



PureConnect Customer Care
EXHIBIT "A"
ConvergeOne Basic 8x5 Customer Care with Genesys Care

Name: City of Columbus

Carahsoft Quote # 26770521

Quantity	Item	Term of Coverage		Software Retail Cost		Customer Care Cost
		Start Date	End Date	Unit	Extended	
Server Licenses						
1	Advanced Server	5/1/2021	4/30/2022	\$24,200.00	\$24,200.00	\$5,996.76
1	Switchover Clone for PureConnect On Premise Server	5/1/2021	4/30/2022	\$4,125.00	\$4,125.00	\$1,022.18
1	Interaction Dialer Server	5/1/2021	4/30/2022	\$4,125.00	\$4,125.00	\$1,022.18
1	PureConnect On Premise Development System - Included w/Server	5/1/2021	4/30/2022	\$0.00	\$0.00	\$0.00
User Access Licenses						
22	Basic Station	5/1/2021	4/30/2022	\$71.50	\$1,573.00	\$389.79
5	Business Client - Named	5/1/2021	4/30/2022	\$104.50	\$522.50	\$129.48
139	Contact Center Level 1 - Named	5/1/2021	4/30/2022	\$891.00	\$123,849.00	\$30,689.78
22	Contact Center Level 2 - Named	5/1/2021	4/30/2022	\$1,303.50	\$28,677.00	\$7,106.16
10	Contact Center Level 3 - Named	5/1/2021	4/30/2022	\$1,688.50	\$16,885.00	\$4,184.10
Access Add-on Licenses						
161	Unified Messaging Add-on - Named	5/1/2021	4/30/2022	\$38.50	\$6,198.50	\$1,535.99
132	Desktop Fax Add-On - Named	5/1/2021	4/30/2022	\$11.00	\$1,452.00	\$359.81
5	Interaction Supervisor - System Status Monitoring - Named	5/1/2021	4/30/2022	\$165.00	\$825.00	\$204.44
32	Interaction Supervisor Add-On - Named	5/1/2021	4/30/2022	\$687.50	\$22,000.00	\$5,451.60
32	Interaction Report Assistant - Named	5/1/2021	4/30/2022	\$0.00	\$0.00	\$0.00
150	Interaction Recorder Add-on - Named	5/1/2021	4/30/2022	\$418.00	\$62,700.00	\$15,537.06
Session Licenses						
239	Basic Session	5/1/2021	4/30/2022	\$165.00	\$39,435.00	\$9,771.99
239	Advanced Session	5/1/2021	4/30/2022	\$412.50	\$98,587.50	\$24,429.98
57	Conference Sessions	5/1/2021	4/30/2022	\$66.00	\$3,762.00	\$932.22
22	Fax Sessions	5/1/2021	4/30/2022	\$110.00	\$2,420.00	\$599.68
1	Screen Recorder Session	5/1/2021	4/30/2022	\$275.00	\$275.00	\$68.15
318	Media Sessions	5/1/2021	4/30/2022	\$93.50	\$29,733.00	\$7,367.84
Additional Standalone Server Licenses						
1	IceLib / ICWS SDK	5/1/2021	4/30/2022	\$5,500.00	\$5,500.00	\$1,362.90
1	Scheduled Reports	5/1/2021	4/30/2022	\$3,850.00	\$3,850.00	\$954.03
1	Speech Recognition Services	5/1/2021	4/30/2022	\$1,098.90	\$1,098.90	\$272.31
Media Server & SIP Proxy Licenses						
12	Interaction SIP Proxy R2 4.0 Development License	5/1/2021	4/30/2022	\$0.00	\$0.00	\$0.00
13	Interaction SIP Proxy R2 Registration Bundle 25	5/1/2021	4/30/2022	\$220.00	\$2,860.00	\$708.71
3rd Party Licenses and Integration Packages						
76	Nuance Recognizer9 Tier 2 Base Language	5/1/2021	4/30/2022	\$1,100.00	\$83,600.00	\$20,716.08
24	Vocalizer 6 Base Language Selection - Advanced TTS	5/1/2021	4/30/2022	\$850.00	\$20,400.00	\$5,055.12
Prorated Support Licenses - Note ¹						
5	CC1 Upgrade to CC2	12/12/2020	4/30/2022	\$412.50	\$2,062.50	\$707.12
16	Advanced Session	5/13/2021	4/30/2022	\$412.50	\$6,600.00	\$1,581.71
16	Basic Session	5/13/2021	4/30/2022	\$165.00	\$2,640.00	\$632.68
1	CC1 Upgrade to CC3	5/13/2021	4/30/2022	\$797.50	\$797.50	\$191.12
4	Contact Center Level 3 - Named	5/13/2021	4/30/2022	\$1,688.50	\$6,754.00	\$1,618.62
4	Desktop Fax Add-On - Named	5/13/2021	4/30/2022	\$11.00	\$44.00	\$10.54
4	Interaction Recorder Add-on - Named	5/13/2021	4/30/2022	\$418.00	\$1,672.00	\$400.70
2	Interaction Report Assistant - Named	5/13/2021	4/30/2022	\$0.00	\$0.00	\$0.00
5	Interaction SIP Soft Phone	5/13/2021	4/30/2022	\$55.00	\$275.00	\$65.90
2	Interaction Supervisor Add-On - Named	5/13/2021	4/30/2022	\$687.50	\$1,375.00	\$329.52
16	Media Sessions	5/13/2021	4/30/2022	\$93.50	\$1,496.00	\$358.52
4	Unified Messaging Add-on - Named	5/13/2021	4/30/2022	\$38.50	\$154.00	\$36.91
20	Advanced Session	10/23/2021	4/30/2022	\$412.50	\$8,250.00	\$1,064.18
20	Basic Session	10/23/2021	4/30/2022	\$165.00	\$3,300.00	\$425.67
20	Contact Center Level 3 - Named	10/23/2021	4/30/2022	\$1,688.50	\$33,770.00	\$4,356.05
20	Desktop Fax Add-On - Named	10/23/2021	4/30/2022	\$11.00	\$220.00	\$28.38
6	Interaction Quality Manager - Named	10/23/2021	4/30/2022	\$418.00	\$2,508.00	\$323.51
20	Interaction Recorder Add-on - Named	10/23/2021	4/30/2022	\$418.00	\$8,360.00	\$1,078.37
6	Interaction Report Assistant - Named	10/23/2021	4/30/2022	\$0.00	\$0.00	\$0.00
202	Interaction SIP Soft Phone	10/23/2021	4/30/2022	\$55.00	\$11,110.00	\$1,433.10
6	Interaction Supervisor Add-On - Named	10/23/2021	4/30/2022	\$687.50	\$4,125.00	\$532.09

20	Media Sessions	10/23/2021	4/30/2022	\$93.50	\$1,870.00	\$241.21
20	Unified Messaging Add-on - Named	10/23/2021	4/30/2022	\$38.50	\$770.00	\$99.32
8	Advanced Session	10/26/2021	4/30/2022	\$412.50	\$3,300.00	\$418.95
8	Basic Session	10/26/2021	4/30/2022	\$165.00	\$1,320.00	\$167.58
8	Contact Center Level 3 - Named	10/26/2021	4/30/2022	\$1,688.50	\$13,508.00	\$1,714.91
9	Desktop Fax Add-On - Named	10/26/2021	4/30/2022	\$11.00	\$99.00	\$12.57
2	Interaction Quality Manager - Named	10/26/2021	4/30/2022	\$418.00	\$836.00	\$106.13
9	Interaction Recorder Add-on - Named	10/26/2021	4/30/2022	\$418.00	\$3,762.00	\$477.60
2	Interaction Report Assistant - Named	10/26/2021	4/30/2022	\$0.00	\$0.00	\$0.00
2	Interaction Supervisor Add-On - Named	10/26/2021	4/30/2022	\$687.50	\$1,375.00	\$174.56
8	Media Sessions	10/26/2021	4/30/2022	\$93.50	\$748.00	\$94.96
9	Unified Messaging Add-on - Named	10/26/2021	4/30/2022	\$38.50	\$346.50	\$43.99

Year 1 Genesys Care	\$164,594.83
Year 2 Genesys Care 5/1/2022 - 4/30/2022	\$176,458.60
Year 3 Genesys Care 5/1/2023 - 4/30/2024	\$176,458.60
Year 4 Genesys Care 5/1/2024 - 4/30/2025	\$185,281.53
Year 5 Genesys Care 5/1/2025 - 4/30/2026	\$194,545.97
Total 5-Year PreCommit Genesys Care	\$897,339.53

Year 1 ConvergeOne Basic 8x5 Customer Care with Genesys Care	\$6,642.25
Year 2 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2022 - 4/30/2023	\$7,121.01
Year 3 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2023 - 4/30/2024	\$7,121.01
Year 4 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2024 - 4/30/2025	\$7,121.01
Year 5 ConvergeOne Basic 8x5 Customer Care with Genesys Care 5/1/2025 - 4/30/2026	\$7,121.01
Total 5-Year PreCommit ConvergeOne Basic 8x5 Customer Care	\$35,126.29

TOTAL 5-YEAR PRECOMMIT CONVERGEONE CUSTOMER CARE & GENESYS CARE	\$932,465.82
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Plus Applicable Sales Tax

**** Special Note ****

**Note¹ indicates Care for this item is based on prorated Care as defined by the start and end dates.
Hardware including servers, FXS gateways and telephones are not covered under this software Customer Care agreement.**