

Commonwealth Office of Technology

Rated Service Description

Voice Communications: Voice over Internet Protocol (VoIP) VC60 Telephone Service

VC60 VoIP telephone number, per month

VC60 is a COT managed voice service including voice mail, 8am - 5pm M - F support excluding state holidays. The service includes; 9-1-1 availability, call transfer, multi-party conference calling, call forwarding, last number redial, procurement assistance and training. For locations not connected via fiber, it is highly recommended the Agency obtain a minimum of 1 dedicated local telephone line and a Survivable Remote Gateway to maintain telephone service in the event of a network outage. Survivable Gateway devices are priced separately. (See section, "Optional Services" below).

VC60 Includes the following HARDWARE

All necessary components of the core telephone system are included in this service. Any associated costs for functionality not included in this service will be passed through to the requesting agency without conveying any ownership interest. Individual and conference telephone handsets/headsets and other optional components such as Key Expansion Modules (KEM) are not included in this rate.

VC60 Includes the following SOFTWARE

A single client license for the Enterprise VoIP System

A single client license for a voice mail box on the Enterprise VoIP System

All software associated with this service is the property of COT. Any associated costs for functionality not included in this service will be passed through to the requesting agency without conveying any ownership interest.

VC60 Includes the following SERVICES

Hardware/software maintenance and/or replacement costs associated with the state's Enterprise VoIP System and basic service functions are at no additional cost to the agency.

24 X 7 X 365 access to the Commonwealth Service Desk to request service. VoIP support staff available 8:00 AM - 5:00 PM Eastern Mon - Fri (Excludes State Holidays)

Password resets on voice mail box.

9-1-1 capability.

All stations will have the ability to transfer calls to other stations. (Long distance charges may apply).

Each station will have the ability to place multi-party conference calls.

Last number redial.

Auto Attendant (AA) is defined as an automated answering application to route incoming call traffic.

Detailed call-reporting capabilities are included in this rate on the state's Enterprise VoIP Telephone System. It may be available on other VoIP systems but any costs associated will be passed through to the agency.

Desktop messaging (Unified Messaging) is defined as receiving voice mail messages in your Microsoft Outlook Inbox and is included in this rate for the state's Enterprise VoIP Telephone System.

Automatic Call Distribution (ACD) service distributes incoming calls to one or more telephones. Customers can define the distribution pattern.

Recommendations and quotes for additional procurements.

Training: One hour basic training sessions may be provided as needed, typically at the time of installation.

Classes are limited to 20 people. The agency may be responsible for the cost of additional sessions (billed at the appropriate hourly rate).

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VC60 To Initiate Service or Report a Problem

Please contact the Commonwealth Service Desk:

- 24x7 reporting service at 502-564-7576. Toll free support number: 800-372-7434
- Note: Requests received after normal business hours will be addressed the next business day, unless deemed critical or previously identified as a 24 x 7 facility
- Via e-mail CommonwealthServiceDesk@ky.gov

An authorized Agency [contact](#) will need to complete an F180 request [form](#) and provide a valid billing number when requesting new service. Requests for change or troubleshooting must include; Agency name, local on-site contact cellular telephone number, street address and city. The Service Desk may request additional information from the on-site contact. Incidents, along with moving, adding, and changing phone numbers, are covered under this rate.

Change requests not directly related to this service may be billable at the appropriate hourly rate.

If a reported incident request is deemed to be a change request, it may be billable at the appropriate hourly rate.

VC60 Additional Service Clarifications

Any infrastructure failure, i.e. cabling, patch panel and jacks, is not covered by this rate. Any service provided for this purpose is subject to the VC40 hourly rate.

Services provided by a Vendor partnered with COT will be passed through to the customer at the vendor's prevailing rate.

This service is not available where bandwidth is below 1.5Mb/s, or where DSL is used. These sites will need a change of service or data speed upgrade to support this application.

With the exception of fiber connected sites in Frankfort, it is highly recommended each VoIP site employ Survivable Remote Gateway (SRG) equipment and local telephone line connectivity to ensure communication if data network services are lost. There is a one-time pass through charge for installation services and an ongoing monthly charge for maintenance. **See section, "Optional Services" below for pricing information.**

If an agency site is connected via fiber in Frankfort, it may be COT's recommendation to connect directly to the Enterprise VoIP Telephone System (Aura) in lieu of employing a Survivable Remote Gateway.

All costs associated for local telephone lines such as POTS or 1FB (Single line flat rate business telephone line), PRI (Primary Rate Interface; 24 channel voice circuit), etc. will be the responsibility of the agency. COT requires that a path for 9-1-1 service be available and the state's Enterprise VoIP Telephone System (Aura) satisfies this requirement.

COT will assist agencies to obtain requested add-on features, but all costs from vendors or COT will be passed through to the agency.

Paging services via telephone may be available. Dependencies include but are not limited to; available bandwidth at the agency site and number of page recipients. Consult with a COT representative for details. Paging is deemed to be best effort.

Key Expansion Module (KEM) is defined as a console attached to the phone to provide more buttons. Telephones are not included in this service.

Contact Center is defined as an application to provide management with real-time reports on ACD agents and groups. This functionality is not included in this service. **See section, "Optional Services" below for pricing information.**

Other Contact Center features such as Call Recording, Experience Portal, Call Back Assist and Proactive Dialer are also available on the state's Enterprise VoIP Telephone System (Aura). **See section, "Optional Services" below for pricing information.**

Long distance charges are not included in this rate and are passed through to the agency.

If an agency initiates an "incident ticket" for a component(s) covered by the VC60 service, and it is ultimately determined the issue was not related to services provided under VC60, COT reserves the right to bill the agency at the appropriate hourly rate.

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VC60 Prerequisites for VoIP service

Basic Site Readiness assessment to certify the agency site meets minimum requirements. A cost estimate will be provided for necessary upgrades, changes and/or agency requests. This effort is generally limited to 8 hours per site. COT may charge agencies for hours exceeding this threshold at the appropriate hourly rate.

Network Assessment / compliance will be required before installation.

HVAC Assessment / compliance will be required before installation.

Agencies may be required to fund enhancements and/or upgrades if adding VoIP traffic (or above-standard devices) proves to saturate the agency's existing transport facilities for voice/data/fax/video. This service offering does not include networking services, but COT will assist the subscribers to determine if their current data circuit appears to be sufficient and configured properly to support the addition of VoIP.

Data gathering is the responsibility of the customer. This includes but is not limited to; phone placement, staff names and extensions. COT will populate the various databases with the provided information. If COT performs the research/data gathering, this time will be billed at the appropriate hourly rate.

Local Area Network (LAN) switches must meet COT specifications for VoIP and be managed or co-managed by COT.

VC60 OPTIONAL SERVICES

Contact Center Agent

Total Commonwealth Subscribers	Contact Center Agent Profile Monthly Charge
1 - 500	\$ 84.27
501 – 1,000	\$ 79.92
**1,001 – 1,500	**\$ 60.21
1,501 – 2,000	\$ 53.60
2,001 – 3,000	\$ 48.31
3,001 – 4,000	\$ 46.97
Greater than 4,000	\$ 46.00

**Current level of subscribers, as of July 1, 2016.

Additional Contact Center Features /Functions:

Contact Center Feature	Rate Per Month
Call Recording – Per Agent	\$ 29.67
One-X Attendant – Per Agent	\$ 7.43
Experience Portal – IVR – Per Session	\$ 39.92
Call Back Assist – Per Session	\$ 90.09
Proactive Contact – Dialer – Per Agent	\$ 131.61

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VC60 OPTIONAL SERVICES - continued

Survivable Remote Gateway options and prices (does not include cost of local telephone lines)

Description	One Time Installation Fee for New Gateway	Monthly Cost for New Gateway	Monthly Cost for Existing Gateway
G430 1 MM711	\$ 1,575.00	\$ 37.95	\$ 20.25
G430 1 MM716	\$ 1,575.00	\$ 54.05	\$ 20.25
G430 2 Media Modules	\$ 1,575.00	\$ 132.25	\$ 20.25
G430 3 Media Modules	\$ 1,575.00	\$ 166.75	\$ 20.25
G450 1 Media Module	\$ 3,675.00	\$ 253.00	\$ 81.00
G450 2 Media Modules	\$ 3,675.00	\$ 287.50	\$ 81.00
G450 3 Media Modules	\$ 3,675.00	\$ 322.00	\$ 81.00
G450 4 Media Modules	\$ 3,675.00	\$ 356.50	\$ 81.00
G450 5 Media Modules	\$ 3,675.00	\$ 391.00	\$ 81.00
G450 6 Media Modules	\$ 3,675.00	\$ 425.50	\$ 81.00
G450 7 Media Modules	\$ 3,675.00	\$ 460.00	\$ 81.00
G450 8 Media Modules	\$ 3,675.00	\$494.50	\$ 81.00