

The Burkhart Group  
Addn #23

Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
PM Executive	The Burkhart Group	2009 -PM Executive	2009 -PM Executive	PM Executive (4/1/2009-6/30/2011)	hr	\$ 182.75	\$ 215.00
Project Manager Principle	The Burkhart Group	2009 - Project Manager Principle	2009 - Project Manager Principle	Project Manager Principle (4/1/2009-6/30/2011)	hr	\$ 135.15	\$ 159.00
Project Manager	The Burkhart Group	2009 - Project Manager	2009 - Project Manager	Project Manager (4/1/2009-6/30/2011)	hr	\$ 109.65	\$ 129.00
Project Administrator	The Burkhart Group	2009 - Project Administrator	2009 - Project Administrator	Project Administrator (4/1/2009-6/30/2011)	hr	\$ 93.50	\$ 110.00
Project Support Specialist	The Burkhart Group	2009 - Project Support Specialist	2009 - Project Support Specialist	Project Support Specialist (4/1/2009-6/30/2011)	hr	\$ 85.00	\$ 100.00
Executive Consultant	The Burkhart Group	2009 - Executive Consultant	2009 - Executive Consultant	Executive Consultant (4/1/2009-6/30/2011)	hr	\$ 216.75	\$ 255.00
Senior Principle Consultant	The Burkhart Group	2009 - Senior Principle Consultant	2009 - Senior Principle Consultant	Senior Principle Consultant (4/1/2009-6/30/2011)	hr	\$ 187.00	\$ 220.00
Principle Consultant	The Burkhart Group	2009 - Principle Consultant	2009 - Principle Consultant	Principle Consultant (4/1/2009-6/30/2011)	hr	\$ 165.75	\$ 195.00
Senior Consultant	The Burkhart Group	2009 - Senior Consultant	2009 - Senior Consultant	Senior Consultant (4/1/2009-6/30/2011)	hr	\$ 138.55	\$ 163.00
Consultant	The Burkhart Group	2009 - Consultant	2009 - Consultant	Consultant (4/1/2009-6/30/2011)	hr	\$ 110.50	\$ 130.00
Sr. Application/Performance Testing Engineer	The Burkhart Group	2009 - Sr. Application/Performance Testing Engineer	2009 - Sr. Application/Performance Testing Engineer	Sr. Application/Performance Testing Engineer (4/1/2009-6/30/2011)	hr	\$ 98.00	\$ 100.00
Senior Developer I	The Burkhart Group	2009 - Senior Developer I	2009 - Senior Developer I	Senior Developer I (4/1/2009-6/30/2011)	hr	\$ 89.25	\$ 105.00
Senior Developer II	The Burkhart Group	2009 - Senior Developer II	2009 - Senior Developer II	Senior Developer II (4/1/2009-6/30/2011)	hr	\$ 95.20	\$ 112.00
Developer I	The Burkhart Group	2009 - Developer I	2009 - Developer I	Developer I (4/1/2009-6/30/2011)	hr	\$ 68.00	\$ 80.00
Solution Architect I	The Burkhart Group	2009 - Solution Architect I	2009 - Solution Architect I	Solution Architect I (4/1/2009-6/30/2011)	hr	\$ 251.00	\$ 286.00
Solutions Architect Specialist	The Burkhart Group	2009 - Solutions Architect Specialist	2009 - Solutions Architect Specialist	Solutions Architect Specialist (4/1/2009-6/30/2011)	hr	\$ 272.00	\$ 298.00
Aspect WFM Software	Aspect	7000-1994	7000-1994	SW LIC - EWORKFORCE MANAGEMENT AGENT	Each	\$ 126.00	\$ 140.00
Aspect WFM Software	Aspect	7000-1997	7000-1997	SW LIC - EWORKFORCE MANAGEMENT EMPOWER AGENT	Each	\$ 90.00	\$ 100.00
Aspect WFM Software	Aspect	7000-3685	7000-3685	SW LIC - EWORKFORCE MANAGEMENT SYSTEM	Each	\$18,000.00	\$ 20,000.00
Aspect WFM Software	Aspect	7000-1996	7000-1996	SW LIC - EWORKFORCE MANAGEMENT PERFORM AGENT	Each	\$ 135.00	\$ 150.00
Aspect WFM Training	Aspect	7020-0045	7020-0045	AES EWFM PERFORM RTA & AP SYS MGT ESSTS (4 SEAT MIN)	Each	\$ 562.50	\$ 625.00

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Aspect WFM Training	Aspect	7000-2971	7000-2971	AES EWFM 7 ESP AGENT FUNDAMENTALS	Each	\$ 225.00	\$ 250.00
Aspect WFM Training	Aspect	7030-0196	7030-0196	SW LIC AES ESP EMPLOYEE ESSENTIALS	Each	\$ 4.50	\$ 5.00
Training	Aspect	7020-0162	7020-0162	AES EWFM 7 SYSTEM MGMT ESSENTIALS	Each	\$ 2,925.00	\$ 3,250.00
Aspect UIP Software	Aspect	7000-5427	7000-5427	SW KIT SPECTRUM TO UNIFIED IP 6.6 MIGRATION PACKAGE	Each	\$ 1,800.00	\$ 2,000.00
Aspect UIP Software	Aspect	7030-10156	7030-10156	SW LIC UNIFIED IP AUTOMATED VOICE RECORDING	Each	\$ 272.70	\$ 303.00
Aspect UIP Software	Aspect	7030-10067	7030-10067	SW LIC UNIFIED IP UNIVERSAL BLEND USER	Each	\$ 2,070.00	\$ 2,300.00
Aspect UIP Software	Aspect	7030-10060	7030-10060	SW LIC UNIFIED IP TELEPHONY ADMIN USER	Each	\$ 900.00	\$ 1,000.00
Aspect UIP Software	Aspect	7030-10057	7030-10057	SW LIC UNIFIED IP QUALITY SCORING SYSTEM	Each	\$ 4,500.00	\$ 5,000.00
Aspect UIP Software	Aspect	7030-10051	7030-10051	SW LIC UNIFIED IP IVR ENABLEMENT SYSTEM	Each	\$ 4,500.00	\$ 5,000.00
Aspect UIP Software	Aspect	7000-5431	7000-5431	SW KIT UNIFIED IP 6.6 UCC REALTIME REPORTING SOFTWARE	Each	\$ 45.00	\$ 50.00
Aspect UIP Software	Aspect	7000-10096	7000-10096	UNIFIED IP ADVANCED VOICE PORTAL PORT	Each	\$ 90.00	\$ 100.00
Aspect UIP Software	Aspect	7000-3345	7000-3345	SW KIT UNIFIED IP 6.6 VOICE PORTAL SYSTEM	Each	\$ 45.00	\$ 50.00
Aspect UIP Software	Aspect	7030-10191	7030-10191	SW LIC UNIFIED IP RT REPORTING ACC PEAK AGT	Each	\$ 67.50	\$ 75.00
Aspect UIP Software	Aspect	7000-5484	7000-5484	UNIFIED IP 6.6 TELEPHONY SUBSYSTEM 6.6 SOFTWARE	Each	\$ 90.00	\$ 100.00
Aspect UIP Software	Aspect	7000-5421	7000-5421	SW KIT UNIFIED IP 6.6. PLATFORM DEV LICENSE	Each	\$ 9,000.00	\$ 10,000.00
Hardware	Aspect	7000-10008	7000-10008	UNIFIED IP DCP -03	Each	\$10,800.00	\$ 12,000.00
Hardware	Aspect	7000-10007	7000-10007	UNIFIED IP DCP TELEPHONY BOARD -02	Each	\$10,800.00	\$ 12,000.00
Hardware	Aspect	7000-10013	7000-10013	UNIFIED IP DCP VOIP BOARD	Each	\$ 1,350.00	\$ 1,500.00
Hardware	Aspect	7000-5382	7000-5382	UNIFIED IP DCP - ROHS6	Each	\$10,800.00	\$ 12,000.00
Aspect UIP Hardware	Aspect	7000-5386	7000-5386	UNIFIED IP DCP - DAUGHTER BOARD - ROHS6	Each	\$ 1,350.00	\$ 1,500.00
Software	Aspect	3300-10001	3300-10001	SW LIC VOICEXML STUDIO V3.1	Each	\$ 4,500.00	\$ 5,000.00
3rd Party Software	Aspect	3300-10035	3300-10035	SW LIC NUANCE RECOGNIZER TIER 3	Each	\$ 1,440.00	\$ 1,600.00
3rd Party Software	Aspect	3300-10051	3300-10051	SW LIC NUANCE RECOGNIZE 9 DM - CORE	Each	\$ 18.00	\$ 20.00
3rd Party Software	Aspect	7000-5418	7000-5418	SW KIT ORACLE UNBREAKABLE LINUX ENTERPRISE ED V5Å FOR 32 BIT	Each	\$ 180.00	\$ 200.00
Aspect Training	Aspect	7020-0272	7020-0272	Aspect Unified IP M3 Designer Scripting Essentials	Each	\$ 2,925.00	\$ 3,250.00

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UIP Training	Aspect	7000-0837	7000-0837	AES CUSTOMER CLASSPASS 50 DAYS	Each	\$26,325.00	\$ 29,250.00
Concierge	Virtual Hold	CON102	CON102	Concierge Software	Each	\$ 4,325.00	\$ 4,757.50
Rendezvous	Virtual Hold	REN102	REN102	Rendezvous Software	Each	\$ 1,325.00	\$ 1,457.50
Rapport	Virtual Hold	RAP102	RAP102	Rapport Software	Each	\$ 825.00	\$ 907.50
Encore	Virtual Hold	ENC102	ENC102	Encore Software	Stattion	\$ 525.00	\$ 577.50
WebConnect Portal	Virtual Hold	WCT102	WCT102	WebConnect Portal Software	One Time Fee	\$20,000.00	\$ 22,000.00
Routing Adapter	Virtual Hold	RTG102	RTG102	RTG102 Software	Each	\$ 400.00	\$ 440.00
WFM Adapter	Virtual Hold	WFM102	WFM102	WFM102 Software	Each	\$ 300.00	\$ 330.00
IVR Adapter	Virtual Hold	IVR102	IVR102	IVR102 Software	Each	\$ 300.00	\$ 330.00
Adapter	Virtual Hold	DIS102	DIS102	DIS102 Software	Each	\$ 150.00	\$ 165.00
Annual Maintainance	Virtual Hold	VH-100	VH-100	Maintenance is per year based on STS purchase.	Per Year	\$ 0.15	\$ 0.17
Aspect UIP Software	Aspect	7030-10021	7030-10021	SW LIC UNIFIED IP VOICE BLEND TO UNIVERSAL USER	Each	\$ 270.00	\$ 300.00
Aspect UIP Software	Aspect	7050-10014	7050-10014	UNIFIED IP 6.5 LICENSE KEY BUILD SERVICE	Each	\$ 475.00	\$ 500.00
Aspect UIP Software	Aspect	S7040-10007	S7040-10007	UNIFIED IP SILVER SOFTWARE MAINTENANCE	Each	\$ 130.00	\$ 144.00
Aspect Training	Aspect	7020-0038	7020-0038	AES VOUCHER 5 DAY ASPECT COURSE	Each	\$ 3,375.00	\$ 3,750.00
Genesis Telephony Server	Virtual Hold	VSR102	VSR102	Genesis T-Server License	Each	\$11,000.00	\$ 12,000.00
Virtual Hold Adaptor Software	Virtual Hold	VSR255	VSR255	Virtual Hold Adaptor Software License	Each	\$ 1,000.00	\$ 1,200.00
Aspect Software	Aspect	7000-5493	7000-5493	PRODUCTIVE WORKFORCE FOR ASPECT EWORKFORCE MANAGEMENT	Each	\$ 474.30	\$ 527.00
Aspect Hardware	Aspect	7000-3246	7000-3246	NA ASPECT QUALITY MANAGEMENT APPLICATION SRVR-SILVER	Each	\$ 3,864.60	\$ 4,294.00
Aspect Hardware	Aspect	7000-3263	7000-3263	NA ASPECT QUALITY MANAGEMENT DATABASE SRVR-SILVER	Each	\$ 6,054.30	\$ 6,727.00
3rd Party Software	Aspect	3300-0538	3300-0538	SW LIC CRYSTAL REPORTS XI DEV ED	Each	\$ 639.00	\$ 710.00
3rd Party Software	Aspect	3300-0840	3300-0840	SW LIC DUNDAS CHARTING SOFTWARE	Each	\$ 76.50	\$ 85.00
3rd Party Software	Aspect	7000-1723	7000-1723	PCA T1/E1 TRUNK TAPPING CARD 2 SPAN	Each	\$ 4,500.00	\$ 5,000.00
3rd Party Software	Aspect	7000-1725	7000-1725	PCA T1/E1 TRUNK TAPPING CARD 1 SPAN	Each	\$ 3,150.00	\$ 3,500.00
3rd Party Software	Aspect	7000-3247	7000-3247	ASPECT QUALITY MANAGEMENT RECORDING SERVER	Each	\$ 3,978.00	\$ 4,420.00
Aspect Training	Aspect	7020-0374	7020-0374	AES PERFORMANCEEDGE PERFORMANCE MGMT SYSTEM	Each	\$ 1,170.00	\$ 1,300.00
Aspect Training	Aspect	7020-0334	7020-0334	AES AQM MAINTENANCE ESSENTIALS	Each	\$ 585.00	\$ 650.00

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Aspect Training	Aspect	7000-5306	7000-5306	SW PKG AES QUALITY MGMT AGENT FUND	Each	\$ 225.00	\$ 250.00
Aspect Training	Aspect	7020-0378	7020-0378	AES PERFORMANCE EDGE PERFORMANCE MGMT ANALYST FUNDAMENT	Each	\$ 360.00	\$ 400.00
Aspect Training	Aspect	7020-0289	7020-0289	AES QUALITY MANAGEMENT AGENT AND SUPERVISOR FUNDAMENTALS	Each	\$ 4.50	\$ 5.00
Aspect Training	Aspect	7020-0318	7020-0318	AES QUALITY MANAGEMENT SYSTEM MGMT ESSENTIALS	Each	\$ 1,170.00	\$ 1,300.00
Aspect Support	Aspect	S7040-0235	S7040-0235	BUSINESS-DAY SUPPORT PLAN FOR UC APPS	Each	\$11,322.11	\$ 12,580.12
Aspect Support	Aspect	S7040-0187	S7040-0187	ALLIANCE SRVR SUPPORT 3YR SILVER NBD	Each	\$ 1,009.80	\$ 1,122.00
Aspect Support	Aspect	S7040-0189	S7040-0189	NA BOARD SUPPORT 3YR SILVER	Each	\$ 562.50	\$ 625.00
Aspect Support	Aspect	S7040-0185	S7040-0185	DELL SRVR SUPPORT 3YR SILVER NBD	Each	\$ 310.50	\$ 345.00
Aspect Training	Aspect	E7020-0020	E7020-0020	AES FIVE DAY CUSTOM TRAINING	Each	\$30,600.00	\$ 34,000.00
Aspect Hardware	Aspect	97002913	97002913	DS1 PORT T1 INTERFACE DPT II CARD	Each	\$ 1,800.00	\$ 2,000.00
Aspect Hardware	Aspect	032123480	032123480	CAT 5 PLEN SHLD DATA ST. CBL 50FT RJ48, ROHS COMPLIANT	Each	\$ 67.50	\$ 75.00
Aspect Hardware	Aspect	180003040	180003040	RJ45 TO DB9 SHIELDED ADAPTER T1/E1 ROHS COMPLIANT	Each	\$ 18.00	\$ 20.00
Aspect Support	Aspect	77AS00080-OM	77AS00080-OM	SOFTWARE SUPPORT LVL 1-4 SCALED CHARGE 24/7	Year	\$ 189.00	\$ 210.00
Aspect Support	Aspect	CSM001551	CSM001551	ADD ON INSTALL FLATRATE	Each	\$ 180.00	\$ 200.00
Aspect Support	Aspect	CSM003500-OM	CSM003500-OM	ADD-ON VALUFLEX PRIMARY ANNUAL MAINT.	Year	\$ 112.32	\$ 124.80
Aspect Software	Aspect	77IL00540	77IL00540	ENTERPRISE INTELLIGENT QUEUING PORT LIC	Each	\$ 180.00	\$ 200.00
Aspect Software	Aspect	77IL00430	77IL00430	HIGH AVAILABILITY PORT LICENSE	Each	\$ 45.00	\$ 50.00
Aspect Hardware	Aspect	P7000-0112	P7000-0112	Polycom IP330 - POE	Each	\$ 170.10	\$ 189.00
Aspect Software	Aspect	7000-5588	7000-5588	Blended Interaction Unified 1-250	Each	\$ 2,569.50	\$ 2,855.00
Aspect Software	Aspect	7000-5498	7000-5498	Blended Interaction Performance Optimization	Each	\$ 310.50	\$ 345.00
Aspect Software	Aspect	7000-5649	7000-5649	Software Kit Blended Interaction Unified	Each	\$ 5,670.00	\$ 6,300.00
Aspect Software	Aspect	7000-3351	7000-3351	Unified IP 6.6 SQL 4-PROC knowledge Base LIC and Software Kit	Each	\$ 1,800.00	\$ 2,000.00
Aspect Software	Aspect	3300-3038	3300-3038	Software License Oracle Times Ten	Each	\$ 6,249.60	\$ 6,944.00
Aspect Software	Aspect	7000-5455	7000-5455	Software License Unified IP Advanced List Management Report Viewer Named User	Each	\$ 1,350.00	\$ 1,500.00
Aspect Software	Aspect	7000-5611	7000-5611	Blended Interaction Unified UC Lab System	Each	\$ 8,029.80	\$ 8,922.00
Aspect Software	Aspect	7030-10251	7030-10251	Software License Blended Interaction UC Lab System - Workforce Management	Each	\$ 970.20	\$ 1,078.00

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Aspect Training	Aspect	7020-0265	7020-0265	Aspect Unified IP System Management Essentials	Each	\$ 2,925.00	\$ 3,250.00
Aspect Training	Aspect	7020-0315	7020-0315	BusinessObjects Report Design Concepts for Aspect Software	Each	\$ 2,925.00	\$ 3,250.00
Aspect Training	Aspect	7020-0269	7020-0269	Aspect Unified IP Telephony Configuration	Each	\$ 2,340.00	\$ 2,600.00
Aspect Training	Aspect	7020-0297	7020-0297	Advanced List Management System Management Essentials	Each	\$ 2,340.00	\$ 2,600.00
Aspect Training	Aspect	7020-0274	7020-0274	Aspect Unified IP LYRICall Designer Configuration	Each	\$ 1,755.00	\$ 1,950.00
Aspect Training	Aspect	7020-0299	7020-0299	BusinessObjects™ Enterprise Configuration &' Administration for Aspect Software	Each	\$ 1,755.00	\$ 1,950.00
Aspect Training	Aspect	7020-0304	7020-0304	Unified Command and Control Real-Time Reporting Essentials	Each	\$ 1,755.00	\$ 1,950.00
Aspect Training	Aspect	7020-0401	7020-0401	Aspect Unified IP Historical Reporting Essentials	Each	\$ 1,170.00	\$ 1,300.00
Aspect Training	Aspect	7020-0283	7020-0283	Aspect Workforce Management 7.1 Outbound Fundamentals	Each	\$ 337.50	\$ 375.00
Aspect Training	Aspect	7020-0268	7020-0268	Aspect Unified IP Agent Fundamentals	Each	\$ 9.00	\$ 10.00
Aspect Training	Aspect	7020-0260	7020-0260	AES Unified IP Agent Fundamentals Media	Each	\$ 225.00	\$ 250.00
Aspect Training	Aspect	7020-0388	7020-0388	Aspect Unified IP Unified Communications Fundamentals	Each	\$ 180.00	\$ 200.00
Aspect Training	Aspect	7020-0226	7020-0226	Aspect Unified IP eMail Fundamentals	Each	\$ 180.00	\$ 200.00
Aspect Training	Aspect	7020-0287	7020-0287	Aspect Unified IP Chat Fundamentals	Each	\$ 180.00	\$ 200.00
Aspect Software	Aspect	7030-10065	7030-10065	Software License Unified IP Universal Admin	Each	\$ 2,700.00	\$ 3,000.00
Aspect Hardware	Aspect	97002901	97002901	PRIMARY RATE INTERFACE CARD	Each	\$ 2,520.00	\$ 2,800.00
Aspect Software	Aspect	7030-0258	7030-0258	Software License Unified IP 1-600 Trunks	Each	\$ 450.00	\$ 500.00
Aspect Support	Aspect	S7040-10000	S7040-10000	Unified IP Mission Critical Software Maintenance	Each	\$ 1,863.00	\$ 2,070.00
Aspect Hardware	Aspect	97002900	97002900	DIGITAL AUDIO SOURCE CARD	Each	\$ 2,520.00	\$ 2,800.00
Aspect Software	Aspect	97002902	97002902	DIGITAL SIGNAL PROCESSOR CARD	Each	\$ 2,160.00	\$ 2,400.00
Govsite (Single License)	The Burkhart Group	GS-2000	GS-2000	Single Server License - includes four hours of training for the administrator of the base web site. This training will be delivered as one two hour session of training after product purchased and one two hour session after the production implementation of the base site. Includes Ability to Create 5 Child Sites.	SKU	\$22,500.00	\$ 25,000.00
Bundle of 500 Additional Active Users Accounts	The Burkhart Group	GS-100	GS-100	Up to 500 Named Users	SKU	N/A	N/A
Bundle of 5 Additional Child	The Burkhart Group	GS-110	GS-110	Up to 5 Additional Child Sites	SKU	\$ 2,125.00	\$ 2,500.00

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Aspect Software	Aspect	3300-10047	3300-10047	Software License Nuance RLSPK 4.5 TTS	Each	\$ 650.00	\$ 722.22
Aspect Training	Aspect	7020-0160	7020-0160	Aspect VXML Studio Development	Each	\$ 1,755.00	\$ 1,950.00
Aspect Software	Aspect	7030-10054	7030-10054	Software License Unified IP LyriCall User	Each	\$ 585.00	\$ 650.00
Aspect Software	Aspect	7030-10039	7030-10039	Software License Unified IP LyriCall Designer User	Each	\$ 9,000.00	\$ 10,000.00
Aspect Software	Aspect	7030-10109	7030-10109	Software License Unified IP Additional Inbound User	Each	\$ 900.00	\$ 1,000.00
Aspect Hardware	Aspect	7000-5384	7000-5384	Unified IP DCP - Telephony Board - ROHS 6	Each	\$10,800.00	\$ 12,000.00
Virtual Hold Software License	Virtual Hold	HMP100	HMP100	Dialogic HMP Licenses	Each	\$ 1,890.00	\$ 2,100.00
Aspect Software	Aspect	7030-0593	7030-0593	Software License Unified IP Database Platform Upgrade Virtualized Profile	Each	\$ 3,897.00	\$ 4,330.00
Aspect Training	Aspect	7020-0507	7020-0507	Aspect Unified IP 7.0 Upgrade Essentials	Each	\$ 450.00	\$ 500.00
Aspect Training	Aspect	7020-0508	7020-0508	Unified Resource Manager Essentials	Each	\$ 225.00	\$ 250.00
Aspect Training	Aspect	7020-0499	7020-0499	Aspect Unified IP 7 Navigation Overview	Each	\$ 180.00	\$ 200.00
License fee Per Port (Analog; T1;	Mutare	P-LIC	P-LIC	License fee Per Port (Analog; T1; SIP)	Each	\$ 990.00	\$ 1,100.00
Nuance TTS License – Per Channel	Mutare	TTS-LIC	TTS-LIC	Nuance TTS License – Per Channel (English)	Each	\$ 270.00	\$ 300.00
giSTT single user Speech to Text Premium Annual Subscription (1-	Mutare	STT-AA-1	STT-AA-1	One-Year Pre-Paid Annual Subscription for Speech to Text Conversion - Agent Assisted - Priced for applications with under 500 users.	Each	\$ 108.00	\$ 120.00
giSTT single user Speech to Text Premium Annual Subscription (500-	Mutare	STT-AA-500	STT-AA-500	One-Year Pre-Paid Annual Subscription for Speech to Text Conversion - Agent Assisted - Priced for applications over 500 users and less than 1,000.	Each	\$ 91.80	\$ 102.00
giSTT single user Speech to Premium Auto Annual	Mutare	STT-AA-1000	STT-AA-1000	One-Year Pre-Paid Annual Subscription for Speech to Text Conversion - Agent Assisted - Priced for applications greater than 1,000	Each	\$ 86.40	\$ 96.00
giSTT single user Speech to Text Full Auto Annual Subscription (1-	Mutare	STT-FA-1	STT-FA-1	One-Year Pre-Paid Annual Subscription - Full Auto or Enterprise Behind the Firewall Deployment	Each	\$ 43.20	\$ 48.00
giSTT single user Speech to Text Full Auto Annual Subscription (500-	Mutare	STT-FA-500	STT-FA-500	One-Year Pre-Paid Annual Subscription - Full Auto or Enterprise Behind the Firewall Deployment - Volume Discounts Included.	Each	\$ 34.56	\$ 38.40



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giSTT single user Speech to Text Full Auto Annual Subscription (1,000-4,999)	Mutare	STT-FA-1000	STT-FA-1000	One-Year Pre-Paid Annual Subscription - Full Auto or Enterprise Behind the Firewall Deployment - Volume Discounts Included.	Each	\$ 30.24	\$ 33.60
giSTT single user Speech to Text Full Auto Annual Subscription (5,000-9,999)	Mutare	STT-FA-5000	STT-FA-5000	One-Year Pre-Paid Annual Subscription - Full Auto or Enterprise Behind the Firewall Deployment - Volume Discounts Included.	Each	\$ 25.92	\$ 28.80
giSTT single user Speech to Text Full Auto Annual Subscription	Mutare	STT-FA-10000	STT-FA-10000	One-Year Pre-Paid Annual Subscription - Full Auto or Enterprise Behind the Firewall Deployment - Volume Discounts Included.	Each	\$ 21.60	\$ 24.00
Electronic Documentation	Mutare	DOC-SET	DOC-SET	User guides, admin guide etc. as required per application	Each	\$ -	\$ -
Mutare Communications Server	Mutare	MCS-SRV	MCS-SRV	Server hardware per specs.	Each	\$ 6,030.00	\$ 6,700.00
Port Card: 4- Analog Ports	Mutare	MCS-4P-AN	MCS-4P-AN	Port hardware card for server. Connects to analog port on switch.	Each	\$ 1,170.00	\$ 1,300.00
Port Card: 12- Analog Ports	Mutare	MCS-12P-AN	MCS-12P-AN	Port hardware card for server. Connects to analog port on switch.	Each	\$ 3,240.00	\$ 3,600.00
Port Card: T1- Connection (24	Mutare	MCS-T1	MCS-T1	Port hardware card for server. Connects to Primary Rate T-1.	Each	\$ 4,860.00	\$ 5,400.00
Port Card: Dual T1- Connection (48	Mutare	MCS-2T1	MCS-2T1	Port hardware card for server. Connects to Primary Rate T-1.	Each	\$ 8,010.00	\$ 8,900.00
gistt single user Speech to Text Premium Monthly Subscription (1-	Mutare	STT-AA-1-MON	STT-AA-1-MON	Agent Assisted transcription billed monthly.	Each	\$ 9.90	\$ 11.00
gistt single user Speech to Text Premium Monthly Subscription (500-	Mutare	STT-AA-500-MON	STT-AA-500-MON	Agent Assisted transcription billed monthly. Volume discount included.	Each	\$ 8.42	\$ 9.35
gistt single user Speech to Text Premium Monthly Subscription (1,000-4,999)	Mutare	STT-AA-1000-MON	STT-AA-1000-MON	Agent Assisted transcription billed monthly. Volume discount included.	Each	\$ 7.92	\$ 8.80
gistt single user Speech to Text Full Auto Monthly Subscription (1-	Mutare	STT-FA-1-MON	STT-FA-1-MON	Fully automated speech to text transcription service, billed monthly.	Each	\$ 3.96	\$ 4.40

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gistt single user Speech to Text Full Auto Monthly Subscription (500-	Mutare	STT-FA-500-MON	STT-FA-500-MON	Fully automated speech to text transcription service, billed monthly. Volume discounts included.	Each	\$ 3.17	\$ 3.52
gistt single user Speech to Text Full Auto Monthly Subscription (1,000-4,999)	Mutare	STT-FA-1000-MON	STT-FA-1000-MON	Fully automated speech to text transcription service, billed monthly. Volume discounts included.	Each	\$ 2.77	\$ 3.08
gistt single user Speech to Text Full Auto Monthly Subscription (5,000-9,999)	Mutare	STT-FA-5000-MON	STT-FA-5000-MON	Fully automated speech to text transcription service, billed monthly. Volume discounts included.	Each	\$ 2.38	\$ 2.64
gistt single user Speech to Text Full Auto Monthly Subscription	Mutare	STT-FA-10000-MON	STT-FA-10000-MON	Fully automated speech to text transcription service, billed monthly. Volume discounts included.	Each	\$ 1.98	\$ 2.20
gistt single user Speech to Text Full Auto Annual Subscription (1-	Mutare	STT-FA-1-LIC	STT-FA-1-LIC	One time perpetual right to use license - Full Auto or Behind the Firewall, must purchase annual maintenance for subsequent years.	Each	\$ 108.00	\$ 120.00
gistt single user Speech to Text Full Auto Annual Subscription (500-	Mutare	STT-FA-500-LIC	STT-FA-500-LIC	One time perpetual right to use license - Full Auto or Behind the Firewall, must purchase annual maintenance for subsequent years.	Each	\$ 86.40	\$ 96.00
gistt single user Speech to Text Full Auto Annual Subscription (1,000-4,999)	Mutare	STT-FA-1000-LIC	STT-FA-1000-LIC	One time perpetual right to use license - Full Auto or Behind the Firewall, must purchase annual maintenance for subsequent years.	Each	\$ 75.60	\$ 84.00
gistt single user Speech to Text Full Auto Annual Subscription (5,000-9,999)	Mutare	STT-FA-5000-LIC	STT-FA-5000-LIC	One time perpetual right to use license - Full Auto or Behind the Firewall, must purchase annual maintenance for subsequent years.	Each	\$ 64.80	\$ 72.00
gistt single user Speech to Text Full Auto Annual Subscription	Mutare	STT-FA-10000-LIC	STT-FA-10000-LIC	One time perpetual right to use license - Full Auto or Behind the Firewall, must purchase annual maintenance for subsequent years.	Each	\$ 54.00	\$ 60.00



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Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
EVM Plus Base - 1st Message Server Software (On Customer Provided Windows Server) Works with Avaya Voice Mail Systems including MM,	Mutare	EVM - MS1	EVM - MS1	Voice mail to email application for Avaya voicemail systems. Perpetual right to use license. Includes remote installation and 90 days warranty. Includes giSTT speech to text gateway and 30 days free giSTT Auto.	Each	\$ 8,100.00	\$ 9,000.00
EVM Plus Base - Subsequent Message Server (On same	Mutare	EVM -MSX	EVM -MSX	Discounted application for installation on subsequent servers when ordered with EVM - MS1. Perpetual right to use license.	Each	\$ 4,050.00	\$ 4,500.00
EVM Plus - User License Fee - \$18/User (Unified Messaging	Mutare	EVM -LICT1	EVM -LICT1	Perpetual Right to Use. EVM Plus user license. One required per user.	Each	\$ 16.20	\$ 18.00
EVM Plus - User License Fee - \$Free with giSTT Subscription (Unified Messaging	Mutare	EVM -LICT2	EVM -LICT2	Free EVM Plus mailbox license - must be ordered with a giSTT subscription below.	Each	\$ -	\$ -
Mutare STT Gateway Software for IP Office (per	Mutare	EVM -STT-G-IPO	EVM -STT-G-IPO	For use with Avaya IP office only. Used in place of EVM-MS1 for small offices.	Each	\$ 2,700.00	\$ 3,000.00
Stand Alone giSTT Speech to Text Gateway	Mutare	STT-G	STT-G	For use with Exchange, AVST, Nortel, Cisco & ShoreTel without EVM Plus.	Each	\$ 5,400.00	\$ 6,000.00
Stand Alone Mutare STT Gateway Software - Subsequent	Mutare	STT-G-NX	STT-G-NX	For use with Exchange, AVST, Nortel, Cisco & ShoreTel without EVM Plus. Must be ordered with at least one STT-G	Each	\$ 2,700.00	\$ 3,000.00
Message Archive - Base License Fee - 1st Message	Mutare	ARCHIVE-1	ARCHIVE-1	For Use With Modular Messaging Only - Supports regulatory compliance for SOX and Civil Rules of Discovery.	Each	\$ 7,290.00	\$ 8,100.00
Message Archive - User License Fee - \$7.50/User	Mutare	ARCHIVE-LICT1	ARCHIVE-LICT1	For Use With Modular Messaging Only	Each	\$ 6.75	\$ 7.50
Message Archive - Base License Fee - Subsequent Message Server	Mutare	ARCHIVE-X	ARCHIVE-X	For Use With Modular Messaging Only - Supports regulatory compliance for SOX and Civil Rules of Discovery. Must be ordered with part number ARCHIVE-1	Each	\$ 3,645.00	\$ 4,050.00

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Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
Message Monitor Mailbox License - 1 required for each mailbox to be escalated.	Mutare	MSG-ESCL-LIC	MSG-ESCL-LIC	Available on Avaya Voicemail Systems Only	Each	\$ 2.70	\$ 3.00
Message Monitor	Mutare	MSG-MON	MSG-MON	Available on Avaya Voicemail Systems Only	Each	\$11,250.00	\$ 12,500.00
Message Monitor Mailbox License - 1 required for each mailbox monitored.	Mutare	MSG-MON-LIC	MSG-MON-LIC	Available on Avaya Voicemail Systems Only	Each	\$ 2.70	\$ 3.00
Inmate Inquiry - Commissary Payments	Mutare	INMATE-COM	INMATE-COM	Switch Agnostic IVR Application	Each	\$16,875.00	\$ 18,750.00
Inmate Inquiry - 3rd Party DB	Mutare	INMATE-DB	INMATE-DB	Switch Agnostic IVR Application	Each	\$ -	\$ -
Inmate Inquiry - Optional Dual Language Support	Mutare	INMATE-DUAL	INMATE-DUAL	Switch Agnostic IVR Application	Each	\$ 4,050.00	\$ 4,500.00
Inmate Inquiry - Optional Web	Mutare	INMATE-WEB	INMATE-WEB	Switch Agnostic IVR Application	Each	\$ 4,050.00	\$ 4,500.00
Message Mirror for MM/MSS - Base Server Software	Mutare	MIRROR-BASE	MIRROR-BASE	For Use With Avaya Modular Messaging or CMM Only - Used for disaster recovery and business continuity applications to back up voice mail messages in real time.	Each	\$18,900.00	\$ 21,000.00
Message Mirror Deluxe (Adds Passwords, Names &	Mutare	MIRROR-X	MIRROR-X	For Use With Avaya Modular Messaging or CMM Only - Must be ordered with MIRROR-BASE	Each	\$ 6,750.00	\$ 7,500.00
Message Mirror for MM/MSS - User License Fee - \$7.50/User	Mutare	MMLICT1	MMLICT1	For Use With Avaya Modular Messaging or CMM Only	Each	\$ 6.75	\$ 7.50
Message Rescue Base Application License Fee -	Mutare	RESCUE-1	RESCUE-1	For use with MM and Communication Manager Messaging.	Each	\$11,250.00	\$ 12,500.00
Single user license fee - one required per mailbox	Mutare	RLICT1	RLICT1	Licensed by the mailbox	Each	\$ 6.75	\$ 7.50
ENS - Express™	Mutare	ENS-EX	ENS-EX	Switch agnostic notification system. For small enterprise or low volume use.	Each	\$22,500.00	\$ 25,000.00
ENS Plus	Mutare	ENS-PLUS	ENS-PLUS	Switch agnostic notification system. Expandable to 96 ports.	Each	\$31,500.00	\$ 35,000.00
ENS Base Backup Only System	Mutare	ENS-BU	ENS-BU	Redundant back up system must be ordered with ENS-4 or ENS Base-4.	Each	\$15,750.00	\$ 17,500.00

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Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
ENS Express to ENS Plus Upgrade	Mutare	ENS-UPG	ENS-UPG	Upgrade from ENS Express to ENS Complete	Each	\$ 9,000.00	\$ 10,000.00
MSS Password Reset for Active	Mutare	MSS-PSWD	MSS-PSWD	Password reset for Avaya Voice Mail Systems Using Active Directory	Each	\$12,780.00	\$ 14,200.00
Outcall Application	Mutare	OUTCALL	OUTCALL	Switch agnostic outcall application for reminders, robocall, etc.	Each	\$16,515.00	\$ 18,350.00
Message Move Utility - Legacy to Modular Messaging per	Mutare	EVM Plus-MMU-LIC	EVM Plus-MMU-LIC	Avaya legacy system (Intuity, IA770, Octel, VMX) to Modular Messaging or CMM	Each	\$ 4.50	\$ 5.00
Message Move Utility - Legacy to Modular Messaging - Base	Mutare	EVM Plus-MMU	EVM Plus-MMU	Avaya legacy system (Intuity, IA770, Octel, VMX) to Modular Messaging or CMM	Each	\$ 7,650.00	\$ 8,500.00
Octel Access Software & 4 OD	Mutare	OASOFTWARE	OASOFTWARE	Avaya legacy system (Intuity, IA770, Octel, VMX) to Modular Messaging or CMM	Each	\$ 4,500.00	\$ 5,000.00
Call/Service Center Mailbox	Mutare	MAIL-ESCL	MAIL-ESCL	Multi-Platform (Custom Capable)	Each	\$ 9,000.00	\$ 10,000.00
Voice Forms - Base License Fee	Mutare	VFORM	VFORM	Multi-Platform (Custom Capable)	Each	\$21,510.00	\$ 23,900.00
Inmate Inquiry (excludes cost for 3rd party DB)	Mutare	INMATE-BASE	INMATE-BASE	Switch Agnostic IVR Application	Each	\$23,850.00	\$ 26,500.00
Aspect Software	Aspect	7030-0512	7030-0512	Software License Unified IP 1-600 Trunks Addon for Blended Interaction	Each	\$ 382.50	\$ 425.00
giSTT Audio Custom Behind the Firewall Automated Transcription	Mutare	giSTT-AUDIO-CUSTOM-40	giSTT-AUDIO-CUSTOM-40	For use on giSTT Customer Provided Server for IVR Transcription Services (Qty of 40 or more)	Each	\$10,800.00	\$ 12,000.00
giSTT Audio Custom Behind the Firewall Automated Transcription	Mutare	giSTT-AUDIO-CUSTOM	giSTT-AUDIO-CUSTOM	For use on giSTT Customer Provided Server for IVR Transcription Services (Qty of 39 or less)	Each	\$13,500.00	\$ 15,000.00
Standalone giSTT Audio Gateway Server for IVR	Mutare	STT-G-IVR	STT-G-IVR	Middleware gateway application to manage audio file retrieval, posting to conversion service and transcription post processing.	Each	\$ 9,000.00	\$ 10,000.00
Aspect Software	Aspect	7000-5682	7000-5682	Productive Workforce Lab System	Each	\$ 4,500.00	\$ 5,000.00
Aspect Software	Aspect	3300-3104	3300-3104	Software License Crystal Reports 2008 User	Each	\$ 625.50	\$ 695.00
Aspect Training	Aspect	7020-0603	7020-0603	AES Performance Management System Management Essentials	Each	\$ 585.00	\$ 650.00
Aspect Training	Aspect	7020-0510	7020-0510	Advanced List Management 4.0 Upgrade Essentials	Each	\$ 337.50	\$ 375.00

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Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
Aspect Software	Aspect	7030-0597	7030-0597	Software License Call Center to Unified IP Migration	Each	\$ 2,250.00	\$ 2,500.00
Aspect Software	Aspect	7000-5672	7000-5672	Software Kit Unified IP 7.0	Each	\$ 108.00	\$ 120.00
Aspect Training	Aspect	7020-0601	7020-0601	AES Unified IP 7 Telephony Configuration	Each	\$ 1,935.00	\$ 2,150.00
Aspect Software	Aspect	7030-0042	7030-0042	Software License Aspect Quality Management Voice Agent	Each	\$ 218.70	\$ 243.00
Aspect Software	Aspect	7030-0047	7030-0047	Software License Aspect Quality Management Full Picture Agent	Each	\$ 121.50	\$ 135.00
Aspect Software	Aspect	3300-10060	3300-10060	Software License Nuance Recognizer Tier 4	Each	\$ 2,362.50	\$ 2,625.00
Aspect Software	Aspect	3300-0893	3300-0893	Software License Nuance OSDM Address V2.0.4 Recognizer 9	Each	\$ 765.00	\$ 850.00
Aspect Software	Aspect	3300-10052	3300-10052	Software License Nuance RECOGNIZER 9 DM - Core Tier 4	Each	\$ 81.00	\$ 90.00
Aspect Software	Aspect	7030-0559	7030-0559	Software License Unified IP Unified Administrator User	Each	\$ 2,700.00	\$ 3,000.00
Aspect Software	Aspect	7030-10049	7030-10049	Software License Unified IP Inbound User	Each	\$ 900.00	\$ 1,000.00
Aspect Training	Aspect	7020-0504	7020-0504	Aspect Unified IP 7 Inbound Fundamentals	Each	\$ 2,925.00	\$ 3,250.00
Aspect Software	Aspect	3300-3249	3300-3249	SW LIC Crystal Reports for Visual Studio 2010 Runtime Module	Each	\$ 180.00	\$ 200.00
Aspect Software	Aspect	7030-0476	7030-0476	Software License Unified IP Trunking Disaster Recovery 1-600	Each	\$ 112.50	\$ 125.00
Aspect Software	Aspect	7030-10041	7030-10041	Software License Unified IP M3 Designer	Each	\$ 9,000.00	\$ 10,000.00
Aspect Software	Aspect	7030-10047	7030-10047	Software License Unified IP Host Connect JDBC	Each	\$ 9,000.00	\$ 10,000.00
Aspect Software	Aspect	7030-10192	7030-10192	Software License Unified IP Agent SOAP API	Each	\$ 4,500.00	\$ 5,000.00
Aspect Software	Aspect	7030-0587	7030-0587	Software License Unified IP IT Provisioning User	Each	\$ 900.00	\$ 1,000.00
Aspect Software	Aspect	7030-0298	7030-0298	Software License Advanced List Management Data Replication	Each	\$22,500.00	\$ 25,000.00
Aspect Software	Aspect	7000-10058	7000-10058	Unified IP Advanced Voice Portal - Disaster Recovery	Each	\$ 25.65	\$ 28.50
Aspect Software	Aspect	7030-0527	7030-0527	Software License Unified IP Database Platform (Virtualized Profiles)	Each	\$ 7,200.00	\$ 8,000.00
Aspect Software	Aspect	3300-10049	3300-10049	Software License Disaster Recovery Nuance RLSPK V4.5 TTS	Each	\$ 337.50	\$ 375.00
Aspect Hardware	Aspect	901062R	901062R	Power Cord 10A 125V, VIN, SVT, 7 Feet - ROHS	Each	\$ 4.50	\$ 5.00
Aspect Hardware	Aspect	7000-5388	7000-5388	Unified IP DCP - Packet Board - ROHS 6	Each	\$11,250.00	\$ 12,500.00
Aspect Software	Aspect	3300-3235	3300-3235	Software License Nuance Vocalizer 5.0 TTS	Each	\$ 877.50	\$ 975.00
Aspect Software	Aspect	3300-0894	3300-0894	Software License Nuance OSDM Name V2.0.2 Recognizer 9	Each	\$ 495.00	\$ 550.00

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Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
Aspect Software	Aspect	3300-20051	3300-20051	Software License Nuance RECOGNIZER 9 DM	Each	\$ 63.00	\$ 70.00
Aspect Software	Aspect	7030-10237	7030-10237	Software License Unified IP Core Advanced List Management	Each	\$ 198.00	\$ 220.00
Aspect Software	Aspect	7030-10167	7030-10167	Software License Unified IP Advanced List Management Administrator	Each	\$ 1,980.00	\$ 2,200.00
Aspect Software	Aspect	7000-6593	7000-6593	SW LIC UNIFIED IP ALM 7.2 REPORT VIEWER BOE NAMED USER	Each	\$ 1,485.00	\$ 1,650.00
Aspect Software	Aspect	7030-0375	7030-0375	Software License Advanced List Management Database Platform License Standard Virtual Server	Each	\$ 2,376.00	\$ 2,640.00
Aspect Software	Aspect	7030-0844	7030-0844	Software License Aspect Analytics for Speech and Text Named Agents	Each	\$ 661.50	\$ 735.00
Aspect Software	Aspect	7030-0379	7030-0379	Software License Advanced List Management Database Platform License Standard Virtual Server Upgrade	Each	\$ 1,440.00	\$ 1,600.00
Aspect Software	Aspect	3300-3408	3300-3408	Software License SQL Server 2012 Enterprise, Per Core 2-Pack	Each	\$ 5,855.40	\$ 6,506.00
Aspect Software	Aspect	7000-6542	7000-6542	Software Kit Unified IP 7.2 Disaster Recovery Platform	Each	\$ 90.00	\$ 100.00
Aspect Software	Aspect	3300-3237	3300-3237	Software License Disaster Recovery Nuance Vocalizer 5.0 TTS	Each	\$ 495.00	\$ 550.00
Aspect Software	Aspect	3300-10042	3300-10042	Software License Disaster Recovery Nuance Recognizer Tier 3	Each	\$ 900.00	\$ 1,000.00
Aspect Software	Aspect	3300-0895	3300-0895	Software License Nuance OSDM Address V2.0.4 Recognizer 9 Disaster Recovery	Each	\$ 360.00	\$ 400.00
Aspect Software	Aspect	3300-0896	3300-0896	Software License Nuance OSDM Name V2.0.2 Recognizer 9 Disaster Recovery	Each	\$ 243.00	\$ 270.00
Virtual Hold Call Back License	Virtual Hold	CBL105	CBL105	Callback - Concurrent Use License	Each	\$ 6,187.50	\$ 6,875.00
Aspect Software	Aspect	ZIP-9001	ZIP-9001	Zipwire Voice & Quality License Level 1 - per concurrent agent	Each	\$ 87.90	\$ 97.67
Aspect Software	Aspect	ZIP-9002	ZIP-9002	Zipwire Voice & Quality License Level 2 - per concurrent agent	Each	\$ 75.86	\$ 84.29
Aspect Software	Aspect	ZIP-9003	ZIP-9003	Zipwire Voice & Quality License Level 3 - per concurrent agent	Each	\$ 71.05	\$ 78.94
Aspect Software	Aspect	ZIP-9101	ZIP-9101	Zipwire Omni Channel License Level 1 - per concurrent agent	Each	\$ 143.30	\$ 159.22
Aspect Software	Aspect	ZIP-9102	ZIP-9102	Zipwire Omni Channel License Level 2 - per concurrent agent	Each	\$ 124.03	\$ 137.81
Aspect Software	Aspect	ZIP-9103	ZIP-9103	Zipwire Omni Channel License Level 3 - per concurrent agent	Each	\$ 119.22	\$ 132.46
Aspect Software	Aspect	ZIP-9201	ZIP-9201	Zipwire Omni Channel Pro License Level 1 - per concurrent agent	Each	\$ 164.98	\$ 183.31

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Product Name	Manufacturer	Manufacturer Part No	Vendor Part No	Description	Unit of Measure	State Price	List Price
Aspect Software	Aspect	ZIP-9202	ZIP-9202	Zipwire Omni Channel Pro License Level 2 - per concurrent agent	Each	\$ 143.30	\$ 159.22
Aspect Software	Aspect	ZIP-9203	ZIP-9203	Zipwire Omni Channel Pro License Level 3 - per concurrent agent	Each	\$ 133.67	\$ 148.52
Aspect Software	Aspect	ZIP-9301	ZIP-9301	Zipwire Workforce Management License Level 1 - per concurrent agent	Each	\$ 38.53	\$ 42.82
Aspect Software	Aspect	ZIP-9302	ZIP-9302	Zipwire Workforce Management License Level 2 - per concurrent agent	Each	\$ 33.72	\$ 37.46
Aspect Software	Aspect	ZIP-9303	ZIP-9303	Zipwire Workforce Management License Level 3 - per concurrent agent	Each	\$ 31.31	\$ 34.79
Aspect Software	Aspect	7000-6897	7000-6897	Business Line Users enable Zipwire to facilitate a basic PBX function. Priced per named user	Each	\$ 14.40	\$ 16.00
Aspect Software	Aspect	7022-0018	7022-0018	Aspect Active Learning for WFM	Each	\$ 14.40	\$ 16.00
Verint Software	Verint	93-530-4315	93-530-4315	Upgrade Operational WFM Package License	Each	\$ 229.50	\$ 255.00
Aspect Software	Aspect	ZIP-9401-I	ZIP-9401-I	Zipwire Inbound Channel Contact Package 1000	Each	\$ 18.00	\$ 20.00
Aspect Software	Aspect	ZIP-9402-I	ZIP-9402-I	Zipwire Outbound Channel Contact Package 1000	Each	\$ 12.00	\$ 13.33
Aspect Software	Aspect	ZIP-9403-I	ZIP-9403-I	Zipwire Premium Channel Contact Package 100	Each	\$ 7.40	\$ 8.22
Aspect Software	Aspect	ZIP-9404-I	ZIP-9404-I	Zipwire Premium Audio Recording	Each	\$ 18.00	\$ 20.00
Aspect Software	Aspect	ZIP-9405-I	ZIP-9405-I	Zipwire Premium Screen Recording	Each	\$ 34.00	\$ 37.78