

# IVR - Inbound and Outbound

**Fort Bragg, CA**

***Proposed By:***

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## Proposed Products and Services

### Subscription

SKU Code	Product Name	Description	Qty	Sales Price	Total Price
SS80AIVROUTT001	IVR Outbound 10,000	6/26/17 - created per Mitch Bradley  "Includes 10,000 messages. There will be a flat cost for selected message bundle. Messages expire after 24 months if unused. Messages are defined as a phone call. Calls can be transferred to Inbound IVR system at no additional cost (beyond required transaction fees). Separate distribution lists can be maintained by organization. Outbound annual fee is to be prepaid. Overage charges will be assessed at \$0.40 per additional message. Message bundles can be purchased for an additional fee. Available for customer use 24/7."	1	USD 4,500.0000	USD 4,500.00
SS80AIVRBTS0001	IVR Blind transfer		1	USD 1,500.0000	USD 1,500.00
SS80AF&AIVSKV01	IVR Inbound Standalone		2,700	USD 0.3000	USD 810.00
Subscription Total:					USD 6,810.00

Grand Total

USD 6,810.00

## Product Breakdown and Financial Roll-Up

### Recurring Costs

Product Type	Total	Payment Terms
Subscription	USD 6,810.00	

### Non-Recurring Costs

## Products and Services Detailed Descriptions

Product Name	PD Hours	Professional Services Description	CD Hours	Conversion Services Description
IVR Outbound 10,000				
IVR Blind transfer				
IVR Inbound Standalone				

## Additional Information

### Definitions

**Masters:** static information and data, based on a single individual or entity. An example of a Master file is Customer, Employee or Vendor contact information.

**History:** Information that is updated or added on a regular basis that is tied to a Master File. An example of History includes Checks, Billings or Receipts.

### Client Requirements

Client must perform all data extraction from their legacy system and populate then current Standard Templates. Standard Templates and field listings are available for review by client upon request.

Client must validate the accuracy of data. Data in legacy system which is incorrect or does not balance will need to be altered by Client, or incorrect results will be carried through to new system.

Client must provide data according to the schedule mutually agreed upon with Project Manager, or project may incur changes to schedule or additional fees. Client must provide field descriptions and/or definitions for data that is being extracted from the legacy system.

Client is responsible for travel costs in accordance with Vendor's customer travel policy.

### Vendor Requirements

Vendor will provide the base for the Accela Finance & Administration application. The base for the Finance & Administration application includes System Setup, General Ledger Shell, Cash Receipts Shell, and Clearing House. The base is included in all purchases.

Vendor will evaluate data provided from client to ensure that all required fields have been populated, that the formats provided meet the necessary criteria, and the limitations of field ranges.

Vendor will provide consulting services to assist client in analyzing whether data inputs meet criteria specified, and assist in testing to validate inputs are converted correctly to the Vendor System.

Vendor will provide a secure method for electronic data transmission.

Vendor will ensure that all data provided in finalized templates are converted correctly into the corresponding fields or tables within the applications.

Once Client has offered final approval of data sets, Vendor will provide three (3) data conversions into the Live UB System and one (1) data conversion into the Live system for all other Applicable as specified on table above.

### Limitations of Conversions Services

Unless otherwise specified and agreed to, Vendor will not consult on or assist in the removal of data from Client legacy system.

Vendor cannot convert data from a legacy system which is not available in a corresponding field.

Vendor cannot convert data into fields which exceed the maximum database field limitations.

The services listed above do not include consulting or data manipulation for the purpose of supplying the Client with information the Client didn't previously have access to.

Data requested to be converted after agreed to live conversion will be considered out of scope, and will require a change order, and be subject to additional fees.

All current templates and field listings are available on the Vendor website, and included herein by reference.