



INTERACTIVE INTELLIGENCE®

Thank you very much for the opportunity to present Interactive Intelligence (ININ) to the GTA. Our goal is to deliver a world-class, customer service technology platform - that is truly second to none to the GTA and the agencies you support.

Earlier this year, Frost and Sullivan announced Interactive as its 2014 Contact Center of the Year award winner. Just last week, The Gartner Group again included Interactive Intelligence as the fastest rising leader in their exclusive Magic Quadrant analysis.

Interactive Intelligence's Communications as a Service™ (CaaS) will enable the State's agencies to focus on delivering first rate customer service to the people the people of Georgia while entrusting Interactive Intelligence with the People, Process and Technology required to manage this infrastructure with 99.999% contractual availability.

We look forward to the opportunity to demonstrate our solution on June 30th and hope that you will join us at our World HQ in Indianapolis to even better understand who we are as an organization, what makes us a leader in this space, and where we are taking the company moving forward.) Simply put, there is NO other vendor that offers the breadth of functionality and the freedom of CHOICE as does Interactive Intelligence.

We're confident that we understand how to work with state government after successful deployments for Utah, Vermont, Alabama, Virginia and Indiana, to name only a few; and that we're the right company, with the right cloud solution for the State of Georgia.

- We're proposing the same solution for the State of Georgia that has been deployed at over 6,000 customers worldwide.
- We're a rock solid company with an established track record:
 - We've been in business for 20 years
 - Have been a Gartner Magic Quadrant leader in the contact center for ten straight years
 - We've been recognized by Frost and Sullivan as their 2014 Cloud Based Contact Center Solutions Company of the Year
 - Been profitable for ten years, growing at 35% year over year
 - Have no long term debt
 - Plow 18% of revenue back into research and development
 - Have had the same senior management team for most of our 20 years
- The best pricing available is with our 60 month agreement. Most of our CaaS customers opt for this longer term agreement as it locks in all monthly recurring user fees for the full five year term.
- As the State's deployment grows, new addenda can be signed increasing the number of users, further lowering these monthly recurring user fees.

Everyone at Interactive is totally committed to the total and complete success of GTA's Contact Center migration toward the future. We are all eager to continue discovery and to work hand-in-hand, in constant partnership, with the team at GTA and the agencies you support.

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Interactive Intelligence Inc.
Deliberately Innovative
www.inin.com

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1.0 General Description

This Appendix provides an overview of the Contact Center services requirements. The purpose of the document is to provide a perspective of the products, services, equipment, software and support that are included within the scope of the **Exhibit 2 Statement of Work**. It is not intended that the contents be inclusive of all aspects of the environment.

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2.0 Core Contact Center Services

2.1 Hosted Services

The Service provider's solution addresses the requirements in this section with the following:

Interactive Intelligence Response:

Interactive Intelligence provides a comprehensive solution of contact management and business communications software applications developed to run on the pre-integrated *Customer Interaction Center™* (CIC), a multichannel event-processing solution, and the Microsoft Windows operating system.

A true all-in-one solution for voice and data, CIC allows contact centers and enterprises to seamlessly process telephone calls, emails, faxes, voice mail messages, Internet chat sessions and call back requests, and IP telephony calls. Organizations can apply business rules across media types for consistent customer service and end-to-end tracking and reporting that improves workforce performance and service quality.

Because it features a single point of management, CIC simplifies administration and maintenance, eliminates hardware "boxes" to reduce complexity as well as costs, and is flexibly deployed as a PBX/IP PBX or with an organization's existing PBX/IP PBX. The company's platform-based software solutions do not require multi-point hardware, integrations to third-party products, or CTI middleware, and are capable of processing thousands of interactions per hour.

The differentiating characteristics of CIC allow businesses to more effectively communicate both internally and externally and do so at a total cost of ownership much lower than what legacy hardware systems and computer telephony integration products require.

CIC is also offered through the cloud via *Interactive Intelligence's Communications-as-a-Service™* (CaaS) service. Architecturally, several keys make the CaaS infrastructure scalable, reliable, flexible, configurable, and open to integration.

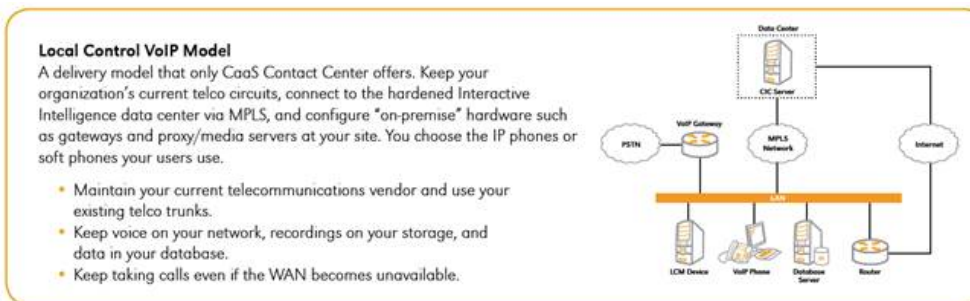
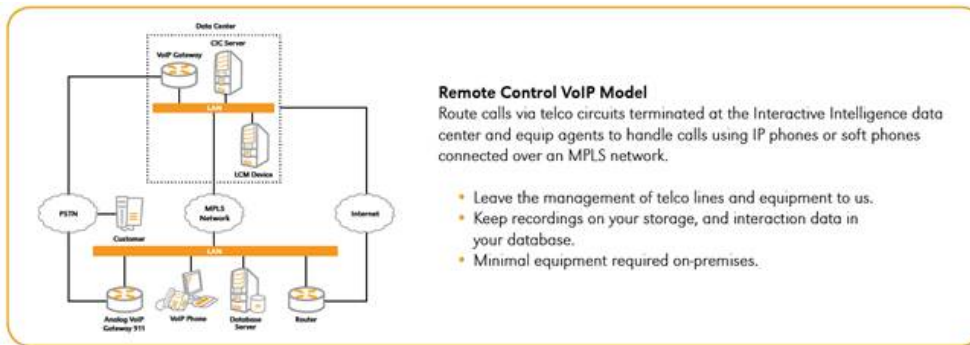
One of the cornerstones of the CaaS infrastructure is the use of *Customer Interaction Center™* (CIC) servers to provide the central application logic, and the use of Media Servers and Voice Gateways to process all voice requirements. This separation of the audio processing or "heavy lifting" from the application functionality allows for scalability, reliability and flexibility. Scalability is achieved by the Media Servers, where additional servers can be stacked in an N+1 (capacity requirement plus one) fashion to achieve a high level of redundancy for audio processing and flexibility in that the decoupling of the Media Server means the audio processing can be strategically placed where it needs to occur without traversing the WAN, while keeping call control centrally managed. CIC uses switchover, and gateways can be sized in N+1 fashion as well. By leveraging this groundbreaking architecture, the entire solution is scalable, reliable and flexible.

The solution uses open standards, such as SOAP and ODBC connectivity databases, which can reside in the data center if the customer wants a completely managed solution or on the customer premise if the customer would like to have their data reside locally. Additionally, the solution uses IceLib, an optional .NET based API to deliver client functionality embedded into customer application, to provide for a

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seamless, one screen interface for the users. In this way, the solution uses open standards to provide connectivity to the customer's infrastructure.

There are two architectural models that can be selected in order to leverage the solution in the way that is most fitting for the customer's requirements. The architectural models' names are Local Control VoIP and Remote Control VoIP. These models and their benefits are described in the diagrams below:



Our software's inherent SIP architecture provides powerful services delivery and control using voice over IP (VoIP) and a Multi-Protocol Label Switching (MPLS) network. These flexible CaaS deployment models give the customer choices that other cloud solution vendors do not provide.

CaaS is provided with a high availability design in Tier 3 compliant data centers. Tier 3 compliant data centers provide fully redundant power to each rack with UPS backup and generate service for extended periods of power failure. CaaS data centers utilize separate cooling zones in computer rooms that are constantly monitored to maintain server temperatures at 68-72 degrees Fahrenheit and 30-45 percent relative humidity.

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2.2 Automatic Call Distribution

The Service provider’s solution addresses the requirements in this section with the following:

Interactive Intelligence Response:

One of the critical aspects of *Customer Interaction Center™* (CIC) is its ability to queue and distribute various types of interactions coming in from the outside world. Multimedia queuing involves the handling of not just incoming telephone calls but email, fax, voicemail, social media routing and internet-based interactions such as text chats, web call back requests, and VoIP calls.

Using this technology, organizations can offer an unparalleled degree of consistency to customers no matter how they choose to interact. Customers can also support “generic” objects such as help desk trouble tickets, leverage CIC’s skills-based routing, generate screen pops, etc.

The concept of multimedia queuing is illustrated below:



CIC provides full-featured IVR functionality as part of the all-in-one nature of the product. A call may come into the system and route to an IVR session and then subsequently roll to an ACD queue that is also resident on the server. Thus, call information collected during the IVR session will be available to the agent, if the call does route to an agent. IVR calls will seamlessly transfer to ACD agents and all IVR information stays intact as part of the call. Once the call is complete, recording and reporting will be stored for the call in a cradle-to-grave fashion.

Further, the purpose of CaaS is to provide a communications solution that receives and distributes interactions to Call Center agents and business users, upon demand, and ensure that vital communications continue even during emergencies. Interactive Intelligence offers a variety of hosted communication solutions to meet the needs of Call Centers and Enterprises, regardless of size or location.

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CaaS improves operational performance with IVR, ACD, automated dialing, call recording, workforce management (WFM), screen pop integration and the multichannel routing of email and web chat. Agents and supervisors also improve service levels with desktop call control, desktop faxing, and real time presence and monitoring.

The following is a list of potential functionality offered with CaaS:

Contact Center	Unified Communications
Multichannel queuing, routing and reporting <ul style="list-style-type: none"> • Call, email, chat, social media 	Enterprise telephony (IP PBX)
Interactive Voice Response (IVR)	Auto-attendant
Outbound/predictive dialing	Presence
Supervisor applications	Conferencing
Call and screen recording	Desktop call control
Workforce management	Unified messaging
Real time speech analytics	
Post-call surveys	
Packaged integrations and screen-pop	

Interaction Supervisor™ is the application used by supervisors and managers to monitor CaaS. Interaction Supervisor provides a set of configurable views into many different aspects of communications and business processes. In addition to being able to display various real-time information, Interaction Supervisor allows users to set alerts on different quantities (e.g. calls longer than a certain duration, average hold time greater than a given value, etc.) and be notified in selected ways (phone calls, e-mails, etc.). Interaction Supervisor allows supervisors to keep track of various objects, including:

- People - With sufficient access privileges, a supervisor can click on a given person and see his or her interactions, current status, etc.
- Interactions - A supervisor can highlight a given phone call and listen in, initiate a recording, whisper into the agent's ear, join the call, take the call away, etc. Similar operations are provided for non-telephonic interactions such as queued e-mails, text chats, etc.
- Queues - *Interaction Supervisor* provides real-time information regarding the performance of various workgroups and their associated queues, including average wait times, talk times, calls currently in queue, etc.
- Processes - *Interaction Supervisor* has been extended to allow process managers to see work making its way through various process flows. It can display where a process object is along its execution path, how long it has been in transit, where it's currently held up, who's supposed to be working on it, etc.

In addition, Interaction Supervisor can report on real time call center statistics and display alerts projected onto a screen within the contact center environment.

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2.3 Auto-Attendant and Integrated Voice Response

The Service provider's solution addresses the requirements in this section with the following:

Interactive Intelligence Response:

Customer Interaction Center™ (CIC) uses speech recognition to further enhance the IVR experience and provide customer-facing, self-service applications to deliver cost savings and additional revenue opportunities.

CIC supports Nuance and Loquendo speech recognition and each is available in a variety of languages. Interactive Intelligence has also developed its own speech recognition engine which is currently available only in English, but additional languages will be available in the future. The tier 1 version of this module supports yes/no (boolean) grammars, digits, date and time, numbers, currency, phone, speech-enabled *Interaction Attendant*®, mobile office, and the company directory. The tier 2 license supports all of the tier 1 features plus custom grammar and, unlike Nuance tiers, it does not have a limit on the number of words.

CIC uses a Text-to-Speech (TTS) engine to read text to callers over the telephone. For example, a user can retrieve an email over the phone, and the TTS engine will read the sender, subject, and body of the email.

ASR and TTS ports are sized based on application design requirements. ASR and TTS servers can be stacked and architected to support large scale application requirements.

CIC provides full-featured IVR functionality as part of the all-in-one nature of the product. A call may come into the system and route to an IVR session and then subsequently roll to an ACD queue that is also resident on the server. Thus, call information collected during the IVR session will be available to the agent, if the call does route to an agent. IVR calls will seamlessly transfer to ACD agents and all IVR information stays intact as part of the call. Once the call is complete, recording and reporting will be stored for the call in a cradle-to-grave fashion.

The caller experience in terms of prompts while on hold, in-queue options, wait-time information, etc. is completely configurable using the *Interaction Attendant*® application.

Customer Interaction Center™ (CIC) offers callers waiting in queue the option to press a dual tone, multi-frequency (DTMF) digit at any time and hear other options without being removed from the queue. For example, options might be:

"If you know the extension of the party you wish to speak with, you may dial it now" or "If you know the extension of the party you wish to speak with, Press 1."

CIC also allows callers to "dial over prompts" at any time during the menu so they can be connected directly to the desired destination or hear menu options again. Administrators can also deny callers this functionality, forcing them to listen to the entire message before moving to the next message.

2.4 Reporting & Analytics

The Service provider's solution addresses the requirements in this section with the following:

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Interactive Intelligence Response:

There are over 180 standard reports built into *Interactive Intelligence® Communications as a ServiceSM* (CaaS) that allow all members of the communication management team to analyze real-time data.

Additionally, CaaS includes Interaction Reporter and Interaction Report assistant which allow users to create ad-hoc reporting views based on the information that is most relevant to them. Reporting data includes:

- Interaction Detail Data
- Agent Activity Data
- Queue Activity Data
- Agent Performance Data
- Queue Performance Data and much more.

All CaaS statistics are stored to a Microsoft SQL database. Report templates are created and customized with Crystal Reports. Ad hoc reports may be requested and viewed using the *Interaction SupervisorTM* application. They may be exported to a number of formats including: Crystal, PDF, CSV, txt, email, HTML, etc. and they may also be printed.

In addition, Scheduled Reports may be used to schedule, generate, distribute, and print reports. Scheduled Reports is an optional service offered to CaaS customers upon request. This service allows customers to request up to 50 reports to be delivered at the customers requested interval. Additional reports may be purchased.

2.5 Call Recording & Basic Quality Management

The Service provider's solution addresses the requirements in this section with the following:

2.5.1 Call Recording

Interactive Intelligence Response:

Interaction Recorder® is a feature rich, rules-based recording add-on to the *Interactive Intelligence Customer Interaction Center®* (CIC). Interaction Recorder gives organizations an easy and cost-effective way to record, store and manage interactions.

Interaction Recorder provides complete quality assessment control in one environment for recording and archiving phone calls as well as emails, inbound faxes and web chats. Screen recording is also possible with Interaction Recorder. More than just recording, Interaction Recorder's scoring features simplify quality and compliance assessment processes, while out-of-the-box reports facilitate measuring team and individual scoring results. Intuitive categorization and retrieval features ease recording file management. Interaction Recorder helps improve customer service standards, optimize performance, ensure governance compliance, validate sales orders and resolve discrepancies – upgrading virtually every aspect of the interaction process between businesses and their customers.

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Key Benefits

- Record multiple channels or media types without add-on applications or systems
 - Phone Calls
 - Email
 - Chat
- Non-Blocking Recording Capability overall cost and increases overall capacity
 - No dedicated ports
 - No additional trunking hardware, eliminating the need for redundant cards
- Simple deployment in VoIP Environments with minimal hardware reduces overall cost
- Scalable Recording Compression/Archiving
 - Conserve disk space – depending upon format chosen, 8 to 1 Compression Ratio
 - Set automatic recording retention rules
- Lower Total Cost of Ownership
 - Pre-integrated to CIC requires less overall configuration for new agents and workstations
 - No bolt-on hardware required

Key Features

- Flexible Recording Selection Policies
 - Specific types of interactions
 - Specific users, roles, workgroups
 - Date/Time
 - Caller/Customer Profile
 - Random recording options
- Recording Tags
 - Organize and partition recordings to facilitate more rapid retrieval and to control access
- Interaction Screen Recorder
 - Email
 - Web-chats
 - All workstation activity captured during recording session, including mouse movements
 - Synchronized playback and scoring of audio and workstation activity
- Ability to record encrypted calls using TLS and SRTP
- Optional encryption of recordings to ensure privacy, or to comply with PCI standards
- Recording Files Retention Policies
 - Conserve disk space
 - Set automatic retention rules

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- Powerful Search & Retrieval
 - Intuitive search interface
 - Search by tags
 - Search by specific recording attributes, including custom ones added via database lookups and handlers
- Scoring and Grading Schemes
 - Create scoring questionnaires for recorded interactions
 - Create true/false, multiple choice, “not applicable”, optional or mandatory questions
 - Create critical/non critical question types
 - Create weighted question categories
 - Weight individual questions to control contribution to score
 - Optional “Fatal Button” to fail agents
 - Link questionnaires with specific types of recordings
- Reporting
 - Questionnaire Scoring Summary and Detail Reports
 - Calibration Reports
 - Ranking Reports
 - User Score Comparison Reports
 - Data logged to a standard ODBC database architecture, enabling access by company specific reporting tools in addition to the standard reports already available
 - Interaction Report Assistant provides an Interaction Recorder “package” for creation of custom reports on the fly
- Export and send recordings to non-Interaction Recorder users
 - WAV format for audio recordings
 - HTML for Chats and Email

2.5.2 Customer Surveys

Interaction Feedback[™] allows survey authors to create effective customer satisfaction post-call surveys, and provides users with the ability to view completed survey results, as well. Interaction Feedback uses the features Interaction Center Business Manager interface, which makes it easy to use and provides a common interface with other *Customer Interaction Center*[™] (CIC) applications.

Post-chat surveys are not currently supported with Interaction Feedback but are a planned future enhancement.

Navigation Pane

The Interaction Feedback navigation pane provides easy access to its survey features in the following navigation panes: Survey Definition, Survey Results, and Library. It provides centralized navigation to survey components, which display their information in the workspace next to the navigation panes.

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Survey Definition

Use the Survey Definition navigation pane to create Survey Groups, which organize surveys, create customer surveys, new or from a template, create new survey questions, or add questions from an existing template and to activate a survey. Surveys and questions are edited and managed under Survey Definition. Surveys and questions can be saved as templates and used when creating new surveys.

Survey Results

The Survey Results navigation pane allows authorized users to display the results of completed surveys in the workspace, using the dashboard and searches. Use the dashboard for a quick graphical view of survey results by date. The dashboard view includes the average score for a survey, the average ranking of a survey, and the number of surveys completed. For a survey that is more detailed results, use the Public Searches folder and the Private Searches folder to build customized searches.

Customized searches can be built with filtering attributes such as Ranking, Scored User, Survey Name, and Survey State.

2.6 Network & Transport

The Service provider's solution addresses the requirements in this section with the following:

2.6.1 Toll-Free service requirements

2.6.2 Trunking Requirements

2.6.3 Data network requirements

2.6.4 VPN / Security for Transport

Interactive Intelligence Response:

Interactive Intelligence can provide customers with telecom services. We have several carrier partners that can provide toll-free services as well as networking and WAN services. Interactive Intelligence can also work with the customer's carriers of choice.

As part of CaaS offering we have several alternatives for PSTN terminations that a customer can take advantage of based on their requirements. Depending on your geographic location the options can be:

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ININ Managed Carrier – In this model Interactive manages the relationship with the carrier directly (normally Level(3)) and bills the customer based on use etc. In this model ININ is the single point of contact for the customer and is responsible for working directly with the carrier to resolve any type of customer issues that arise. This includes both Interactive issues as well as issues associated with the carrier.

Customer Provided Carrier Services – In this model the customer contracts with a third party carrier to provide either SIP based trunking or PRI/T1 connections which are terminated into our data centers or their locations in a hybrid cloud model (LCM). In this model the CaaS support team provides trouble identification and troubleshooting services up to the customers demarcation point in our data center or their premises. **Note: In this model, if an issue is determined to be carrier related it will require the customer to work with the carrier to resolve the problems in conjunction with our CaaS Support team.**

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3.0 Enhanced Contact Center Services

3.1 Enhanced Quality Management

The Service provider's solution addresses the requirements in this section with the following:

Interactive Intelligence Response:

Live Call Monitoring in the Interaction Recorder Playback Window – While recording live interactions, users have access to buttons in the Interaction Recorder playback window. This provides the ability to join, listen (live monitor), or coach while the interaction is still in progress. If they choose to listen while the recording is in process, they can also open a scorecard (Scoring tab) to evaluate the interaction.

3.2 Enhanced Workforce Management

The Service provider's solution addresses the requirements in this section with the following:

Interactive Intelligence Response:

The items in the section are provided for by two of CIC's fully integrated applications: *Interaction Optimizer™* and *Interaction Analyzer®*.

Interaction Optimizer™ is the Interactive Intelligence Workforce Management application that assists contact center managers with interaction forecasting, scheduling, and real time adherence. Interaction Optimizer provides Volume and Headcount forecasting as the basis for schedule generation.

Interaction Optimizer is built into the Customer Interaction Center™ (CIC) application suite from Interactive Intelligence and requires no third party integration. In delivering integrated workforce management functionality to the contact center, IT professionals appreciate the CIC system's common interface to inherently administer Interaction Optimizer and associated supervisory monitoring applications in CIC. Compared to other workforce management systems and point solutions, Interaction Optimizer results in a much lower total cost of ownership.

The volume forecasting component utilizes historical ACD data including media type, workgroup data and skill set to predict the number and type of interactions expected. Scheduling administrators can also edit the volume forecast as necessary to address any volume impacts that may not be present in the historical data.

The headcount forecasting component utilizes the volume forecast along with default goals for service level or ASA and an unplanned shrinkage factor to calculate the total staffing required. There are two primary methods of headcount forecasting supported in Interaction Optimizer, Erlang C and ACD Simulation. We also support the ability to import either a volume or headcount forecast if necessary. Scheduling administrators can also edit the headcount forecast as necessary to address any headcount impacts that may not be present in the historical data.

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The schedule generation component utilizes the headcount forecast for the specific scheduling unit along with the scheduling rules (i.e. shift definitions, agent constraints, etc.) to design optimal schedules to meet the needs of the business. Multiple schedules can be used to accommodate many what-if scenarios until the ideal optimal schedule is complete. Scheduling administrators can also edit the completed schedule prior to publishing to accommodate any necessary changes for meetings, training, etc. that were not included in the initial schedule generation. Once complete, schedules are then published for each given week and notifications are sent to the agents via the .NET Client.

The Real Time Adherence module of Interaction Optimizer compares the published schedule with the real time performance of the agents and presents adherence results in real time through Interaction Supervisor™. Supervisors and scheduling administrators can also establish alerts including color-coded visual indicators, playing sounds and sending emails when certain thresholds are not met in accordance with business rules.

Historical reporting is provided in order to cover virtually any aspect of system activity through Interaction Supervisor™. All statistical metric data is stored to a customer-owned Microsoft SQL or Oracle database. Report templates have been created using Crystal Reports and customization of report templates can be done using that same application. Reports may also be scheduled to run as needed and published to web pages, sent to printers, etc. using the optional Scheduled Reports Package interface.

Interaction Analyzer® is Interactive Intelligence's real-time word and phrase spotting product, built directly into *Customer Interaction Center*™ (CIC) and leveraging Interactive Intelligence's own technology with no third-party components. This allows for fully-integrated speech analytics with supervisors and agents informed in real time of interaction scores and spotted keywords and phrases. Details of words and phrases spotted are stored, along with recordings, in *Interaction Recorder*® to enable rapid searching of recordings, playback with spotted keywords and phrases, the ability to jump to specific entries, and trending analysis of types of calls, such as 'Unhappy Customer.' Because Interaction Analyzer is built into CIC, deployment is simple – activate licenses, define keywords and phrases, and start using it.

Interaction Analyzer takes a different approach to speech analytics than the current products in the market. Interaction Analyzer's goal is to build speech analytics directly into the everyday processes that contact center staff use to make those processes more effective and efficient. One way Interaction Analyzer does this is by performing keyword and phrase spotting in real time so that contact center staff can take action immediately on interactions between agents and customers. Along with all the other real time statistics available, supervisors can also see the dynamic scores for the agent and the customer on a call, see the keywords spotted, and select the call for listening, coaching, and joining if desired.

3.3 Customer Relationship Management (CRM)

The Service provider's solution addresses the requirements in this section with the following::

Interactive Intelligence Response:

Interactive Intelligence provides *Interaction Feedback*™ as a customer feedback management product designed to help organizations better measure and improve customer service. Customer feedback management is a discipline that takes customer input from all departments of an organization to evaluate areas for improvement, and areas of success. The ability to capture the "Voice of the Customer" plays a

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key role in quality initiatives such as Six Sigma and ISO 9000, as well as other strategic initiatives related to the customer experience.

Interaction Feedback provides an automated post-call customer satisfaction survey module that enables organizations to accurately measure customer service levels in a timely and cost-effective way.

Interaction Feedback is designed as an add-on module to CIC, a standards-based, "All-in-One" solution designed to reduce the cost and complexity introduced by multi-point products. *Interaction Feedback* offers organizations key capabilities such as:

- Wizard-driven survey creation that does not require programming knowledge or third party expertise.
- Configurable rule-based survey delivery to define which calls receive an invitation for a particular survey and under what conditions based on parameters such as: frequency (for example, every *n*th call), maximum number of surveys offered per day, DNIS, ANI, workgroup, call attribute or chronological segmentation (time / date range; day of the week).
- Configurable alerts to notify specified personnel of survey scores that fall below pre-defined "acceptable" thresholds.
- For customers with *Interaction Recorder*®, integrated call recording and scoring features, and the ability to hear what transpired on a given interaction that may have impacted satisfaction scores.
- Fully automated survey delivery that is transparent to the agent, removing the need for agent intervention and reducing the potential for agent bias in the survey process.
- Built-in third party question library and templates from CFI Group (www.cfigroup.com), which holds a patented methodology for tying customer satisfaction to financial results.

Customer Interaction Center™ (CIC) integrates to third party products such as customer-owned customer relationship management (CRM) packages using component object model (COM); .NET; dynamic data exchange (DDE); extensible markup language (XML); simple object access protocol (SOAP), IceLib, and other application programming interfaces (API).

Interactive Intelligence has pre-built integrations to the following CRM products: HEAT, Remedy, SAP CRM, Salesforce.com, Oracle Siebel, Oracle Cloud Service (RightNow) and Oracle Sales Cloud (Fusion).

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4.0 Transition Requirements

4.1 Setup & Transition

The Service provider's solution addresses the requirements in this section with the following::

Interactive Intelligence Response:

Both Interactive Intelligence and the customer will need to provide specific resources for the solution implementation. The Interactive Intelligence project methodology utilizes a number of specialized actors and phases, all coordinated by a single project owner but with supporting implementation management of standardized tasks. When applicable to fulfill the needs of the stated deliverables, Interactive Intelligence will supply shared resources to fulfill the roles outlined in the table below. Depending upon the size and complexity of a given project, individual resources may fulfill more than one role.

Interactive Intelligence Professional Services resources and roles include:

Engagement Manager

- Responsible for overall project, including implementation proposal development and engagement management as well as financial and contracts.

Project Manager

- Acts as a point of contact to own the implementation for the client and provide/arrange access to other resources in the client environment.
- Responsible for project management, direction setting, resource scheduling, project acceptance, sign-off on work completed by the Interactive Intelligence implementation team, and sign-off on the Acceptance Document as the various project activities are completed.

Implementation Consultant

- Provides subject matter expertise in infrastructure requirements, product configuration, and handler design.
- Develop software deliverables.
- Implement base product.
- Perform system cut-over.

Field Engineer

- Provides subject matter expertise in infrastructure requirements, implements the base product as well as performing system configuration, testing, and cutover.

Development Engineer

- Discovers, develops, tests, and documents any custom applications.

VoIP Readiness Assessment Engineer:

- Validates network architecture.

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- Performs VoIP readiness assessment.
- Provide certification report of VoIP readiness and recommendations.

Performance Consultant (as needed)

- Provides training for *Interaction Optimizer*[®]
- Provides configuration services for Interaction Optimizer
- Provides consultant services for customer to optimize their solution

Education Training

- Provides train-the-trainer training
- Provides other training and services as defined in the Statement of Work.

Regional Services Manager

- This resource may be needed depending upon the project's customization requirements and serves as the escalation point for Engagement Manager, Project Manager, or Systems Engineer.

Regional Support Manager

- Involved in the beginning so the customer meets the support organization before going through the implementation process. Also involved in meeting(s) at the end of the project when it is handed to support after a successful implementation.

The roles identified above for Interactive Intelligence relate specifically to our Professional Services delivery roles. As you will learn during your hand-off to our Support Services team after acceptance, many other individuals and organizations will/are involved in making our partnership a success.

Like all technology projects, CaaS implementations demand thorough planning to achieve successful execution. Establishing a plan that defines all phases, activities and tasks and assigns resources will help achieve a smooth implementation. This is why Interactive Intelligence assigns a Project Manager to work with you from the initial kick off call through to the final cutover.

Interactive Intelligence uses an implementation methodology set of best practices that have been developed and are maintained by its Professional Services Organization (PSO). These methods and practices represent the collective learning and experience of thousands of implementations of Interactive Intelligence products. The methods and practices are continuously updated to reflect enhancements in the product and advances in our knowledge and understanding of deploying them within various customer environments. The goal of the methodology is to:

- Provide the client with the shortest possible mean time to value without compromising the integrity of a mission critical communication system.
- Plan and design the implementation so it has the highest possible reliability with the lowest possible ongoing cost of ownership.
- Provide incremental project phase approvals to ensure the tightest possible management of project scope, cost, and timing.
- Actively involve the client during deployment to facilitate the transition and to ensure the project's ongoing success.

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5.0 Training and Support

5.1 Training

The Service provider's solution addresses the requirements in this section with the following:

Interactive Intelligence Response:

Interactive Intelligence offers *Interactive Intelligence® Communications as a ServiceSM* (CaaS) customers a wide variety of instructor-led, web-based, and computer-based training options.

The included CaaS eLibrary consists of a series of topic-oriented videos that are 2 to 4 minutes in duration. The videos feature a voice-guided demonstration on how to perform a variety of tasks within the CaaS environment.

The videos contained within the CaaS eLibrary will cover such areas as:

- Basic administrative tasks using Interaction Administrator®
- How to create and administer Customer Interaction Center™ (CIC) users, workgroups, and roles.
- Introductions to the various Interaction Client® .NET and Web Edition features
- Monitoring contact center agents with the Interaction Center Business Manager
- How to create and run standard reports

For more detailed training needs, Instructor-led, web-based courses available include:

- Fundamentals of Interaction Administrator
- Introduction to User Management
- Introduction to Interaction Supervisor™
- Introduction to Interaction Attendant®
- Introduction to Interaction Recorder®
- Introduction to Reporting

In addition, **Interactive Intelligence includes online training for CaaS via our Online Passport. Through the ININ University Online Passport users gain access to a plethora of computer-based training modules for agents, business users, and supervisors.**

5.2 Technical Support

The Service provider's solution addresses the requirements in this section with the following:

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Interactive Intelligence Response:

Interactive Intelligence® Communications as a ServiceSM (CaaS) has dedicated engineers and developers on staff to support the development needs of Interactive Intelligence CaaS customers.

Each customer is assigned to a specific Support Engineer within our CaaS Support Organization. The dedicated Support Engineer will get to know the customer’s applications, design, and architecture inside and out. This engineer will become the primary point of contact for all support related issues including Moves, Adds and Changes. This Support Engineer will be assisted by a full team of the CaaS Operations group to ensure that support requests are answered immediately even when the dedicated Engineer is unavailable.

A trouble ticket can be opened for any unexplained behavior of *Interactive Intelligence® Communications as a ServiceSM* (CaaS). Trouble tickets can be opened via the web portal. Due to the software-based architecture of the CaaS Contact Center, most issues can be resolved remotely at the CaaS Network Operations Center.

As a CaaS customer, your Interaction Center is monitored and audited regularly by Interactive Intelligence CaaS Operations. Network Operations Engineering staff will proactively open tickets to consult with the customer to optimize Interaction Center based on the customer’s usage of the system.

CaaS Support is staffed 8:00 A.M. to 9:00 P.M. EST Monday through Friday, excluding holidays.

Emergency coverage is available 24 hours a day, 7 days a week, including holidays.

CaaS is offered in tiers with associated SLAs based on the tier as detailed below.

CaaS Support	Standard	Preferred	Premium
Upgrades	Included	Included	Included
Standard Support	✓	✓	✓
Premier Support	\$ (12%)	✓	✓
Elite Support	\$ (25%)	\$ (10%)	✓
Uptime Service Level Agreement - Application	99.999%	99.999%	99.999%
Support Initial Response Time by Priority Level	Priority 1 & 2: 20 minutes Priority 3: 2 Business Days Priority 4: 3 Business Days	Priority 1 & 2 : 15 minutes Priority 3: 24 Hours Priority 4: 2 Business days	Priority 1 & 2: 10 Min Priority 3: 8 Hours Priority 4: 24 Hours
Toll-free Critical Support Access	24/7/365 (Priority 1)	24/7/365 (Priority 1&2)	24/7/365 (Priority 1&2)

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Toll-free Phone Support	M - F 8 AM – 8 PM (Customer Time Zone) *Holidays Excluded	S - S 8 AM - 8 PM (Customer Time Zone) *Holidays Excluded	24/7/365
After Hours & Holiday Toll-Free Support	\$250 per Incident	\$150 per Incident	✓
Web Support Access	24/7/365	24/7/365	24/7/365
Base Product Upgrades (Service Updates, ES)	✓	✓	✓
Support Portal Resources	✓	✓	✓
Service Hour Price	\$225.00	\$200.00	\$185.00
Pre-Pay Service Hours (<25 hours)	\$200.00	\$185.00	\$170.00
Pre-Pay Service Hours (>26 hours)	\$180.00	\$170.00	\$150.00
Move, Adds, Changes	2 Business Days	24 Hours	16 Hours
MAC Pricing	\$150.00	\$135.00	\$125.00

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6.0 General Requirements

6.1 Pricing Model

The Service provider's solution addresses the requirements in this section with the following::

Interactive Intelligence Response:

Interactive Intelligence[®] *Communications as a Service*SM (CaaS) bills on a per-user pricing model. We provide named user licenses and charge on a monthly basis per user. We also offer a concurrent pricing model that provides a secondary license for each primary license configured on the system. This model provides the ability to support work shifts more effectively. The cost per user is based on the minimum number of users contracted for during the term of the contract. Contract lengths can be fixed termed up to 60 months. Pricing is determined based on the following criteria:

- Term of contract
- Number of Agents
- Features Required
- CaaS Edition chosen

We offer 12, 24, 36, 48 and 60 month contracts. The longer the term the more cost effective the seat pricing is. Contracts with terms exceeding 12 months provide customers with the option to cancel the contract, without penalty after 12 months, when the Interactive Intelligence software is purchased to bring the solution in-house. Interactive Intelligence provides CaaS customers with a 30% discount on software after hosting with us for 12 months. We increase that discount to 45% after hosting with us for 24 months or more. All hardware i.e. phones, gateways, media servers, compression servers will be purchased up front by the customer. We hope to leverage much the customer's existing infrastructure and an assessment will need to take place of the network. All servers are industry standard off the shelf components, and we prefer either certified USB headsets or Polycom phones in the deployment.

Interactive Intelligence can provide customers with telecom services. We have several carrier partners that can provide toll-free services as well as networking and WAN services. Interactive Intelligence can also work with the customer's carriers of choice.

As part of CaaS offering we have several alternatives for PSTN terminations that a customer can take advantage of based on their requirements. Depending on your geographic location the options can be:

ININ Managed Carrier – In this model Interactive manages the relationship with the carrier directly (normally Level(3)) and bills the customer based on use etc. In this model ININ is the single point of contact for the customer and is responsible for working directly with the carrier to resolve any type of customer issues that arise. This includes both Interactive issues as well as issues associated with the carrier.

Customer Provided Carrier Services – In this model the customer contracts with a third party carrier to provide either SIP based trunking or PRI/T1 connections which are terminated into our data centers or their locations in a hybrid cloud model (LCM). In this model the CaaS support team provides trouble Recipient agrees that the information submitted by Interactive Intelligence in connection with this RFP is (i) proprietary and confidential; (ii) submitted on an "as is" basis; and (iii) shall be used for no other purpose than to evaluate a proposed business transaction between Recipient and Interactive Intelligence.

identification and troubleshooting services up to the customers demarcation point in our data center or their premises. Note: In this model, if an issue is determined to be carrier related it will require the customer to work with the carrier to resolve the problems in conjunction with our CaaS Support team.

Please reference <http://testlab.inin.com> for a list of certified carriers for use with our CaaS offering.

6.2 Security Requirements

The Service provider's solution addresses the requirements in this section with the following::

Interactive Intelligence Response:

Interactive Intelligence® Communications as a ServiceSM (CaaS) server is in many respects like any other Microsoft Windows based server on the network. Most companies have policies in place related to the physical security of their building, data center, and desktop security policies. The Interactive Intelligence Cloud solution fits within this security model.

Network segmentation is implemented to protect front and back end systems at a minimum.

IT systems are protected by state of the art firewalls that are permanently activated. Firewalls are configured to block all but necessary communication links.

Systems are hardened prior to deployment to prevent attackers from gaining unauthorized access to Interactive Intelligence systems.

CaaS has administrative controls in place utilizing a defense in depth approach.

The following are compliance requirements that are adhered to:

- CaaS currently has a SSAE 16 SOC 2 Type II completed. The report is available for customer review after a signed MNDA is in place.
- Interactive Intelligence CaaS has built and assessed a dedicated cloud environment that is intended to allow customers to use the CaaS solution for transmission/processing of payment card data through CaaS data centers. This environment has been attested for PCI DSS compliance by an independent Qualified Security Assessor (QSA)
- Interactive Intelligence is SOX compliant and ISO 9000 certified.
- Interactive Intelligence has a company-wide written information security program (ISMS) based on the ISO 27002 standard. The program includes the following aspects that Interactive Intelligence governs:
 - Organization of Information Security
 - Asset Management
 - Human Resources Security
 - Physical & Environmental Security

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Georgia Technology Authority

- Communications & Operational Development
- Access Control
- Information Systems Acquisition Development & Maintenance
- Information Security Incident Management
- Business Continuity Management
- Compliance

CIC component applications communicate with one another using encryption. All traffic between the user desktop application and the server may be encrypted using the symmetric advanced encryption standard (AES) encryption of CIC. Recordings can be encrypted as they are created and stored in encrypted format. Data is encrypted in transit using an appropriate protocol. Transmission of data to other countries will be approved with customer before being implemented. If data is required to external system then Interactive Intelligence will work with client to make sure that adequate encryption is implemented.

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Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge	Description
1	HCC Agent Seat	single named agent	monthly		
2	HCC Quality Management Seat	single named agent	monthly		
3	HCC Work Force Management	single named agent	monthly		
4	Toll Free Services	per minute	monthly		
5	Preferred CaaS Contact Center Agent Fee	single named agent	monthly		"CaaS Contact Center or CaaS Dialer outbound only base agent fee. Blended agents need base agent plus the Interaction Dialer add-on. Basic Station, Interaction Client, and ACD with complete skills-based routing for one media type. Includes Interaction Message Store based voicemail and desktop faxing."
6	Multi-channel ACD Add-on	single named agent	monthly		Please see attached table that reflects volume and term pricing
7	Multi-channel ACD Add-on	Concurrent Agent	monthly		Please see attached table that reflects volume and term pricing
8	Interaction Quality Manager Add-on	Single Named User	monthly	\$	25 Required to ACD route multichannel objects. "This license provides the ability to create Questionnaires (quality evaluations) and user scoring functionality of recorded interactions. It also allows the ability to playback audio and screen recordings in the Interaction Quality Management module in IC Business Manager. This license is most commonly required for those in management and quality monitoring roles"
9	Interaction Supervisor Add-on	Single Named User	monthly	\$	20 "Advanced supervision for Workgroup, Historical Reports, Workgroup Queue, Survey and Dialer Plug-in modules." "Available as named agent only. Cannot be quoted for concurrent use. Includes ability for; an Interaction Client .NET Edition user to access the Optimizer plug-in, an agent to be scheduled by Optimizer, and the ability for agent RTA data to be captured. This license is required for all scheduled agents and supervisors using Interaction Optimizer."
10	Interaction Optimizer Add-on	Single Named User	monthly	\$	25 "Required to enable a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback Survey Client. Also enables Feedback Supervisor plug-in."
11	Interaction Feedback Add-on	Concurrent Agent	monthly		Please see attached table that reflects volume and term pricing

12	Interaction Feedback Add-on	Single Named User	monthly		Please see attached table that reflects volume and term pricing	"Required to enable a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback Survey Client. Also enables Feedback Supervisor plug-in."
13	Interaction Dialer Add-on	Single Named User	monthly		Please see attached table that reflects volume and term pricing	"Predictive, power, and preview and agentless dialing; includes Interaction Scripter add-on. Note, Dialer functionality requires the purchase of Dialer Sessions as well."
14	Interaction Dialer Add-on	Concurrent Agent	monthly		Please see attached table that reflects volume and term pricing	"Predictive, power, and preview and agentless dialing; includes Interaction Scripter add-on. Note, Dialer functionality requires the purchase of Dialer Sessions as well."
15	Interaction Analyzer Add-on	Single Named User	monthly		Please see attached table that reflects volume and term pricing	"Required to do real time word/phrase spotting on an agent or workstation. Requires an Interaction Recorder add-on for that same agent or workstation. Includes one language and a maximum of 50 keywords. Additional languages and keyword packs can be added. Interaction Analyzer requires Interaction Recorder which is priced separately." "Allows for an additional 50 keywords to be configured for Interaction Analyzer. Requires Interaction Analyzer Real-Time Add-on. Price is per agent and applies to all agents assigned an Interaction Analyzer Real Time Add-on license."
16	Interaction Analyzer Additional 50 Keywords Add-on	Single Named User	monthly	\$		2
17	Interaction Analyzer Language - US English	Single Named User	monthly	\$		4
18	Interaction Analyzer Language - Spanish	Single Named User	monthly	\$		4
19	Interaction Supervisor , iPad Edition Add-on	Single Named User	monthly	\$		15

20	Dialer Session	Per outbound dialer trunk	monthly		Please see attached table that reflects volume and term pricing	"Required for any Interaction Dialer initiated interaction. Typically this is the max number of simultaneous Dialer calls. Dialer Sessions will only be used when a call is initiated by Interaction Dialer. They are used for agentless campaigns as well as those with agents. Note, telephony ports are still required for circuits terminating into the ININ datacenter."
21	Interaction Web Portal Organization	Per Organization	monthly	\$	152.25	"Allows organizational access to the Interaction Web Portal server. One Organization License must be purchased for each organization gaining access to the Interaction Web Portal server. An IWP setup and provisioning fee is required." "Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores. Price is per agent."
22	Interaction Web Portal Agent	Single Named User	monthly	\$	12.18	CaaS base agent not required to use IWP agent functionality. Note: if scorecards and recording functionality is used within IWP, Interaction Recorder licenses are required."
23	Interaction Web Portal Supervisor	Single Named User	monthly	\$	25.38	"Provides user access to all recordings, reports, call statistics and allows users to monitor live calls in the contact center. This license is commonly used by supervisors, executives and other management that needs insight into the contact center. Price is per agent. Interaction Supervisor add-on not required to use IWP Supervisor functionality. Note, if reporting and recording functionality is used within IWP, then scheduled reports and Interaction Recorder licenses are required."
24	Additional System Language Pack	Once per system	monthly	\$	76.13	"Monthly fee for language localization pack which includes Voice Prompts, User Applications, Business Manager Applications except Interaction Process Designer), Web Based Applications (Web Client, Mobile Web Client and Web Chat)."
25	Application Session	per circuit in excess of a 2:1 trunk to agent ratio	monthly	\$	50.75	"Required for circuits in excess of a 2:1 ratio (circuits to agents). Utilized for additional IVR ports, fax applications, etc."

26	Cloud Storage	Per GB above base storage provided	monthly	Please see note to the right	50 GB provided. \$3.00 per GB, per month for each additional GB of storage utilized. 2 GB provided per Recorder Add-on. \$3.00 per GB, per month for each additional GB of storage utilized. Customers can also provide their own storage at no additional charge.
27	Read-Only DB Access	Once per system	monthly	\$	761.25 "Customer has read-only access to a copy of the CIC call detail database. This database resides in the ININ data center."
28	Web Server	Once per system	monthly	\$	406.00 "Required when CaaS is providing a web server in the data center for web chat or custom web services."
29	Interaction Marquee	Once per system	monthly	\$	761.25 "Note, an Interaction Marquee setup fee is also required. Monthly fixed fee for Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC display device projected onto a wall and on the supervisor's desktop as a heads-up executive information display - hand-held computers - external applications - even E-Mail! Interaction Marquee collects statistics information and packages the information using its unique plug-in" architecture. That means you can display any statistic available from the Interaction Center Platform anytime and anywhere you want."
30	Remote Content Server (RCS)	Once per system	monthly	\$	406.00 "Required when CaaS is providing a Remote Content Server (RCS) in the data center."
31	Dialer Development Server	Per Development Server	monthly	\$	101.50 "Monthly fixed fee for CaaS development server located in the CaaS data center. There is also a one-time provisioning fee required."
32	Secure Input IVR	Once per system	monthly	\$	406.00 Secure Input allows a caller to provide payment card information securely without the payment details being stored locally on an agent PC, in CaaS audit logs or in the audio recording of the call as well as supporting the secure encrypted transmission to a payment processor. Secure Input has two parts: secure input forms that are presented to agents for non-PCI – DSS payment information and secure IVR for payment card information.
33	Telephony Ports using ININ SIP circuits	Per trunk	monthly	Please see attached table that reflects volume and term pricing	"Required when ININ provided circuits are used. One Telephony Port is required per session."
34	Toll Free Number Monthly Fee	Per number	monthly	\$	2.5375 "Required when customer is using ININ provided circuits and requires a new toll free number assignment."

35	DID Number Monthly Fee	Per number	<i>monthly</i>	\$	1.5225 "Required when customer is using ININ provided circuits and requires a new DID number assignment."
36	Telephony Usage, Domestic	See note to the right	See note to the right	\$	0.0122 Inbound and outbound calls are billed in 6 second increments after a 30 second minimum. International calls billed separately per published rates."

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One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge	DESCRIPTION
1	HCC Implementation per seat	per seat	one-time		
2	HCC Implementation per Contact Center	per HCC	one-time		
3	Data Center Provisioning	One time	One time	\$ 10,150.00	"Setup and provisioning of base CIC data center environment."
4	Interaction Dialer Provisioning	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 5,075.00	"Required if customer is using Interaction Dialer functionality. Setup and provisioning of outbound dialer server and central campaign server. Note, multiple Dialer provisioning fees are needed if customer will have more than one outbound dialer server for scalability."
5	Interaction Web Portal Provisioning	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 5,075.00	"Required if customer is using Interaction Web Portal (IWP). Setup and provisioning of IWP server. Provides users the opportunity for access to call recordings and scorecards, reporting, call statistics and the ability to monitor live call via the Web. Requires minimum of one monthly Organizational license. Note: if reporting and recording functionality is used within IWP, then scheduled reports and Interaction Recorder licenses are required."
6	Interaction Marquee Provisioning	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 2,537.50	"Required regardless of where the Marquee Server is located. Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC display device projected onto a wall and on the supervisor's desktop as a heads-up executive information display - hand-held computers - external applications - even E-Mail! Interaction Marquee collects statistics information and packages the information using its unique plug-in" architecture."
7	Read Only DB Access Provisioning	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 2,537.50	"Required setup fee for read-only access to a copy of the CIC call detail database. This database resides in the ININ data center. Note: There is also a required monthly fee for this service."
8	Web Server Provisioning	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 2,537.50	"Required setup fee for CaaS provided web server that resides in the ININ data center. Note: A monthly fee is also required."
9	CaaS Development Server Provisioning	One time	One time (RECOMMENDED NOT REQUIRED)	\$ 5,075.00	"Required setup fee for CaaS development server located in the CaaS data center. There is also a monthly fee for this service."
10	Remote Content Server (RCS) Provisioning	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 2,537.50	"Setup and provisioning of a remote content server (RCS) that resides in the CaaS data center. Note: A monthly fee is also required."

11	Primary MPLS Installation Fee	One time	One time	Quoted Individually	"Installation fee for non-redundant MPLS circuit terminating into the data center. Required for customer provided and CaaS provided MPLS."
12	Redundant MPLS Installation Fee	One time	One time (RECOMMENDED NOT REQUIRED)	Quoted Individually	"Installation fee for redundant MPLS circuit terminating into the data center. Required for customer provided and CaaS provided MPLS."
13	Dialer Development Server Provisioning Fee	One time	One time (OPTIONAL DEPENDING ON CONFIGURATION)	\$ 1,015.00	Additional add-on fee for setup and provisioning of an outbound dialer server and central campaign server in a CaaS development environment. A CaaS Development Server is required. Additional Dialer Development Server monthly fee required.

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Rate Card Charges

Ref ID	Rate Card Charge	Charge per hour	Charge per week	Charge per month
1	Contact Center Consultant			
2	Professional Trainer			
3	Project Manager			
4	Program Manager	\$	294.35	
5	Sr. Project Manager	\$	294.35	
6	Project Manager	\$	294.35	
7	Senior Systems / Field Engineer	\$	294.35	
8	Systems / Field Engineer	\$	294.35	
9	Sr. Application Developer	\$	294.35	
10	Application Developer	\$	294.35	
11	Contact Center Consultant	\$	294.35	
12	Sr. Dialer Architect / Engineer	\$	294.35	
13	Dialer Architect / Engineer	\$	294.35	
14	WFM Consultant / Engineer	\$	294.35	
15	IPA Consultant	\$	294.35	
16	Sr. Data Services Consultant	\$	294.35	
17	Data Services Consultant	\$	294.35	
18	Sr. Network Services Consultant / Engineer	\$	294.35	
19	Network Services Consultant / Engineer	\$	294.35	
20	Sr. Trainer	\$	294.35	
21	Trainer	\$	294.35	

All rates based on US Dollars. Work performed during regular business hours (8:00 am – 6:00 pm in the timezone work is being performed), non-weekend, non-holiday. After hours rates subject to a 1.5 times base rate premium. Weekend and holiday rates subject to a 2.0 times base rate premium, subject to availability. Rates subject to change without notice.

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Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
1	VoIP Adapter (IAD)	each			monthly
2	VoIP Hard Phone	each			annual
3	Interaction SIP Station - Standalone	each	\$ 76.13	\$ -	3 year warranty
4	OPTIONAL Single Port PoE Injector - North America (not required if POE available at contact center)	each	\$ 18.27	\$ -	3 year warranty
5	GN2124 NC - North America	each	\$ 100.49	\$ -	2 year warranty
6	Polycom SoundPoint IP 331 SIP 2-line Desktop Phone - Power Supply Not Included	each	\$ 92.62	\$ -	3 year warranty
7	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power Supply Not Included	each	\$ 125.69	\$ -	3 year warranty
8	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power Supply Not Included	each	\$ 194.71	\$ -	3 year warranty
9	Polycom VVX 500 SIP 12-line Business Media Phone with HD Voice	each	\$ 239.01	\$ -	3 year warranty
10	VVX 300 PoE	each	\$ 101.50	\$ -	3 year warranty
11	VVX 310 GigE PoE	each	\$ 126.88	\$ -	3 year warranty
12	VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	each	\$ 151.24	\$ -	3 year warranty
13	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 650 - North America. (5 Pack)	5 Pack	\$ 89.32	\$ -	3 year warranty
14	Universal Power Supply for SP IP 321, 331, 335, 450 - North America (5 Pack)	5 Pack	\$ 89.32	\$ -	3 year warranty
15	Universal Power Supply for VVX500, IP 560 & 670 - North America (5 Pack)	5 Pack	\$ 136.01	\$ -	3 year warranty

"Desktop SIP Phone with integrated 2-port 10/100 Ethernet switch and one RJ-9 Headset port. PoE Only. Headset required and sold separately. 3 year warranty. Available in North America and the EU. Ask about availability outside of these regions."

Single Port PoE Injector with North American power cord.

GN Netcom GN 2124 FLEX NC 4-in-1 with 4 monural wearing styles and noise cancellation. 2-year manufacturer's warranty. Available in North America only at this time. (2104-820-105) Important Note: Comes bundled with required Quick Disconnect to RJ-9 cable.

"SoundPoint IP 331, 2-line SIP Desktop Phone with Integrated 2-port 10/100 Ethernet Switch and PoE Support. 2.5mm Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug. This is identical to the IP-330 except it has additional memory."

"SoundPoint IP 335, 2-line SIP Desktop Phone with Integrated 2-port 10/100 Ethernet Switch and PoE Support. RJ-9 Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug."

SoundPoint IP 450, 3-line desktop IP Phone with two-way speakerphone. Backlit display. 2 port 10/100 Ethernet Switch. RJ-9 Headset port. PoE and AC power support. Does Not include Universal Power Supply or Plug.

VVX 500 12-line Business Media Phone with HD Voice. POE. Ships without power supply.

VVX 300 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply

VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.

VVX 400 12-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.

24V, 0.5 A. Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only!

"24V, 0.5 A 3-prong. Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Sold in packs of 5."

"48V, 0.4A. Universal Power Supply with NA Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5."

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Service Provider Pricing Assumptions

Service Provider will provide all assumptions used in pricing the Services, notating those assumptions which impact price.

Ref ID	Price Impact (Y/N)	Description
1	Y	Many of the line items specified in the attached pricing are impacted by the number of monthly minimum agents and the duration of the agreement. Please see the attached tab "-- Service Charge Matrix --"
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4		Recipient agrees that the information submitted by Interactive Intelligence in connection with this RFP is (i) proprietary and confidential; (ii) submitted on an "as is" basis; and (iii) shall be used for no other purpose than to evaluate a proposed business transaction between Recipient and Interactive Intelligence.
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PREFERRED CaaS Contact Center Base Agent Fee (Named User)					
Number of Named Agents	Contract Term 12 Month	Contract Term 24 Month	Contract Term 36 Month	Contract Term 48 Month	Contract Term 60+ Month
25-49	\$121.80	\$121.80	\$111.65	\$107.59	\$103.53
50-74	\$121.80	\$121.80	\$109.62	\$106.58	\$102.52
75-99	\$121.80	\$121.80	\$108.61	\$105.56	\$101.50
100-124	\$121.80	\$121.80	\$107.59	\$103.53	\$100.49
125-149	\$121.80	\$121.80	\$106.58	\$102.52	\$99.47
150-199	\$121.80	\$120.79	\$105.56	\$101.50	\$97.44
200-224	\$121.80	\$119.77	\$103.53	\$100.49	\$96.43
225-249	\$121.80	\$118.76	\$102.52	\$99.47	\$95.41
250-349	\$121.80	\$117.74	\$101.50	\$97.44	\$94.40
350-399	\$121.80	\$115.71	\$100.49	\$96.43	\$93.38
400-499	\$121.80	\$114.70	\$99.47	\$95.41	\$91.35
500-599	\$121.80	\$113.68	\$97.44	\$94.40	\$90.34
600-699	\$121.80	\$112.67	\$96.43	\$93.38	\$89.32
700-799	\$121.80	\$111.65	\$95.41	\$91.35	\$88.31
800-899	\$121.80	\$109.62	\$94.40	\$90.34	\$87.29
900-999	\$121.80	\$108.61	\$93.38	\$89.32	\$85.26
1000-1249	\$119.77	\$107.59	\$91.35	\$88.31	\$84.25
1250-1499	\$119.77	\$106.58	\$90.34	\$87.29	\$83.23
1500-1749	\$119.77	\$105.56	\$89.32	\$85.26	\$82.22
1750-1999	\$119.77	\$103.53	\$88.31	\$84.25	\$81.20
2000-2249	\$119.77	\$102.52	\$87.29	\$83.23	\$79.17
2250-2499	\$119.77	\$101.50	\$85.26	\$82.22	\$78.16
2500-2999	\$115.71	\$100.49	\$83.23	\$79.17	\$76.13
3000-3499	\$115.71	\$99.47	\$82.22	\$78.16	\$75.11
3500-3999	\$115.71	\$97.44	\$81.20	\$77.14	\$73.08
4000-4499	\$115.71	\$96.43	\$79.17	\$76.13	\$72.07
4500-4999	\$115.71	\$95.41	\$78.16	\$75.11	\$71.05
5000+	\$115.71	\$94.40	\$77.14	\$73.08	\$70.04

PREFERRED CaaS Contact Center Base Agent Fee (Concurrent User)					
Number of Named Agents	Contract Term 12 Month	Contract Term 24 Month	Contract Term 36 Month	Contract Term 48 Month	Contract Term 60+ Month
25-49	\$152.25	\$152.25	\$139.56	\$134.49	\$129.41
50-74	\$152.25	\$152.25	\$137.03	\$133.22	\$128.14
75-99	\$152.25	\$152.25	\$135.76	\$131.95	\$126.88
100-124	\$152.25	\$152.25	\$134.49	\$129.41	\$125.61
125-149	\$152.25	\$152.25	\$133.22	\$128.14	\$124.34
150-199	\$152.25	\$150.98	\$131.95	\$126.88	\$121.80
200-224	\$152.25	\$149.71	\$129.41	\$125.61	\$120.53
225-249	\$152.25	\$148.44	\$128.14	\$124.34	\$119.26
250-349	\$152.25	\$147.18	\$126.88	\$121.80	\$117.99
350-399	\$152.25	\$144.64	\$125.61	\$120.53	\$116.73
400-499	\$152.25	\$143.37	\$124.34	\$119.26	\$114.19
500-599	\$152.25	\$142.10	\$121.80	\$117.99	\$112.92
600-699	\$152.25	\$140.83	\$120.53	\$116.73	\$111.65
700-799	\$152.25	\$139.56	\$119.26	\$114.19	\$110.38
800-899	\$152.25	\$137.03	\$117.99	\$112.92	\$109.11
900-999	\$152.25	\$135.76	\$116.73	\$111.65	\$106.58
1000-1249	\$149.71	\$134.49	\$114.19	\$110.38	\$105.31
1250-1499	\$149.71	\$133.22	\$112.92	\$109.11	\$104.04
1500-1749	\$149.71	\$131.95	\$111.65	\$106.58	\$102.77
1750-1999	\$149.71	\$129.41	\$110.38	\$105.31	\$101.50
2000-2249	\$149.71	\$128.14	\$109.11	\$104.04	\$98.96
2250-2499	\$149.71	\$126.88	\$106.58	\$102.77	\$97.69
2500-2999	\$144.64	\$125.61	\$104.04	\$98.96	\$95.16
3000-3499	\$144.64	\$124.34	\$102.77	\$97.69	\$93.89
3500-3999	\$144.64	\$121.80	\$101.50	\$96.43	\$91.35
4000-4499	\$144.64	\$120.53	\$98.96	\$95.16	\$90.08
4500-4999	\$144.64	\$119.26	\$97.69	\$93.89	\$88.81
5000+	\$144.64	\$117.99	\$96.43	\$91.35	\$87.54

Part Number	Functionality	Single Named User		Concurrent User	
		Less than 100 Agents	100-499 Agents	Less than 100 Agents	100-499 Agents
CS-012-NV-AD01	Multi-channel ACD Add-On	\$15.45	\$10.30	\$19.03	\$12.69
CS-012-NV-AD03	Interaction Recorder Add-On	\$25.76	\$20.60	\$31.72	\$25.38
CS-012-NV-AD07	Interaction Optimizer Add-On	\$25.38	\$20.30	NA	NA
CS-012-NV-AD05	Interaction Supervisor Add-On	\$20.30	\$20.30	NA	NA
CS-012-NV-AD09	Interacton Feedback Add-On	\$15.23	\$10.15	\$19.03	\$12.69
CS-012-NV-AD11	Interaction Dialer Add-On	\$25.38	\$20.30	\$31.72	\$25.38
CS-012-NV-AD02	Interaction Analyzer Add-On	\$22.33	\$18.27	NA	NA
Functionality	Less than 100	100-499	500 or greater	100-499	500 or greater
Telephony Port ININ provided SIP circuits (CS-012-NV-AR01)	\$10	\$8.12	\$6.09	NA	NA
Functionality	Less than 100	100-499	500 or greater	100-499	500 or greater
Dialer Session (CS-012-NV-AR05)	\$15	\$13.20	\$10.15	NA	NA
Application Session (CS-012-NV-AR07)	\$50	\$40.60	\$30.45	NA	NA

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1.0 Service Charges

Service charges are those that the GTA Customer can expect to incur on a recurring basis (usually monthly) as part of receiving the services from the Service Provider (e.g. agent seat).

ID	Name of Charge	Description of Entitlement
1	<i>HCC Agent Seat</i>	Agent Call Delivery, Routing and Management
2	<i>HCC Quality Management Seat</i>	Agent Quality Monitoring, recording and reporting
3	<i>HCC Work Force Management</i>	Workload Tracking, Scheduling, Forecasting and Adherence
4	<i>Toll Free Services</i>	All per minute charges associated with toll free access and delivery to the contact centers.
5	Preferred CaaS Contact Center Agent Fee	"CaaS Contact Center or CaaS Dialer outbound only base agent fee. Blended agents need base agent plus the Interaction Dialer add-on. Basic Station, Interaction Client, and ACD with complete skills-based routing for one media type. Includes Interaction Message Store based voicemail and desktop faxing." Please see attachment with volume and term discounts for this and add-on components. This license can be priced as named or concurrent.
6	Multi-channel ACD Add-on (Named User)	"Required to ACD route multichannel objects."
7	Multi-channel ACD Add-on (Concurrent)	"Required to ACD route multichannel objects."
8	Interaction Quality Manager Add-on	"This license provides the ability to create Questionnaires (quality evaluations) and user scoring functionality of recorded interactions. It also allows the ability to playback audio and screen recordings in the Interaction Quality Management module in IC Business Manager. This license is most commonly required for those in management and quality monitoring roles"
9	Interaction Supervisor Add-on	"Advanced supervision for Workgroup, Historical Reports, Workgroup Queue, Survey and Dialer Plug-in modules."
10	Interaction Optimizer Add-on	"Available as named agent only. Cannot be quoted for concurrent use. Includes ability for; an Interaction Client .NET Edition user to access the Optimizer plug-in, an agent to be scheduled by Optimizer, and the ability for agent RTA data to be captured. This license is required for all scheduled agents and supervisors using

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		Interaction Optimizer."
11	Interaction Feedback Add-on (Named User)	"Required to enable a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback Survey Client. Also enables Feedback Supervisor plug-in."
12	Interaction Feedback Add-on (Concurrent)	"Required to enable a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback Survey Client. Also enables Feedback Supervisor plug-in."
13	Interaction Dialer Add-on (Named User)	"Predictive, power, and preview and agentless dialing; includes Interaction Scriptor add-on. Note, Dialer functionality requires the purchase of Dialer Sessions as well."
14	Interaction Dialer Add-On (Concurrent)	"Predictive, power, and preview and agentless dialing; includes Interaction Scriptor add-on. Note, Dialer functionality requires the purchase of Dialer Sessions as well."
15	Interaction Analyzer Add-on	"Required to do real time word/phrase spotting on an agent or workstation. Requires an Interaction Recorder add-on for that same agent or workstation. Includes one language and a maximum of 50 keywords. Additional languages and keyword packs can be added. Interaction Analyzer requires Interaction Recorder which is priced separately."
16	Interaction Analyzer Additional 50 Keywords Add-on	"Allows for an additional 50 keywords to be configured for Interaction Analyzer. Requires Interaction Analyzer Real-Time Add-on. Price is per agent and applies to all agents assigned an Interaction Analyzer Real Time Add-on license."
17	Interaction Analyzer Language - US English	"US English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Add-on. Price is per agent and applies to all agents assigned an Interaction Analyzer Real Time Add-on license. Note: One language is included in the Interaction Analyzer Real Time Add-on."
18	Interaction Analyzer Language - Spanish	"Spanish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Add-on. Price is per agent and applies to all agents assigned an Interaction Analyzer Real Time Add-on license. Note: One language is included in the Interaction Analyzer Real Time Add-on."
19	Interaction Supervisor , iPad Edition Add-on	"This license provides user access to run the Interaction Supervisor, iPad Edition."
20	Dialer Session	"Required for any Interaction Dialer initiated interaction. Typically this is the max

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		number of simultaneous Dialer calls. Dialer Sessions will only be used when a call is initiated by Interaction Dialer. They are used for agentless campaigns as well as those with agents. Note, telephony ports are still required for circuits terminating into the ININ datacenter."
21	Interaction Web Portal Organization	"Allows organizational access to the Interaction Web Portal server. One Organization License must be purchased for each organization gaining access to the Interaction Web Portal server. An IWP setup and provisioning fee is required."
22	Interaction Web Portal Agent	"Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores. Price is per agent. CaaS base agent not required to use IWP agent functionality. Note: if scorecards and recording functionality is used within IWP, Interaction Recorder licenses are required."
23	Interaction Web Portal Supervisor	"Provides user access to all recordings, reports, call statistics and allows users to monitor live calls in the contact center. This license is commonly used by supervisors, executives and other management that needs insight into the contact center. Price is per agent. Interaction Supervisor add-on not required to use IWP Supervisor functionality. Note, if reporting and recording functionality is used within IWP, then scheduled reports and Interaction Recorder licenses are required."
24	Additional System Language Pack	"Monthly fee for language localization pack which includes Voice Prompts, User Applications, Business Manager Applications except Interaction Process Designer), Web Based Applications (Web Client, Mobile Web Client and Web Chat)."
25	Application Session	"Required for circuits in excess of a 2:1 ratio (circuits to agents). Utilized for additional IVR ports, fax applications, etc."
26	Cloud Storage	"Price per gigabyte for ININ provided storage for interaction recordings. Monthly fee is based on cumulative peak usage for the billing period. Minimum charge of 1GB. Data is stored on a redundant SAN with RAID 6. Fee does not apply for customers who provide their own storage."
27	Read-Only DB Access	"Customer has read-only access to a copy of the CIC call detail database. This database resides in the ININ data center."
28	Web Server	"Required when CaaS is providing a web server in the data center for web chat or custom web services."
29	Interaction Marquee	"Note, an Interaction Marquee setup fee is also required. Monthly fixed fee for

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		Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC display device projected onto a wall and on the supervisor's desktop as a heads-up executive information display - hand-held computers - external applications - even E-Mail! Interaction Marquee collects statistics information and packages the information using its unique plug-in" architecture. That means you can display any statistic available from the Interaction Center Platform anytime and anywhere you want.""
30	Remote Content Server (RCS)	"Required when CaaS is providing a Remote Content Server (RCS) in the data center."
31	Dialer Development Server	"Additional add-on required to extend Interaction Dialer into the CaaS Development system. This add-on leverages production components such as the Central Campaign Server
32	Secure Input IVR	Secure Input allows a caller to provide payment card information securely without the payment details being stored locally on an agent PC, in CaaS audit logs or in the audio recording of the call as well as supporting the secure encrypted transmission to a payment processor. Secure Input has two parts: secure input forms that are presented to agents for non-PCI – DSS payment information and secure IVR for payment card information.
33	Telephony Ports using ININ SIP circuits	"Required when ININ provided circuits are used. One Telephony Port is required per session."
34	Toll Free Number Monthly Fee	"Required when customer is using ININ provided circuits and requires a new toll free number assignment."
35	DID Number Monthly Fee	"Required when customer is using ININ provided circuits and requires a new DID number assignment."
36	Telephony Usage, Domestic	"Required for circuits provided by ININ. Price is per minute for US domestic calls. Inbound and outbound calls are billed in 6 second increments after a 30 second minimum. International calls billed separately per published rates."

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2.0 One-Time Charges

One-time charges are those that the GTA Customer can expect to incur only once, maybe as part of implementing the Services or as part of a change in Services (e.g. implementation charge). The table below should list all the one-time charges that GTA Customers may incur and describe the outcome they may expect as a result of each of those charges.

ID	Name of One-Time Charge	Description of Outcome
1	<i>HCC Implementation per seat</i>	
2	<i>HCC Implementation per Contact Center</i>	
3	Data Center Provisioning	"Setup and provisioning of base CIC data center environment."
4	Interaction Dialer Provisioning	"Required if customer is using Interaction Dialer functionality. Setup and provisioning of outbound dialer server and central campaign server. Note, multiple Dialer provisioning fees are needed if customer will have more than one outbound dialer server for scalability."
5	Interaction Web Portal Provisioning	"Required if customer is using Interaction Web Portal (IWP). Setup and provisioning of IWP server. Provides users the opportunity for access to call recordings and scorecards, reporting, call statistics and the ability to monitor live call via the Web. Requires minimum of one monthly Organizational license. Note: if reporting and recording functionality is used within IWP, then scheduled reports and Interaction Recorder licenses are required."
6	Interaction Marquee Provisioning	"Required regardless of where the Marquee Server is located. Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC display device projected onto a wall and on the supervisor's desktop as a heads-up executive information display - hand-held computers - external applications - even E-Mail! Interaction Marquee collects statistics information and packages the information using its unique plug-in" architecture.""
7	Read Only DB Access Provisioning	"Required setup fee for read-only access to a copy of the CIC call detail database. This database resides in the ININ data center. Note: There is also a required monthly fee for this service."
8	Web Server Provisioning	"Required setup fee for CaaS provided web server that resides in the ININ data center. Note: A monthly fee is also required."

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9	CaaS Development Server Provisioning	"Required setup fee for CaaS development server located in the CaaS data center. There is also a monthly fee for this service."
10	Remote Content Server (RCS) Provisioning	"Setup and provisioning of a remote content server (RCS) that resides in the CaaS data center. Note: A monthly fee is also required."
11	Primary MPLS Installation Fee	"Installation fee for non-redundant MPLS circuit terminating into the data center. Required for customer provided and CaaS provided MPLS."
12	Redundant MPLS Installation Fee	"Installation fee for redundant MPLS circuit terminating into the data center. Required for customer provided and CaaS provided MPLS."
11	Dialer Development Server Provisioning Fee	"Additional add-on fee for setup and provisioning of an outbound dialer server and central campaign server in a CaaS development environment. A CaaS Development Server is required. Additional Dialer Development Server monthly fee required. "

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3.0 Rate Card Charges

Rate Card charges are costs for professional services. GTA expects that in most cases no professional services will be required for the use of the Services, and as such the use of these professional services should be seen as entirely optional. The professional services detailed below must be associated with the delivery of the Services; general professional services (e.g. project management) may not be supplied under any agreement that may be awarded as an outcome of this RFP.

ID	Professional Service	Description of Professional Service
1	<i>Contact Center Consultant</i>	
2	<i>Professional Trainer</i>	
3	<i>Project Manager</i>	
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4.0 Equipment Charges

GTA assumes and desires a solution where all equipment, software, licenses and materials are included in the Services. However, if there is optional equipment that the Service Provider would like to highlight for GTA Customer potential use, that equipment should be identified here.

ID	Name of Equipment Charge	Description
1	<i>VoIP Adapter (IAD)</i>	
2	<i>VoIP Hard Phone</i>	
3	Interaction SIP Station - Standalone	"Desktop SIP Phone with integrated 2-port 10/100 Ethernet switch and one RJ-9 Headset port. PoE Only. Headset required and sold separately. 3 year warranty. Available in North America and the EU. Ask about availability outside of these regions."
4	OPTIONAL Single Port PoE Injector - North America (not required if POE available at contact center)	Single Port PoE Injector with North American power cord.
5	GN2124 NC - North America	GN Netcom GN 2124 FLEX NC 4-in-1 with 4 monural wearing styles and noise cancellation. 2-year manufacturer's warranty. Available in North America only at this time. (2104-820-105) Important Note: Comes bundled with required Quick Disconnect to RJ-9 cable.
6	Polycom SoundPoint IP 331 SIP 2-line Desktop Phone - Power Supply Not Included	"SoundPoint IP 331, 2-line SIP Desktop Phone with Integrated 2-port 10/100 Ethernet Switch and PoE Support. 2.5mm Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug. This is identical to the IP-330 except it has additional memory."
7	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power Supply Not Included	"SoundPoint IP 335, 2-line SIP Desktop Phone with Integrated 2-port 10/100 Ethernet Switch and PoE Support. RJ-9 Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug."

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8	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power Supply Not Included	SoundPoint IP 450, 3-line desktop IP Phone with two-way speakerphone. Backlit display. 2 port 10/100 Ethernet Switch. RJ-9 Headset port. PoE and AC power support. Does Not include Universal Power Supply or Plug.
9	Polycom VVX 500 SIP 12-line Business Media Phone with HD Voice	VVX 500 12-line Business Media Phone with HD Voice. POE. Ships without power supply.
10	VVX 300 PoE	VVX 300 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply
11	VVX 310 GigE PoE	VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.
12	VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.	VVX 400 12-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply.
13	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 650 - North America. (5 Pack)	24V, 0.5 A, Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only!
14	Universal Power Supply for SP IP 321, 331, 335, 450 - North America (5 Pack)	"24V, 0.5 A 3-prong, Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Sold in packs of 5."
15	Universal Power Supply for VVX500, IP 560 & 670 - North America (5 Pack)	"48V, 0.4A, Universal Power Supply with NA Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5."

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