



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
Master Agreement

Order Date: 2015-01-13

CORRECT ORDER NUMBER
 MUST APPEAR ON ALL PACKAGES,
 INVOICES, AND SHIPPING PAPERS.
 QUESTIONS CONCERNING THIS
 ORDER SHOULD BE DIRECTED TO
 THE BUYER.

503

Order Number: CMA 0212 0212 VOIP13	Procurement Folder: 232
Document Name: Change Order 4 for Converted VOIP13	Reason for Modification:
Document Description: PROCUREMENT, INSTALLATION, and SUPPORT OF HOSTED VOICE OVER	Change Order 4: issued for Rate reduction for Virtual Contact Center, per the attached documentation. All provisions of the original contract and subsequent change orders not modified herein shall remain in full force and in effect.
Procurement Type: Central Master Agreement	
Buyer Name:	
Telephone:	
Email:	
Shipping Method: Best Way	Effective Start Date: 2013-10-21
Free on Board: FOB Dest, Freight Prepaid	Effective End Date: 2015-10-20

VENDOR	DEPARTMENT CONTACT
BUSINESS SVCS VERIZON 4700 MACCORKLE AVE STE 101 CHARLESTON WV 25304 US Vendor Contact Phone: (999) 999-9999 Extension: Discount Percentage: 0.0000 Discount Days: 0	Requestor Name: Larry McDonnell Requestor Phone: (304) 558-9999 Requestor Email: larry.d.mcdonnell@wv.gov

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

AGENCY COPY

1-27-15
 RA

[Handwritten Signature] 1/21/2015

PURCHASING DIVISION AUTHORIZATION SIGNED BY: <i>[Signature]</i> DATE: 01/22/15 ELECTRONIC SIGNATURE ON FILE	ATTORNEY GENERAL APPROVAL AS TO FORM SIGNED BY: <i>[Signature]</i> DATE: 1/30/15 ELECTRONIC SIGNATURE ON FILE	ENCUMBRANCE CERTIFICATION SIGNED BY: <i>[Signature]</i> DATE: 2-5-15 ELECTRONIC SIGNATURE ON FILE
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Extended Description:

PROCUREMENT, INSTALLATION, and SUPPORT OF HOSTED VOICE OVER INTERNET PROTOCOL SOLUTIONS and SVCS

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	43220000			LS	\$0.000000

Description: Data Voice or Multimedia Network Equipment or Platforms and

Extended Description:

Total Order Amount	Open End
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VOIP13	Document Phase Draft	Document Description PROCUREMENT, INSTALLATION, and SUPPORT OF HOSTED VOICE OVER	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY
State Capitol
Charleston, West Virginia 25305

Earl Ray Tomblin
Governor

Ross Taylor
Cabinet Secretary

Gale Given
Chief Technology Officer

TO: Guy Nisbet
Purchasing Division

FROM: Melanie Lopez
Procurements Manager for West Virginia Office of Technology

CC: Kim Harbour
PMO Director for West Virginia Office of Technology

SUBJECT: CHANGE ORDER FOUR – VOIP13 STATEWIDE CONTRACT

DATE: September 10, 2014

This is to request a change order to reduce certain rates associated with Virtual Contact Center services included in the Statewide Contract VOIP13, pages 116 and 117 of the Cost Proposal. These Services are currently deployed for at least two of our Agencies and being considered by others; therefore, this reduction in rates is in the best interest of the State of WV. Per the vendor memo, the proposed pricing changes are reductions to the initial rates.

Please let me know if there is any additional information required.

O, k
WWS
01/20/15

August 19, 2014

Department of Administration
2019 Washington Street, East
PO Box 50130
Charleston, WV 25305

RE: VOIP13/Virtual Contact Center

Dear Mr. Dunlap:

Verizon would like to provide a rate reduction for Virtual Contact Center listed on page 116 and 117 of the Cost Proposal for VoIP13 (see attached pages).

Verizon commits to provide the best services at the lowest rates possible. I look forward to continuing our business relationship and building an even stronger partnership with the State of West Virginia

Sincerely,



Sandra Hawkins
Senior Account Manager
Authorized Contact
Verizon
304-356-3395
sandra.k.hawkins@verizon.com

			8/19/2014
	Charge	NRC	
	Initial Implementation	\$5,000	no change
	Per Ordered Agent	\$15	no change

✓

				8/19/2014
Individual Type	Charge Description	MRC* (0-99 Agents)	MRC* (100+ Agents)	New Rate
Agent Fee	Per unique logged-in Agent			
	(see Definitions in table in Sect. 2.3)	\$160 ✓	\$140 ✓	\$126
Supervisor Fee	Per unique logged-in Supervisor			
	(see Definitions in table in Sect. 2.3)	\$170 ✓	\$150 ✓	\$135
Port Fee	Per Extra Port			
	(above single port provided to each Agent and Supervisor)	\$83 ✓	\$72 ✓	\$64.80

Feature Type	Implementation Fee (NRC)	MRC (except where otherwise described)	R/19/2014	8/19/2014
			New Implementation Fee (NRC)	New MRC
Voice Recording	N/A	\$13 per Unique Logged In Agent Or Supervisor	N/A	\$11.70
Storage	N/A	\$18 per extra GB purchased (above 1 GB provided for each Agent and Supervisor)	N/A	\$18.20
Dieler Enablement	\$4,000	N/A (Outbound transport charges are covered by the Outbound LD Voice MRC in Verizon's IP Contact Center Service Attachment)	no change	N/A
Quality Management	\$17,800	\$35 per Configured User	no change	no change
Advanced Quality Management	\$40,400	\$45 per Configured User	no change	no change
Workforce Management	\$35,500	\$35 per Configured User	no change	no change
Advanced Workforce Management	\$68,100	\$44 per Configured User	no change	no change
Workforce Optimization	\$53,300	\$60 per Configured User	no change	no change
Advanced Workforce Optimization	\$75,900	\$75 per Configured User	no change	no change
Hiring	\$8,500	\$20 per Candidate	no change	\$18.00
Hiring Extra Job Models	\$2,000 per extra Job Model	N/A	no change	N/A
Automated Speech				
Provided pursuant to a mutually agreeable, Verizon-provided Statement of Work attached hereto.	\$340 per hour	\$0.10 per minute		0.090 per minute
CRM Driven Screen Pop	\$8,500	N/A	no change	N/A
Basic Self Service IVR	\$3,900	N/A	no change	N/A
Premium Self Service IVR	\$10,500	N/A	no change	N/A
Named Agent Routing Utilizing CRM	\$6,500	N/A	no change	N/A
SalesForce.com Object Integration	\$3,250	N/A	no change	N/A
SalesForce.com Case Management Integration	\$6,500	N/A	no change	N/A
SalesForce.com Dual Agent Environment	\$3,250	N/A	no change	N/A
Definitions:				
Candidate - a job applicant who is assessed within the Hiring solution. A single candidate may apply, without additional charge, for multiple positions that are available within the Hiring solution				
Configured User - any individual User (regardless of role or permissions) who has access to the Service with an active account. An individual User is considered a "Configured individual User" whether or not he/she logged in during the billing interval but only for as long as he/she has an active account.				
Ordered Agent Individual Users - the number of Individual Users (regardless of role or permission) to be created within Virtual Contact Center upon implementation by the Virtual Contact Center Implementation team.				
Unique Logged In Agent - an Individual User who logs into the Virtual Contact Center Agent interface at least one time during the billing interval and is assigned "monitor", "whisper coach", and/or "barge" agent permissions.				
Unique Logged In Supervisor - an Individual User who logs into the Virtual Contact Center Agent interface at least one time during the billing interval and is assigned "monitor", "whisper coach", and/or "barge" agent permissions.				