

# **Avaya Unified Communication Solution: VoIP Upgrade Project**

## **Scope of Work**

**Prepared for: Fort Bend County**

**Presented on: 10/21/2014**

**Version 2.0**

The DataVox logo features the company name in a bold, italicized, white sans-serif font. Above the text is a thick, curved orange line that arches over the letters. The entire logo is set against a solid black rectangular background.

***DataVox***



## Fort Bend County Sheriff's Office Upgrade Project SOW

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### Revision History

Revision	Date	Name	Description of Change
1.0	7 Oct 2014	Jeff Dixon	Initial draft
1.5	8 Oct 2014	Jeff Dixon	Correct extended pricing
2.0	21 Oct 2014	Mara Umpierre	Redlined updates



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## Fort Bend County Sheriff's Office Upgrade Project SOW

### 1.0 Executive Summary

This section summarizes the requirements of Fort Bend County and the solutions proposed by DataVox to address these requirements.

#### 1.1 Customer Requirements

Support for the Avaya Aura Communications Manager system currently in use at the Fort Bend County Sheriff's Office is being discontinued by the manufacturer and, in order to continue to receive support on the hardware and software, the system can be upgraded to the latest release of software and new servers deployed to support that version of software. Additionally, the voicemail platform used with the system is no longer supported by Avaya and needs to be replaced by a new voice messaging platform. This Scope of Work will cover the upgrade and replacement of those systems at the Sheriff's Office.

As a public safety point, it is imperative that any outages and/or interruptions of service to the voice communications system Fort Bend County Sheriff's Office be eliminated, or if totally unavoidable, kept to a very short time frame during periods of relative inactivity by that office and coordinated, and approved in advance, by the Customer.

#### 1.2 Customer Considerations

DataVox will assign a lead project engineer who will remain in this role throughout the project and incorporate additional DataVox engineering resources in the project as needed. All personnel assigned to this project will have the requisite certifications and skills necessary to perform as experts to fulfill the project scope. DataVox will strive to keep the same project team intact throughout the project, but reserves the right to make changes to the team as necessary. DataVox will notify Fort Bend County of any changes made to the project team resources.

#### 1.3 DataVox Assumptions

This section lists project assumptions.

- Staging of all project equipment will be done at the DataVox facility;
- Cutovers will, to the extent possible, be "flash cutover" and not a phased cutover; and
- Fort Bend County Sheriff's Office personnel will authorize, in advance, any changes made to the cutover schedule and kept apprised of all delays by DataVox personnel.

#### 1.4 Solution Overview

This Scope of Work (SOW) defines the standard Unified Communication Solution services that DataVox will provide Fort Bend County at the following locations:

Location	Address	Sold To Number
Sheriff's Office	1410 Ransom Road, Richmond, TX 77469	3675066

The document describes the DataVox project methodology, key milestones, and project deliverables. It describes the standard services that DataVox will provide and the pricing for these services.

The appendix contains the following information:

- For the definition of terms and abbreviations used in this document, see **Appendix A**.
- To view an example of the DataVox Change Request Form, see **Appendix B**.
- The Bill of Materials for this SOW is listed in **Appendix C**.



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### 1.5 Primary Project Contacts

The table lists the primary DataVox and Fort Bend County contacts for this project.

DataVox		Fort Bend County	
Name/Role	Contact Information	Name/Role	Contact Information
Jeff Dixon/Account Manager	Phone: 713/881-7420 Email: jeffd@datavox.net	Lt. Andy Patti/Administrative Supervisor	Phone: 281/341-4676 Email: andy.patti@fortbendcountytx.gov
Tracy Moore/Project Coordinator	Phone: 713/881-7480 Email: tracym@datavox.net		

### 1.6 Training

All training associated with this deployment (end user training on the user of the voicemail features and functionality) will be handled by Fort Bend County IT personnel and is **NOT WITHIN** the scope of the services provided by DataVox in conjunction with this project.

### 1.7 Out of Scope Services

Any item or task **not specifically enumerated** in this document will be considered outside the scope of this project and will be billable by DataVox at the then-applicable time and material rates when proposed by DataVox and authorized by Fort Bend County in writing via the Project Change Request Form (see Appendix B below). No other charges will be allowed and no other services, items or tasks will be performed under this agreement.

This scope is intended to cover the deployment of the equipment itemized in this document (see Appendix C below) and the tasks enumerated herein, and the following services are considered **outside** the scope of work:

- Installation or programming of any equipment provided by Fort Bend County or procured from a vendor other than DataVox;
- Procurement and installation of racks, cabinets and battery backups;
- Removal, uninstallation and disposal of any previously installed, existing voice or data systems, telephones or any other equipment or cabling;
- Performing any work requiring an electrician;
- Cabling for wireless access points;
- Advanced wireless security including certificate based authentication;
- Pre-installation or post installation wireless site survey;
- Any network consulting services to configure existing network devices outside the network devices provided within this SOW and the Bill of Materials (see **Appendix C**);
- Any network consulting services to implement QoS outside the network devices provided within this SOW and the Bill of Materials (see **Appendix C**);
- Any additions or modifications needed to the Microsoft Active Directory or Exchange environment to allow for interaction with the Unified Communication environment;
- Manage the process of coordination with the Customer's telecom service provider to order services or make changes to existing services;
- Any modification to existing Fort Bend County customized applications or 3<sup>rd</sup> party vendor solutions;





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- Resolving interoperability issues with other vendors not acting as a sub-contractor to DataVox;
- Any engineering, or re-engineering, of existing equipment – whether previously supplied by DataVox or another vendor;
- Identification or resolution of any network issues, such as bandwidth, static, call quality (except as related to the equipment specified in this SOW), packet loss, jitter, delay, etc.;
- Any re-installation, relocation or modification of previously installed equipment, conduit, cable rack(s) or fiber duct(s);
- Coordination of the installation of cabling/inside wiring at any of the Fort Bend County facilities;
- Testing for the network-wide integration of the Fort Bend County network;
- Custom Contact Center reporting and application integration;
- Training or training classes not listed in this SOW; and
- Documentation not listed in this SOW.

### 1.8 Pricing Summary

The project pricing is summarized, by component, as follows:

Site	H/W & S/W	Avaya Support, Yr 1*	ProSvcs	Total
FBC Sheriff's Office	\$ 62,560.58	\$ 37,060.69	\$ 60,796.24	<b>\$ 160,417.51</b>

*\* Includes Software Support (Support Advantage Preferred), Software Upgrade (Upgrade Advantage) and Hardware Support (Support Advantage Parts), 24 x 7 x 4 (NBD for Terminals). This is the first year of a three (3) year support agreement; FBC will be invoices for \$ 37,060.69 for years 2 and 3 in October 2015 & October 2016..*

## 2.0 Baseline Responsibilities

This section provides a general list of DataVox and Customer responsibilities that are within the scope of this project.

### 2.1 DataVox Responsibilities

This section lists DataVox responsibilities per this SOW:

- Participate in project meetings including, but not limited to kickoff, design, and close out;
- Review physical requirements with the Customer (for example, power, space, cooling, and network);
- Receive, inventory, stage, and preconfigure equipment at DataVox prior to deployment;
- Install, configure and program all software on servers at Sheriff's Office;
- Connect, configure, and program all existing gateways at Sheriff's Office as outlined;
- Provide "first-day" on-site support following "cutover" (first day of service); and
- Provide project deliverables to enable system testing and ensure system is properly configured and deployed per FBC requirements.

### 2.2 Customer Responsibilities

In order to successfully deploy the solution outlined in the SOW, it is vital that all parties work together towards the mutual goal of a successful deployment. The project cannot be successful without the full support and participation of the Fort Bend County Sheriff's Office. This section lists the responsibilities of FBC personnel per this SOW.

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- Designate a single point of contact (SPOC) for DataVox. This individual will have a thorough understanding of the requirements of the County in an overall sense, the specific goals of this project, the technical environment and the responsibilities outlined in this Scope of Work. Additionally, this individual will be authorized to make decisions and authorize additional work, which may result in additional fees as outlined in this document;
- Participate in the project meetings including, but not limited to kickoff, design, and close out;
- Provide access to the network and available telephony and network documentation to facilitate the project objectives;
- Provide access to the Customer's technical team to collect information and answer questions about the current network and telephony configuration and to define any business requirements that will impact the configuration of the new equipment within this SOW;
- Provide any existing IP addressing and configuration standards used in the network;
- Provide accurate and current topology maps of the Wide Area Network (WAN) and Local Area Network (LAN) infrastructure as needed;
- Provide end point IP addresses, VLAN assignments for trusted and un-trusted networks, port assignments and gateway IP addressing for edge routers at each location;
- Provide dialing plans, numbering schemes and required call routing information;
- Approve the project plan;
- Provide access to all parts of Customer's network that are within the scope of this project, as required for the delivery of services in this Scope of Work;
- Provide scripts for Automated Attendant, customer announcements and caller applications (if applicable);
- Participate in weekly project meetings and provide notification to DataVox on any changes that will impact the completion of any task on the project plan
- Provides adequate space, power and cooling based on the recommendations of DataVox;
- Provide all network cabling (horizontal and station cabling) outside of the equipment room;
- Provide backbone (riser) cabling as required;
- Provide all end-user training on the features/functionality of the voicemail system;
- Provide space for receipt of project equipment at installation sites;
- Security of project equipment after it is delivered to the customer's site;
- Any necessary asset tagging;
- Providing a safe, clean and secure workspace adequate for the DataVox project team while they are onsite at the Customer's facility;
- Provide on-site parking and access to facilities for DataVox employees;
- Provide feedback to DataVox regarding any requirements of the project that have not been completed to the satisfaction of the Fort Bend Sheriff's Office within a reasonable amount of time; and
- Sign off on the Unified Communication system design prior to staging of equipment.

### 3.0 Completion Criteria

Per scope of work, the services will be considered complete when:

- The Customer's Unified Communication Solution is successfully configured and deployed; and
- The system testing is completed.





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### 4.0 Payment Schedule

This is a fixed price contract based on the criteria and assumptions in this scope of work. The cost for this contract is **\$ 160,417.51**. The table details the payment schedule.

Billing Milestone	Percent of Total	Amount
Equipment delivered to FBCSO	40%	\$ 64,167.00
Deployment/integration/cut-over	50%	\$ 80,208.76
Final Testing and Acceptance of all functionality	10%	\$ 16,041.75

### 5.0 Change Management Process

Either DataVox or the Customer may request a change to this SOW by issuing a Change Request in the agreed form. After a Change Request is agreed in writing by DataVox and the Customer, the change will become effective. For the purpose of the Change Request, written agreement can be communicated by email, fax, or electronic signature, provided that it is made clear that both DataVox and the Customer have agreed on the same Change Request document. For a copy of the DataVox Project Change Request form, see **Appendix B - Project Change Request Form**.

### 6.0 Purchase Agreement Terms and Conditions

#### Project Assumptions

- The Customer may, by written notice to DataVox, make changes within the general scope of this SOW, in any one or more of the following: (a) drawings, designs, or specifications; (b) project schedule, or (c) scope of services.

Should any such changes increase the cost of or the time required for the performance of this SOW, an equitable adjustment may be requested by DataVox in the price, project schedule or both. No claim by DataVox for such adjustment shall be valid unless submitted to the Customer in writing within thirty (30) days from the date of such change. Every claim must be accompanied by a detailed estimate of charges for materials, services, or both. Nothing contained in this section shall relieve DataVox from proceeding without delay in the performance of the services as changed. Any change to this SOW shall be made by written amendment signed by both parties.

- The Customer agrees not to solicit the employment of any DataVox employee for a period of two (2) years after the date of this Agreement. The Customer agrees that the damages to DataVox for any breach of this section will be substantial, but difficult to ascertain. Accordingly, if the Customer breaches this agreement, it shall pay to DataVox an amount equal to the annual compensation of the DataVox employee solicited, which amount shall be paid as liquidated damages, as a good faith effort to estimate the fair, reasonable and actual damages to DataVox, and not as a penalty. Nothing in this Agreement shall be construed to prohibit DataVox from pursuing any other available rights or remedies it may have against the employee.
- DataVox has priced the professional service proposal assuming that all work will be done during normal business hours which DataVox defines as Monday through Friday, 8:00am to 5:00pm, excluding holidays. The go live activity is the only activity in which DataVox will work after



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business hours. This project milestone activity can be scheduled outside of normal business hours Monday through Friday, excluding holidays. The start time for the go live activity can be scheduled to start no later than 7:00pm. Any request to perform the system go live or any other activity outside of normal business hours is considered outside the scope of work and will result in additional project costs. Scheduling and availability of resources outside of normal business hours is not guaranteed unless the Project Manager/Coordinator has approved it.

- The Customer will be billed for Time Travelled and Travel Expenses outside of the Greater Houston area (Outside the greater Houston area is defined as greater than 50 miles one way from the DataVox Houston facility located at 6650 W. Sam Houston Parkway S., Houston, TX 77072.)

Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking, and meals; provided, however, the amount of reimbursement by the Customer shall not exceed the amounts authorized for state employees as adopted by each Customer; and provided, further, that all reimbursement rates shall not exceed the maximum rates established for state employees under the current State Travel Management Program.

The Texas Department of Information Resources (DIR) terms and conditions shall govern the execution of the DataVox contract with the Customer. To view a copy of the *DIR Standard Terms and Conditions for Product and Related Services Contracts*, see [http://www2.dir.state.tx.us/DIR\\_Contracts/DIR-TSO-2666-appendix-a.pdf](http://www2.dir.state.tx.us/DIR_Contracts/DIR-TSO-2666-appendix-a.pdf)



Avaya DIR Information:  
Contract No.: DIR-TSO-2666  
Vendor No.: 176-025-1479-000

## 7.0 Authorization to Proceed

The use of signatures on this Scope of Work is to ensure agreement by Fort Bend County on project objectives and the work to be performed by DataVox.

### Parties to Agreement

This Scope of Work (SOW) is made and entered into between DataVox, Inc., 6650 West Sam Houston Parkway South, Houston, Texas 77072 ("DataVox") and Fort Bend County, 301 Jackson, Richmond, TX 77469 ("Customer"), as of the date listed on the title page of this document.

### Terms

The customer agrees to purchase, and DataVox agrees to provide certain services and deliverables ("Services") as defined in this SOW, subject to the terms and conditions described in Section 6.0 of this SOW. The terms of this SOW are limited to the scope of this SOW and shall not be applicable to any other SOWs.



## Fort Bend County Sheriff's Office Upgrade Project SOW

### Approval Signatures

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this SOW to be duly executed.

DataVox, Inc.

By: 

(Signature)

Name: STEVE FERGUSON

Fort Bend County

By: 

(Signature)

Name: Robert Hebert

Title: CEO

Title: County Judge

Date: 10/27/14

Date: 11-4-2014



ATTEST:




Dianne Wilson, County Clerk

(SEAL)

### AUDITOR'S CERTIFICATE

I hereby certify that funds are available from current revenues legally available in the amount of **\$160,417.51** to accomplish and pay the obligation of Fort Bends County under this Project Agreement.



Ed Sturdivant, Fort Bend County Auditor





## Appendix A – Definitions



## Fort Bend County Sheriff's Office Upgrade Project SOW

The table provides definitions for terms and abbreviations used in this SOW.

Term/Abbreviation	Definition
DHCP	Dynamic Host Configuration Protocol is a network protocol that is used to configure network devices so that they can communicate on an IP network.
IP	Internet Protocol
IVP	Interactive Voice Response
LAN	Local Area Network
PoE	Power over Ethernet
PRI	Primary Rate Interface is a standardized telecommunications service level within the Integrated Services Digital Network specification for carrying multiple voice and data transmissions between a network and a user.
PSTN	Public Switched Telephone Network
QoS	Quality of Service
Scope of Work	A document that describes standard services (for example, equipment and services) that DataVox will provide a customer for a pre-defined price. The document can be modified to include services outside the scope of the standard DataVox services. The modified document will include a description of the out of scope services and the additional cost to the Customer.
SOW	Scope of Work
TAPI	Telephony Application Programming Interface
TSP	TAPI Service Provider
TUI	Telephone User Interface
vLan	Virtual Local Area Network
WAN	Wide Area Network
WLAN	Wireless Local Area Network





## Appendix B – Project Change Request Form



## Fort Bend County Sheriff's Office Upgrade Project SOW

### Project Change Request Form

Customer Details				
<b>Company Name:</b>	Click here to enter text.		<b>Date Requested:</b> Click here to enter a date.	
<b>Customer POC*:</b>	Click here to enter text.			
<b>Title:</b>	Click here to enter text.			
<b>Contact Info:</b>	<b>Email:</b> Click here to enter text.		<b>Phone:</b> Click here to enter text.	
Change Request Details				
<b>Change Request Type</b>	Click here to enter text.			
<b>Quote #</b>	Click here to enter text.			
<b>Project Name</b>	Click here to enter text.			
<b>Location</b>	Click here to enter text.			
<b>DataVox Project Manager</b>	<b>Name:</b> Click here to enter text.		<b>Email:</b> Click here to enter text.	
<b>DataVox Acct Manager</b>	<b>Name:</b> Click here to enter text.		<b>Email:</b> Click here to enter text.	
Proposed Changes				
Click here to enter text.				
<b>Change in:</b>				
<b>Scope:</b> Yes <input type="checkbox"/>		<b>Schedule:</b> Yes <input type="checkbox"/>		<b>Budget:</b> Yes <input type="checkbox"/>
No <input type="checkbox"/>		No <input type="checkbox"/>		No <input type="checkbox"/>
Reason for Changes				
<input type="checkbox"/> <b>Required to meet project objectives</b>				
<input type="checkbox"/> <b>Enhancement to original scope</b>				
Materials to be Procured				
See attached Bill of Materials				
Cost				
Item	Description	Cost	Estimated	Fixed
Equipment	Click here to enter text.	Click here to enter amount.	<input type="checkbox"/>	<input type="checkbox"/>
Professional Services	Click here to enter text.	Click here to enter amount.	<input type="checkbox"/>	<input type="checkbox"/>
Travel Expenses	Click here to enter text.	Click here to enter amount.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total</b>		Click here to enter amount.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approval				
<b>Approved</b> <input type="checkbox"/>	<b>On Hold more information needed</b> <input type="checkbox"/>		<b>Rejected</b> <input type="checkbox"/>	
<b>Comments:</b> Click here to enter text.				
<b>Customer POC*:</b> Click here to enter text.			<b>Date:</b> Click here to enter a date.	
<b>DataVox POC*:</b> Click here to enter text.			<b>Date:</b> Click here to enter a date.	

\* POC: Point of Contact





## Appendix C – Bill of Materials



## Fort Bend County Sheriff's Office Upgrade Project SOW

### Fort Bend County Sheriff's Office (sold to 3675066)

Quantity	Part Number	Description	Unit Price	Extended Price
<b>Avaya Software:</b>				
705	269405	FOUNDATION SUITE R6 PS R6 LIC /E TRACKING CODE	\$	\$ -
705	268683	AURA FOUNDATION SUITE R6 UPG SW LIC LICENSE ONLY	\$ 39.90	\$ 28,129.50
705	269363	FOUNDATION SUITE R6SM SIPCONN LIC /E LICENSE ONLY	\$	\$ -
705	271181	FND SUITE 1XC MAC OS R6 LIC /E LICENSE ONLY	\$	\$ -
705	272783	FND SUITE R6 CA DCE ENBL R6 /E LICENSE ONLY	\$	\$ -
705	271180	FND SUITE FLARE EXP WINR1 CM6 LIC /E LICENSE ONLY	\$	\$ -
705	270052	FOUNDATION SUITE R6 CMM R6 LIC /E TRACKING CODE	\$	\$ -
705	269422	FND SUITE R6 ONE-XC VIDEO R6 LIC /E TRACKING CODE	\$	\$ -
705	272785	FND SUITE R6 CA OFFCE LYNC R6 /E LICENSE ONLY	\$	\$ -
705	269390	FND SUITE UCE R6 ONE-X COMM R6 LIC /E TRACKING CODE	\$	\$ -
2	700508413	Avaya Aura System Platform 6.3.4 CD	\$ 28.50	\$ 57.00
2	273122	SAL STDALN GATEWAY LIC R2 DWNLD LICENSE ONLY	\$	\$ -
2	700505969	AVAYA AURATM R6.3.0 SFTW DVD SOFTWARE ONLY	\$ 28.50	\$ 57.00
1	231820	AVAYA AURATM RFA TO PLDS CONVERSION LICENSE ONLY	\$	\$ -
1	259401	MEDIA ENCRYPTION R6+/MBT LICENSE ONLY	\$	\$ -
1	700500751	ADMIN TOOLS R6.0 CD SOFTWARE ONLY	\$ 35.00	\$ 35.00
1	269360	FND SUITE R6 MGMT SITE ADMIN LIC /E LICENSE ONLY	\$	\$ -
600	244933	MSG R6.X 1 SEAT MAINSTRM MMIP	\$ 27.93	\$ 16,758.00
600	244923	MSG R6.X AV STORE SEAT TRACKING	\$	\$ -
1	700445844	MM MMIP SYS RET INSTRUCT IA LX PRODUCT	\$	\$ -
1	244936	MSG R6.X APPLICATION PLUS STORAGE	\$	\$ -
1	259726	MSG R6.X NEW SYSTEM TRACKING TRACKING CODE	\$	\$ -
<b>Avaya Hardware:</b>				
2	303518	DL360PG8 SRVR CM SMPLEX AND MID DPLX PRODUCT	\$ 5,828.25	\$ 11,656.50
1	302848	DL360PG8 SRVR AA MSG STD STRG PRODUCT	\$ 5,828.25	\$ 5,828.25
3	405362641	PWR Cord USA	\$ 13.11	\$ 39.33

Included in the configuration are the following support items, which are the **first year of a three year support agreement** with Avaya (years 2 and 3 will be payable approximately 12 and 24 months following installation):

Quantity	Part Number	Description	Unit Price	Extended Price
705	257065	SA PREF AURA R6 FND/S 3YAN SUPPORT ADVANTAGE 3YR AN	\$ 17.51	\$ 12,344.55
600	238504	SA PREF AURA MSG 6 MAINSTREAM 3YAN SUPPORT ADVANTAGE 3YR AN	\$ 11.43	\$ 6,858.00
705	252565	UPG ADV AURA R6 FND/S 3YAN UPGRADE ADVANTAGE 3YR AN	\$ 7.73	\$ 5,449.65
600	238510	UPG ADV AURA MSG 6 MAINSTREAM 3YAN UPGRADE ADVANTAGE 3YR AN	\$ 2.26	\$ 1,356.00
3	230212	SA PARTS 24X7X4 CM LG GTWY 3YAN SUPPORT ADVANTAGE 3YR AN	\$ 928.98	\$ 2,786.94
2	255571	SA PARTS 24X7X4 CM MED SRV R2H 3YAN SUPPORT ADVANTAGE 3YR AN	\$ 1,543.54	\$ 3,087.08
1	256129	SA PARTS 24X7X4 MSG SRV R2H 3YAN SUPPORT ADVANTAGE 3YR AN	\$ 2,200.97	\$ 2,200.97
5	229814	SA HW CM TERMINALS RPLCMNT NBD 3YAN SUPPORT ADVANTAGE 3YR AN	\$ 595.50	\$ 2,977.50