BAFO Network, Security, WiFi, Voice & Unified Communications and Contact Center
This offering combines all Towers into one offering and takes into account operational efficiencies for lower seat cost.

OFFER FORM INSTRUCTIONS

Offerors shall submit their prices and pricing in accordance with the following Price Schedule and answer the subsequent questions regarding their Prices and Pricing offer.

<u>Services Charges – Multiple.</u> The resulting Contract shall be a Fixed Price, with limited Price Adjustments available. Offerors shall take into consideration all of the requirements for Services established here under, as these Services will be
Note. Although the State intends to purchase considerable quantities under any resulting Contract, per the Special Instructions, Indefinite Quantities, the quantities shown below reflect a reasonable estimate of the State's anticipated usage

Line Item	Description	Unit	Price Per Unit									
Seat Requirements												
Network Seats												
Active Ports Pricing												
Network Services Seats – High Availability	All inclusive price to provide Network Services as described in the SOW (Network) section 3 Future State	**Per Seat / Per Month**	$ 31.50									
Network Services Seats – Medium Availability		**Per Seat / Per Month**	$ 27.00									
Network Services Seats – Standard Availability		**Per Seat / Per Month**	$ 20.25									
Remote Worker Network Seat – Standard Availability		**Per Seat / Per Month**	$ 15.50									
Voice Seats												
Crisis Seat	All inclusive for the Voice Communications Services for a Crisis Seat as described in the SOW (Voice) section 3.7 Seat Types	**Per Seat / Per Month**	$ -									
IP or Digital Phone Desk Seat	All inclusive for the Voice Communications Services for an IP or Digital desk phone as described in the SOW (Voice) section 3.7 Seat Types	**Per Seat / Per Month**	$ 13.75									
Analog Desk Seat	section 3.7 Seat Types	**Per Seat / Per Month**	$ 14.75									
Virtual / Mobile Seat	All inclusive for the Voice Communications Services for a Mobile Seat as described in the SOW (Voice) section 3.7 Seat Types	**Per Seat / Per Month**	$ 13.75									
Contact Center Seats												
Contact Center Seat	All inclusive for the Contact Center Services as described in the SOW Section Seat Types, Contact Center Seat.	**Per Seat / Per Month**	$ 117.00									
Basic Agent/Supervisor	See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 98.00									
Medium Agent/Supervisor	See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 98.00									
FedRamp Seat	See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 305.00									

One Time Cost For Equipment

Please provide a list of equipment for in scope services for optional one time acquisitions. The pricing should include CPE, License, installation,

Item	Description		Unit		Price
GLC-SX-MMD=	Optics for Switch	Per Device OTC	$	226.72
GLC-LH-SMD=	Optics for Switch	Per Device OTC	$	449.08
SFP-10G-SR=	Optics for Switch	Per Device OTC	$	449.08
SFP-10G-LR=	Optics for Switch	Per Device OTC	$	1,805.04
QSFP-40G-CSR4=	Optics for Switch	Per Device OTC	$	1,362.50
NIM-1MFT-T1/E1=	T1 Card for Router	Per Device OTC	$	656.18
NIM-2MFT-T1/E1=	T1 Card for Router	Per Device OTC	$	1,004.98
NIM-2FXO=	Analog card for Router	Per Device OTC	$	270.32
NIM-2FXSP=	Analog card for Router	Per Device OTC	$	270.32
FL-4320-PERF-K9=	ISR Performance Licenses	Per Device OTC	$	436.00
FL-4350-PERF-K9=	ISR Performance Licenses	Per Device OTC	$	654.00
FL-44-PERF-K9=	ISR Performance Licenses	Per Device OTC	$	1,569.60
C9300-NM-4G=	Optics for Switch	Per Device OTC	$	231.08
ISR4321-V/K9	Router	Per Device OTC	$	3,716.00
ISR4331-V/K9	Router	Per Device OTC	$	5,544.00
ISR4351-V/K9	Router	Per Device OTC	$	11,528.00
ISR4431-V/K9	Router	Per Device OTC	$	14,070.00
ISR4451-X-V/K9	Router	Per Device OTC	$	20,712.00
C9500-16X-E	Switch	Per Device OTC	$	7,010.00
C9200-48P-E	Switch	Per Device OTC	$	6,912.00
C9200-24P-E	Router	Per Device OTC	$	4,068.00
ASR-9001	Router	Per Device OTC	$	82,700.00
ASR-1002X	Router	Per Device OTC	$	26,700.00
ASR-1006X	Router	Per Device OTC	$	93,520.00
WS-C3650-48PS-S	DC Switch	Per Device OTC	$	7,962.63
N2K-C2348UPQ	DC Switch	Per Device OTC	$	10,313.08
N9K-C9336C-FX2	DC Switch	Per Device OTC	$	22,108.19

N77-C7710-B33S3E-R	DC Switch	**Per Device OTC**	$ 275,257.33									
Optional Services – Cloud Computing Solutions, Data Center Collocation Services, Managed Hosting Services, Compute on Demand, Hosting Collocation Services	Cloud Services	**Per Device OTC**	ICB									
Optional Services – DDos Mitigation Services	Ddos Service	**Per Device OTC**	ICB									
Optional Services – Disaster Recovery and Hosting	DR Service	**Per Device OTC**	ICB									
Optional Services – Fax over Email	Faxing Service	**Per Device OTC**	ICB									
Optional Services – Hosted SharePoint	Hosting Service	**Per Device OTC**	ICB									
Optional Services – Online Backup	Data Backup Service	**Per Device OTC**	ICB									
Optional Services – PCI Audit Services	PCI Service	**Per Device OTC**	ICB									
Optional Services – Real-Time Application Recover / define VSR	Recovery Service	**Per Device OTC**	ICB									
Optional Services – Security Solutions	Security Service	**Per Device OTC**	ICB									
Optional Services – Storage and Back-up Hosting Solutions	Storage Service	**Per Device OTC**	ICB									
Optional Services – Video and Collaboration	Collaboration Service	**Per Device OTC**	ICB									
Optional Service - MDM/UEM	Mobile Device Management	**Per Device or OTC**	ICB									
CP-8832-K9=	Conference Phone	**Per Device OTC**	$ 937.40									
CP-8841-K9=	Phone	**Per Device OTC**	$ 280.68									
CP-8845-K9=	Video Phone	**Per Device OTC**	$ 313.38									
CP-8851-K9=	Phone	**Per Device OTC**	$ 335.18									
CP-8861-K9=	Phone	**Per Device OTC**	$ 389.68									
CP-8865-K9=	Video Phone	**Per Device OTC**	$ 433.28									
CP-HS-WL-561-M-US=	Headset	**Per Device OTC**	$ 318.83									
CP-HS-WL-562-M-US=	Headset	**Per Device OTC**	$ 346.08									
VG310	Analog Gateway	**Per Device OTC**	$ 5,734.00									

VG320	Analog Gateway	**Per Device OTC**	$ 10,770.00							
VG450-144FXS/K9	Analog Gateway	**Per Device OTC**	$ 21,642.00							
ATA191-K9	Single Analog ATA	**Per Device OTC**	$ 120.00							
Expansion Cisco CP-8800-A-KEM=	Expansion Module	**Per Device OTC**	$ 350.00							
100 User - Basic The Per seat cost is added to each agent above. This is a minimum of 100 for setup, if less then 100 cost could change per agent	Basic call Center configuration up to 100 agent/Supervisor. See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 3.75							
400 User - Medium - The Per seat cost is added to each agent above. This is a minimum of 400 for setup, if less then 400 cost could change per agent	Medium call Center configuration up to 400 agent/Supervisor. See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 11.88							
400 User - Enhanced - The Per seat cost is added to each agent above. This is a minimum of 400 for setup, if less then 400 cost could change per agent	Enhanced call Center configuration up to 400 agent/Supervisor. See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 22.03							
FedRAMP Gov Cloud Implementation - 500 User - The Per seat cost is added to each agent above. This is a minimum of 500 for setup, if less then 500 cost could change per agent	FedRAMP call Center configuration up to 500 agent/Supervisor. See Pricing Assumption for additional detail	**Per Seat / Per Month**	$ 220.83							
Optional Services										
Router Only Small	All inclusive price to provide Router Only services as described in the SOW (Network) Section 2.9.1.1	**Per Device / Per Month**	$ 127.00							
Router Only Medium	All inclusive price to provide Router Only services as described in the SOW (Network) Section 2.9.1.2	**Per Device / Per Month**	$ 210.00							
Router Only Large	All inclusive price to provide Router Only services as described in the SOW (Network) Section 2.9.1.3	**Per Device / Per Month**	$ 350.00							
SDWAN-100M	All inclusive price to provide SDWAN service on managed router. Tier 1 up to 100M bandwidth	**Per Device / Per Month**	$ 80.00							
SDWAN-1G	All inclusive price to provide SDWAN service on managed router. Tier 2 100M to 1G bandwidth	**Per Device / Per Month**	$ 195.00							
SDWAN-10G	All inclusive price to provide SDWAN service on managed router. Tier 3 1G to 10G bandwidth	**Per Device / Per Month**	$ 585.00							
Optional Services – Wireless Access Point		**Per Device / Per Month**	$ 25.00							

Optional Services - Remote Client User VPN Services	All inclusive price to provide Remote Access Client VPN Services as described in the SOW (Network) section 3.18.3	**Per Service / Per Month**	$ 3.00							
Optional Services – Firewall Management (Virtual Small Included with Network Services Seat no monthly fee	All inclusive price to provide Firewall Management Services as described in the SOW (Network) section 2.7.1	**Per Service / Per Month**	**Included**							
Optional Services – Firewall Management (Virtual Medium) Included with Network Services Seat no monthly fee, but $1500.00 setup fee.	All inclusive price to provide Firewall Management Services as described in the SOW (Network) section 2.7.1	**Per Service / Per Month**	**Included**							
Optional Services – Firewall Management (Virtual Large)	All inclusive price to provide Firewall Management Services as described in the SOW (Network) section 2.7.1	**Per Service / Per Month**	$ 500.00							
Optional Switch Port Security NAC option will be Agency policy driven via SOW as defined in Section 3.14. Standard Port Security is included at no cost.	Network SOW Section 3.14.4 Security - Port Security	**One Time**	**Included NAC in SOW**							
Encryption Software License for router Not to exceed $3500; dependent on router	Software license that allows for maximum encryption bandwidth capability per device	**Per License / Per Month**	$ 3,500.00							
Optional Services – Unified Messaging	Sections 4.1, 4.8	**Per Service / Per Month**	Included							
Add On Video Phone - Must purchase Video Phone 8845 or 8865	All inclusive for the Voice Communication Services for a Video Phone as described in SOW (Voice) Section 3.7 Seat Types	**Per Seat / Per Month**	See Service Offering							
Optional Auto Attendant Only Included ($0.00) </= 4; =/> 5 seat cost per tree. See assumptions below	All inclusive for the Voice Communications Services for an Auto Attendant Only seat as described in the SOW (Voice) section 3.7 Seat Types	**Per Seat / Per Month**	$ 4.00							
Optional Voice Mail Only	All inclusive for the Voice Communications Services for a Voicemail only seat as described in the SOW (Voice) section 3.7 Seat Types	**Per Seat / Per Month**	Included							
Optional Paging Seat	section 4.17	**Per Seat / Per Month**	$ 2.00							
IVR Only		**Per Month**	$ 400.00							
Reporting Add-on		**Per Month**	$ 23.75							
CRM Connector Add-on		**Per Month**	$ 15.00							
Speech recognition Add-on		**Per Month**	$ 25.00							
CCAI	A.I. for Call Center, priced per application uniqueness	**Per Seat / Per Month**	ICB							
WebEx Seat	All Inclusive WebEx Single User License	**Per Seat / Per Month**	$ 48.00							
Add On Mobile Seat	All inclusive for the Voice Communications Services for Mobility / Jabber Add On when accompanied with a IP or Digital Voice Seat	**Per Month**	Included							
Labor Rates										

Labor rates will be charged in 15 minute increments. For instance, at a rate of $100 an hour, if a job duration lasts 1 hour and 14 minutes, the final bill will be $125. If the job duration is 1 hour and 15 minutes the final bill will be $150. Additionally, there will be no time billed for travel.

Labor True Up		Per Hour	$ 1.00
Applications Programmer, Entry		Per Hour	$ 130.00
Applications Programmer, Junior		Per Hour	$ 150.00
Applications Programmer, Senior		Per Hour	$ 180.00
Business Analyst, Entry		Per Hour	$ 100.00
Business Analyst, Junior		Per Hour	$ 115.00
Business Analyst, Senior		Per Hour	$ 130.00
Call Center IVR, Entry		Per Hour	$ 130.00
Call Center IVR, Junior		Per Hour	$ 150.00
Call Center IVR, Senior		Per Hour	$ 180.00
Communications Network Specialist, Entry		Per Hour	$ 100.00
Communications Network Specialist, Junior		Per Hour	$ 115.00
Communications Network Specialist, Senior		Per Hour	$ 130.00
Network Design Engineer, Entry		Per Hour	$ 120.00
Network Design Engineer, Junior		Per Hour	$ 140.00
Network Design Engineer, Senior		Per Hour	$ 170.00
OTHER POSITION, Analog Technician		Per Hour	$ 100.00
OTHER POSITION, Entry		Per Hour	$ 120.00
OTHER POSITION, Junior		Per Hour	$ 140.00
OTHER POSITION, Senior		Per Hour	$ 170.00
Project Manager, Entry		Per Hour	$ 120.00
Project Manager, Junior		Per Hour	$ 140.00
Project Manager, Senior		Per Hour	$ 170.00
Security Systems Engineer, Entry		Per Hour	$ 120.00
Security Systems Engineer, Junior		Per Hour	$ 140.00
Security Systems Engineer, Senior		Per Hour	$ 170.00
Systems Engineer, Entry		Per Hour	$ 120.00
Systems Engineer, Junior		Per Hour	$ 140.00
Systems Engineer, Senior		Per Hour	$ 170.00
Technical Architect, Entry		Per Hour	$ 120.00
Technical Architect, Junior		Per Hour	$ 140.00
Technical Architect, Senior		Per Hour	$ 170.00
Training Specialist, Entry		Per Hour	$ 100.00
Training Specialist, Junior		Per Hour	$ 115.00
Training Specialist, Senior		Per Hour	$ 130.00
Field Technician, Entry		Per Hour	$ 100.00
Field Technician, Junior		Per Hour	$ 115.00
Field Technician, Senior		Per Hour	$ 130.00

Co-Op / Secondary Customer Tiered Pricing

Co-Op / Secondary Customer pricing shall be offered in Tier based seat pricing to accommodate Co-Op / Secondary Customer potential volumes as detailed below. All other line items shall be the same price for the State of

		Unit and Tier	Price	Unit and Tier	Price	Unit and Tier	Price	Unit and Tier	Price
Network Services Seat – High Availability		Per Seat / Per Month 1 - 250 Seats	$ 114.90	Per Seat / Per Month 251 - 500 Seats	$ 114.90	Per Seat / Per Month 501 - 1000 Seats	$ 105.71	Per Seat / Per Month 1001+ Seats	$ 105.71
Network Services Seat – Medium Availability	Option 1: Active Ports pricing model. All inclusive price to provide Network Services as described in the SOW (Network) section 3.4.6	Per Seat / Per Month 1 - 250 Seats	$ 77.94	Per Seat / Per Month 251 - 500 Seats	$ 77.94	Per Seat / Per Month 501 - 1000 Seats	$ 74.04	Per Seat / Per Month 1001+ Seats	$ 74.04

Service	Description	Tier 1		Tier 2		Tier 3		Tier 4	
Network Services Seat – Standard Availability		Per Seat / Per Month 1 - 250 Seats	$ 44.48	Per Seat / Per Month 251 - 500 Seats	$ 44.48	Per Seat / Per Month 501 - 1000 Seats	$ 41.51	Per Seat / Per Month 1001+ Seats	$ 41.51
Network Services Seat – High Availability	Option 2: Site Deployed Switches pricing model. All inclusive price to provide Network Services as described in the SOW (Network) section 3.4.6	Per Seat / Per Month 1 - 250 Seats	$ 264.32	Per Seat / Per Month 251 - 500 Seats	$ 189.15	Per Seat / Per Month 501 - 1000 Seats	$ 152.92	Per Seat / Per Month 1001+ Seats	$ 148.78
Network Services Seat – Medium Availability		Per Seat / Per Month 1 - 250 Seats	$ 156.95	Per Seat / Per Month 251 - 500 Seats	$ 119.37	Per Seat / Per Month 501 - 1000 Seats	$ 102.10	Per Seat / Per Month 1001+ Seats	$ 100.03
Network Services Seat – Standard Availability		Per Seat / Per Month 1 - 250 Seats	$ 116.46	Per Seat / Per Month 251 - 500 Seats	$ 78.87	Per Seat / Per Month 501 - 1000 Seats	$ 62.73	Per Seat / Per Month 1001+ Seats	$ 60.66
Crisis Seat	All inclusive for the Voice Communications Services for a Crisis Seat as described in the SOW (Voice) section 3.7 Seat Types	Per Seat / Per Month 1 - 250 Seats	$ 43.55	Per Seat / Per Month 251 - 500 Seats	$ 41.00	Per Seat / Per Month 501 - 1000 Seats	$ 40.65	Per Seat / Per Month 1001+ Seats	$ 40.42
IP or Digital Phone Desk Seat:	All inclusive for the Voice Communications Services for an IP or Digital desk phone as described in the SOW (Voice) section 3.7 Seat Types	Per Seat / Per Month 1 - 250 Seats	$ 43.55	Per Seat / Per Month 251 - 500 Seats	$ 41.00	Per Seat / Per Month 501 - 1000 Seats	$ 40.65	Per Seat / Per Month 1001+ Seats	$ 40.42
Analog Desk Seat	All inclusive for the Voice Communications Services for an analog desk phone, fax, modem or other analog device as described in the SOW (Voice) section 3.7 Seat Types	Per Seat / Per Month 1 - 250 Seats	$ 28.45	Per Seat / Per Month 251 - 500 Seats	$ 25.40	Per Seat / Per Month 501 - 1000 Seats	$ 24.95	Per Seat / Per Month 1001+ Seats	$ 24.72
Virtual / Mobile Seat	All inclusive for the Voice Communications Services for a Mobile Seat as described in the SOW (Voice) section 3.7 Seat Types	Per Seat / Per Month 1 - 250 Seats	$ 43.55	Per Seat / Per Month 251 - 500 Seats	$ 41.00	Per Seat / Per Month 501 - 1000 Seats	$ 40.65	Per Seat / Per Month 1001+ Seats	$ 40.42
Security Service Small	See Pricing Assumption for additional detail	Per Device - Per Month	$ 113.61						
Security Service Medium	See Pricing Assumption for additional detail	Per Device - Per Month	$ 2,829.11						
Security Service Large	See Pricing Assumption for additional detail	Per Device - Per Month	$ 7,752.73						

Pricing Assumptions			
Contractor shall state all assumptions upon which its pricing is being determined.			
Service Offering	Assumptions	#	

Network, Voice & Contact Center	CenturyLink is offering a Tower 4 that combines Network, Security, WiFi, Voice & Unified Communications and Contact Center into one offering. This offering supplies the State a cost reduction on the core seat types which will provide savings to the State. This offering gains operational efficiencies by consolidating the operations model and utilizing recourses in multi roles.	1	
One Time Cost For Equipment	In Table 'One Time Cost For Equipment' base tax rate of 8.5% added, this could adjust as tax rate derived from shipping destination. Corrected tax rate will be on final invoice Also please refer to #2 below	2	
Taxes	The State of Arizona is exempt from Federal Excise Tax. The State of Arizona is subject to all applicable state and local transaction privilege taxes. The seat pricing above does not reflect Transaction privilege taxes and any applicable State use taxes, which will be calculated and invoiced at the time of purchase based on the rates shown below. The Transaction privilege tax shall be applied only to the portion of any seat pricing which constitutes the sale or leasing of equipment. CenturyLink will be responsible for remitting the appropriate Transaction privilege taxes or use taxes to Arizona tax agencies. Items may be subject to differing tax rates.

Transaction privilege tax depends on location and can be found at the Arizona Department of Revenue website as follows:

https://azdor.gov/transaction-privilege-tax/tax-rate-table

The transaction privilege tax applies only to equipment portion of seat pricing, as specified above. As of February 2020, the tax rates currently range from 6.3% – 7.6%, but the rates may be subject change from time to time by legislative action. | 3 | |

Technology Refresh and Replenishment	If a State of Arizona Agency, Board or Commission that is currently out-of-scope wants to participate in this contract, they may do so at any time without limits to the quantity of seats. Any new Agencies that are added to the scope of the contract during month 25 through month 60 will be quoted a one-time charge, at the time of requesting to opt in, for the buyout of the equipment that will be refreshed during those months. Equipment that could not be amortized within the remaining months of the contract will be assessed a one-time charge. The State of Arizona Agency, Board, or Commission will be invoiced for the one-time cost as soon as the refresh of equipment is completed or at the time the Agency chooses to opt in, based on the fiscal needs of the Agency. The one-time cost will not be the full cost of the equipment but will be an amortized buyout schedule; this schedule will be quoted to the Agency or group before any services are started	4
Optional Services – Firewall Management (Virtual Medium)	Virtual Medium Firewall will not have a monthly fee when network the threshold of network seats are met for the agency. There will be a setup fee of $1500.00 for this.	5
3.14 Optional Switch Port Security	Standard Port Security will be included in the network seat price as defined in our response section 3.14 Network. CenturyLink will invoke NAC at no cost to the State, this will be included in the network seat price as defined in section 3.14	6
3.6 Wireless Mesh Pricing	Upon completion of the detailed site survey, CenturyLink will design and implement a wireless mesh network for the Capitol Mall that will provide wireless coverage for all buildings and open spaces on the Capitol Mall to allow for roaming from building to building as well as working outside in open areas adjacent to the Capitol Mall. This will adjust the wireless seat price as Mesh is not included in the pricing on this sheet. The State may choose to included the Mesh into the base wireless pricing which will change the above pricing or add an additional line item for Mesh pricing.	7
3.4 Network Seats	The Network Seat will have its own independent count and inventory for billing. This seat type will not be dependent or connect to other seat types,	8

Co-Op / Secondary Customer Tiered Pricing - Network	Pricing for Network seats were modeled with defined seat counts of 100, 251, 501 and 1001. Pricing outside of these defined counts will require additional discovery of environment and pricing will change per variation. Option 2 includes WAN and LAN per section 3.4.6 for the defined seats counts only multiple devices needed to achieve defined seat counts, which is monthly price per device.. Variables not evident or defined could be; number of MDF/IDF, multiple building, cabiling, business rules; these are just some design requirements needed. The delivery is only the network portion, If going outside defined counts in price table, we would welcome the opportunity to design a streamlined network offering.	9									
One Time Cost For Equipment	One Time Equipment is configured to be compatible with AZNET III environment Configuration can be adjust but this could impact cost and change final price.	10									
Co-Op / Secondary Customer Tiered Pricing - Voice	Pricing for voice seats were modeled with defined seat counts of 100, 251, 501 and 1001. Pricing outside of these defined counts will require additional discovery of environment and pricing will change per variation. Variables not evident or defined could be; number of gateways needed, phone types, dial plan, trunking and LAN; these are just some design requirements needed. The delivery is only the voice portion, network i.e. LAN/WAN not included. If going outside defined counts in price table, we would welcome the opportunity to design a streamlined voice offering.	11									
Optional Auto Attendant Only	As part of the base offering CenturyLink has included at no cost the first 4 call handlers/routing trees, 5 call handlers/routing trees and above will be charged the Auto Attendant seat price per call handler/routing tree.	12									
Optional Voice Mail Only	Voice mail only will be included in the voice seat price	13									
Add On Video Phone	For Video Phone option you must purchase a video phone (8845 or 8865), defined in One Time Cost list. The monthly seat cost will be the same as IP or Digital Phone Desk Seat price	14									
Optional Services – Unified Messaging	Unified Messaging will be included in the voice seat price	15									

100 User - Basic	Includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, voice callbacks, recording, and one (1) digital channel deployment. Provisioning of one (1) site, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to two (2) call flows, two (2) IVR Schedules, up to two (2) queues (up to ten [10] skills an wrap up codes), configure callback, either email or chat routing, and voice recording.	16
400 User - Medium	Includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, customer identification with CRM integration, voice callbacks and recording, digital channel deployment, and quality evaluation. Provisioning of up to two (2) Sites, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to five (5) call flows, two (2) IVR Schedules, up to two (2) queues (up to ten [10] skills an wrap up codes), configure callback, email routing, chat routing, voice recording, quality management, CRM collaboration, up to three (3) web services data actions, up to three (3) scripts.	17
400 User - Enhanced	Includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, customer identification with CRM integration, voice callbacks and recording, digital channel deployment, and quality evaluation. Provisioning of up to two (2) Sites, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to ten (10) call flows, two (2) IVR Schedules, up to two (2) queues (up to ten [10] skills an wrap up codes), configure callback, email routing, chat routing, voice recording, screen recording, quality management, CRM collaboration, up to six (6) web services data actions, up to six (6) scripts, outbound dialer (1 dialer campaign, 2 outbound call flows, 1 script), speech analytics integration, WFM, Omnichannel WFM.	18

Basic User	1 User Features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs and customer journey. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics. etc.	19						
Medium User	1 User Features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs and customer journey. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics. etc.	20						
Enhanced User/Contact Center Seat	This is the main offering above listed as Contact Center Seat. All features in Basic and Medium are included along with; additional ACD queuing and routing options. SMS/Messaging Services, Screenshare, Cobrowse, Screen Recording, and advanced Workforce Management.	21						
FedRAMP Gov Cloud Implementation - 500 User	Implementation includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, customer identification with CRM integration, voice callbacks and recording, digital channel deployment, and quality evaluation. Provisioning of up to ten (10) dialog states (two [2] web service calls), two (2) service lines, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to four (4) languages, IVR, queues, skills, wrap up codes, callback, call routing, email routing, chat routing, voice recording, screen recording, quality management, CRM collaboration, outbound dialer (up to 5 campaigns, 8 user defined fields, 5 calling lists), speech analytics integration, WFM, Omnichannel WFM.	22						

FedRamp Seat	Voice Routing, Email Routing, Chat Routing, Callback, Speech Analytics, Outbound, ASR, TTS, WFM, CRM Collaboration, Voice Recording, Screen Recording, QM, Enhanced Reporting & Dashboards	23								
FedRamp Seat Add On	Cloud Contact Center Statistics API, Info Mart Data Export, Intelligent Workload Distribution, Cloud Speech Analytics (add-on) - (Next Day Turnaround), Cloud Contact Center Recording Storage, Outbound Calling (Predictive, Progressive, Preview and Outbound IVR), Cloud Contact Center ASR (Tier III) and Basic Dialog Module (bundled), Cloud Contact Center ASR Tier III Additional Language, Cloud Contact Center TTS, Cloud Contact Center TTS Additional Language, Softphone	24								
OTC for Phones	When a phone is purchased from OTC list the monthly seat cost will be the same as IP or Digital Phone Desk Seat price	25								
Co-Op - Security Service(Small Med Lrg)	Security Device has all enhanced feature sets of Global Protect, DNS, Threat Protection, URL Filter, Fire subscription and enhanced support. Pricing outside of these defined counts will require additional discovery of environment and pricing will change per variation	26								

Alternate Prices. Although the evaluation of all Proposals will be based on the Prices submitted to the line items described herein, the State may consider any additional submission of pricing units and pricing that the Offeror proposes are more

Price Increases. Through the establishment of a Fixed Price Contract, the State seeks stable pricing over the possible Term of the Contract, in order to appropriately plan and budget for the ongoing acquisition of Services under the resulting
a. Reasonable bases that the circumstances underlying the need for increase were not anticipated
b. Any specific benchmarks, standards or economic indices that any increases could be measured against to determine whether they were fair and reasonable
c. Not to exceed percentage increases per line item unit, per year, such that any increases, however necessary and reasonable, shall not exceed a predetermined price ceiling. Any proposed increase percentages shall be based on a

Pricing Terms. Provide any terms or other conditions associated with the proposed Prices, including any discounts, incentives or other requirements that may effect or change the State's cost in the use of any resulting Contract. Provide,
OMR305617