

**BAFO Network, Security, WiFi, Voice &  
Unified Communications and Contact Center (Pricing Attachment)**

(R405568 CTR049888 AZNet III Voice Network & Call Center Communication Services  
Amendment 7 (Pricing))

| Lin+A11:J168e Item                                    | Description  | Unit                        | Price Per Unit | AZNet III Name            |
|---|--|-----------------------------|----------------|---------------------------|
| <b><u>Seat Requirements</u></b>                       |  |                             |                |                           |
| <b>Network Seats</b>                                  |  |                             |                |                           |
| <b><i>Active Ports Pricing</i></b>                    |  |                             |                |                           |
| <b>Network Services Seats – High Availability</b>     | All inclusive price to provide Network Services as described in the SOW (Network) section 3 Future State                                   | <b>Per Seat / Per Month</b> | \$ 31.50       | <b>NETWORK HIGH AZ3</b>   |
| <b>Network Services Seats – Medium Availability</b>   |  | <b>Per Seat / Per Month</b> | \$ 27.00       | <b>NETWORK MED AZ3</b>    |
| <b>Network Services Seats – Standard Availability</b> |  | <b>Per Seat / Per Month</b> | \$ 20.25       | <b>NETWORK STD AZ3</b>    |
| <b>Voice Seats</b>                                    |  | <b>Per Seat / Per Month</b> | \$ 15.50       | <b>NETWORK REMOTE AZ3</b> |
| <b>Voice Seats</b>                                    |  |                             |                |                           |
| <b><i>Crisis Seat</i></b>                             | All inclusive for the Voice Communications Services for a Crisis Seat as described in the SOW (Voice) section 3.7 Seat Types               | <b>Per Seat / Per Month</b> | \$ -           | <b>CRISIS AZ3</b>         |
| <b>IP or Digital Phone Desk Seat</b>                  | All inclusive for the Voice Communications Services for an IP or Digital desk phone as described in the SOW (Voice) section 3.7 Seat Types | <b>Per Seat / Per Month</b> | \$ 13.75       | <b>VOICE IP STD AZ3</b>   |
| <b>Analog Desk Seat</b>                               | section 3.7 Seat Types   | <b>Per Seat / Per Month</b> | \$ 14.75       | <b>VOICEANASTD AZ3</b>    |
| <b>Virtual / Mobile Seat</b>                          | All inclusive for the Voice Communications Services for a Mobile Seat as described in the SOW (Voice) section 3.7 Seat Types               | <b>Per Seat / Per Month</b> | \$ 13.75       | <b>MOBILESTD AZ3</b>      |
| <b>Contact Center Seats</b>                           |  |                             |                |                           |
| <b><i>Contact Center Seat</i></b>                     | All inclusive for the Contact Center Services as described in the SOW Section Seat Types, Contact Center Seat.                             | <b>Per Seat / Per Month</b> | \$ 117.00      | <b>CCSENHACD AZ3</b>      |
| <b><i>Basic Agent/Supervisor</i></b>                  | See Pricing Assumption for additional detail   | <b>Per Seat / Per Month</b> | \$ 98.00       | <b>CCSBASIC AZ3</b>       |
| <b><i>Medium Agent/Supervisor</i></b>                 | See Pricing Assumption for additional detail   | <b>Per Seat / Per Month</b> | \$ 98.00       | <b>CCSMEDIUM AZ3</b>      |
| <b><i>FedRamp Seat</i></b>                            | See Pricing Assumption for additional detail   | <b>Per Seat / Per Month</b> | \$ 305.00      | <b>CCSFEDRAMP AZ3</b>     |
|   |  |                             |                |                           |

|  |                          |                |              |                              |
|--|--------------------------|----------------|--------------|------------------------------|
| <b>One Time Cost For Equipment</b>   |                          |                |              |                              |
| Please provide a list of equipment for in scope services for optional one time acquisitions. The pricing should include CPE, License, installation, maintenance, ongoing support, and any applicable taxes. Insert additional lines if needed. |                          |                |              |                              |
| <b>GLC-SX-MMD=</b>   | Optics for Switch        | Per Device OTC | \$ 226.72    | <b>EQ GLC 1 AZ3</b>          |
| <b>GLC-LH-SMD=</b>   | Optics for Switch        | Per Device OTC | \$ 449.08    | <b>EQ GLC 2 AZ3</b>          |
| <b>SFP-10G-SR=</b>   | Optics for Switch        | Per Device OTC | \$ 449.08    | <b>EQ SFP 1 AZ3</b>          |
| <b>SFP-10G-LR=</b>   | Optics for Switch        | Per Device OTC | \$ 1,805.04  | <b>EQ SFP 2 AZ3</b>          |
| <b>QSFP-40G-CSR4=</b>  | Optics for Switch        | Per Device OTC | \$ 1,362.50  | <b>EQ QSFP 1 AZ3</b>         |
| <b>NIM-1MFT-T1/E1=</b>   | T1 Card for Router       | Per Device OTC | \$ 656.18    | <b>EQ MFT1 AZ3</b>           |
| <b>NIM-2MFT-T1/E1=</b>   | T1 Card for Router       | Per Device OTC | \$ 1,004.98  | <b>EQ MFT2 AZ3</b>           |
| <b>NIM-2FXO=</b>   | Analog card for Router   | Per Device OTC | \$ 270.32    | <b>EQ 2FXO AZ3</b>           |
| <b>NIM-2FXSP=</b>  | Analog card for Router   | Per Device OTC | \$ 270.32    | <b>EQ 2FXS AZ3</b>           |
| <b>C-SM-NIM-ADPT=</b>  | Adapter for 8300         | Per Device OTC | \$ 1,967.00  | <b>EQ NIM ADPT AZ3 (ADD)</b> |
| <b>SM-X-1T3/E3=</b>  | DS3 Card                 | Per Device OTC | \$ 12,363.00 | <b>EQ SMX AZ3 (ADD)</b>      |
| <b>FL-4320-PERF-K9=</b>  | ISR Performance Licenses | Per Device OTC | \$ 436.00    | <b>FL 432X PERF AZ3</b>      |
| <b>FL-4350-PERF-K9=</b>  | ISR Performance Licenses | Per Device OTC | \$ 654.00    | <b>FL 435X PERF AZ3</b>      |
| <b>FL-44-PERF-K9=</b>  | ISR Performance Licenses | Per Device OTC | \$ 1,569.60  | <b>FL 44XX PERF AZ3</b>      |
| <b>C9300-NM-4G=</b>  | Optics for Switch        | Per Device OTC | \$ 231.08    | <b>EQ NM 93XX OPC AZ3</b>    |
| <b>ISR4321-V/K9</b>  | Router                   | Per Device OTC | \$ 3,716.00  | <b>EQ ROUTER 1 AZ3</b>       |

|  |                |                |               |   |
|--|----------------|----------------|---------------|---|
| ISR4331-V/K9   | Router         | Per Device OTC | \$ 5,544.00   | EQ ROUTER 2 AZ3   |
| ISR4351-V/K9   | Router         | Per Device OTC | \$ 11,528.00  | EQ ROUTER 3 AZ3   |
| ISR4431-V/K9   | Router         | Per Device OTC | \$ 14,070.00  | EQ ROUTER 4 AZ3   |
| ISR4451-X-V/K9   | Router         | Per Device OTC | \$ 20,712.00  | EQ ROUTER 5 AZ3   |
| C1121X-8P  | Router         | Per Device OTC | \$ 1,674.00   | EQ ROUTER 6 AZ3 (ADD)                                       |
| C8300-1N1S-6T  | Router         | Per Device OTC | \$ 10,089.00  | EQ ROUTER 7 AZ3 (ADD)                                       |
| C8300-2N2S-6T  | Router         | Per Device OTC | \$ 39,281.00  | EQ ROUTER 8 AZ3 (ADD)                                       |
| C9500-16X-E  | Switch         | Per Device OTC | \$ 7,010.00   | EQ DISTRO SW 1 AZ3  |
| C9200-48P-E  | Switch         | Per Device OTC | \$ 6,912.00   | EQ LAN 1 AZ3  |
| C9200-24P-E  | Router         | Per Device OTC | \$ 4,068.00   | EQ LAN 2 AZ3  |
| ASR-9001   | Router         | Per Device OTC | \$ 82,700.00  | EQ ROUTER CORE 1 AZ3  |
| ASR-1002X  | Router         | Per Device OTC | \$ 26,700.00  | EQ ROUTER CORE 2 AZ3  |
| ASR-1006X  | Router         | Per Device OTC | \$ 93,520.00  | EQ ROUTER CORE 3 AZ3  |
| WS-C3650-48PS-S  | DC Switch      | Per Device OTC | \$ 7,962.63   | EQ TOP DCSW 1 AZ3   |
| N2K-C2348UPQ   | DC Switch      | Per Device OTC | \$ 10,313.08  | EQ DCSW 1 AZ3   |
| N9K-C9336C-FX2   | DC Switch      | Per Device OTC | \$ 22,108.19  | EQ DCSW 2 AZ3   |
| N77-C7710-B33S3E-R   | DC Switch      | Per Device OTC | \$ 275,257.33 | EQ DC CORE 1 AZ3  |
| Optional Services – Cloud Computing Solutions, Data Center Collocation Services, Managed Hosting Services, Compute on Demand, Hosting Collocation Services | Cloud Services | Per Device OTC | ICB           | These will be SOW driven and seat will be added if SOW done |

|   |                          |                          |           |   |
|---|--------------------------|--------------------------|-----------|---|
| <b>Optional Services – DDos Mitigation Services</b>                   | Ddos Service             | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Disaster Recovery and Hosting</b>              | DR Service               | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Fax over Email</b>                             | Faxing Service           | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Hosted SharePoint</b>                          | Hosting Service          | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Online Backup</b>                              | Data Backup Service      | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – PCI Audit Services</b>                         | PCI Service              | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Real-Time Application Recover / define VSR</b> | Recovery Service         | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Security Solutions</b>                         | Security Service         | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Storage and Back-up Hosting Solutions</b>      | Storage Service          | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Services – Video and Collaboration</b>                    | Collaboration Service    | <b>Per Device OTC</b>    | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>Optional Service - MDM/UEM</b>                                     | Mobile Device Management | <b>Per Device or OTC</b> | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>CP-8832-K9=</b>  | Conference Phone         | <b>Per Device OTC</b>    | \$ 937.40 | <b>EQ Phone 1 AZ3</b>                                       |
| <b>CP-8841-K9=</b>  | Phone                    | <b>Per Device OTC</b>    | \$ 280.68 | <b>EQ Phone 2 AZ3</b>                                       |
| <b>CP-8845-K9=</b>  | Video Phone              | <b>Per Device OTC</b>    | \$ 313.38 | <b>EQ Phone 3 AZ3</b>                                       |
| <b>CP-8851-K9=</b>  | Phone                    | <b>Per Device OTC</b>    | \$ 335.18 | <b>EQ Phone 4 AZ3</b>                                       |
| <b>CP-8861-K9=</b>  | Phone                    | <b>Per Device OTC</b>    | \$ 389.68 | <b>EQ Phone 5 AZ3</b>                                       |
| <b>CP-8865-K9=</b>  | Video Phone              | <b>Per Device OTC</b>    | \$ 433.28 | <b>EQ Phone 6 AZ3</b>                                       |
| <b>CP-HS-WL-561-M-US=</b>   | Headset                  | <b>Per Device OTC</b>    | \$ 318.83 | <b>EQ Headset 1 AZ3</b>                                     |

|  |   |                               |              |                             |
|--|---|-------------------------------|--------------|-----------------------------|
| <b>CP-HS-WL-562-M-US=</b>  | Headset   | <b>Per Device OTC</b>         | \$ 346.08    | <b>EQ Headset 2 AZ3</b>     |
| <b>VG310</b>   | Analog Gateway  | <b>Per Device OTC</b>         | \$ 5,734.00  | <b>EQ Gateway 1 AZ3</b>     |
| <b>VG320</b>   | Analog Gateway  | <b>Per Device OTC</b>         | \$ 10,770.00 | <b>EQ Gateway 2 AZ3</b>     |
| <b>VG450-144FXS/K9</b>   | Analog Gateway  | <b>Per Device OTC</b>         | \$ 21,642.00 | <b>EQ Gateway 3 AZ3</b>     |
| <b>ATA191-K9</b>   | Single Analog ATA   | <b>Per Device OTC</b>         | \$ 120.00    | <b>EQ ATA AZ3</b>           |
| <b>Expansion Cisco CP-8800-A-KEM=</b>  | Expansion Module  | <b>Per Device OTC</b>         | \$ 350.00    | <b>EQ Phone Expan AZ3</b>   |
| <b>100 User - Basic</b> The Per seat cost is added to each agent above. This is a minimum of 100 for setup, if less then 100 cost could change per agent                             | Basic call Center configuration up to 100 agent/Supervisor. See Pricing Assumption for additional detail    | <b>Per Seat / Per Month</b>   | \$ 3.75      | <b>CCS 100 USER BAS AZ3</b> |
| <b>400 User - Medium -</b> The Per seat cost is added to each agent above. This is a minimum of 400 for setup, if less then 400 cost could change per agent                          | Medium call Center configuration up to 400 agent/Supervisor. See Pricing Assumption for additional detail   | <b>Per Seat / Per Month</b>   | \$ 11.88     | <b>CCS 400 USER MED AZ3</b> |
| <b>400 User - Enhanced -</b> The Per seat cost is added to each agent above. This is a minimum of 400 for setup, if less then 400 cost could change per agent                        | Enhanced call Center configuration up to 400 agent/Supervisor. See Pricing Assumption for additional detail | <b>Per Seat / Per Month</b>   | \$ 22.03     | <b>CCS 400 USER ENH AZ3</b> |
| <b>FedRAMP Gov Cloud Implementation - 500 User</b> -The Per seat cost is added to each agent above. This is a minimum of 500 for setup, if less then 500 cost could change per agent | FedRAMP call Center configuration up to 500 agent/Supervisor. See Pricing Assumption for additional detail  | <b>Per Seat / Per Month</b>   | \$ 220.83    | <b>CCS FED 500 USER AZ3</b> |
| <b>Z</b>   |   |                               |              |                             |
| <b>Router Only Small</b>   | All inclusive price to provide Router Only services as described in the SOW (Network) Section 2.9.1.1       | <b>Per Device / Per Month</b> | \$ 127.00    | <b>ROUTER ONLY SM AZ3</b>   |
| <b>Router Only Medium</b>  | All inclusive price to provide Router Only services as described in the SOW (Network) Section 2.9.1.2       | <b>Per Device / Per Month</b> | \$ 210.00    | <b>ROUTER ONLY MED AZ3</b>  |
| <b>Router Only Large</b>   | All inclusive price to provide Router Only services as described in the SOW (Network) Section 2.9.1.3       | <b>Per Device / Per Month</b> | \$ 350.00    | <b>ROUTER ONLY LRG AZ3</b>  |

|   |   |                                |                            |                               |
|---|---|--------------------------------|----------------------------|-------------------------------|
| <b>SDWAN-100M</b>   | All inclusive price to provide SDWAN service on managed router. Tier 1 up to 100M bandwidth                             | <b>Per Device / Per Month</b>  | \$ 80.00                   | <b>SDROUTER ONLY SM AZ3</b>   |
| <b>SDWAN-1G</b>   | All inclusive price to provide SDWAN service on managed router. Tier 2 100M to 1G bandwidth                             | <b>Per Device / Per Month</b>  | \$ 195.00                  | <b>SDROUTER ONLY MED AZ3</b>  |
| <b>SDWAN-10G</b>  | All inclusive price to provide SDWAN service on managed router. Tier 3 1G to 10G bandwidth                              | <b>Per Device / Per Month</b>  | \$ 585.00                  | <b>SDROUTER ONLY LRG AZ3</b>  |
| <b>Optional Services – Wireless Access Point</b>  |   | <b>Per Device / Per Month</b>  | \$ 25.00                   | <b>NETWORK WAP AZ3</b>        |
| <b>Optional Services - Remote Client User VPN Services</b>  | All inclusive price to provide Remote Access Client VPN Services as described in the SOW (Network) section 3.18.3       | <b>Per Service / Per Month</b> | \$ 3.00                    | <b>NETWORK VPN AZ3</b>        |
| <b>Optional Services – Firewall Management (Virtual Small) Included with Network Services Seat no monthly fee</b>   | All inclusive price to provide Firewall Management Services as described in the SOW (Network) section 2.7.1             | <b>Per Service / Per Month</b> | <b>Included</b>            | <b>FIREWALL VRTL SM AZ3</b>   |
| <b>Optional Services – Firewall Management (Virtual Medium) Included with Network Services Seat no monthly fee, but \$1500.00 setup fee.</b>  | All inclusive price to provide Firewall Management Services as described in the SOW (Network) section 2.7.1             | <b>Per Service / Per Month</b> | <b>Included</b>            | <b>FIREWALL VRTL MED AZ3</b>  |
| <b>Optional Services – Firewall Management (Virtual Large)</b>  | All inclusive price to provide Firewall Management Services as described in the SOW (Network) section 2.7.1             | <b>Per Service / Per Month</b> | \$ 500.00                  | <b>FIREWALL VRTL LRG AZ3</b>  |
| <b>Optional Switch Port Security</b><br><b>NAC option will be Agency policy driven via SOW as defined in Section 3.14.</b><br><b>Standard Port Security is included at no cost.</b> | Network SOW Section 3.14.4 Security - Port Security   | <b>One Time</b>                | <b>Included NAC in SOW</b> | <b>N/A</b>                    |
| <b>Encryption Software License for router</b><br><b>Not to exceed \$3500; dependent on router</b>   | Software license that allows for maximum encryption bandwidth capability per device                                     | <b>Per License / Per Month</b> | \$ 3,500.00                | <b>ENCRYPT LIC AZ3</b>        |
| <b>Optional Services – Unified Messaging</b>  | Sections 4.1, 4.8   | <b>Per Service / Per Month</b> | <b>Included</b>            | <b>UNIFIED MESSAGING AZ3</b>  |
| <b>Add On Video Phone - Must purchase Video Phone 8845 or 8865</b>  | All inclusive for the Voice Communication Services for a Video Phone as described in SOW (Voice) Section 3.7 Seat Types | <b>Per Seat / Per Month</b>    | See Service Offering       | <b>ADD ON VIDEO PHONE AZ3</b> |

|  |  |                             |           |   |
|--|--|-----------------------------|-----------|---|
| <b>Optional Auto Attendant Only Included (\$0.00) &lt;= 4; =/&gt; 5 seat cost per tree. See assumptions below</b>  | All inclusive for the Voice Communications Services for an Auto Attendant Only seat as described in the SOW (Voice) section 3.7 Seat Types | <b>Per Seat / Per Month</b> | \$ 4.00   | <b>AUTO ATTNDNT ONLY AZ3</b>                                |
| <b>Optional Voice Mail Only</b>  | All inclusive for the Voice Communications Services for a Voicemail only seat as described in the SOW (Voice) section 3.7 Seat Types       | <b>Per Seat / Per Month</b> | Included  | <b>VOICEMAIL ONLY AZ3</b>                                   |
| <b>Optional Paging Seat</b>  | section 4.17   | <b>Per Seat / Per Month</b> | \$ 2.00   | <b>ADD ON PAGING AZ3</b>                                    |
| <b>IVR Only</b>  |  | <b>Per Seat / Per Month</b> | \$ 400.00 | <b>CCS IVR ONLY AZ3</b>                                     |
| <b>Reporting Add-on</b>  |  | <b>Per Seat / Per Month</b> | \$ 23.75  | <b>CCS REPORTING AZ3</b>                                    |
| <b>CRM Connector Add-on</b>  |  | <b>Per Seat / Per Month</b> | \$ 15.00  | <b>CCS CRM AZ3</b>  |
| <b>Speech recognition Add-on</b>   |  | <b>Per Seat / Per Month</b> | \$ 25.00  | <b>CCS SPEECH AZ3</b>                                       |
| <b>CCAI</b>  | A.I. for Call Center, priced per application uniqueness  | <b>Per Seat / Per Month</b> | ICB       | These will be SOW driven and seat will be added if SOW done |
| <b>WebEx Seat</b>  | All Inclusive WebEx Single User License  | <b>Per Seat / Per Month</b> | \$ 48.00  | <b>WEBEX AZ3</b>  |
| <b>Add On Mobile Seat</b>  | All inclusive for the Voice Communications Services for Mobility / Jabber Add On when accompanied with a IP or Digital Voice Seat          | <b>Per Month</b>            | Included  | <b>ADD ON MOBILE AZ3</b>                                    |
| <b>Labor Rates</b>   |  |                             |           |   |
| <b>Labor rates will be charged in 15 minute increments. For instance, at a rate of \$100 an hour, if a job duration lasts 1 hour and 14 minutes, the final bill will be \$125. If the job duration is 1 hour and 15 minutes the final bill will be \$150. Additionally, there will be no time billed for travel.</b> |  |                             |           |   |
| <b>Labor True Up</b>   |  | Per Hour                    | \$ 1.00   | <b>LBR 1 AZ3</b>  |
| <b>Applications Programmer, Entry</b>  |  | Per Hour                    | \$ 130.00 | <b>LBR Entry1 AZ3</b>                                       |
| <b>Applications Programmer, Junior</b>   |  | Per Hour                    | \$ 150.00 | <b>LBR Junior1 AZ3</b>                                      |
| <b>Applications Programmer, Senior</b>   |  | Per Hour                    | \$ 180.00 | <b>LBR Senior1 AZ3</b>                                      |
| <b>Business Analyst, Entry</b>   |  | Per Hour                    | \$ 100.00 | <b>LBR Entry2 AZ3</b>                                       |
| <b>Business Analyst, Junior</b>  |  | Per Hour                    | \$ 115.00 | <b>LBR Junior2 AZ3</b>                                      |
| <b>Business Analyst, Senior</b>  |  | Per Hour                    | \$ 130.00 | <b>LBR Senior2 AZ3</b>                                      |
| <b>Call Center IVR, Entry</b>  |  | Per Hour                    | \$ 130.00 | <b>LBR Entry1 AZ3</b>                                       |
| <b>Call Center IVR, Junior</b>   |  | Per Hour                    | \$ 150.00 | <b>LBR Junior1 AZ3</b>                                      |
| <b>Call Center IVR, Senior</b>   |  | Per Hour                    | \$ 180.00 | <b>LBR Senior1 AZ3</b>                                      |
| <b>Communications Network Specialist, Entry</b>  |  | Per Hour                    | \$ 100.00 | <b>LBR Entry2 AZ3</b>                                       |
| <b>Communications Network Specialist, Junior</b>   |  | Per Hour                    | \$ 115.00 | <b>LBR Junior2 AZ3</b>                                      |
| <b>Communications Network Specialist, Senior</b>   |  | Per Hour                    | \$ 130.00 | <b>LBR Senior2 AZ3</b>                                      |
| <b>Network Design Engineer, Entry</b>  |  | Per Hour                    | \$ 120.00 | <b>LBR Entry3 AZ3</b>                                       |

|  |  |          |           |                        |
|--|--|----------|-----------|------------------------|
| <b>Network Design Engineer, Junior</b>   |  | Per Hour | \$ 140.00 | <b>LBR Junior3 AZ3</b> |
| <b>Network Design Engineer, Senior</b>   |  | Per Hour | \$ 170.00 | <b>LBR Senior3 AZ3</b> |
| <b>OTHER POSITION, Analog Technician</b> |  | Per Hour | \$ 100.00 | <b>LBR Entry2 AZ3</b>  |
| <b>OTHER POSITION, Entry</b>             |  | Per Hour | \$ 120.00 | <b>LBR Entry3 AZ3</b>  |
| <b>OTHER POSITION, Junior</b>            |  | Per Hour | \$ 140.00 | <b>LBR Junior3 AZ3</b> |
| <b>OTHER POSITION, Senior</b>            |  | Per Hour | \$ 170.00 | <b>LBR Senior3 AZ3</b> |
| <b>Project Manager, Entry</b>            |  | Per Hour | \$ 120.00 | <b>LBR Entry3 AZ3</b>  |
| <b>Project Manager, Junior</b>           |  | Per Hour | \$ 140.00 | <b>LBR Junior3 AZ3</b> |
| <b>Project Manager, Senior</b>           |  | Per Hour | \$ 170.00 | <b>LBR Senior3 AZ3</b> |
| <b>Security Systems Engineer, Entry</b>  |  | Per Hour | \$ 120.00 | <b>LBR Entry3 AZ3</b>  |
| <b>Security Systems Engineer, Junior</b> |  | Per Hour | \$ 140.00 | <b>LBR Junior3 AZ3</b> |
| <b>Security Systems Engineer, Senior</b> |  | Per Hour | \$ 170.00 | <b>LBR Senior3 AZ3</b> |
| <b>Systems Engineer, Entry</b>           |  | Per Hour | \$ 120.00 | <b>LBR Entry3 AZ3</b>  |
| <b>Systems Engineer, Junior</b>          |  | Per Hour | \$ 140.00 | <b>LBR Junior3 AZ3</b> |
| <b>Systems Engineer, Senior</b>          |  | Per Hour | \$ 170.00 | <b>LBR Senior3 AZ3</b> |
| <b>Technical Architect, Entry</b>        |  | Per Hour | \$ 120.00 | <b>LBR Entry3 AZ3</b>  |
| <b>Technical Architect, Junior</b>       |  | Per Hour | \$ 140.00 | <b>LBR Junior3 AZ3</b> |
| <b>Technical Architect, Senior</b>       |  | Per Hour | \$ 170.00 | <b>LBR Senior3 AZ3</b> |
| <b>Training Specialist, Entry</b>        |  | Per Hour | \$ 100.00 | <b>LBR Entry2 AZ3</b>  |
| <b>Training Specialist, Junior</b>       |  | Per Hour | \$ 115.00 | <b>LBR Junior2 AZ3</b> |
| <b>Training Specialist, Senior</b>       |  | Per Hour | \$ 130.00 | <b>LBR Senior2 AZ3</b> |
| <b>Field Technician, Entry</b>           |  | Per Hour | \$ 100.00 | <b>LBR Entry2 AZ3</b>  |
| <b>Field Technician, Junior</b>          |  | Per Hour | \$ 115.00 | <b>LBR Junior2 AZ3</b> |
| <b>Field Technician, Senior</b>          |  | Per Hour | \$ 130.00 | <b>LBR Senior2 A3</b>  |

OMR#: R405568



|   |   |   |              |   |              |  |              |   |              |
|---|---|---|--------------|---|--------------|--|--------------|---|--------------|
| <b>Co-Op / Secondary Customer Tiered Pricing</b>  |   |   |              |   |              |  |              |   |              |
| <b>Co-Op / Secondary Customer pricing shall be offered in Tier based seat pricing to accommodate Co-Op / Secondary Customer potential volumes as detailed below. All other line items shall be the same price for the State of Arizona AZNet III or any Co-Op / Secondary Customer. The intent for Tier pricing for Co-Op / Secondary Customers is to leverage AZNet III volumes to offer Co-Ops / Secondary Customers pricing at a reduced cost than what would normally be achieved if these customer sought out there own pricing.</b> |   |   |              |   |              |  |              |   |              |
|   |   | <b>Unit and Tier</b>                      | <b>Price</b> | <b>Unit and Tier</b>                        | <b>Price</b> | <b>Unit and Tier</b>                         | <b>Price</b> | <b>Unit and Tier</b>                    | <b>Price</b> |
| <b>Network Services Seat – High Availability</b>  | Option 1: Active Ports pricing model. All inclusive price to provide Network Services as described in the SOW (Network) section 3.4.6           | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 114.90    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 114.90    | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 105.71    | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 105.71    |
| <b>Network Services Seat – Medium Availability</b>  |   | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 77.94     | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 77.94     | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 74.04     | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 74.04     |
| <b>Network Services Seat – Standard Availability</b>  |   | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 44.48     | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 44.48     | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 41.51     | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 41.51     |
| <b>Network Services Seat – High Availability</b>  | Option 2: Site Deployed Switches pricing model. All inclusive price to provide Network Services as described in the SOW (Network) section 3.4.6 | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 264.32    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 189.15    | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 152.92    | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 148.78    |
| <b>Network Services Seat – Medium Availability</b>  |   | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 156.95    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 119.37    | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 102.10    | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 100.03    |
| <b>Network Services Seat – Standard Availability</b>  |   | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 116.46    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 78.87     | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 62.73     | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 60.66     |

|                                       |  |   |             |   |          |  |          |   |          |
|---------------------------------------|--|---|-------------|---|----------|--|----------|---|----------|
| <b>Crisis Seat</b>                    | All inclusive for the Voice Communications Services for a Crisis Seat as described in the SOW (Voice) section 3.7 Seat Types   | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 43.55    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 41.00 | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 40.65 | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 40.42 |
| <b>IP or Digital Phone Desk Seat:</b> | All inclusive for the Voice Communications Services for an IP or Digital desk phone as described in the SOW (Voice) section 3.7 Seat Types                             | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 43.55    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 41.00 | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 40.65 | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 40.42 |
| <b>Analog Desk Seat</b>               | All inclusive for the Voice Communications Services for an analog desk phone, fax, modem or other analog device as described in the SOW (Voice) section 3.7 Seat Types | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 28.45    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 25.40 | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 24.95 | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 24.72 |
| <b>Virtual / Mobile Seat</b>          | All inclusive for the Voice Communications Services for a Mobile Seat as described in the SOW (Voice) section 3.7 Seat Types   | <b>Per Seat / Per Month 1 - 250 Seats</b> | \$ 43.55    | <b>Per Seat / Per Month 251 - 500 Seats</b> | \$ 41.00 | <b>Per Seat / Per Month 501 - 1000 Seats</b> | \$ 40.65 | <b>Per Seat / Per Month 1001+ Seats</b> | \$ 40.42 |
| <b>Security Service Small</b>         | See Pricing Assumption for additional detail   | <b>Per Device - Per Month</b>             | \$ 113.61   |   |          |  |          |   |          |
| <b>Security Service Medium</b>        | See Pricing Assumption for additional detail   | <b>Per Device - Per Month</b>             | \$ 2,829.11 |   |          |  |          |   |          |
| <b>Security Service Large</b>         | See Pricing Assumption for additional detail   | <b>Per Device - Per Month</b>             | \$ 7,752.73 |   |          |  |          |   |          |

### Pricing Assumptions

Contractor shall state all assumptions upon which its pricing is being determined.  
Insert as many lines as necessary to ensure all concerns are accurately expressed.

| Service Offering                | Assumptions  | # |
|---------------------------------|--|---|
| Network, Voice & Contact Center | CenturyLink is offering a Tower 4 that combines Network, Security, WiFi, Voice & Unified Communications and Contact Center into one offering. This offering supplies the State a cost reduction on the core seat types which will provide savings to the State. This offering gains operational efficiencies by consolidating the operations model and utilizing recourses in multi roles.   | 1 |
| One Time Cost For Equipment     | In Table 'One Time Cost For Equipment' base tax rate of 8.5% added, this could adjust as tax rate derived from shipping destination. Corrected tax rate will be on final invoice Also please refer to #2 below   | 2 |
| Taxes                           | <p>The State of Arizona is exempt from Federal Excise Tax. The State of Arizona is subject to all applicable state and local transaction privilege taxes. The seat pricing above does not reflect Transaction privilege taxes and any applicable State use taxes, which will be calculated and invoiced at the time of purchase based on the rates shown below. The Transaction privilege tax shall be applied only to the portion of any seat pricing which constitutes the sale or leasing of equipment. CenturyLink will be responsible for remitting the appropriate Transaction privilege taxes or use taxes to Arizona tax agencies. Items may be subject to differing tax rates.</p> <p>Transaction privilege tax depends on location and can be found at the Arizona Department of Revenue website as follows:</p> <p><a href="https://azdor.gov/transaction-privilege-tax/tax-rate-table">https://azdor.gov/transaction-privilege-tax/tax-rate-table</a></p> <p>The transaction privilege tax applies only to equipment portion of seat pricing, as specified above. As of February 2020, the tax rates currently range from 6.3% – 7.6%, but the rates may be subject change from time to time by legislative action</p> | 3 |

|  |  |   |
|--|--|---|
| Technology Refresh and Replenishment                     | <p>If a State of Arizona Agency, Board or Commission that is currently out-of-scope wants to participate in this contract, they may do so at any time without limits to the quantity of seats. Any new Agencies that are added to the scope of the contract during month 25 through month 60 will be quoted a one-time charge, at the time of requesting to opt in, for the buyout of the equipment that will be refreshed during those months. Equipment that could not be amortized within the remaining months of the contract will be assessed a one-time charge. The State of Arizona Agency, Board, or Commission will be invoiced for the one-time cost as soon as the refresh of equipment is completed or at the time the Agency chooses to opt in, based on the fiscal needs of the Agency. The one-time cost will not be the full cost of the equipment but will be an amortized buyout schedule; this schedule will be quoted to the Agency or group before any services are started</p> | 4 |
| Optional Services – Firewall Management (Virtual Medium) | <p>Virtual Medium Firewall will not have a monthly fee when network the threshold of network seats are met for the agency. There will be a setup fee of \$1500.00 for this.</p>  | 5 |
| 3.14 Optional Switch Port Security                       | <p>Standard Port Security will be included in the network seat price as defined in our response section 3.14 Network. CenturyLink will invoke NAC at no cost to the State, this will be included in the network seat price as defined in section 3.14</p>  | 6 |
| 3.6 Wireless Mesh Pricing                                | <p>Upon completion of the detailed site survey, CenturyLink will design and implement a wireless mesh network for the Capitol Mall that will provide wireless coverage for all buildings and open spaces on the Capitol Mall to allow for roaming from building to building as well as working outside in open areas adjacent to the Capitol Mall. This will adjust the wireless seat price as Mesh is not included in the pricing on this sheet. The State may choose to included the Mesh into the base wireless pricing which will change the above pricing or add an additional line item for Mesh pricing.</p>  | 7 |
| 3.4 Network Seats  | <p>The Network Seat will have its own independent count and inventory for billing. This seat type will not be dependent or connect to other seat types,</p>  | 8 |

|  |   |    |
|--|---|----|
| Co-Op / Secondary Customer<br>Tiered Pricing - Network | Pricing for Network seats were modeled with defined seat counts of 100, 251, 501 and 1001. Pricing outside of these defined counts will require additional discovery of environment and pricing will change per variation. Option 2 includes WAN and LAN per section 3.4.6 for the defined seats counts only multiple devices needed to achieve defined seat counts, which is monthly price per device.. Variables not evident or defined could be; number of MDF/IDF, multiple building, cabling, business rules; these are just some design requirements needed. The delivery is only the network portion, If going outside defined counts in price table, we would welcome the opportunity to design a streamlined network offering. | 9  |
| One Time Cost For Equipment                            | One Time Equipment is configured to be compatible with AZNET III environment Configuration can be adjust but this could impact cost and change final price.   | 10 |
| Co-Op / Secondary Customer<br>Tiered Pricing - Voice   | Pricing for voice seats were modeled with defined seat counts of 100, 251, 501 and 1001. Pricing outside of these defined counts will require additional discovery of environment and pricing will change per variation. Variables not evident or defined could be; number of gateways needed, phone types, dial plan, trunking and LAN; these are just some design requirements needed. The delivery is only the voice portion, network i.e. LAN/WAN not included. If going outside defined counts in price table, we would welcome the opportunity to design a streamlined voice offering.  | 11 |
| Optional Auto Attendant Only                           | As part of the base offering CenturyLink has included at no cost the first 4 call handlers/routing trees, 5 call handlers/routing trees and above will be charged the Auto Attendant seat price per call handler/routing tree.  | 12 |
| Optional Voice Mail Only                               | Voice mail only will be included in the voice seat price  | 13 |
| Add On Video Phone                                     | For Video Phone option you must purchase a video phone (8845 or 8865), defined in One Time Cost list. The monthly seat cost will be the same as IP or Digital Phone Desk Seat price   | 14 |
| Optional Services – Unified Messaging                  | Unified Messaging will be included in the voice seat price  | 15 |

|                     |   |    |
|---------------------|---|----|
| 100 User - Basic    | Includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, voice callbacks, recording, and one (1) digital channel deployment. Provisioning of one (1) site, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to two (2) call flows, two (2) IVR Schedules, up to two (2) queues (up to ten [10] skills an wrap up codes), configure callback, either email or chat routing, and voice recording.  | 16 |
| 400 User - Medium   | Includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, customer identification with CRM integration, voice callbacks and recording, digital channel deployment, and quality evaluation. Provisioning of up to two (2) Sites, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to five (5) call flows, two (2) IVR Schedules, up to two (2) queues (up to ten [10] skills an wrap up codes), configure callback, email routing, chat routing, voice recording, quality management, CRM collaboration, up to three (3) web services data actions, up to three (3) scripts.   | 17 |
| 400 User - Enhanced | Includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, customer identification with CRM integration, voice callbacks and recording, digital channel deployment, and quality evaluation. Provisioning of up to two (2) Sites, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to ten (10) call flows, two (2) IVR Schedules, up to two (2) queues (up to ten [10] skills an wrap up codes), configure callback, email routing, chat routing, voice recording, screen recording, quality management, CRM collaboration, up to six (6) web services data actions, up to six (6) scripts, outbound dialer (1 dailer campaign, 2 outbound call flows, 1 script), speech analytics integration, WFM, Omnichannel WFM. | 18 |

|   |  |    |
|---|--|----|
| Basic User                                  | 1 User Features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs and customer journey. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics. etc.  | 19 |
| Medium User                                 | 1 User Features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs and customer journey. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics. etc.  | 20 |
| Enhanced User/Contact Center Seat           | This is the main offering above listed as Contact Center Seat. All features in Basic and Medium are included along with; additional ACD queuing and routing options. SMS/Messaging Services, Screenshare, Cobrowse, Screen Recording, and advanced Workforce Management.   | 21 |
| FedRAMP Gov Cloud Implementation - 500 User | Implementation includes prescriptive configuration, best practices for cloud-based VoIP telephony, skills-based routing, customer identification with CRM integration, voice callbacks and recording, digital channel deployment, and quality evaluation. Provisioning of up to ten (10) dialog states (two [2] web service calls), two (2) service lines, configure number plans and classifications, configure outbound routes, testing overall configuration along with Inbound and Outbound call testing. Configuration of up to four (4) languages, IVR, queues, skills, wrap up codes, callback, call routing, email routing, chat routing, voice recording, screen recording, quality management, CRM collaboration, outbound dialer (up to 5 campaigns, 8 user defined fields, 5 calling lists), speech analytics integration, WFM, Omnichannel WFM. | 22 |
| FedRamp Seat                                | Voice Routing, Email Routing, Chat Routing, Callback, Speech Analytics, Outbound, ASR, TTS, WFM, CRM Collaboration, Voice Recording, Screen Recording, QM, Enhanced Reporting & Dashboards   | 23 |

|   |   |    |
|---|---|----|
| FedRamp Seat Add On                     | Cloud Contact Center Statistics API, Info Mart Data Export, Intelligent Workload Distribution, Cloud Speech Analytics (add-on) - (Next Day Turnaround), Cloud Contact Center Recording Storage, Outbound Calling (Predictive, Progressive, Preview and Outbound IVR), Cloud Contact Center ASR (Tier III) and Basic Dialog Module (bundled), Cloud Contact Center ASR Tier III Additional Language, Cloud Contact Center TTS, Cloud Contact Center TTS Additional Language, Softphone | 24 |
| OTC for Phones                          | When a phone is purchased from OTC list the monthly seat cost will be the same as IP or Digital Phone Desk Seat price   | 25 |
| Co-Op - Security Service(Small Med Lrg) | Security Device has all enhanced feature sets of Global Protect, DNS, Threat Protection, URL Filter, Fire subscription and enhanced support. Pricing outside of these defined counts will require additional discovery of environment and pricing will change per variation   | 26 |

**Alternate Prices.** Although the evaluation of all Proposals will be based on the Prices submitted to the line items described herein, the State may consider any additional submission of pricing units and pricing that the Offeror proposes are more advantageous.

**Price Increases.** Through the establishment of a Fixed Price Contract, the State seeks stable pricing over the possible Term of the Contract, in order to appropriately plan and budget for the ongoing acquisition of Services under the resulting Contract. Although the State's consumption of Services may vary, in terms of number of Seats purchased per month, the Seat price shall not vary. Under very limited circumstances, the State may consider a request for Price Increase to the Seat Charges above following the initial Term of the Contract. Although the State does not contemplate the need for such increases, please provide any/all circumstances that would be grounds for seeking a Price Increase. For each circumstance, describe how the State would analyze the request based on the following minimum criteria.

- a. Reasonable bases that the circumstances underlying the need for increase were not anticipated
- b. Any specific benchmarks, standards or economic indices that any increases could be measured against to determine whether they were fair and reasonable
- c. Not to exceed percentage increases per line item unit, per year, such that any increases, however necessary and reasonable, shall not exceed a predetermined price ceiling. Any proposed increase percentages shall be based on a percentage of the original unit price, and not based as a percentage of each subsequent unit price. For example, Unit price is \$100,000. Annual Increase maximums of two percent (2%) would be \$102,000, \$104,000, \$106,000 and so forth

**Pricing Terms.** Provide any terms or other conditions associated with the proposed Prices, including any discounts, incentives or other requirements that may effect or change the State's cost in the use of any resulting Contract. Provide, separately, Pricing Terms associated with any Alternate Prices as well.