

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 22 – Cloud-Hosted VoIP Services

Mergent Systems, Inc.

CATALOG B

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Category 22 – Cloud-Hosted VOIP Services

22.2 Cloud-Hosted VoIP Services

22.2.3 Cloud-Hosted VoIP Service Packages

Contractor's Description of Service:

Mergent Systems' Cloud-hosted VoIP Service Packages provides the customer comprehensive VoIP solution, including a dedicated telephone number, messaging, local and long-distance service for a new VOIP services deployment or for enhancing or replacing its existing VOIP services. All LAN and WAN functionality shall be the responsibility of the Customer.

Applicable Packages include:

- Site survey analysis and report
- Implementation schedule
- Testing and acceptance documentation

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 22.2.3.a – Cloud-Hosted VoIP Packages

#	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.	Cloud-Hosted VoIP Service Package with Standard Handset	MS22231	Cloud-Hosted VoIP Service package that includes a Standard Handset as described in Section 22.2.2.1.		\$80.00	\$13.00	Each	Yes	No	Required
2.	Cloud-Hosted VoIP Service Package with Midrange Handset	MS22232	Cloud-Hosted VoIP Service package that includes a Midrange Handset as described in Section 22.2.2.2.		\$120.00	\$15.00	Each	Yes	No	Required
3.	Cloud-Hosted VoIP Service Package with Attendant Handset	MS22233	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.		\$160.00	\$18.00	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
4.	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	MS22234	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.		\$490.00	\$22.00	Each	Yes	No	Required
5.	Cloud-Hosted VoIP Service Package Without Desktop Handset	MS22235	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.			\$12.00	Each	Yes	No	Required
6.	Managed Services Supporting Cloud-based VoIP deployment									
7.	Managed Hardware as a service (MHaaS) Basic wireless headset	MS22238		Deployment of basic wireless headset. Must be ordered with MS22308 Monthly Managed Service	\$189.00		Each	Yes	No	Discretionary

#	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.	Managed Hardware as a Service (MHaaS) business wireless headset	MS22237		Deployment of business wireless headset. Must be ordered with MS22306 Monthly Managed Service.	\$266.00		Each	Yes	No	Discretionary
9.	Managed Hardware as a Service (MHaaS) executive wireless headset	MS22236		Deployment of executive wireless headset. Must be ordered with MS22304 Monthly Managed Service.	\$345.00		Each	Yes	No	Discretionary
10.	Managed Hardware as a Service (MHaaS) Wired Headset Basic	MS22311		Deployment of basic wired headset. Must be ordered with MS22308 Monthly Managed Service	\$149.00		Each	Yes	No	Discretionary
11.	Managed Hardware as a Service (MHaaS) Wired headset Business	MS22312		Deployment of business wired headset. Must be ordered with MS22306 Monthly Managed Service.	\$279.00		Each	Yes	No	Discretionary
12.	Managed Hardware as a Service (MHaaS) Wired Headset Executive	MS22313		Deployment of executive wired headset. Must be ordered with MS22304 Monthly Managed Service.	\$305.75		Each	Yes	No	Discretionary

#	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.	Monthly MHaaS Headset - Basic	MS22308		Monthly managed service charge for basic headset – covers support and warranty. Must be ordered with either MS22238 or MS22311.		\$5.05	Each	Yes	No	Discretionary
14.	Monthly MHaaS Headset Business	MS22306		Monthly managed service charge for business headset – covers support and warranty. Must be ordered with either MS22312 or MS22237.		\$6.75	Each	Yes	No	Discretionary
15.	Monthly MHaaS Headset Executive	MS22304		Monthly managed service charge for executive headset – covers support and warranty. Must be ordered with MS22236 or MS22313.		\$8.44	Each	Yes	No	Discretionary
16.	Deployed MHaaS Standard Phone	MS22309		Deployment of Standard phone. Must be ordered with MS22298.	\$97.00		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
17.	Deployed MHaaS midrange Phone	MS22239		Deployment of midrange phone. Must be ordered with MS22299.	\$210.00		Each	Yes	No	Required
18.	Deployed MHaaS attendant Phone	MS22240		Deployment of attendant phone. Must be ordered with MS22300.	\$495.00		Each	Yes	No	Required
19.	Deployed MHaaS executive Phone	MS22241		Deployment of executive, feature-rich phone. Must be ordered with MS22301.	\$899.00		Each	Yes	No	Required
20.	Deployed MHaaS Conference Phone	MS22310		Deployment of a conference phone. Must be ordered with MS22302.	\$ 1,035.00		Each	Yes	No	Required
21.	Monthly MHaaS Phone Standard	MS22298		Monthly service charge for managed standardphone. Must be ordered with MS22309.		\$6.23	Each	Yes	No	Required
22.	Monthly MHaaS Phone midrange	MS22299		Monthly service charge for managed midrange phone. Must be order ordered with MS22239.		\$8.41	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
23.	Monthly MHaaS Phone attendant	MS22300		Monthly service charge for managed Attendant phone. Must be ordered with MS22240.		\$10.15	Each	Yes	No	Required
24.	Monthly MHaaS Phone Executive	MS22301		Monthly service charge for managed executive phone. Must be ordered with MS22241.		\$11.95	Each	Yes	No	Required
25.	Monthly MHaaS Conference Phone	MS22302		Monthly service charge for managed conference phone. Must be ordered with MS22310.		\$26.75	Each	Yes	No	Required
26.	Video Room Setup Small	MS22293		Deployment fee for standard small conference room – per room. Must include a managed video conferencing service.	\$ 6,695.75		Room	Yes	No	Discretionary
27.	Video Room Setup Medium	MS22294		Deployment fee for standard medium conference room – per room. Must include a managed video conferencing service.	\$12,995.00		Room	Yes	No	Discretionary

#	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
28.	Video Room Setup Large	MS22295		Deployment fee for standard large conference room – per room. Must include a managed video conferencing service.	\$19,975.00		Room	Yes	No	Discretionary
29.	Video Room Setup XL	MS22296		Deployment fee for standard XL conference room – per room. Must include a managed video conferencing service.	\$26,995.00		Room	Yes	No	Discretionary
30.	Managed Video Conferencing Service - Executive Basic	MS22275		Video Conferencing Service - Executive Basic full bundle includes CODEC, Camera, Microphone, Remote Control, Planning and Design, Management & 8x5 Maintenance – OFE Display		\$175.25	Room	Yes	No	Discretionary
31.	Managed Video Conferencing Service - Enhanced Executive	MS22276		Video Conferencing Service Executive Enhanced full bundle includes CODEC, Camera, Microphone, Touch Panel Control,		\$192.75	Room	Yes	No	Discretionary

#	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
				Planning and Design, Management & 8x5 Maintenance. OFE Display						
32.	Managed Video Conferencing Service - Small Room	MS22277		Video Conferencing Service Small Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)		\$239.75	Room	Yes	No	Discretionary
33.	Managed Video Conferencing Service - Medium Room	MS22278		Video Conferencing Service Medium Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)		\$369.75	Room	Yes	No	Discretionary

#	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
34.	Managed video conference service - M/L Room	MS22292		Video Conferencing Service M/L Room full bundle includes CODEC, Camera, Microphone, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)		\$635.00	Room	Yes	No	Discretionary
35.	Managed Video Conferencing Service - Large Room	MS22279		Video Conferencing Service Large Room full bundle includes CODEC, Dual Cameras, Microphones, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)		\$ 1,129.26	Room	Yes	No	Discretionary

#	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
36.	Managed Video Conferencing Service - All-in-one Single Display	MS22280		Video Conferencing Service Large Room full bundle includes CODEC, Dual Cameras, Microphones, Touch Control, Planning and Design, Management & 8x5 Maintenance. Dual Display Capable. OFE Display(s)		\$1,699.75	Room	Yes	No	Discretionary
37.	Managed Video Conferencing Service - Small Display Option	MS22281		Video Conferencing Service - 55"-65" Display option with mounting hardware, Management & 8x5 Maintenance		\$134.95	Room	Yes	No	Discretionary
38.	Managed Video Conferencing Service - Medium Display Option	MS22282		Video Conferencing Service - 66"-75" Display option with mounting hardware, Management & 8x5 Maintenance		\$151.25	Room	Yes	No	Discretionary
39.	Managed Video Conferencing Service - Large Display Option	MS22283		Video Conferencing Service - 76"-90" Display option with mounting hardware, Management & 8x5 Maintenance		\$277.15	Room	Yes	No	Discretionary

#	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
40.	Managed Video Conferencing Service - Expansion Microphone	MS22284		Video Conferencing Service - Tabletop Expansion Microphone for Video Conferencing System, Management & 8x5 Maintenance		\$46.85	Room	Yes	No	Discretionary
41.	Work From Home Standard Bundle	MS22288		Managed Service bundle - Camera with mic and standard headset		\$25.75	Bundle	Yes	No	Discretionary
42.	Managed PoE Switch Small	MS22285		Mergent managed 8 Port PoE Switch. Includes power cord and Mergent Professional installation. Must be sold in conjunction with voice or video managed services.	\$1,025.00	\$52.25	Each	Yes	No	Required
43.	Managed PoE Switch Medium	MS22286		Mergent managed 16 Port PoE Switch. Includes power cord and Mergent Professional installation. Must be sold in conjunction with voice or video managed services.	\$1,025.00	\$118.75	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
44.	Managed PoE Switch Large	MS22287		24 Port PoE Switch. Includes power cord and Mergent Professional installation. Must be sold in conjunction with voice or video managed services.	\$1,025.00	\$145.75	Each	Yes	No	Required
45.	Managed Hardware and Service for Custom Requirements									
46.	Base License	MS22255		Cloud registration and gateway service license – as needed by deployment requirements		\$49.00	Room	Yes	No	Required
47.	Rack for Media Converter supporting video conference room deployment	MS22251		Additional rack for a video conference room deployment	\$838.44		Room	Yes	No	Discretionary
48.	Integration of 3rd party camera	MS22257		Integration of OFE camera	\$4,675.15		Room	Yes	No	Discretionary

#	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
49.	Vyopta CPM Suite Professional - Video Room	MS42210		Vyopta Collaboration Performance Management Suite Professional – Video Endpoint (up to 7 days of dial back monitoring and 3 years of analytics storage)		\$22.90	Bundle	Yes	No	Discretionary
50.	Vyopta CPM Suite Professional - User	MS42211		Vyopta Collaboration Performance Management Suite Professional – Video Endpoint (up to 7 days of dial back monitoring and 3 years of analytics storage)		\$0.37	Each	Yes	No	Discretionary
51.	Vyopta CPM Suite Professional - One Phone	MS42212		Vyopta Collaboration Performance Management Suite Professional – Common Area Phone (up to 7 days of dial back monitoring and 3 years of analytics storage)		\$0.19	Each	Yes	No	Required
52.	Vyopta Workplace Insights - Video	MS42213		Vyopta Workplace Insights for Video Conference Spaces. Track and Optimize		\$5.94	Room	Yes	No	Discretionary

#	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
				Space Utilization – Addon for CPM Suite						
53.	Vyopta Workplace Insights - Nonvideo	MS42214		Vyopta Workplace Insights for non-Video shared spaces. Track and Optimize Space Utilization – Add-on for CPM Suite		\$1.41	Room	Yes	No	Discretionary
54.	Vyopta SAML SSO RR	MS42215		SAML Single Sign-On forVyopta vAnalytics	\$350.00		Room	Yes	No	Discretionary
55.	Expanded Management Services									
56.	Cloud IP Based 4 HDD channel recording management solution	MS22246		4-Channel recording license and deployment of managed hardware. Must be sold with MS22324.	\$6,250.00		Each	Yes	No	Discretionary
57.	Cloud IP Based 8 HDD channel recording management solution	MS22245		8-channel recording license and deployment of managed hardware. Must be sold with MS22324.	\$10,050.00		Each	Yes	No	Discretionary

#	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
58.	Cloud IP Based 16 HDD channel recording management solution	MS22244		16-channel recording license and deployment of managed hardware. Must be sold with MS22324.	\$15,950.00		Each	Yes	No	Discretionary
59.	Support, Management and monitoring of channel recording system	MS22324		Managed Hardware as a Service, channel recording system. Must be sold with a Channel Recording Management Solution.		\$112.15	Each	Yes	No	Discretionary
60.	Cloud Based Video Management Appliance Base	MS22248		Onboarding and integration of the cloud-based management portal, base level. Must be sold with MS22249.	\$4,405.25		Each	Yes	No	Discretionary
61.	Cloud Based Video Management Appliance Business	MS22247		Onboarding and integration of the cloud-based management portal, business level. Must be sold with MS22249.	\$6,585.25		Each	Yes	No	Discretionary

#	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
62.	Cloud Based Video Management Appliance Advanced	MS22249		Onboarding and integration of the cloud-based management portal, advanced level. Must be sold with Cloud Based Video Management Appliance.	\$17,005.25		Each	Yes	No	Discretionary
63.	Support, management and monitoring of video management appliance	MS22250		Managed service, cloud based management portal.		\$114.25	Each	Yes	No	Discretionary
64.	12x4TB of Cloud Storage for Video	MS22253		Additional storage package video – 12x4TB		\$539.15	Bundle	Yes	No	Discretionary
65.	12x8TB of Cloud Storage for Video	MS22254		Additional storage package video – 12x48TB		\$670.15	Bundle	Yes	No	Discretionary
66.	12x16TB of Cloud Storage for Video	MS22252		Additional storage package video – 12x16TB		\$908.75	Bundle	Yes	No	Discretionary

22.2.4 Additional Cloud-Hosted VoIP Services

Contractor's Description of Service: Cloud Hosted VoIP Service can support additional Services and Features.

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 22.2.4.a Additional Cloud-Hosted VoIP Services

#	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.	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	MS22325	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.		\$ 1,975.00	\$301.75	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
2.	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	MS22326	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.		\$ 2,975.00	\$645.00	Each	Yes	No	Required
3.	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	MS22327	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.		\$ 3,478.00	\$909.00	Each	Yes	No	Required
4.	Direct Inward Dial Number Reservation	MS22328	Block of 20 DID numbers held in reserve.			\$1.15	Block	Yes	No	Required
5.	Voice Gateway Support Service	MS22291		Cloud-managed voice gateway support service		\$112.75	Each	Yes	No	Required

22.2.5 International Off-Net Calling

22.2.5.1 United States Based Services Waiver

Contractor's Description of Service:

Cloud Hosted VoIP International Service allows a customer to make off-net calls to countries outside of the Domestic US for a charge per minute.

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 22.2.5.a – International Off-Net Calling with Landline Termination

#	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1.	Brazil	MS22329	\$ 0.0218	Minute	Yes	No	Required
2.	Canada	MS22330	\$ 0.0198	Minute	Yes	No	Required
3.	China	MS22331	\$ 0.0424	Minute	Yes	No	Required
4.	France	MS22332	\$ 0.0340	Minute	Yes	No	Required
5.	Germany	MS22333	\$ 0.0219	Minute	Yes	No	Required
6.	Israel	MS22334	\$ 0.0644	Minute	Yes	No	Required
7.	Italy	MS22335	\$ 0.1493	Minute	Yes	No	Required
8.	Japan	MS22336	\$ 0.0401	Minute	Yes	No	Required
9.	Korea	MS22337	\$ 0.0218	Minute	Yes	No	Required
10.	Mexico	MS22338	\$ 0.0218	Minute	Yes	No	Required
11.	Spain	MS22339	\$ 0.0700	Minute	Yes	No	Required
12.	Switzerland	MS22340	\$ 0.2278	Minute	Yes	No	Required
13.	United Kingdom	MS22341	\$ 0.2949	Minute	Yes	No	Required

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

#	Country, Countries, Regions or Groupings	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1.	Brazil	MS22342	\$ 0.0218	Minute	Yes	No	Required
2.	Canada	MS22343	\$ 0.0198	Minute	Yes	No	Required
3.	China	MS22344	\$ 0.0424	Minute	Yes	No	Required
4.	France	MS22345	\$ 0.0340	Minute	Yes	No	Required
5.	Germany	MS22346	\$ 0.0219	Minute	Yes	No	Required
6.	Israel	MS22347	\$ 0.0644	Minute	Yes	No	Required
7.	Italy	MS22348	\$ 0.1493	Minute	Yes	No	Required
8.	Japan	MS22349	\$ 0.0401	Minute	Yes	No	Required
9.	Korea	MS22350	\$ 0.0218	Minute	Yes	No	Required
10.	Mexico	MS22351	\$ 0.0218	Minute	Yes	No	Required
11.	Spain	MS22352	\$ 0.0700	Minute	Yes	No	Required
12.	Switzerland	MS22353	\$ 0.2278	Minute	Yes	No	Required
13.	United Kingdom	MS22354	\$ 0.2949	Minute	Yes	No	Required

22.2.6 Voicemail Services

Contractor’s Description of Service:

Mergent Cloud Hosted VoIP Service Packages include voicemail interoperable with our Cloud-Hosted VoIP services.

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 22.2.6.a – Voicemail Services

#	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.	Voicemail	MS22355	Voicemail Service			\$ 3.79	Each	Yes	No	Required

22.3 OTHER SERVICES

22.3.2 Services Related Hourly Support

Contractor's Description of Service:

Mergent can provide hourly labor for the investigation and repair for CALNET services that are outside the service provider's responsibilities.

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 22.3.2 –Services Related Hourly Support

#	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.	Field Service Repair Technician Regular Hours	MS22356	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		\$125.00	N/A	Hour	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
2.	Field Service Repair Technician Overtime Hours	MS22357	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		\$185.00	N/A	Hour	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.	Field Service Repair Technician Sunday and Holiday Hours	MS22358	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.		\$205.00	N/A	Hour	Yes	No	Required

22.3.3 Migration Professional Services

Contractor’s Description of Service:

Mergent can provide professional services that support the migration of Customer telecommunications services. This is limited to efforts related to the migration from one CALNET service to another CALNET service. This can include, but not be limited to, managing number porting, site surveys, site audits, inventory and record management.

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 22.3.3.a – Migration Professional Services

#	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.	Migration Technical Services Support I - Standard Regular Hours	MS22359	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		\$115.00	\$115.00	Hour	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
2.	Migration Technical Services Support I - Overtime Hours	MS22360	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		\$175.00	\$175.00	Hour	Yes	No	Required
3.	Migration Technical Services Support I - Sunday and Holiday Hours	MS22361	Technical Services Support I for Central Office Exchange Migration only - Sunday and Holiday Hours		\$195.00	N/A	Hour	Yes	No	Required
4.	Migration Technical Services Support II - Regular Hours	MS22362	Technical Services Support II for Central Office Exchange Migration only - Regular Hours		\$125.00	N/A	Hour	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
5.	Migration Technical Services Support II - Overtime Hours	MS22363	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		\$185.00	N/A	Hour	Yes	No	Required
6.	Migration Technical Services Support II – Sunday and Holiday Hours	MS22364	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		\$205.00	N/A	Hour	Yes	No	Required
7.	Migration Network Engineer – Regular Hours	MS22365	Network Engineer for Central Office Exchange Migration only – Regular Hours		\$175.00	N/A	Hour	Yes	No	Required
8.	Migration Network Engineer – Overtime Hours	MS22366	Network Engineer for Central Office Exchange Migration only – Overtime Hours		\$260.00	N/A	Hour	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
9.	Migration Network Engineer – Sunday and Holiday Hours	MS22367	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		\$275.00	N/A	Hour	Yes	No	Required
10.	Migration Professional Services - Senior Engineer – Regular Hours	MS22368	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		\$200.00	N/A	Hour	Yes	No	Required
11.	Migration Professional Services Principal Architect I – Regular Hours	MS22369	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		\$249.00	N/A	Hour	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.	Migration Professional Services - Principal Architect II – Regular Hours	MS22370	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		\$300.00	N/A	Hour	Yes	No	Required
13.	Project Coordinator	MS22391		Project Coordinator will be the primary interface for Customer personnel during Deployment Services - hourly rate	\$150.00	-	Hour	Yes	No	Required
14.	Project Management	MS22386		Certified professional responsible for the overall project plan, budget, structure, schedule and staffing requirements - hourly rate	\$165.00	-	Hour	Yes	No	Required
15.	VoIP integration - Regular Business Hours	MS22380		Integration specialist for VoIP to Customer-preferred communications suite during regular business hours - hourly rate	\$205.00	-	Hour	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.	Project Move, Add, Delete - Normal business hours	MS22399		Project component Move, Add, Delete specialist, regular business hours – hourly rate	\$195.00	-	Hour	Yes	No	Required
17.	UC Hybrid/Private Training - Full Day	MS22390		Unified communications Hybrid/Private training day rate	\$2,050.00	-	Day	Yes	No	Required
18.	Remote Onboarding	MS22376		Integration of new services and equipment – day rate	\$3,900.00	-	Session	Yes	No	Required
19.	Onsite Day-1 Support - Full Day	MS22378		Day-1 support for questions and issue resolution for new services – day rate	\$1,750.00	-	Day	Yes	No	Required
20.	On-Site Phone Deployment up to 50 devices	MS22379		On-site setup and configuration of up to 50 phones – can be multiplied for more phones	\$575.00	-	Instance	Yes	No	Required
21.	Cloud Connect Service	MS22383		Set up Fee for Cloud connect service and integration	\$4,700.00	-	Instance	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
22.	Professional Implementation Package – SMALL	MS22372		Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.	\$6,660.00	-	Package	Yes	No	Required
23.	Professional Implementation Package – Medium	MS22373		Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.	\$8,600.00	-	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
24.	Professional Implementation Package - Large	MS22374		Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.	\$12,300.00	-	Package	Yes	No	Required
25.	Professional Implementation Package – XL	MS22375		Implementation, migration, or enhancement package. May be ordered as an add on feature for CALNET approved Cloud-based VoIP services. Can be stacked or multiplied by site and/or complexity.	\$19,400.00	-	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
26.	Network-VoIP Assessment (Small Site, up to 100 Devices)	MS22392		An evaluation of network infrastructure, performance, availability, management, and security in order to determine what changes (if any) will be needed for new/changes to VoIP service.	\$18,125.00	-	Each	Yes	No	Required
27.	Network-VoIP Assessment (Medium Site up to 250 Devices)	MS22393		An evaluation of network infrastructure, performance, availability, management, and security in order to determine what changes (if any) will be needed for new/changes to VoIP service.	\$36,750.00	-	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
28.	Network-VoIP Assessment (Large Site up to 500 Devices)	MS22394		An evaluation of network infrastructure, performance, availability, management, and security in order to determine what changes (if any) will be needed for new/changes to VoIP service.	\$74,325.00	-	Each	Yes	No	Required
29.	Security Assessment (Small Site up to 100 Devices)	MS22395		An evaluation of every aspect of your security system. This evaluation is conducted by a security professional that includes an inventory of the assets to be protected, as well as recommendations to protect all aspects of the site.	\$36,025.00	-	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
30.	Security Assessment (Medium Site up to 250 Devices)	MS22396		An evaluation of every aspect of your security system. This evaluation is conducted by a security professional that includes an inventory of the assets to be protected, as well as recommendations to protect all aspects of the site.	\$72,750.00	-	Each	Yes	No	Required
31.	Security Assessment (Large Site up to 500 Devices)	MS22397		An evaluation of every aspect of your security system. This evaluation is conducted by a security professional that includes an inventory of the assets to be protected, as well as recommendations to protect all aspects of the site.	\$145,950.00	-	Each	Yes	No	Required