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.

Services Charges – Multiple. 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

					1	
Line Item	Description	Unit	Price Per Unit		 	
Seat Requirements						
Network Seats						
Active Ports Pricing			-			
Network Services Seats – High Availability		Per Seat / Per Month	\$ 31.50			
Network Services Seats – Medium Availability	All inclusive price to provide Network Services as described in	Per Seat / Per Month	\$ 27.00			
Network Services Seats – Standard Availability	the SOW (Network) section 3 Future State	Per Seat / Per Month				
Remote Worker Network Seat – Standard Availability		Per Seat / Per Month	\$ 15.50			
Voice Seats		Fermonun	φ 15.50	 	 	
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.		\$ 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 a	cauisitions. The pricing should incl	ude CPE, Lice	ense, installation			
GLC-SX-MMD=	squerentines the pricing should incl	Per Device		2		
	Optics for Switch	отс	\$ 226.72			
GLC-LH-SMD=		Per Device				
	Optics for Switch	отс	\$ 449.08			
SFP-10G-SR=		Per Device				
	Optics for Switch	OTC	\$ 449.08			
SFP-10G-LR=		Per Device				
	Optics for Switch	отс	\$ 1,805.04			
QSFP-40G-CSR4=		Per Device	A A A A A A A A A A			
	Optics for Switch	OTC	\$ 1,362.50			
NIM-1MFT-T1/E1=	T1 Card for Router	Per Device OTC	\$ 656.18			
		Per Device	\$ 656.18			
NIM-2MFT-T1/E1=	T1 Card for Router	OTC	\$ 1,004.98			
		Per Device	φ 1,004.30			
NIM-2FXO=	Analog card for Router	OTC	\$ 270.32			
		Per Device	φ 270.32			
NIM-2FXSP=	Analog card for Router	OTC	\$ 270.32			
FL-4320-PERF-K9=		Per Device	φ 210.02			
FL-4320-PERF-R9=	ISR Performance Licenses	OTC	\$ 436.00			
FL-4350-PERF-K9=		Per Device	φ 100.00			
FC-4550-FERF-R5-	ISR Performance Licenses	OTC	\$ 654.00			
FL-44-PERF-K9=		Per Device	• •••••			
	ISR Performance Licenses	OTC	\$ 1,569.60			
C9300-NM-4G=		Per Device	• ,			
	Optics for Switch	отс	\$ 231.08			
ISR4321-V/K9		Per Device				
	Router	отс	\$ 3,716.00			
ISR4331-V/K9		Per Device				
	Router	отс	\$ 5,544.00			
ISR4351-V/K9		Per Device				
	Router	отс	\$ 11,528.00			
ISR4431-V/K9		Per Device				
	Router	OTC	\$ 14,070.00			
ISR4451-X-V/K9		Per Device	A 00 740 00			
	Router	OTC	\$ 20,712.00			
C9500-16X-E	Switch	Per Device OTC	\$ 7,010.00			
	Switch	Per Device	\$ 7,010.00			
C9200-48P-E	Switch	OTC	\$ 6,912.00			
С9200-24Р-Е	owich	Per Device	φ 0,512.00			
C9200-24P-E	Router	OTC	\$ 4,068.00			
ASR-9001	(outor	Per Device	φ 1,000.00			
A3K-3001	Router	OTC	\$ 82,700.00			
ASR-1002X		Per Device	+,			
	Router	OTC	\$ 26,700.00			
ASR-1006X		Per Device				
	Router	отс	\$ 93,520.00			
WS-C3650-48PS-S		Per Device				1
	DC Switch	отс	\$ 7,962.63			
N2K-C2348UPQ		Per Device				
	DC Switch	отс	\$ 10,313.08			
N9K-C9336C-FX2		Per Device				
	DC Switch	ОТС	\$ 22,108.19			

	Per Device		i					
DC Switch	OTC	\$ 275,257.33						
Cloud Services	Per Device OTC	ICB						
Dilas Camina								
Daos Service	010	ICB						
DR Service	Per Device OTC	ICB						
Faxing Service	Per Device OTC	ICB						
Hosting Service		ICB						
······································	0.0							
Data Backup Service	Per Device OTC	ICB						
DCI Service	Per Device							
PCI Service	010	ICB						
	Per Device							
Recovery Service	OTC	ICB						
Security Service	OTC	ICB						
	Por Device							
Storage Service		ICB						
5	-	-						
	Per Device							
Collaboration Service	OTC	ICB						
	Bor Dovice							
Mobile Device Management		ICB						
5	Per Device	-						
Conference Phone	OTC	\$ 937.40						
Phone		\$ 280.68						
	Per Device	¢ 200.00						
Video Phone	отс	\$ 313.38						
Phone	Per Device	¢ 005.40						
Phone		\$ 335.18						
Phone	OTC	\$ 389.68						
Video Phone	Per Device OTC	\$ 433.28						
Headset	Per Device OTC	\$ 318.83						
Headset	Per Device OTC	\$ 346.08						
Analog Gateway	Per Device OTC	\$ 5,734.00						
	Cloud Services Ddos Service DR Service Faxing Service Hosting Service Data Backup Service Data Backup Service PCI Service Recovery Service Security Service Storage Service Collaboration Service Nobile Device Management Conference Phone Phone Video Phone Phone Video Phone Headset Headset	Cloud Services Per Device OTC Ddos Service Per Device OTC Dds Service Per Device OTC DR Service Per Device OTC Faxing Service Per Device OTC Hosting Service Per Device OTC Data Backup Service Per Device OTC Data Backup Service Per Device OTC PCI Service Per Device OTC Recovery Service Per Device OTC Storage Service Per Device OTC Kobile Device Management Per Device OTC Mobile Device Management Per Device OTC Phone OTC Phone Per Device OTC Phone OTC Phone Per Device OTC Per Device OTC Per Device OTC Per Device OTC Per Device OTC Per Device OTC <td>DC SwitchOTC\$275,257.33Cloud ServicesPer Device OTCICBDdos ServicePer Device OTCICBDR ServicePer Device OTCICBFaxing ServicePer Device OTCICBHosting 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Device OTC ICB Mobile Device Management Per Device OTC ICB Mobile Device Management Per Device OTC ICB Phone PT Device OTC ICB Video Phone Per Device OTC ICB Phone ProDevice OTC ICB Phone Per Device OTC ICB Phone Per Device OTC ICB</td> <td>DC SwitchOTC\$ 275,257.33Image: Section of the section</td> <td>DC Switch OTC \$ 275,257.33 Image: Construct of the second second</td> <td>DC Switch OTC \$ 275,257.33 Image: Comparison of the comparison</td>	DC SwitchOTC\$275,257.33Cloud ServicesPer Device OTCICBDdos ServicePer Device OTCICBDR ServicePer Device OTCICBFaxing ServicePer Device OTCICBHosting ServicePer Device OTCICBData Backup ServicePer Device OTCICBPCI ServicePer Device OTCICBPCI ServicePer Device OTCICBRecovery ServicePer Device OTCICBSecurity ServicePer Device OTCICBStorage ServicePer Device OTCICBCollaboration ServicePer Device OTCICBMobile Device ManagementPer Device OTCICBPhonePer Device OTCSVideo PhonePer Device OTCSPhonePer Device OTCSPhonePer Device OTCSPhonePer Device 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VG320		Per Device		 		
VG320	Analog Gateway	ОТС	\$ 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					
		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						

					1					
Labor rates will be charged in 15 minute increments. For instance, at a rate of	· •									
final bill will be \$125. If the job duration is 1 hour and 15 minutes the final bil	II will be \$150. Additionally, there will	be no time bi	led for trav	/el.						
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	1					
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			_			
		Per Hour		140.00						
Network Design Engineer, Junior		Per Hour		170.00	4		_			
Network Design Engineer, Senior		Per Hour		100.00						
OTHER POSITION, Analog Technician				120.00						
OTHER POSITION, Entry		Per Hour								
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	1					
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			_			
		Per Hour		130.00						
Training Specialist, Senior		Per Hour		100.00			_			
Field Technician, Entry										
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 pric	ing to accommodate Co-Op / Seconda		potential v	olumes		elow. All oth		hall be the sam		State of
		Unit and			Unit and		Unit and		Unit and	
		Tier	Price		Tier	Price	Tier	Price	Tier	Price
Network Services Seat – High Availability		Per Seat /			Per Seat /		Per Seat /			
		Per Month			Per Month		Per Month		Per Seat /	
		1 - 250			251 - 500		501 - 1000		Per Month	
		Seats	\$	114.90	Seats	\$ 114.9	0 Seats	\$ 105.71	1001+ Seats	\$ 105.71
Network Services Seat – Medium Availability	Option 1: Active Ports pricing	Per Seat /			Per Seat /		Per Seat /			
•	model. All inclusive price to provide	Per Month			Per Month		Per Month		Per Seat /	
	Network Services as described in	1 - 250	1		251 - 500	1	501 - 1000		Per Month	
	Network bervices as described in						4 Seats		1001+ Seats	

Network Services Seat – Standard Availability		Per Seat / Per Month			Per Seat / Per Month			Per Seat / Per Month			Per Seat /	ĺ	
		1 - 250			251 - 500			501 - 1000			Per Month		
		Seats Per Seat /	\$	44.48	Seats Per Seat /	\$	44.48	Seats Per Seat /	\$	41.51	1001+ Seats	\$	41.51
Network Services Seat – High Availability		Per Month 1 - 250			Per Month 251 - 500			Per Month 501 - 1000			Per Seat / Per Month		
	Option 2: Site Deployed Switches	Seats	\$	264.32		\$	189.15		\$	152.92	1001+ Seats	\$	148.78
Network Services Seat – Medium Availability	pricing model. All inclusive price to provide Network Services as	Per Seat / Per Month 1 - 250			Per Seat / Per Month 251 - 500			Per Seat / Per Month 501 - 1000			Per Seat / Per Month		
	described in the SOW (Network) section 3.4.6	Seats	\$	156.95		\$	119.37		\$	102.10	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	\$		Per Seat / Per Month 251 - 500 Seats	ф \$	41.00	Per Seat / Per Month 501 - 1000	 \$		Per Seat / Per Month 1001+ Seats	Ť	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	Types		Ť			-			Ť			-	
	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 Ass	•												
Contractor shall state all assumptions up				ш									
Service Offering	Assumptions			#									

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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. 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	1				
		2		 	 	
	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.					
Taxes		3				

	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				
Technology Refresh and Replenishment	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.	4			
Optional Services – Firewall Management (Virtual Medium)	\$1000.00 for the.	5			
	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				
3.14 Optional Switch Port Security		6			
	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.				
3.6 Wireless Mesh Pricing	The Network Oceanity have its source in the state	7			
	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,	_			
3.4 Network Seats		8			

	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.				
Co-Op / Secondary Customer Tiered Pricing - Network		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			
	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.				
Co-Op / Secondary Customer Tiered Pricing - Voice		11			
	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.				
Optional Auto Attendant Only		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			
optional contract of model model aging		10			

	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			
	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.	10			
	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 dailer campaign, 2 outbound call flows, 1 script), speech analytics integration, WFM, Omnichannel WFM.	17			
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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			
	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	23			
FedRamp Seat Add On		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