

Commonwealth Office of Technology Rated Service Description

Voice Communications: Voice over Internet Protocol (VoIP) VC60 Telephone Number Rate	Rate
<p>VC60 VoIP Telephone number, per month</p> <p>VC60 is a basic COT managed-voice service offering, including voice mail, 8am - 5pm M - F support excluding state holidays, 9-1-1 availability (minimum 1 dedicated line per site, such as an analog centrex line, 1 FB, or channel on a PRI, provided by the agency), call transfer, 3 party conference bridge, call forwarding, last number redial, procurement support/services and training to staff on telephone usage (1 hour sessions included per site, at 20 max per class).</p>	\$10.00
<p>VC60 Includes the following HARDWARE</p> <p>All hardware associated with this service will be managed or co-managed by COT and may become property of COT. Any associated costs passed through to the requesting agency is done so without any ownership interest.</p>	
<p>VC60 Includes the following SOFTWARE</p> <p>A single client license for the Commonwealth Enterprise Voice System</p> <p>A single client license for a voice mail box on the Commonwealth Centralized Voice System</p> <p>All software associated with this service is the property of COT. Any associated costs passed through to the requesting agency is done so without any ownership interest.</p>	
<p>VC60 Includes the following SERVICES</p> <p>Hardware/software maintenance and/or replacement costs associated with the CORE SWITCH and basic service functions are at no cost to the agency.</p> <p>Agency survivability of phone service in the event of network outage due to network connection failure. (While in survivable mode some features may not be available to user). The hardware providing survivability shall be purchased by the agency requesting this service.</p> <p>24 X 7 X 365 access to the Commonwealth Service Desk to request service.</p> <p>No charge for technician to respond to trouble issues at agencies request. (COT charges may apply for abuse of this service or equipment)</p> <p>Password resets on voice mail box by the Commonwealth Service Desk</p> <p>8am - 5pm M - F support staff on-call. (Excludes State Holidays)</p> <p>9-1-1 capability. (agency is responsible for the cost of the line at their site)</p> <p>All stations will have ability to transfer calls to other stations. (Long distance charges may apply).</p> <p>Each station will have the ability to place 3 way conference calls, with out utilizing larger bridge services.</p> <p>Last Number redial is available on all instruments to re-establish the previous call.</p> <p>Assistance will be provided to the agency for required procurement and service processes.</p> <p>Training - One hour basic training sessions will be provided on the standard device prior to installation. Classes are typically limited to 20 people. Each user must attend training on the standard device. The agency may be responsible for the cost of additional sessions, at a rate of \$75 per hour.</p>	
<p>VC60 To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none"> - 24x7 reporting service at 502-564-7576 · Toll free support number: 800-372-7434 - Via e-mail CommonwealthServiceDesk@ky.gov <p>Agency must provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator. Trouble issues, along with moves, adds and changes, are covered under this rate and expenses will not be incurred by agency.</p> <p>Change requests not directly related to this service may be billable at \$75 per hour or vendor rate if out of scope of normal business. Determined by COT</p> <p>If a reported trouble request is deemed by COT to be a change request, the request may be subject to the VC40 - \$75 per hour or vendor rate.</p> <p>Any change request performed on a trouble ticket may result in charges to the agency at the rate of \$75 per hour. (i.e. technician is dispatched for a trouble ticket and while he is on site performs a change at the agencies request.)</p>	

Commonwealth Office of Technology Rated Service Description

VC60 Additional Service Clarifications

Any infrastructure failure, i.e. cabling, patch panel and jacks, is not covered by this rate. Any service provided for this purpose is subject to the 75.00 per hour rate.

Vendor rate is defined as services provided by a Vendor partnered with COT. Current rate is \$85.00. (subject to change)

This service is not available where bandwidth is below 1.5Mb/s nor where DSL is used. These sites will need a change of service or data speed upgrade to support this application.

COT standard procedure stipulates each VoIP site have Survivable Remote Gateway (SRG) equipment and telephone line connectivity to ensure communication with 911 emergency services if data network services are lost if not located at or in close proximity to a CAN site in Frankfort. This equipment shall be purchased by the agency requesting this service.

If an agency is located at a CAN site, it may be COT's recommendation to "direct connect" to the CS2100 in lieu of purchasing a survivable gateway. COT will provide recommendations upon request.

All costs associated for local telephone lines for an agency to do business such as Centrex, PRI, etc. will be the responsibility of the agency. COT requires that a path for 9-1-1 service be provided such as an analog line, centrex line, or a channel be isolated on a PRI for this service.

Any long distance cost will be passed through to the agency.

Additional services are available in the OPTIONAL SERVICES SECTION that may or may not be applicable to a particular agency. As detailed above, the VC60 rate covers only a standard VoIP service with listed features.

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

Telephone set paging is available but not included in the rate. It is limited to a maximum of 40 sets per group within Frankfort and will may be less outside of Frankfort. Paging is deemed to be best effort.

Auto-attendant is defined as an automated answering application to route incoming call traffic. This service is not included in this rate.

Detailed call-reporting capabilities are not included in this rate, but may be available.

Desktop messaging (unified messaging) is defined as receiving voice mail messages in your Microsoft Outlook inbox. This service is not included in this rate.

Key expansion module is defined as a console attached to the phone to provide more buttons. This service is not included in this rate

Automatic Call Distribution (ACD) service is not included in this rate.

Call Center application (CC6) is defined as an application to provide management real-time reports on ACD agents and groups. This service is not included in this rate

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

If an agency initiates an "incident ticket" for a component(s) covered by the VC60 service, and it is ultimately determined the issue was not related to services provided under VC60, COT reserves the right to bill the agency at the \$75 per hour rate.

VC60 Prerequisites for VoIP service

Basic Site Readiness assessment to certify the agency site meets minimum requirements for the VC60 service. A cost estimate will be provided for necessary upgrades/changes and/or agency requests. This effort is generally limited to 20 hours per site. COT reserves the option to charge agencies for hours exceeding this threshold at the \$75 per hour rate.

Network Assessment / compliance will be required before installation.

HVAC Assessment / compliance will be required before installation.

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

Data gathering is the responsibility of the customer. This includes but not limited to phone placement, staff names and extensions. COT will populate the various databases with the provided information. If COT performs the research/data gathering, this time will be billed at 75.00 per hour.

Network switches must meet COT specifications for VoIP and be POE compliant. The data switches must be managed or co-managed by COT.

Commonwealth Office of Technology

Rated Service Description

VC60 OPTIONAL SERVICES

Automatic Call Distribution (ACD)

ACD Basic requires a one-time license fee of \$300 per user. Installation and programming are also required and will be billed at \$75 per hour. ACD basic provides users with the function of ACD groups but no reporting capabilities.

CC6 requires a one-time license fee of \$900 per user. Configuration is also required and will be billed at \$75 per hour. This fee is determined by the number of members in the call center and any/all programming that is required. CC6 provides both real time and on-demand reporting capabilities and is mainly used for call centers.

Desktop Messaging (Unified Messaging)

Unified Messaging performs like regular voice mail, except the user notification is also delivered to the user's Outlook (email) "inbox" as a .wav file, which can be manipulated (saved, forwarded, deleted, etc.) just like any other email message.

Desktop Messaging requires a one-time license fee of \$25 per user. Configuration is also required and will be billed at \$75 per hour. Any/all support for this service will be billed at \$75 per hour.

Auto Attendant

Auto Attendant is an application which will answer incoming calls and route the call using a series of options to reach the correct destination.

Planning, scripting, and programming services are required and may be billed at \$75 per hour or vendor rate.

Call Accounting

Micro-Call is a call accounting package, giving agencies the ability to track both incoming and outgoing call data.

Micro-call standard reports are available on a recurring basis. The report set-up, configuration, database entry, programming and distribution will be subject to the \$75 per hour rate.

24 X 7 X 365 Support

This service is available at applicable rates mandated by COT. This service is subject to \$75, \$85, or \$112.50 per hour rate. This cost will be passed through to the requesting agency. Rates vary according to normal business hours, Vendor rates, or overtime rates. This service is provided through the Commonwealth Service Desk. Service Critical issues and dispatch are at the discretion of COT.

This option is available for users that have a need for 24x7x365 technical response/support such as prisons, hospitals, etc.