

Exhibit A – IVR Technology and Services

Contractor agrees to provide the City with the technology and services as proposed in its revised response (dated January 31, 2014) to RFP SA005214. The total cost of service proposed for this contract term is \$112,342.51. Specific services are as follows:

Provide New I3 CIC Technology

Contractor agrees to provide the City, free of charge, with pre-sales consulting and engineering services in preparation for purchase of any new I3 CIC items in the most up to date I3 CIC Catalog. When the City has clarified requirements and identified needed items, the successful vendor will provide the City with a price quote for the needed items, reflecting the applicable discounts/markups shown in the following table. When the City issues a purchase order for the items, Contractor will fulfill the order and deliver items to the City. The price quote for new CIC technology to be purchased at this time is attached in the amount of \$10,285.91.

Category (Catalog Table #)	% Discount/Markup
CIC (Customer Interaction Center) Server Components (1)	7.5% discount
CIC Add Ons (2)	7.5% discount
CIC Session Licenses (3)	7.5% discount
Interaction Recorder and Interaction Quality Management (4)	7.5% discount
Interaction Analyzer (5)	7.5% discount
Interaction Speech Recognition (6)	7.5% discount
Interaction Web Portal (7)	7.5% discount
Interaction Dialer (8)	7.5% discount
Bay Bridge Decisions –Software (9)	Excluded
Interaction Optimizer (10)	7.5% discount
Interaction Feedback (11)	7.5% discount
Interaction Tracker (12)	7.5% discount
Interaction Mobilizer (13)	7.5% discount
Interaction Director (14)	7.5% discount
Dialer Localization Add-Ons (15)	7.5% discount
Interaction Process Automation (16)	7.5% discount
Interaction Intelligence CaaS Media Server Offerings (17)	0% discount
Interaction Monitor Server (18)	7.5% discount
e-FAQ (19)	7.5% discount
CIC Add On Upgrades (20)	7.5% discount
AcroSoft (21)	7.5% discount
Interaction Conference (22)	7.5% discount
Interaction Mobile Office Options (23)	7.5% discount
Interaction Media Server Offerings (24)	0% discount
Interaction SIP Proxy R2 (25)	7.5% discount
Interaction Edge (26)	0% discount
Third Party Integrations (27)	7.5% discount
Product Localization Add-ons (28)	7.5% discount
Standalone Server Add-ons (29)	7.5% discount
Third Party Server Add-Ons – Loquendo ASR (30)	0% discount
Third Party Server Add-Ons - Nuance Recognizer 9 (ASR) (31)	0% discount
Third Party Server Add-Ons – Loquendo Text to Speech (32)	0% discount
Third Party Server Add-ons - Nuance Vocalizer 5 Text to Speech (33)	0% discount
Third Party Server Add-Ons - Nuance Grammars (34)	0% discount

Third Party Server Add-Ons - Nuance Recognizer 10 (ASR) (35)	0% discount
Product Documentation (36)	10% markup
Product Media (37)	10% markup
Education Courses and Packaged Curriculum (39)	0% discount
Third-Party Hardware – AudioCodes Media Pack Analog Gateways (40)	0% discount
Third-Party Hardware - AudioCodes Mediant Gateways (41)	0% discount
Third-Party Hardware - AudioCodes Mediant 1000 Modular Options (42)	0% discount
Third-Party Hardware – AudioCodes Accessories for Gateways (43)	0% discount
ININ Hardware – Interaction SIP Station (44)	0% discount
Third-Party Hardware – Polycom Telephones (45)	0% discount
Third-Party Hardware – Polycom Telephone Accessories (46)	0% discount
Third-Party Hardware – Headsets (47)	0% discount
Interaction Application Servers (48)	0% discount
Third Party Hardware – Power Cords (49)	0% discount
Server Hardware Warranty (50)	0% discount
DR – CIC Server Components (53)	7.5% discount
DR – CIC Add Ons (54)	7.5% discount
DR – CIC Session Licenses (55)	7.5% discount
DR – Interaction Recorder and Interaction Quality Management (56)	7.5% discount
DR – Interaction Analyzer (57)	7.5% discount
DR – Interaction Speech Recognition (58)	7.5% discount
DR – Interaction Dialer (59)	7.5% discount
DR – Interaction Optimizer (60)	7.5% discount
DR – Interaction Feedback (61)	7.5% discount
DR – Interaction Tracker (62)	7.5% discount
DR – eFAQ (63)	7.5% discount
DR – Interaction Conference (64)	7.5% discount
DR – CIC Interaction Mobile Office Add-ons (65)	7.5% discount
DR – CIC Product Localization Add-ons (66)	7.5% discount
DR – Interaction Process Automation (67)	7.5% discount
DR – Dialer Localization Add-Ons (68)	7.5% discount
DR – Third Party Integrations (69)	7.5% discount
DR - Third Party Server Add-ons - Nuance Vocalizer 5 Text to Speech (70)	0% discount
DR - Third Party Server Add-Ons - Nuance Recognizer 9 (ASR) (71)	0% discount
DR - Third Party Server Add-Ons - Nuance Grammars (72)	0% discount
DR - Third Party Server Add-Ons - Nuance Recognizer 10 (ASR) (73)	0% discount
Other (Not listed above)	0% discount

Provide Annually Renewable CIC Platform Support

Contractor will provide the City with annually renewable system maintenance and support on its I3 VoIP/IVR telephony platform. Contractor will provide Standard Support at 17% of the license cost of current items utilized by the City. Premier Support will be provided at 19% of the license cost of current items utilized by the City. Service will conform to the standards provided in section 7.4 of the revised proposal submitted in response to RFP SA005214. The price quote for Premier annual maintenance and support is attached in the amount of \$95,406.60.

Provide Professional Services

Contractor will provide the City with qualified professional services, conforming to the requirements itemized in section 3.2.2 of RFP SA005214, to support the installation of new CIC technology, and provide support service beyond that included in annual maintenance and support. The hourly rate, inclusive of all expenses, for such services is in the following table. The City will authorize the delivery of additional professional services. With such authorization, Contractor will invoice the City for hours of service provided, identifying the relevant labor category, hours provided, associated hourly rate and total cost. The price quote for hourly professional services is attached in the amount of \$6,650.00.

Description	Unit Price
Engineering Services price per hour	\$190.00
Project Management Services price per hour	\$190.00
Training Services price per hour	\$190.00
Technical Support price per hour (business hours)	\$190.00
Technical Support price per hour (after hours)	\$285.00

Attachments

1. Price Quote for New CIC Technology
2. Price Quote for Annual Maintenance and Support
3. Price Quote for Hourly Professional Services



City of Columbus								2/24/2014
Part Number	Part Name	Short Description*	Qty	Retail Price	Retail Ext		Discounted Price	Discounted Ext
SW-001-4.0-AL06	Contact Center Level 3	Basic Station, Client Access License and ACD with complete skills-based routing for unlimited media types for use with the Interaction Client.	5	\$ 1,535.00	\$ 7,675.00		\$ 1,419.88	\$ 7,099.40
SW-001-4.0-AA17	Interaction Report Assistant	Wizard driven application to quickly generate simple custom reports from selected IC tables within the IC database. This license requires an 'Interaction Supervisor add-on' or 'Reports Page Add-on' license to be available for each report assistance license.	2	No Charge	\$ -		No Charge	\$ -
SW-001-4.0-AASM	Interaction Supervisor - System Status Monitoring	Additional System Status Monitoring Plug-in for Interaction Supervisor. Provides ability to view and monitor interaction statistics, IC performance, IC system status, telephony resources, and statistics for recording, Interaction Tracker, Email, Faxes, Speech, PMQ and Telephony Services.	2	\$ 150.00	\$ 300.00		\$ 138.75	\$ 277.50
SW-001-4.0-AA01	Interaction Supervisor add-on	Advanced supervision; includes Interaction Supervisor License with Workgroup, Historical Reports, Workgroup Queue and Dialer Plug-in modules. This license requires at least a Basic Station.	2	\$ 625.00	\$ 1,250.00		\$ 578.13	\$ 1,156.26
TOTAL:								\$ 8,533.16
Premier Annual Support - 19% of Retail Software								\$ 1,752.75
GRAND TOTAL								\$ 10,285.91



**CIC SUPPORT
ATTACHMENT A
PREMIER COVERAGE**

Name: City of Columbus
1601 Arlington Lane
Columbus, OH 43228

ID# CITCOL0004
Quoted by GEL
Coverage
4/1/14 - 3/31/15

Quantity	Item	Cost	Extended	Support Percentage	Support Cost
<i>Server Licenses</i>					
1	Advanced Server	\$22,000.00	\$22,000.00	19%	\$4,180.00
1	Switcher clone for CIC Server	\$3,750.00	\$3,750.00	19%	\$712.50
1	Interaction Dialer Server	\$3,750.00	\$3,750.00	19%	\$712.50
1	Speech Recognition Services	\$3,750.00	\$3,750.00	19%	\$712.50
1	IceLIB API License	\$5,000.00	\$5,000.00	19%	\$950.00
1	Large CIC Development System Included w/Server	\$0.00	\$0.00	19%	\$0.00
<i>Media Server & Media Session Licenses</i>					
4	Interaction Media Server - Medium Gen-8	\$0.00	\$0.00	19%	\$0.00
295	Media Session Licenses	\$85.00	\$25,075.00	19%	\$4,764.25
216	Basic Session Licenses	\$150.00	\$32,400.00	19%	\$6,156.00
216	Advanced Session Licenses	\$375.00	\$81,000.00	19%	\$15,390.00
22	Fax Session License	\$100.00	\$2,200.00	19%	\$418.00
57	Conference Session Licenses	\$60.00	\$3,420.00	19%	\$649.80
1	Interaction Media Server Development License	\$0.00	\$0.00	19%	\$0.00
<i>User Access Licenses</i>					
12	Basic Station	\$65.00	\$780.00	19%	\$148.20
136	CC1 adding Callback functionality	\$810.00	\$110,160.00	19%	\$20,930.40
22	CC2 adding Callback functionality	\$1,185.00	\$26,070.00	19%	\$4,953.30
<i>Access Add-on Licenses</i>					
158	Unified Voice Messaging Add-on	\$35.00	\$5,530.00	19%	\$1,050.70
132	Desktop faxing add-on	\$10.00	\$1,320.00	19%	\$250.80
23	Interaction Supervisor Add-On	\$625.00	\$14,375.00	19%	\$2,731.25
3	Interaction Supervisor-System Monitoring	\$150.00	\$450.00	19%	\$85.50
147	Interaction Recorder Add-On	\$380.00	\$55,860.00	19%	\$10,613.40
1	Screen Recorder Add-On	\$250.00	\$250.00	19%	\$47.50
23	Interaction Report Assistant	\$0.00	\$0.00	19%	\$0.00
<i>Miscellaneous INN Licenses</i>					
12	Interaction SIP Proxy 4.0 - Registration Bundle 25	\$200.00	\$2,400.00	19%	\$456.00
<i>3rd Party Software Licenses</i>					
76	Nuance Recognized 9 Tier 2 Base Language Port	\$1,100.00	\$83,600.00	19%	\$15,884.00
4	Vocalized 5 Base Language Selection-Advanced TTS	\$850.00	\$3,400.00	19%	\$646.00
24	Reakspeak 4.0 -US English	\$650.00	\$15,600.00	19%	\$2,964.00
<i>Annual Maintenance Pricing</i>					\$95,406.60

