THE CITY OF COLUMBUS

MICHAEL B. COLEMAN, MAYOR

DEPARTMENT OF TECHNOLOGY

Request for Proposals

for

Interactive Intelligence Customer Interaction Center Technology and Services

Submitted by:

Angela Tucker

National Account Manager
NACR
9345 Delegates Row
Indianapolis, IN 46240
317-876-6531

INTERACTIVE INTELLIGENCE®
Elite Partner

Table of Contents

5.1 Section One: Transmittal Letter and Offer

January 9, 2014

Mr. Gary R Cavin, CIO
City of Columbus Purchasing Office
77 North Front St -5th Floor
Columbus, OH 43215

Dear Mr. Gavin,

Thank you for the opportunity to participate in the City of Columbus' Request for Proposal.

Technology is moving rapidly – whether it's new devices in the Enterprise or leveraging advanced applications in the Contact Center – all of which raise the expectation of clients and employees alike. NACR has the expertise, experience, and discernment to guide the City of Columbus as you plan your future.

NACR is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions – offering a visionary approach to reducing costs while simultaneously improving capabilities and reliability. We achieve success by working closely with our clients and technology partners to support an end-to-end solution that meets your unique needs.
Interactive Intelligence is a global provider of unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. The company has developed an all-in-one communications software suite that is scalable and standards-based, offering single-platform architecture with innovative applications minus the cost and complexity introduced by multi-point vendors.

NACR's response to your Request for Proposal includes:
- NACR Vendor Qualifications and Background
- Interactive Intelligence Ongoing Support, New CIC Technology and Professional Services Pricing as requested in solicitation #SA005214

The NACR primary contact for all RFP-related communications, including any requests for clarification or other communication is as follows:

Angela Tucker
National Account Manager
9345 Delegates Row
Indianapolis, IN 46240
317.876.6531
atucker@nacr.com

NACR's response to this Request for Proposal will remain valid for 180 days from the date of this letter.

We welcome the opportunity to continue to demonstrate that along with our skills and credentials, NACR has the commitment and determination to contribute to the City of Columbus' ongoing success.

Sincerely,

Dick Bourdow
Vice President

5.2 Section Two: Competence

Vendor shall demonstrate through its background and qualifications that it is capable of providing the services described in this RFP by submitting the following information in its response:

5.2.1 Company History/Facts

Vendor should give a brief summary of the company's background. Please use this section to include any pertinent facts not otherwise requested. Please include industries served and NAICS codes if applicable. Provide a description of the Vendor's organization's size, longevity, and clients.

NACR Response:

Headquartered in Eagan, MN, North American Communications Resource (NACR) is a privately held operating company of ConvergeOne, LLC, one of the largest Value Added Solutions Providers (VASPs) in the United States. Launched with only five employees in 1993, NACR today has more than 900 employees across the U.S.

From the start, NACR has focused on delivering value-added communications solutions and personalized attention rather a "one size fits all" solution. We listen closely and work to learn all we can about a customer's business, and then create an end-to-end solution designed to meet the customer's needs on all levels.

The results are a track record of maintaining long-term, quality relationships and a growing base of more than 10,000 loyal customers of all types and sizes, from small businesses to global enterprises. We are aware that it takes more than technical knowledge to provide a winning solution. Our expertise is also market-specific, having deployed solutions in a number of different segments including government, healthcare, transportation, retail, education, e-commerce, manufacturing, legal and finance, to name just a few.

As a long-time Avaya Platinum Business Partner and 10-time Business Partner of the Year, NACR is also focused on building strategic relationships with Avaya and other best-in-class industry partners including Interactive Intelligence. This enables us to integrate leading-edge hardware, software, and applications into end-to-end, multi-vendor solutions.

As a true nationwide ININ certified partner, NACR has the resources, skills, and expertise to deliver seamless integration and ongoing support. With our knowledge, consultative approach, and 16+ years of experience with Interactive Intelligence as an Elite Partner, NACR can support you from end to end, with an in-house team delivering:

- Assessment, design, and sales
- Implementation and professional services
- Day 2 maintenance and monitoring from three high-tech Network Operation Centers (NOCs)
- High-end application development

NACR's portfolio includes contact center, unified communications, mobility, VoIP, and converged network integration, as well as consultative, installation, monitoring, maintenance, and repair services. Not limited by proprietary products and services, this portfolio gives us the flexibility to create a "vendor-agnostic" solution based on a customer's unique business criteria and communications requirements.

NACR also implements programs in response to customer needs. For instance, we created a tiered approach to maintenance services to enable customers to choose the level and coverage they want.

All manufacturer solutions are carefully screened and field-tested by NACR to ensure the end results and deliver the promised value to our customers. Our engineers and technicians also take extra steps to ensure seamless integration of an end-to-end solution — programming and testing every component at our state-of-the-art Performance Readiness Center® prior to shipment to a customer's site.

NACR's multi-vendor capabilities also include monitoring and maintenance services, with three high-tech facilities —   The Managed Service and Support Centers (MSSC) located in Norcross, GA, Eatontown, NJ and Indianapolis, IN support more than 2,000,000+ ports under NACR managed services.

Living up to our motto, "The people who know communications®", NACR also continually invests in training, multi-vendor certifications, and development — enhancing our added value by expanding our knowledge base and our ability to support all the latest technologies.

The NACR Center of Excellence for Learning and Development further enhances our added value by offering a variety of training opportunities to help customers build their own administrative and application proficiency.

Bottom line, when you choose NACR as your communications solution provider, you not only work with one of the most experienced Business Partners in the industry — you gain a partner who is dedicated to the relationship and committed to adding value to your business.

NACR NAICS Code: 423690

NACR Differentiators

As a leading global integrator of best-in-class communications solutions and services, NACR is skilled in helping organizations just like yours use technology to enhance productivity, collaboration, efficiency, and the customer experience.

Here are just some of the NACR advantages:

Our Expertise

- 20 years of experience – and counting!

- Customers ranging from small and mid-size companies to global enterprises, including 40% of the Fortune 100
- In-house engineers, design specialists, and technicians holding 600+ industry certifications

Our Portfolio

- VoIP, UC, contact center, mobility, collaboration, video, converged network integration and more
- Comprehensive design, implementation, network monitoring, maintenance and managed services
- Center of Excellence: Extensive technical and administrative training courses with multiple delivery options: web, instructor led, on-site, etc.

Our Resources

- 900+ employees in offices nationwide – and growing
- Strategic partnerships for integration of best-of-breed hardware, software, and applications
- Three state-of-the-art Network Operations Centers for multivendor support
- High-tech Performance Readiness Center® for configuration, staging, and testing
- One source for systems integration, data networking, IT specialty consulting, application development, program management and more
- Alliance Program: Bringing our expertise and solutions to global clients through our international partnerships

Most of all…

At NACR, our goal is to earn your trust as an advisor – someone you count on to deliver the very best solution based on a thorough understanding of your business and the ways in which the right technology can help you achieve your goals.

Working together, we can build on what is already working well for you, identify areas for improvement, and create a roadmap for your business success today and into the future.

5.2.2 Qualifications
A brief descriptive statement indicating the Vendor's qualifications to deliver the services requested in this RFP, addressing specific items identified in section 3.2.1.

NACR Response:

Please see response in Section (1) 5.2.1, 5.2.3 and the following Interactive Intelligence letter.

INTERACTIVE INTELLIGENCE

7601 Interactive Way Indianapolis, IN 46278

January 2, 2014

City of Columbus Purchasing Office
77 N Front Street -5th Floor
Columbus, OH 43215

To whom it may concern:

Thank you for your interest in Interactive Intelligence. I am excited at the prospect of the City of Columbus Purchasing Office joining the Interactive Intelligence customer family.

I want to assure you that Interactive Intelligence is committed to your satisfaction both now and in the future. In order to maintain the highest possible support standards for our customers, Interactive Intelligence has developed a nationwide network of sales and support partners to provide world class support services. NACR is one of our Elite partners with an exceptional track record.

Interactive Intelligence is confident that the NACR team has all of the skills and resources to provide superior support for the City of Columbus Purchasing Office both now and in the future. Not to mention, Interactive Intelligence also commits to providing technical support to the City of Columbus Purchasing Office as a second tier of support after the primary support provided by NACR. In the unlikely instance our partners fall short of their service or support obligations, or if for any reason they discontinue their relationship with Interactive, Interactive Intelligence will either support the City of Columbus Purchasing Office directly or we will appoint another mutually acceptable partner to service your account.

I hope you are comfortable with Interactive Intelligence's commitment to your satisfaction. Please don't hesitate to call if I can be of further service. Again, thank you for your interest in both the NACR team and Interactive Intelligence.

We look forward to a great relationship with you.

Sincerely,

Stephen R. Head
Chief Financial Officer
Interactive Intelligence, Inc.

www.ININ.com 317.872.3000 voice and fax

5.2.3 Proposed Staff

Vendors must propose specific staff to deliver the services requested in this RFP.   For each staff person proposed, a resume must be included documenting education and experience that satisfy the requirements outlined in section 3.2.2.

NACR Response:
Please see 7.5 Attachment – NACR Engineer Resumes and NACR Project Manager Resumes

5.3 Section Three: Quality and Feasibility

5.3.1 Proposed Services in Support of Obtaining New CIC Technology

Describe the proposed services for assisting the City with purchasing new I3 CIC technologies, consistent with the scope outlined in section 2.1.1 and the relevant requirements outlined in section 3.3.1.

NACR Response:
Read and Comply

NACR provides the City of Columbus the highest level of expertise and experience through CIC and Cisco pre and post sales converged engineers (please see response to 5.2.3) along with additional application specialist resources such as Contact Center and Unified Communication Specialists, Software Designers, and Training Specialists.

As a true nationwide ININ certified partner, NACR has the resources, skills, and expertise to deliver seamless integration and ongoing support for: Building a new solution from scratch, Upgrading an older system, Layering new applications on an existing solution, or for interoperability across your operations. With our knowledge, consultative approach, and 16+years of experience with Interactive Intelligence, NACR can support you from end to end, with an in-house team delivering:

- Assessment, design, and sales
- Implementation and professional services
- Day 2 maintenance and monitoring from three high-tech Network Operation Centers (NOCs)
- High-end application development

In addition, our customer relationship management (CRM) integration experience – including "homegrown "applications as well as solutions from Salesforce.com, Microsoft Lync, Cisco, and other leading providers –enables us to design and deploy custom applications that are centered around your unique business drivers.

Your NACR Account Manager will continue to pull together appropriate expert resources to work with the City of Columbus staff and departments in developing best in class solutions which will maximize The City's investment.

5.3.2 Proposed CIC Support Services

Describe the proposed services for supporting the City's existing I3 CIC platform, consistent with the scope outlined in section 2.1.2 and the requirements outlined in section 3.3.2.

NACR Response:
Read and comply

Please see responses to 5.2.3 and 5.3.1 as well as 7.4 NACR Total Maintenance Silver-Standard and Premier Attachments.

In addition, regardless the level of support you choose, a call to our **Maintenance Service and Support Center (MSSC)** Helpdesk will never lead you to an answering service or pager but always to a live professional highly equipped to respond to your questions or concerns 24/7.

Through the MSSC, you can also gain access to our regional services staff of over 170 certified techs, engineers, software specialists, convergence engineers, and application specialists. In forming a partnership with customers, the expertise of our MSSC staff is bolstered by the strength of knowledge about your operations.

We operate 3 hardened Network Operation Centers (NOCs), in Eatontown, NJ, Atlanta, GA and Indianapolis, IN. The facilities provide 24x7x365 global maintenance and managed care coverage and our 170+ technicians hold over **600** Industry Certifications. We manage over 2.2 million ports and in the previous year our staff worked 74,000+ incidents and fielded 135,000+ calls with an Average Speed of Answer (ASA) of under 14 seconds. The MSSC staff cleared more than 32,000+major and minor alarms with an average time to acknowledge of less than 10 minutes.

Working with a maintenance provider that is manufacturer authorized, recognized, and supported is vital to both the short-term efficiency and long-term protection of your business. Through manufacturers support, NACR brings to your business the advantages of experienced and certified NACR resources, along with additional outside technical resources. With prompt support and service backed by the manufacturer, we're dedicated to resolving communications complications quickly and effectively.

5.3.3 Proposed CIC Professional Services

Describe the professional services available to the City for remediating issues and enhancing the CIC platform, consistent with the scope outlined in section 2.1.3, and the relevant requirements outlined in section 3.3.

NACR Response:

Please see responses to 5.3.1 and 5.3.2 as well as 7.4 NACR Total Maintenance Silver-Standard and Premier Attachments.

5.4 Section Four: Ability

5.4.1 I3 Partnership
As described in section 3.2.1, provide documentation of the reseller/partner relationship with Interactive Intelligence, authorizing vendor to provide the services outlined in section 2.1.

NACR Response:

Please see responses to 5.2.2

5.4.2 Financial Responsibility
Vendor shall provide documentation of financial responsibility, financial stability, and sufficient financial resources to provide the scope of services to the City in the volume projected and within the time frames required.   This documentation may take the form of: a letter of credit or reference from a bank or other financial institution; an insurance policy or bond; audited cash flow and balance sheet statements; or a satisfactory credit rating from a reputable credit rating agency.

NACR Response:

C-1 Holdings, LLC and its wholly owned subsidiary, ConvergeOne Holdings Corp. (ConvergeOne), the parent company of North American Communications Resource, Inc. (NACR), is one of the largest independent providers of business communication solutions in the United States. NACR is the largest wholly owned operating company of ConvergeOne. ConvergeOne is majority owned by a private equity firm that is committed to continuing the growth of the business.

ConvergeOne, which generates more than $428 million in annual revenue, has a history of stable revenue and earnings growth and strong cash flow, and continues to experience profitable growth in a challenging economic environment. The company expects revenue growth between 5% and 8% over the next three years, and improved profitability as it expands and leverages its services capabilities.

Our D&B # is 825410319

NACR will provide any additional detailed financial information to The City of Columbus once a mutual non-disclosure agreement has been signed.

Mutual Non
Disclosure Agreement

5.5 Section Five: Past Performance

Vendor must submit the contact information of five (5) Professional Reference(s) satisfying the requirements of section 3.2.3. The reference contact information shall include the name, e-mail address, street address, telephone number, fax number, and a description of the contract amount and service that was provided.

NACR Response:

Reference # 1
The Hartville Group
3840 Greentree Avenue SW
Canton, OH 44706
Contact: Mike Kalman, CIO
Mike.kalman@hartvillegroup.com
330-484-8090

NACR provided the ININ CIC with unified communications and a large contact center deployment for Hartville Group in 2009. NACR has been the vendor of choice since that time and continues to provide support as well as advanced applications and consulting.

Reference #2
Ft. Wayne/Allen County
200 E Berry Street
Ft. Wayne, IN 46802
Contact: James Haley
James.Haley@ci.ft-wayne.in.us
(260) 427-1461

NACR has deployed a CIC solution with multiple applications, including unified communications, contact centers and a 311 service for the City of Ft. Wayne and Allen County. The City of Ft. Wayne/Allen County has over 2100 phones on the CIC solution deployed and supported by NACR.

Reference #3
Residential Finance Corporation
One Easton Oval, Suite 400
Columbus, OH 43219
Contact: Alan Rabideau
alan@myrfc.com
(614) 255-4340

NACR implemented and supports the CIC contact center and with integration into a Cisco Call Manager PBX.

Reference #4
Bluefish Wireless Inc.
6100 W 96th Street
Indianapolis, IN 46278
Contact: Brook Reagan
Brooke.reagan@bluefishwireless.net
(317) 733-6481

NACR implemented (2009) and supports the CIC multi-site enterprise and contact center solution for Bluefish Wireless.

Reference #4
FinishMaster Inc.
115 W Washington St
Suite 700 S
Indianapolis, IN 46204
Contact: Tom Smith
smitht@finishmaster.com
317-263-2039

NACR implemented and supports a nationwide multi-site CIC solution for FinishMaster.

5.6 Section Six: Pricing & Payment Terms

5.6.1 Cost
Proposals must identify proposed costs as outlined in section 3.1.2, using the formats prescribed in sections 7.1 to 7.3.

NACR Response

Read and understood.

5.6.2 Payment Terms
The City's standard terms are Net 30 days.   Payment terms that include late payment penalties are not acceptable.

NACR Response

Read and understood.

7 ATTACHMENTS

7.1 Pricing for New CIC Technology
7.1.1 Catalog Pricing
The following table shows categories of products offered through the I3 CIC Catalog.   For each category, respondents must propose a percentage discount or markup off of prices listed on the Interactive Intelligence catalog available to authorized resellers/partners through the Interactive Intelligence Partner Portal.   These discounts will apply to purchases for any item within the relevant category (see attached Catalog for details).   Only a single percentage is acceptable (ranges not allowed).

Category (Catalog Table #)	% Discount/Markup
CIC (Customer Interaction Center) Server Components (1)	-7.5%
CIC Add Ons (2)	-7.5%
CIC Session Licenses (3)	-7.5%
Interaction Recorder and Interaction Quality Management (4)	-7.5%
Interaction Analyzer (5)	-7.5%

Category (Catalog Table #)	% Discount/Markup
Interaction Speech Recognition (6)	-7.5%
Interaction Web Portal (7)	-7.5%
Interaction Dialer (8)	-7.5%
Bay Bridge Decisions –Software (9)	Excluded – Requires Special Pricing
Interaction Optimizer (10)	-7.5%
Interaction Feedback (11)	-7.5%
Interaction Tracker (12)	-7.5%
Interaction Mobilizer (13)	-7.5%
Interaction Director (14)	-7.5%
Dialer Localization Add-Ons (15)	-7.5%
Interaction Process Automation (16)	-7.5%
Interaction Intelligence CaaS Media Server Offerings (17)	0%
Interaction Monitor Server (18)	-7.5%
e-FAQ (19)	-7.5%
CIC Add On Upgrades (20)	-7.5%
AcroSoft (21)	-7.5%
Interaction Conference (22)	-7.5%
Interaction Mobile Office Options (23)	-7.5%
Interaction Media Server Offerings (24)	0%

Category (Catalog Table #)	% Discount/Markup
Interaction SIP Proxy R2 (25)	-7.5%
Interaction Edge (26)	0%
Third Party Integrations (27)	-7.5%
Product Localization Add-ons (28)	-7.5%
Standalone Server Add-ons (29)	-7.5%
Third Party Server Add-Ons – Loquendo ASR (30)	0%
Third Party Server Add-Ons - Nuance Recognizer 9 (ASR) (31)	0%
Third Party Server Add-Ons – Loquendo Text to Speech (32)	0%
Third Party Server Add-ons - Nuance Vocalizer 5 Text to Speech (33)	0%
Third Party Server Add-Ons - Nuance Grammars (34)	0%
Third Party Server Add-Ons - Nuance Recognizer 10 (ASR) (35)	0%
Product Documentation (36)	+10%
Product Media (37)	+10%
Education Courses and Packaged Curriculum (39)	0%
Third-Party Hardware – AudioCodes Media Pack Analog Gateways (40)	0%
Third-Party Hardware - AudioCodes Mediant Gateways (41)	0%
Third-Party Hardware - AudioCodes Mediant 1000 Modular Options (42)	0%
Third-Party Hardware – AudioCodes Accessories for Gateways (43)	0%

Category (Catalog Table #)	% Discount/Markup
ININ Hardware – Interaction SIP Station (44)	0%
Third-Party Hardware – Polycom Telephones (45)	0%
Third-Party Hardware – Polycom Telephone Accessories (46)	0%
Third-Party Hardware – Headsets (47)	0%
Interaction Application Servers (48)	0%
Third Party Hardware – Power Cords (49)	0%
Server Hardware Warranty (50)	0%
DR – CIC Server Components (53)	-7.5%
DR – CIC Add Ons (54)	-7.5%
DR – CIC Session Licenses (55)	-7.5%
DR – Interaction Recorder and Interaction Quality Management (56)	-7.5%
DR – Interaction Analyzer (57)	-7.5%
DR – Interaction Speech Recognition (58)	-7.5%
DR – Interaction Dialer (59)	-7.5%
DR – Interaction Optimizer (60)	-7.5%
DR – Interaction Feedback (61)	-7.5%
DR – Interaction Tracker (62)	-7.5%
DR – eFAQ (63)	-7.5%
DR – Interaction Conference (64)	-7.5%

Category (Catalog Table #)	% Discount/Markup
DR – CIC Interaction Mobile Office Add-ons (65)	-7.5%
DR – CIC Product Localization Add-ons (66)	-7.5%
DR – Interaction Process Automation (67)	-7.5%
DR – Dialer Localization Add-Ons (68)	-7.5%
DR – Third Party Integrations (69)	-7.5%
DR - Third Party Server Add-ons - Nuance Vocalizer 5 Text to Speech (70)	0%
DR - Third Party Server Add-Ons - Nuance Recognizer 9 (ASR) (71)	0%
DR - Third Party Server Add-Ons - Nuance Grammars (72)	0%
DR - Third Party Server Add-Ons - Nuance Recognizer 10 (ASR) (73)	0%
Other (Not listed above)	0%

7.1.2 Example Price Quote for New CIC Purchase

Using the discounts/markups offered in the table above (section 7.1.1) provide an example price quote for the items listed below.   This quote is not an offer for the City to purchase the items listed, but will be used for evaluating cost as described in section 6.1.5.   For each item, the price quote must show the catalog price, the relevant discount/markup, and the final price.   In addition, the total cost for all items must be shown.

NOTE, Final Price reflects the discounted Catalog Price and does not include ININ Software Support.

Part#	Product (Catalog Table#)	Qty	Catalog Price	Discount/ Markup	Final Price
SW-001-4.0-SS01-DR	Switchover clone for CIC server (53)	1	$1,875.00	-7.5%	$1,734.38
SW-001-4.0-SA03-DR	Database access tools (53)	1	$2,850.00	-7.5%	$2,636.25
SW-001-4.0-SA01-DR	Web Services (53)	1	$1,875.00	-7.5%	$1,734.38
SW-001-4.0-SL05-DR	SMS Server (53)	1	$1,875.00	-7.5%	$1,734.38
SW-001-4.0-AA01	Interaction Supervisor add-on (2)	1	$625.00	-7.5%	$578.13
SW-001-4.0-AA01-C	Interaction Supervisor add-on – Concurrent (2)	5	$4687.50	-7.5%	$4,335.94
SW-001-4.0-PL03-DR	Basic Session (55)	25	$1,875.00	-7.5%	$1,734.38
SW-001-4.0-PL04	Advanced Session (3)	20	$7,500.00	-7.5%	$6,937.50
SW-001-4.0-PL08-DR	Interaction Dialer Session (55)	5	$125.00	-7.5%	$115.63
SW-001-4.0-PL06	Conference Session (3)	4	$240.00	-7.5%	$220.00
SW-001-4.0-PL07	Fax Session (3)	24	$2,400.00	-7.5%	$2,220.00

Part#	Product (Catalog Table#)	Qty	Catalog Price	Discount/ Markup	Final Price
SW-010-4.0-IP05	Interaction Recorder Extreme Query Server (4)	5	$25,000.00	-7.5%	$23,125.00
SW-010-4.0-AA06	Interaction Recorder add-on (4)	20	$7,600.00	-7.5%	$7,030.00
SW-024-4.0-SL01	Interaction Analyzer Real Time Server (5)	1	$3,750.00	-7.5%	$3,468.75
SW-027-4.0-BL01	Interaction Speech Recognition Tier 1 Base Language Port (6)	1	$500.00	-7.5%	$462.50
SW-001-4.0-WP01	Interaction Web Portal Server License (7)	1	$6,000.00	-7.5%	$5,550.00
SW-001-4.0-AA02	Interaction Scripter add-on (8)	1	$450.00	-7.5%	$416.25
SW-011-4.0-IP02-DR	Interaction Dialer API (59)	5	$9,375.00	-7.5%	$8,671.88
SW-019-4.0-SA01	Interaction Feedback Server (11)	1	$3,750.00	-7.5%	$3,468.75
SW-011-4.0-AL30	Dialer Additional Language - Spanish (15)	1	$1,050.00	-7.5%	$971.25
TH-900-4.0-CAASMS8-CP-B 01	CaaS Media and SIP Proxy Server - Medium Gen8 (17)	1	$5,799.00	0%	$5,799.00
SW-021-1.0-SA01	Interaction Monitor Server - Software Only Solution (18)	1	$1,000.00	-7.5%	$925.00

Part#	Product (Catalog Table#)	Qty	Catalog Price	Discount/ Markup	Final Price
SW-001-4.0-ULA1-C	Business Client upgrade from Basic Station - Concurrent (20)	1	$77.50	-7.5%	$71.69
SW-016-4.0-SA13	Interaction Mobile Office Server (23)	1	$0.00	0%	$0.00
SY-014-4.0-MSAL8-CP-B01	Interaction Media Server - Large Appliance (6 engines) - Gen8 (24)	1	$16,750.00	0%	$16,750.00
SW-005-4.0-SR25	Interaction SIP Proxy R2- Registration Bundle 25 (25)	1	$200.00	-7.5%	$185.00
PK-510-4.0-JBBR	Jabber Integration (27)	1	$2,000.00	-7.5%	$1,850.00
SW-012-4.0-SA01	Microsoft Lync Server 2010 Integration (27)	1	$2,000.00	-7.5%	$1,850.00
SW-001-4.0-BL23	Base Language - US English (28)	1	$0.00	0%	$0.00
SW-001-4.0-BL30	Base Language - Spanish - Latin America (28)	1	$0.00	0%	$0.00
SW-001-4.0-DS02	Large CIC development system (29)	1	$7,000.00	-7.5%	$6,475.00
TS-500-4.0-T3BL9	Nuance Recognizer 9 Tier 3 Base Language Port (31)	1	$1,600.00	0%	$1,600.00

Part#	Product (Catalog Table#)	Qty	Catalog Price	Discount/ Markup	Final Price
TS-500-4.0-NVBL	Vocalizer 5 Base Language Selection - Basic TTS (33)	1	$200.00	0%	$200.00
TS-500-4.0-NDM52	Nuance NDM-Core 5.2 (34)	1	$50.00	0%	$50.00
TS-500-4.0-T2BL10	Nuance Recognizer 10 Tier 2 Base Language Port (35)	1	$1,100.00	0%	$1,100.00
ED-012-NV-ICCE	Interaction Center Certified Engineer (ICCE) Part 1 & 2 (39)	1	$9,000.00	0%	$9,000.00
TH-705-GWM812FXO	Mediant 800 12FXO - OSN (41)	1	$2,699.00	0%	$2,699.00
TH-705-GWM102T1B	Mediant 1000 B 2 Spans (41)	4	$20,640.00	0%	$20,640.00
	GRAND TOTAL		**$153,518.00**		**$146,340.04**

7.2 Pricing for Ongoing CIC Support

The following table shows the latest available listing of I3 CIC licenses under support for the period April 1, 2013 to March 31, 2014.   The list shows the quantity, item name, unit license cost, and extended license cost.   Based on this list, respondents to this RFP must provide price quotes for both Standard and Premier CIC Annual Platform Support (see section 2.1.2).   Each quote must use the format in the following table, identify the relevant support percentage to be applied to the extended license cost, and the total annual support cost.   The quote for premier support will be used in evaluating the cost criterion of proposals (see section 6.1.5).   Following award, a final quote will be prepared, incorporating the proposed support percentage, and reflecting the most up to date list of licenses requiring support for the period April 1, 2014 to March 31, 2015.

nacr.
a ConVerge-One company

CIC SUPPORT
ATTACHMENT A
STANDARD 24/7/365 COVERAGE

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

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

Quantity	Item	Cost	Extended	Support Percentage	Support Cost
	Server Licenses				
1	Advanced Server	$22,000.00	$22,000.00	17%	$3,740.00
1	COM Server API	$3,750.00	$3,750.00	17%	$637.50
4	Interaction Media Server - Medium	$7,000.00	$28,000.00	17%	$4,760.00
1	Interaction Dialer Server	$3,750.00	$3,750.00	17%	$637.50
1	Large CIC Development System Included w/Server	$0.00	$0.00	17%	$0.00
	Media Server Package				
5	Medium Interaction Media Server and SIP Proxy (75 Sessions)	$5,232.00	$26,160.00	17%	$4,447.20
	Access Licenses				
216	Basic Session	$150.00	$32,400.00	17%	$5,508.00
216	Advanced Session	$375.00	$81,000.00	17%	$13,770.00
12	Basic Station	$65.00	$780.00	17%	$132.60
136	CC1 adding Callback functionality	$810.00	$110,160.00	17%	$18,727.20
22	CC2 adding Callback functionality	$1,185.00	$26,070.00	17%	$4,431.90
	Access Add-on Licenses				
158	Unified Voice Messaging Add-on	$35.00	$5,530.00	17%	$940.10
8	Interaction Media Server – Media Engine	$2,500.00	$20,000.00	17%	$3,400.00
132	Desktop faxing add-on	$10.00	$1,320.00	17%	$224.40
23	Interaction Supervisor Add-On	$625.00	$14,375.00	17%	$2,443.75
3	Interaction Supervisor-System Monitoring	$150.00	$450.00	17%	$76.50
147	Interaction Recorder Add-On	$380.00	$55,860.00	17%	$9,496.20
1	Screen Recorder Add-On	$250.00	$250.00	17%	$42.50
23	Interaction Report Assistant	$0.00	$0.00	17%	$0.00
	Additional Standalone Server Licenses				
1	Switchover clone for CIC Server	$3,750.00	$3,750.00	17%	$637.50
1	Speech Recognition Services	$3,750.00	$3,750.00	17%	$637.50
4	Vocalized 5 Base Language Selection-Advanced TTS	$850.00	$3,400.00	17%	$578.00
4	Nuance Recognized 9 Tier 2 Base Language Port	$1,100.00	$4,400.00	17%	$748.00
3	Interaction SIP Proxy, BCM	$750.00	$2,250.00	17%	$382.50
72	Auto Attendant/Mobile Office ASR	$1,200.00	$86,400.00	17%	$14,688.00
24	Realspeak-US English	$650.00	$15,600.00	17%	$2,652.00
76	HMP CSP Resources	$24.00	$1,824.00	17%	$310.08
72	HMP CSP Resources - Switchover	$12.00	$864.00	17%	$146.88
117	HMP Voice	$12.00	$1,404.00	17%	$238.68
57	HMP Conference	$48.00	$2,736.00	17%	$465.12
22	HMP Fax	$90.00	$1,980.00	17%	$336.60
240	HMP RTP Audio G.711 only	$10.00	$2,400.00	17%	$408.00
12	HMP Enhanced G 729/723	$48.00	$576.00	17%	$97.92
106	HMP Voice - Switchover	$6.00	$636.00	17%	$108.12
53	HMP Conference - Switchover	$24.00	$1,272.00	17%	$216.24
20	HMP Fax - Switchover	$45.00	$900.00	17%	$153.00
229	HMP RTP Audio G.711 only - Switchover	$5.00	$1,145.00	17%	$194.65
12	HMP Enhanced G 729/723 - Switchover	$24.00	$288.00	17%	$48.96
Annual Maintenance Pricing					**$96,463.10**

nacr.
a Converge-One company

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
	Server Licenses				
1	Advanced Server	$22,000.00	$22,000.00	19%	$4,180.00
1	COM Server API	$3,750.00	$3,750.00	19%	$712.50
4	Interaction Media Server - Medium	$7,000.00	$28,000.00	19%	$5,320.00
1	Interaction Dialer Server	$3,750.00	$3,750.00	19%	$712.50
1	Large CIC Development System Included w/Server	$0.00	$0.00	19%	$0.00
	Media Server Package				
5	Medium Interaction Media Server and SIP Proxy (75 Sessions)	$5,232.00	$26,160.00	19%	$4,970.40
	Access Licenses				
216	Basic Session	$150.00	$32,400.00	19%	$6,156.00
216	Advanced Session	$375.00	$81,000.00	19%	$15,390.00
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
	Access Add-on Licenses				
158	Unified Voice Messaging Add-on	$35.00	$5,530.00	19%	$1,050.70
8	Interaction Media Server – Media Engine	$2,500.00	$20,000.00	19%	$3,800.00
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
	Additional Standalone Server Licenses				
1	Switchover clone for CIC Server	$3,750.00	$3,750.00	19%	$712.50
1	Speech Recognition Services	$3,750.00	$3,750.00	19%	$712.50
4	Vocalized 5 Base Language Selection-Advanced TTS	$850.00	$3,400.00	19%	$646.00
4	Nuance Recognized 9 Tier 2 Base Language Port	$1,100.00	$4,400.00	19%	$836.00
3	Interaction SIP Proxy, BCM	$750.00	$2,250.00	19%	$427.50
72	Auto Attendant/Mobile Office ASR	$1,200.00	$86,400.00	19%	$16,416.00
24	Realspeak-US English	$650.00	$15,600.00	19%	$2,964.00
76	HMP CSP Resources	$24.00	$1,824.00	19%	$346.56
72	HMP CSP Resources - Switchover	$12.00	$864.00	19%	$164.16
117	HMP Voice	$12.00	$1,404.00	19%	$266.76
57	HMP Conference	$48.00	$2,736.00	19%	$519.84
22	HMP Fax	$90.00	$1,980.00	19%	$376.20
240	HMP RTP Audio G.711 only	$10.00	$2,400.00	19%	$456.00
12	HMP Enhanced G 729/723	$48.00	$576.00	19%	$109.44
106	HMP Voice - Switchover	$6.00	$636.00	19%	$120.84
53	HMP Conference - Switchover	$24.00	$1,272.00	19%	$241.68
20	HMP Fax - Switchover	$45.00	$900.00	19%	$171.00
229	HMP RTP Audio G.711 only - Switchover	$5.00	$1,145.00	19%	$217.55
12	HMP Enhanced G 729/723 - Switchover	$24.00	$288.00	19%	$54.72
Annual Maintenance Pricing					**$107,811.70**

7.3 Pricing for CIC Professional Services

The table below lists labor categories that the City anticipates needing, with an estimate of average annual hours required for each category.   Respondents to this RFP must provide an example price quote in the format shown in the table below.   Proposed unit prices must conform to the requirements outlined in section 3.1.2.   This quote is not an offer for the City to purchase the services listed, but will be used for evaluating cost as described in section 6.1.5.

Description	Estimated Quantity	Unit Price	Extended Cost
Engineering Services price per hour	20	$190.00	$3,800.00
Project Management Services price per hour	20	$190.00	$3,800.00
Training Services price per hour	10	$190.00	$1,900.00
Technical Support price per hour (business hours)	10	$190.00	$1,900.00
Technical Support price per hour (after hours)	10	$285.00	$2,850.00
		TOTAL COST	**$14,250.00**

7.4 NACR Total Maintenance

Standard –see attached for details

Premier – see attached for details

Key Differentiators over Standard Option:

> **Section 4 Remote Technical Support** – Interface with Telco provider to troubleshoot issues with circuits interfaced with the CIC solution

> **Section 8 Response Intervals** – Critical 30 minutes, High 2 hours, Medium/Low 6 hours

> **Section 12 Interaction Attendant Support** – not included on Standard Support Option

> **Section 13 Quarterly Administrator, Attendant, and Emergency Restore of Each Backup** – not included on Standard Support Option

> **Section 14 Site Audit**- not included on Standard Support Option

7.5 Brochures

NACR Engineer Resumes

NACR Project Manager Resumes

About NACR

NACR ININ Solutions

NACR *total maintenance*℠ Standard

**CIC Standard Support
With Manufacturer Support**

Scope of Work

This document describes the scope, features, and associated policies of the "NACR total maintenance CIC Standard Support with Manufacturer Support" Master Maintenance Services Agreement (MPSS) or Master Support Services Agreement (MSSA).

This Scope of Work supersedes all prior descriptions or contract supplements relating to the services described here. It is an attachment to the Master Maintenance Services Agreement and is governed by the terms and conditions therein. In the event of a conflict between this Scope of Work and the terms and conditions of the MPSS or MSSA, the MPSS or MSSA, as applicable, shall control.

For this service description, reference to NACR will include North American Communications Resource, Inc. and its affiliates.

NACR Initial _____ Customer Initial _____

Maintenance Service Coverage: Customer Interaction Center ("CIC") Standard Support with Manufacturer Support

CIC Standard Support coverage with manufacturer support includes remote telephone support, remote diagnostics, troubleshooting, problem resolution, and access to software maintenance updates/fixes.. *Manufacturer support is a contract between NACR and the manufacturer. Manufacturer Support is a valuable protection for the customer in an instance where high level manufacturer support for software code fixes and bugs would be required.*

1. Coverage Hours and Elections

CIC Standard Support: This support is available 24x7 in the time zone of the covered location for Major Failures. All basic and minor types of incidents are acknowledged and responded to during normal business hours.

2. Coverage Elements:

CIC Standard Maintenance Support

Subject to coverage hours, as part of Standard Support NACR will:
- Receive Customer's request for assistance through the NACR Service Center. NACR may require only NACR authorized Customer contacts are able to initiate requests or check on their status and NACR may limit the number of authorized contacts.
    - o Customer may report/log a request via the method of their choice: toll-free telephone number, email request, NACR online customer portal (or other website designated by NACR).
    - o Troubleshoot and resolve product related problems via VPN or Connectivity Server. NACR will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.
- Answer customer questions regarding product problems.
- Provide recommendations for Software Updates to clear faults.
- Commence remedial maintenance service activities, including limited consultation on software maintenance (bug) fixes, product documentation and update releases.
- Isolate or determine the source of problems or anomalies that are the result of installation or configuration errors. Support is limited to unaltered versions of the software that are supported by the manufacturer, and to problems that are reproducible in that version of the software.
- Identify inconsistencies or errors in Interactive Intelligence Software Product documentation.
- Identify appropriate resources to assist with activities or customer requests falling outside of the NACR support agreement. Note that these additional resources may be billable and/or may be resources outside of NACR.
- Provide Helpline support, which includes:
    - o Answering general usability or software application-specific questions: General usability issues are defined as, but not limited to; non-programming issues, and includes general information around the functionality of a product. Usability information can be provided without knowing the specific programming and configuration details of the Customer's system. This general support does not include consultation on appropriate methods and procedures for the Customer's environment nor does it include custom programming.
    - o Providing basic Interaction Administrator support to Customer. This includes assisting Customer with administrative tasks such as adding/modifying users, adding/modifying lines, and configuration updates for the base system. This assistance is limited to basic questions submitted via email or Portal that require less than 15 minutes of Service Desk support. Anything requiring more than 15 minutes of time or research or requires the Service Desk to access the Clients system will be processed as a MAC at current Per Incident complex maintenance rates.
    - o Providing advice, which includes directing the Customer to sections of the documentation that may answer a question, clarifying the documentation or recommending possible training courses.
    - o Working with trained individuals from the Customer to enhance understanding of the use and features of NACR supported Products.
    - o Helpline support is limited to Business Hours. Helpline requests provided after 5:00 PM are subject to availability. Helpline support is limited to the authorized Customer's contacts only.
- If NACR determines that a problem is due to the Customer's or a third party's application, then resolution and diagnostic fees may be charged at NACR's then current Per Incident complex maintenance rates.
- This coverage option does not include any on-site support. If NACR determines on-site intervention is needed, NACR's remote engineer will refer the trouble resolution to Customer's designated and trained on-site Maintenance representative. Any additional troubleshooting time required of NACR is subject to NACR's then current Per Incident complex maintenance rates.

3. Information Needed for Support Requests

Please be prepared to provide key information when contacting the NACR Managed Service and Support Center (MSSC) to open a support incident. This will allow the most accurate and rapid response from our certified technicians. The following items are examples of information that will need to be available at the time of incident entry:

NACR Initial _____ Customer Initial _____

Location of issue or request
       o Specific address if client has multiple locations
       o Specify appropriate department or internal location if needed
       o Customer ID #
Identify the Point of Contact
       o Name
       o Phone number
       o Email address
       o Onsite contact, if different than main point of contact
Overview of the issue or request
       Description of the issue – extension, user, Telco #, etc.
       Proper expectation of intended results once the work order is complete
       Call ID
       Logs
       PO # - if required

4. Remote Technical Support

The NACR Managed Service and Support Center (MSSC) will address service impacting issues with the CIC solution deployed within Customer's environment. Technical assistance is provided utilizing remote diagnostic tools and remote interaction with Customer's designated staff. Services associated with Remote Technical Support include the following:

- System Triage – Collect IC logs, event logs & call IDs.
- Troubleshooting existing data communications equipment if such equipment is covered under NACR maintenance coverage.
- Troubleshoot integration with existing third party software applications such as MS Exchange and MS SQL.
- Exchange & SQL administration and support are the responsibility of Customer.
- Escalation of issues to Interactive Intelligence when needed.
- Troubleshoot server hardware failures.

5. Interactive Intelligence Service Updates (SU-x), Hot Fixes, PTR's and Patches

NACR will implement approved Service Updates, Hot Fixes, Intel PTR's and SIP patches to resolve Customer specific service issues. Implementation is provided via remote access. If onsite support or implementation is desired, it will be billable at NACR's per incident complex maintenance rates.

Implementation of Service Updates, Hot Fixes, Intel PTR's and SIP patches in order to implement a new feature or function are not covered by this support agreement.

6. Site Profile

NACR support will gather system configuration information via remote access. This information will be documented as a Customer Site Profile within our Site Profile System. The Site Profile assists NACR while troubleshooting an incident.

7. System Change Control Processes and Procedures

Customer must implement system change control processes and procedures. Such procedures include:

- Thoroughly test all major system modifications in a development environment.
- Document all significant system changes in a Logbook and notify NACR Service Desk of modifications.
- Perform system changes during non-business hours.
- Notify NACR Service Desk support of significant server changes.
- Implement proactive system maintenance.

8. Response Intervals

Response times are a critical component of a Support Agreement; therefore, response times are based on the severity of the reported incident. Incidents are classified as follows:

- Critical – This indicates that the system is down and will be responded to within one (1) hour.
- High – This indicates that the system is experiencing an issue/failure that is affecting a minimum of 50% of users and will be responded to within four (4) hours.
- Medium/Low – This indicates an issue that is minimally impacting or an inquiry and will be responded to within twenty-four (24) hours.

NACR Initial _____ Customer Initial _____

9. Dedicated Access

Customer must install or arrange for the installation of a dedicated Remote Access methodology for those appropriate systems/devices no later than the delivery date of the installed hardware or software prior to the commencement of service. Remote access is made possible over network connectivity over a LAN/WAN connection, NACR connectivity server or VPN access over the internet. The line number or IP address must be provided to NACR as soon as it is available. This connection must remain available and dedicated to provide remote access on a 24x7 hour basis or there may be degradation to the service and support customer receives from NACR. Remote access via an auto attendant, requiring the assistance of an operator, or by contacting a customer representative to enable access is not supported.

10. New Software Versions and Feature Packs

New Software Versions and Feature Packs released from Interactive Intelligence for software covered under this support plan are included in this support plan at no additional charge to Customer. Implementation of New Software Versions and Feature Packs is not covered by this support agreement but may be provided by NACR under a separate agreement at an additional charge.

11. Microsoft Patches

NACR understands the concern to Microsoft Patches and Security Patches. In general security patches should be added as released per Interactive Intelligence. Microsoft patches are released, from Microsoft, on the 2nd Tuesday of each month. Interactive Intelligence will test all Microsoft patches and release the testing to partners by the 3rd Tuesday of each month. Before applying any patches please check "testlab.inin.com" for compatibility information and known issues.

12. Extended Support

NACR may discontinue or limit the scope of Maintenance Services for Supported Products that the manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, NACR Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support."

Extended Support will continue to provide the same Full Coverage Maintenance Services described in this SOW, with the following exceptions. At the end of manufacturer support, R&D product developer support and going-forward maintenance Updates (e.g., Product Change Notices ("PCN's"), "bug fixes,", patches, interoperability/usability solutions) are no longer provided by the manufacturer. Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer at the customer's expense.

In addition, as replacement parts are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at customer's expense in order to ensure compatibility and preserve Supported Product functionality.

[THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK]

NACR Initial _____ Customer Initial _____

NACR *total maintenance*[SM] Premier

**CIC Premier Support
With Manufacturer Support**

Scope of Work

This document describes the scope, features, and associated policies of the "NACR total maintenance CIC Premier Support with Manufacturer Support" Master Maintenance Services Agreement (MPSS) or Master Support Services Agreement (MSSA).

This Scope of Work supersedes all prior descriptions or contract supplements relating to the services described here. It is an attachment to the Master Maintenance Services Agreement and is governed by the terms and conditions therein. In the event of a conflict between this Scope of Work and the terms and conditions of the MPSS or MSSA, the MPSS or MSSA, as applicable, shall control.

For this service description, reference to NACR will include North American Communications Resource, Inc. and its affiliates.

NACR Initial _____ Customer Initial _____

Maintenance Service Coverage: Customer Interaction Center ("CIC") Premier Support with Manufacturer Support

CIC Premier Support coverage with manufacturer support includes remote telephone support, remote diagnostics, troubleshooting, problem resolution, and access to software maintenance updates/fixes. *Manufacturer support is a contract between NACR and the manufacturer. Manufacturer Support is a valuable protection for the customer in an instance where high level manufacturer support for software code fixes and bugs would be required.*

1. Coverage Hours and Elections

CIC Premier Support: This support is available 24x7 in the time zone of the covered location for major failures. All basic and minor types of incidents are acknowledged and responded to during normal business hours.

2. Coverage Elements:

CIC Premier Maintenance Support

Subject to coverage hours, as part of Premier Support NACR will:
- Receive Customer's request for assistance through the NACR Service Center. NACR may require only NACR authorized Customer contacts are able to initiate requests or check on their status and NACR may limit the number of authorized contacts.
  - o Customer may report/log a request via the method of their choice: toll-free telephone number, email request, NACR online customer portal (or other website designated by NACR).
  - o Troubleshoot and resolve product related problems via VPN or Connectivity Server. NACR will analyze the system malfunction, if applicable, or remotely access the system to verify existence of the problem and conditions under which it exists or recurs.
- Answer customer questions regarding product problems.
- Provide recommendations for Software Updates to clear faults.
- Commence remedial maintenance service activities, including limited consultation on software maintenance (bug) fixes, product documentation and update releases.
- Isolate or determine the source of problems or anomalies that are the result of installation or configuration errors. Support is limited to unaltered versions of the software that are supported by the manufacturer, and to problems that are reproducible in that version of the software.
- Identify inconsistencies or errors in Interactive Intelligence Software Product documentation.
- Identify appropriate resources to assist with activities or customer requests falling outside of the NACR support agreement. Note that these additional resources may be billable and/or may be resources outside of NACR.
- Provide Helpline support, which includes:
  - o Answering general usability or software application-specific questions: General usability issues are defined as, but not limited to; non-programming issues, and includes general information around the functionality of a product. Usability information can be provided without knowing the specific programming and configuration details of the Customer's system. This general support does not include consultation on appropriate methods and procedures for the Customer's environment nor does it include custom programming.
  - o Providing basic Interaction Administrator support to Customer. This includes assisting Customer with administrative tasks such as adding/modifying users, adding/modifying lines, and configuration updates for the base system. This assistance is limited to basic questions submitted via email or Portal that require less than 15 minutes of Service Desk support. Anything requiring more than 15 minutes of time or research or requires the Service Desk to access the Clients system will be processed as a MAC at current Per Incident complex maintenance rates.
  - o Providing advice, which includes directing the Customer to sections of the documentation that may answer a question, clarifying the documentation or recommending possible training courses.
  - o Working with trained individuals from the Customer to enhance understanding of the use and features of NACR supported Products.
  - o Helpline support is limited to Business Hours. Helpline requests provided after 5:00 PM, are subject to availability. Helpline support is limited to the authorized Customer's contacts only.
- If NACR determines that a problem is due to the Customer's or a third party's application, then resolution and diagnostic fees may be charged at NACR's then current Per Incident complex maintenance rates
- This coverage option does not include any on-site support. If NACR determines on-site intervention is needed, NACR's remote engineer will refer the trouble resolution to Customer's designated and trained on-site Maintenance representative. Any additional troubleshooting time required of NACR is subject to NACR's then current Per Incident complex maintenance rates.

3. Information Needed for Support Requests

Please be prepared to provide key information when contacting the NACR Managed Service and Support Center (MSSC) to open a support incident. This will allow the most accurate and rapid response from our certified technicians. The following items are examples of information that will need to be available at the time of incident entry:

NACR Initial _____ Customer Initial _____

Location of issue or request
      o Specific address if client has multiple locations
      o Specify appropriate department or internal location if needed
      o Customer ID #
Identify the Point of Contact
      o Name
      o Phone number
      o Email address
      o Onsite contact, if different than main point of contact
Overview of the issue or request
      Description of the issue – extension, user, Telco #, etc.
      Proper expectation of intended results once the work order is complete
      Call ID
      Logs
      PO # - if required

4. Remote Technical Support

The NACR Managed Service and Support Center (MSSC) will address service impacting issues with the CIC solution deployed within Customer's environment. Technical assistance is provided utilizing remote diagnostic tools and remote interaction with Customer's designated staff. Services associated with Remote Technical Support include the following:

- System Triage – Collect IC logs, event logs & call IDs,
- Troubleshooting existing data communications equipment if such equipment is covered under NACR maintenance coverage,
- Troubleshoot integration with existing third party software applications such as MS Exchange and MS SQL,
- Exchange & SQL administration and support are the responsibility of Customer,
- Escalation of issues to Interactive Intelligence when needed,
- Troubleshoot server hardware failures,
- Interface with Telco provider to troubleshoot issues with circuits interfaced with the CIC solution.

5. Interactive Intelligence Service Updates (SU-x), Hot Fixes, PTR's and Patches

NACR will implement approved Service Updates, Hot Fixes, Intel PTR's and SIP patches to resolve Customer specific service issues. Implementation is provided via remote access. If onsite support or implementation is desired, it will be billable at NACR's per incident complex maintenance rates.

Implementation of Service Updates, Hot Fixes, Intel PTR's and SIP patches in order to implement a new feature or function are not covered by this support agreement.

6. Site Profile

NACR support will gather system configuration information via remote access. This information will be documented as a Customer Site Profile within our Site Profile System. The Site Profile assists NACR while troubleshooting an incident.

7. System Change Control Processes and Procedures

Customer must implement system change control processes and procedures. Such procedures include:

- Thoroughly test all major system modifications in a development environment.
- Document all significant system changes in a Logbook and notify NACR Service Desk of modifications.
- Perform system changes during non-business hours.
- Notify NACR Service Desk support of significant server changes.
- Implement proactive system maintenance.

8. Response Intervals

Response times are a critical component of a Support Agreement; therefore, response times are based on the severity of the reported incident. Incidents are classified as follows:

- Critical – This indicates that the system is down and will be responded to within thirty (30) minutes.
- High – This indicates that the system is experiencing an issue/failure that is affecting a minimum of 50% of users and will be responded to within two (2) hours.
- Medium/Low – This indicates an issue that is minimally impacting or an inquiry and will be responded to within six (6) hours.

NACR Initial _____ Customer Initial _____

9. Dedicated Access

Customer must install or arrange for the installation of a dedicated Remote Access methodology for those appropriate systems/devices no later than the delivery date of the installed hardware or software prior to the commencement of service. Remote access is made possible over network connectivity over a LAN/WAN connection, NACR connectivity server or VPN access over the internet. The line number or IP address must be provided to NACR as soon as it is available. This connection must remain available and dedicated to provide remote access on a 24x7 hour basis or there may be degradation to the service and support customer receives from NACR. Remote access via an auto attendant, requiring the assistance of an operator, or by contacting a customer representative to enable access is not supported.

10. New Software Versions and Feature Packs

New Software Versions and Feature Packs released from Interactive Intelligence for software covered under this support plan are included in the support plan at no additional charge to Customer. Implementation of New Software Versions and Feature Packs is not covered by this support agreement but may be provided by NACR under a separate agreement at an additional charge.

11. Microsoft Patches

NACR understands the concern to Microsoft Patches and Security Patches. In general, security patches should be added as released, per Interactive Intelligence. Microsoft patches are released from Microsoft on the 2nd Tuesday of each month. Interactive Intelligence will test all Microsoft patches and release the testing to partners by the 3rd Tuesday of each month. Before applying any patches please check "testlab.inin.com" for compatibility information and known issues.

12. Interaction Attendant Support

NACR will provide general support for the Interaction Attendant. NACR Service Desk Interaction Attendant support includes assisting Customer through an existing Attendant configuration menu. Creating new configurations will be billable at NACR's current Per Incident complex rates.

13. Quarterly Administrator, Attendant, and Emergency Restore of Each Backup

On quarterly intervals, NACR will perform backups of Administrator Attendant for all Premier Support Customers. Premier Customers will be notified of their monthly site backups. In addition, customers with Premier support can purchase a CD copy of their monthly site backups.

14. Site Audit

As a Premier Support offering, NACR Technical Support will perform a Site Audit upon completion of the onboarding process and upon contract start. A Site Audit encompasses complete discovery and documentation of the IC Implementation and site configurations. Following the Site Audit, NACR will produce a Site Audit Report and Validation Proposal.

15. Extended Support

NACR may discontinue or limit the scope of Maintenance Services for Supported Products that the manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, NACR Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support."

Extended Support will continue to provide the same Full Coverage Maintenance Services described in this SOW, with the following exceptions. At the end of manufacturer support, R&D product developer support and going-forward maintenance Updates (e.g., Product Change Notices ("PCN's"), "bug fixes," patches, interoperability/usability solutions) are no longer provided by the manufacturer. Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer at the customer's expense.

In addition, as replacement parts are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at customer's expense in order to ensure compatibility and preserve Supported Product functionality.

[THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK]

NACR Initial _____ Customer Initial _____

nacr.

Engineer #1

Job Title	Converged Engineer
Current Position	Converged Engineer
Employment History	1994 - Present KLF/Expanets/G3 Technology Partners/NACR 1978 – 1994 Best Lock Corp.
Education	Martin Center University – BS Business Administration
Technical Training	Analog and Digital Trunking Siemens Systems ININ Systems Octel Systems
Certifications	**Interactive Intelligence (ININ):** ININ MIC Certification, ININ IC Core Technology Certification Boot Camp, ININ 2.4 Core Technology Certification Boot Camp, ININ ICCE – Interaction Center Certified Engineer 2.4, ININ IC Handler, ININ Dialer Certification 3.0, ININ IOCS 3.0 – Interaction Optimizer Certified Specialist, ININ ICCE – Interaction Center Certified Engineer 4.0, ININ MIC Installation & Administration, ININ IC Boot Camp, ININ Troubleshooting the IC Platform, ININ VoIP Boot Camp 2.4, ININ IC Handler Development, ININ IC Fundamentals 2.4, ININ Dialer 4.0 **Special Note –** Dialer 4.0 Application Support, Optimizer 4.0 Application Support, ININ IC Handler Development/Support

nacr.

Engineer #2

Job Title	ININ Converged Engineer
Current Position	ININ Converged Engineer
Employment History	1978 - 1979 Chief Engineer Radio Station WBRI Indianapolis 1979 - 1982 Electronic Keyboard Repairman Wilking Music, Indianapolis 1982 - 1984 Fort Wayne Community Schools Electronic Technician 1984 - Present KLF/Expanets/G3 Technology Partners /NACR Communications Technician and Engineer
Education	Purdue University - AAS EET 1978 Indiana Baptist College - BA 1982
Technical Training	Broadcast Communications Wireless Communications IP Networks
Certifications	ININ Converged Engineer Cisco CCNA CWNA Microsoft MCP Avaya ACSS

nacr.

Engineer #3

Job Title	ININ Converged Engineer
Current Position	ININ Converged Engineer
Employment History	1996 - 2000 Telecom Engineer – Van Ert Telecommunications 2000 - 2005: Technical Team Lead – Telstar Communications 2005 - 2013: TAC Team Lead – Avtex 2013 - Present ININ Converged Engineer – NACR
Education	Mid-State Technical College - Associates Degree - Computer Electronics Lakeland College - Bachelor's Degree - Computer Science
Technical Training	18 years of hands on training from cable installation to small/large PBX deployments and ultimately to large scale telephony platforms using Interactive Intelligence. Interactive Intelligence support has been my primary focus for the last 10 years.
Certifications	Cisco CCENT Interactive Intelligence CIC 2.3, 2.4, 3.0, 4.0 Interactive Intelligence Handler Development Interactive Intelligence IPA

nacr.

Engineer #4

Job Title	Converged Engineer
Current Position	Converged Engineer
Employment History	US Navy – Nuclear trained electrician (10 years) Alcoa – Electrical specialist working on logic controllers and automation systems (4 years) ABC Rail – Plant Engineer (3 years) Corporate Advantage Network – Network Engineer/Web Developer (1 year) Financial Center Federal Credit Union – Network Engineer (13 years) NACR – Converged Engineer (< 1 year)
Education	BS equivalency in Nuclear Engineering, US Navy
Technical Training	Automation controls through Rockwell Automation Microsoft training in Windows, Exchange and MS SQL Server Fraud and Security training in Financial processing Interactive Intelligence training, handlers and engineer certification
Certifications	CUNA Online Financial Fraud and Security Expert Interactive Intelligence ICCE

nacr.

Engineer #5

Job Title	Converged Engineer
Current Position	Converged Engineer
Employment History	Community Schools of Frankfort - Assistant Technical Director - 1 yr Old National Bank Corporate - Computer Systems Admin - 2 yrs Interactive Intelligence - Support/Implementation Engineer - 2 ½ yrs NACR - Converged Engineer Interactive Intelligence - 1 yr
Education	B.S. in Computer Information Technology A.S. in Computer Software/Support
Technical Training	
Certifications	Network+ A+ CCNA MCP ICCE 3.0/4.0 (Interaction Center Certified Engineer)

nacr.

Engineer #6

Job Title	ININ Converged Implementation Engineer
Current Position	Interactive Intelligence Converged Engineer
Employment History	System Administration March 2012 – May 2013 Interactive Intelligence, CAAS Indianapolis, IN Data Center Operations – Team Lead March 2009 – March 2012 Purdue University IT Systems Operations, ITAP West Lafayette, IN
Education	Purdue University - West Lafayette, IN May 2011 Bachelor of Science in Computer and Information Technology, College of Technology Specializing in Network Engineering Technology
Technical Training	
Certifications	ICCE 4.0 ICHD 4.0 ICDE 4.0 A+

nacr.

Engineer #7

Job Title	ININ Converged Engineer
Current Position	**Install Engineer**
Employment History	1995 – Present NACR 1990 – 1994 Unitel
Education	High School and Electronics School ITT
Technical Training	
Certifications	ICCE, ICDE and ICHD

Engineer #8

Job Title	Converged Engineer
Current Position	**Converged Engineer**
Employment History	NACR G3 Technology Partners Adesa Steel Dynamics
Education	B.S. from ITT Technical Institute Information Systems Security Computer Network Systems
Technical Training	
Certifications	ICCE 4.0 ICHD 4.0

nacr.

Engineer #9

Job Title	Converged Engineer
Current Position	Implementation Engineer
Employment History	08/12 – Present NACR 07/11 – 08/12 Interactive Intelligence 08/09 – 07/11 Department of Defense
Education	Bachelors of Science College of Information Technology with a concentration in Information Technology Security from Purdue University. 2013
Technical Training	
Certifications	Security + Net + A+ ICCE 4.0 Interaction Optimizer 4.0 MCP/MCITP

nacr.

Project Manager #1

Job Title	Project Manager
Current Position	Project Manager
Employment History	Indiana Bell / AT&T Blue Cross Blue Shield of Indiana / Anthem Dugdale Communications/ G3 Technology Partners / NACR 1999 - present
Education	BS in Business Administration
Technical Training	
Certifications	PMP

nacr.

Project Manager #2

Job Title	Project Manager
Current Position	Project Manager
Employment History	**G3 Technology Partners/NACR** Project Manager - 2012- Present Order Fulfillment Supervisor - 2010- 2012 Purchasing Agent - 2008-2010 Procurement Coordinator - 2007-2008
Education	**Indiana Wesleyan University** • Master of Business Administration **Indiana Wesleyan University** • Bachelor of Science in Computer Information Systems • Minor in Business Administration
Technical Training	
Certifications	PMI Certified Associate in Project Management (CAPM)

nacr.

Project Manager #3

Job Title	Project Manager
Current Position	Project Manager
Employment History	**G3 Technology Partners/NACR -1984 -Present** Network Coordinator System Designer ACD Specialist Inside Sales Supervisor Customer Service Supervisor Billing Manager Maintenance Contract Manager KIMS/Network Manager Purchasing Manager **Project Manager 2005**
Education	Ball State University – 1 yr IUPUI - 1 yr
Technical Training	BICSI Project Mgmt Applied Data Management
Certifications	BICSI ITPM

nacr.

Project Manager #4

Job Title	Project Manager
Current Position	Project Manager
Employment History	1989 – Present Dugdale Communications, Inc./G3 Technology Partners/NACR
Education	Purdue University Bachelor of Science Dec 1980
Technical Training	Avaya Nortel
Certifications	PMP

ABOUT NACR

North American Communications Resource, Inc.

Corporate Headquarters
3344 Highway 149
Eagan, MN 55121

Main: 651.994.6800
Fax: 651.994.6801

For more information, please call 888.321.nacr (6227) or visit nacr.com

SIZE Over 900 employees

FOUNDED November 1993

PRESIDENT/CEO John Lyons

REGIONAL OFFICES

Plano, TX	San Diego, CA
Waukesha, WI	Eatontown, NJ

SALES OFFICES

Columbus, OH	Columbia, MD
St. Louis, MO	Albuquerque, NM
Dallas, TX	Fairfax, VA
Miramar, FL	Denver, CO
Chicago, IL	Atlanta, GA
Waukesha, WI	Eatontown, NJ
Urbandale, IA	Bellevue, WA
Philadelphia, PA	Houston, TX
Boise, ID	Indianapolis, IN
San Diego, CA	Fort Wayne, IN
Los Angeles, CA	

BRANCH OFFICES Over 75 branch offices throughout the US

PRODUCT INVENTORY Over $12.5 million in new and refurbished equipment. More than 80,000 items were refurbished in 2012.

PRODUCTS & SERVICES Relationships with strategic partners allow NACR to provide end-to-end solutions. We offer the complete Avaya product portfolio as well as repair and after-market services — including comprehensive, proactive monitoring and support for multivendor converged IP networks.

FINANCING NACR offers attractive financing options to ensure you get the best possible solution for the best possible price.

INSTALLATIONS
- Provider of Choice for 5,500+ companies
- 35,000+ Gateways/Servers deployed
- 775,000+ IP Phones shipped
- 1,800+ Avaya IP Offices installed

AWARDS
- One of the world's largest Avaya independent communications integrators and nine-time Avaya BusinessPartner of the Year
- NACR selected by Microsoft as U.S. National System Integrator (NSI) 2014.
- Catalyst National ECG Sales Business Partner of the Year 2001 - 2013

DIFFERENTIATORS
- 45% of Fortune 100 Companies have chosen NACR to be their solution integrator.
- Products are pre-configured, staged and tested in our state-of-the-art Performance Readiness Center®.
- Our credentialed design and implementation specialists are experienced in convergence, collaboration, data networking, contact center and video solutions.
- NACR qualified as the first Avaya Authorized Learning Partner in the US enterprise market.
- Three state-of-the-art Network Operation Centers (NOCs) provide multivendor voice and data support through NACR Ovation Maintenance and Managed Services

Numbers are through 10.30.2013.

nacr.
a Converge One company

NATIONAL COVERAGE

Regional Sales Vice Presidents

Western Region
Dennis Clevenger
Regional Vice President
800.431.1333 X 796.6440

Central Region
Dick Bourdow
Regional Vice President
800.431.1333 X 228.3010

Northeast Region
Cordell Toson
Regional Vice President
732.625.3210

Southern Region
David Garlich
Regional Vice President
800.431.1333 X 546.1710

Regional Offices

Columbus, OH
Polaris Center
8800 Lyra Drive, Suite 250
Columbus, OH 43240
Main: 614.796.1000
Fax: 614.796.1001

St. Louis, MO
390 S. Woodsmill Road
Suite 240
Chesterfield, MO 63017
Main: 314.594.1200
Fax: 314.594.1201

Dallas, TX
555 Republic Drive
Suite 400
Plano, TX 75074
Main: 972.546.1700
Fax: 972.546.1701

Miramar, FL
3350 SW 148th Avenue
Suite 140
Miramar, FL 33027
Main: 954.239.1040
Fax: 954.239.1051

Chicago, IL
Two Trans Am Plaza Drive
Suite 320
Oakbrook Terrace, IL 60181
Main: 630.748.2500
Fax: 630.748.2501

Waukesha, WI
N19 W24400 Riverwood Drive
Suite 375
Waukesha, WI 53188
Main: 262.228.3000
Fax: 262.228.3033

Urbandale, IA
4442 114 Street
Urbandale, IA 50322
Main: 515.331.3833
Fax: 515.331.1194

Philadelphia, PA
1 West 1st Avenue
Suite 210
Conshohocken, PA 19428
Main: 610.260.2140
Fax: 610.832.7915

Boise, ID
420 W. Main St.
Boise, ID 83702
Main: 208.381.0679
Fax: 208.381.0719

San Diego, CA
9909 Mira Mesa Boulevard
Suite 155
San Diego, CA 92131
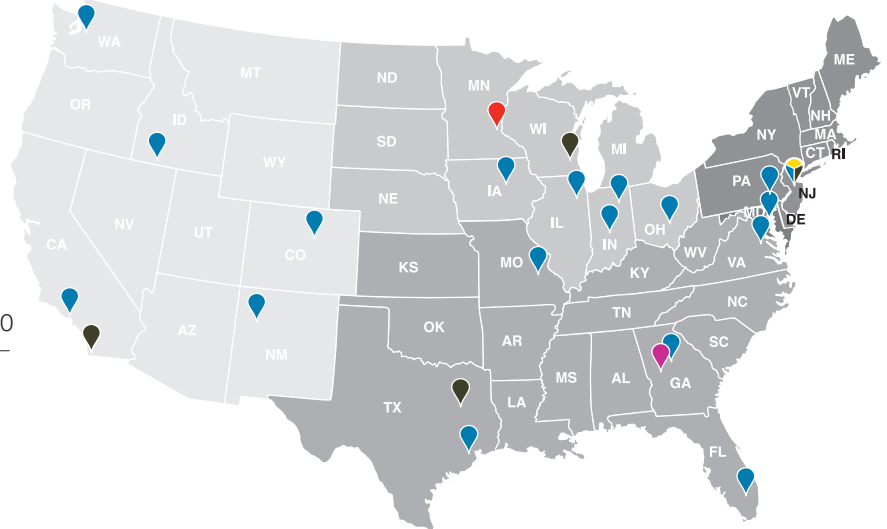Main: 858.228.4000
Fax: 858.228.4039

Los Angeles, CA
2400 E. Katella Avenue
Suite 675
Anaheim, CA 92806
Main: 800.431.1333 Ext 796.6491

Columbia, MD
8865 Stanford Boulevard
Suite 121
Columbia, MD 21045
Main: 443.393.1500
Fax: 443.393.1501

Albuquerque, NM
9016B Washington NE
Albuquerque, NM 87113
Main: 505.797.5119
Fax: 505.797.1368

Fairfax, VA
11240 Waples Mill Road
Suite 306
Fairfax, VA 22030
Main: 703.485.1600
Fax: 703.485.1601

Denver, CO
10700 E. Geddes Avenue
Suite 150
Englewood, CO 80112
Main: 800.945.6869
Fax: 303.662.1243

Atlanta, GA
1856 Corporate Dr.
Suite 170
Norcross, GA 30093
Main: 770.729.0202
Fax: 770.729.8963

Eatontown, NJ
246 Industrial Way West
Eatontown, NJ 07724
Main: 732.625.3200
Fax: 732.625.3280

Bellevue, WA
601 108th Ave. NE
Suite 1900
Bellevue, WA 98005
Main: 651.796.7017
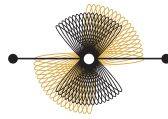Fax: 651.796.7017

Houston, TX
1111 North Loop Freeway
Ste 515
Houston, TX 77008
Main: 713.864.5075
Fax: 713.493.0278

Indianapolis, IN
9345 Delegates Row
Indianapolis, IN 46240
Main: 317.872.8888
Fax: 317.876.6518

Fort Wayne, IN
200 East Main St.
Suite 820
Fort Wayne, IN 46802
Main: 260.458.5400
Fax: 260.458.5414

Map legend:
- Corporate Headquarters
- Service and Support Center
- Regional Sales Office
- Network Operations Center
- Sales Office
- Location houses multiple office centers

nacr.
a Converge One company

INTERACTIVE INTELLIGENCE SOLUTIONS

Flexible Applications That Add Value To Your Communications

As a leading global integrator of technology solutions and services, NACR is an expert in helping organizations like yours use technology to improve communication, collaboration, and customer interactions – earning us a reputation as a trusted advisor. We help customers integrate all the latest solutions, leveraging our:

- Expertise in voice and data
- Multivendor skills and certifications
- Best-of-breed approach to ensuring a seamlessly converged infrastructure
- Collaborative and consultative approach to meeting your business needs

Now NACR can help you take advantage of applications from a new partner, Interactive Intelligence, Inc. (ININ) – a global provider of contact center, unified communications (UC), and business process automation software and services.

YOUR PARTNER IN INTERACTIVE INTELLIGENCE

Whether you are looking for a standalone solution or a new application that will blend with and extend the value of your existing infrastructure, NACR will help you choose the right technology to fit your needs. For instance, we can help you add ININ applications to an existing infrastructure, to expand on your current capabilities and augment the value of your previous investments.

As a true nationwide ININ certified partner, NACR has the resources, skills, and expertise to deliver seamless integration and ongoing support for:

- Building a new solution from scratch
- Upgrading an older system
- Layering new applications on an existing solution, for interoperability across your operations

With our knowledge, consultative approach, and 16+ years of experience with Interactive Intelligence, NACR can support you from end to end, with an in-house team delivering:

- Assessment, design, and sales
- Implementation and professional services
- Day 2 maintenance and monitoring from three high-tech Network Operation Centers (NOCs)
- High-end application development

In addition, our customer relationship management (CRM) integration experience – including "homegrown" applications as well as solutions from Salesforce.com, Microsoft Lync, Cisco, and other leading providers – enables us to design and deploy custom applications that are centered around your unique business drivers.

VERSATILE BY DESIGN

The ININ application suite is specifically designed to ease integration and provide the ultimate in flexibility – offering:

- Better ROI through pure SIP, open standards-based solutions
- A core platform that delivers a breadth of applications that are all software-based and compatible
- A dedicated virtual stack with system, application, and service level maintenance
- The ability to deploy in the cloud, on premises, or a hybrid of both
- All supported by the NACR team you know and trust

NACR will provide seamless integration between new and/or existing systems and applications within your business – for an end-to-end solution that ensures maximum value for your investment.

THE ININ APPLICATION SUITE

Innovative applications from ININ can help your organization deliver a world-class experience with every customer interaction. For example, the ININ suite offers:

- An all-in-one contact center platform for multichannel interactions – available as a cloud-based service, on premises, or as a hosted solution

- UC for scalable, application-rich IP PBX, messaging, conferencing, and collaboration throughout an enterprise
- Business process automation for control over multiple-step people-centric processes, visibility into operations, and high-volume content management

An integrated ININ solution from NACR can support any or all of the following, and more:
- ACD
- Multichannel queuing
- IP PBX functionality and VoIP
- Predictive dialing
- Call recording
- Screen recording
- Speech analytics
- Workforce management
- Voice mail
- Unified messaging
- IVR

With our integration and development skills plus the open platform and breadth of offers available in the ININ application suite, NACR can deliver the same leading-edge capabilities and superior value in whatever integration scenario is best for your business.

For more information on Interactive Intelligence and the full portfolio of NACR solutions and services, contact your NACR representative or call 866.436.NACR (6227) or click here.

nacr.
a Converge-*One* company