

TO: City of Georgetown
Erin McDonald
300-1 Industrial Avenue
GEORGETOWN, TX 78627

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(p) 512-508-0736

FROM: Presidio Networked Solutions Group, LLC
Daniel Guzman
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Customer#: CITY0589

Contract Vehicle: Texas DIR-TSO-4167 Cisco

Account Manager: Daniel Guzman

Inside Sales Rep: Greg Hubbard

Title: Cloud Contact Center

Comments: Lined 15, 18, 20, 22, 23, 24, 25, 27, and 28 are only charges based on usage. Based on conversations with the team at Georgetown, a baseline usage of 9,000 calls per month is estimated for the Virtual Voice ChatBot and Virtual Web bot for a monthly estimated charge of \$725. These can vary based on actual usage and will be billed on actual usage.

#	Part #	Description	Unit Price	Qty	Ext Price
Cisco					
A-FLEX-CC		Initial Term: 36 months	Billing Model: Monthly		
		Auto-Renewal Term: 12 months	Requested Start Date: 07/14/2021		
1	A-FLEX-CC	Flex Contact Center	\$0.00	1	\$0.00
Recurring Charges					
2	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	\$0.00	1 Each for 36 months	\$0.00
3	A-CJP-ANS-AGT-ENT	Webex Contact Center Named Standard Agent Entitlement	\$0.00	1 Users for 36 months	\$0.00
4	A-CJP-ANP-AGT-ENT	Webex Contact Center Named Premium Agent Entitlement	\$0.00	10 Users for 36 months	\$0.00
5	A-FLEX-G-C-ENT	Flex CC Cloud Entitlement CCAI Powered by Google Cloud	\$0.00	1 for 36 months	\$0.00
6	A-CJP-CNPN	Webex Contact Center Premium Named Agent	\$94.67	10 Users for 36 months	\$34,081.20
Comments: Additional Premium Agents will be billed at \$142.01 per user per month shown on line 19					
Credit Name: Cisco Contact Center Cloud Acceleration Incentive Premium - AMOUNT Credit Type: Recurring Credit Applicable at Renewal: No			(\$100.00)	1 for 36 months	(\$3,600.00)
Credit Name: Competitive Contact Center Agent to Premium-NU Credit Type: Recurring Credit Applicable at Renewal: Yes			(\$80.00)	1 for 36 months	(\$2,880.00)
7	A-CC-NQM-ENT	Quality Management Named Agent Entitlement	\$0.00	9 Users for 36 months	\$0.00
8	A-FLEX-WCC-DID-ENT	Webex Contact Center PSTN Audio Toll Inbound Entitlement	\$0.00	10 for 36 months	\$0.00
9	A-FLEX-CJIVR	WxCC Additional Cisco IVR Ports	\$43.69	10 Ports for 36 months	\$15,728.40
Comments: Any additional IVR ports that may be needed will be billed at \$55.76 per port per month					
10	A-FLEX-WCC-DID	Webex Contact Center PSTN Audio Toll Inbound	\$13.50	10 for 36 months	\$4,860.00
Comments: Additional PSTN Audio Toll Inbound instances will be billed at rate of \$15.65 per instance per month shown on line 16					
11	A-FLEX-P-CC	On Prem to Webex Contact Center - Premises Ent	\$0.00	1 Users for 36 months	\$0.00

12	A-FLEX-NQM	Quality Management Named Agent	\$31.50	9 for 36 months	\$10,206.00
Comments: Additional Quality Management Agents will be billed at \$47.25 per user per month shown on line 21					
13	A-FLEX-RTS	Real Time Storage per 50GB	\$5.40	6 Each for 36 months	\$1,166.40
Comments: Total storage commitment of 300GB per month for call recording or text storage additional storage charges at \$8.10 per 50GB block per month shown on line 29					
14	A-FLEX-ARC	Archive Storage 50GB Monthly	\$1.80	3 Each for 36 months	\$194.40
Comments: Total archive storage of 150GB per month additional storage charged at \$2.70 for each 50GB block per month shown on line 30					
Recurring Monthly Charges:					\$1,659.90
Total Recurring Charges:					\$59,756.40
Usage Charges					
15	A-FLEX-G-SP-DT	Flex CC Speech Based Intent Detection	\$0.0060	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom. per 15s query, rounded up to 15s period of this quote.					
16	A-FLEX-WCC-DID-O	Webex Contact Center PSTN Audio Toll Inbound Overage	\$15.65	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
17	A-CJP-CNSN-O	Webex Contact Center Standard Named Agent Overage	\$109.24	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
18	A-FLEX-G-TXT-DT	Flex CC Text Based Intent Detection	\$0.0018	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom. per query request, incl. DF response of this quote. Billed Per query request, incl. DF response					
19	A-CJP-CNPN-O	Webex Contact Center Premium Named Agent Overage	\$142.01	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
20	A-FLEX-G-S2TXT-P	Flex CC Speech-To-Text conversion powered by ML- Premium	\$0.0083	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote. Billed per 15s, rounded up to 15s period					
21	A-FLEX-NQM-O	Quality Management Named Agent Overage	\$47.25	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
22	A-FLEX-G-TXT2S-S	Flex CC Text-To-Speech conversion powered by ML-Standard	\$3.65	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote. Billed per million character, roundup up to next million per month					
23	A-FLEX-G-TXT2S-P	Flex CC Text-To-Speech conversion powered by ML- Premium	\$14.60	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote. Billed per million character, roundup up to next million per month					
24	A-FLEX-G-S2TXT-AAP	Flex CC Agent Answers Voice Premium	\$1.57	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
25	A-FLEX-G-S2TXT-AAS	Flex CC Agent Assist Standard	\$1.26	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					

26	A-FLEX-CJIVR-O	WxCC Additional IVR Ports Overage	\$55.76	Per Port	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
27	A-FLEX-G-S2TXT-S	Flex CC Speech-To-Text conversion powered by ML - Standard	\$0.0054	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote. Billed per million character, roundup up to next million per month					
28	A-FLEX-G-TXT-AA	Flex CC Agent Answers Text	\$0.0700	Per	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
29	A-FLEX-RTS-O	Real Time Storage Overage	\$8.10	Per Each	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
30	A-FLEX-ARC-O	Archive Storage Overage per 50GB	\$2.70	Per Each	\$0.00
Comments: This line item will invoice monthly based on actual usage and is therefore not factored into the grand total shown at the bottom of this quote.					
Total Usage Charges:					Billed As Incurred
					Total: \$59,756.40
Total (Cisco):					\$59,756.40
Professional Services					
31	PS-SVC-CONCTR-FF	Fixed Fee pricing for Contact Center Professional Services	\$28,000.00	1.0000	\$28,000.00
Deliverable: WxCC Cloud Essential					
32	PS-SVC-CONCTR-FF	Fixed Fee pricing for Contact Center Professional Services	\$11,700.00	1.0000	\$11,700.00
Deliverable: WxCC Enhancements - Email, Screen Pop, Callback, TUI					
33	PS-SVC-CONCTR-FF	Fixed Fee pricing for Contact Center Professional Services	\$12,500.00	1.0000	\$12,500.00
Deliverable: WxCC FAQ Chatbot w/ GDF					
34	PS-SVC-CONCTR-FF	Fixed Fee pricing for Contact Center Professional Services	\$6,850.00	1.0000	\$6,850.00
Deliverable: Calabrio Design Complete					
35	PS-SVC-CONCTR-FF	Fixed Fee pricing for Contact Center Professional Services	\$9,500.00	1.0000	\$9,500.00
Deliverable: Calabrio AQM Implementation					
36	PS-SVC-CONCTR-FF	Fixed Fee pricing for Contact Center Professional Services	\$4,500.00	1.0000	\$4,500.00
Deliverable: Calabrio Training Credits					
Total (Professional Services):					\$73,050.00
				Sub Total:	\$132,806.40
				Grand Total:	\$132,806.40

This quote is governed by Terms and Conditions of Texas DIR-TSO-4167 Contract.
State of Texas Vendor ID 17605152499
Standard-Terms-for-Purchase-of-Services or Goods
Quote valid for 30 days from date shown above.
Prices may NOT include all applicable taxes and shipping charges
All prices subject to change without notice. Supply subject to availability.

Purchase Order should be issued to:
Presidio Networked Solutions Group, LLC
7701 Las Colinas Ridge #600,
Irving, TX 75063

Pursuant to this contract your PO must reflect the following contract:
Texas DIR-TSO-4167
Tax ID# 76-0515249; Size Business: Large; CAGE Code: 639L4; DUNS#11-436-9671; CEC 15-506005G
Credit: Net 30 days (all credit terms subject to prior Presidio credit department approval)
Delivery: FOB Terms Dictated by individual PO details

Customer hereby authorizes and agrees to make timely payment for products delivered and services rendered, including payments for partial shipments

Customer Signature

Date