

# Attachment 3 – How to Use the Contact Center as a Service Agreement

This document provides Authorized Users with instructions on how to use the Information Technology Umbrella Contract – Manufacturer Based (Statewide) Contact Center as a Service Authorized User Agreement (“Agreement”). Contact Center as a Service (“CCaaS”) is subject to the terms of the Agreement and Contractor’s Information Technology Umbrella Contract – Manufacturer Based (Statewide) Contract (“Contract”). An Authorized User must familiarize itself with the terms and conditions of both the Manufacturer Contract and this Agreement, and must adhere to the terms and conditions of the Agreement. Authorized Users must follow these How to Use the Contact Center as a Service Agreement procedures when procuring Products from RFQ 2016-2. Additional general procurement information is available at the Procurement Services website <http://www.ogs.ny.gov/purchase/snt/awardnotes/7360022802can.HTM>.

At-risk work is strictly prohibited. No work is to be undertaken by the Contractor prior to receipt of the executed Agreed upon Individual Implementation Plan and/or Purchase Order from the individual Authorized User.

Contractor shall, within 30 business days of a request by an Authorized User receiving services from Contractor through any other OGS contract (e.g., Comprehensive Telecommunications Services Contract) or other agreement, transition those services to this Authorized User Agreement. The Authorized User shall use the Attachment 1 – Pricing Pages to determine which SKUs are comparable to its current monthly recurring charges. If the Authorized User is unable to determine which SKUs from the Attachment 1 – Pricing Pages it will need, then the Authorized User shall contact the Contractor for a quote. Contractor shall not charge for implementation, provided that there are no changes in service. Contractor shall charge the rates set forth in Attachment 1 – Pricing Pages, upon completion of the transition.

Authorized Users may contact the OGS Contract manager with any questions, concerns, or clarifications: [OGS.sm.PS.AggregateBuy@ogs.ny.gov](mailto:OGS.sm.PS.AggregateBuy@ogs.ny.gov).

## Section 1. General Information

### 1.1 AGREEMENT SCOPE

This Agreement establishes a purchasing vehicle for Authorized Users to acquire Contact Center as a Service (“CCaaS”) and related Implementation Services as provided herein, at the prices specified herein. The term of the Agreement is five years. At OGS’s option, there may be up to an additional five year extension of the Agreement contingent on the extending of OGS Information Technology Umbrella Contract – Manufacturer Base Contract No. PM67317.

Authorized Users are required to complete a Data Categorization Study consistent with NYS-S14-002 Information Classification Standard (or successor standard) available at <http://www.its.ny.gov/tables/technologypolicyindex.htm> to determine the following:

1. the level of Data risk
2. the required Breach Notification Procedures; and
3. the required Cloud service security measures for incorporation.

Authorized Users must make a business decision, based on their Data categorization results, as to the appropriateness of a Cloud solution. Authorized Users must include, as part of the Individual Implementation Plan process:

1. the Data categorization elements (not actual Data);
2. the overall risk determination; and
3. applicable statutory requirements (See Attachment 2 – Primary Security and Privacy Mandates).

The CCaaS solution is entirely hosted by the Contractor. No onsite software separate from the solution, or contractor provided hardware is allowed. All items must be from the CCaaS price list (see Attachment 1 – Pricing Pages).

The Contractor may host calls for NYS Authorized Users that may be transmitting Personal, Private, or Sensitive Information (“PPSI”) including, but not limited to: Social Security Number (“SSN”), Employee ID Number, driver’s license

information, financial information, and personal information. Transmitting PPSI may require compliance with Primary Security and Privacy Mandates listed on Attachment 2 to this Agreement (Appendix F in the base contract), and any additional requirements as specified by the Authorized User.

Follow the Sun infrastructure support is prohibited under the Agreement.

As the Office of Information Technology Services (ITS) sets statewide technology policy for all state government agencies, Authorized Users are required to review all applicable ITS Security policies found at: <http://www.its.ny.gov/tables/technologypolicyindex.htm/security>.

## **Section 2. How to Purchase from the Contact Center as a Service (CCaaS) Agreement**

### **2.1 GENERAL**

The CCaaS Agreement is an aggregate buy, and Authorized Users do not need to send out a Request for Quote. Instead, Authorized Users must utilize the CCaaS price list and work with the Contractor to come up with an Individual Implementation Plan based on its own requirements. Please see Section 3 Pricing Notes for more information about the CCaaS price list.

### **2.2 INDIVIDUAL IMPLEMENTATION PLAN**

The Contractor shall develop an Individual Implementation Plan for each contact center after they are contacted by the Authorized User. The Authorized User will then make any necessary corrections to the Individual Implementation Plan and return it to the Contractor for review and approval. At the completion of this Individual Implementation Plan the Authorized User shall issue a Purchase Order to the Contractor. Completion of this Individual Implementation Plan shall be the first Deliverable. Authorized User reserves the right to: vary Deliverables at the time of Individual Implementation Plan discussions, and reallocate funds so that the payments match the functionality of the hosted solution.

The Implementation Plan shall include the following as described below:

1. Details on how Contractor shall provide Implementation of the solution, and management of the challenges associated with its Implementation.
2. Demonstrate the level of effort anticipated for the Authorized Users in order to implement the solution.
3. Describe the systemic preparation that needs to be done to ensure that the Authorized User is ready to use the solution.
4. Describe how and when the Authorized User will test and accept the solution and confirm and authorize its Implementation.
5. Describe the steps to be taken to ensure the Authorized User's Agents and Supervisors will be ready to use the solution once implemented. An Agent is defined as one who interacts with customers via phone, email or chat, in order to fulfill customer requirements. A Supervisor is defined as someone who is responsible for managing/coaching a team of Agents.
6. Describe the steps to be taken to ensure that the appropriate technical staff from both the Contractor and the Authorized User are ready to provide ongoing support once the solution has been implemented.
7. Describe the steps to be taken to develop knowledge transfer documentation, including a GAP-Fit analysis between current state and future state, decision log, all training materials, risk mitigation strategies and technical documentation to be delivered as part of the Implementation.
8. The Individual Implementation Plan shall be in the following format:
  - a. Deliverable 1: Agreed upon Individual Implementation Plan,
  - b. Deliverable 2: Configured, tested and acceptance of 50% of Authorized User scripts as described in Implementation Plan,
  - c. Deliverable 3: Security Plan that encompasses all the details outlined in the NYS Secure Systems Development Life Cycle Standard (NYS-S13-001),  
At a minimum, an SSDLC must contain the following security activities. These activities must be documented or referenced within an associated information security plan. Documentation must be sufficiently detailed to demonstrate the extent to which each security activity is applied.
    - i. Define Security Roles and Responsibilities
    - ii. Orient Staff to the SDLC Security Tasks
    - iii. Establish a System Criticality Level

- iv. Classify Information
  - v. Establish System Identity Assurance Level Requirements
  - vi. Establish System Security Profile Objectives
  - vii. Create a System Profile
  - viii. Decompose the System
  - ix. Assess Vulnerabilities and Threats
  - x. Assess Risks
  - xi. Select and Document Security Controls
  - xii. Create Test Data
  - xiii. Test Security Controls
  - xiv. Perform Certification and Accreditation
  - xv. Manage and Control Change
  - xvi. Measure Security Compliance
  - xvii. Perform System Disposal
- d. Deliverable 4: Go Live Production Environment,
- e. Deliverable 5: All System deficits repaired, payable no earlier than 90 days after Go Live. Each project will be implemented and released to all relevant Agency staff and Authorized Users. Acceptance for Deliverable 5 will be held for at a minimum of 90 days after Go Live to ensure full functionality, as specified. Any deficits will result in notification to the Authorized User's Project Manager and Governance Team, with a proposed mitigation plan. The final 20% would not be payable until all system deficits have been repaired to the satisfaction of the Authorized User and, in no event, would be payable prior to 90 calendar days following Go Live. The 90 day period will re-start from the acceptance of the resolution of these issues, as reported to the Committee. The monthly recurring charges will start at Deliverable 4, Go Live Production Environment.

The proposed Individual Implementation Plan shall be specific to each Authorized User, and shall be prepared in accordance with the NYS Project Management Methodology, as defined in the NYS Project Management Guidebook <http://www.its.ny.gov/pmmp/guidebook2/index.htm>.

## 2.2.1 Individual Implementation Plan Options

The following items are all items that if requested by the Authorized User Contractor shall include as part of the Individual Implementation Plan.

### 2.2.1.1 Project Plan

Contractor shall, if requested by the Authorized User, include a detailed description of its proposed Individual Implementation Plan to provide the services necessary (e.g., project management, programming, etc.) to move the Authorized User to the hosted solution. This plan may include a detailed narrative description of the tasks to be completed as well as define the Contractor's project management methodology, and tools. The plan may include the following with sufficient detail:

1. Planning;
2. Solution Design;
3. Solution Validation and Testing;
4. Schedule/Time Management;
5. Cost Tracking; and
6. Points at which Authorized User must take action in order for Implementation to move forward.

### 2.2.1.2 Project Timeline

1. Contractor shall, if requested by the Authorized User, provide a detailed timeline for each Deliverable in the Contractor's proposed Individual Implementation Plan for moving the Authorized User's contact center to the hosted solution.
2. Contractor shall, if requested by the Authorized User, describe potential ramp-up time (e.g., the period of time between award and project start date) and Deliverables.
3. Contractor shall, if requested by the Authorized User, note in its timeline decision points at which the Authorized User must take action in order for the project to move forward in a timely fashion.

4. Proposed streamlining or standardization techniques for the Authorized Users to expedite Implementation.
5. Proposed techniques for the Authorized User to improve time management of the Implementation.

#### 2.2.1.3 Training Plan

1. Contractor shall, if requested by the Authorized User, provide detailed information on their proposed approach for solution training and training materials.
2. Contractor shall, if requested by the Authorized User, describe proposed training methods and techniques/activities that the Contractor would utilize to ensure necessary knowledge and skills are transferred to current and future State and Authorized User staff.

#### 2.2.1.4 Security Plan Requirements

1. Contractor shall, if requested by the Authorized User, provide a detailed response on how they meet or exceed the following provisions from Section 3 of the Manufacturer Umbrella Contract:
  - a. Section 3.3 Security Policies and Notifications.
  - b. Section 3.4 Data Breach Required Contractor Actions.
  - c. Section 3.5 Data Ownership Access and Location.
  - d. Section 3.8 Encryption.
  - e. Section 3.13 Secure Data Disposal.
  - f. Section 3.16 Personnel.
  - g. Section 3.17 Business Continuity and Disaster Recovery (BC/DR) Operations.
  - h. Section 3.18 Compliance with Federal State and Local Regulations.
  - i. Section 3.19 Authentication Tokens.
2. Contractor may be asked to submit a Cloud Security Alliance Consensus Assessments Initiative Questionnaire (CAIQ) dated 1/1/2015 or later.
3. Contractor may be asked to submit its most recent ISO 9001.
4. Contractor may be asked to share their breach notification and response plan.
5. Contractor may be asked to submit its most recent ISO 27001.
6. Contractor may be asked to submit its most recent SSAE 16 Standard Report.
7. Contractor may be asked to submit overview of business continuity/disaster recovery executive briefing.

## 2.3 PAYMENT AND DELIVERABLES

Payments to Contractor for completing the Individual Implementation Plan will be based on the Deliverables as described in the Individual Implementation Plan. These Deliverables are not based on the Contractor's effort, but rather are based on the percent the Authorized User is willing to pay per Deliverable of the Contractor's total anticipated price of the Individual Implementation Plan for the Authorized User. The percentages will be paid based on actual costs at a time as agreed upon in the Individual Implementation Plan. Deliverable 1: Agreed upon Individual Implementation Plan (10%).

Deliverable 2: Configured, tested and acceptance of 50% of Authorized User scripts as described in Implementation Plan (30%).

Deliverable 3: Security plan that encompasses all the details outlined in the NYS Secure Systems Development Life Cycle Standard (NYS-S13-001) (10%)

Deliverable 4: Go Live Production Environment (30%).

Deliverable 5: All System deficits repaired, payable no earlier than 90 days after Go Live (20%).

Deliverables can be modified slightly when the Individual Implementation Plans are developed for each Authorized User. The Authorized User reserves the right to reallocate funds so that the payments match the functionality of the hosted solution.

Payments to Contractor for Monthly Recurring Charges will be paid by the Authorized User in arrears. The payments for the monthly recurring charges will be based on the functionality of the solution at that time.

## 2.4 PROJECT OVERSIGHT

Each Authorized User that uses this Agreement shall appoint a Project Manager ("State Project Manager") to provide the over all governance of the hosted solution. An Authorized User may appoint a Governance Team to assist the State Project Manager. The team may include Information Technology Services (ITS) staff and may change composition over time as determined by the Authorized User. The State Project Manager shall have the following responsibilities:

1. Work closely with the Contractor's Project Manager to ensure successful completion of the project;
2. Consult with the Contractor's Project Manager to develop the Individual Implementation Plan;
3. Review weekly status reports and schedule weekly meetings with the Contractor, as necessary;
4. Coordinate participation from other agencies, committee staff, and/or Contractors as required;
5. Acquire additional project team members as needed;
6. Coordinate the Authorized User's review of the Deliverables and sign off on Deliverable acceptance; and
7. Report project status to Authorized User Senior Leadership.

Authorized Users should be aware that they may have to provide the following roles:

1. Administrators - personnel assigned to participate in Contractor's configuration meetings to set up Contractor's security profiles and settings, and configure call routing via scripting sessions, perform baseline configuration of Contractor's business unit (hours of operation, profiles, points of contacts, etc.) and perform/coordinate Authorized User acceptance testing. Personnel must have strong telephony/technology skills and be capable of understanding and configuring Contractor's product.
2. IT & Network Support - ensure Authorized User environment is enabled for Contractor's use - order DIDs for agents, open network ports/firewall settings, ping test, FTP site for recording downloads, staff pc requirements, download software, admin rights for specific individuals.
3. Contact Center Manager (decision maker) - approve new Contractor call flows, agent and supervisor settings, call reporting, define teams/skill groups, alternate routing requirements, receive outage notifications.
4. Trainer - personnel assigned to attend Contractor's Train-the-Trainer sessions in order to train agents & supervisors on Contractor's contact handling.
5. Incident Manager (often assigned to the Administrator or a Contact Center Manager) - manage the Contractor's support site set up, report incidents impacting Contractor's service, configure other support users, etc..
6. Test Staff - coordinate and conduct Authorized User acceptance testing prior to cutover.

## 2.5 AUTHORIZED USER ACTIONS

Authorized Users should take the following into consideration in order for deployments to proceed efficiently:

1. Procurement and delivery of customer-provided equipment
2. Complete and accurate order and design information
3. Site readiness (e.g., PC's and site bandwidth meet product requirements) not within scope for Verizon
4. Execution of Purchase Orders (P.O.s) or Statements of Work (SOWs) as needed to support the requirements of the project
5. Valid site address and local contact information
6. Signed Letters of Agency (LOAs) as needed to authorize Verizon's involvement with Authorized User suppliers/vendors
7. Accuracy of current call flows and special features
8. Authorized User approval of Project Plan, Project Schedule, Test and Acceptance Plans, or other required documentation
9. Authorized User must provide their own voice talent if required for recorded announcements and prompts.

## 2.6 TRANSFER OF DATA

This section only applies to Data transfer either at the end of the Agreement or when specifically requested by the Authorized User. This section does not apply to routine or scheduled Data dips.

Authorized Users should consider the full lifecycle of their Hosted Contact Center, including eventual migration to a subsequent platform. This planning should include cost for transfer of Data from the original Contractor to a successor Contractor or back to the Authorized User, and the removal of all Data from the original Contractor's systems. To assist in this process, OGS has included the following references within the Solicitation: Section 10. Additional information is included with the Manufacturer's Umbrella contract in Section 3.

Data transfer costs at the end of the Agreement can be avoided by the Authorized User. Per Section 3.5.2 of the Manufacturer's Umbrella contract, the Authorized user shall have the ability to import or export Data in piecemeal or in its entirety at the Authorized User's discretion without interference from the Contractor. This includes the ability for the Authorized User to import or export Data to/from other Contractors.

The Contractor will not transfer Data unless directed to do so in writing by the Authorized User. At the request of the Authorized User, the Contractor will provide the services required to transfer Data from existing Databases to physical storage devices, to facilitate movement of large volumes of Data. The Authorized User may require several Cloud providers to share or transfer Data for a period of time. This will be provided for in the Authorized User's purchase order or shall be assumed to be limited to a six month duration.

At the end of the Agreement and/or Authorized User Agreement term, Contractor may be required to transfer Data to a new Contractor. This transfer must be carried out as specified by the Authorized User. This transfer may include, but is not limited to, conversion of all Data into or from an industry standard format(s) including comma/delimited files, txt files, or Microsoft standard file formats. In the event the Contractor has Data that doesn't need to be transferred, then that Data shall be destroyed in accordance with ITS policies S13-003 Sanitation/Secure Disposal and S14-003 Information Security Controls or successor Documents.

Charges for the transfer or access of Data and/or Analytical Derivatives are located in Attachment 1 – Pricing Pages.

Charges for the transfer of Data through colocation to a successor Contractor for a period of no more than six months are defined in the Pricing Pages.

Should the Authorized User require, Contractor will maintain the business unit with the minimum number of agents (5 agents) for 6 months in order to maintain the data so that it can be transferred off the platform. Contractor will also bill for 1000 GB of archived data during this 6 month period. The Authorized User can transfer any ACD data off the platform using the standard reporting tools to download reports in .xls format. Contractor would arrange to FTP any recording files to the authorized user in .wav format. There would be no additional charge for the access to the ACD data or the transfer of files via FTP. If the Authorized User requires a custom report related to End of Lifecycle Data transfer, Contractor will create the report. Contractor will evaluate the custom report requirements and provide a quote upon request of the Authorized User.

In the case of Contract breach or termination for cause of the Agreement, all expenses for the transfer of Data and/or Analytical Derivatives shall be the responsibility of the Contractor.

## 2.7 Service Level

The Contractor shall provide a guaranteed 99.9% uptime for the hosted solution for each calendar month. The Contractor will submit a monthly report to the Authorized User substantiating the hosted solution's uptime for the previous month. For each month during which the availability of the hosted solution does not achieve 99.9% uptime, the Contractor shall provide a credit to the Authorized User calculated according to the table below.

Uptime shall be calculated on a calendar month basis as  $U=O/(M-P)*100$ , where U is Uptime, O is the amount of minutes that the hosted solution is operational during the month, M is the number of minutes in the month, and P is the number of minutes of actual planned downtime during the month. Planned downtime means downtime scheduled in advance, during non-peak hours for the contact center as determined by the Authorized User, for reasons including scheduled Maintenance and Preventative Maintenance as defined in Base Contract Section 2.5, Definitions, system updates and patches, and system upgrades. At least 72 hours' notice must be given to the Office of Information Technology Services, or the non-State Agency Authorized User as the case may be, before any planned downtime commences in order to be documented as such. If less than 72 hours' notice is given, or if the downtime occurs during peak hours for the contact center as determined by the Authorized User, and such peak hour downtime is not pre-approved by the Authorized User, the downtime will be considered unplanned downtime and shall count against the 99.9% uptime requirement. Credits shall be calculated monthly for each contact center and shall be used to offset the monthly recurring costs billed for the next month. The credit shall be calculated against all monthly recurring charges for the affected contact center(s).

Uptime	Credit
≥99.9%	None
<99.9% but ≥99%	15%
<99% but ≥95%	35%
<95%	100%

Planned downtime is typically on a Thursday at 11PM EST. The Individual Implementation Plan shall specify a day and time for planned downtime. Contractor shall provide 30 calendar day notice to Authorized Users of any change in planned downtime.

### Section 3. Pricing Notes

#### 3.1 TYPES OF USERS & AUTOMATED SPEECH RECOGNITION (ASR)

Contractor has two methods of charging for Automated Speech Recognition (ASR). The first is charging per minute of use, and the second is unlimited usage within a user cost. Contractor will meet with Authorized Users and review their user, port, and speech requirements to determine the best choice billing for their needs.

##### 3.1.1 Per Minute Charge

The charge for Automated Speech per minute is .025 per minute.

##### 3.1.2 User Option Charges

Under this agreement, an agent and supervisor are both referred to as Users. There are four different SKUs for Users, each containing different port and speech options.

##### 3.1.2.1 User – Unique

This rate includes one port.

##### 3.1.2.2 User – Unique (2 Ports)

This rate includes two ports. Under this agreement the rate for “User – Unique (2 Ports)” is less expensive than the “User – Unique” and “Additional Port” combo.

##### 3.1.2.3 User – Unique w/ Unlimited Speech

This rate includes one port and unlimited speech. Under this agreement the rate for User – Unique w/Unlimited Speech is a better price for an Authorized User who uses at least 607 minutes a month.

##### 3.1.2.4 User – Unique (2 Ports) w/Unlimited Speech

This rate includes two ports and unlimited speech. Under this agreement the rate for User – Unique (2 Ports) w/Unlimited Speech is a better price for an Authorized User who uses at least 1300 minutes a month and requires an additional port.

#### 3.2 ADDITIONAL PORTS

Authorized Users may need additional ports beyond those that are included with their User SKUs. There are two types of additional ports offered under this agreement: Additional Port Charge and Additional Port w/Unlimited Speech. When reviewing these options, Authorized Users should take into account the number of ports and speech options that are included in the User option that they purchase.

### 3.3 IMPLEMENTATION SERVICES

There are two SKUs that can be utilized for Implementation Services:

#### 3.3.1 Professional Services VCC (Virtual Contact Center)

The Professional Services VCC SKU is used for the implementation of the Hosted Contact Center and the features required by the Authorized User, including: Base Implementation, Advanced Implementation, IP Sec Implementation, Quality Management, Workforce Management, Premium Self Service IVR, Speech Services, Dialer Enablement, CRM Driven Screen POP, and Direct Data Access.

Per Section 4.1 of the Umbrella Manufacturer contract, Lot 4 will contain a deliverable-based Statement of Work. Professional Services will be outlined in the Implementation Plan and payment will be made in accordance with the Plan and the approved deliverables, not on an hourly basis. Attachment 1 – Pricing Pages provides a breakdown of Professional Service hours, however Authorized Users should note that this chart is just a guide and the hours listed are subject to change, based on Implementation Plan discussions.

#### 3.3.2 Project Manager SKU

This SKU is used for both the Contractor's Engagement Manager and the Contractor's Project Manager. Please be aware this SKU is discounted differently in each title. See Attachment 1 – Pricing Pages for more detail. These functions will be outlined in the Individual Implementation Plan and payment will be made in accordance with the Individual Implementation Plan and the approved deliverables.

The number of hours required for the Contractor's Engagement Manager and the Contractor's Project Manager will be determined during pre-implementation meetings between the Authorized User and the Contractor. This calculation will be included in the agreed upon Individual Implementation Plan and will not be exceeded without utilizing the enhancement budget. For additional information see Section 4.7 Enhancement to Services of the Manufacturer's Umbrella contract.

Costs for both the Contractor's Engagement Manager and the Contractor's Project Manager will be billed upon acceptance of deliverables only.

### 3.4 BUSINESS UNITS

"Per Business Unit" is a unit of measure used for Outbound Usage. A Business Unit (BU) is an instance of the Virtual Contact Center environment and resources that is dedicated to a single customer. The BU has a minimum size of five users and is billed separately from other VCC customers. The VCC BU manager has control over administration, permissions, reporting, and resource management of the BU. Contractor shall treat each Authorized User as a Business Unit.

### 3.5 STORAGE

There are two types of storage offered under this Agreement.

#### 3.5.1 Extra Storage

"Extra Storage" is used for Active Storage. When a call is initially recorded it is placed in Active Storage. Authorized Users will set a time to live for all recordings in Active Storage. Once the time to live has expired, the recordings will be overwritten.

#### 3.5.2 Long Term Storage

If an Authorized User wishes to store recordings for a longer term, they may move the recordings from Active Storage to Long Term Storage. Recordings in Long Term Storage will remain there until the Authorized User deletes the recording or arranges for it be moved to premise based storage. If the Authorized User needs to access a recording in Long Term Storage, they can retrieve the recording back from the Long Term Storage. This is done via the same web interface used to view active storage. The recording is moved from the Long Term Storage to the active storage within 3 -5 hours. This method marries the contact center reporting and contact center storage in one place.

### 3.6 TRAVEL COSTS

Anticipated Deliverable Travel Costs are not to exceed rates.

Travel is only allowed under the Manufacturer Umbrella Contract for Lot 4 - Implementation. Anticipated travel costs per Deliverable must be quoted and documented in the Implementation Plan and cannot exceed the amounts listed on the Pricing Pages.

### 3.7 BEST PRACTICES

1. For planning and budgeting purposes ITS Covered Agencies should review their contact center's requirements and related estimated pricing as detailed in the Total Cost of Ownership spreadsheet.
2. For ITS Call Centers the pricing includes estimates of functions and features. NYS Project Managers should review these estimates and the hourly rates to ensure accuracy, as detailed in the Total Cost of Ownership spreadsheet.
3. Authorized Users may utilize Attachment 1 – Pricing Page to see available options.
4. For non ITS Covered Agencies Authorized Users should consult the Sample Total Cost of Ownership spreadsheet attached herein for planning and budgeting purposes. Please see below for the Sample Total Cost of Ownership spreadsheet.

**User Notes - Please Keep in Mind the Following:**  
 - Verizon has eliminated the Agent and Supervisor pricing difference. Both agents and supervisors are termed a "user" and bill the same monthly recurring charge for all users.  
 - Unless otherwise noted assume ASR (Assume average call is 14 minutes in duration & 10 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)  
 \* Price is all inclusive even if there isn't a line item.  
 \*\* In analyzing the breakdown of professional service hours, some numbers appear higher for certain agencies due to more complex speech requirements, more database integrations and database dips, or assumptions on speech based on a review which included multiple languages and many lottery results options, and based on the complexities of the current script. See individual notes below for more detailed information.  
 \*\*\*Please note that while there are hourly rates for certain titles - this is a Deliverable based agreement. Therefore, the number of hours for each task has to be agreed to in the Implementation Plans.

	Number of Agents	Number of Supervisors	SKU for User (Agents and Supervisors)	Net Product Price (Agents and Supervisors)	Unit of Measure
Authorized User 1	19	6	USER Unique	\$74.83	per user
Authorized User 2	1,065	409	USER Unique (2 ports) w/ Unlimited Speech	\$135.50	per user
Authorized User 3	550	350	USER Unique w/ Unlimited Speech	\$89.99	per user
Authorized User 4	77	33	USER Unique w/ Unlimited Speech	\$89.99	per user
Authorized User 5	20	2	USER Unique w/ Unlimited Speech	\$89.99	per user
Authorized User 6	10	2	USER Unique	\$74.83	per user
Authorized User 7	20	3	USER Unique	\$74.83	per user
Authorized User 8	41	7	USER Unique	\$74.83	per user
Authorized User 9	4	1	USER Unique	\$74.83	per user
Authorized User 10	5	0	USER Unique	\$74.83	per user
Authorized User 11	8	2	USER Unique	\$74.83	per user
Authorized User 12	430	70	USER Unique w/ Unlimited Speech	\$89.99	per user
Authorized User 13	210	40	USER Unique	\$74.83	per user
Authorized User 14	153	40	USER Unique (2 ports) w/ Unlimited Speech	\$135.50	per user
Authorized User 15	64	25	USER Unique w/ Unlimited Speech	\$89.99	per user
Authorized User 16	55	9	USER Unique	\$74.83	per user
Authorized User 17	15	4	USER Unique w/ Unlimited Speech	\$89.99	per user

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price
All Call Centers	Long Term Storage - Unique Users	Long Term Storage - Unique Users	\$0.35	per GB	6000.00	\$2,100.00
	USER Unique	USER Unique	\$74.83	per user	30.00	\$2,245.01
	Professional Services VCC	Professional Services VCC	\$225.00	per hour	1.00	\$225.00
	Additional Deliverable Discount					\$0.00
	Total Deliverable Cost					\$4,570.01

ADDITIONAL MONTHLY RECURRING CHARGES							
Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	
Authorized User 1	Quality Management (25)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	25.00	\$712.25
	Voice Recording (25, 100%)	Voice Recording	Voice Recording	\$7.67	per user	25.00	\$191.75
	Data Storage (37.5 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00
		Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	12.00	\$4.20
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25
							<b>\$962.45</b>

COMPLETE INSTALLATION OF A HOSTED SOLUTION							
Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders
Authorized User 1	Professional Services VCC	Professional Services VCC	\$225.00	per hour	322.00	\$72,450.03	\$86,940.04
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	100.00	\$17,000.00	\$20,400.00
	Anticipated Deliverable Travel Costs					\$1,660.00	\$1,660.00
	Additional Deliverable Discount				\$0.00	\$0.00	\$0.00
	Total Deliverable Cost					<b>\$103,782.03</b>	<b>\$124,206.44</b>

BREAKDOWN OF PROFESSIONAL SERVICE HOURS										
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
54	29	4	36	199	0	0	0	0	0	0

BREAKDOWN OF PROJECT MANAGER HOURS							
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20
Project Manager (Project Manager Role)	0.00	50.00	20.00	30.00	0.00	0.00	0.00

Authorized User 2

**ADDITIONAL MONTHLY RECURRING CHARGES**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	
Authorized User 2	Additional Ports (3000)	Additional Port w/unlimited speech	Additional Port w/unlimited speech	\$55.93	per port	1526.00	\$85,349.13
	ASR (Assume average call is 7 minutes in duration & 5 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR )						
	Quality Management (1400)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	1400.00	\$39,886.00
	Screen Recording (1400)	Add on Screen Recording	Add on Screen Recording	\$17.09	per configured user	1400.00	\$23,925.99
	Voice Recording (1400, 100%)	Voice Recording	Voice Recording	\$7.67	per user	1474.00	\$11,305.58
	Workforce Management (1200)	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	1200.00	\$23,928.00
	Data Storage (2750 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00
		Outbound Usage (limited to 150-199 VCC users)	Outbound Usage (limited to 150-199 VCC users)	\$685.00	per business unit	1.00	\$685.00
		Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	1275.00	\$446.25
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25
	Direct Data Access	Direct Data Access	\$600.00	each	1.00	\$600.00	
	Personal Connection Dialer	Personal Connection Dialer	\$22.00	each	1.00	\$22.00	
						<b>\$186,202.20</b>	

**COMPLETE INSTALLATION OF A HOSTED SOLUTION**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders
Authorized User 2	Professional Services VCC	Professional Services VCC	\$225.00	per hour	966.00	\$217,350.10	\$260,820.12
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	3360.00	\$443,519.99	\$532,223.99
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	1663.00	\$282,709.99	\$339,251.99
	Anticipated Deliverable Travel Costs					\$3,560.00	\$3,560.00
	Additional Deliverable Discount					\$0.00	\$0.00
	Total Deliverable Cost					<b>\$947,140.08</b>	<b>\$1,135,856.10</b>

**BREAKDOWN OF PROFESSIONAL SERVICE HOURS \*\*Please note the 495 hours for Premium Self Service IVR is higher because Authorized User 2 has more database integrations and database dips required per Attachment A. These elements contribute to the premium self-service IVR hours.**

Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
138	29	4	36	**495	8	87	18	11	131	9

**BREAKDOWN OF PROJECT MANAGER HOURS**

PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	1680.00	1008.00	672.00
Project Manager (Project Manager Role)	0.00	831.50	332.60	498.90	0.00	0.00	0.00

Authorized User 3

**ADDITIONAL MONTHLY RECURRING CHARGES**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	
Authorized User 3	Additional Ports (200)	Additional Port w/unlimited speech	Additional Port w/unlimited speech	\$55.93	per port	200.00	\$11,185.99
	ASR (Assume average call is 14 minutes in duration & 10 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)						
	Quality Management (701)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	701.00	\$19,971.49
	Screen Recording (701)	Add on Screen Recording	Add on Screen Recording	\$17.09	per configured user	701.00	\$11,980.09
	Voice Recording (701, 20-50%)						
	Data Storage (2750 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00
		Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	1849.00	\$647.15
		Outbound Usage (limited to 150-199 VCC users)	Outbound Usage (limited to 150-199 VCC users)	\$685.00	per business unit	1.00	\$685.00
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25
		Direct Data Access	Direct Data Access	\$600.00	each	1.00	\$600.00
	Personal Connection Dialer	Personal Connection Dialer	\$22.00	each	1.00	\$22.00	
						<b>\$45,145.97</b>	

**COMPLETE INSTALLATION OF A HOSTED SOLUTION**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders
Authorized User 3	Professional Services VCC	Professional Services VCC	\$225.00	per hour	1366.00	\$307,350.14	\$368,820.16
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	2304.00	\$304,127.99	\$364,953.59
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	1183.00	\$201,110.00	\$241,332.00
	Anticipated Deliverable Travel Costs					\$1,660.00	\$1,660.00
	Additional Deliverable Discount					\$0.00	\$0.00
	Total Deliverable Cost					<b>\$814,248.13</b>	<b>\$976,765.75</b>

**BREAKDOWN OF PROFESSIONAL SERVICE HOURS \*\*The number of hours for Speech Services is 785 because the Authorized User 3 script provided indicated more complex speech requirements than other agencies. This will require more time to implement.**

Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
103	29	4	36	276	8	0	**785	11	105	9

**BREAKDOWN OF PROJECT MANAGER HOURS**

PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	1152.00	691.20	460.80
Project Manager (Project Manager Role)	0.00	591.50	236.60	354.90	0.00	0.00	0.00

Authorized User 4	ADDITIONAL MONTHLY RECURRING CHARGES										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price				
	Authorized User 4	ASR (Assume average call is 10 minutes in duration & 7 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)									
		Quality Management (110)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	110.00	\$3,133.90			
		Voice Recording (110, 100%)	Voice Recording	Voice Recording	\$7.67	per user	110.00	\$843.70			
		Workforce Management (110)	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	110.00	\$2,193.40			
		Data Storage (25 GB)									
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25				
								\$6,224.25			
	COMPLETE INSTALLATION OF A HOSTED SOLUTION										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders			
	Authorized User 4	Professional Services VCC	Professional Services VCC	\$225.00	per hour	245.00	\$55,125.02	\$66,150.03			
		Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	288.00	\$38,016.00	\$45,619.20			
		Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	319.00	\$54,230.00	\$65,076.00			
		Anticipated Deliverable Travel Costs						\$3,560.00	\$3,560.00		
		Additional Deliverable Discount						\$0.00	\$0.00		
		Total Deliverable Cost						\$150,931.02	\$180,405.23		
	BREAKDOWN OF PROFESSIONAL SERVICE HOURS										
	Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
	72	29	4	36	0	0	88	16	0	0	0
BREAKDOWN OF PROJECT MANAGER HOURS											
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing				
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	144.00	86.40	57.60				
Project Manager (Project Manager Role)	0.00	159.50	63.80	95.70	0.00	0.00	0.00				

Authorized User 5

**ADDITIONAL MONTHLY RECURRING CHARGES**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	
Authorized User 5	ASR (Assume average call is 10 minutes in duration & 7 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)						
	Workforce Management (22)	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	22.00	\$438.68
	Data Storage (50 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00
		Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	37.00	\$12.95
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25
		Personal Connection Dialer	Personal Connection Dialer	\$22.00	each	1.00	\$22.00
		Outbound Usage (Limited to 0 - 49 VCC Users)	Outbound Usage (Limited to 0 - 49 VCC Users)	\$244.75	per business unit	1.00	\$244.75
						<b>\$772.63</b>	

**COMPLETE INSTALLATION OF A HOSTED SOLUTION**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders
Authorized User 5	Professional Services VCC	Professional Services VCC	\$225.00	per hour	227.00	\$51,075.02	\$61,290.03
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	100.00	\$17,000.00	\$20,400.00
	Anticipated Deliverable Travel Costs					\$1,900.00	\$1,900.00
	Additional Deliverable Discount				\$0.00	\$0.00	\$0.00
	Total Deliverable Cost					<b>\$82,647.02</b>	<b>\$98,796.43</b>

**BREAKDOWN OF PROFESSIONAL SERVICE HOURS**

Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
53	29	4	0	24	0	88	18	11	0	0

**BREAKDOWN OF PROJECT MANAGER HOURS**

PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20
Project Manager (Project Manager Role)	0.00	50.00	20.00	30.00	0.00	0.00	0.00

A u t h o r i z e d  U s e r  6	ADDITIONAL MONTHLY RECURRING CHARGES										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price				
	Authorized User 6	Quality Management (12)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	12.00	\$341.88			
		Workforce Management (12)	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	12.00	\$239.28			
			IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25			
							<b>\$634.41</b>				
	COMPLETE INSTALLATION OF A HOSTED SOLUTION										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders			
	Authorized User 6		Professional Services VCC	Professional Services VCC	\$225.00	per hour	157.00	\$35,325.02	\$42,390.02		
			Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40		
		Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00			
	Anticipated Deliverable Travel Costs					\$3,560.00	\$3,560.00				
	Additional Deliverable Discount					\$0.00	\$0.00				
	Total Deliverable Cost					<b>\$52,407.02</b>	<b>\$62,176.42</b>				
BREAKDOWN OF PROFESSIONAL SERVICE HOURS											
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access	
0	29	4	36	0	0	88	0	0	0	0	
BREAKDOWN OF PROJECT MANAGER HOURS											
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing				
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20				
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00				

A u t h o r i z e d  U s e r  7	ADDITIONAL MONTHLY RECURRING CHARGES										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price				
	Authorized User 7	Voice Recording (41, 100%)	Voice Recording	Voice Recording	\$7.67	per user	23.00	\$176.41			
			IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25			
								<b>\$229.66</b>			
	COMPLETE INSTALLATION OF A HOSTED SOLUTION										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders			
	Authorized User 7		Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00		
			Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40		
			Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00		
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00				
	Additional Deliverable Discount					\$0.00	\$0.00				
	Total Deliverable Cost					<b>\$14,422.00</b>	<b>\$17,306.40</b>				
BREAKDOWN OF PROFESSIONAL SERVICE HOURS											
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access	
0	0	4	0	0	0	0	0	0	0	0	
BREAKDOWN OF PROJECT MANAGER HOURS											
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing				
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20				
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00				

A u t h o r i z e d  U s e r  8	ADDITIONAL MONTHLY RECURRING CHARGES									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price			
	Authorized User 8	Additional Ports (25)	Additional Port Charge	Additional Port Charge	\$40.01	per port	25.00	\$1,000.25		
		Voice Recording (41, 100%)	Voice Recording	Voice Recording	\$7.67	per user	48.00	\$368.16		
		Data Storage (50 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00		
			Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	1.00	\$0.35		
			IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25		
							<b>\$1,423.01</b>			
	COMPLETE INSTALLATION OF A HOSTED SOLUTION									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders		
Authorized User 8		Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00		
		Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40		
		Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00		
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00			
	Additional Deliverable Discount					\$0.00	\$0.00			
	Total Deliverable Cost					<b>\$14,422.00</b>	<b>\$17,306.40</b>			
BREAKDOWN OF PROFESSIONAL SERVICE HOURS										
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
0	0	4	0	0	0	0	0	0	0	0
BREAKDOWN OF PROJECT MANAGER HOURS										
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing			
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20			
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00			

A u t h o r i z e d  U s e r  9	ADDITIONAL MONTHLY RECURRING CHARGES									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price			
	Authorized User 9	Workforce Management	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	5.00	\$99.70		
			IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25		
								<b>\$152.95</b>		
	COMPLETE INSTALLATION OF A HOSTED SOLUTION									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders		
	Authorized User 9		Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00	
			Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40	
			Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00	
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00			
	Additional Deliverable Discount					\$0.00	\$0.00			
	Total Deliverable Cost					<b>\$14,422.00</b>	<b>\$17,306.40</b>			
BREAKDOWN OF PROFESSIONAL SERVICE HOURS										
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
0	0	4	0	0	0	0	0	0	0	0
BREAKDOWN OF PROJECT MANAGER HOURS										
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing			
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20			
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00			

A u t h o r i z e d  U s e r  1 0	ADDITIONAL MONTHLY RECURRING CHARGES										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price				
	Authorized User 10	IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25				
								\$53.25			
	COMPLETE INSTALLATION OF A HOSTED SOLUTION										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders			
	Authorized User 10	Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00			
		Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40			
		Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00			
	Anticipated Deliverable Travel Costs						\$0.00	\$0.00			
Additional Deliverable Discount						\$0.00	\$0.00				
Total Deliverable Cost						\$14,422.00	\$17,306.40				
BREAKDOWN OF PROFESSIONAL SERVICE HOURS											
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access	
0	0	4	0	0	0	0	0	0	0	0	
BREAKDOWN OF PROJECT MANAGER HOURS											
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing				
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20				
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00				

A u t h o r i z e d  U s e r  1 1	ADDITIONAL MONTHLY RECURRING CHARGES										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price				
	Authorized User 11	IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25				
								\$53.25			
	COMPLETE INSTALLATION OF A HOSTED SOLUTION										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders			
	Authorized User 11	Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00			
		Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40			
		Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00			
	Anticipated Deliverable Travel Costs						\$0.00	\$0.00			
Additional Deliverable Discount						\$0.00	\$0.00				
Total Deliverable Cost						\$14,422.00	\$17,306.40				
BREAKDOWN OF PROFESSIONAL SERVICE HOURS											
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access	
0	0	4	0	0	0	0	0	0	0	0	
BREAKDOWN OF PROJECT MANAGER HOURS											
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing				
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20				
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00				

Authorized User 12

**ADDITIONAL MONTHLY RECURRING CHARGES**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price
Authorized User 12	ASR (Assume average call is 10 minutes in duration & 7 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)					
	Quality Management (500)	Quality Management 2.0	\$28.49	per user	500.00	\$14,245.00
	Voice Recording (500, 100%)					
	Data Storage (1000 GB)	Extra Storage	\$1.00	per GB	1.00	\$1.00
		Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	499.00
	IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25
						<b>\$14,473.90</b>

**COMPLETE INSTALLATION OF A HOSTED SOLUTION**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders
Authorized User 12	Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	1248.00	\$164,736.00	\$197,683.20
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00
	Additional Deliverable Discount					\$0.00	\$0.00
	Total Deliverable Cost					<b>\$166,486.00</b>	<b>\$199,783.20</b>

**BREAKDOWN OF PROFESSIONAL SERVICE HOURS**

Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
0	0	4	0	0	0	0	0	0	0	0

**BREAKDOWN OF PROJECT MANAGER HOURS**

PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	624.00	374.40	249.60
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00

Authorized User 13	ADDITIONAL MONTHLY RECURRING CHARGES									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price			
	Authorized User 13	Additional Ports (821)	Additional Port Charge	Additional Port Charge	\$40.01	per port	821.00	\$32,848.22		
		Quality Management (250)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	250.00	\$7,122.50		
		Voice Recording (250, 100%)								
		Workforce Management (250)	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	250.00	\$4,985.00		
		Data Storage (90 GB)								
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25			
								<b>\$45,008.97</b>		
	COMPLETE INSTALLATION OF A HOSTED SOLUTION									
Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders			
Authorized User 13	Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00			
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	672.00	\$88,704.00	\$106,444.80			
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00			
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00			
	Additional Deliverable Discount					\$0.00	\$0.00			
	Total Deliverable Cost					<b>\$90,454.00</b>	<b>\$108,544.80</b>			
BREAKDOWN OF PROFESSIONAL SERVICE HOURS										
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
0	0	4	0	0	0	0	0	0	0	0
BREAKDOWN OF PROJECT MANAGER HOURS										
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing			
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	336.00	201.60	134.40			
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00			

Authorized User 14	ADDITIONAL MONTHLY RECURRING CHARGES									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price			
	Authorized User 14	Additional Ports (634)	Additional Port w/unlimited speech	Additional Port w/unlimited speech	\$55.93	per port	248.00	\$13,870.63		
		ASR (Assume average call is 10 minutes in duration & 7 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)								
		Quality Management (200)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	200.00	\$5,698.00		
		Screen Recording (200, In Process)	Add on Screen Recording	Add on Screen Recording	\$17.09	per configured user	200.00	\$3,418.00		
		Voice Recording (200, 100%)								
		Workforce Management (100)	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	100.00	\$1,994.00		
		Data Storage (250 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00		
			Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	56.00	\$19.60		
		IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25			
								<b>\$25,054.48</b>		
	COMPLETE INSTALLATION OF A HOSTED SOLUTION									
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders		
Authorized User 14	Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00			
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	480.00	\$63,360.00	\$76,032.00			
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00			
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00			
	Additional Deliverable Discount					\$0.00	\$0.00			
	Total Deliverable Cost					<b>\$65,110.00</b>	<b>\$78,132.00</b>			
BREAKDOWN OF PROFESSIONAL SERVICE HOURS										
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
0	0	4	0	0	0	0	0	0	0	0
BREAKDOWN OF PROJECT MANAGER HOURS										
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing			
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	240.00	144.00	96.00			
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00			

A u t h o r i z e d  U s e r  1 5	ADDITIONAL MONTHLY RECURRING CHARGES										
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price				
	Authorized User 15	Additional Ports (116)	Additional Port w/unlimited speech	Additional Port w/unlimited speech	\$55.93	per port	116.00	\$6,487.88			
		ASR (2500 minutes)									
		Quality Management (104)	Quality Management 2.0	Quality Management 2.0	\$28.49	per user	104.00	\$2,962.96			
		Screen Recording (71)	Add on Screen Recording	Add on Screen Recording	\$17.09	per configured user	71.00	\$1,213.39			
		Voice Recording (71, 100%)									
		Data Storage (150 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00			
			Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	60.00	\$21.00			
			IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25			
	Personal Connection Dialer	Personal Connection Dialer	\$22.00	each	1.00	\$22.00					
	Outbound Usage (limited to 50-99 VCC users)	Outbound Usage (limited to 50-99 VCC users)	\$369.45	per business unit	1.00	\$369.45					
							<b>\$11,130.92</b>				
COMPLETE INSTALLATION OF A HOSTED SOLUTION											
Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders				
Authorized User 15	Professional Services VCC	Professional Services VCC	\$225.00	per hour	4.00	\$900.00	\$1,080.00				
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	192.00	\$25,344.00	\$30,412.80				
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00				
	Anticipated Deliverable Travel Costs					\$0.00	\$0.00				
	Additional Deliverable Discount					\$0.00	\$0.00				
	Total Deliverable Cost					<b>\$27,094.00</b>	<b>\$32,512.80</b>				
BREAKDOWN OF PROFESSIONAL SERVICE HOURS											
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access	
0	0	4	0	0	0	0	0	0	0	0	
BREAKDOWN OF PROJECT MANAGER HOURS											
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing				
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	96.00	57.60	38.40				
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00				

Authorized User 16	ADDITIONAL MONTHLY RECURRING CHARGES											
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price					
	Authorized User 16	Additional Ports (33)	Additional Port Charge	Additional Port Charge	\$40.01	per port	33.00	\$1,320.33				
		Voice Recording (64, 100%)	Voice Recording	Voice Recording	\$7.67	per user	64.00	\$490.88				
		Workforce Management	Workforce Management 2.0	Workforce Management 2.0	\$19.94	per user	64.00	\$1,276.16				
		Data Storage (200 GB)	Extra Storage	Extra Storage	\$1.00	per GB	1.00	\$1.00				
			Long Term Storage - unique users	Long Term Storage - unique users	\$0.35	per GB	135.00	\$47.25				
			IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25				
								\$3,188.87				
	COMPLETE INSTALLATION OF A HOSTED SOLUTION											
	Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders				
	Authorized User 16	Professional Services VCC	Professional Services VCC	\$225.00	per hour	121.00	\$27,225.01	\$32,670.01				
		Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	192.00	\$25,344.00	\$30,412.80				
		Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	5.00	\$850.00	\$1,020.00				
		Anticipated Deliverable Travel Costs						\$1,900.00	\$1,900.00			
		Additional Deliverable Discount						\$0.00	\$0.00			
		Total Deliverable Cost						\$55,319.01	\$66,002.81			
	BREAKDOWN OF PROFESSIONAL SERVICE HOURS											
Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access		
0	29	4	0	0	0	88	0	0	0	0		
BREAKDOWN OF PROJECT MANAGER HOURS												
PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing					
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	96.00	57.60	38.40					
Project Manager (Project Manager Role)	5.00	0.00	0.00	0.00	0.00	0.00	0.00					

Authorized User 17

**ADDITIONAL MONTHLY RECURRING CHARGES**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price
Authorized User 17	ASR (assume average call is 10 minutes in duration & 7 minutes is ASR & IVR. Assume 100% of calls require ASR & IVR)					
	IP Sec Connectivity	IP Sec Connectivity	\$53.25	per site	1.00	\$53.25
						<b>\$53.25</b>

**COMPLETE INSTALLATION OF A HOSTED SOLUTION**

Call Center	Product Description	Manufacturer Part Number (SKU)	Product Price	Unit of Measure	Qty	Extended Price	Extended Price with 20% for Implementation for change orders
Authorized User 17	Professional Services VCC	Professional Services VCC	\$225.00	per hour	457.00	\$102,825.05	\$123,390.05
	Project Manager (Contractor Engagement Manager Role)	Project Manager	\$132.00	per hour	96.00	\$12,672.00	\$15,206.40
	Project Manager (Project Manager Role)	Project Manager	\$170.00	per hour	100.00	\$17,000.00	\$20,400.00
Anticipated Deliverable Travel Costs						\$0.00	\$0.00
Additional Deliverable Discount						\$0.00	\$0.00
Total Deliverable Cost						<b>\$132,497.05</b>	<b>\$158,996.45</b>

**BREAKDOWN OF PROFESSIONAL SERVICE HOURS** \*\*The number of hours for Premium Self Service IVR is 150 because of estimates made by calling the current script. Verizon intends to review with the agency upon award and will reduce the hours if appropriate. \*\*The number of hours for Speech Services is 221 which is an estimated based on calling the current IVR and makin assumptions on speech based on that review which included multiple languages and lottery results options. Verizon intends to review with the Agency upon award and will reduce the hours if appropriate.

Base Implementation	Advanced Implementation	IP Sec Implementation	Quality Management	Premium Self Service IVR	Screen Recording	Workforce Management	Speech Services	Dialer Enablement	CRM Driven Screen POP	Direct Data Access
53	29	4	0	**150	0	0	**221	0	0	0

**BREAKDOWN OF PROJECT MANAGER HOURS**

PROJECT MANAGER TYPE	Migration of existing authorized users from old Verizon contract to new Verizon contract	Project Oversight to ensure overall responsibility for project success based upon agreed deliverables and timelines	Developing the Project Plan jointly with the project team, Authorized User, NYS agencies, and associated vendors	Project Governance	Lifecycle Oversight & Governance	Problem Resolution and Escalation	Executive Staff Briefing
Project Manager (Contractor Engagement Manager Role)	0.00	0.00	0.00	0.00	48.00	28.80	19.20
Project Manager (Project Manager Role)	0.00	50.00	20.00	30.00	0.00	0.00	0.00