all reasonable times during the period of this Agreement, and for a period of five (5) years following termination or expiration of the Agreement. If any litigation, claim or audit is started before the expiration of the 5-year period, the records must be retained until all litigation, claims or audit findings involving the agreement have been resolved.

2. Unless the Department specifies in writing a shorter period of time, the Provider agrees to preserve and make available all documents and records pertaining to this Agreement for a period of five (5) years from the date of termination of this Agreement.

3. Records involving matters in litigation shall be kept for one year following the termination of litigation, including all appeals.

4. Authorized Federal and State representatives shall have access to, and the right to examine, all pertinent documents and records during the five-year post-Agreement period. During the five-year post-Agreement period, delivery of, and access to, all pertinent documents and records will be at no cost to the Department.

5. The Provider shall be liable for any State or Federal audit exceptions, if applicable, that arise out of any action, inaction, or negligence by the Provider. In the event of an audit exception for which the Provider is liable, the Provider shall have thirty (30) days to remedy that exception. If the Provider fails to remedy that exception within this time period, the Provider shall immediately return to the Department all payments made under this Agreement which have been disallowed in the audit exception.

6. Authorized State and Federal representatives shall at all reasonable times have the right to enter the premises, or such other places, where duties under this Agreement are being performed, to inspect, monitor, or otherwise evaluate, the work being performed. All inspections and evaluations shall be performed in such a manner that will not compromise the work unreasonably.

7. **ACCESS TO PUBLIC RECORDS** As a condition of accepting a contract for services under this section, a contractor must agree to treat all records, other than proprietary information, relating to personal services work performed under the contract as public records under the freedom of access laws to the same extent as if the work were performed directly by the department or agency. For the purposes of this subsection, "proprietary information" means information that is a trade secret or commercial or financial information, the disclosure of which would impair the competitive position of the contractor and would make available information not otherwise publicly available. Information relating to wages and benefits of the employees performing the personal services work under the contract and information concerning employee and contract oversight and accountability procedures and systems are not proprietary information. The Provider shall maintain all books, documents, payrolls, papers, accounting records and other evidence pertaining to this Agreement and make such materials available at its offices at all reasonable times during the period of this Agreement and for such subsequent period as specified under Maine Uniform Accounting and Auditing Practices for Community Agencies (MAAP) rules. The Provider shall allow inspection of pertinent documents by the Department or any authorized representative of the State of Maine or Federal Government, and shall furnish copies thereof, if requested. This subsection applies to contracts, contract extensions and contract amendments executed on or after October 1, 2009.

13. TERMINATION The performance of work under this Agreement may be terminated by the Department in whole or in part, whenever, for any reason the Agreement Administrator shall determine that such termination is in the best interests of the Department. Any such termination shall be effected by the delivery to the Provider of a Notice of Termination specifying the extent to which the performance of work under this Agreement is terminated, and the date on which such termination becomes effective. The Agreement shall be equitably adjusted to compensate for such termination and modified accordingly.

Upon receipt of the Notice of Termination, the Provider shall:

1. Stop work under this Agreement on the date and to the extent specified in the Notice of Termination;

2. Take such action as may be necessary, or as the Agreement Administrator may direct, for the protection and preservation of the property, information, and data related to this Agreement, which is in the possession of the Provider, and in which the Department has, or may acquire, an interest;

3. Terminate all orders to the extent that they relate to the performance of the work terminated by the Notice of Termination;
4. Assign to the Department in the manner, and to the extent directed by the Agreement Administrator, all of the rights, titles, and interests of the Provider under the orders so terminated, in which case the Department shall have the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders;
5. With the approval of the Agreement Administrator, settle all outstanding liabilities and claims, arising out of such termination of orders, the cost of which would be reimbursable in whole or in part, in accordance with the provisions of this Agreement;
6. Transfer title to the Department (to the extent that title has not already been transferred) and deliver in the manner, at the times, and to the extent directed by the Agreement Administrator, equipment and products purchased pursuant to this Agreement, and all files, source code, data manuals, or other documentation, in any form, that relate to all the work completed, or in progress, prior to the Notice of Termination;
7. Complete the performance of such part of the work as shall not have been terminated by the Notice of Termination; and
8. Proceed immediately with the performance of the preceding obligations, notwithstanding any delay in determining or adjusting the amount of any compensation under this section.

Notwithstanding the above, nothing herein shall limit the right of the Department to pursue any other legal remedies against the Provider.

14. GOVERNMENTAL REQUIREMENTS The Provider shall comply with all applicable governmental ordinances, laws, and regulations.

15. GOVERNING LAW This Agreement shall be governed by, interpreted, and enforced in accordance with the laws, statutes, and regulations of the State of Maine, without regard to conflicts of law provisions. The provisions of the United Nations Convention on Contracts for the International Sale of Goods and of the Uniform Computer Information Transactions Act shall not apply to this Agreement. Any legal proceeding against the Department regarding this Agreement shall be brought in the State of Maine in a court of competent jurisdiction.

16. STATE HELD HARMLESS The Provider shall indemnify and hold harmless the Department and its officers, agents, and employees from and against any and all claims, liabilities, and costs, including reasonable attorney fees, for any or all injuries to persons or property or claims for money damages, including claims for violation of intellectual property rights, arising from the negligent acts or omissions of the Provider, its employees or agents, officers or Subcontractors in the performance of work under this Agreement; provided, however, the Provider shall not be liable for claims arising out of the negligent acts or omissions of the Department, or for actions taken in reasonable reliance on written instructions of the Department.

17. LIMITATION OF LIABILITY The Provider's liability to the Department, for damages sustained by the Department, as the result of Provider's default, or acts, or omissions, in the performance of work under this Agreement, whether such damages arise out of breach, negligence, misrepresentation, or otherwise, shall be the greater of any actual direct damages, up to the limits of the insurance required herein, or three times the value of the Product or Service that is the subject of this Agreement, up to a maximum of \$25,000,000, but not less than \$400,000.

For instance, if this Agreement is valued at \$15,000,000, then the Provider's liability is up to \$25,000,000. But if this Agreement is valued at \$100,000, then the Provider's liability is no greater than \$400,000.

Notwithstanding the above, Provider shall not be liable to the Department for any indirect or consequential damages not covered by any of the insurances required herein.

18. NOTICE OF CLAIMS The Provider shall give the Agreement Administrator immediate notice in writing of any legal action or suit filed related in any way to this Agreement, or which may affect the performance of duties under this Agreement, and prompt notice of any claim made against the Provider by any Subcontractor, which may result in litigation related in any way to this Agreement, or which may affect the performance of duties under this Agreement.

19. APPROVAL This Agreement must be approved by the State Controller and the State Purchases Review Committee before it can be considered a valid enforceable document.

20. INSURANCE REQUIREMENTS The Provider shall procure and maintain insurance against claims for injuries to persons, or damages to property, which may arise from, or in connection to, the fulfillment of this Agreement, by the Provider, its agents, representatives, employees, or Subcontractors. The insurance shall be secured by the Provider, at the Provider's expense, and maintained in force, at all times during the term of this Agreement, and, for any claims-made (as opposed to occurrence-based) policy(ies), for a period of not less than two (2) years thereafter.

1. **Minimum Coverage**

1. Errors & Omissions, or Professional Liability Insurance, or Insurance by any other name, covering the following:

A) All acts, errors, omissions, negligence, infringement of intellectual property (except patent and trade secret) in an amount not less than \$1,000,000 per occurrence, and as an annual aggregate;

B) Network security and privacy risks, including, but not limited to, unauthorized access, failure of security, breach of privacy, wrongful disclosure, collection, or other negligence in the handling of confidential information, related regulatory defense, and penalties in an amount not less than \$1,000,000 per occurrence, and as an annual aggregate;

C) Data breach expenses, in an amount not less than (*see NOTE below and insert the appropriate limit based upon the number of Personally Identifiable Information records*) \$_____, and payable, whether incurred by the Department or the Provider; for and on behalf of the Department, including, but not limited to:

C.1) Consumer notification, whether or not required by law;

- C.2) Forensic investigations;
- C.3) Public relations and crisis management fees; and
- C.4) Credit or identity monitoring, or similar remediation services.

The policy shall affirm coverage for contingent bodily injury and property damage arising from the failure of the Provider’s technology services, or an error, or omission, in the content of, and information from, the Provider. If a sub-limit applies to any element of the coverage, the certificate of insurance must specify the coverage section and the amount of the sub-limit.

***NOTE:** Personally-Identifiable Information (PII) is information that can be used to identify a single person, such as name, social security number, date and place of birth, mother's maiden name, driver's license, biometrics, etc. Maine State law also has a more specific definition in 10 M.R.S. §1347(6).*

The Data Breach component of the Insurance (per occurrence) is pegged to the number of PII records that are the subject of this Agreement.

<i>Number of PII Records</i>	<i>Insurance per Occurrence</i>
<i>1 through 3,000</i>	<i>\$400,000</i>
<i>3,001 through 100,000</i>	<i>\$1,000,000</i>
<i>100,001 through 1,000,000</i>	<i>\$5,000,000</i>
<i>Greater than 1,000,000</i>	<i>\$10,000,000</i>

- 2. Workers’ Compensation and employer’s liability, as required by law;
 - 3. Property (including contents coverage for all records maintained pursuant to this Agreement): \$1,000,000 per occurrence;
 - 4. Automotive Liability of not less than \$400,000 per occurrence single limit if the Provider will use vehicles to fulfill the contract;
 - 5. Crime, in an amount not less than \$_____ (*The total monetary amount potentially at risk due to this contract; or Cash Currency and Negotiable Securities actually entrusted to this Provider*); and
 - 6. Business Interruption, in an amount that would allow the Provider to maintain operations in the event of a Property loss.
2. **Other Provisions** Unless explicitly waived by the Department, the insurance policies shall contain, or be endorsed to contain, the following provisions:
- 1. The Provider’s insurance coverage shall be the primary and contributory. Any insurance or self-insurance maintained by the Department for its officers, agents, and employees shall be in excess of the Provider's insurance and shall not contribute to it.
 - 2. The Provider's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

3. The Provider shall furnish the Department with certificates of insurance, and with those endorsements, if any, affecting coverage, required by these Insurance Requirements. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates and endorsements are to be received and approved by the Department before this Agreement commences. The Department reserves the right to require complete, certified copies of all required insurance policies at any time.
4. All policies should contain a revised cancellation clause allowing thirty (30) days notice to the Department in the event of cancellation for any reason, including nonpayment.
5. The Department will not grant the Provider, or any sub-contractor of the Provider, "Additional Insured" status and the Department will not grant any Provider a "Waiver of Subrogation".

21. NON-APPROPRIATION Notwithstanding any other provision of this Agreement, if the Department does not receive sufficient funds to pay for the work to be performed under this Agreement, if funds are de-appropriated, or if the State does not receive legal authority to expend funds from the Maine State Legislature or Maine courts, then the State is not obligated to make payment under this Agreement.

22. SEVERABILITY The invalidity or unenforceability of any particular provision, or part thereof, of this Agreement shall not affect the remainder of said provision, or any other provisions, and this Agreement shall be construed in all respects as if such invalid or unenforceable provision or part thereof had been omitted.

23. INTEGRATION All terms of this Agreement are to be interpreted in such a way as to be consistent at all times with the terms of Rider B-IT (except for expressed exceptions to Rider B-IT included in Rider C), followed in precedence by Rider A, and any remaining Riders in alphabetical order.

24. FORCE MAJEURE Either party may be excused from the performance of an obligation under this Agreement in the event that performance of that obligation by a party is prevented by an act of God, act of war, riot, fire, explosion, flood, or other catastrophe, sabotage, severe shortage of fuel, power or raw materials, change in law, court order, national defense requirement, strike or labor dispute, provided that any such event, and the delay caused thereby, is beyond the control of, and could not reasonably be avoided by that party. Upon the occurrence of an event of force majeure, the time period for performance of the obligation excused under this section shall be extended by the period of the excused delay, together with a reasonable period, to reinstate compliance with the terms of this Agreement.

25. SET-OFF RIGHTS The State shall have all of its common law, equitable, and statutory rights of set-off. These rights shall include, but not be limited to, the State's option to withhold for the purposes of set-off any monies due to the Provider under this Agreement, up to any amounts due and owing to the State with regard to this Agreement, any other Agreement with any State department or agency, including any Agreement for a term commencing prior to the term of this Agreement, plus any amounts due and owing to the State for any other reason including, without limitation, tax delinquencies, fee delinquencies, or monetary penalties relative thereto. The State shall exercise its set-off rights in accordance with normal State practices including, in cases of set-off pursuant to an audit, the finalization of such audit by the State agency, its representatives, or the State Controller.

26. INTERPRETATION OF THE AGREEMENT

1. **Reliance on Policy Determinations** The Department shall determine all program policy. The Provider may, from time to time, request the Department to make policy determinations, or to issue operating guidelines required for the proper performance of this Agreement, and the Agreement Administrator shall respond in writing in a timely manner. The Provider shall be entitled to rely upon, and act in accordance with, such written policy determinations and operating guidelines, unless subsequently amended, modified, or changed in writing by the Department, and shall incur no liability in doing so unless the Provider acts negligently, maliciously, fraudulently, or in bad faith. Nothing contained in this Agreement, or in any agreement, determination, operating guideline, or other communication from the Department shall relieve the Provider of its obligation to keep itself informed of applicable State and Federal laws, regulations, policies, procedure, and guidelines, to be in complete compliance and conformity therewith.

2. **Titles Not Controlling** Titles of sections and paragraphs used in this Agreement are for the purpose of facilitating ease of reference only and shall not be construed to imply a contractual construction of the language.

3. **No Rule of Construction** This is a negotiated Agreement and no rule of construction shall apply that construes ambiguous or unclear language in favor of or against any party.

27. PERIOD OF WORK Work under this Agreement shall begin no sooner than the date on which this Agreement has been fully executed by the parties and approved by the Controller and the State Purchases Review Committee. Unless terminated earlier, this Agreement shall expire on the date set out on the first page of this Agreement, or at the completion and acceptance of all specified tasks, and delivery of all contracted products and services as defined in this Agreement, including performance of any warranty and/or maintenance agreements, whichever is the later date.

28. NOTICES All notices under this Agreement shall be deemed duly given: 1) upon delivery, if delivered by hand against receipt, or 2) five (5) business days following posting, if sent by registered or certified mail, return receipt requested. Either party may change its address for notification purposes by giving written notice of the change and setting forth the new address and an effective date.

29. ADVERTISING AND PUBLICATIONS The Provider shall not publish any statement, news release, or advertisement pertaining to this Agreement without the prior written approval of the Agreement Administrator. Should this Agreement be funded, in whole or in part, by Federal funds, then in compliance with the Steven's Amendment, it will be clearly stated when issuing statements, press releases, requests for proposals, bid solicitations, and other documents: (1) the percentage of the total cost that was financed with Federal moneys; and (2) the dollar amount of Federal funds.

30. CONFLICT OF INTEREST The Provider certifies that it presently has no interest and shall not acquire any interest which would conflict in any manner or degree with the performance of its services hereunder. The Provider further certifies that in the performance of this Agreement, no person having any such known interests shall be employed.

31. **LOBBYING**

1. **Public Funds** No Federal or State-appropriated funds shall be expended by the Provider for influencing, or attempting to influence, an officer or employee of any agency, a member of Congress or State Legislature, an officer or employee of Congress or State Legislature, or an employee of a member of Congress or State Legislature, in connection with any of the following covered actions: the awarding of any agreement; the making of any grant; the entering into of any cooperative agreement; or the extension, continuation, renewal, amendment, or modification of any agreement, grant, or cooperative agreement. Signing this Agreement fulfills the requirement that Providers receiving over \$100,000 in Federal or State funds file with the Department on this provision.

2. **Federal Certification** Section 1352 of Title 31 of the US Code requires that funds appropriated to a Federal agency be subject to a requirement that any Federal Provider or grantee (such as the Department) certifies that no Federal funds will be used to lobby or influence a Federal officer or member of Congress.

The certification the Department has been required to sign provides that the language of this certification shall be included in the award documents for all sub-awards at all tiers (including sub-agreements, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall verify and disclose accordingly. The certification also requires the completion of Federal lobbying reports and the imposition of a civil penalty of \$10,000 to \$100,000 for failing to make a required report. As a sub-recipient, the Provider understands and agrees to the Federal requirements for certification and disclosure.

3. **Other Funds** If any non-Federal or State funds have been or will be paid to any person in connection with any of the covered actions in this section, the Provider shall complete and submit a "Disclosure of Lobbying Activities" form to the Department.

32. **PROVIDER PERSONNEL**

1. The parties recognize that the primary value of the Provider to the Department derives directly from its Key Personnel assigned in the performance of this Agreement. Key Personnel are deemed to be those individuals whose résumés were offered by the Provider in the Proposal. Therefore, the parties agree that said Key Personnel shall be assigned in accordance with the time frames in the most recent mutually agreed upon project schedule and work plan, and that no re-deployment or replacement of any Key Personnel may be made without the prior written consent of the Agreement Administrator. Replacement of such personnel, if approved, shall be with personnel of equal or greater abilities and qualifications.

2. The Department shall retain the right to reject any of the Provider's employees whose abilities and qualifications, in the Department's judgment, are not appropriate for the performance of this Agreement. In considering the Provider's employees' abilities and qualifications, the Department shall act reasonably and in good faith.

3. During the course of this Agreement, the Department reserves the right to require the Provider to reassign or otherwise remove any of its employees found unacceptable by the Department. In considering the Provider's employees' acceptability, the Department shall act reasonably and in good faith.

4. In signing this Agreement, the Provider certifies to the best of its knowledge and belief that it, and all persons associated with this Agreement, including any Subcontractors, including persons or corporations who have critical influence on or control over this Agreement, are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal or State department or agency.

5. During the course of this Agreement, the Department reserves the right to require a background check on any of the Provider's personnel (employees and Subcontractors) that are in any way involved in the performance of this Agreement.

33. STATE PROPERTY The Provider shall be responsible for the proper custody and care of any Department or State owned property furnished for the Provider's use in connection with the performance of this Agreement, and the Provider will reimburse the Department for its loss or damage, normal wear and tear excepted.

34. PATENT, COPYRIGHT, AND OTHER PROPRIETARY RIGHTS

1. The Provider certifies that all services, equipment, software, supplies, and any other products provided under this Agreement do not, and will not, infringe upon or violate any patent, copyright, trade secret, or any other proprietary right of any third party. In the event of any claim by a third party against the Department, the Department shall promptly notify the Provider and the Provider, at its expense, shall defend, indemnify, and hold harmless the Department against any loss, cost, expense, or liability arising out of such claim, including reasonable attorney fees.

2. The Provider may not publish or copyright any data without the prior approval of the Department. The State and the Federal Government, if applicable, shall have the right to publish, duplicate, use, and disclose all such data in any manner, and for any purpose whatsoever, and may authorize others to do so.

35. PRODUCT WARRANTY The Provider expressly warrants its products and services for one full year from their final written acceptance by the Department. The responsibility of the Provider with respect to this warranty is limited to correcting deficiencies in any deliverable using all the diligence and dispatch at its command, at no additional cost to the Department. The Provider is also responsible for correcting and/or updating any documentation affected by any operational support performed under this warranty provision.

36. OPPORTUNITY TO CURE The Agreement Administrator may notify the Provider in writing about the Department's concerns regarding the quality or timeliness of a deliverable. Within five (5) business days of receipt of such a notice, the Provider shall submit a corrective action plan, which may include the commitment of additional Provider resources, to remedy the deliverable to the satisfaction of the Agreement Administrator, without affecting other project schedules. The Department's exercise of its rights under this provision shall be not be construed as a waiver of the Department's right to terminate this Agreement pursuant to Section 13, Termination.

37. COVER If, in the reasonable judgment of the Agreement Administrator, a breach or default by the Provider is not so substantial as to require termination, and reasonable efforts to induce the Provider to cure the breach or default are unavailing, and the breach or default is capable of being cured by the Department or by another contractor without unduly interfering with the continued performance by the Provider, then the Department may provide or procure the services necessary to cure the breach or default, in which event the Department shall withhold from future payments to the Provider the reasonable costs of such services.

38. ACCESSIBILITY All IT products must be accessible to persons with disabilities, and must comply with the State Accessibility Policy and the Americans with Disabilities Act. All IT applications must comply with the Computer Application Program Accessibility Standard (Maine.gov/oit/accessiblesoftware). All IT applications and contents delivered through web browsers must comply with the Website Standards (Maine.Gov/oit/webstandard) and the Website Accessibility Policy (Maine.Gov/oit/accessibleweb).

39. STATE IT POLICIES All IT products and services delivered as part of this Agreement must conform to the State IT Policies, Standards, and Procedures (Maine.Gov/oit/policies) effective at the time this Agreement is executed

40. CONFIDENTIALITY

1. All materials and information given to the Provider by the Department, or acquired by the Provider on behalf of the Department, whether in verbal, written, electronic, or any other format, shall be regarded as confidential information.
2. In conformance with applicable Federal and State statutes, regulations, and ethical standards, the Provider and the Department shall take all necessary steps to protect confidential information regarding all persons served by the Department, including the proper care, custody, use, and preservation of records, papers, files, communications, and any such items that may reveal confidential information about persons served by the Department, or whose information is utilized in order to accomplish the purposes of this Agreement.
3. In the event of a breach of this confidentiality provision, the Provider shall notify the Agreement Administrator immediately.
4. The Provider shall comply with the Maine Public Law, Title 10, Chapter 210-B (Notice of Risk to Personal Data Act).

41. OWNERSHIP

1. All data (including Geographical Information Systems data), notebooks, plans, working papers and other works produced, and equipment and products purchased in the performance of this Agreement are the property of the Department, or the joint property of the Department and the Federal Government, if Federal funds are involved. The State (and the Federal Government, if Federal funds are involved) shall have unlimited rights to use, disclose, duplicate, or publish for any purpose whatsoever all information and data developed, derived, documented, or furnished by the Provider under this Agreement, or equipment and products purchased pursuant to this Agreement. The Provider shall furnish such information and data, upon the request of the Department, in accordance with applicable Federal and State laws.
2. Upon termination of this Agreement for any reason, or upon request of the Department, the Provider agrees to convey to the Department good titles to purchased items free and clear of all liens, pledges, mortgages, encumbrances, or other security interests.

42. CUSTOM SOFTWARE For all custom software furnished by the Provider as part of this agreement, the following terms and conditions shall apply:

1. The Department shall own all custom software. The Department shall grant all appropriate Federal and State agencies a royalty-free, non-exclusive, and irrevocable license to reproduce, modify, publish, or otherwise use, and to authorize others to do so, all custom software. Such custom software shall include, but not be limited to, all source, object and executable code, operating system instructions for execution, data files, user and operational/administrative documentation, and all associated administrative, maintenance, and test software that are relevant to this Agreement.

2. A fundamental obligation of the Provider is the delivery to the Department of all ownership rights to the complete system, free of any claim or retention of rights thereto by the Provider. The Provider acknowledges that this system shall henceforth remain the sole and exclusive property of the Department, and the Provider shall not use or describe such software and materials without the written permission of the Department. This obligation to transfer all ownership rights to the Department on the part of the Provider is not subject to any limitation in any respect.

43. OFF-THE-SHELF (OTS) SOFTWARE For all OTS software purchased by the Provider as part of this Agreement, the following terms and conditions shall apply.

1. This Agreement grants to the Department a non-exclusive and non-transferable license to use the OTS software and related documentation for its business purposes. The Department agrees that the Provider may, at its own expense, periodically inspect the computer site in order to audit the OTS software supplied by the Provider, installed at the Department's site, at mutually agreed upon times. In the event that a separate license agreement accompanies the OTS software, then the terms of that separate license agreement supersede the above license granted for that OTS software.

2. This Agreement does not transfer to the Department the title to any intellectual property contained in any OTS software. The Department will not decompile or disassemble any OTS software provided under this Agreement, or modify any OTS software that bears the copyright notice of a third party. The Department will make and maintain no more than one archival copy (for back-up purpose) of each OTS software, and each copy will contain all legends and notices, and will be subject to the same conditions and restrictions as the original.

3. If the CPU on which any OTS software is licensed becomes temporarily unavailable, use of such OTS software may be temporarily transferred to an alternative CPU until the original CPU becomes available.

44. SOFTWARE AS SERVICE When the software is fully owned, hosted, and operated by the Provider, and the Department uses said software remotely over the Internet, the following terms and conditions shall apply:

1. The Provider, as depositor, shall enter into an escrow contract, upon terms acceptable to the Department, with a recognized software Escrow Agent. The escrow contract must provide for the Department to be an additional party/beneficiary. The Provider shall deposit with the Escrow Agent the software, all relevant documentation, and all of the Department's data, and all updates thereof (the "Deposit Materials"), in electronic format. Deposits will occur no less frequently than once a month.

2. The escrow contract shall provide for the retention, administration, and controlled access of the Deposit Materials, and the release of the Deposit Materials to the Department, upon receipt of a joint written instruction from the Department and the Provider, or upon receipt of written notice from the Department that:

- a. The Provider has failed to carry out its obligations set forth in the this Agreement; or
- b. A final, non-appealable judicial determination that the Provider has failed to continue to do business in the ordinary course; or
- c. The Provider has filed a voluntary petition in bankruptcy, or any voluntary proceeding relating to insolvency, receivership, liquidation, or composition for the benefit of creditors, or becomes subject to an involuntary petition in bankruptcy, which petition or proceeding is not dismissed or unstayed within sixty (60) days from the date of filing; or
- d. The Provider is in material breach of its maintenance and support obligations and has failed to cure such breach within thirty (30) days from the date of receipt by the Provider of written notice of such breach; or
- e. A condition has occurred that materially and adversely impacts the Provider's ability to support the software and the Provider has failed to cure such condition within thirty (30) days from the date of receipt by the Provider of written notice of such condition.

3. The Provider is responsible for all fees to be paid to the Escrow Agent.

4. The Escrow Agent may resign by providing advance written notice to both the Department and the Provider at least thirty (30) calendar days prior to the date of resignation. In such an event, it is the obligation of the Provider to establish a new escrow account with a new Escrow Agent.

45. THIS ITEM IS INTENTIONALLY LEFT BLANK

46. THIS ITEM IS INTENTIONALLY LEFT BLANK

47. ENTIRE AGREEMENT This document contains the entire Agreement of the parties, and neither party shall be bound by any statement or representation not contained herein. No waiver shall be deemed to have been made by any of the parties unless expressed in writing and signed by the waiving party. The parties expressly agree that they shall not assert in any action relating to this Agreement that any implied waiver occurred between the parties which is not expressed in writing. The failure of any party to insist in any one or more instances upon strict performance of any of the terms or provisions of this Agreement, or to exercise an option or election under this Agreement, shall not be construed as a waiver or relinquishment for the future of such terms, provisions, option, or election, but the same shall continue in full force and effect. Use of one remedy shall not waive the Department's right to use other remedies. Failure of the Department to use a particular remedy for any breach shall not be deemed as a waiver for any subsequent breach. No waiver by any party of any one or more of its rights or remedies under this Agreement shall be deemed to be a waiver of any prior or subsequent rights or remedies under this Agreement.

RIDER C
EXCEPTIONS TO RIDER B-IT

SECTION 42. CUSTOM SOFTWARE : Deleted. This section does not apply to this contract.

SECTION 43. OFF-THE-SHELF (OTS) SOFTWARE: Deleted. This section does not apply to this contract.

SECTION 44. SOFTWARE AS SERVICE: Deleted. This section does not apply to this contract.



Support Services Agreement (SSA) – ESSENTIAL

Equipment Location Address:				Page 1 of 30	
Customer Name:	State of Maine	Contract Start Date:	11/1/17-10/31/18	Install Date:	
Street Address:	Multisite as listed below	Customer Contact:		Created Date:	10/13/2017
City, State, Zip:		Telephone No.:		Created By:	Suzanne Berube
Active Master on file?	Yes	Email:		AE:	Christopher Casey
SLX Opportunity #:	283491	Contract Category	Renewal/Recast		

NOTE: Support Services Agreement (“SSA”) and Pricing expires, unless signed within 60 days from Created Date listed above.

Customer requests services for the following products and locations as described in EXHIBITS A and B. This SSA shall be subject to the terms and conditions of the Master Agreement.

NOTE: Products in Exhibit B listed as **EXT SUP** will be supported under the terms of Extended Support listed in section 3.8 in Exhibit F.

NOTE: ORIGINAL EQUIPMENT MANUFACTURER (OEM) SUPPORT, AT A MINIMUM, MUST BE IN PLACE FOR ACCESS TO ANY MANUFACTURER-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF A SIGNED SSA, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE MANUFACTURER.

EXHIBIT A – ESSENTIAL Coverage Option Purchased

Coverage Option: Full Coverage - 24x7

EXHIBIT B - Addresses, Products and Hours covered under this SSA

COVERAGE OPTION NOTES:

*Term is 12 months with five one year renewal options.
 Billing is monthly for break/fix maintenance.
 Billing is annual for software support and dedicated technician.*

Avaya Hardware:

Sold to 3134111, 210 State Street, Augusta, ME
 Note: This site has CMSR18 supported by Avaya Direct.

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
388050	1	DL360 G9 MID RANGE SRVR ASBCE	Full Coverage 24x7	M	\$ 115.83
263765	1	DL360G7 SERVER CM HIGH DUPLEX	Full Coverage 24x7	M	\$ 412.50
700501182	2	DL360G7 SPR PWR SUPP 460WAC	Full Coverage 24x7	M	
700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	\$ 247.50

700466642	10	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 24x7	M	
170900	29	MM710 T1/TE MEDIA MODULE	Full Coverage 24x7	M	
381846	1	R630 SRVR CMS MIDSIZE	Full Coverage 24x7	M	\$ 254.10
264181	3	R610 SRVR AA MSG STD STRG	Full Coverage 24x7	M	\$ 762.30
179505	4010	INTUITY M40	Full Coverage 24x7	M	\$ 4,090.20
			Total		\$ 5,882.43

Sold to 5390318, CMCC, 45 Commerce Drive, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	\$ 247.50
700459472	8	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459498	2	G450 POWER SUPPLY	Full Coverage 7X24	M	
700466626	1	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466634	6	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	4	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700501091	2	DL360G7 SRVR VP	Full Coverage 7X24	M	\$ 247.50
700501092	2	DL360G7 SRVR SESSION MANAGER	Full Coverage 7X24	M	\$ 247.50
700501093	1	DL360G7 SERVER SYSTEM MANAGER	Full Coverage 7X24	M	\$ 123.75
700501084	1	R610 SRVR AES	Full Coverage 7X24	M	\$ 123.75
			Total		\$ 990.00

Sold to 5364431, Augusta DOT, 1 Child Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
170899	1	MM711 ANALOG MEDIA MODULE	Full Coverage 24x7	M	
170900	2	MM710 T1/TE MEDIA MODULE	Full Coverage 24x7	M	
170901	1	MM760 VOIP MMOD	Full Coverage 24x7	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	\$ 95.11
700459498	1	G450 POWER SUPPLY	Full Coverage 24x7	M	
700463532	1	S8300D SERVER – NON GSA	Full Coverage 24x7	M	\$ 54.45
700466626	2	MM711 ANLG MEDIA MODULE – NON GSA	Full Coverage 24x7	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS – NON GSA	Full Coverage 24x7	M	
			Total		\$ 149.56

Sold to 3134290, Gray State Police, 1 Game Farm Road, Gray, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	
700466634	1	MM710B E1/T1 MEDIA MODULE – NON GSA	Full Coverage 24x7	M	
700463532	1	S8300D SERVER – NON GSA	Full Coverage 24x7	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS – NON GSA	Full Coverage 24x7	M	

			Total		\$ 149.56
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Sold to 5364422, 101 Hospital Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	
700463532	1	S8300D SERVER – NON GSA	Full Coverage 24x7	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 24x7	M	
700466634	2	MM710B E1/T1 MEDIA MODULE – NON GSA	Full Coverage 24x7	M	
			Total		\$ 149.56

Sold to 3134327, 66 Spruce Street, Presque Isle, ME 04769

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER-NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3135687, Fort Kent Human Services, 137 Market Street, Fort Kent, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER-NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3136379, Criminal Justice Academy, 15 Oak Grove Road, Vassalboro, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER-NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3135958, Portland Human Services, 151 Jetport Boulevard, Portland, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	

700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3135992, Windham Corrections, 17 Mallison Falls Road, Windham, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
700466642	8	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134076, 180 McKowan Point Road, West Boothbay, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134311, 198 Main Street, Lewiston, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700466626	3	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3135903, Biddeford Human Services, 208 Graham Street, Biddeford, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	

700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 4556559, 250 Arsenal Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
170900	1	MM710 T1/TE MEDIA MODULE	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134390, Pella Building, 35 Anthony Avenue, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466634	4	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
					\$ 149.56

Sold to 3134327, Augusta State Police, 36 Hospital Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3134562, Bangor Human Services, 396 Griffin Road, Bangor, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	4	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 5364418, Orono, 45 Oak Street, Bangor, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 5364420, 5 & 15 Mollison Way, Lewiston, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3135941, Bucks Harbor Corrections, 64 Base Road, Machiasport, ME 04655

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3710590, Long Creek Youth Development Ctr, 675 Westbrook Street, South Portland, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466642	5	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
179503	248	INTUITY M40	Full Coverage 7X24	M	\$ 252.96
			Total		\$ 402.52

Sold to 3710470, Maine State Prison, 807 Cushing Road, Warren, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	

700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	4	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700501048	1	MM717 24PT DCP MEDIA MODULE NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134376, Rockland Human Services, 91 Camden Street, Rockland, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134360, 98 North Avenue, Skowhegen, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51424601, 17 Eastward Lane, Ellsworth, ME 04605

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS NONGSA			
700466634	1	MM710B E1/T1 MEDIA MODULE NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 5273505, 890 Main Street, Sanford, ME 04073

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51415677, 114 Corn Shop Lane, Farmington, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51415678, 243 Main Street, South Paris, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466642	1	MM716 ANLG MEDIA MOD 24FXS NON-GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51598941, Department of Transportation, 41 Rice Street, Presque Isle, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700508955	1	S8300E SERVER - NON GSA	Full Coverage 7X24	M	
700506958	1	G430 MP120 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Nortel Hardware:

Ashland Conservation - 45 Radar Road, Ashland, ME 04732

	Equipment	Description	Coverage	Payment	Monthly Charges
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10018015				
VM Serial Number					
	QTY				
	30	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	21	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 50.50

Houlton Department of Labor - 91 Military Street, Houlton, ME 04730

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10057329				
VM Serial Number					
	QTY				
	44	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	19	Digital/IP Stations	Full Coverage 24X7	Monthly	
	25	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 61.00

Ellsworth Bureau of Motor Vehicle- 22 School Street, Ellsworth, ME 04605

	Equipment	Description	Coverage	Payment	
System	BCM 200		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10058726				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Kennebunk Bureau of Motor Vehicle- 63 Portland Ave, Kennebunk, ME

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10060475				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/ IP Stations	Full Coverage 24X7	Monthly	

	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Lamoine State Park - 22 Coaling Station Lane, Ellsworth, ME 04605

	Equipment	Description	Coverage	Payment	
System	CICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10062084				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Gray Inland Fisheries and Wildlife- 358 Shaker Road, Gray , ME 04039

	Equipment	Description	Coverage	Payment	
System	CICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10062840				
VM Serial Number					
	QTY				
	25	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	17	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 46.75

Greenville Inland Fisheries and Wildlife- 19 Village Street, Greenville, ME 04441

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10062807				
VM Serial Number					

	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	14	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Calais Bureau of Motor Vehicle-23 Washington Street, Calais, ME 04530

	Equipment	Description	Coverage	Payment	
System	BCM		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10062974				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	14	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Greenville Conservation-43 Lakeview Street, Greenville, ME 04441

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10063040				
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	18	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 48.25

Calais Department of Labor-1 College Dr. Calais, ME 04619

	Equipment	Description	Coverage	Payment	
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System	CICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10063106				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Enfield Inland Fisheries and Wildlife- 16 Cobb Road, Enfield, ME 04493

	Equipment	Description	Coverage	Payment	
System	BCM 200		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10067788				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Caribou Workers Compensation- 43 Hatch Drive, St. 110, Caribou, ME 04736

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068368				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Caribou Department of Transportation - 1 Evergreen Parkway, 04736 Caribou, ME 04736

	Equipment	Description	Coverage	Payment	
System	BCM 200		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068398				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Millinocket Baxter State Park- 64 Balsam Drive, Millinocket, ME 04462

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068458				
VM Serial Number					
	QTY				
	31	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	19	Digital/IP Stations	Full Coverage 24X7	Monthly	
	12	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 79.25

Strong Inland Fisheries and Wildlife- 689 Farmington Road, Strong, ME 04983

	Equipment	Description	Coverage	Payment	
System	CICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068548				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	

			Total:		\$ 45.25
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Dixfield Department of Motor Transport M&O- 547 Main St, Dixfield, ME 04224

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10069268				
VM Serial Number					
	QTY				
	50	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	40	Digital/IP Stations	Full Coverage 24X7	Monthly	
	10	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Fairfield Department of Transportation- Route 201. 10 Mountain Ave. Fairfield, ME 04937

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068788				
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	21	Digital/IP Stations	Full Coverage 24X7	Monthly	
	6	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 48.25

Portland Department of Environmental Protection- 312 Canco Rd. Portland, ME 04103

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068848				
VM Serial Number					
	QTY				
	94	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	

	70	Digital/IP Stations	Full Coverage 24X7	Monthly	
	24	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 126.50

Skowhegan Department of Transportation- 695 Canaan, Skowhegan, ME 04976

	Equipment	Description	Coverage	Payment	
System	CICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10069238				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Dixfield Department of Transportation Maint. Garage-547 Main Street Dixfield, ME 04224

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10069268				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Rockland Bureau of Motor Vehicle- 360 Old County Rd. Suite 1 Rockland, ME 04841

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10069408				
VM Serial Number					

	QTY				
	42	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	25	Digital/IP Stations	Full Coverage 24X7	Monthly	
	17	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 59.50

Springvale Bureau of Motor Vehicle- 456 Main St 04083 Springvale, ME

	Equipment	Description	Coverage	Payment	
System	BCM 400		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10078479				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

SIDNEY Inland Fisheries and Wildlife- 270 Lyons Road Sidney, ME 04330

	Equipment	Description	Coverage	Payment	
System	PBX		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10079368				
VM Serial Number					
	QTY				
	36	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	28	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	10	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 142.00

Bangor Bureau of Motor Vehicle- 1129 Union Street, Bangor, ME 04402

	Equipment	Description	Coverage	Payment	
System			Full Coverage 24X7	Monthly	
Voicemail					

PBX Serial Number	10082001				
VM Serial Number					
	QTY				
	46	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	36	Digital/IP Stations	Full Coverage 24X7	Monthly	
	10	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 62.50

Freeport Department of Transportation- 12 Desert Road, Freeport, ME 04032

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10082005				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	16	Digital/IP Stations	Full Coverage 24X7	Monthly	
	7	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Old Town Conservation- 87 Airport Road, Old Town, ME, 04468

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10082008				
VM Serial Number					
	QTY				
	52	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	28	Digital/IP Stations	Full Coverage 24X7	Monthly	
	24	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 67.00

Scarborough Department of Transportation- Pleasant Hill Road, Scarborough, ME 04074

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10082009				
VM Serial Number					
	QTY				
	77	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	50	Digital/IP Stations	Full Coverage 24X7	Monthly	
	27	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 85.75

Springvale Department of Labor- 9 Bodwell Court, Springvale, ME 04083

	Equipment	Description	Coverage	Payment	
System	BCM 50		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10082010				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	16	Digital/IP Stations	Full Coverage 24X7	Monthly	
	7	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Ashland Inland Fish and Wildlife- 63 Station Hill Road, Ashland, ME 04732

	Equipment	Description	Coverage	Payment	
System	BCM 400		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10082012				
VM Serial Number					
	QTY				
	28	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	19	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	

	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 49.00

Rockland Department of Transportation Ferry Service- 517A Main St, Rockland, ME 04841

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10122623				
VM Serial Number					
	QTY				
	26	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	20	Digital/IP Stations	Full Coverage 24X7	Monthly	
	6	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 47.50

East Wilton Department of Labor- 865 US Rt. 2E East Wilton, ME 04234

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10474914				
VM Serial Number					
	QTY				
	50	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	26	Digital/IP Stations	Full Coverage 24X7	Monthly	
	24	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 65.50

Jefferson Conservation- 536 Waldoboro Rd. Jefferson, ME 04348

	Equipment	Description	Coverage	Payment	
System	CICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10515287				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	

	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Jonesboro Inland and Wildlife- Rt. 1A Jonesboro, ME 04648

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10532039				
VM Serial Number					
	QTY				
	44	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	27	Digital/IP Stations	Full Coverage 24X7	Monthly	
	17	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 89.00

Portland Bureau of Motor Vehicle- 125 Presumscott St. Portland, ME 04103

	Equipment	Description	Coverage	Payment	
System	PBX		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10535732				
VM Serial Number					
	QTY				
	35	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	25	Digital/IP Stations	Full Coverage 24X7	Monthly	
	10	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
	1	24x7 PBX Monitor	Full Coverage 24X7	Monthly	
			Total:		\$ 99.25

Caribou Attorney General/ Bureau of Motor Vehicle - 14 Access Highway Suite 2 Caribou, ME 04736

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	12142010				

VM Serial Number					
	QTY				
	38	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	18	Digital/IP Stations	Full Coverage 24X7	Monthly	
	20	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 56.50

Scarborough BMV – 200 Expedition Drive Suite - Scarborough, ME 04074

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Warren Corrections- 516 Cushing Road, Warren, Maine-04864

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Brunswick DOL (Career Ctr.)- 275 Bath Road, Suite #3, Brunswick, Maine 04011

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	

Voicemail					
PBX Serial Number					
Material Code					
	QTY				
	37	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	29	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 55.75

Houlton DOT- 28 Darcie Dr. Houlton, Maine 04730

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Hallowell PUC-101 2nd St, Hallowell, ME 04347

	Equipment	Description	Coverage	Payment	
System	BCM 450		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Dorothea Dix-656 State Street, Bangor, ME 04401

	Equipment	Description	Coverage	Payment	
System	CS1000M MG PBX		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10068058				
VM Serial Number					
	QTY				
	988	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	916	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	72	TDM Trunks	Full Coverage 24X7	Monthly	
	36	CallPilot Ports	Full Coverage 24X7	Monthly	
	1	24x7 PBX Monitor	Full Coverage 24X7	Monthly	
			Total:		\$ 997.00

PASS:

Part Number	QTY	Description	Payment	Total Annual
GE4300883	2600	CallPilot Partner Assurance Software Support - Basic -SL883	Annual	\$ 9,750.00
GE4300AQR	1408	CS1000 - Partner Assurance Software Support - Tier 3 (1200-1999 users) Basic -SLNAQR	Annual	\$ 7,251.20

Skowhegan State Police Troop C - 416 Route 2 Skowhegan, ME 04976

	Equipment	Description	Coverage	Payment	
System	MICS		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10069238				
VM Serial Number					
	QTY				
	22	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	14	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 33.67

Portland State Police Troop G- 2360 Congress St. Portland, ME 04102

	Equipment	Description	Coverage	Payment	
System	BCM 400		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10061531				
VM Serial Number					
	QTY				
	51	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	18	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	33	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 62.25

Alfred State Police -502 Waterboro Rd. Alfred, ME 04002

	Equipment	Description	Coverage	Payment	
System	CSIK		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number	10140759				
VM Serial Number					
	QTY				
	44	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	35	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
	1	24x7 PBX Monitor	Full Coverage 24X7	Monthly	
			Total:		\$ 97.00

Bangor- 198 Maine Ave. Bangor, ME 04401

	Equipment	Description	Coverage	Payment	
System			Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	13	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	14	TDM Trunks	Full Coverage 24X7	Monthly	

	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 62.50

Houlton State Police- 1 Darcie Dr. #202, Houlton, ME 04730

	Equipment	Description	Coverage	Payment	
System			Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	45	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 64.50

Department of Public Works, 180 Bangor Road, Ellsworth, ME

	Equipment	Description	Coverage	Payment	
System			Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	13	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	14	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 42.00

Farmington Conservation, 129 Main Street, Farmington, ME

	Equipment	Description	Coverage	Payment	
System			Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	29	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	

	17	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	12	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 73.75

Avaya Software License Subscription Including Upgrade Advantage

****All credits as a result of recasting and co-termination, for previously invoiced and paid Support Advantage (E.g. CMS), will be applied to future invoices****

3134111 - 210 State Street					
Material Code	Qty.	Product Description	Coverage	Unit \$/Year	Total
118148	25	DEF IP SFTPHN 30 USR RTU	Full Coverage 24x7	\$0.00	\$0.00
225154	7254	AVAYA AURATM ENT ED R6 1001+ NEW LIC	Full Coverage 24x7	\$0.00	\$0.00
225185	262	AVAYA AURATM R6 ANALOG NEW LIC	Full Coverage 24x7	\$1.69	\$443.20
227272	1	SAL STDALN GATEWAY LIC R1.5+ DWNLD	Full Coverage 24x7	\$0.00	\$0.00
228014	800	CC R6 NEW ELITE PER AGT 251+	Full Coverage 24x7	\$72.30	\$57,840.00
228292	800	CC R6 ELITE AGT ENTITLE 251+	Full Coverage 24x7	\$0.00	\$0.00
228484	48	ONE-X AGT R2 NEW/ADD PER AGT PLD LIC	Full Coverage 24x7	\$57.45	\$2,757.60
229180	7254	EC500 R9 SM LIC	Full Coverage 24x7	\$0.00	\$0.00
229194	7254	UCE R6 EC500 R9 SM LIC /E	Full Coverage 24x7	\$0.00	\$0.00
229382	14508	AVAYA AURATM R6 ENT ED ENTITLE LIC	Full Coverage 24x7	\$0.00	\$0.00
229655	615	AES 6.X BSC TSAPI RTU	Full Coverage 24x7	\$4.35	\$2,675.25
229705	615	AES 6.X DMCC BASIC LIC	Full Coverage 24x7	\$5.25	\$3,228.75
232301	1	CC PROPRIETARY FEAT TRK FOR PLDS	Full Coverage 24x7	\$0.00	\$0.00
244923	5446	MSG R6.X AV STORE SEAT TRACKING	Full Coverage 24x7	\$0.00	\$0.00
244933	5446	MSG R6.X 1 SEAT MAINSTRM MMIP	Full Coverage 24x7	\$8.85	\$48,197.10
244936	2	MSG R6.X APPLICATION PLUS STORAGE	Full Coverage 24x7	\$0.00	\$0.00
245461	250	AVAYA AURATM ANLG R6 ENTITLE SW LIC	Full Coverage 24x7	\$0.00	\$0.00
259401	2	MEDIA ENCRYPTION R6+/MBT	Full Coverage 24x7	\$0.00	\$0.00
259726	1	MSG R6.X NEW SYSTEM TRACKING	Full Coverage 24x7	\$0.00	\$0.00
264231	1037	SM R6.X SIP CONNECTION LIC ENTLMNT	Full Coverage 24x7	\$0.00	\$0.00
266453	2	AVAYA AURATM R6.2 UTILITY SVCS LIC	Full Coverage 24x7	\$0.00	\$0.00
268684	500	AURA FOUNDATION SUITE R6 MOVE LIC	Full Coverage 24x7	\$21.75	\$10,875.00
269363	8004	FOUNDATION SUITE R6SM SIPCONN LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269364	7254	ENT ED R6 MGMT SITE ADMIN R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269365	7254	ENT ED R6 MGMT NTWK MGMT R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269366	7255	ENT ED R6 SYSTEM MANAGER R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00

269390	500	FND SUITE UCE R6 ONE-X COMM R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269405	500	FOUNDATION SUITE R6 PS R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269407	7254	ENT ED R6 PS R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269422	8004	FND SUITE R6 ONE-XC VIDEO R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269423	7254	ENT ED R6 B5800 SURV STN R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269424	7254	ENT ED R6 B5800 SIP TRNK R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269901	7254	ENT ED R6 ONE-X COMM R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269902	7254	ENT ED R6 AES UNFD DSK R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269903	7254	ENT ED R6 AES DMCC R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
269905	7254	ENT ED R6 ONE-X PRTL R5 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
270052	500	FOUNDATION SUITE R6 CMM R6 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
270131	7504	AURA EE TO FOUNDATION STE R6UPLFTENT	Full Coverage 24x7	\$21.75	\$163,212.00
271180	8004	FND FLARE/COMM R1 CM R6 WNDWS LIC /E	Full Coverage 24x7	\$0.00	\$0.00
271181	8004	FND SUITE 1XC MAC OS R1 LIC /E	Full Coverage 24x7	\$0.00	\$0.00
271484	45	PLDS CM R6 APPL BASE STA EE	Full Coverage 24x7	\$0.00	\$0.00
271781	4	AVAYA AURATM R6 UTILITY SVCS VE VAPP	Full Coverage 24x7	\$0.00	\$0.00
271861	15	CC R6 NEW OR ADD ELITE MULTI- CH LIC	Full Coverage 24x7	\$72.30	\$1,084.50
272534	1000	MOVE/UPL CM - MOBILE R6 LIC	Full Coverage 24x7	\$35.55	\$35,550.00
272544	334	MOBILE R6 ASBCE R6.2+ STD 1-500 /E	Full Coverage 24x7	\$0.00	\$0.00
272549	334	MOBILE R6 ASBCE R6.2+ ADV 1-500 /E	Full Coverage 24x7	\$0.00	\$0.00
272559	1000	MOBILE R6 1X MBL SIP CLNT R1/5 /E	Full Coverage 24x7	\$0.00	\$0.00
272560	1000	MOBILE R6 AES UNIFED DESKTOP R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272562	1000	MOBILE R6 EC500 SM R9 /E	Full Coverage 24x7	\$0.00	\$0.00
272563	1000	MOBILE R6 ONE-X CES R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272564	1000	MOBILE R6 MSG SEAT MAINSTREAM R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272565	1000	MOBILE R6 ONE-XC VIDEO R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272571	1000	MOBILE R6 SM SIP CONN R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272572	1000	MOBILE R6 PRESENCE SERVICES R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272574	1000	MOBILE R6 CMM R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272579	1000	MOBILE R6 FLARE EXP IPAD R1 /E	Full Coverage 24x7	\$0.00	\$0.00
272580	1000	MOBILE R6 FLARE/COMM R1 WNDWS /E	Full Coverage 24x7	\$0.00	\$0.00
272581	1000	MOBILE R6 1XC MAC OS R1 /E	Full Coverage 24x7	\$0.00	\$0.00
272582	1000	MOBILE R6 ONE-X COMM R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272774	1000	MOBILE R6 CA DCE ENBL R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272776	1000	MOBILE R6 CA OFFCE LYNC R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272780	1000	MOBILE R6 ACE API R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272782	1	FND SUITE R6 ACE BASE LINUX R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272783	8004	FND SUITE R6 CA DCE ENBL R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272785	8004	FND SUITE R6 CA OFFCE LYNC R6 /E	Full Coverage 24x7	\$0.00	\$0.00
272790	8004	FND SUITE R6 ACE API R6 /E	Full Coverage 24x7	\$0.00	\$0.00
305486	3	CC R6 ELITE MULTI-CH CMPT SUPT LIC	Full Coverage 24x7	\$0.00	\$0.00

306994	1	ASBCE R6.X ENCRYPTION LIC	Full Coverage 24x7	\$0.00	\$0.00
339279	500	CORE R6 CA DCE ENBL R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339401	38	AURA CORE R6 ADD SFTW LIC	Full Coverage 24x7	\$28.65	\$1,088.70
339404	1115	MOVE/UPL CM TO AURA CORE R6 LIC	Full Coverage 24x7	\$28.65	\$31,944.75
339420	38	CORE R6 BREEZE R3 USER /E	Full Coverage 24x7	\$0.00	\$0.00
339420	1115	CORE R6 EDP R3 USER LIC /E	Full Coverage 24x7	\$0.00	\$0.00
339421	332	CORE R6 ASBCE R6.2+ STD /E	Full Coverage 24x7	\$0.00	\$0.00
339422	166	CORE R6 ASBCE R6.2+ ADV /E	Full Coverage 24x7	\$0.00	\$0.00
339423	332	CORE R6 ASBCE R6.2+ STD HA /E	Full Coverage 24x7	\$0.00	\$0.00
339424	166	CORE R6 ASBCE R6.2+ ADV HA /E	Full Coverage 24x7	\$0.00	\$0.00
339425	1153	CORE R6 MSG SEAT BASIC R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339426	1153	CORE R6 AMM R2 BASIC USR LIC /E	Full Coverage 24x7	\$0.00	\$0.00
339427	1153	CORE R6 FLARE/COMM IPAD R2/E	Full Coverage 24x7	\$0.00	\$0.00
339428	1153	CORE R6 1X MBL SIP CLIENT R5 /E	Full Coverage 24x7	\$0.00	\$0.00
339429	1153	CORE R6 AES UNIFIED DESKTOP R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339431	1153	CORE R6 EC500 SM R9 /E	Full Coverage 24x7	\$0.00	\$0.00
339432	1153	CORE R6 ONE-X CES R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339433	1153	CORE R6 ONE-XC VIDEO R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339436	1153	CORE R6 SM SIP CONN R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339437	1153	CORE R6 PRESENCE SERVICES R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339439	1153	CORE R6 CMM R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339441	1153	CORE R6 FLARE/COMM WINR2/CM6/E	Full Coverage 24x7	\$0.00	\$0.00
339442	1153	CORE R6 1XC MAC OS R2 /E	Full Coverage 24x7	\$0.00	\$0.00
339443	1153	CORE R6 ONE-X COMM R6 /E	Full Coverage 24x7	\$0.00	\$0.00
339444	500	CORE R6 CA OFFCE LYNC R6 /E	Full Coverage 24x7	\$0.00	\$0.00
381760	653	CORE R6 COMM MS LYNC R6 /E	Full Coverage 24x7	\$0.00	\$0.00
GRAND TOTAL					\$ 358,896.85

3134111 - 210 State Street - CMS RECAST					
Material Code	Qty.	Product Description	Coverage	Unit \$/Year	Total
381832	1	CMS R18INITIAL ACD	Full Coverage 24x7	\$0.00	\$0.00
381830	80	CMS R18 SUPV LIC	Full Coverage 24x7	\$52.63	\$4,210.00
381692	600	CMS R18 NEW AGT LIC 1-250	Full Coverage 24x7	\$51.60	\$30,960.00
	1	CMS R18 ECH HANDLER	Full Coverage 24x7	\$1,430.00	\$1,430.00
381833	2	CMS R18 ADDL ACD	Full Coverage 24x7	\$827.50	\$1,655.00
381846	1	R630 SRVR CMS MIDSIZE	Full Coverage 24x7	\$3,350.00	\$3,350.00
GRAND TOTAL					\$41,605.00

3136113 - CMCC, 45 Commerce Drive, Augusta, ME					
Material Code	Qty.	Product Description	Coverage	Unit \$/Year	Total
229655	672	AES 6.X BSC TSAPI RTU	Full Coverage 24x7	\$4.35	\$2,923.20
229684	1	AES 6.X ADV TSAPI RTU LG	Full Coverage 24x7	\$3,773.85	\$3,773.85
302242	49	AAEP R7 LAB SYS PER PT LIC	Full Coverage 24x7	\$51.30	\$2,513.70
302271	409	AAEPR7 ZONE PORT LIC	Full Coverage 24x7	\$0.00	\$0.00
302211	54	AAEP R7 PER PT ENH CALL CLASS	Full Coverage 24x7	\$37.65	\$2,033.10
300716	252	AARE R7 PER PT LIC NEW	Full Coverage 24x7	\$205.20	\$51,710.40
218231	1	VP 5.X LAB SYS	Full Coverage 24x7	\$307.35	\$307.35
229301	55	VP5.1 ENH PER PT CALL CLASS TRKG LIC	Full Coverage 24x7	\$42.75	\$2,351.25
229302	12	APOM 2.X PER PORT PUTBOUND VOICE LIC	Full Coverage 24x7	\$204.90	\$2,458.80
GRAND TOTAL					\$68,071.65

Dedicated Technician

Description	Qty	Unit Hourly Rate	Extended Monthly Rate (21.67 days)	Annual Rate
40 hour work week, normal business hours	1	\$64.99	\$11,266.67	\$135,200.00
Overtime rate for work conducted Off Hours	1	\$97.48	n/a	n/a
Overtime rate for work conducted on Sundays/Holidays	1	\$129.98	n/a	n/a

Tech Rates:

T&M Hourly Rates:	Business Hours: M-F, 8 AM - 5 PM	After Hours: M-F, 5 PM - 8 AM & All Day Saturday	Sundays/Holidays
<u>On-site:</u>			
Norstar, MICS	\$ 90.00	\$ 130.00	\$ 180.00
Nortel BCM	\$ 90.00	\$ 130.00	\$ 180.00
Nortel CS-1000, Call Pilot	\$ 150.00	\$ 200.00	\$ 240.00
Avaya CM 6, Gateways, Aura Messaging	\$ 150.00	\$ 200.00	\$ 240.00
Avaya Call Center: CMS, AES, POM, EMC	\$ 190.00	\$ 275.00	\$ 380.00

RIDER E
Not Required: For use at Department's Discretion

RIDER E is blank.

RIDER F
Not Required: For use at Department's Discretion

RIDER F is blank.




RFP# 201703048 - Avaya Telephony Maintenance and Services Questions & Answers Summary


RFP NUMBER AND TITLE:	RFP# 201703048 - Avaya Telephony Maintenance and Services
SUBMITTED QUESTIONS DUE DATE:	Thursday, July 20, 2017, no later than 5:00 p.m., local time.
QUESTION & ANSWER SUMMARY ISSUED:	Friday, July 28 th , 2017
PROPOSAL DUE DATE:	Tuesday, August 8, 2017, no later than 4:00 p.m., local time.
RFP ISSUED BY:	Department of Administrative and Financial Services Office of Information Technology - Voice Services Division
PROPOSALS DUE TO:	Division of Purchases Burton M. Cross Building, 4 th Floor 111 Sewall Street 9 State House Station Augusta, ME 04333-0009
Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.	

Provided below are submitted written questions received and the Department’s answers

Question #	Question	Answer
1	This question refers to section 2.9 “Maintenance and Monitoring”, 5 th paragraph where the State exempts monitoring of the Nortel MICS systems. As we analyze the rest of the Nortel inventory, the CICS systems are older technology than the MICS systems and may pose difficulty in management. Will the State consider exempting those from monitoring as with the MICS systems?	YES. CICS systems are exempt from monitoring.
2	Are you looking for pricing on the anticipated projects outlined at the bottom of page 7?	NO – These anticipated projects are provided for informational purposes only.

Question #	Question	Answer
3	Is Carousel continuing to provide the support on all of their hosted applications listed in appendix F. If yes will the State of Maine provide the interface to Carousel Industries for ongoing support?	YES – The State of Maine will provide the interface to Carousel for ongoing support of the applications and services they will continue to provide.
4	* Do you expect support coverage on EMC, AEP and other contact center applications and if so what type of coverage terms? 8x5, 24x7 etc.?	Carousel will continue to support AEP. See the Cost Proposal Form for other license coverage details.
5	When quoting support if there are any re-initiation fee's how do we want to handle those?	Any one-time transition costs should be specifically called out in the pricing form. Adapt the pricing form as needed to reflect these additional costs.
6	We additional request the AVAYA sold-to's for all the sites that currently have Nortel systems. Without the sold-to's, we cannot request maintenance quotes from our distributor.	The Nortel systems support has passed through several parties over the years and the State no longer has reliable Sold-To information. Bidders should use the inventory information provided in the Excel workbook to develop their support pricing.
7	Has funding already been secured for this project? If so, does the Department have an estimated award amount?	Funding has been secured. OIT is looking for the best competitive pricing.
8	Is there an incumbent that currently provides any of these services? Or is this a new initiative that the State is pursuing?	The incumbent is Carousel Industries – this is not a new initiative.
9	The Cover Page (p.1) lists the Submission Deadline as “Tuesday, August 8, 2017, no later than 4:00 pm”, however the Public Notice (p. 3) states, “Proposals must be submitted by 4:00 pm, local time, on Tuesday, August 1, 2017, when they will be opened”. Is the proposal due on Tuesday, August 1 st or Tuesday, August 8 th	Per the RFP Cover Page and per the State of Maine Purchases Web Site, the Due Date of the receipt of Proposals is Tuesday, August 8 th . <i>The date listed on the Advertisement Page was a typographical error.</i>
10	Can the State of Maine provide the Avaya Sold To # for each separate location that has Avaya equipment to be covered OR if you do not have the Sold To # provide the exact address and we can find it.	While the Sold-To and Address information is shown on the workbook, Bidders should not reach out to Avaya directly. See answer 11.

Question #	Question	Answer
11	Can we submit for an Avaya LOA so that we may obtain the reports in order to quote the Avaya backend Support Advantage maintenance properly? This will require us to submit using all the Sold To #s obtained above and sent to an email address for 'State of Maine', that person will need to electronically sign off on the LOA request.	NO. Bidders must use the data provided in the Cost Proposal Form or the State runs the risk of getting proposals based on different quantities. The final contract with the successful bidder will be updated as needed to reflect then-current equipment and license quantities and services requirements.
12	Can the State of Maine provide the following Avaya system reports from Avaya Site Administration <ul style="list-style-type: none"> a. Display system-parameter customer-option b. Display capacity c. List config all d. List media e. List survivable f. List cabinet g. List trunk h. List node-name all 	<p>These reports can be accessed here:</p> <div style="text-align: center;">  List survivable.pdf </div> <div style="text-align: center;">  System-parameter customer-option.pdf </div> <div style="text-align: center;">  System capacity.pdf </div> <p>List config all, List media, List trunk and List node-name all have tabs in the Excel spreadsheet. Those that couldn't be exported have their own pdfs.</p> <p>There is no List cabinet in the system as the State has media gateways, rather than legacy cabinets.</p> <p>If any information in these reports differs from the data in the Excel Cost Proposal Form, the Excel data should be used for bidding purposes.</p>
13	How many licenses do you have on Aura Messaging and in-use counts?	See the license counts included in the Cost Proposal Form.
14	Do you need us to provide Carrier Agency with our support so that we interface directly with the carriers for trunking issues?	Carrier Agency is not required as part of this RFP.

Question #	Question	Answer
15	<p>Please provide all other Nortel locations/equipment that we need to support outside of the Avaya 6.3 system shown in the diagram in the RFP.</p>	<p>The Cost Proposal Form can be accessed here as a separate Excel file to this addendum:</p> <div style="text-align: center;">  <p>Appendix D - Avaya Maintenance RFP Prici</p> </div> <p>It can also be reached as follows from with the RFP itself: Place the cursor over the spreadsheet image of the Cost Proposal Form in Appendix D and right click. Go to “Worksheet Object” and choose “Open”. All the sheets, including the Nortel inventory, will open in an Excel workbook. Enter pricing information as required.</p> <p>As noted in Appendix D, the Cost Proposal must be in its own sealed packet in the Bidder’s submission package.</p>
Round #2 Q&A	<p>On the ‘Cost Proposal Form’ the following information is missing, can it be supplied if possible?</p> <p>No System Type listed for the following Nortel Sites:</p> <ul style="list-style-type: none"> • SIDNEY Inland Fisheries and Wildlife CS1K • Bangor Bureau of Motor Vehicle BCM450 • Portland Bureau of Motor Vehicle CS1K w/Meridian Mail • Bangor State Police? • Houlton State Police CS1K • Department of Public Safety BCM450 • Farmington Conservation BCM450 <p>And no Port Counts listed for the following Nortel Site...</p> <ul style="list-style-type: none"> o Rumford DOL 	<p>SIDNEY Inland Fisheries and Wildlife:CS1K W/Meridian Mail</p> <p>Bangor Bureau of Motor Vehicle: BCM 450 Portland Bureau of Motor Vehicle: CS1K w/Meridian Mail</p> <p>Bangor State Police Bangor – 198 Maine Ave. BCM450</p> <p>Houlton State Police: CS1K W/Meridian Mail</p> <p>Department of Public Safety Ellsworth: BCM450 Farmington Conservation: BCM450</p> <p>Rumford DOL: 11 Sets</p>

RFP# 201703048 - Avaya Telephony Maintenance and Services

STATE OF MAINE
Department of Administrative and Financial Services
Office of Information Technology - Voice Services Division



RFP# 201703048

Avaya Telephony Maintenance and Services

RFP Coordinator	<p><i>All communication regarding this RFP <u>must</u> be made through the RFP Coordinator identified below.</i></p> <p>Name: Jeffrey Cotnoir Title: Contract/Grant Specialist Contact Information: vmo.oit@maine.gov</p>
Bidders Conference	<p>Date: Thursday, July 13, 2017 Time: 1 PM local time Location: 45 Commerce Drive, Augusta, ME, Roman Rm. (Tel. 207-621-5086)</p>
Submitted Questions Due	<p><i>All questions <u>must</u> be submitted to the RFP Coordinator identified above by:</i></p> <p>Date: Thursday, July 20, 2017, no later than 5:00 p.m., local time</p>
Proposal Submission	<p>Submission Deadline: Tuesday, August 8, 2017, no later than 4:00 p.m., local time Submission Address: Division of Purchases, Burton M. Cross Building, 111 Sewall Street - 4th Floor, Augusta, ME 04330</p>

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PUBLIC NOTICE

State of Maine
Department of Administrative and Financial Services
Office of Information Technology
RFP# 201703048
Avaya Telephony Maintenance and Services

The State of Maine is seeking proposals for maintenance, procurement of hardware and software, training and professional services from Avaya Partners to support and maintain software and hardware related to the State's Avaya Telephony systems.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to this RFP, can be obtained at the following website: <http://www.maine.gov/purchases/venbid/rfp.shtml>

A Bidders Conference will be held on Thursday, July 13, 2017, at 1 PM at the following location: **45 Commerce Drive, Augusta, ME, Roman Rm. (Tel. 877-455-0244, PIN# 8709025142)**

Proposals must be submitted to the State of Maine Division of Purchases, located at the Burton M. Cross Office Building, 111 Sewall Street - 4th Floor, Augusta, ME 04330. Proposals must be submitted by 4:00 pm, local time, on Tuesday, August 1, 2017, when they will be opened. Proposals not received at the Division of Purchases' aforementioned address by the aforementioned deadline will not be considered for contract award.

State of Maine - Department of Administrative and Financial Services
Office of Information Technology - Voice Services Division
RFP# 201703048
Avaya Telephony Maintenance and Services

PART I INTRODUCTION

A. Purpose and Background

The Office of Information Technology (“Department”) is seeking proposals from Avaya Partners to provide Maintenance, Procurement of Hardware and Software, Training and Professional Services for the State’s Avaya Telephony Systems as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected, and the contractual terms which will govern the relationship between the State of Maine (“State”) and the awarded Bidder(s).

B. General Provisions

1. From the time this RFP is issued until award notification is made, all contact with the State regarding this RFP must be made through the aforementioned RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
2. Issuance of this RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
3. All proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of this RFP.
4. Bidders shall take careful note that in evaluating a proposal submitted in response to this RFP, the Department will consider materials provided in the proposal and information obtained through interviews/presentations (if any). The Department also reserves the right to consider internal Departmental information of previous contract history with the Bidder (if any) and other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
5. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
6. The RFP and the selected Bidder’s proposal, including all appendices or attachments, shall be the basis for the final contract, as determined by the Department.
7. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.).
<http://www.mainelegislature.org/legis/statutes/1/title1sec401.html>
8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
9. The State of Maine Division of Purchases reserves the right to authorize other Departments to use the contract(s) resulting from this RFP, if it is deemed to be beneficial for the State to do so.

10. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.

C. Eligibility to Submit Bids

Only Avaya Partners that can meet the provisions of this RFP are invited to submit bids in response to this Request for Proposals.

D. Contract Term

The Department is seeking a cost-efficient proposal(s) to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with this RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial 1-year term of the contract, the Department may opt to renew the contract annually for a maximum of five 1-year renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from this RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	11/1/17	10/31/18
Renewal Period #1	11/1/18	10/31/19
Renewal Period #2	11/1/19	10/31/20
Renewal Period #3	11/1/20	10/31/21
Renewal Period #4	11/1/21	10/31/22
Renewal Period #5	11/1/22	10/31/23

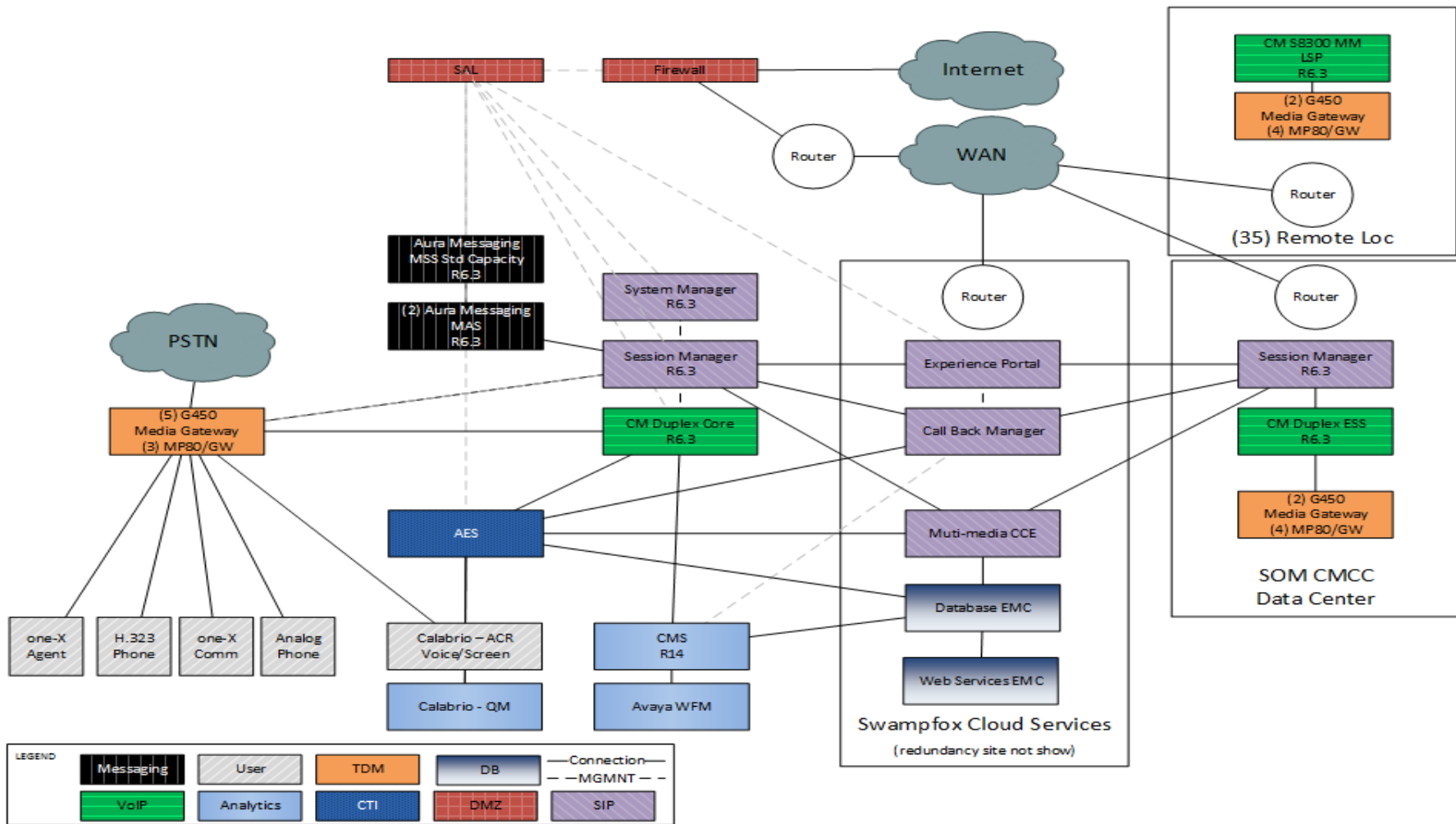
E. Number of Awards

The Department anticipates making one award as a result of this RFP process.

PART II SCOPE OF SERVICES TO BE PROVIDED

A. Overview:

OIT/Voice Services provides telephone services to all State agencies, totaling about 13,000 handsets. About 6,500 handsets are currently on the Avaya platform as depicted below.



1. Major support/maintenance requirements include:

- Billing and coordination of all Avaya and Nortel software licenses.
- Maintenance of all Avaya and Nortel hardware including CMS R.18.
- Providing statewide service on all Avaya and Nortel systems hardware.
- Providing a dedicated Avaya technician who shall work on-site in Augusta ME who has transportation and tools required to perform maintenance with a certified technician available to backfill for any absences of this dedicated technician. If a dedicated Avaya technician is no longer required by the State of Maine, the contract purchases will decrease without penalty.
- Integration with carrier services including FairPoint PRI's and SIP trunks.
- Integration with a Hosted Avaya Experience Portal provided through Carousel (Appendix F.)
- Integration of Calabrio Quality Management and Workforce Management System (Appendix G).
- Providing expertise and guidance on upgrades, improvements and expansion of the State of Maine Avaya system.
- Yearly analysis of the full State of Maine telephony platform and service offerings to ensure that no State of Maine Avaya telephony components are nearing end of life or support
- Maintenance of phones is included in the Pricing Response; however, the Customer may choose to not put maintenance on sets depending upon the cost.
- Provide training as necessary
- Provide managed services as requested.

2. Major projects anticipated include:

- It is anticipated that about 3,000 Centrex handsets will be migrated to the Avaya platform in 2017.
- It is anticipated that about 1,100 handsets on ~ 50 Nortel key systems plus 900 stations on a Nortel CS-1000 will be migrated to the Avaya platform in 2018/19.
- Providing handsets, licenses and/or professional services as needed to complete the migration of the Centrex and Nortel users to the Avaya platform.
- A future single voice mail platform upgrade is expected in the next 3-5 years.

PART III KEY RFP EVENTS

A. Bidders Conference

The Department will sponsor a Bidders' Conference concerning this RFP beginning at the date, time and location shown on the RFP cover page. The purpose of the Bidders' Conference is to answer and/or field questions, clarify for potential Bidders any aspect of the RFP requirements that may be necessary and provide supplemental information to assist potential Bidders in submitting responses to the RFP. Although attendance at the Bidders' Conference is not mandatory, it is strongly encouraged that interested Bidders attend.

B. Questions

1. General Instructions

- a. It is the responsibility of each Bidder to examine the entire RFP and to seek clarification, in writing, if the Bidder does not understand any information or instructions.
- b. Questions must be submitted by e-mail and received by the RFP Coordinator, identified on the cover page of this RFP, as soon as possible but no later than the dates and times specified on the RFP cover page.
- c. Submitted Questions should include the RFP Number and Title in the subject line. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
- d. Be sure to refer to the page number and paragraph within this RFP relevant to the question presented for clarification, if applicable.

2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: <http://www.maine.gov/purchases/venbid/rfp.shtml>. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

C. Amendments

All amendments released in regard to this RFP will also be posted on the following website: <http://www.maine.gov/purchases/venbid/rfp.shtml>. It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

D. Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 4:00 p.m. local time, on the date listed on the cover page of this RFP, at which point they will be opened. Proposals received **after** the 4:00 p.m. deadline will be **rejected** without exception.
2. **Mailing/Delivery Instructions:** The official delivery site is the State of Maine, Division of Purchases (Please refer to the RFP cover page for submission address).
 - a. Only proposals received at the official delivery site prior to the stated deadline will be considered. Bidders submitting proposals are responsible for allowing adequate time for delivery. Postmarks do not count and fax or electronic mail transmissions of proposals are not

permitted. Any method of hardcopy delivery is acceptable, such as US Mail, in-person delivery by Bidder, or use of private courier services.

- b. The Bidder must send its proposal submission in a sealed package and must include **an original, signed copy and one electronic copy** of their complete proposal. The electronic copy of the proposal must be provided on USB flash drive with the complete narrative and attachments in MS Word format. Any attachments that cannot be submitted in MS Word format may be submitted as Adobe (.pdf) files.
- c. Bidders' submission packages are to be clearly labeled and contain the following information:
 - Proposal submission address provided on the RFP cover page
 - The Bidder's full business name and address
 - The RFP Number and Title
- d. Bidder's submission package must include:
 - Proposal Cover Page (**Appendix A**)
 - Debarment, Performance and Non-Collusion Certification (**Appendix B**)
 - Sealed Qualifications and Experience (**Appendix C** and all related/required attachments) along with completed template from Part IV B Section 2 – Proposed Services
 - Sealed Cost Proposal packet (**Appendix D** and all related/required attachments)
 - Sealed Appeal Deposit (**Appendix E** with certified, cashier's or teller's check)

PART IV PROPOSAL SUBMISSION REQUIREMENTS

This section contains instructions for Bidders to use in preparing their proposals. The Bidder's proposal must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section, or to respond to all questions and instructions throughout this document, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team for this RFP, has sole discretion to determine whether a variance from the RFP specifications should result in either disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in this RFP will, at best, be considered minimally responsive. The Department seeks detailed yet succinct responses that demonstrate the Bidder's experience and ability to perform the requirements specified throughout this document.

A. Proposal Format

1. All pages of a Bidder's proposal should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Bidder's name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
2. Bidders are asked to be brief and concise in responding to the RFP questions and instructions.
3. The Bidder may not provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated.
4. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFP.
5. It is the responsibility of the Bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of the Department's evaluation review team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.
6. Bidders should complete and submit the "Proposal Cover Page" provided in **Appendix A** of this RFP and provide it with the Bidder's proposal. The cover page must be the first page of the proposal package. It is important that the cover page show the specific information requested, including Bidder address(es) and other details listed. The proposal cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.
7. Bidders should complete and submit the "Debarment, Performance and Non-Collusion Certification Form" provided in **Appendix B** of this RFP. Failure to provide this certification may result in the disqualification of the Bidder's proposal, at the discretion of the Department.

B. Proposal Contents

Section 1: Organization, Qualifications and Experience

1. Vendor Qualifications

Please complete **Appendix C** highlighting your company's qualifications and experience delivering these services. Include the following information in your narrative description:

- 1.1 Briefly describe the background of the Bidder including the number of years in business, the services provided, the products sold, the number of employees by category (admin, sales, engineers with certifications on the proposed system, customer service personnel etc.).
- 1.2 Describe your partnership relationship with Avaya and your experience with the types of Nortel systems itemized in the Cost Proposal.
- 1.3 Provide detailed information on specific Avaya IVR/contact center expertise (see Appendix F) including:
 - Avaya Experience Portal
 - CMS
 - EMC
 - POM
- 1.4 Provide detailed information on your experience with implementing SIP trunking and Avaya SBC's.
- 1.5 Describe your experience with Calabrio QM/WFM – see Appendix G.
- 1.6 Managed Services - Describe your experience in detail and include sample pricing for providing managed services on all the Avaya infrastructure components.**
- 1.7 Reference Accounts**

In Appendix C, provide three present customer contacts to whom your firm supplies the same or similar services as what is being proposed. Reference accounts with large, complex environments, and distributed contact center applications are highly desirable. If partners or subcontractors are being proposed, provide references for them as well.

2 Section 2: Proposed Services

All Bidders must respond to each requirement below and indicate Y/N as to whether they COMPLY with each Customer requirement as listed. Please provide additional information in the Comments column. If the comment requires more than a few lines, add it below the table in your response.

2.1. General Services Requirements	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
Bidders must have technicians certified and available to the State on all the Avaya products listed in the Pricing Response Matrix		
Bidders must have technicians certified and available to the State on all the Nortel products listed in the Pricing Response Matrix.		
Identify specific certification levels for the technicians that would be servicing this account.		
The Department requires the bidder to administer state and federal background checks on all staff and subcontractors who will work on-site or have access to State of Maine services. The cost of the background check shall be the responsibly of the vendor.		
The Vendor must provide training and training price quotes on hardware and software as requested.		

2.2. Account Management, Reporting and Billing Requirements	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
The bidder will be required to assign an account manager to manage the vendor's activities under this Contract. The bidder will be required to manage the resources to ensure the requirements of this RFP are satisfied.		
The Account Team must include a dedicated Sales Rep, dedicated Sales Engineer and a dedicated Service Coordinator.		
The Account Team will meet with the Customer weekly or less frequently as the Customer requires. Full account team meetings will occur monthly. The Account Team will be required to be on site no less than quarterly.		
The Account Team will bring a member of their Senior Management team on-site at least annually to discuss the account, Avaya's roadmap and any concerns the Customer has.		
The account Team will provide: monthly KPIs showing SLA metrics, technical knowledge transfer, license count tracking, warranty equipment tracking, sold to/location updating for MACs, Billing/invoices, quotes and SOWs		
The Account Team will track scheduling, tracking/reporting according to industry-standard Change Management best practices.		
The Account Team will keep "Sold To" information updated with Avaya.		
The Account Team will provide advance notice of all pending changes to Avaya software and hardware support and the manufacturer overall.		
Bidder agrees to promptly and professionally facilitate the transition of service with any future Avaya maintenance partner to whom this contract may be subsequently awarded upon the termination or expiration of this contract.		
2.3. Service Order Fulfillment (Time and Materials Work)	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
Bidder must have personnel and equipment available when the service order is received from the State's Program Administrator.		
The qualified technician(s) will have the service order(s) signed and will return it to OIT.		
Billing for the technicians will be at firm fixed hourly rates. No invoice shall be paid unless approved by the State Contract Administrator.		

Bidder will not charge for vacations, sick time, holidays or other leaves if technician is not working for SOM.		
Bidders will not charge for break/fix work performed by dedicated technician working regular hours.		
Telephone equipment orders will be shipped within 3 days of receipt of the order.		
Bidders may charge travel time only one way from Augusta to site		

2.4. Billing/ Invoicing	Comply? Y/N	Comments/Conditions/Exceptions/Additional Information
Bidder must provide monthly invoicing separated by customer locations, and there must be an individual invoice for each of the following accounts:		
hardware maintenance charges		
Software license maintenance		
one time purchases/service requests		
hourly technician charges		
Dedicated technician charges		
Billing will be in layman's terms identifying the full set of product and/or service(s) invoiced. Invoicing will occur only after the project has been completed and accepted by the SOM.		
Bidder must provide invoices which include the Contract for Special Services number, the Service Order number issued by the State, new charges, payments received, balance brought forward, and amount due.		
Bidder must provide a monthly invoice to the State for service orders completed within that <i>approval</i> month period, <i>and</i> Bidder must provide the invoice in a format outlined by the Contract Administrator.		
Bidder(s) must provide duplicate billing information, upon request, at no cost to an Authorized User up to twelve (12) months past the original billing date. Bidder must state whether billing information is kept longer and how much longer than the required twelve (12) months. The State may request this information in an electronic format.		
Bidder must assign a financial representative to the State account that will cooperate with the State to resolve billing, payment, and invoice discrepancies.		

2.5. Vendor Portal	Comply? Y/N	Comments/Conditions/Exceptions/Addit ional Information
Bidder must provide an online service and billing portal. Information must include as a minimum, but is not limited to:		
State trouble ticket number		
equipment type, site identification		
submission date and time		
submitter and agency		
priority level		
action being undertaken with date and time		
sign off by the Authorized User		
resolution with date and time		
OIT must be electronically notified of a problem and the estimated time to resolve it		
OIT and others it may designate must be able to access all trouble tickets.		
All invoices and reports shall be available to the State on a customer portal, in a viewable and downloadable format.		
Bidder must offer an on-line, downloadable, on demand exception report so OIT can track requests for service restoration that have failed to meet the scheduled restoration time.		
2.6. Hardware/Software Purchases		
Bidder will supply new Avaya products at a discounted rate of the manufacturer list price as set forth in the Pricing Response Matrix.		
The Customer reserves the right to use refurbished telephone sets and to buy those from a 3 rd party if desired.		
Bidder must warranty products and services for a period of one year, including handsets. Warranty of equipment installed by the Successful Bidder begins after formal acceptance has been given in writing by the State of Maine. Warranty encompasses correction of defective hardware, software, or services, and revision of the same as necessary, including deficiencies found during quality assurance testing, implementation, or post-implementation at no cost to the State.		
The State is interested in proposals for telephone set maintenance to be provided on a depot basis with the Vendor supplying a refurbished set for each returned failed set.		

2.7. 3rd Party Integrations	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
The Successful Bidder will co-troubleshoot problems with FairPoint carrier services including SIP trunks, PRI's, POTS and toll services.		
The Successful Bidder will co-troubleshoot problems with Carousel's Hosted Avaya Experience Portal services (see Appendix F) as needed.		
The Successful Bidder will co-troubleshoot problems with the Calabrio Quality Management and Workforce Management system. (Appendix G) as needed.		
2.8. Service Level Requirements - Outage Types and Response Times		
Service levels will be set by customer with the Bidder's NOC center.		
Monthly reports will be presented 2 business days prior to monthly meetings.		
Bidder will state how they will meet the response time identified in the RFP.		
Catastrophic Failure means that, because of system hardware and/or software malfunctions, more than twenty-five percent (25%) of the total trunking and/or extension stations are inoperable or any critical sub-system failure. Requirement: 24x7x365, 2 hours' onsite response to Augusta to restore service. Incident management and reporting will be required to customer within 24 hours of resolution.		
Major Failure means that more than ten percent (10%) of the total trunking and/or extension stations are inoperable, or failure of more than twenty-five (25%) of the features and services, or partial failure of any sub-system. Response Requirement: 24x7x365; 4 hour onsite response to Augusta and all other State sites to restore service. Incident management and reporting will be required and sent to customer within 24 hours of resolution.		

	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
<p>Minor Failure means loss or impairment of any service and/or equipment of a lesser magnitude than any Major Failure.</p> <p><u>Response Requirement:</u> Monday - Friday 8AM-5PM</p> <p>Incident management and reporting will be required and sent to customer within 24 hours of resolution.</p>		
<p>Priority/Public Safety Service outage occurs when an Authorized User reports a service outage and identifies the service as a “health and public safety” issue; the restoration of that service requires top priority. Bidder must <u>immediately</u> respond to this type of outage with the most qualified technicians available at the time. The Bidder must describe existing policies and procedures for handling the restoration services that are used for public safety.</p> <p><u>Response Requirement:</u> 24x7x365</p> <p>Immediate Response Incident management and reporting will be required to customer within 24 hours of resolution.</p>		
<p>2.9. Maintenance and Monitoring</p>		
<p>The State is migrating Nortel systems onto the Avaya VoIP platform and will terminate monthly maintenance on the Nortel systems as each migration occurs. Financial penalties will not apply.</p>		
<p>The State is re-architecting the Avaya network by implementing centralized SIP trunks. As gateways become unnecessary, they will be removed from maintenance. Financial penalties will not apply.</p>		
<p>A variety of technological and business factors could cause the overall number of telephone sets to diminish overtime. Bidders should plan accordingly. Reduction of products, licenses, services and locations must be reflected in the next monthly hardware or annual software maintenance invoice.</p>		

	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
Bidder must provide monitoring and maintenance, which includes repair, troubleshooting, and problem resolution. All major components (servers, gateways, etc.) must report to a 24 X 7 X 365 alarm monitoring service capable of notifying the Bidder (and others) of outages on a real time basis.		
The State's systems must be monitored 24 X 7 X 365 for identification of emergency and non-emergency conditions. All alarms on all systems must be thoroughly checked by the vendor the moment it occurs, whenever it occurs. Nortel MICS key systems do not require monitoring.		
Bidder must provide preventative maintenance on equipment in full compliance with the manufacturer's instructions for all equipment installed under this contract. Successful completion of all preventive maintenance will be reported at the monthly account management meetings. Bidders will provide the manufacturer's maintenance schedule for all equipment.		
Preventive maintenance and installation of patches, which are not transparent to the user, must be done off-shift time, from 7 P.M. to 6 A.M.		

2.10. Spare Parts - Avaya	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
Bidder must have spare stock for all critical system components no more than 2 hours from Augusta, Maine. Alternatively, Bidder must provide an on-site "crash kit" for critical components. The successful Bidder will work with the State during negotiations to establish the level of stock and spare equipment to be maintained. The Customer will provide the storage location for any on-site equipment.		
All spare parts must be owned, installed, serviced and maintained by the Bidder without additional charges.		

Bidder must agree to a repair/spares replacement turnaround time not exceeding three (3) business days.		
Bidder must provide depot maintenance for all telephones. Depot maintenance must be next day replacement. Vendor will issue a Return Merchandise Authorization (RMA) to the State once a trouble ticket has been issued, and the defective set will be returned.		
2.11. Spare Parts - Nortel		
Bidder must provide standard “crash kit” for critical failures and station equipment at no cost to the State. The successful Bidder will work with the State during negotiations to establish the level of stock and spare equipment to be maintained at three sites (Augusta, Houlton, and Portland). Responsibility for inventory management and control will be shared. OIT Network Services, Voice Services Group will provide the storage locations for this equipment at the three sites.		
Bidders must cover parts and labor as a result of lightning or maintenance power surge damage directly or indirectly due to the Bidders improper installation/maintenance.		
Bidder must agree to a repair/spares replacement turnaround time not exceeding three (3) business days.		

2.12. Backup Responsibilities	Comply? Y/N	Comments/Conditions/Exceptions/ Additional Information
Bidder must perform a weekly backup of all telephony systems, and the back-ups should be stored in two different network locations. Verification of successful backup completion must be reported at the monthly account management meetings.		
2.13. Disaster Recovery		
Bidder(s) must have adequate hardware, software and professional services available to rebuild any portion of the system in the event of a disaster within 48 hours.		
Bidder must maintain a list of equipment in use by location for use in restoration of services in the event of a major catastrophe. A		

duplicate copy of the list shall be provided to the State on a quarterly basis.		
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Section 3: Cost Proposal

3.1 General Instructions

The Bidder must submit a cost proposal that covers the entire period of the initial contract. Please use the expected “Initial Period of Performance” dates stated in PART I, D.

The cost proposal shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.

No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with the Department may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

3.2 Cost Proposal Form Instructions

The Bidder must fill out **Appendix D** (Cost Proposal Form) which has been provided in electronic Excel format, following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

3.3 Cost Proposal Submission

The cost proposal must be in its own sealed packet in the Bidder’s submission package.

Section 4: Maine Business

For the purpose of this RFP, a Maine Business is one that currently meets each of the following criteria:

1. Physical location within the borders of Maine;
2. Employment of at least one Maine resident; and
3. Subject to State of Maine taxes such as:
 - a. Business Income or Corporate Income
 - b. Property
 - c. Employment – Unemployment, worker’s compensation

Using the above criteria, the Bidder is to indicate if they are a Maine Business or not by responding to the question “Are you a Maine Business as defined in this RFP?” on the Proposal Cover Page (**Appendix A**). The use of this information in making contract award decisions is required in accordance with Executive Order 2017-003, which states “Evaluators of competitive bids for goods and services shall give consideration to the investment in the State by business enterprises as a best-value criterion. Consideration for Maine business enterprises may result in low cost or top scoring bids not being considered as the best-value for the State of Maine.”

C. Appeal Deposit

1. Each Bidder of this RFP must provide a deposit in the amount of \$10,000 to offset expenses incurred by the State of Maine during the appeal process. This deposit must be payable to the “Treasurer of the State of Maine” in the form of a certified, cashier’s or teller’s check.
2. In the event the award process for this RFP involves a hearing of appeal, expenses will be assessed if the appeal request is found to be without merit, or the hearing of appeal results in a validation of the Department’s award. Otherwise, deposits are refundable to all Bidders.
3. Bidders are to complete **Appendix E** (Appeal Deposit Refund Form) and submit that form with the appeal deposit check in a sealed envelope clearly marked “Appeal Deposit” with their proposal.
4. For the purposes of this Section, failure of the State of Maine to award a contract as a result of this RFP does not constitute grounds for assessing expenses.
5. Proposals received that do not include an Appeal Deposit will be **rejected** without exception and are ineligible for award consideration.

PART V PROPOSAL EVALUATION AND SELECTION

Evaluation of the submitted proposals shall be accomplished as follows:

A. Evaluation Process - General Information

1. An evaluation team, comprised of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP, and in accordance with the most advantageous financial and economic impact considerations (where applicable) for the State.
2. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders if needed to obtain clarification of information contained in the proposals received, and the Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Interviews/presentations are not required, and changes to proposals will not be permitted during any interview/presentation process. Therefore, Bidders should submit proposals that present their rates and other requested information as clearly and completely as possible.

B. Scoring Weights and Process

1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria from PART IV - PROPOSAL SUBMISSION REQUIREMENTS:

Section I. Organization Qualifications and Experience (40 points)

Includes all elements addressed above in Part IV, B, Section I.

Section II. Proposed Services (20 points)

Includes all elements addressed above in Part IV, B, Section II.

Section III. Cost Proposal (40 points)

Includes all elements addressed above in Part IV, B, Section III.

2. **Scoring Process:** The review team will use a consensus approach to evaluate and score Sections I & II above. Members of the review team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section III, the Cost Proposal section, will be scored as described below in #3.
 - a. If the Bidder receiving the highest number of evaluation points for all sections is a Maine business, as defined in PART IV, B, Section 4, the contract award will be made to that Bidder.
 - b. If the Bidder receiving the highest number of evaluation points for all sections is a non-Maine business, the following will apply:
 - The review team will determine if any Maine businesses are within a “competitive range”.
Competitive range is defined as a proposal having a total Section I & II score within 5 points of the top bidder’s Section I & II score.

- If there are any Maine businesses that score within the competitive range, the total proposed costs for the Bidder receiving the highest number of evaluation points and all Maine businesses in the competitive range will be compared. For comparison purposes, all Maine businesses will receive a 5% reduction to their total proposed cost. The contract award will be made to the lowest total proposed cost after the 5% reduction has been applied.

- 3. Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 40 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 40 = pro-rated score

No Best and Final Offers: The State of Maine will not seek a best and final offer (BAFO) from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their proposal.

- 4. Negotiations:** The Department reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department's Request for Proposals to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with a selected respondent who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

C. Selection and Award

1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
2. Notification of contractor selection or non-selection will be made in writing by the Department.
3. Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. The Department reserves the right to reject any and all proposals or to make multiple awards.

D. Appeal of Contract Awards

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, Chapter 120 (found here: <http://www.maine.gov/purchases/policies/120.shtml>). The appeal must be in writing and filed with the

Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.

PART VI CONTRACT ADMINISTRATION AND CONDITIONS

A. Contract Document

1. The successful Bidder will be required to execute a contract in the form of a State of Maine Agreement to Purchase Services (BP54). A list of applicable Riders is as follows:

Rider A: Specification of Work to be Performed

Rider B: Method of Payment and Other Provisions

Rider C: Exceptions to Rider B

Rider D: (Optional; for use by Department)

Rider E: (Optional; for use by Department)

Rider G: Identification of Country in Which Contracted Work Will Be Performed

The complete set of standard BP54 contract documents may be found on the Division of Purchases website at the following link: <http://www.maine.gov/purchases/info/forms/BP54.doc>

Other forms and contract documents commonly used by the State can be found on the Division of Purchases website at the following link: <http://www.maine.gov/purchases/info/forms.html>

2. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, Chapter 110, § 3(B)(i): <http://www.maine.gov/purchases/policies/110.shtml>)

This provision means that a contract cannot be effective until at least 14 days after award notification.

3. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department's award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in this RFP may need to be adjusted, if necessary, to comply with mandated requirements.
4. In providing services and performing under the contract, the successful Bidder(s) shall act as an independent contractor and not as an agent of the State of Maine.

B. Standard State Agreement Provisions

1. Agreement Administration

- a. Following the award, an Agreement Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the successful Bidder in the finalization of the contract.
- b. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder,

and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

2. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from this RFP.

PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS

1. Appendix A – Proposal Cover Page
2. Appendix B – Debarment, Performance and Non-Collusion Certification
3. Appendix C – Qualifications and Experience Form
4. Appendix D – Cost Proposal Form
5. Appendix E – Appeal Deposit Refund Form
6. Appendix F – Carousel Hosted Avaya Experience Portal
7. Appendix G – Calabrio Environment

APPENDIX A

State of Maine
Department of Administrative and Financial Services
Office of Information Technology
PROPOSAL COVER PAGE
RFP# 201703048
Avaya Telephony Maintenance and Services

Bidder's Organization Name:			
Chief Executive - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			

Are you a Maine Business as defined in this RFP?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX B

State of Maine
Department of Administrative and Financial Services
Office of Information Technology
DEBARMENT, PERFORMANCE and NON-COLLUSION CERTIFICATION
RFP# 201703048
Avaya Telephony Maintenance and Services

Bidder's Organization Name:	
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By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
 - ii. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
 - iv. Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

Failure to provide this certification may result in the disqualification of the Bidder's proposal, at the discretion of the Department.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX C

State of Maine
Department of Administrative and Financial Services
Office of Information Technology
QUALIFICATIONS & EXPERIENCE FORM
RFP# 201703048
Avaya Telephony Maintenance and Services

Bidder's Organization Name:	
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Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the "Scope of Services" portion of this RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person's telephone number and email address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.

If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder's general capabilities.

Reference One	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

Reference Two	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

Reference Three	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

APPENDIX E

**State of Maine
Department of Administrative and Financial Services
Office of Information Technology
APPEAL DEPOSIT REFUND FORM
RFP# 201703048
Avaya Telephony Maintenance and Services**

Instructions

Each Bidder is to provide an address below they wish to have the appeal deposit refund sent to. If this address is the same as either address provided on the Proposal Cover Page (**Appendix A**), Bidders are still required to complete this form and include it, along with the \$10,000 appeal deposit, in a sealed envelope with their proposal.

The sealed envelope containing this form and the appeal deposit should be inserted into the original proposal of the Bidder's submission package.

Bidder's Organization Name:					
Attention to:					
Mailing Address (Street or P.O. Box):					
City:		State:		Zip Code:	

APPENDIX F

State of Maine
Department of Administrative and Financial Services
Office of Information Technology
CAROUSEL HOSTED AVAYA EXPERIENCE PORTAL
RFP# 201703048
Avaya Telephony Maintenance and Services

Glossary

AAEP or AEP = Avaya Aura Experience Portal or Avaya Experience Portal (Avaya Product, three (3) Servers Hosted and Managed by Carousel) Avaya Aura® Experience Portal comprises next generation releases of what was previously known as Avaya Voice Portal. Experience Portal provides organizations with a single point of orchestration for all automated, multimedia, self-service and integrated voice response (IVR) applications across inbound phone or video, as well as outbound phone, email, or SMS applications. Avaya Aura Experience Portal supports SIP, IP, TDM and mixed environments, and provides robust management, reporting, development, and virtualization capabilities.

CBM = Call Back Manager (Acqueon Product, hosted by Carousel)
Callback Manager

- Capture customer call number (CLI / ANI & DNIS)
- Choose between different callback options for different customer segments
- Maintain real time queue positions
- Option to reserve agent before reaching out to a customer
- Configure low volume slots in a day and distribute the call traffic
- Register callback for customer calling number (CLI / ANI) or a different number as entered by the customer
- Enable customer websites for callback
- Ability to dynamically design and define workflows for different business units
- Customizable call flows for capturing call back requests
- Option to retain screen pop information available in the UUI field during callback
- Gather extensive canned reports
- Capture customer's unique ID
- Record customer name and message
- Gather extensive canned reports
- Duplicate filtering – filter previously registered callbacks based on CLI / ANI or customers' unique ID; offer to retain earlier callback or re-register a new callback
- Reject callback requests by CLI / ANI
- Distinguish call priority based on customer type
- Capture agents before calling a customer and playback collected callback details
- Call Progress Analysis (CPA) – detect outcomes like busy, no answer, etc. and automatically reschedule callbacks by setting a threshold for retries
- Accept business outcomes from agents to close or reschedule callbacks
- Configure business hours, holidays, and time slots for call back

- Assemble real-time console reports, and historical reports in both tabular and graphical format

CMS = Call Management System (Avaya Product)

Avaya Call Management System (CMS) is an integrated analysis and reporting solution that keeps you in touch with virtually everything that's going on in your contact center from evaluating the performance of a single agent or group of agents to managing a contact center with multiple locations worldwide. Built on the performance, reliability and flexibility of the Avaya Aura® platform, Avaya CMS delivers real-time monitoring and historical reporting for Avaya Call Center Elite solutions including Elite omnichannel information, custom reporting, task scheduling, exception notification, threshold warning, administration and configuration, and long term ACD data storage.

DB = Database

A structured set of data held in a computer, especially one that is accessible in various ways.

EMC = Elite Multichannel (Avaya Product, hosted by Carousel)

Avaya Aura® Call Center Elite Multichannel (EMC) is a Microsoft Windows-based software suite that manages the collection, queuing, assignment and delivery of voice and non-voice work items to appropriately skilled agents in the contact center. EMC enables agents to communicate with customers via channels such as phone, email, text, Web chat and instant messaging. EMC uses the phantom call capabilities of Avaya Aura® Communication Manager to deliver non-voice work items to the contact center agents. EMC supports inbound and outbound contacts.

EPM = Experience Portal Management System (Component of AEP, hosted and managed by Carousel)

Experience Portal Management System (EPM) manages the MPPs and provides a web interface for administering Avaya Experience Portal (AEP). The EPM is the centralized management system for the Avaya Experience Portal.

IVR = Interactive Voice Response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via keypad.

MPLS = Multiprotocol Label Switching (MPLS) is a type of data-carrying technique for high-performance telecommunications networks that directs data from one network node to the next based on short path labels rather than long network addresses, avoiding complex lookups in a routing table.

MPP = Media Processing Platform (Component of AEP, hosted and managed by Carousel Industries)

The MPP communicates with Avaya Communication Manager to provide voice response media service.

POM = Proactive Outreach Manager (Avaya Product)

Avaya Proactive Outreach Manager is the award-winning solution from Avaya for proactive customer acquisition, customer retention, and regaining customers. Whether it's agent-based predictive dialing campaigns, interactive services, or phone, email, or SMS text alerts and notifications, Proactive Outreach Manager is your one simple to-use solution to help you achieve your business goals.

center. Any loss of connectivity between Avaya components within each data center or any loss of connectivity with SOM will result in alarm(s) being raised.

The hosting of the EMC (Elite Multi-Channel) (3) servers; Core, IDS (Interaction Data Store) and Database are covered in this contract.

For the duration of the separate Carousel Industries Avaya maintenance contract with the Customer that expires October 31, 2017, Carousel Industries will be responsible for complete end-to-end performance of these services, including all Avaya components but not Customer components.

In the event that the Avaya maintenance contract is not renewed with Carousel Industries when the current contract expires October 31, 2017, Carousel Industries and its partners agree to work with the Customer's new Avaya maintenance provider to trouble shoot problems between the hosted platform and the Avaya Communications Manager platform. This agreement assumes that SOM continues to purchase Avaya support for AEP, Nuance and EMC licenses.

Changes in the complexity of the applications may result in additional charges. All changes to the Statement of Work will be reflected in a Change Order which both parties must sign off on to become effective. Should a change impact the overall project fee this will be reflected in the Change Order.

Applications Description

The following is a brief description of the applications covered under this contract:

DOL – Custom Claims Benefit IVR Application

This is a custom IVR developed application that enables callers to file a weekly claim and obtain check status. Callers are verified after entering their SSN and PIN. For callers selecting Claims Benefits they are prompted to answer a series of questions in order to complete their weekly claim. If the caller selects Check Status, they are able to obtain the status of their claims check. All inputs are made using their telephone keypad and all prompts are provided in English only. Maintenance of this application is the responsibility of Carousel Industries.

DOL – Address Change IVR App

This IVR application allows callers to change their address without the need for human intervention. Nuance Speech Recognition is used to recognize the new address. English is the only language supported. The DOL DB is updated with the new address. Maintenance of this application is the responsibility of Carousel Industries.

DOL – Screen Pop App

This Screen Pop application provides agents with a pop-up of caller information such as ANI and SSN (if they've completed verification). There is no integration to DOL's backend application. Maintenance of this application is the responsibility of Carousel Industries subcontractor, Carousel.

DHHS –MaineCare IVR App

This is a custom Self Service application to provide clients with the ability to make simple changes to their account without having to speak to an eligibility specialist. The Application uses callers' last four digits of

their social security number to verify identity. Callers can request Maine Care cards for clients who are currently open in an assistance group, or whose assistance group was closed within the last 60 days. The application can provide callers requesting an EBT card with the EBT website and phone number. The application supports changes in client expenses. Maintenance of this application is the responsibility of Carousel Industries subcontractor, Carousel.

DHHS– Address Change IVR App

This application allows callers to change their address without the need for human intervention. Nuance Speech Recognition is used to recognize the new address. English is the only language supported. The DHHS DB is updated with the new address. Maintenance of this application is the responsibility of Carousel Industries subcontractor, Carousel.

DHHS– Callback Manager IVR App

Acqueon CallBack Manager (CBM) application package provides callers with the option of requesting a callback rather than waiting in queue. Once the caller completes the callback request, CBM places a call into queue for agents. When the agents answer they are prompted to complete the callback by calling the customer on the number they provided.

State of Maine has purchased (58) CBM licenses which are split such that (8) ports are assigned to inbound callback requests and (50) for outbound. This means that the maximum number of simultaneous callback requests is limited to eight callers. Once the callback is requested, the port is available for another callback request. The (50) outbound ports allow up to (50) simultaneous callbacks being queued or in progress. When a Callback request has been accepted, CBM immediately places a call into queue (assuming a CBM outbound license is available) and will remain in queue until such time that an agent answers the call or one of two timers are reached. Currently timers are set on Session Manager (2 hours) and within CBM (40 minutes). If a callback exceeds a timer threshold, then the callback would follow the retry policy configured in CBM. Reports are available and accessible by DHHS supervisor/managers; this includes a Success/Failure Report. Success is defined as: A callback request has been completed (i.e. customer speaks with agent), Failure is defined as a callback request was not able to connect a customer with an agent. For example, the agent accepts a callback and a call to the customer is launched, but the customer does not answer the call. Maintenance of this application is a joint Carousel Industries - Carousel responsibility.

Acqueon has extended vendor application support on the discontinued CBM package application until June 30, 2019. Support beyond June 30, 2019, if any, will be determined in the first quarter 2019.

DOL – Avaya POM IVR App

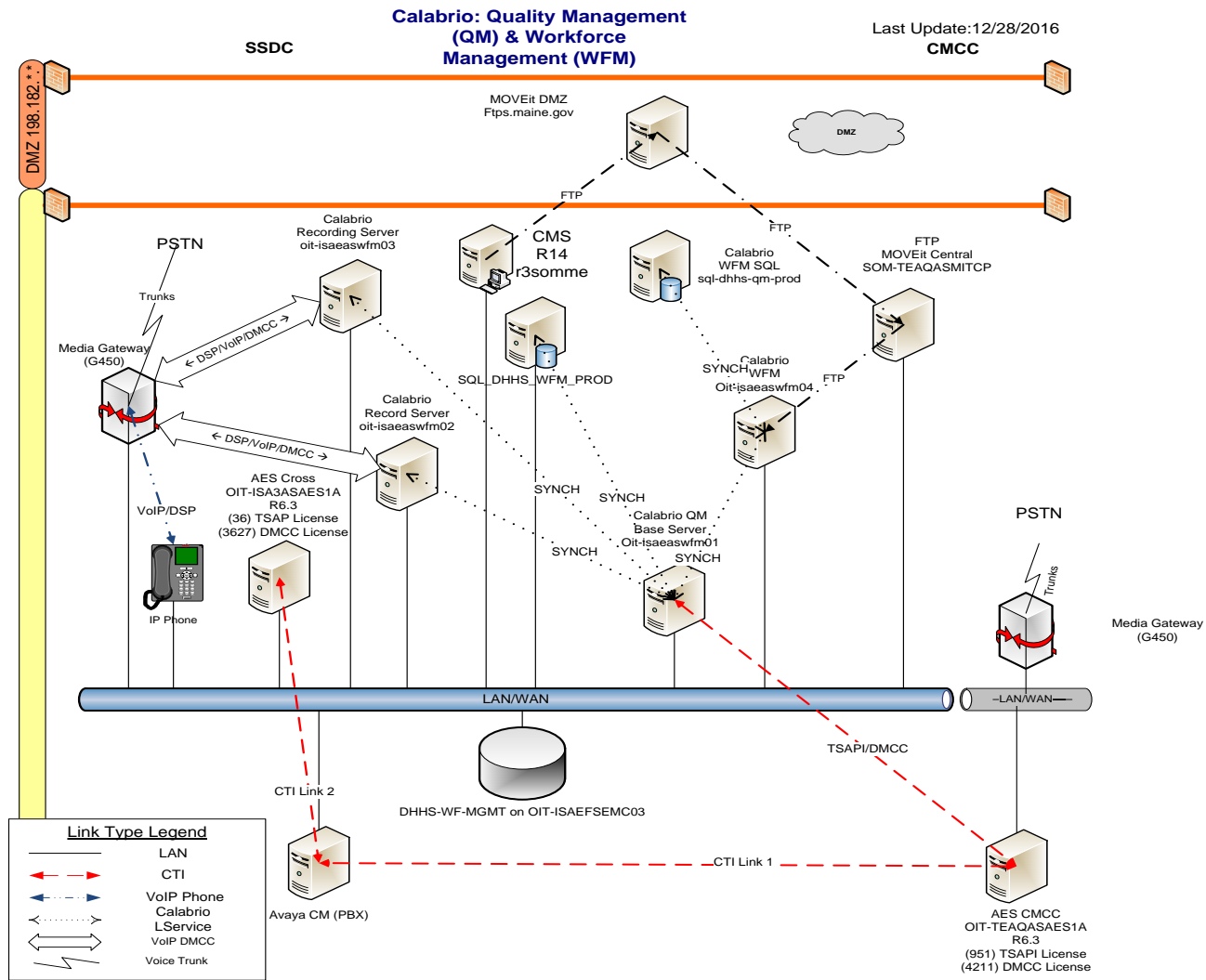
State of Maine owns 12 licenses of POM (Proactive Outreach Manager). POM is an application that utilizes the hosted AEP (Avaya Experience Portal) form to manage and launch outbound calling campaigns. State of Maine is responsible for creating and or modifying calling campaigns and uploading records into the calling campaigns. Calls are launched based on parameters set in the calling campaign and upon answer a voice message is played to the answering party. This message is also managed by State of Maine. Maintenance of this application is a joint Carousel Industries - Carousel responsibility. Day to day running and configuration of campaigns is a SOM responsibility.

DHHS– Avaya EMC App

Avaya EMC (Elite Multi-Channel) provides DHHS agents with a desktop application that supports screen pop, email routing/queuing and two-way chat routing/queuing. The application was not installed at the time this contract was executed. Once the product has been successfully installed, Avaya will provide day to day

support for application issues through Avaya Support Advantage contract managed by Authorized Co-Delivery Business Partner.

State of Maine
Department of Administrative and Financial Services
Office of Information Technology
CALABRIO ENVIRONMENT
RFP# 201703048
Avaya Telephony Maintenance and Services



RIDER G
IDENTIFICATION OF COUNTRY
IN WHICH CONTRACTED WORK WILL BE PERFORMED

Please identify the country in which the services purchased through this contract will be performed:

United States. Please identify state: _____

Other. Please identify country: _____

Notification of Changes to the Information

The Provider agrees to notify the Division of Pu

State of Maine Competitive Award Authorization Form

Form Instructions: Please provide the information requested in the form below. This form must accompany contracts being proposed for approval that are the direct result of a competitive Request for Proposals (RFP), a subsequent contract renewal that was anticipated in the RFP or when Competitive Quotes are obtained. If the renewals allowable under the original RFP have been exhausted, another competitive RFP should be conducted.

Contract Administrator:	Jon Richard/Ellen Lee	Office/Division/Program	DAFS/OIT
Contract Amount:	To be determined	Contract (CT) Number:	MA 18P 171101*054
Start Date:	11/01/2017	End Date:	10/31/2018
Selected Bidder's Name, City and State:	Carousel Industries of North America, Inc 659 South County Trail Exeter, RI 02822		
Short Description of Service:	Avaya Telephony Maintenance and Services		

1. Information on the Competitive Process Used

If a RFP process was used:

RFP#: 201703048 Initial contract. First renewal. Second renewal. Third renewal.
 If this is a first, second, or third renewal after an RFP, you need not complete the remainder of section 1 nor sections 2, 3 and 4. Simply enter the original RFP number, check the appropriate box, sign and date the form and send it with the contract.

If competitive quotes were obtained:

This contract award is the result of obtaining Competitive Quotes.

The RFP process can be used for any contract award, but please note that as an alternative to the RFP process, Competitive Quotes can be used in determining awards for contracts if both of the following criteria apply:
 A. *The total contract amount is \$10,000 or less; and*
 B. *If the services sought are straightforward in nature, such that price, availability and pass/fail criteria are the determining factors in the award decision (i.e. no subjective evaluation factors needed to be used).*

**Renewals are not allowed for Competitive Quote awards. Once a contract expires that was the result of obtaining Competitive Quotes, new quotes are to be sought if the need for the services continues.*

2. Identify All Bidders

- A. For **RFPs**, please list all bidders who submitted proposals before the stated Proposal Submission Deadline.
- B. For contracts where **Competitive Quotes** were obtained, the following needs to be included in this section:
 - 1) List all vendors who were contacted for quotes;
 - 2) List all vendors who responded and the quoted amounts for each and;
 - 3) Clearly identify the selected vendor (place in bold).

*Please note, in accordance with 5 M.R.S. §1825-A(3), competitive bidding must be conducted with a **minimum of three** vendors, unless three vendors are not available. If three are not available, please mention below how this was determined. If more than three are available, it is **HIGHLY RECOMMENDED** to contact all vendors to seek as many quotes as possible.*

Carousel Industries of North America, Inc.
 Integration Partners Corporation
 intlX Solutions, LLC

State of Maine Competitive Award Authorization Form

3. Review and Scoring Process.

- A. For contract awards based on an **RFP**, describe the process that was followed in reviewing and scoring the proposals. A consensus approach is encouraged, but not required. Be sure to retain copies of all scoring documentation, in accordance with your Department's archiving requirements.
- B. If this contract award is the result of obtaining **Competitive Quotes**, then please specify below that the quote with the lowest price was selected from among the bidders that met the State's requirements.
Please attach to this document all Competitive Quotes received (not RFP proposals).

A consensus scoring approach was used for Bidder Qualifications and Experience and Proposed Services.

4. Reminder regarding Award Notification Letters.

Award notification letters should be sent out to bidders following all competitive processes. If you are not already aware, please note that award notification letters must state that the award is conditional, pending SPRC Approval and negotiation of a mutually agreeable contract. The letters must also include a notification of all bidders' right to appeal the decision. Please be sure to use the template on the Division of Purchases' website:

http://www.maine.gov/purchases/files/Sample_Award_Notification_Letter.doc

**Signature of requesting
Department's Contract
Administrator (or other
relevant stakeholder):**



Printed Name:

ELLEN LEE

Date:

8/31/17

STATE OF MAINE
Department of Administrative and Financial Services
CONTRACT FOR SPECIAL SERVICES - AMENDMENT

BY AGREEMENT of both parties this 1st day of November 2018, the Contract for Special Services between the State of Maine, Department of Administrative and Financial Services, Office of Information Technology hereinafter called "Department," and Carousel Industries of North America hereinafter called "Provider," is hereby amended as follows:

1. The termination date is adjusted from October 31, 2018 to October 31, 2019.
Reason: Per terms of RFP 201703048 executing first contract extension of 1-year (of potential 5) for continued Avaya Telephony Maintenance Services.
2. No funds are added to the contract. The contract is a master agreement specifying service terms and conditions. Individual Delivery Orders are initiated under the master agreement. These Delivery Orders detail specific deliverables, project dates, funding and payment terms.
3. The Services in the contract, as indicated in Carousel's response to the RFP, are clarified as follows:

Account Manager – Carousel shall designate an account manager to administer account services for the State of Maine, OIT account. The account manager shall,

- Meet regularly, no less than monthly with the State of Maine telecommunications team. Prepare meeting minutes and agenda, track work requests (open, status, closed) to report and discuss these items, plan future work.
- Review State of Maine's telecommunication architecture and discuss security vulnerabilities with SOM based on the current SOM configuration. Carousel shall recommend what should be done, who needs to do it and how often.
- Carousel shall maintain all equipment and software maintenance and support records. Carousel shall assure that corresponding Avaya records are accurate, reflecting system additions and elimination.
- Coordinate Carousel's senior management team to come on-site to SOM yearly to discuss account, Avaya's roadmap, where Avaya and Carousel are at, new engagements or collaborations.
- Provide monthly SLA metrics on down times (troubles) and the related return to service/repair time.
- Yearly tracking of license counts for SOM systems (Avaya and Nortel).
- Carousel to offer an on-line, downloadable, on demand exception report so OIT can track requests for service restoration that have failed to meet the scheduled restoration time.
- Provide preventative maintenance on equipment in full compliance with the manufacturer's instructions for all equipment supported under this contractor. Completion(s) of preventative maintenance will be reported at the monthly account management session. The schedule of upcoming PM services will also be reviewed at the meeting. Carousel will provide the manufacturer's maintenance schedule for all equipment.
- Preventative maintenance and installation of patches, which are not transparent to the user, must be done off-shift time, from 7 p.m. to 6 a.m.
- Maintain a list of equipment in use by location for use in restoration of services in the event of a major catastrophe. A duplicate copy of the list shall be provided to the State on a quarterly basis to review and validate.
- Coordinate all requests for Calabrio with the State of Maine to the point of resolution or closure.

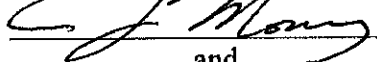
4. Contract Rider D –Support Services Agreement (SSA) – Essential is replaced with Rider D.1 Support Services Agreement (SSA) Essential attached.
- As sites and equipment changes during the contract period sites may be added, equipment revised, or deleted. The State and Carousel will work to adjust pricing. Carousel will update the corresponding Avaya support records.

All other terms and conditions of the original contract dated 30 October 2017 remain in full force and effect.

IN WITNESS WHEREOF, the Department and the Provider, by their representatives duly authorized, have executed this amendment in one original copy.

Provider: Carousel Industries

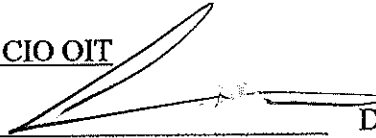
By: _____ **Jay Moniz**
Corporate Contracts

Signature:  Date: 10-31-18

and

Department of: Administrative and Financial Services, OIT

By: A. Smith, CIO OIT

Signature:  Date: 11-21-18

The approval and encumbrance of this Agreement by the Chair of the State Procurement Review Committee and the State Controller is evidenced only by a stamp affixed to this page or by a Case Details Page from the Division of Procurement Services.

(note: this section must be completed by using agency)

Department number and Contract number (CT #): MA 18P-171101-054
Vendor Code: VS0000008202 New Service Date: 10-31-2019
Old Contract Amount: \$ _____ Account Codes: Varies
Amount of Adjustment \$ _____
New Contract Amount \$ _____



Support Services Agreement (SSA) – ESSENTIAL

Equipment Location Address:				Page 1 of 29	
Customer Name:	State of Maine	Contract Start Date:	11/1/18-10/31/19	Install Date:	
Street Address:	Multisite as listed below	Customer Contact:	Louise Paradis	Created Date:	9/14/18 10/23/18r7
City, State, Zip:		Telephone No:	(207) 624-8832	Created By:	Suzanne Berube
Active Master on file?	Yes	Email:	Louise.paradis@maine.gov	AE:	Christopher Casey
SLX Opportunity #:	308969	Contract Category	Renewal		

NOTE: Support Services Agreement ("SSA") and Pricing expires, unless signed within 60 days from Created Date listed above.

Customer requests services for the following products and locations as described in EXHIBITS A and B. This SSA shall be subject to the terms and conditions of the Master Agreement.

NOTE: Products in Exhibit B listed as **EXT SUP** will be supported under the terms of Extended Support listed in section 3.8 in Exhibit F.

NOTE: ORIGINAL EQUIPMENT MANUFACTURER (OEM) SUPPORT, AT A MINIMUM, MUST BE IN PLACE FOR ACCESS TO ANY MANUFACTURER-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF A SIGNED SSA, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE MANUFACTURER.

EXHIBIT A – ESSENTIAL Coverage Option Purchased

Coverage Option: Full Coverage - 24x7

EXHIBIT B - Addresses, Products and Hours covered under this SSA

COVERAGE OPTION NOTES:

Term is 12 months with five one year renewal options.
Billing is monthly for break/fix maintenance.
Billing is annual for software support and dedicated technician.

Avaya Hardware:

Sold to 3134111, 111 Sewall Street, Augusta, ME
 Note: This site has CMSR18 supported by Avaya Direct.

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
388050	1	DL360 G9 MID RANGE SRVR ASBCE	Full Coverage 24x7	M	\$ 115.83
263765	1	DL360G7 SERVER CM HIGH DUPLEX	Full Coverage 24x7	M	\$ 412.50
700501182	2	DL360G7 SPR PWR SUPP 460WAC	Full Coverage 24x7	M	
700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	\$ 247.50

700466642	10	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 24x7	M	
170900	17	MM710 T1/TE MEDIA MODULE	Full Coverage 24x7	M	
381846	1	R630 SRVR CMS MIDSIZE	Full Coverage 24x7	M	\$ 254.10
264181	3	R610 SRVR AA MSG STD STRG	Full Coverage 24x7	M	\$ 762.30
388050	1	DL360 G9 MID RANGE SERVER ASBCE	Full Coverage 24x7	M	\$ 49.50
700501093	1	DL360G7 SERVER SYSTEM MANAGER	Full Coverage 7X24	M	\$ 123.75
179505	4010	INTUITY M40	Full Coverage 24x7	M	\$ 4,090.20
			Total		\$ 6,055.68

Sold to 5390318, CMCC, 45 Commerce Drive, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459456	3	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	\$ 247.50
700459472	8	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459498	2	G450 POWER SUPPLY	Full Coverage 7X24	M	
700466626	1	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466634	6	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	4	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700501091	2	DL360G7 SRVR VP	Full Coverage 7X24	M	\$ 247.50
700501092	2	DL360G7 SRVR SESSION MANAGER	Full Coverage 7X24	M	\$ 247.50
700501084	1	R610 SRVR AES	Full Coverage 7X24	M	\$ 123.75
388050	1	DL360 G9 MID RANGE SERVER ASBCE	Full Coverage 24x7	M	\$ 49.50
			Total		\$ 915.75

Sold to 3134290, Gray State Police, 1 Game Farm Road, Gray, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	
700466634	1	MM710B E1/T1 MEDIA MODULE – NON GSA	Full Coverage 24x7	M	
700463532	1	S8300D SERVER – NON GSA	Full Coverage 24x7	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS – NON GSA	Full Coverage 24x7	M	
			Total		\$ 149.56

Sold to 5364422, 101 Hospital Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 24x7	M	
700463532	1	S8300D SERVER – NON GSA	Full Coverage 24x7	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 24x7	M	
700466634	2	MM710B E1/T1 MEDIA MODULE – NON GSA	Full Coverage 24x7	M	
			Total		\$ 149.56

Sold to 3134327, 66 Spruce Street, Presque Isle, ME 04769

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER-NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3135687, Fort Kent Human Services, 137 Market Street, Fort Kent, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER-NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3136379, Criminal Justice Academy, 15 Oak Grove Road, Vassalboro, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER-NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3135958, Portland Human Services, 151 Jetport Boulevard, Portland, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	2	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3135992, Windham Corrections, 17 Mallison Falls Road, Windham, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	

700466642	8	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134076, 180 McKowan Point Road, West Boothbay, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134311, 198 Main Street, Lewiston, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700466626	3	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3135903, Biddeford Human Services, 208 Graham Street, Biddeford, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 4556559, 250 Arsenal Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	

170900	1	MM710 T1/TE MEDIA MODULE	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134390, Pella Building, 35 Anthony Avenue, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466626	2	MM711 ANLG MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
					\$ 149.56

Sold to 3134327, Augusta State Police, 36 Hospital Street, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3134562, Bangor Human Services, 396 Griffin Road, Bangor, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	3	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 5364418, 45 Oak Street, Bangor, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466618	1	MM714B ANLG 4+4 MEDIA MOD - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 5364420, 5 & 15 Mollison Way, Lewiston, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3710590, Long Creek Youth Development Ctr, 675 Westbrook Street, South Portland, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466642	5	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
179503	248	INTUITY M40	Full Coverage 7X24	M	\$ 252.96
			Total		\$ 402.52

Sold to 3710470, Maine State Prison, 807 Cushing Road, Warren, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	4	MM716 ANLG MEDIA MOD 24FXS - NON GSA	Full Coverage 7X24	M	
700501048	1	MM717 24PT DCP MEDIA MODULE NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134376, Rockland Human Services, 91 Camden Street, Rockland, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700459472	1	80 CHANNEL DAUGHTERBOARD	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134360, 98 North Avenue, Skowhegen, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	2	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51424601, 17 Eastward Lane, Ellsworth, ME 04605

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700476393	1	G430 MEDIA GATEWAY NON-GSA	Full Coverage 7X24	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS NONGSA			
700466634	1	MM710B E1/T1 MEDIA MODULE NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 5273505, 890 Main Street, Sanford, ME 04073

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51415677, 114 Corn Shop Lane, Farmington, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51415678, 243 Main Street, South Paris, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700466642	1	MM716 ANLG MEDIA MOD 24FXS NON-GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459456	1	G450 MP80 W/POWER SUPPLY NON-GSA	Full Coverage 7X24	M	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	

			Total		\$ 149.56
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Sold to 51598941, Department of Transportation, 41 Rice Street, Presque Isle, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700508955	1	S8300E SERVER - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700506958	1	G430 MP120 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3134275, Department of Environmental , 1235 Central Drive, Presque Isle, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700508955	1	S8300E SERVER - NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700506958	1	G430 MP120 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
			Total		\$ 139.00

Sold to 3134217, Department of Health and Human Services , 11 High Street, Houlton, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP 160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134186, Professional & Financial Regulations, 76 Northern Avenue, Gardiner, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP 160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 51737131, Department of Marine Resources, 32 Blossom Lane, Augusta, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP 160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	

700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	1	MM716 ANLG MEDIA MOD 24FXS NON-GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3134203, Department of Health and Human Services, 30 Skyway Drive, Caribou, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP 160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3136163, Department of Health and Human Services, 38 Prescott Drive, Machias, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP 160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	2	MM716 ANLG MEDIA MOD 24FXS NON-GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
			Total		\$ 149.56

Sold to 3135916, Department Corrections, 1202 Dover Road, Charleston, ME

Material Codes	Qty	Product Descriptions	Coverage	Payment Type: Monthly	
700463532	1	S8300D SERVER - NON GSA	Full Coverage 7X24	M	
700506956	1	G450 MP 160 MEDIA GATEWAY NON GSA	Full Coverage 7X24	M	
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA	Full Coverage 7X24	M	
700466642	2	MM716 ANLG MEDIA MOD 24FXS NON-GSA	Full Coverage 7X24	M	
700459498	1	G450 POWER SUPPLY	Full Coverage 7X24	M	
			Total		\$ 149.56

Nortel Hardware:

Ashland Conservation - 45 Radar Road, Ashland, ME 04732

	Equipment	Description	Coverage	Payment	Monthly Charges
System	MICS				
Voicemail					
PBX Serial Number	10018015				
VM Serial Number					
	QTY				
	30	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	21	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 50.50

Ellsworth Bureau of Motor Vehicle- 22 School Street, Ellsworth, ME 04605

	Equipment	Description	Coverage	Payment	Monthly Charges
System	BCM 200				
Voicemail					
PBX Serial Number	10058726				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Kennebunk Bureau of Motor Vehicle- 63 Portland Ave, Kennebunk, ME

	Equipment	Description	Coverage	Payment	Monthly Charges
System	MICS				
Voicemail					
PBX Serial Number	10060475				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/ IP Stations	Full Coverage 24X7	Monthly	

	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Lamoine State Park - 22 Coaling Station Lane, Ellsworth, ME 04605

	Equipment	Description	Coverage	Payment	
System	CICS				
Voicemail					
PBX Serial Number	10062084				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Greenville Inland Fisheries and Wildlife- 19 Village Street, Greenville, ME 04441

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10062807				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	14	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Calais Bureau of Motor Vehicle-23 Washington Street, Calais, ME 04530

	Equipment	Description	Coverage	Payment	
System	BCM				
Voicemail					
PBX Serial Number	10062974				
VM Serial Number					

	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	14	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Greenville Conservation-43 Lakeview Street, Greenville, ME 04441

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10063040				
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	18	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 48.25

Calais Department of Labor-1 College Dr. Calais, ME 04619

	Equipment	Description	Coverage	Payment	
System	CICS				
Voicemail					
PBX Serial Number	10063106				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Enfield Inland Fisheries and Wildlife- 16 Cobb Road, Enfield, ME 04493

	Equipment	Description	Coverage	Payment	
System	BCM 200				
Voicemail					

PBX Serial Number	10067788				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Caribou Workers Compensation- 43 Hatch Drive, St. 110, Caribou, ME 04736

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number	10068368				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Caribou Department of Transportation - 1 Evergreen Parkway, 04736 Caribou, ME 04736

	Equipment	Description	Coverage	Payment	
System	BCM 200				
Voicemail					
PBX Serial Number	10068398				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Millinocket Baxter State Park- 64 Balsam Drive, Millinocket, ME 04462

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number	10068458				
VM Serial Number					
	QTY				
	31	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	19	Digital/IP Stations	Full Coverage 24X7	Monthly	
	12	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 79.25

Strong Inland Fisheries and Wildlife- 689 Farmington Road, Strong, ME 04983

	Equipment	Description	Coverage	Payment	
System	CICS				
Voicemail					
PBX Serial Number	10068548				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

District Court, 11 Chases Pond Road, York, ME

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10069268				
VM Serial Number					
	QTY				
	34	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	23	Digital/IP Stations	Full Coverage 24X7	Monthly	
	11	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	

			Total:		\$ 45.25
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Fairfield Department of Transportation- Route 201. 10 Mountain Ave. Fairfield, ME 04937

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10068788				
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	21	Digital/IP Stations	Full Coverage 24X7	Monthly	
	6	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 48.25

Portland Department of Environmental Protection- 312 Canco Rd. Portland, ME 04103

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number	10068848				
VM Serial Number					
	QTY				
	94	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	70	Digital/IP Stations	Full Coverage 24X7	Monthly	
	24	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 126.50

Skowhegan Department of Transportation- 695 Canaan, Skowhegan, ME 04976

	Equipment	Description	Coverage	Payment	
System	CICS				
Voicemail					
PBX Serial Number	10069238				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	

	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Dixfield Department of Transportation Maint. Garage-547 Main Street Dixfield, ME 04224

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10069268				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Rockland Bureau of Motor Vehicle- 360 Old County Rd. Suite 1 Rockland, ME 04841

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number	10069408				
VM Serial Number					
	QTY				
	42	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	25	Digital/IP Stations	Full Coverage 24X7	Monthly	
	17	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 59.50

Springvale Bureau of Motor Vehicle- 456 Main Street, Springvale, ME 04083

	Equipment	Description	Coverage	Payment	
System	BCM 400				
Voicemail					
PBX Serial Number	10078479				
VM Serial Number					

	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

SIDNEY Inland Fisheries and Wildlife- 270 Lyons Road Sidney, ME 04330

	Equipment	Description	Coverage	Payment	
System	PBX				
Voicemail					
PBX Serial Number	10079368				
VM Serial Number					
	QTY				
	36	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	28	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	10	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 142.00

Bangor Bureau of Motor Vehicle- 1129 Union Street, Bangor, ME 04402

	Equipment	Description	Coverage	Payment	
System					
Voicemail					
PBX Serial Number	10082001				
VM Serial Number					
	QTY				
	46	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	36	Digital/IP Stations	Full Coverage 24X7	Monthly	
	10	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 62.50

Freeport Department of Transportation- 12 Desert Road, Freeport, ME 04032

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					

PBX Serial Number	10082005				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	16	Digital/IP Stations	Full Coverage 24X7	Monthly	
	7	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Old Town Conservation- 87 Airport Road, Old Town, ME, 04468

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10082008				
VM Serial Number					
	QTY				
	52	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	28	Digital/IP Stations	Full Coverage 24X7	Monthly	
	24	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 67.00

Scarborough Department of Transportation- Pleasant Hill Road, Scarborough, ME 04074

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10082009				
VM Serial Number					
	QTY				
	77	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	50	Digital/IP Stations	Full Coverage 24X7	Monthly	
	27	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 85.75

Springvale Department of Labor- 9 Bodwell Court, Springvale, ME 04083

	Equipment	Description	Coverage	Payment	
System	BCM 50				
Voicemail					
PBX Serial Number	10082010				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	16	Digital/IP Stations	Full Coverage 24X7	Monthly	
	7	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Ashland Inland Fish and Wildlife- 63 Station Hill Road, Ashland, ME 04732

	Equipment	Description	Coverage	Payment	
System	BCM 400				
Voicemail					
PBX Serial Number	10082012				
VM Serial Number					
	QTY				
	28	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	19	Digital/IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 49.00

Rockland Department of Transportation Ferry Service- 517A Main St, Rockland, ME 04841

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number	10122623				
VM Serial Number					
	QTY				
	26	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	20	Digital/IP Stations	Full Coverage 24X7	Monthly	
	6	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	

			Total:		\$ 47.50
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Jefferson Conservation- 536 Waldoboro Rd. Jefferson, ME 04348

	Equipment	Description	Coverage	Payment	
System	CICS				
Voicemail					
PBX Serial Number	10515287				
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Jonesboro Inland and Wildlife- Rt. 1A Jonesboro, ME 04648

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10532039				
VM Serial Number					
	QTY				
	44	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	27	Digital/IP Stations	Full Coverage 24X7	Monthly	
	17	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 89.00

Portland Bureau of Motor Vehicle- 125 Presumscott St. Portland, ME 04103

	Equipment	Description	Coverage	Payment	
System	PBX				
Voicemail					
PBX Serial Number	10535732				
VM Serial Number					
	QTY				
	35	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	25	Digital/IP Stations	Full Coverage 24X7	Monthly	

	10	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
	1	24x7 PBX Monitor	Full Coverage 24X7	Monthly	
			Total:		\$ 99.25

Caribou Attorney General/ Bureau of Motor Vehicle - 14 Access Highway Suite 2 Caribou, ME 04736

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number	12142010				
VM Serial Number					
	QTY				
	38	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	18	Digital/IP Stations	Full Coverage 24X7	Monthly	
	20	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 56.50

Scarborough BMV – 200 Expedition Drive Suite - Scarborough, ME 04074

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Warren Corrections- 516 Cushing Road, Warren, Maine-04864

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number					

VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Houlton DOT- 28 Darcie Dr. Houlton, Maine 04730

	Equipment	Description	Coverage	Payment	
System	BCM 450				
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	15	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Dorothea Dix-656 State Street, Bangor, ME 04401

	Equipment	Description	Coverage	Payment	
System	CS1000M MG PBX				
Voicemail					
PBX Serial Number	80535				
VM Serial Number					
	QTY				
	988	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	916	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	72	TDM Trunks	Full Coverage 24X7	Monthly	
	36	CallPilot Ports	Full Coverage 24X7	Monthly	
	1	24x7 PBX Monitor	Full Coverage 24X7	Monthly	
			Total:		\$ 997.00

PASS:

Part Number	QTY	Description	Payment	Total Annual
GE4300883	2600	CallPilot Partner Assurance Software Support - Basic -SL883	Annual	\$ 9,750.00
GE4300AQR	1408	CS1000 - Partner Assurance Software Support - Tier 3 (1200-1999 users) Basic -SLNAQR	Annual	\$ 7,251.20

Skowhegan State Police Troop C - 416 Route 2 Skowhegan, ME 04976

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10069238				
VM Serial Number					
	QTY				
	22	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	14	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 33.67

Portland State Police Troop G- 2360 Congress St. Portland, ME 04102

	Equipment	Description	Coverage	Payment	
System	BCM 400				
Voicemail					
PBX Serial Number	10061531				
VM Serial Number					
	QTY				
	51	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	18	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	33	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 62.25

Alfred State Police -502 Waterboro Rd. Alfred, ME 04002

	Equipment	Description	Coverage	Payment	
System	CSIK				
Voicemail					

PBX Serial Number	10140759				
VM Serial Number					
	QTY				
	44	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	35	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
	1	24x7 PBX Monitor	Full Coverage 24X7	Monthly	
			Total:		\$ 97.00

Bangor- 198 Maine Ave. Bangor, ME 04401

	Equipment	Description	Coverage	Payment	
System					
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	13	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	14	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 62.50

Houlton State Police- 1 Darcie Dr. #202, Houlton, ME 04730

	Equipment	Description	Coverage	Payment	
System					
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	45	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	9	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 64.50

Department of Public Works, 180 Bangor Road, Ellsworth, ME

	Equipment	Description	Coverage	Payment	
System					
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	27	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	13	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	14	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 42.00

Farmington Conservation, 129 Main Street, Farmington, ME

	Equipment	Description	Coverage	Payment	
System					
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	29	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	17	Digital/ IP Stations	Full Coverage 24X7	Monthly	
	12	TDM Trunks	Full Coverage 24X7	Monthly	
	8	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 73.75

Bureau of Motor Vehicle, 65 Lincoln Lane, Rumford, ME

	Equipment	Description	Coverage	Payment	
System	BCM 50		Full Coverage 24X7	Monthly	
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	23	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	7	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	

	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 45.25

Department of Agriculture, 2870 North Belfast, Augusta, ME

	Equipment	Description	Coverage	Payment	
System					
Voicemail					
PBX Serial Number					
VM Serial Number					
	QTY				
	28	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	20	Digital/IP Stations	Full Coverage 24X7	Monthly	
	8	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 48.25

East Wilton Department of Labor- 865 US Rt. 2E East Wilton, ME 04234

	Equipment	Description	Coverage	Payment	
System	MICS				
Voicemail					
PBX Serial Number	10474914				
VM Serial Number					
	QTY				
	50	PBX Ports (Switch & Sets)	Full Coverage 24X7	Monthly	
	26	Digital/IP Stations	Full Coverage 24X7	Monthly	
	24	TDM Trunks	Full Coverage 24X7	Monthly	
	4	CallPilot Ports	Full Coverage 24X7	Monthly	
			Total:		\$ 65.50

Avaya Software License Subscription Including Upgrade Advantage

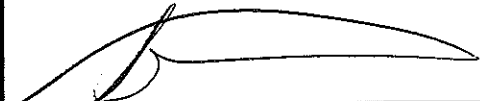
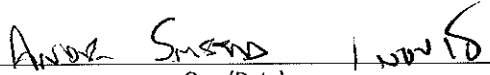
	Service Description	ServiceCode	SvcQty	Annual Price	Start Date	End Date	
SUS1656641 - Functional Location : 3134111 SofME-BIS-STATE HOUSE- AUGUSTA, 111 SEWALL ST, AUGUSTA, ME, US, 04330	SA ON-SITE 24X7 CMS MIDSIZE SRV 1YPP	234470	1	\$ 3,361.05	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AURA MSG 6 MAINSTREAM 1YPP	238496J	5446	\$ 35,499.21	01-Nov-2018	31-Oct-2019	
	UPG ADV AURA MSG 6 MAINSTREAM 1YPP	238508	5446	\$ 31,061.81	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AES R6 BSC TSAPI 1YPP	240500J	615	\$ 1,073.79	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AES R6 DMCC BASIC 1YPP	240630J	615	\$ 1,073.79	01-Nov-2018	31-Oct-2019	
	UPG ADV AES R6 BSC TSAPI 1YPP	248554	615	\$ 2,147.58	01-Nov-2018	31-Oct-2019	
	UPG ADV AES R6 DMCC BASIC 1YPP	248619	615	\$ 2,147.58	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AURA R6 MOBILE 1YPP	236002I	1000	\$ 19,089.60	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AURATM R6 ANLG 1YPP	237785I	26	\$ 42.37	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AURA R6 FND 1YPP	257020J	7754	\$ 77,620.64	01-Nov-2018	31-Oct-2019	
	SA ESS C/D AURA CORE R6 1YPP	288971J	1153	\$ 17,044.57	01-Nov-2018	31-Oct-2019	
	UPG ADV AURA R6 MOBILE 1YPP	236014	1000	\$ 28,401.60	01-Nov-2018	31-Oct-2019	
	UPG ADV AURATM R6 ANLG 1YPP	237795	26	\$ 90.79	01-Nov-2018	31-Oct-2019	
	UPG ADV AURA R6 FND 1YPP	252563	7754	\$ 152,533.59	01-Nov-2018	31-Oct-2019	
	UPG ADV AURA CORE R6 1YPP	288983	1153	\$ 27,647.10	01-Nov-2018	31-Oct-2019	
	SA ESS C/D CCR6 ELITE AGT 251+ 1YPP	241873J	800	\$ 28,774.08	01-Nov-2018	31-Oct-2019	
	UPG ADV CCR6 ELITE AGT 251+ 1YPP	249291	800	\$ 40,134.72	01-Nov-2018	31-Oct-2019	
	SA PREF C/D CMS R18 AGT 1-250 1YPP	293108J	600	\$ 11,942.64	01-Nov-2018	31-Oct-2019	
	SA PREF C/D CMS R18 SUPERVISOR 1YPP	293198J	80	\$ 4,553.57	01-Nov-2018	31-Oct-2019	
	SA PREF C/D CMS R18 INITIAL ACD 1YPP	293210J	1	\$ -	01-Nov-2018	31-Oct-2019	
	SA PREF C/D CMS R18 ADDL ACD 1YPP	293222J	2	\$ 1,786.97	01-Nov-2018	31-Oct-2019	
	SA PREF C/D CMS R18 ECH HANDLER 1YPP	334814J	1	\$ 1,101.49	01-Nov-2018	31-Oct-2019	
	UPG ADV CMS R18 AGT 1-250 1YPP	293114	600	\$ 34,081.92	01-Nov-2018	31-Oct-2019	
	UPG ADV CMS R18 ECH HANDLER 1YPP	334820	1	\$ 697.12	01-Nov-2018	31-Oct-2019	
				\$ -			
		SA ESS C/D AES R6 BSC TSAPI 1YPP	240500J	672	\$ 1,173.31	01-Nov-2018	31-Oct-2019
		SA ESS C/D AES R6 ADV TSAPI LG 1YPP	240580J	1	\$ 1,522.63	01-Nov-2018	31-Oct-2019
		SA ESS C/D AES R6 PLDS ENBL APPL 1YPP	343692J	2	\$ -	01-Nov-2018	31-Oct-2019
		UPG ADV AES R6 BSC TSAPI 1YPP	248554	672	\$ 2,346.62	01-Nov-2018	31-Oct-2019
		UPG ADV AES R6 ADV TSAPI LG 1YPP	248594	1	\$ -	01-Nov-2018	31-Oct-2019
	UPG ADV AES R6 PLDS ENBL APPL 1YPP	343704	2	\$ 3,049.91	01-Nov-2018	31-Oct-2019	
			\$ -				
SUS1656647 - Functional Location : 3134111 SofME-BIS-STATE HOUSE- AUGUSTA, 111 SEWALL ST, AUGUSTA, ME, US, 04330	SA ESS AAEP R7 1YPP	249947	252	\$ 32,266.08	01-Nov-2018	31-Oct-2019	
	SA ESS AAEP R7 ENH C-CLASS 1YPP	250728	54	\$ 1,257.12	01-Nov-2018	31-Oct-2019	
	SA ESS AAEP R7 LAB SYS 1YPP	250908	49	\$ 1,568.49	01-Nov-2018	31-Oct-2019	
	SA ESS AAEP R7 ZONE 1YPP	250944	409	\$ -	01-Nov-2018	31-Oct-2019	
	UPG ADV AAEP R7 1YPP	249961	252	\$ 28,042.16	01-Nov-2018	31-Oct-2019	
	UPG ADV AAEP R7 ENH C-CLASS 1YPP	250740	54	\$ 1,106.27	01-Nov-2018	31-Oct-2019	
	UPG ADV AAEP R7 LAB SYS 1YPP	250920	49	\$ 1,363.16	01-Nov-2018	31-Oct-2019	
	UPG ADV AAEP R7 ZONE 1YPP	250956	409	\$ -	01-Nov-2018	31-Oct-2019	
	SA PREF ONE-X AGT R2 AGENT 1YPP	239011	48	\$ 1,609.11	01-Nov-2018	31-Oct-2019	
	UPG ADV ONE-X AGT R2 AGENT 1YPP	239017	48	\$ 1,888.47	01-Nov-2018	31-Oct-2019	
	Total			\$ 599,100.91			

Dedicated Technician

Description	Qty	Unit Hourly Rate	Extended Monthly Rate (21.67 days)	Annual Rate
40 hour work week, normal business hours	1	\$97.56	\$16,909.64	\$202,915.65
Overtime rate for work conducted Off Hours	1	\$146.33	n/a	n/a
Overtime rate for work conducted on Sundays/Holidays	1	\$146.33	n/a	n/a

Tech Rates:

T&M Hourly Rates:	Business Hours: M-F, 8 AM - 5 PM	After Hours: M-F, 5 PM - 8 AM & All Day Saturday	Sundays/Holidays
<u>On-site:</u>			
Norstar, MICS	\$ 90.00	\$ 130.00	\$ 180.00
Nortel BCM	\$ 90.00	\$ 130.00	\$ 180.00
Nortel CS-1000, Call Pilot	\$ 150.00	\$ 200.00	\$ 240.00
Avaya CM 6, Gateways, Aura Messaging	\$ 150.00	\$ 200.00	\$ 240.00
Avaya Call Center: CMS, AES, POM, EMC	\$ 190.00	\$ 275.00	\$ 380.00

Customer signature below indicates customer has read and agrees to all terms within this SSA 	Total Monthly Payment Due Break/Fix: \$ 14,916.63 Total Monthly Payment Due Dedicated Tech: \$ 16,909.64 Total Annual Payment Due Software (SA and PASS): \$ 599,100.91
By: (Authorized Signature) 	Business Partner CAROUSEL INDUSTRIES OF NORTH AMERICA ATTN: Service Contracts Dept.
Printed Name: _____ On: (Date) _____	Accepted By: _____ Phone: (800) 401-0760
Customer Bill To (if different than primary covered location)	Printed Name _____ On: (Date) _____ Fax: (401) 667-5492
ATTN: _____	Address 659 South County Trail
Address _____	City Exeter
City, State, Zip _____	State Zip RI 02822

State of Maine Competitive Award Authorization Form

Form Instructions: Please provide the information requested in the form below. This form must accompany contracts being proposed for approval that are the direct result of a competitive Request for Proposals (RFP), a subsequent contract renewal that was anticipated in the RFP or when Competitive Quotes are obtained. If the renewals allowable under the original RFP have been exhausted, another competitive RFP should be conducted.

Contract Administrator:	Louise Paradis	Office/Division/Program	DAFS/OIT/Voice Services
Contract Amount:	\$0.00 (based on usage)	Contract (CT) Number:	MA 18P 171101*54
Start Date:	11/1/2018	End Date:	10/31/2019
Selected Bidder's Name, City and State:	Carousel Industries of North America, Inc. 659 South County Trail Exeter, RI 02822		
Short Description of Service:	Avaya Telephony Maintenance and Services		

1. Information on the Competitive Process Used

If a RFP process was used:

RFP#: 201703048 Initial contract. First renewal. Second renewal. Third renewal.
 If this is a first, second, or third renewal after an RFP, you need not complete the remainder of section 1 nor sections 2, 3 and 4. Simply enter the original RFP number, check the appropriate box, sign and date the form and send it with the contract.

If competitive quotes were obtained:

This contract award is the result of obtaining Competitive Quotes.

The RFP process can be used for any contract award, but please note that as an alternative to the RFP process, Competitive Quotes can be used in determining awards for contracts if both of the following criteria apply:

A. The total contract amount is \$10,000 or less; and
 B. If the services sought are straightforward in nature, such that price, availability and pass/fail criteria are the determining factors in the award decision (i.e. no subjective evaluation factors needed to be used).

**Renewals are not allowed for Competitive Quote awards. Once a contract expires that was the result of obtaining Competitive Quotes, new quotes are to be sought if the need for the services continues.*

2. Identify All Bidders

A. For **RFPs**, please list all bidders who submitted proposals before the stated Proposal Submission Deadline.
 B. For contracts where **Competitive Quotes** were obtained, the following needs to be included in this section:

- List all vendors who were contacted for quotes;
- List all vendors who responded and the quoted amounts for each and;
- Clearly identify the selected vendor (place in bold).

*Please note, in accordance with 5 M.R.S. §1825-A(3), competitive bidding must be conducted with a **minimum of three** vendors, unless three vendors are not available. If three are not available, please mention below how this was determined. If more than three are available, it is **HIGHLY RECOMMENDED** to contact all vendors to seek as many quotes as possible.*

3. Review and Scoring Process.

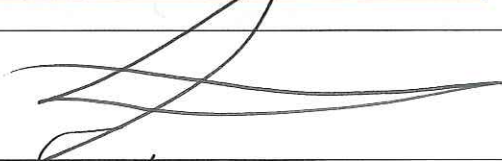
A. For contract awards based on an **RFP**, describe the process that was followed in reviewing and scoring the proposals. A consensus approach is encouraged, but not required. Be sure to retain copies of all scoring documentation, in accordance with your Department's archiving requirements.
 B. If this contract award is the result of obtaining **Competitive Quotes**, then please specify below that the quote with the lowest price was selected from among the bidders that met the State's requirements.
Please attach to this document all Competitive Quotes received (not RFP proposals).

State of Maine Competitive Award Authorization Form

4. Reminder regarding Award Notification Letters.

Award notification letters should be sent out to bidders following all competitive processes. If you are not already aware, please note that award notification letters must state that the award is conditional, pending SPRC Approval and negotiation of a mutually agreeable contract. The letters must also include a notification of all bidders' right to appeal the decision. Please be sure to use the template on the Division of Procurement Services website:

http://www.maine.gov/purchases/files/Sample_Award_Notification_Letter.doc

Signature of requesting Department's Contract Administrator (or other relevant stakeholder):	
Printed Name:	ANORE SAINT
Date:	1 NOV 18