

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

NWN Corporation

CATALOG B

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CATEGORY 27 – Standard Contact Center Services

27.2 CONTACT CENTER SERVICES

27.2.2 Contact Center General Features

Contractor's Description of Service:

NWN provides a network call queue to manage the intelligent routing and distribution of contacts from all multimedia channels such as voice, email, and the customer website.

NWN's contact center service general features include

- Web Callback
- Web and SMS chat
- Digital Recording
- Collaborative Browsing
- Email Response
- Workforce Management
- Outbound Dialing
- Voice Callback
- Quality Management
- Screen Capture
- Blended Agent

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.2.a – Contact Center General Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Web Call Back	CC-AAS-CDNCS27-WCB	Web call back functionality as described.			\$50.00	Port	Yes	No	Required
2	Web and SMS Text Chat	CC-AAS-CDNCS27-CHAT	Web and SMS text chat functionality as described.			\$-	Agent	Yes	No	Required
3	Digital Recording	CC-AAS-CDNCS27-RECORD	Digital recording functionality as described.			\$95.00	Agent	Yes	No	Required
4	Digital Recording-Storage-Gigabyte	CC-AAS-CDNCS27-STRG1G	Storage for the digital recording functionality as described.			\$5.00	Gigabyte	Yes	No	Required
5	Collaborative Browsing	CC-AAS-CDNCS27-BROWSE	Collaborative browsing functionality as described.			\$140.00	Agent	Yes	No	Required
6	Email Response Management (ERM)	CC-AAS-CDNCS27-ERM	ERM functionality as described.			\$-	Agent	Yes	No	Required
7	Workforce Management (WFM) System	CC-AAS-CDNCS27-WFM	WFM functionality as described.			\$40.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Automated Preview Outbound Dialing	CC-AAS-CDNCS27-PREVOUT	Preview outbound dialing functionality as described.			\$-	Agent	Yes	No	Required
9	Automated Predictive Outbound Dialing	CC-AAS-CDNCS27-PREDOUT	Predictive outbound dialing functionality as described.			\$40.00	Agent	Yes	No	Required
10	Voice Callback	CC-AAS-CDNCS27-CALLBACK	Voice callback functionality as described.			\$-	Port	Yes	No	Required
11	Quality Management	CC-AAS-CDNCS27-QM	Quality management functionality as described.			\$15.00	Agent	Yes	No	Required
12	Screen Capture	CC-AAS-CDNCS27-SCRCAP	Screen capture functionality as described.			\$5.00	Agent	Yes	No	Required
13	Blended Agent	CC-AAS-CDNCS27-BLENDAGT	Blended agent functionality as described.			\$30.00	Agent	Yes	No	Required
14	Virtual Agent Package	CC-BUN-ENT-IVA		Intelligent Virtual Agent to include license and support.		\$475.00	Agent	Yes	No	Required

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15	Webtext Service	CC-AAS-ENT-WEBTEXT		Enhanced contact center messaging integration, including SMS, Direct, and Social Messaging. This only applies to the Single Tenant platform.		\$6,740.00	System	Yes	No	Required
16	Webtext Service Usage	UC-AAS-CIR-SMS		Enhanced contact center messaging usage. This only applies to the Single Tenant platform		\$0.04	Message	Yes	No	Required
17	UC Private Voicemail Transcription User	UC-AAS-PRIVATE-VMU		Transcription of Voicemail to text or email		\$0.75	Seat	Yes	No	Required
18	Single Tenant Enterprise Chat & Email Agent Support	CC-MSR-ENT-ECE		Enterprise Email & Chat Support		\$16.00	Agent	Yes	No	Required
19	Work From Home Agent Bundle	CC-AAS-WFH-AGENT		Enables agents or supervisors to work from a location outside of the customer network environment, includes basic support for customer provided remote network connection. This only applies to the Single Tenant Platform		\$27.00	Seat	Yes	No	Required

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20	Work From Home Supervisor Bundle	CC-AAS-WFH-SUP		Enables agents or supervisors to work from a location outside of the customer network environment. Includes an NWN managed secure networking device for end to end encryption to Single tenant contact center system.		\$74.50	Seat	Yes	No	Required
21	Work From Home Administrator Bundle	CC-AAS-WFH-ADMIN		Enables agents, supervisors or administrators to work from a location outside of the customer network environment. Includes an NWN managed secure networking device for end to end encryption to Single tenant contact center system. Includes an NWN managed endpoint device configured for contact center applications only.		\$132.00	Seat	Yes	No	Required

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22	562 Wireless Dual Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS562M		Cisco 562 with multi-base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		\$9.50	Device	Yes	No	Required
23	561 Wireless Single Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS561M		Cisco 561 with multi-base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		\$8.50	Device	Yes	No	Required
24	562 Wireless Dual Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS562S		Cisco 562 with standard base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		\$7.75	Device	Yes	No	Required
25	561 Wireless Single Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS561S		Cisco 561 with standard base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		\$6.95	Device	Yes	No	Required

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26	Headset 531 Wired Single + USB Headset Adapter	UC-AAS- HAAS-HS531		Cisco 531 with USB or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		\$4.70	Device	Yes	No	Required
27	Headset 532 Wired Dual + USB Headset Adapter	UC-AAS- HAAS-HS532		Cisco 532 or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		\$5.15	Device	Yes	No	Required
28	Single Tenant Infrastructure Support	CC-MSR- ENT-SINGLE		Support of Private Contact Center Tenant		\$31,600.00	System	Yes	No	Required
29	Multi-tenant Standard Agent Support	CC-MSR- CLOUD-STA		Standard Agent Support for Named Agents in excess of Concurrent Agent count		\$40.00	Agent	Yes	No	Required
30	Multi-tenant Premium (Supervisor) Agent Support	CC-MSR- CLOUD-PRE		Premium Agent Support for Named Agents in excess of Concurrent Agent count		\$50.00	Agent	Yes	No	Required

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31	Multi-tenant WFO Analytics Named Agent	CC-AAS-CLOUD-WFO-A		Enhanced Analytics package provides features such as automated analysis of call and screen recordings and correlation to Net Promoter Scores (NPS)		\$40.00	Agent	Yes	No	Required
32	Multi-tenant WFO Analytics with Transcription Named Agent	CC-AAS-CLOUD-WFO-AT		Enhanced Analytics package provides features such as automated analysis of call and screen recordings and correlation to Net Promoter Scores (NPS), plus transcription of call recordings		\$48.00	Agent	Yes	No	Required
33	Multi-tenant WFO Bundle Named Agent	CC-AAS-CLOUD-WFO		WFO bundled service that includes Workforce Management (WFM), Quality Management (QM), and Analytics		\$80.00	Agent	Yes	No	Required
34	Multi-tenant WFO Analytics Named Agent Overage	CC-3PN-CLOUD-WFO-AO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$44.00		Agent	Yes	No	Required

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35	Multi-tenant WFO Analytics with Transcription Named Agent Overage	CC-3PN-CLOUD-WFO-ATO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$53.00		Agent	Yes	No	Required
36	Multi-tenant WFO Bundle Named Agent Overage	CC-3PN-CLOUD-WFO-O		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$88.00		Agent	Yes	No	Required
37	Enterprise Advanced Desktop Analytics Bundle	CC-BUN-COM-ADA		Single tenant enterprise data capture, event triggering, and analysis for computer desktop application compliance and visibility.		\$40.00	Agent	Yes	No	Required
38	Enterprise Automated Quality Management Bundle	CC-BUN-COM-AQM		Single tenant agent and supervisor enhanced quality management with automated scoring and interaction evaluation.		\$45.00	Agent	Yes	No	Required
39	Enterprise Call Recording Bundle	CC-BUN-COM-CR		Single tenant agent and supervisor encrypter enterprise voice recording.		\$32.00	Agent	Yes	No	Required

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40	Enterprise Performance Management Bundle	CC-BUN-COM-PM		Single tenant enterprise scorecard, coaching, and eLearning to track, manage, and improve performance across agent populations.		\$30.00	Agent	Yes	No	Required
41	Enterprise Real Time Speech Analytics Bundle	CC-BUN-COM-RTSAR		Single tenant enterprise solution that performs complex, automatic analysis of call recording in real-time.		\$80.00	Agent	Yes	No	Required
42	Enterprise Speech Analytics Bundle	CC-BUN-COM-SA		Single tenant enterprise solution that performs complex, automatic analysis of call recordings to address business issues.		\$45.00	Agent	Yes	No	Required
43	Enterprise Strategic Desktop & Process Analytics Bundle	CC-BUN-COM-SDPA		Single tenant enterprise data capture, event triggering, process analysis and discovery, and analysis for computer desktop application compliance and visibility.		\$35.00	Agent	Yes	No	Required
44	Enterprise Text Analytics Bundle	CC-BUN-COM-TA		Single tenant enterprise analysis on text-based contact center interactions .		\$50.00	Agent	Yes	No	Required

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45	Enterprise Workforce Management Bundle	CC-BUN-COM-WFM		Single tenant enterprise solution for for planning, forecasting, and scheduling work and managing contact center, branch, and back office resources.		\$25.00	Agent	Yes	No	Required
46	Single Tenant Express Premium Agent Overage	CC-3PN-CCX-PO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$80.00		Agent	Yes	No	Required
47	Single Tenant Express Standard Agent Overage	CC-3PN-CCX-SO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$50.00		Agent	Yes	No	Required
48	1TB Quick Access Storage	CC-AAS-ENT-STG1TB		General Quick Access Storage		\$16.00	TB	Yes	No	Required
49	1TB Glacier/Archive Storage	CC-AAS-ENT-GSTG1TB		General Archival Storage		\$22.00	TB	Yes	No	Required

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50	Single Tenant Enterprise Premium Agent Overage	CC-3PN-CCE-PO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$60.00		Agent	Yes	No	Required
51	Single Tenant Enterprise Standard Agent Overage	CC-3PN-CCE-SO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	\$40.00		Agent	Yes	No	Required
52	Knowledge Base: Agent-facing Knowledge Base with process guidance	CC-AAS-EGAIN-KWAI-NA		Knowledge Base: Increase compliance via process guidance, diagnostics and advice		\$58.80	Named User	Yes	No	Required
53	Cobrowse: Securely share & conavigate browser-based HTML content	CC-AAS-EGAIN-COBR-NA		Cobrowse: Agent can share and co-navigate HTML/JavaScript content via web browser with a customer		\$58.80	Named User	Yes	No	Required

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54	Advisor Desktop: Service bundle with Knowledge Base, Mail+Social, SuperChat, Cobrowse & Calltrack	CC-AAS-EGAIN-ADVS-NA		Advisor Desktop: Digital-first, omnichannel desktop with unified context		\$118.80	Named User	Yes	No	Required
55	Virtual Assistant: Chatbot with natural language capabilities	CC-AAS-EGAIN-VIAS-SS		Virtual Assistant: Self-service chat solution to understand customer request, to guide the customer to the right answer		\$238.80	1000 Sessions	Yes	No	Required
56	Enhanced SMS: Receive and Send SMS messages at scale	CC-AAS-EGAIN-SMSG-SM		Messaging: Send outbound, personalized, and triggered omnichannel messages at scale		\$262.80	10,000 Messages	Yes	No	Required
57	Vanity Short Code for MMS: Requested 5 or 6 digit number for messaging	CC-AAS-EGAIN-VANT-MM		MMS Vanity Short Code: A requested 5 or 6 digit number		\$2,520.00	Per Code	Yes	No	Required
58	Measure and manage contact center operations	CC-AAS-EGAIN-CCAN-NA		Contact Center Analytics: Includes reports, configurable dashboards and powerful developer tools		\$11.40	Named Reported User	Yes	No	Required

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59	Measure & visualize IVR-fronted customer journeys	CC-AAS-EGAIN-IVJA-NA		IVR Analytics: Analyze IVR-fronted customer journeys. Identify drivers of poor IVR experience		\$18.00	Per IVR/CVP Port	Yes	No	Required
60	Aggregated analysis of digital customer journeys	CC-AAS-EGAIN-CJAN-NA		Customer Journey Analytics: Aggregated analysis of digital customer journeys across multiple dimensions - channels, customers, contacts and more.		\$2,398.80	Per Tenant	Yes	No	Required
61	Additional security in form of FedRAMP compliant environment	CC-AAS-EGAIN-FEDR-PT		FedRAMP Compliance: Available for Customers who desire additional security in form of FedRAMP compliant environment		\$10,800.00	Per Tenant	Yes	No	Required
62	Case management, call tracking, screen pop, & call controls	CC-AAS-EGAIN-CALT-NA		Calltrack: Comprehensive call taking, logging and tracking capability, including call controls and screen pop with call variables		\$12.00	Named User	Yes	No	Required

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63	Mail+Social: Email, web form, and social response management	CC-AAS-EGAIN-MASO-NA		Email: Free form email and structured web form response management. Social: Twitter, YouTube, Facebook and Instagram sentiment monitoring and response management.		\$58.80	Named User	Yes	No	Required
64	SuperChat: Text chat, proactive chat, video chat & click to call	CC-AAS-EGAIN-SUCH-NA		Comprehensive text chat, proactive chat, video chat & click to call. Includes the ability to chat via messaging channels.		\$58.80	Named User	Yes	No	Required
65	Sales Advisor: process guidance expertise, best-practice and compliance	CC-AAS-EGAIN-SADV-NA		Sales Advisor: Omnichannel solution with flexible rules-based process guidance		\$118.80	Named User	Yes	No	Required
66	Customer Self-Service Web Portal	CC-AAS-EGAIN-SSAI-SS		Customer Self-Service: Web portal using Knowledge Base for process guidance		\$238.80	1000 Sessions	Yes	No	Required
67	Secure Portal	CC-AAS-EGAIN-SEME-SS		Secure Portal: Deliver confidential, secure content via a secure portal using a pointer delivered by email or message.		\$118.80	1000 Sessions	Yes	No	Required

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68	Callback via Click-2-Call web service	CC-AAS-EGAIN-CLMN-CM		Callback Minutes: One minute of callback (based on a click-to-call request online) between a customer and agent on the phone.		\$118.80	1000 Minutes	Yes	No	Required
69	Omnichannel Outbound Messaging	CC-AAS-EGAIN-MSSG-ME		Messaging: Send omnichannel messages at scale. Each message dispatched or received counts as a separate message.		\$202.80	10,000 Messages	Yes	No	Required
70	Social Media Direct Messaging	CC-AAS-EGAIN-SMSG-SC		Allows customer to message with agent using WhatsApp, Facebook Messenger, Twitter Direct Message and Apple Business Chat		\$202.80	10,000 Messages	Yes	No	Required
71	Enhanced MMS: Receive and Send MMS messages at scale	CC-AAS-EGAIN-MMSM-SM		Messaging via MMS: Receive and Send MMS messages at scale. Each message dispatched or received counts as a separate message.		\$166.80	10,000 Messages	Yes	No	Required
72	Vanity Short Code for SMS: Requested 5 or 6 digit number for messaging	CC-AAS-EGAIN-VANT-SM		SMS Vanity Short Code: A requested 5 or 6 digit number.		\$2,400.00	Per Code	Yes	No	Required

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73	eGain API / URL Call	CC-AAS-EGAIN-CAPI-AP		API call to determine if a chat agent is available for assignment.		\$118.80	100,000 API Calls	Yes	No	Required
74	Encrypted connectivity to eGain Cloud from customer's CC	CC-AAS-EGAIN-SSVP-PT		Secure (encrypted) connectivity to eGain Cloud from customer's contact center or their back end systems		\$1,200.00	Per Tenant	Yes	No	Required
75	Enhanced security for data stored within eGain	CC-AAS-EGAIN-SECP-PT		Security Plus: Encrypted DB and Domain Keys Identified Mail (DKIM)		\$1,200.00	Per Tenant	Yes	No	Required
76	Connect eGain to Salesforce CRM	CC-AAS-EGAIN-SFDC-PT		Salesforce Integration published as an app on App Exchange		\$298.80	Per Tenant	Yes	No	Required
77	eGain "sandbox" w/ prod config + transaction data & integration	CC-AAS-EGAIN-FUSB-L1		Replica of eGain production environment and includes all production data with same storage as production. Supports a staging environment		\$7,200.00	Per Tenant	Yes	No	Required
78	eGain Base Tenant Environment for HA	CC-AAS-EGAIN-ALON-L1		No scheduled maintenance windows as compared to standard 4 hours/week; uses a fully distributed deployment with highly redundant architecture		\$6,000.00	Per Tenant	Yes	No	Required

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79	eGain warm standby system	CC-AAS-EGAIN-OPCO-L1		Warm standby system is kept up, running and in synch with the production system. All traffic is switched over to warm standby (with approval), if production system is unavailable for more than 15 minutes		\$6,000.00	Per Tenant	Yes	No	Required
80	Enterprise Workforce Management Bundle Support	CC-3PR-PRIVATE-WFM		Support for single tenant Enterprise Workforce Management Bundle		\$3.74	Agent	Yes	No	Required
81	Enterprise Quality Management Support	CC-AAS-VERINT-QM		Support for single tenant Enterprise Automated Quality Management		\$11.48	Agent	Yes	No	Required
82	Enterprise Screen Interaction Recording Support	CC-AAS-VERINT-VSRE		Support for single tenant Enterprise Agent Screen Recording		\$5.78	Agent	Yes	No	Required
83	Enterprise Encrypted Voice & Screen Recording Support	CC-3PR-PRIVATE-VSRE		Support for single tenant Enterprise Encrypted Voice & Screen Recording		\$6.98	Agent	Yes	No	Required
84	Enterprise Voice Interaction Recording Support	CC-AAS-VERINT-VRE		Support for single tenant Enterprise Voice Recording		\$6.50	Agent	Yes	No	Required

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85	Enterprise Encrypted Voice Recording Support	CC-3PR-PRIVATE-VRE		Support for single tenant Enterprise Voice Recording Encyption		\$5.85	Agent	Yes	No	Required
86	Additional Call Handlers - 2x5 options	UC-PRO-ENT-CH2		Configure up to (2) call handlers with up to 2x5 Options	\$650.00		Handler	Yes	No	Required
87	Additional Call Handlers - 4x5 options	UC-PRO-ENT-CH4		Configure up to (4) Auto Attendants with up to 4x5 Options	\$1,150.00		Handler	Yes	No	Required
88	Single Tenant Enterprise Post Call Survey Setup	CC-PRO-ENT-PCSE		Post Call Survey (PCS) provides the ability for contact centers to solicit and collect caller feedback by performing a survey after normal call treatment. Routing to PCS is configured per dialed number. Callers are provided the option to participate once the call is routed to queue.	\$19,995.00		Engage ment	Yes	No	Required

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89	Single Tenant Enterprise Courtesy Call-back	CC-PRO-ENT-CCBE		Setup of Courtesy Callback, which gives a caller the option to have an agent return their call. This option limits the time a caller waits on the phone for an agent to answer.	\$18,990.00		Engagement	Yes	No	Required
90	Single Tenant Enterprise Chat & Email Setup	CC-PRO-ENT-ECE		Chat and Email offers multichannel capabilities with chat and email. It helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability.	\$32,000.00		Engagement	Yes	No	Required
91	Call Flow Setup	CC-PRO-ENT-CFADD		Option to add a call flow to an existing Contact Center deployment. Deliverables include: One Call Flow to an existing contact center deployment Call Flow Diagram Knowledge Transfer of new Call Flow	\$12,200.00		CallFlow	Yes	No	Required

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				Project Management or CEM & Engineering included One Call Flow 5 Options Wide x 2 Menus Deep Up to 3 skills / precision queues Two Days of Post Cut Support						
92	Single Tenant Infrastructure Package	CC-PRO-ENT-SINGLE		Buildout of a Single tenant infrastructure package to include the following setup and installation services: <ul style="list-style-type: none"> • Up to 100 Agents • Up to 10 Supervisors or Premium Agents • 3 Teams of Agents • 5 Call Flows (5 Options Wide & 2 Menus Deep • 20 Skills/Precision Queues Train the Trainer Training for Agent / Supervisor / Reporting	\$31,500.00		Package	Yes	No	Required
93	Multi-tenant WFO Analytics Named Agent Setup	CC-3PN-CLOUD-WFO-A		Configuration of WFO analytics agent service. Up to 100 agents.	\$30,000.00		Package	Yes	No	Required

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94	Multi-tenant WFO Analytics with Transcription Named Agent Setup	CC-3PN-CLOUD-WFO-AT		Configuration of WFO analytics and transcription agent service. Up to 100 agents.	\$35,000.00		Package	Yes	No	Required
95	Multi-tenant WFO Bundle Named Agent Setup	CC-3PN-CLOUD-WFO		Configuration of WFO analytics WFM and transcription agent service. Up to 100 agents.	\$42,000.00		Package	Yes	No	Required
96	Multi-tenant Quality Management Setup	CC-3PN-CLOUD-QM		Configuration of Quality Management agent service. Up to 100 agents	\$30,000.00		Package	Yes	No	Required
97	Multi-tenant Workforce Management Setup	CC-3PN-CLOUD-WFM		Configuration of Workforce Management agent service. Up to 100 agents	\$30,000.00		Package	Yes	No	Required
98	Single Tenant Express Standard 25 Setup Package	CC-PRO-PRIVATE-CCX25		The Contact Center Express 25 Standard Bundle includes the following setup and installation services using standard functionality with no customizations: <ul style="list-style-type: none"> • Up to 25 Agents (Minimum 5) • Up to 5 Supervisors Agents 	\$70,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • One Team of Agents • Two Call Flows (5 Options Wide & 2 Menus Deep) • Ten Skills/Precision Queues Train the Trainer Training for Agent / Supervisor / Reporting						
99	Single Tenant Express 25 Plus Setup Package	CC-PRO-PRIVATE-CCX25P		The Contact Center Express 25 Plus Bundle includes the following setup and installation services using standard functionality with no customizations: <ul style="list-style-type: none"> • Up to 25 Agents (Minimum 5) • Up to 5 Supervisors Agents • One Team of Agents • Three Call Flows (5 Options Wide & 2 Menus Deep) • Ten Skills/Precision Queues 	\$75,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Train the Trainer Training for Agent / Supervisor / Reporting						
100	Single Tenant Express Standard 100 Setup Package	CC-PRO-PRIVATE-CCX100		<p>The Contact Center Express 100 Standard Bundle includes the following setup and installation services using standard functionality with no customizations:</p> <ul style="list-style-type: none"> • Up to 100 Agents (Minimum 5) • Up to 10 Supervisors or Premium Agents • Three Team of Agents • Five Call Flows (5 Options Wide & 2 Menus Deep) • Twenty Skills/Precision Queues <p>Train the Trainer Training for Agent / Supervisor / Reporting</p>	\$80,000.00		Package	Yes	No	Required
101	Single Tenant Express Standard 25 Support Package	CC-MSR-PRIVATE-CCX25		Support for CCX25 Single Tenant infrastructure package	\$2,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
102	Single Tenant Express 25 Plus Support Package	CC-MSR-PRIVATE-CCX25P		Support for CCX25 Plus Single Tenant infrastructure package	\$2,500.00		Package	Yes	No	Required
103	Single Tenant Express Standard 100 Support Package	CC-MSR-PRIVATE-CCX100		Support for CCX100 Single Tenant infrastructure package	\$4,500.00		Package	Yes	No	Required
104	Enterprise Automated Quality Management Setup Bundle	CC-3PN-VERINT-AQM		<p>Application Enabled for Quality Management</p> <ul style="list-style-type: none"> • Desktop Gadget • Form Designer • Form Designer Standalone • Quality Evaluation • Coaching & Interaction Data • Import Manager <p>Quality Management training (includes)</p> <ul style="list-style-type: none"> • Four days – on site <p>Application Enablement for Automated Quality Monitoring</p> <ul style="list-style-type: none"> • Desktop Resources • Logger • Phonetic Boosting • Real Time Speech Calibration Application 	\$76,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> User Import Support Package Automated Quality Monitoring training: <ul style="list-style-type: none"> Three days on site training Remote Four day implementation review						
105	Enterprise Performance Management Setup Bundle	CC-3PN-VERINT-PM		Application Enabled for Performance Management: <ul style="list-style-type: none"> Advanced Scorecards Coaching Gadgets Scorecard External Integration Adaptor Lesson Management Competency-based Learning and Mobile Performance Management training: <ul style="list-style-type: none"> One day – on site application training 	\$25,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> One and a half (1.5) Verint VU Credits Productivity & Item Tracking Enabled (Custom Consulting Required) <ul style="list-style-type: none"> Pulse & Alerts Advanced Adherence "MyTime" VCT Volume Data Transformation Work Item Tracking & Reports VCT Events Capacity Planning Utilization Productivity & Operations Daily Production WIT Reports 						
106	Contact Center Enterprise Complete 200 Bundle - Up to 200 Agents including Supervisors & 5 Call Flows	CC-PRO-PRIVATE-CCE200		The Contact Center Enterprise 200 Standard Bundle includes the following setup and installation services using standard functionality with no customizations:	\$90,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • Up to 200 Agents (Minimum 5) • Up to 25 Supervisors or Premium Agents • Three Team of Agents • Five Call Flows (5 Options Wide & 2 Menus Deep) • Twenty Skills/Precision Queues • Train the Trainer Training for Agent / Supervisor / Reporting 						
107	Enterprise Call Recording Bundle Setup	CC-3PN-VERINT-CR		<p>Application enabled for Voice Recording / Screen Recording / Archive / Encryption</p> <p>650 concurrent recordings</p> <p>20GB of Standard Storage per Agent per Month</p> <p>Interaction Data Platform</p> <ul style="list-style-type: none"> • Acquisition • Indexing • Archival • Search & Replay 	\$52,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Voice Interaction Recording <ul style="list-style-type: none"> • Call Recording • Real Time Monitoring & Playback via Telephone Encryption Management Screen Interaction Recording Application Enabled <ul style="list-style-type: none"> • Desktop Gadget • Screen Capture & AIM Call Recording End User Training (search / replay) <ul style="list-style-type: none"> • One Half Day - Remote User Management Training <ul style="list-style-type: none"> • One day - on site Project setup includes: <ul style="list-style-type: none"> • Planning sessions • Recorder Setup • SAML - authentication for application access Redundancy included						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
108	Enterprise Workforce Management Bundle Setup	CC-3PN-VERINT-WFM		Application Enabled for Workforce Management <ul style="list-style-type: none"> • Forecasting & Scheduling • Blended Media • Outbound Adherence • Time Off Manager • Shift Bidding • Strategic Planner • Back Office Features • Branch Features • Mobile • Desktop Gadget • Forecasting & Scheduling Client • Logger • Pop-Up Notification System • User Import Support Package Workforce Management training: <ul style="list-style-type: none"> • Six and a half (6.5) days on site • One and a half (1.5) Verint University credit Project setup:	\$65,000.00		Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • Planning sessions • SAML - authentication for application access User Management Training One day - On Site						

27.2.3 Automatic Call Distributor (ACD)

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

Contractor's Description of Service:

The Contractor shall provide a Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features:

- Agent Inbound Line
- Agent Status
- Multiple Queue Option
- Remote Agent
- Position ID
- Call Present
- Incoming Call Queue
- Agent Priority Call transfer
- Escalation Ability
- Call Source Identification

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	CC-AAS-CDNCS27-AGENT	Basic Agent Software package as described.			\$110.00	Agent	Yes	No	Required

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

NWN provides a Basic Supervisor's Package and Additional Supervisor Package that includes all of the features from the Basic Agent's Package in addition to the following features

- Call Agent
- Observe Agent
- Answer Agent
- Chat Monitoring
- Controlled Overview
- ACD Status Display
- Position Status

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.2.a – ACD Supervisor's Package

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package- Agent	CC-AAS-CDNCS27-SUP	Basic Supervisor's Package Software as described.			\$145.00	Supervisor	Yes	No	Required
2	Additional Supervisor Positions	CC-AAS-CDNCS27-SUPADD	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)			\$145.00	Supervisor	Yes	No	Required

27.2.3.7.3. ACD System Administrator Software Package

Contractor’s Description of Service:

NWN provides a System Administrator Software Package which includes the following features:

- Customize agents and queues
- Assign passwords
- Modify the number of agents or queues
- Move agents
- Change overflow routes and ring thresholds

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 27.2.3.7.3.a – ACD System Administrator Software Package

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic System Administrator’s Package	CC-MSR-EMP-CORE	Basic Administrator’s Package Software as described.			\$5,930.00	Package	Yes	No	Required
2	EMP - Complete Management	CC-MSR-EMP-COM		NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC		\$9,375.30	Customer	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Reporting and Dashboards						
3	EMP - Core to Complete Migration	CC-MSR-EMP-CORE2COM		Upgrade from CC EMP Core to Complete		\$4,175.00	Customer	Yes	No	Required
4	EMP Custom Reporting and Dashboard	CC-MSR-EMP-ESS		NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing		\$2,999.70	Customer	Yes	No	Required
5	EMP - Essential Management	CC-MSR-EMP-ESS2COM		Upgrade from CC EMP Essentials to Complete		\$5,333.90	Customer	Yes	No	Required
6	EMP - Essential to Complete Management	CC-MSR-EMP-ESS2CORE		Upgrade from CC EMP Essentials to Core. By upgrading to the Core Service users receive access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.		\$5,375.00	Customer	Yes	No	Required
7	Self Service Custom Portal Support	CC-3PR-SPCHSOFT-PORTAL		Contact Center management application support		\$11,500.00	Customer	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Self Service Custom Portal	CC-AAS-SPCHSOFT-PORTAL		Management application entitlement for each configured contact center named user		\$8.50	Customer	Yes	No	Required
9	Custom Wallboard / Dashboard Setup	CC-3PN-2RING-DBOARD		Solutions plus option for a Cisco hosted contact center	\$13,500.00		Implementation	Yes	No	Required
10	Custom Wallboard / Dashboard Support	CC-BUN-2RING-DBOARD		Solutions plus option for a Cisco hosted contact center		\$83.50	Agent	Yes	No	Required

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

NWN provides a network based IVR solution that allows for automated interactions with telephone callers. The interactions can include pre-recorded voice prompts, touch-tone telephone keypad entry, voice (speech) recognition and text-to-speech. The IVR solution includes the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution is a usage-based option that is exclusive of any toll free network charges.

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.4.5.a – IVR Services and Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	IVR Usage	CC-MSN-CDNCS27-IVRUSE	Usage charge associated with the IVR solution.	Utilizing the AWS or equivalent platform	\$0.2300	N/A	Minute	Yes	No	Required
2	IVR Usage-Speech Recognition	CC-MSN-CDNCS27-IVRSRUSE	Usage charge associated with the IVR solution with speech recognition input.	Utilizing the AWS or equivalent platform with speech recognition	\$0.3500	N/A	Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Unlimited use CVP IVR port	CC-AAS-ENT-IVRPRT		Unlimited IVR with no speech recognition		\$93.00	Port	Yes	No	Required
4	NWN managed AWS Connect Voice	UC-3PN-CONNECT-VOICE		NWN managed PSTN usage. Unit of measure is per minute of inbound or outbound voice data that traverses the public facing PSTN interface. This service includes contact flows, configuration, routing, analytics, and management tools for voice.	\$0.04		Minute	Yes	No	Required
5	NWN managed AWS Connect Chat	UC-3PN-CONNECT-CHAT		NWN managed web and mobile Chat usage. Unit of measure is per message sent outbound or inbound. This service includes contact flows, configuration, routing, analytics, and management tools for chat.	\$0.02		Message	Yes	No	Required
6	Connect Supported US Based DID	UC-AAS-CONNECT-USDID		NWN provided US based DID that can be used for inbound and outbound voice and SMS services. Unit of measure is per month of usage.		\$1.50	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	Connect Toll-Free DID	UC-AAS-CONNECT-USDIDTF		NWN provided US based Toll-free DID that can be used for inbound and outbound voice. Unit of measure is per month of usage.		\$3.50	Each	Yes	No	Required
8	DID Inbound Usage	UC-3PN-CONNECT-DIDIN		Inbound voice call usage per minute of an NWN provided DID that traverses the public facing PSTN interface.	\$0.01		Minute	Yes	No	Required
9	Toll-Free Inbound Usage	UC-3PN-CONNECT-TFIN		Inbound voice call usage per minute of an NWN provided Toll-free DID that traverses the public facing PSTN interface.	\$0.02		Minute	Yes	No	Required
10	DID Outbound Usage	UC-3PN-CONNECT-DIDOUT		Outbound voice call usage per minute of an NWN provided DID or Toll-free DID that traverses the public facing PSTN interface.	\$0.02		Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
11	NWN managed AWS Infrastructure – Small Package	UC-AAS-CONNECT-INFRS		NWN managed AWS small infrastructure package. This package includes a Linux, Windows, or Red Hat operating system, up to 2G of memory, 2 vCPUs, 5G of network performance and up to 500MB of storage. Private secure peering connection included for transport. Customer will be required to order one package per operating system instance		\$3,275.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
12	NWN managed AWS Infrastructure – Medium Package	UC-AAS-CONNECT-INFRM		NWN managed AWS medium infrastructure package. This package includes a Linux, Windows, or Red Hat operating system, up to 4G of memory, 4 vCPUs, 5G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 1TB of outbound data transport. Customer will be required to order one package per operating system instance		\$6,720.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
13	NWN managed AWS Infrastructure – Large Package	UC-AAS-CONNECT-INFRL		NWN managed AWS large infrastructure package. Each package includes a Linux, Windows, or Red Hat operating system with SQL, up to 64G of memory, 8 vCPUs, 10G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 5TB of outbound data transport. Customer will be required to order one package per operating system or database instance		\$11,650.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
14	NWN managed AWS Infrastructure – XL Package	UC-AAS-CONNECT-INFRXL		NWN managed AWS XL infrastructure package. This package includes a Linux, Windows, or Red Hat operating system with SQL, up to 128G of memory, 16 vCPUs, 10G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 10TB of outbound data transport. Customer will be required to order one package per operating system or database instance		\$16,840.00	Each	Yes	No	Required
15	NWN managed AWS Storage – HDD	UC-AAS-CONNECT-STRHDD		NWN managed AWS powered Hard Disk Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.		\$73.00	1000 GB	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
16	NWN managed AWS Storage – SSD General	UC-AAS-CONNECT-STRSSDG		NWN managed AWS powered general purpose Solid State Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.		\$152.00	1000 GB	Yes	No	Required
17	NWN managed AWS Storage – SSD Provisioned	UC-AAS-CONNECT-STRSSDP		NWN managed AWS powered provisioned IOPS Solid State Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.		\$281.00	1000 GB	Yes	No	Required
18	Connect Support – Voice, Chat, DID	UC-3PN-CONNECT-VCDSUPT		Support package for voice and chat services. Includes EMP integration for central management and support analysis of all NWN voice and chat services. Unit of measure is one minute of inbound or outbound voice traversing the public PSTN interface.	\$0.01		Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
19	Infrastructure Support	UC-3PR-CONNECT-INFSUPT		Support package for infrastructure services. Includes EMP integration for central management and support analysis of all NWN voice and chat services. This feature is required for each infrastructure package of Linux, Red Hat or Windows, with or without SQL.		\$1,583.00	Each	Yes	No	Required