



**CIC SUPPORT
ATTACHMENT A
PREMIER COVERAGE**

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

ID# 306629

Coverage
4/1/13 - 3/31/14

Quantity	Item	Cost	Extended	Support Cost
<i>Server Licenses</i>				
1	Advanced Server	\$22,000.00	\$22,000.00	\$3,740.00
1	COM Server API	\$3,750.00	\$3,750.00	\$637.50
1	Interaction Dialer Server	\$3,750.00	\$3,750.00	\$637.50
1	Large CIC Development System Included w/Server	\$0.00	\$0.00	\$0.00
<i>Media Server Package</i>				
5	Medium Interaction Media Server and SIP Proxy (75 Sessions)	\$5,232.00	\$26,160.00	\$4,447.20
<i>Access Licenses</i>				
216	Basic Session	\$150.00	\$32,400.00	\$5,508.00
216	Advanced Session	\$375.00	\$81,000.00	\$13,770.00
12	Basic Station	\$65.00	\$780.00	\$132.60
136	Contact Center Client Level 1	\$810.00	\$110,160.00	\$18,727.20
20	Contact Center Client Level 2	\$1,185.00	\$23,700.00	\$4,029.00
<i>Access Add-on Licenses</i>				
156	Unified Voice Messaging Add-on	\$35.00	\$5,460.00	\$928.20
130	Desktop Fax Add-On	\$10.00	\$1,300.00	\$221.00
22	Interaction Supervisor Add-On	\$625.00	\$13,750.00	\$2,337.50
3	Interaction Supervisor-System Monitoring	\$150.00	\$450.00	\$76.50
145	Interaction Recorder Add-On	\$380.00	\$55,100.00	\$9,367.00
1	Screen Recorder Add-On	\$250.00	\$250.00	\$42.50
23	Interaction Report Assistant	\$0.00	\$0.00	\$0.00
<i>Additional Standalone Server Licenses</i>				
1	Switchover clone for CIC Server	\$3,750.00	\$3,750.00	\$637.50
4	Vocalized 5 Base Language Selection-Advanced TTS	\$850.00	\$3,400.00	\$578.00
4	Nuance Recognized 9 Tier 2 Base Language Port	\$1,100.00	\$4,400.00	\$748.00
3	Interaction SIP Proxy, BCM	\$750.00	\$2,250.00	\$382.50
72	Auto Attendant/Mobile Office ASR	\$1,200.00	\$86,400.00	\$14,688.00
24	Realspeak-US English	\$650.00	\$15,600.00	\$2,652.00
76	HMP CSP Resources	\$24.00	\$1,824.00	\$310.08
72	HMP CSP Resources - Switchover	\$12.00	\$864.00	\$146.88
117	HMP Voice	\$12.00	\$1,404.00	\$238.68
57	HMP Conference	\$48.00	\$2,736.00	\$465.12
22	HMP Fax	\$90.00	\$1,980.00	\$336.60
240	HMP RTP Audio G.711 only	\$10.00	\$2,400.00	\$408.00
12	HMP Enhanced G 729/723	\$48.00	\$576.00	\$97.92
106	HMP Voice - Switchover	\$6.00	\$636.00	\$108.12
53	HMP Conference - Switchover	\$24.00	\$1,272.00	\$216.24
20	HMP Fax - Switchover	\$45.00	\$900.00	\$153.00
229	HMP RTP Audio G.711 only - Switchover	\$5.00	\$1,145.00	\$194.65
12	HMP Enhanced G 729/723 - Switchover	\$24.00	\$288.00	\$48.96
Annual Maintenance Pricing				\$87,011.95