



State of West Virginia Cloud Based Telephony System

October 13, 2023

Solicitation: CRFP AGO240000002

Cost Proposal

Submitted to

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Department of Administration
Purchasing Division
2019 Washington STE
Charleston, WV 25305

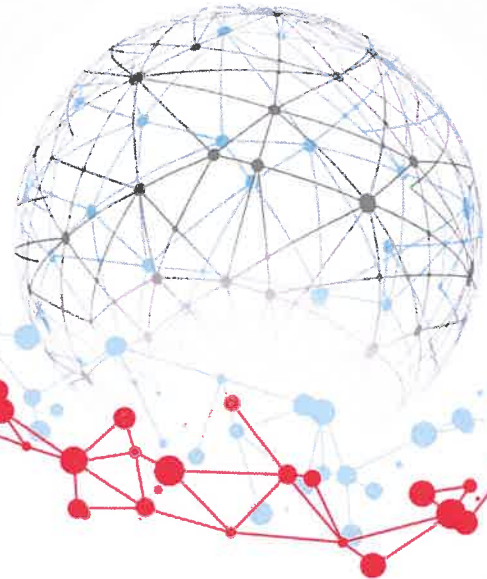
10/13/23 13:11:51
WV Purchasing Division

Submitted by

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ATTACHMENT C- PRICING PAGE

CRFP 1500 AGO 24*1

HOSTED VOICE SERVICES

NOTE: Any line item indicated below that is included in the cost listed for another line, please indicate as "included in above pricing" (identify line)

Additionally, if ANY component of your solution has a cost associated with it and is NOT identified below, please describe in detail at the bottom of the pricing page in the "Comments" sections.

Once the total proposal for the 3 year period has been determined, please provide the total annual costs for 3 optional - 1 year renewals in columns T, U and V.

		<u>Cost/Month/ User</u>	<u>Total Users</u>	<u>Total Monthly Cost</u>	<u>Annual Cost</u>	<u>3 Year Total</u>	<u>RENEWAL COST</u>		
							<u>Year 4</u>	<u>Year 5</u>	<u>Year 6</u>
4.2.1	Managed Voice Services (See Note 8) Non-Recurring Charges	\$ 18.77	200	\$3,754.54	\$45,054.48 \$ 31,749.94	\$135,163.44	45054.5	45054.48	\$45,054.48
4.2.2	Mircrosoft Outlook Integration	N/A (See note 2)	200	#VALUE!	#VALUE!	#VALUE!			
	Encryption Capability	Included	200	#VALUE!	#VALUE!	#VALUE!			
	Live Person Response 24/7/365	Included	200	#VALUE!	#VALUE!	#VALUE!			
	In-Person Training- IT (Administrators)	N/A (See Note 3)	200	#VALUE!	#VALUE!	#VALUE!			
	In-Person Training- End Users	N/A (See Note 3)	200	#VALUE!	#VALUE!	#VALUE!			
	Ad Hoc Training	N/A (See Note 3)	200	#VALUE!	#VALUE!	#VALUE!			
	Remote Training	N/A (See Note 3)	200	#VALUE!	#VALUE!	#VALUE!			
4.5	Automated Attendant/Voice Menus	Included	200	#VALUE!	#VALUE!	#VALUE!			
	Contact Center	N/A (See Note 4)	200	#VALUE!	#VALUE!	#VALUE!			
	Hunt Group Division Feature	Included	200	#VALUE!	#VALUE!	#VALUE!			
	Hunt List Feature	Included	200	#VALUE!	#VALUE!	#VALUE!			
HARDWARE	Yealink T54 Desk Phone	N/A	200	#VALUE!	\$0.00	\$0.00			
	Purchase Price	\$ 177.41	200		\$ 35,482.00				
	Yealink DECT Wireless Headset	N/A	40	#VALUE!	#VALUE!	#VALUE!			
	Purchase Price		40						
COMMENTS:	Please use this section to identify ANY cost that could be incurred as part of the solution not listed above.								
	Cisco IP Phone 8841 (Recommended Desktop Phone)	N/A	200	#VALUE!	\$0.00	\$0.00			
	Purchase Price	\$ 341.76	200		\$ 68,352.00				
	Cisco IP Conference Phone 8832 (Optional Conf. Phone)	N/A	10	#VALUE!	#VALUE!	#VALUE!			
	Purchase Price	\$ 620.16	10		\$ 6,201.60				
		N/A		#VALUE!	#VALUE!	#VALUE!			
	Ancillary Equipment - CP-8832-POE(10),WH66 DUAL UC V2 (40)		200		\$ 27,564.40				
	Third party pass through expenses (data transmittal, storage, etc)			\$0.00	\$0.00	\$0.00			
Any cost for any feature, configuration, edit or change not noted on this price page is deemed to be provided as part of the solution at NO CHARGE.									

3 Year Grand Total

#VALUE!

NOTES:

1. Our solution is priced based upon the requirements as outlined in the RFP. If new or additional requirements are uncovered during the implementation phase, a statement of work and a data gathering form will be required. Additional costs could be incurred, but will be approved by both parties before proceeding with implementation.
2. Microsoft Outlook Integration - Verizon is recommending Attorney General to use standard Microsoft Outlook Cisco Plug-in available through Cisco.
3. In Person Training - Verizon offers remote training. AGO is eligible for one class per every 200 employees, at no additional charge. Additional classes are available at a rate of \$390 per class. See training section in our response for list of available classes.
4. Contact Center - Per AGO Addendum, no Contact Center is required. All features requested in this RFP can be supported by the proposed Webex Calling Flex solution.
5. See "IP Contact Center" Supplemental Charges
6. See "Private IP" Supplemental Charges
7. See "VoIP" Supplemental Charges
8. Managed Voice Services includes the following products: Webex Calling, VoIP, Private IP, IP Contact Center.
9. See Additional Pricing Pages for supplemental and Optional charges

IP CONTACT CENTER

Administrative and Supplemental Charges	Amount (USD)
Service Change (For example, bill payer name/address change, or adding a trusted entity to the Service Controller table.)	\$60.00 per change
Expedite Charges¹ Normal Business Hours After Hours	\$700.00 per expedited activity \$1,100.00 per expedited activity
After Hours Charge	\$400.00 per occurrence
Dispatch Charges¹ Normal Business Hours Extended Office Hours After Hours	\$500.00 per dispatch \$750.00 per dispatch \$750.00 per dispatch
Premium Services – U.S. Locations Enterprise Activity Charge Administrator Activity Charge User Activity Charge Onsite Support Remote Support	\$100.00 per instance \$50.00 per instance \$25.00 per instance \$125.00 per hour ₂ \$90.00 per hour ₂
Premium Services – Non-U.S. Locations Enterprise Activity Charge Administrator Activity Charge User Activity Charge Onsite Support Remote Support	\$200.00 per instance \$100.00 per instance \$50.00 per instance \$125.00 per hour ₂ \$175.00 per hour ₂
Depending on Customer's request, Expedite Charges and Dispatch Charges may apply. For example, if Customer orders: Installation before the normal business interval (e.g., 20 days instead of 45 days) [Expedite Charge applies], Installation outside Normal Business Hours [Expedite Charge After Hours applies], and The expedited installation requires the assistance of a Verizon technician on site in the U.S. [Dispatch Charges applies], the charges will be: <div style="text-align: center;"> \$1,100 – Expedite Charge (After Hours) \$750 – Dispatch Charge (After Hours) </div>	
\$1,850.00 TOTAL	
These charges will be rounded and billed to the next higher 30-minute increment. For example, 1 hour and 32 minutes of Onsite Support will be rounded and billed to	

PRIVATE IP SERVICE

Administrative Charges	Charge Instance	Port Type	Speed	NRC
Administrative Change	Per Change	n/a	n/a	\$60.00
Cancellation of Service Order	Per Port	n/a	n/a	\$800.00
Expedite	Per Port	n/a	n/a	\$1,000.00
Physical Change	Per Order	n/a	n/a	\$200.00
Reconfiguration	Per Port	Standard Port	64Kbps	\$50.00
Reconfiguration	Per Port	Standard Port	256Kbps, 512Kbps	\$100.00
Reconfiguration	Per Port	Standard Port	T1, E1, 1M, 2M	\$200.00
Reconfiguration	Per Port	Standard Port	Above E1	\$600.00

	4 Feature	Unit of Measure	Currency	MRC	NRC
IP Contact Center	IP IVR - IP IVR Premium	Application(s)	USD \$	1,112.50 \$	-
IP Contact Center	IP IVR - IP IVR Standard	Application(s)	USD \$	578.50 \$	2,000.00
IP Contact Center	Voice Call Back - IP IVR	Application(s)	USD \$	8,811.00 \$	-
IP Contact Center	ICR Gateway	CAP(s)	USD \$	2,670.00 \$	-
Verizon VoIP	Redirect to Telephone Number	Trunk Group(s)	USD \$	18.30 \$	30.00
Verizon VoIP	Telephone Number Charge	Telephone Number(s)	USD \$	0.13 \$	0.25
Verizon VoIP	Non-Published	Listing(s)	USD \$	0.44 \$	-
Verizon VoIP	Additional Listing	Listing(s)	USD \$	1.00 \$	-
Verizon VoIP	Non-Listed	Listing(s)	USD \$	0.42 \$	-
Webex Calling	Named Calling Professional	License(s)	USD \$	8.38 \$	-
Webex Calling Flex Enterprise	Dubber Voice Int Cloud CE	N/A	USD \$	1,440.00 \$	-
Webex Calling Flex Enterprise	Dubber Call Recording Archive	N/A	USD \$	225.00 \$	-
Webex Calling Flex Enterprise	Cisco SetUp Assist - Flex	License(s)	USD \$	- \$	30.00
Webex Calling Flex Enterprise	Named Calling Professional	License(s)	USD \$	9.62 \$	-
Webex Calling Flex Enterprise	90 Minute Custom Training Webinar	Session(s)	USD \$	- \$	390.00
Webex Calling Flex Enterprise	Webex Add On - Dubber Insights	License(s)	USD \$	40.00 \$	-
Webex Calling Flex Enterprise	Webex Add On - Dubber Recordings	License(s)	USD \$	9.00 \$	-
Webex Calling Flex Enterprise	Webex Add On - Dubber Unified Capture	License(s)	USD \$	18.00 \$	-
Webex Calling Flex Enterprise	Named Calling Enhanced	License(s)	USD \$	6.17 \$	-

Product Name	Footnote(s)	Charge Type	Rate	Rate	Rate	
Special Rate(s)						
Product	Feature	State Code	Pricing City	Charge Type	Rate (USD)	
Verizon VoIP	Additional Listing	West Virginia	WEST VIRGINIA	Recurring	1.000000	
Product	Feature	Enterprise Country Code	Enterprise Service Plan	Enterprise Usage Plan	Charge Type	Rate (USD)
Verizon VoIP	Enterprise Concurrent Calls	USA	Local and LD	Metered	Recurring	8.50
Product	Feature	Rate Tier	Charge Type	Rate (USD)		
Verizon VoIP	Enterprise Trunking Premium	0-100	Recurring	60.00		
Verizon VoIP	Enterprise Trunking Premium	101-500	Recurring	1250.00		
Verizon VoIP	Enterprise Trunking Premium	501-1000	Recurring	2200.00		
Verizon VoIP	Enterprise Trunking Premium	1001-5000	Recurring	5000.00		
Verizon VoIP	Enterprise Trunking Premium	5001-1410065407	Recurring	7500.00		
Product	Feature	State Code	Pricing City	Charge Type	Rate (USD)	
Verizon VoIP	Non-Listed	West Virginia	WEST VIRGINIA	Recurring	0.420000	
Product	Feature	State Code	Pricing City	Charge Type	Rate (USD)	
Verizon VoIP	Non-Published	West Virginia	WEST VIRGINIA	Recurring	0.440000	
Product	Feature	Country of Site Address	Service Type	Charge Type	Rate (USD)	
Verizon VoIP	Redirect to Telephone Number	United States	IP Trunking	Recurring	18.300000	
Product	Feature	Country of Site Address	Service Type	Charge Type	Rate (USD)	
Verizon VoIP	Telephone Number Charge	United States	IP Trunking	Recurring	0.130000	
Product	Feature	Charge Type	Rate (USD)			
Verizon VoIP	Trunking Route Overflow	Recurring	61.00			
Product	Feature	Charge Type	Rate (USD)			
Webex Calling	Named Calling Professional	Recurring	8.380000			
Product	Feature	Charge Type	Rate (USD)			
Webex Calling Flex Enterprise	Dubber Call Recording Archive	Recurring	225.00			
Product	Feature	Charge Type	Rate (USD)			
Webex Calling Flex Enterprise	Dubber Voice Int Cloud CE	Recurring	1440.00			
Product	Feature	Charge Type	Rate (USD)			
Webex Calling Flex Enterprise	Named Calling Enhanced	Recurring	6.170000			
Product	Feature	Charge Type	Rate (USD)			
Webex Calling Flex Enterprise	Named Calling Professional	Recurring	9.620000			
Product	Feature	WXC Add On Type	Charge Type	Rate (USD)		
Webex Calling Flex Enterprise	Webex Add On	Dubber Insights	Recurring	40.000000		
Webex Calling Flex Enterprise	Webex Add On	Dubber Recordings	Recurring	9.000000		
Webex Calling Flex Enterprise	Webex Add On	Dubber Unified Capture	Recurring	18.000000		

No.	Note
1	A usage charge of USD 0.00 per GB applies for SCI - Customer Connection in each billing period in which Customer's Measured Use Level exceeds the value stated.
2	Verizon is authorized to incur customary and reasonable travel, lodging and other associated expenses in connection with the performance of the Professional Services in this Service Order Form. Verizon may invoice these expenses monthly in arrears. Customer will reimburse Verizon for those expenses.
3	As described in the Statement of Work attached hereto and/or found at http://www.verizon.com/business/service_guide/reg/ps-plus-toc-2021MAR01.htm (as applicable) and incorporated by this reference.
4	A monthly charge of USD 61.00 will apply if Trunking Route Overflow is subscribed and activated via the Verizon VoIP - Integrated Administrative Console available on the Verizon Enterprise Center online portal.
5	The current rates for this feature are available in the pricing section of your Agreement. Should the contract currency differ from your CLE currency please use the contract exchange rate to derive the local currency rate.
6	The charge shown is based upon an estimated quantity and unit rate of USD 8.38 per License(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.
7	The charge shown is based upon an estimated quantity and unit rate of USD 30.00 per License(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.
8	The charge shown is based upon an estimated quantity and unit rate of USD 390.00 per Session(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.
9	The charge shown is based upon an estimated quantity and unit rate of USD 40.00 per License(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.
10	The charge shown is based upon an estimated quantity and unit rate of USD 9.00 per License(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.
11	The charge shown is based upon an estimated quantity and unit rate of USD 18.00 per License(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.
12	The charge shown is based upon an estimated quantity and unit rate of USD 6.17 per License(s). The final charge will be calculated based upon contracted unit rate and actual quantity at time of Invoice.

VOICE OVER IP SERVICE

Administrative and Supplemental Services	Nonrecurring Charge (NRC)
Expedite Fee During Normal Working Hours Outside Normal Working Hours	\$700.00 per event per location \$1,050.00 per event per location
Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	\$800.00 per location
Premium Services – Americas (U.S./Canada/Latin America) Locations Enterprise Activity Charge Administrator Activity Charge User Charge Onsite Support Remote Support	\$100 per instance \$50 per instance \$25 per instance \$125 per hour \$90 per hour
Premium Services – Europe, Asia-Pacific Locations Enterprise Activity Charge Administrator Activity Charge User Charge Onsite Support Remote Support	\$200 per instance \$100 per instance \$50 per instance \$125 per hour \$175 per hour
Service Establishment Fee – Americas (U.S./Canada/Latin America) Locations <u>During Normal Working Hours</u> 1 – 500 telephone numbers > 500 telephone numbers <u>Outside Normal Working Hours</u> 1 – 500 telephone numbers > 500 telephone numbers	\$100.00 per location \$500.00 per location \$150.00 per location \$750.00 per location
Service Establishment Fee – Europe, Asia-Pacific Locations <u>During Normal Working Hours</u> 1 – 500 telephone numbers > 500 telephone numbers <u>Outside Normal Working Hours</u> 1 – 500 telephone numbers > 500 telephone numbers	\$250.00 per location \$500.00 per location \$375.00 per location \$750.00 per location
Dispatch Charge For dispatch of Verizon technician to make Customer-requested changes – charged per occasion: During Normal Working Hours Outside Normal Working Hours	\$500.00 per event \$750.00 per event