

**SERIAL 06086 IGA NETWORK INFRASTRUCTURE AND TELECOMMUNICATIONS
HARDWARE AND SERVICES**

DATE OF LAST REVISION: August 02, 2007

CONTRACT END DATE: July 16, 2009

**CONTRACT PERIOD BEGINNING AUGUST 01, 2006
ENDING JULY 16, 2009**

TO: All Departments

FROM: Department of Materials Management

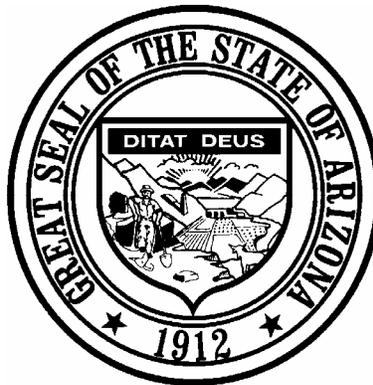
SUBJECT: Contract for **NETWORK INFRASTRUCTURE AND
TELECOMMUNICATIONS HARDWARE AND
SERVICES (NIGP 20464)**

Attached to this letter is a listing of vendors available to Maricopa County Agencies utilizing the Arizona State Procurement Office Contract EPS060043. The using agency and other interested parties may access and electronic version of this contract from the Materials Management Web site at:

http://www.maricopa.gov/materials/Awarded_Contracts/search.asp.

Please note: Price Agreement Purchase Orders (PG documents) may be generated using the information from this list. Use NIGP CODE 2046401.

All purchases of product(s) listed on the attached pages of this letter are to be obtained from the listed contractor(s).



SCOPE OF WORK

EPS060043 NETWORKS, PRODUCTS AND SERVICES



Purpose

The State of Arizona, its agencies, boards and commissions (State) as well as participating members of the State Purchasing Cooperative (Cooperative), have an ongoing requirement for various Products and Services as described herein. The purpose of the Solicitation is to conduct a competitive process, in accordance with Arizona Revised Statutes (ARS) 41-2501 et seq., to create a contract or contracts from which the State and its Cooperative members may acquire these Products and Services.

Background

The State currently holds separate contracts for Local & Wide Area Network Equipment (AD000187), Internet Firewall and URL Filtering Software (AD010226), Small Telephone Systems (AD000033), and Fixed Wireless Systems and Related Services (AD020020). Each of these contracts established a minimum set of product-specific, standards-based technology requirements and specifications for manufacturer's equipment to be included under a contract award. Awarded contractors were permitted to propose multiple manufacturer's products and services. During the contract term of these contracts, some products and services have become obsolete, products and services have changed, and overlap of products and services has evolved as manufacturer's expanded and enhanced their offerings.

Objectives

Products and Services

The State desires to consolidate contracts for what has been traditionally referred to as Local & Wide Area Network Equipment, Internet Firewall and URL Filtering Software, Small Telephone Systems, and certain unlicensed Fixed Wireless Systems. The State acknowledges that the networking/telecommunications industry and its suppliers is changing rapidly, and as such desires to establish manufacturer-based contracts for Data, Voice, and Multimedia Network-based, Network-embedded Products and Services to include all converged and traditional-separate voice, data, and video network products and services primarily designed, and defined by applicable industry standards, for transporting/receiving data (data, voice, and multimedia) between connection points, destinations or endpoints, rather than product-specific technology requirements, allowing for flexibility to accommodate open-standards-based products, new technologies, and next generation networks.

Management

The State intends to consider Value-Added-Reseller, distributor, as well as manufacturer-direct proposals and may award multiple manufacturer offerings to a successful Value-Added-Reseller and/or distributor. The State desires to obtain vendors who represent multiple manufacturers as well as vendors who represent manufacturers that product specialize products.

Technology

To proactively embrace the changing networking/telecommunications industry, the evolution and improvement of network-based, network-embedded products and services, the expanding importance of networks and connectivity relative to the effective and efficient delivery of government services, and the State's goal of convergence, it is in the State's best interest to establish manufacturer-based contracts rather than contracts that are product-specific, point-in-time technology-based. In reference to the desire for improved flexibility and new technologies described above, the State has adopted industry-wide, open standards and best practices where possible as



well as moving towards Internet Protocol (IP) standards, services, and convergence. These standards have been incorporated into Statewide Policies, Standards and technology roadmaps, maintained by the Government Information Technology Agency (GITA). Where possible, the State intends to require evaluations of compliance with accepted standards for the products and services provided by a manufacturer under this contract. Products and services that are certified as compliant with adopted Industry and statewide standards will be granted a greater degree of flexibility as to how they are listed on and provided for under the contract.

E-Rate Compliant:

An objective of this contract is that it be E-Rate compliant and to cohere to all requirements that this compliance entails



Scope

Objectives:

The Objectives for this section are to provide for:

- Value-Added-Reseller, distributor, as well as manufacturer-direct proposals
- Network-based, Network-embedded Manufacturer products and services used with both converged and traditional-separate voice, data, and multimedia networks to securely transport/receive information (voice, data, multimedia), rather than specifying product-specific, technology requirements
- Flexible products and services that will evolve to include changing technologies and fully utilize next generation networks
- Products and services that embrace and support the converged network architecture of the State

Scope of Products and Services:

The Scope for Data, Voice, and Multimedia Network-based, Network-embedded Products and Services under this contract includes all converged and traditional-separate voice, data, and video network products and services primarily designed, and defined by applicable industry standards, for transporting/receiving data (data, voice, and multimedia) between connection points, destinations or endpoints. This scope does not include products and services primarily designed to store or process (compute) data, such as mass storage devices, general-purpose servers, midrange or mainframe computer systems, as well as consumer electronic hardware and component parts and accessories.

The Data, Voice, and Multimedia Network-based, Network-embedded Products and Services under this Contract include (1) the actual manufacturer's product or service and all labor, materials, transportation, equipment and other activities for, and reasonably incidental to the installation, integration, and implementation, including engineering analysis, design and configuration, of the manufacturer's product or service, (2) the software and/or hardware maintenance of the manufacturer's product or service, (3) ancillary services in conjunction with the implementation, or extension of a manufacturer's product. Offerors shall make available a complete family or line of business of a manufacturer's products at a "single percentage-of-list-price." Offerors shall make available a similar "single percentage-of-list-price" for hardware/software maintenance within a complete family or line of business of a manufacturer's products.

Specific items included:

The following Data, Voice, and Multimedia Network-based, Network-embedded Products and Services, previously defined and available under the following contracts, are specifically included in this procurement are:

- Networking products and services, such as routers, gateways, switches, modems, CSU/DSU, access devices and servers, concentrators, network-embedded security solutions, caching and content management devices
- Network firewalls, filtering software, and security solutions
- Network Management Products such as management, monitoring, testing, analyzing, and traffic-simulating equipment
- Wireless Products such as IEEE 802.11x (Wireless Local Area Network (WLAN)), IEEE 802.15 (Wireless Personal Area Network (WPAN)), IEEE 802.16 (Wireless



Metropolitan Area Network (WMAN)), and Fixed Wireless Equipment and related services, such as access points, transfer points, and controllers, other than microwave, radio, or television antennas and towers, microwave or radio frequency core equipment, designed to receive/transmit data.

- Video and Audio conferencing equipment, other than audio and visual presentation and composing equipment and consumer electronics, designed to transmit multimedia data
- Telephony products and services, such as IP Telephony systems, PBX and key systems, voice mail and unified messaging systems, teleconferencing, call management systems including Automatic Call Distribution (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), call accounting, and the associated end-user telephone devices, other than mobile telephones, two-way radios, PDA's, etc., and
- Telephony management, monitoring, testing, analyzing, and traffic-simulating equipment
- Services used in conjunction with the design and analysis, configuration, implementation, installation, training, maintenance, and support of Data, Voice, and Multimedia Network-based, Network-embedded Products and Services

Items not included:

The following items specifically are not included in this procurement:

- Building Wiring Systems (BWS) and structured cabling systems
- Microcomputer Hardware, Software and Related Services including desktop PC-based firewall and virtual private network (VPN) client-only products and services
- Fixed Wireless Systems and Related Services such as point-to-point and multi-point radios, cabling, antennas, towers, power, frequency coordination, licensing, etc.
- UNIX Workstations & Servers, general purpose
- Disaster Recovery Services
- Value-Added-Software not specifically designed to support and secure the transport of data (as defined above)
- Radio related Products and Services, including Public Safety Communication Equipment, 2-way radios, 900MHz Digital Microwave Radio Systems, and Digital Microwave Radio Equipment
- Wireless Services (Cellular, Data, PDA'S, Pagers)
- Disk Data Storage Hardware, including Network Attached Storage and Storage Area Network
- General Information Technology Research & Advisory Service and IT Consultant Services
- Video and Audio Products, such as audio and visual presentation and composing equipment, cameras, monitors, VCRs and consumer electronics
- Carrier Services, both regulated and unregulated

Usage:

This contract includes Data, Voice, and Multimedia Network-based, Network-embedded Products and Services, defined herein, used by the 3 branches of State government and all Political Subdivisions (including the State's Universities, Community Colleges, K-12 School Districts, Counties, Cities, libraries, etc). Executive Branch entities are required to purchase Data, Voice, and Multimedia Network-based, Network-embedded Products and Services via the resulting Contract(s). All other entities may but are not required to purchase their Data, Voice, and Multimedia Network-based, Network-embedded Products and Services needs via the resulting Contract(s).



SPIRIT

Automated eProcurement System





EPS060043 Products Awarded Vendors by Manufacturer

APPROVED 06086-IGA SUPPLIER & PRODUCT LIST

Quotation for Requirements related to product lines listed below should be directed to **ONLY** the applicable suppliers as designated.

For Larger Projects/Requirements, and especially for those that would include applicable Services/SOW, whenever possible (where more than one vendor exists for the product) it is suggested that agencies procure competitive quotes from two or more suppliers.

The Percentage of List shown represents the minimum discount to be given - More aggressive pricing (at the Suppliers discretion) may be available on larger requirements.

Additional Products are available for purchase on EPS Contract 060043 - However, request must be submitted to Materials Management to approve addition of Products and/or Suppliers to the 06086-IGA

Applicable Product Catalog is available as separate attachment.

Avaya	
Awarded Vendors	Percent of List
Computer Assets	95.0

[Click for more information](#)

AirDefense	
Awarded Vendors	Percent of List
Accuvant	85.0

[Click for more information](#)

Check Point	
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Awarded Vendors	Percent of List
Calence	72.0
Accuvant	80.0

[Click for more information](#)

Cisco	
Awarded Vendors	Percent of List
Insight	59.5
Calence	60.0
World Wide	60.0
Qwest	61.0

[Click for more information](#)

Ericsson	
Awarded Vendors	Percent of List
Black Box	85.0

[Click for more information](#)

Extreme	
Awarded Vendors	Percent of List
Accuvant	65.0

[Click for more information](#)

Foundry	
Awarded Vendors	Percent of List
Enterprise Networks	68.0

[Click for more information](#)



Inter-Tel	
Awarded Vendors	Percent of List
Trans-West	70.0

[Click for more information](#)

Juniper	
Awarded Vendors	Percent of List
Qwest	57.0
Accuvant	60.0

[Click for more information](#)

LogLogic	
Awarded Vendors	Percent of List
Accuvant	85.0

[Click for more information](#)

McAfee	
Awarded Vendors	Percent of List
Accuvant	85.0

[Click for more information](#)

Nortel	
Awarded Vendors	Percent of List
Qwest	62.0

[Click for more information](#)

Polycom	
Awarded Vendors	Percent of List
Wire One	70.0
Dimension	70.0

[Click for more information](#)

Redline	
Awarded Vendors	Percent of List
Darcomm	90.0

[Click for more information](#)



Toshiba	
Awarded Vendors	Percent of List
Copper State	56.0

[Click for more information](#)

Trend Micro	
Awarded Vendors	Percent of List
Accuvant	83.0

[Click for more information](#)

Websence	
Awarded Vendors	Percent of List
Calence	50.0

06086-IGA APPROVED SERVICES VENDORS

The following will serve as the approved vendor list to provide services associated with Network Infrastructure and Telecommunications Equipment. Agencies must procure quotation for any applicable service requirements from the vendors listed below:

Offeror Company Name: **Insight Public Sector, Inc.**

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	95.00	104.50	4	8
Configuration	75.00	82.50	4	8
Implementation	65.00	71.50	4	8
Installation	65.00	71.50	4	8
Training	50.00	55.00	4	8
Maintenance	65.00	71.50	4	8
Support of Data	65.00	71.50	4	8
Support of Voice	65.00	71.50	4	8
Support of Multimedia Network-based, Network-embedded Products	75.00	82.50	4	8

Manufacturers Represented

Insight is offering the above services for Cisco, HP and 3Com brands.

Offeror Company Name: **World Wide Technology**

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	\$ 140.00	\$ 140.00	4 Hours	4 Hours
Configuration	\$ 140.00	\$ 140.00	4 Hours	4 Hours
Implementation	\$ 120.00	\$ 120.00	4 Hours	4 Hours
Installation	\$ 120.00	\$ 120.00	4 Hours	4 Hours
Training (Per Person / Per Hour)	\$ 62.50	\$ 62.50	Per Customer Requirement	
Maintenance	\$ 120.00	\$ 120.00	4 Hours	4 Hours
Support of Data	\$ 140.00	\$ 140.00	4 Hours	4 Hours
Support of Voice	\$ 140.00	\$ 140.00	4 Hours	4 Hours
Support of Multimedia Network-based, Network-embedded Products	\$ 170.00	\$ 170.00	4 Hours	4 Hours

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

World Wide Technology is offering the above hourly services (except training) on all products offered in this response including :

- Cisco Systems
- Blue Socket
- Ceragon Networks

Nera
 Next Level Solutions
 Orthogon Systems
 Proxim Wireless

Offeror Company Name: Computer Assets, Inc.

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	\$153.00	\$153.00	4	6
Configuration	\$153.00	\$153.00	4	6
Implementation (Project Manager)	\$170.00	\$170.00	4	6
Installation (Technician)	\$125.00	\$125.00	4	6
Training	\$100.00	\$100.00	4	6
Maintenance (See attached price book)	\$100.00	\$100.00	4	6
Support of Data	\$246.00	\$246.00	4	6
Support of Voice	\$246.00	\$246.00	4	6
Support of Multimedia Network-based, Network-embedded Products	\$246.00	\$246.00	4	6

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

Offeror Response

The above price rate structure is a cap structure. Computer Assets has the ability to offer manufacture professional services and the price structure above gives us the ability to offer those services. In most instances, Computer Assets will offer Computer Assets professional services to the State Entities at a considerably lower rate than what is listed in the above price structure.

**Avaya
 Juniper
 Cisco Systems
 Polycom**

Offeror Company Name: NEC Unified Solutions, Inc.

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	80	115	8	8
Configuration	110	165	8	8
Implementation	135	205	24	48
Installation	95	165	24	48
Training	80	115	8	8
Maintenance	110	165	2	4
Support of Data	135	205	2	4
Support of Voice	80	115	2	4
Support of Multimedia Network-based, Network-embedded Products	195	265	8	16

NEC Unified Solutions Response:

- **Quotes** ~ promotional, volume, expedite or project management rates may apply.
- **Waivers** ~ design and analysis of system requirements for 50 or more end-points may apply

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

NEC Unified Solutions Response:

- **Active Voice**
- **APC (UPS)**
- **ASC Telecom**
- **AVST**
- **Captaris (aka RightFax)**
- **Checkpoint**
- **Cisco**
- **F-Secure**
- **Genesys**
- **ISI (Call Accounting/Reporting)**
- **NEC**
- **NetScout**
- **Polycom (Audio/Video)**
- **Sophisticom**
- **TopLayer**
- **Technology For Business**

Offeror Company Name: Darcomm Network Solutions

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	115	115	2	4
Configuration	115	115	2	4
Implementation	125	125	2	4
Installation	85	85	2	4
Training	85	85	2	4
Maintenance	90	90	2	4
Support of Data	128	128	2	4
Support of Voice	128	128	2	4
Support of Multimedia Network-based, Network-embedded Products	225	225	2	4

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

- Determina
- Avaya
- Juniper Networks
- Foundry Networks
- APC
- Cisco Systems
- Redline
- Emprisa
- Secure Computing
- Quick Eagle Networks
- Network General
- Extreme Networks
- Tandberg
- Meru Networks

Packeteer
 Allot Communications
 ISI
 Cyclades
 Syn-Apps
 Belair Networks

Offeror Company Name: Accuvant Inc.

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	165	200	8 (one work day)	16 (two work days)
Configuration	165	200	8 (one work day)	16 (two work days)
Implementation	165	200	8 (one work day)	16 (two work days)
Installation	165	200	8 (one work day)	16 (two work days)
Training	165	200	8 (one work day)	16 (two work days)
Maintenance				
Support of Data				
Support of Voice				
Support of Multimedia Network-based, Network-embedded Products				

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

AirDefense
 Aruba Networks
 Akonix
 AirMagnet
 AirWave
 Blue Coat Systems
 Bluesocket Inc.
 BigFix
 BelAir Networks
 Check Point Software
 Consentry Networks
 Encryptx
 Extreme Networks
 F5 Networks
 Guidance Software
 InfoBlox
 IronPort Systems
 Ingrian Networks
 Internet Security Systems
 Juniper Networks
 LogLogic Inc.
 Mazu Networks
 McAfee

NetScout
 Network Intelligence
 Port Authority Technologies
 Radware Inc.
 Secure Computing
 Trend Micro
 Tumbleweed Communications
 Vontu

Offeror Company Name: [Copper State Communications](#)

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	100	100	2	4
Configuration	80	80	2	4
Implementation	80	80	2	4
Installation	80	80	2	4
Training	70	70	2	4
Maintenance	80	80	2	4
Support of Data	125	125	2	4
Support of Voice	80	80	2	4
Support of Multimedia Network-based, Network-embedded Products	125	125	2	4

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

[Offeror Response](#) [Cisco, Nortel, Toshiba](#)

Offeror Company Name: [Calence, LLC](#)

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	\$150	\$155	8*	24*
Configuration	\$135	\$135	8*	24*
Implementation	\$135	\$135	8*	24*
Installation	\$100	\$100	8*	24*
Training	\$95	\$100	8*	24*
Maintenance	\$165	\$165	8*	24*
Support of Data	\$165	\$165	8*	24*
Support of Voice	\$165	\$165	8*	24*
Support of Multimedia Network-based, Network-embedded Products	\$165	\$165	8*	24*

* Response times are from receipt of signed contract.

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

[Offeror Response](#)

The following services are available for all of the products listed in the attached Manufacturer Catalogs:

- [Design and Analysis](#)
- [Configuration](#)
- [Implementation](#)
- [Installation](#)
- [Training](#)

CALENCE MFR: CISCO

Offeror Company Name: [Qwest Interprise America](#)

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	N/A	N/A	N/A	N/A
Configuration	\$100.00	\$135.00	Scheduled ¹	Scheduled ¹
Implementation	\$100.00	\$135.00	Scheduled ¹	Scheduled ¹
Installation	\$100.00	\$135.00	Scheduled ¹	Scheduled ¹
Training	\$100.00	\$135.00	Scheduled ¹	Scheduled ¹
Maintenance	\$100.00	\$135.00	4 hours ²	8 hours ²
Support of Data	\$100.00	\$135.00	4 hours ²	8 hours ²
Support of Voice	\$100.00	\$135.00	4 hours ²	8 hours ²
Support of Multimedia Network-based, Network-embedded Products	N/A	N/A	N/A	N/A

¹ Configuration, Implementation, Installation and Training Services are individually scheduled with the customer based on project scope, availability of equipment, complexity and customer requirements.
²Qwest will initiate responses to Maintenance and Voice and Data Support requests within the time frames indicated.

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

[Cisco Systems](#), [Nortel Networks](#)

Offeror Company Name: [Transource Computers](#)

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	\$100.00	\$150.00	4 hr	4 hr
Configuration	\$100.00	\$150.00	4 hr	4 hr
Implementation	\$100.00	\$150.00	4 hr	4 hr
Installation	\$100.00	\$150.00	4 hr	4 hr
Training	\$100.00	\$150.00	4 hr	4 hr
Maintenance	\$100.00	\$150.00	4 hr	4 hr
Support of Data	\$100.00	\$150.00	4 hr	4 hr
Support of Voice	\$150.00	\$170.00	4 hr	4 hr
Support of Multimedia Network-based, Network-embedded Products	\$100.00	\$150.00	4 hr	4 hr

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

³COM, [Cisco](#), [Hewlett Packard](#), [Nortel](#), [Sonicwall](#)

Offeror Company Name: [Sentinel Technologies Inc.](#)

Services Offered

Offerors shall indicate the hourly rate and maximum response time for Urban and Rural areas for each service offered. The offeror shall input N/A for any services not provided. Offerors must submit both an Urban and Rural Rate and Response Time for a service to be considered for evaluation and award.

Service	\$ Rate Per Hour		Response Time (hrs)	
	Urban	Rural	Urban	Rural
Design and analysis	125	125	24 Hour	48 Hour
Configuration	125	125	24 Hour	48 Hour
Implementation	125	125	24 Hour	48 Hour

Installation	125	125	24 Hour	48 Hour
Training	125	125	24 Hour	48 Hour
Maintenance	125	125	24 Hour	48 Hour
Support of Data	125	125	24 Hour	48 Hour
Support of Voice	125	125	24 Hour	48 Hour
Support of Multimedia Network-based, Network-embedded Products	125	125	24 Hour	48 Hour

There are many definitions of response depending upon circumstances. Sentinel is defining response as acknowledging the existence of a customer issue and initiating diagnosis and troubleshooting procedures.

Manufacturers Represented

List out the manufacturer product lines this offer shall provide services for.

Cisco Systems