

Respondent Company: \_\_\_\_\_

**Office Space Solutions**

Product Name	Product Description	MSRP	Discount	State of Florida Price
	<b>250 Seat Fixed Facility (Winter Haven Data Center)</b>			
Shared / GeoDiverse Work Force Recovery Services	<p><b>Each Subscribed Position Includes (price per position):</b></p> <p>(1) Intel PC or Thin Client Workstation (minimum PC configuration) : 2.x GHz Dual Core Processor, 512 MB of Memory, 40 GB of Hard Disk, DVD ROM, Mouse and Keyboard</p> <p>(1) Cubicle Desktop and Chair T-1 or greater Internet Access Access to Two (2) Printers Access to Fax Machine Access to Copier *Includes one (1) 8-hour test period</p>	\$30.00	10%	\$27.00
Dedicated Work Force Recovery Services	<p><b>Each Dedicated Position Includes (price per position):</b></p> <p>(1) Intel PC or Thin Client Workstation (minimum PC configuration) : 2.x GHz Dual Core Processor, 512 MB of Memory, 40 GB of Hard Disk, DVD ROM, Mouse and Keyboard</p> <p>(1) Cubicle Desktop and Chair T-1 or greater Internet Access Access to Two (2) Printers Access to Fax Machine Access to Copier *Includes one (1) 8-hour test period</p>	\$85.00	12%	\$75.00
VoIP, IP-based Phone Services (Basic)	<p>(1) Cisco 7945G Unified IP Phone (1) Cisco Unified Communications Manager Assigned DIDs (basic service)</p> <p>Each Phone Includes: Inbound Calling1 Outbound Calling1 One (1) Voicemail Long Distance Calling2 Auto Attendant (Menu Dial) Toll-Free Number Rerouting Available Reports on call volume, routing and service timeliness</p>	One (1) Instance included with each Shared or Dedicated Position Ordered	N/A	One (1) Instance included with each Shared or Dedicated Position Ordered

<p>VoIP, IP-based Phone Services (Advanced) *requires Basic level service</p>	<p><b>Customized and Advnaced Services including (price per position):</b></p> <p>Telephone Number Rerouting for Incoming calls Automated Attendant Options Interactive Voice Response (IVR) equipment Automatic Call Distribution (ACD) Agent (for routing incoming calls to users / functional groups) Supervisory Position with ACD Agent (monitoring of calls) Reports on Volume, Routing and Service timeliness Recording of Incoming Calls for Compliance, Review or Storage Remote Agent Capability</p>	<p>\$10.00</p>	<p>10%</p>	<p>\$9.00</p>
<p>Test Services Package</p>	<p>Per Additional 8-Hour Test Day Period</p>	<p>\$800.00</p>	<p>10%</p>	<p>\$720.00</p>
<p>Professional Services</p>	<p>Call Scripting, BC/DR services, and other (price per hour - excluding time, expenses, and materials)</p>	<p>\$200.00</p>	<p>25%</p>	<p>\$150.00</p>
<p>Declaration Fee</p>	<p>Fee Only Required Upon Disaster Declaration (per 50 positions)</p>	<p>\$3,000.00</p>	<p>10%</p>	<p>\$2,700.00</p>
<p>Daily Usage Fee</p>	<p>Fee Only Required During Service Usage (per 50 positions)</p>	<p>\$1,000.00</p>	<p>10%</p>	<p>\$900.00</p>
<p>.</p>	<p>Standard business hours labor</p>	<p>\$160.00</p>	<p>10%</p>	<p>\$144.00</p>
<p>.</p>	<p>After hours labor</p>	<p>\$195.00</p>	<p>10%</p>	<p>\$175.50</p>
<p>.</p>	<p>Recovery components for disaster recovery such as: office space, generators, servers, phones, workstations, connectivity, network</p>			
<p>.</p>	<p>equipment, etc. are available however these are pre-defined contracted upfront solutions with specific configurations necessary per customer need.</p>			