



Contract Award Notification Update

Subject: Price List Update – Product Additions

DATE: August 22, 2025 **AWARD #:** [22802](#) **GROUP #:** 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2027

CONTACT: OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:

- The following products have been added to the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
Virtual Agent Self Service Usage * Agent Assist Hub * User (per Configured User)	1444-1880-000-XX	\$17.20	Per User
Virtual Agent Self Service Non-Recurring * Agent Assist Hub * Registration Implementation	610264-1883-000-XX	\$15,444.00	Per Implementation
Virtual Agent Self Service Usage * Agent Assist Hub * Real Time Transcription Export (per 10 min block(s))	1444-2918-XXX	\$0.49	Per 10 Minute Blocks
Virtual Agent Self Service Usage * Agent Assist Hub * Real Time Audio Export (per 10 min block(s))	1444-2919-XXX	\$0.44	Per 10 Minute Blocks
Virtual Agent Self Service Usage * Agent Assist Hub * Google CCAI Agent Assist Chat (per Session)	1444-1882-000-XX	\$0.06	Per Session
Virtual Agent Self Service Usage * Agent Assist Hub * Google CCAI Agent Assist Voice (per Minute)	1446-2468-000-XX	\$0.02	Per Minute
Virtual Agent Self Service Non-Recurring Cloud Continuous Transcription Implementation	610263-2467-000-XX	\$2,722.50	Per Implementation
Virtual Agent Self Service Usage * Transcription Hub * Real-Time Transcription (Per Hour)	4312-2496-000-XX	\$0.48	Per Hour

This information has been updated on the Price List document for this Agreement.

All information regarding this award, including instructions on “How to Use,” and contact information for the current awardee, may be found on the OGS website at the following link: <https://ogs.ny.gov/Award-22802-AggBuy-16-2>

Analytics Usage Multilingual	4108-1593-000-XX	\$5.31	Per Configured User
Analytics Usage Interaction Analytics Premium Level Up per Configured User	Analytics Usage Interaction Analytics Premium Level Up per Configured User	\$24.08	Per Configured User
Analytics Usage * Interaction Analytics * Premium (per Configured User)	Analytics Usage * Interaction Analytics * Premium (per Configured User)	\$48.16	Per Configured User
Analytics Usage * Insights * Self Service Analytics * Configured User (per Configured User)	Analytics Usage * Insights * Self Service Analytics * Configured User (per Configured User)	\$17.20	Per Configured User
Analytics Usage * Interaction Analytics * Additional Extended Analysis Records beyond 500K	Analytics Usage * Interaction Analytics * Additional Extended Analysis Records beyond 500K	\$0.007740	Per Record
Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	\$0.059340	Per Record
Analytics Usage * Interaction Analytics * Advanced (per Configured User)	Analytics Usage * Interaction Analytics * Advanced (per Configured User)	\$12.04	Per Configured User
iBenchmark	3864-408-209	\$12.04	Per Unit
Knowledge Projection Monthly Recurring Customer Experience (CX) Suite	2100-1854-000-XX	\$4,400.00	Per Instance
Knowledge Projection Non-Recurring Professional Services	610280-2158-000-XX	\$254.93	Per Hour
Knowledge Projection Non Recurring Expert Services Customer Experience CX Suite per Portal per instance	Knowledge Projection Non Recurring Expert Services Customer Experience CX Suite per Portal per instance	\$30,591.00	Per Instance
Knowledge Projection Usage * Expert Services * Advanced Employee Experience (EX) (per Configured User)	Knowledge Projection Usage * Expert Services * Advanced Employee Experience (EX) (per Configured User)	\$44.00	Per Configured User
Knowledge Projection Usage * Guide (per Offer)	Knowledge Projection Usage * Guide (per Offer)	\$0.12	Per Offer
Knowledge Projection Usage * Expert Services * Instant Translation Overage (per Page)	Knowledge Projection Usage * Expert Services * Instant Translation Overage (per Page)	\$0.28160	Per Page
Knowledge Projection Usage * Expert Services * Basic Employee Experience (EX) (per Configured User)	Knowledge Projection Usage * Expert Services * Basic Employee Experience (EX) (per Configured User)	\$22.00	Per Configured User
Analytics Non Recurring Interaction Analytics Omnichannel Interaction Analytics Pro Services Customer Success Program	Analytics Non Recurring Interaction Analytics Omnichannel Interaction Analytics Pro Services Customer Success Program	\$5,445.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 10K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 10K Messages Package (per BU)	\$484.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 25K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 25K Messages Package (per BU)	\$968.00	Per Instance

SMS Messaging Monthly Recurring * Textel * 50K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 50K Messages Package (per BU)	\$1,742.40	Per Instance
SMS Messaging Monthly Recurring * Textel * 100K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 100K Messages Package (per BU)	\$3,097.60	Per Instance
SMS Messaging Monthly Recurring * Textel * 250K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 250K Messages Package (per BU)	\$6,758.40	Per Instance
SMS Messaging Monthly Recurring * Textel * 500K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 500K Messages Package (per BU)	\$12,056.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 750K Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 750K Messages Package (per BU)	\$14,520.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 1M Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 1M Messages Package (per BU)	\$17,500.00	Per Instance
SMS Messaging Monthly Recurring * Textel * 2M Messages Package (per BU)	SMS Messaging Monthly Recurring * Textel * 2M Messages Package (per BU)	\$25,000.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Long Code MRC * United States (per code)	SMS Messaging Monthly Recurring * Textel * Long Code MRC * United States (per code)	\$9.68	Per Instance
SMS Messaging Monthly Recurring * Textel * Short Code Random MRC * United States (per month)	SMS Messaging Monthly Recurring * Textel * Short Code Random MRC * United States (per month)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC * United States (per code)	SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC * United States (per code)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC Surcharge * United States (per code)	SMS Messaging Monthly Recurring * Textel * Short Code Vanity MRC Surcharge * United States (per code)	\$968.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Blast (per BU)	SMS Messaging Monthly Recurring * Textel * Blast (per BU)	\$484.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Text Bots (per BU)	SMS Messaging Monthly Recurring * Textel * Text Bots (per BU)	\$1,936.00	Per Instance
SMS Messaging Monthly Recurring * Textel * SFDC Flow Builder Integration (per BU)	SMS Messaging Monthly Recurring * Textel * SFDC Flow Builder Integration (per BU)	\$1,936.00	Per Instance
SMS Messaging Monthly Recurring * Textel * Conversations (per BU)	SMS Messaging Monthly Recurring * Textel * Conversations (per BU)	\$484.00	Per Instance
SMS Messaging Non-Recurring * Textel * ITR Design (per Instance)	SMS Messaging Non-Recurring * Textel * ITR Design (per Instance)	\$2,524.50	Per Instance
SMS Messaging Non-Recurring API Consulting Package	610218-2492-000-XX	\$2,524.50	Per Instance
SMS Messaging Non-Recurring Professional Services Hours	610068-1300-000-XX	\$279.18	Per Hour
SMS Messaging Non-Recurring Migration from Legacy Chat	610218-2491-000-XX	\$5,049.00	Per Instance

SMS Messaging Non-Recurring * Textel * Implementation in PC Dialer (per Instance)	SMS Messaging Non-Recurring * Textel * Implementation in PC Dialer (per Instance)	\$1,009.80	Per Instance
SMS Messaging Non-Recurring * Textel * SFDC Flow Builder Integration (per Instance)	SMS Messaging Non-Recurring * Textel * SFDC Flow Builder Integration (per Instance)	\$2,524.50	Per Instance
SMS Messaging Non-Recurring * Textel * Text Bot Implementation (per Instance)	SMS Messaging Non-Recurring * Textel * Text Bot Implementation (per Instance)	\$5,049.00	Per Instance
SMS Messaging Non-Recurring * Textel * Blast Implementation (per Instance)	SMS Messaging Non-Recurring * Textel * Blast Implementation (per Instance)	\$1,009.80	Per Instance
SMS Messaging Non-Recurring * Textel * Short Code Implementation (per Instance)	SMS Messaging Non-Recurring * Textel * Short Code Implementation (per Instance)	\$2,970.00	Per Instance
SMS Messaging Non-Recurring * Textel * Base Implementation (per BU Instance)	SMS Messaging Non-Recurring * Textel * Base Implementation (per BU Instance)	\$2,524.50	Per Instance
SMS Messaging Usage * Textel * Short Code SMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Short Code SMS Surcharge * United States (per Message)	\$0.0133650	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 10K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 10K (per Message)	\$0.06	Per Message
SMS Messaging Usage Message Overage Beyond 25K	3875-2208-678-XX	\$0.06	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 50K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 50K (per Message)	\$0.05	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 100K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 100K (per Message)	\$0.05	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 250K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 250K (per Message)	\$0.04	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 500K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 500K (per Message)	\$0.03	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 750K (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 750K (per Message)	\$0.03	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 1M (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 1M (per Message)	\$0.02	Per Message
SMS Messaging Usage * Textel * Message Overage Beyond 2M (per Message)	SMS Messaging Usage * Textel * Message Overage Beyond 2M (per Message)	\$0.02	Per Message
SMS Messaging Usage * Textel * Long Code SMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Long Code SMS Surcharge * United States (per Message)	\$0.01	Per Message
SMS Messaging Usage * Textel * Long Code MMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Long Code MMS Surcharge * United States (per Message)	\$0.02	Per Message
SMS Messaging Usage * Textel * Short Code MMS Surcharge * United States (per Message)	SMS Messaging Usage * Textel * Short Code MMS Surcharge * United States (per Message)	\$0.04	Per Message

Retrieval Storage	Retrieval Storage	\$5.39	Per GB
Virtual Agent Self Service Usage * Virtual Agent Hub * Sessions (per 1K session block)	1442-1751-000-XX	\$1.12	Per Block
Textel Custom Message Count (per BU) ONE TEXT	3875-2207-000-XX	\$0.05	Per Text
Textel Overage Rate Custom (per Message)	3875-2208-686-XX	\$0.10	Per Message
Cxone Messaging Non-Recurring - Digital - Chat Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Chat Implementation - Instance(s)	\$1,386.00	Per Instance
Cxone Messaging Non-Recurring - Digital - Email Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Email Implementation - Instance(s)	\$1,386.00	Per Instance
Cxone Messaging Non-Recurring - Digital - Apple Apps Review Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Apple Apps Review Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Apple Business Chat Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Apple Business Chat Implementation - Instance(s)	\$940.50	Per Instance
Cxone Messaging Non-Recurring - Digital - Facebook Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Facebook Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Google Places Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Google Places Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Google Play Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Google Play Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Instagram Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Instagram Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Line Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Line Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - LinkedIn Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - LinkedIn Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Telegram Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Telegram Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - YouTube Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - YouTube Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - BYOC Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - BYOC Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - Twitter Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - Twitter Implementation - Instance(s)	\$618.75	Per Instance
Cxone Messaging Non-Recurring - Digital - WhatsApp Implementation - Instance(s)	Cxone Messaging Non-Recurring - Digital - WhatsApp Implementation - Instance(s)	\$940.50	Per Instance
Knowledge Projection Non Recurring Expert Services Advanced Employee Experience	Knowledge Projection Non Recurring Expert Services	\$15,295.50	Per Instance

EX Implementation per Instance	Advanced Employee Experience EX Implementation per Instance		
Knowledge Projection Monthly Recurring * Expert Services * Advanced Public FAQ Add-on (per BU Instance)	Knowledge Projection Monthly Recurring * Expert Services * Advanced Public FAQ Add-on (per BU Instance)	\$1,108.80	Per Instance
Knowledge Projection Monthly Recurring * Expert Services * Customer Experience (CX) Suite (per Portal)	Knowledge Projection Monthly Recurring * Expert Services * Customer Experience (CX) Suite (per Portal)	\$4,400.00	Per Instance
Knowledge Projection Monthly Recurring * Expert Services * Instant Translation (per 4,000 Page Block)	Knowledge Projection Monthly Recurring * Expert Services * Instant Translation (per 4,000 Page Block)	\$1,108.80	Per Block
Implementation Analytics Usage Interaction Analytics Premium Level Up per Configured User	Implementation Analytics Usage Interaction Analytics Premium Level Up per Configured User	\$2,039.40	Per Configured User
Analytics Non Recurring Interaction Analytics CXone IA QM Additional Language Enablement	Analytics Non Recurring Interaction Analytics CXone IA QM Additional Language Enablement	\$668.25	Per Language
Analytics Monthly Recurring * Interaction Analytics * Data Ingest API	Analytics Monthly Recurring * Interaction Analytics * Data Ingest API	\$1,720.00	Per Instance
Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K	\$0.059340	Per Consumption Usage
SMS Messaging Monthly Recurring * Textel * Long Code MRC Surcharge - Tier 1 * United States (per Code)	SMS Messaging Monthly Recurring * Textel * Long Code MRC Surcharge -Tier 1 * United States (per Code)	\$13.90	Per Code
SMS Messaging Monthly Recurring * Textel * Short Code Random MRC Surcharge * United States	SMS Messaging Monthly Recurring * Textel * Short Code Random MRC Surcharge * United States	\$484.00	Per Code
Virtual Agent Self Service Monthly Recurring Cloud Continuous Transcription Voice Enablement License	1442-2466-000-XX	\$963.20	Per License
Registration Implementation Virtual Agent Self Service Non-Recurring	610263-1879-000-XX	\$7,350.75	Per Implementation
Professional Services Hours Virtual Agent Self Service Non-Recurring	610068-1750-000-XX	\$245.025	Per Hour
Cxone Messaging Monthly Recurring - Digital - Per Add'l Twitter Account - Instance(s)	Cxone Messaging Monthly Recurring - Digital - Per Add'l Twitter Account - Instance(s)	\$35.26	Per Instance
Cxone Messaging Monthly Recurring - Digital - Per Add'l WhatsApp Number - Instance(s)	Cxone Messaging Monthly Recurring - Digital - Per Add'l WhatsApp Number - Instance(s)	\$270.04	Per Instance
Textel Short Code (per month)	3875-1298-000-XX	\$968.00	Per month
Analytics Usage * Insights * Self Service Analytics * Concurrent (per Concurrent User)	Analytics Usage * Insights * Self Service Analytics * Concurrent (per Concurrent User)	\$24.08	Per Configured User

This information has been updated on the Price List document for this Agreement.

All information regarding this award, including instructions on "How to Use," and contact information for the current awardee, may be found on the OGS website at the following link: <https://ogs.ny.gov/Award-22802-AggBuy-16-2>



Office of General Services Procurement Services

Coming Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification Update

Subject: State Finance Law and How To Use Updates

DATE: March 14, 2025 **AWARD #:** [22802](#) **GROUP #:** 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2027

CONTACT: OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

To All State Agencies and others authorized to use State Contracts:

Effective March 21, 2025, The following language is added to NYS Finance Law Section 165:

State Finance § 165

* 9. End point device security. (a) For the purposes of this subdivision "end point device" shall mean personal computing goods that include desktops, laptops, all-in-ones, tablets, mobile or cellular telephones, thin clients, and monitors of various sizes; printers; and multi-functional devices that include imaging devices that combine operations such as copying, printing, scanning and faxing into one machine.

(b) The commissioner and all state agencies, when procuring end point devices, shall be consistent with any relevant standards, guidelines, or guidance developed as part of the National Institute of Standards and Technology (NIST) Cybersecurity Framework.

* NB Effective March 21, 2025

OGS has also posted an updated Attachment 3 – How to Use the Contact Center as a Service RFQ 16-2

All information regarding this award, including instructions on "How to Use," and contact information for the current awardee, may be found on the OGS website at the following link:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy_RFQ16-2.pdf



Office of General Services
Procurement Services

Coming Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contract Award Notification Update

Subject: Price List Update – Product Additions and Removals

DATE: December 9, 2024 **AWARD #:** [22802](#) **GROUP #:** 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2027

CONTACT: OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:

- The following products have been added to the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
Required Usage-Add On-E911 Service-Call(s)	Required Usage-Add On-E911 Service-Call(s)	\$74.25	per call
CXone Pro WFO Non Recurring QM Pro Quality Management Implementation	CXone Pro WFO Non Recurring QM Pro Quality Management Implementation	\$7,830.90	per instance
CXone Pro Quality Management Pro Training	CXone Pro Quality Management Pro Training	\$7,271.55	per class
CXone Pro WFO Usage * QM Pro * Quality Management (per Configured User)	CXone Pro WFO Usage * QM Pro * Quality Management (per Configured User)	\$14.24	per configured user
CXone Pro WFO Non Recurring QM Pro Audio Recording Implementation	CXone Pro WFO Non Recurring QM Pro Audio Recording Implementation	\$3,059.10	per instance
CXone Pro WFO Usage * QM Pro * Audio Recording Advanced (per Configured User)	CXone Pro WFO Usage * QM Pro * Audio Recording Advanced (per Configured User)	\$14.24	per configured user
CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Implementation	\$8,669.92	per instance	CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Implementation
CXone Pro WFO Usage * QM Pro * Quality Management Advanced (per Configured User)	\$30.10	per configured user	CXone Pro WFO Usage * QM Pro * Quality Management Advanced (per Configured User)

CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Level Up Implementation	\$1,678.05	per instance	CXone Pro WFO Non Recurring QM Pro Quality Management Advanced Level Up Implementation
CXone Pro Quality Management Analytics Pro Add-on Training (per class)	\$1,398.37	per class	CXone Pro Quality Management Analytics Pro Add-on Training (per class)
CXone Pro WFO Usage - QM Pro - Analytics Add-on for Packages with QM - Configured Users	\$12.90	per add on	CXone Pro WFO Usage - QM Pro - Analytics Add-on for Packages with QM - Configured Users
CXone Pro WFO Non Recurring QM Pro Quality Management Premium Implementation	\$9,687.15	per instance	CXone Pro WFO Non Recurring QM Pro Quality Management Premium Implementation
CXone Pro WFO Usage * QM Pro * Quality Management Premium (per Configured User)	\$43.00	per configured user	CXone Pro WFO Usage * QM Pro * Quality Management Premium (per Configured User)
CXone Pro WFO Non Recurring QM Pro Quality Management Premium Level Up Implementation	\$2,039.40	per instance	CXone Pro WFO Non Recurring QM Pro Quality Management Premium Level Up Implementation
CXone Pro WFO Non Recurring QM Pro Screen Recording Implementation	\$4,478.80	per instance	CXone Pro WFO Non Recurring QM Pro Screen Recording Implementation
CXone Pro WFO Usage * QM Pro * Screen Recording (per Configured User)	\$10.96	per configured user	CXone Pro WFO Usage * QM Pro * Screen Recording (per Configured User)

CXone Pro WFO Non Recurring QM Pro Quality Management Additional Language Implementation	\$1,584.00	per language	CXone Pro WFO Non Recurring QM Pro Quality Management Additional Language Implementation
CXone Pro WFO Usage * QM Pro * Multilingual (per Configured User)	\$5.31	per configured user	CXone Pro WFO Usage * QM Pro * Multilingual (per Configured User)
CXone Pro WFO Non Recurring WFM Pro Workforce Management Implementation	\$8,391.24	per instance	CXone Pro WFO Non Recurring WFM Pro Workforce Management Implementation
CXone Pro WFO Usage * WFM Pro * Workforce Management (per Configured User)	\$17.20	per configured user	CXone Pro WFO Usage * WFM Pro * Workforce Management (per Configured User)
CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Implementation	\$10,345.50	per instance	CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Implementation
CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced (per Configured User)	\$30.10	per configured user	CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced (per Configured User)
CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Level Up Implementation	\$21.78	per instance	CXone Pro WFO Non Recurring WFM Pro Workforce Management Advanced Level Up Implementation

CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced Level Up (per Configured User)	\$12.04	per configured user	CXone Pro WFO Usage * WFM Pro * Workforce Management Advanced Level Up (per Configured User)
CXone Pro WFO Monthly Recurring * WFM Pro * Workforce Management SME Package	\$663.30	per package	CXone Pro WFO Monthly Recurring * WFM Pro * Workforce Management SME Package
Feedback Management VoC (Basic)	\$4,950.00	per business unit	Feedback Management VoC (Basic)
Feedback Management VoC (Basic) (Per Survey)	\$645.00	per survey	Feedback Management VoC (Basic) (Per Survey)
Feedback Mgt Add'l Survey Response	\$0.86	per response	Feedback Mgt Add'l Survey Response
Feedback Mgt Channel - IVR	\$0.00	per channel	Feedback Mgt Channel - IVR
Feedback Mgt Channel - Chat	\$0.00	per channel	Feedback Mgt Channel - Chat
Feedback Management VoC (per User)	\$9,900.00	implementation per business unit	Feedback Management VoC (per User)
Feedback Management VoC	\$25.80	per user	Feedback Management VoC
Feedback Mgt Addl Channel Build	\$3,960.00	NRC per channel	Feedback Mgt Addl Channel Build
Feedback Mgt Addl Survey Build	\$2,475.00	NRC per survey build	Feedback Mgt Addl Survey Build
Feedback Mgt Speech to Text (NRC per BU)	\$1,980.00	NRC per BU	Feedback Mgt Speech to Text (NRC per BU)
Feedback Mgt Text Analytics (NRC per BU)	\$7,078.50	NRC per BU	Feedback Mgt Text Analytics (NRC per BU)
Feedback Mgt API Connector (NRC per Instance)	\$2,722.50	NRC per instance	Feedback Mgt API Connector (NRC per Instance)
Feedback Mgt Speech to Text (MRC per BU)	\$1,075.00	MRC per BU	Feedback Mgt Speech to Text (MRC per BU)

Feedback Mgt Addl Speech To Text Comments	\$0.21	per consumption usage	Feedback Mgt Addl Speech To Text Comments
Feedback Mgt Text Analytics (MRC per BU)	\$731.00	MRC per BU	Feedback Mgt Text Analytics (MRC per BU)
Feedback Mgt - Add'l Text Analytics per (Email/pop up/Chat) Response text tagging comments	\$0.14	per consumption usage	Feedback Mgt - Add'l Text Analytics per (Email/pop up/Chat) Response text tagging comments
Feedback Mgt Auto Translate (per BU)	\$731.00	MRC per BU	Feedback Mgt Auto Translate (per BU)
Feedback Mgt - Add'l Auto Translate per (Email/pop up/Chat) Response text comment	\$0.14	per consumption usage	Feedback Mgt - Add'l Auto Translate per (Email/pop up/Chat) Response text comment
Feedback Mgt Addl Power User	\$430.00	per user	Feedback Mgt Addl Power User
Feedback Mgt Add'l Application Language * English	\$430.00	MRC per language	Feedback Mgt Add'l Application Language * English
Feedback Mgt Add'l Application Language * Spanish	\$430.00	MRC per language	Feedback Mgt Add'l Application Language * Spanish
Feedback Mgt Add'l Application Language * French	\$430.00	MRC per language	Feedback Mgt Add'l Application Language * French
Feedback Mgt Add'l Application Language * German	\$430.00	MRC per language	Feedback Mgt Add'l Application Language * German
Feedback Mgt Add'l Application Language * Japanese	\$430.00	MRC per language	Feedback Mgt Add'l Application Language * Japanese
Feedback Mgt Academy and Research Access	\$387.00	MRC	Feedback Mgt Academy and Research Access

VCC Self Onboarding Package	\$1,980.00	per new Business Unit	VCC Self Onboarding Package
Cxone Messaging Usage Digital Add on User per Configured User	\$0.00	per configured user	Cxone Messaging Usage Digital Add on User per Configured User
Integration Monthly Recurring * CXone Agent * CXone Agent Configuration Platform	\$0.00	NRC per instance	Integration Monthly Recurring * CXone Agent * CXone Agent Configuration Platform
Integration Usage * CXone Agent * CRM Integration	\$12.75	per configured user	Integration Usage * CXone Agent * CRM Integration
Virtual Agent Self Service Monthly Recurring * Virtual Agent Hub * Cloud TTS Enablement License	\$675.10	MRC per business unit	Virtual Agent Self Service Monthly Recurring * Virtual Agent Hub * Cloud TTS Enablement License
Virtual Agent Self Service Non-Recurring * Virtual Agent Hub * Cloud TTS Registration	\$2,475.00	NRC per business unit	Virtual Agent Self Service Non-Recurring * Virtual Agent Hub * Cloud TTS Registration
Virtual Agent Self Service Usage * CXone Bot Builder * Session(s)	\$0.0688	consumption usage per session	Virtual Agent Self Service Usage * CXone Bot Builder * Session(s)
Virtual Agent Self Service Non-Recurring * CXone Bot Builder * Impl - General	\$12,177.00	NRC per business unit	Virtual Agent Self Service Non-Recurring * CXone Bot Builder * Impl - General
DEVone SIP Trunk	\$8.60	Per trunk	DEVone SIP Trunk
DEVone SIP Trunk Set Up	\$9.90	Per trunk	DEVone SIP Trunk Set Up
SIP Connectivity Internet Set Up	\$9.90	Per trunk	SIP Connectivity Internet Set Up

SIP Connectivity over Internet	\$8.60	Per trunk	SIP Connectivity over Internet
Sip Trunk Cloud Connect	\$8.60	Per trunk	Sip Trunk Cloud Connect
Sip Trunk Cloud Connect Set Up	\$9.90	Per trunk	Sip Trunk Cloud Connect Set Up
SmartAssist SIP Trunk	\$8.60	Per trunk	SmartAssist SIP Trunk
SmartAssist SIP Trunk Set Up	\$9.90	Per trunk	SmartAssist SIP Trunk Set Up
TLS SIP Security	\$13.50	Per trunk	TLS SIP Security
TLS SIP Security Set Up	\$14.06	Per trunk	TLS SIP Security Set Up

- The following products have been removed from the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
CXone Pro Audio Recording	CXone Pro Audio Recording	\$17.29	per unique configured user
CXone Pro Quality Management with Voice Recording	CXone Pro Quality Management with Voice Recording	\$28.49	per unique configured user
Add on Screen Recording	Add on Screen Recording	\$17.09	per unique configured user
Quality Management 2.0	Quality Management 2.0	\$28.49	per user

This information has been updated on the Price List document for this Agreement.

All information regarding this award, including instructions on “How to Use,” and contact information for the current awardee, may be found on the OGS website at the following link:
https://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy_RFQ16-2.pdf



Contract Award Notification Update

Subject: Price List Update – Storage Price Reduction

DATE: August 22, 2023 **AWARD #:** [22802](#) **GROUP #:** 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2027

CONTACT: Nancy Dougherty | 518-408-3265 | OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:

- There is a price update for two SKUs on the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Prior Aggregate Buy Price	Current Aggregate Buy Price	Unit of Measure
Extra Storage	Extra Storage	\$1.00	\$0.20	per GB
Long Term Storage-unique users	Long Term Storage-unique users	\$0.35	\$0.10	Per GB

This information has been updated on the Price List document for this Agreement.

All information regarding this award, including instructions on “How to Use,” and contact information for the current awardee, may be found on the OGS website at the following link:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy_RFQ16-2.pdf



Contract Award Notification Update

Subject: Price List Update – Additional Products and Product Price Update

DATE: June 9, 2023 **AWARD #:** [22802](#) **GROUP #:** 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2027

CONTACT: Nancy Dougherty | 518-408-3265 | OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:

- The following products have been added to the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
CXone Pro Audio Recording	CXone Pro Audio Recording	\$17.29	per unique configured user
CXone Pro Quality Management with Voice Recording	CXone Pro Quality Management with Voice Recording	\$28.49	per unique configured user
CXone Pro Screen Recording Pro	CXone Pro Screen Recording Pro	\$10.96	per unique configured user
CXone Report Viewer	CXone Report Viewer	\$0.00	MRC for each logged in user
Retrieval Storage	Retrieval Storage	\$5.39	per GB
Virtual Agent Hub	Virtual Agent Hub	\$11.18	per 10000 sessions

- There was a price update for one SKU on the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Prior Aggregate Buy Price	Current Aggregate Buy Price	Unit of Measure
Outbound Usage (Limited to 150-199 VCC users)	Outbound Usage (Limited to 150 - 199 VCC Users)	\$685.00	\$678.15	per business unit

This information has been updated on the Price List document for this Agreement.

All information regarding this award, including instructions on "How to Use," and contact information for the current awardee, may be found on the OGS website at the following link:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy_RFQ16-2.pdf.



Contract Award Notification Update

Subject: Contact Center as a Service RFQ 2016-2 Authorized User Agreement Extension

DATE: March 15, 2022 **AWARD #:** [22802](#) **GROUP #:** 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2027

CONTACT: OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

The Office of General Services (OGS) is exercising its unilateral right to extend the term of the subject Authorized User Agreement awarded to Verizon Business Network Services, LLC for an additional five (5) years, through and including June 18, 2027, at the current terms and conditions

All information regarding this award, including instructions on "How to Use," and contact information for the current awardee, may be found on the OGS website at the following link:
<http://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy.pdf>

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
Live Agent - Co-Browse Flat monthly	Live Agent - Co-Browse Flat monthly	\$3,268.74	MRC
Live Agent - Text Per session actual usage	Live Agent - Text Per session actual usage	\$0.010	MRC
Live Agent - Voice Per minute actual usage	Live Agent - Voice Per minute actual usage	\$0.050	MRC
Live Agent - Video Per minute actual usage	Live Agent - Video Per minute actual usage	\$0.060	MRC
Social Intelligence up to 50K social posts	Social Intelligence up to 50K social posts	\$2,414.42	MRC
Social Intelligence up to 20M social posts	Social Intelligence up to 20M social posts	\$28,972.94	MRC
Social Intelligence up to 30M social posts	Social Intelligence up to 30M social posts	\$36,699.06	MRC
Social Intelligence up to 40M social posts	Social Intelligence up to 40M social posts	\$44,425.18	MRC
Social Intelligence up to 50M social posts	Social Intelligence up to 50M social posts	\$65,189.12	MRC
Social Intelligence up to 75M social posts	Social Intelligence up to 75M social posts	\$69,535.06	MRC
Social Intelligence up to 1B social posts	Social Intelligence up to 1B social posts	\$86,918.83	MRC
Social Command Center up to 50K social posts	Social Command Center up to 50K social posts	\$2,414.42	MRC
Social Command Center up to 1B social posts	Social Command Center up to 1B social posts	\$51,185.54	MRC
Social Outbound Campaign up to 250K social posts	Social Outbound Campaign up to 250K social posts	\$2,414.42	MRC
Social Outbound Campaign up to 1B social posts	Social Outbound Campaign up to 1B social posts	\$51,185.54	MRC
SMS - US-based Per SMS	SMS - US-based Per SMS	\$0.006	MRC
MMS - US-based Per MMS	MMS - US-based Per MMS	\$0.010	MRC
SMS/MMS Operating Charge Per SMS or MMS	SMS/MMS Operating Charge Per SMS or MMS	\$0.010	MRC

All information regarding this award, including instructions on "How to Use," and contact information for the current awardee, may be found on the OGS website at the following link:

<http://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy.pdf>



Contract Award Notification Update

Subject: Price List Update – Additional Monthly Recurring Charge

DATE: April 9, 2021

AWARD #: [22802](#)

GROUP #: 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2022

CONTACT: OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, LLC

Verizon Business Network Services, LLC. Additional Monthly Recurring Charges Update:

- The following product has been added to the price list for RFQ 16-2:

Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure
Agent Console: Salesforce.com	Agent Console: Salesforce.com	\$12.75	MRC per configured user

All information regarding this award, including instructions on “How to Use,” and contact information for the current awardee, may be found on the OGS website at the following link:

<http://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy.pdf>

Authorized Users should review their invoice and payment history to determine whether they believe a credit is due. All questions that Authorized Users have in relation to credits or any other billing questions should be directed to your Verizon representative or VZNYSOGS-TCS@verizon.com.

All information regarding this award, including instructions on "How to Use," and contact information for the current awardee, may be found on the OGS website at the following link:
https://online.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy_RFQ16-2.pdf



Contract Award Notification Update

Subject: Update to How to Use Document – Contact Information

DATE: January 14, 2019

AWARD #: [22802](#)

GROUP #: 73600

AWARD DESCRIPTION: Contact Center as a Service RFQ 16-2

CONTRACT PERIOD: June 19, 2017 – June 18, 2022

CONTACT: OGS.sm.PS.AggregateBuy@ogs.ny.gov

CONTRACT NO.: PM67317 **CONTRACTOR:** Verizon Business Network Services, Inc

TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:

Please note the following update:

The “How to Use the Contact Center as a Service Agreement” document has been updated with new contact information for OGS. Authorized Users who have any questions regarding this agreement should contact OGS.sm.PS.AggregateBuy@ogs.ny.gov for assistance.

All information regarding this award, including instructions on “How to Use,” and contact information for the current awardee, may be found on the OGS website at the following link:
<http://www.ogs.ny.gov/purchase/snt/awardnotes/7360022802AggregateBuy.pdf>

