

John R. Kasich, Governor
 Robert Blair, Director
 Kelly Sanders, Interim Deputy Director

To: Robert Blair, Director
 From: Valerie Piccininni, Acquisition Analyst
 Subject: Cincinnati Bell Technology Solutions, Inc. (CBTS) MCSA0003
 Amendment 16 to Service Attachment 5
 Date: May 31, 2018

The purpose of this Amendment is to amend Service Attachment 5, dated August 25, 2015. Specifically, this Amendment adds the following products and services to MCSA0003:

- **Enhanced Features Plan**

Key Term	Description
Unified Communications (UC)	Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on up to 10 fixed and mobile devices, enabling easy collaboration from any workspace.
Multi-Point Video Conferencing	<p>The Enhanced Profile includes a video multi-point bridge that accommodates up to 6 audio and 6 video endpoints. It provides the host with secure passcode access to invite other video and/or audio participants. The feature includes custom screen layouts and the ability to share content for ad hoc and scheduled conferences.</p> <p>Also, a call can be attended via audio by any endpoint whether on-net or off-net. The conference can be attended via video by:</p> <ul style="list-style-type: none"> • Any Next Generation Telephony Service (NGTS) video capable endpoints • SIP Trunk based video endpoints <p>Note: Each Enhanced Profile has one (1) multi-point bridge included in the cost of the profile.</p>

- **Optional Add-On Features**

Optional Add-On Key Terms	Description
Screen Capture **	This is a feature that enhances a real-time performance assessment by showing what the agent sees and what support tools (applications) they use. This allows a supervisor/trainer to evaluate a user during a training or live production call event.
Scorecard **	Evaluates agent performance based on standardized, predefined metrics. Includes flexibility to create customized evaluation criteria.
Speech Analyzer **	The speech analyzer is the feature of analyzing recorded calls and to gather information within agent/customer interactions.

Optional Add-On Key Terms	Description
	<p>Enterprise criteria includes elements of automatic speech recognition, where the identities of spoken words or phrases are determined, and it may also include analysis of one or more of the following:</p> <ul style="list-style-type: none"> • Topic(s) being discussed • Emotional character of the speech • Amount and locations of speech versus non-speech (e.g. call hold time or periods of silence) <p>Service components include:</p> <ul style="list-style-type: none"> • A phonetic based engine • Capacity for 100% of the calls can be analyzed • Ad-hoc search capabilities of any key word(s) or phrase(s) • Multi-search capabilities using Boolean operators (AND/OR) • Call classification/categorization based on pre-defined business rules • Agent and customer speech responses that can be searched separately • Language packs that can be applied during runtime agent voice can have a different language pack than the customer
Survey **	<p>The survey feature integrates a customer satisfaction survey add-on that integrates the assessment with customer call service activity.</p> <p>Create IVR based surveys:</p> <ul style="list-style-type: none"> • Supports any VXML compliant IVR (IPIVR & CVP) • Premise based solution • Web-based form builder survey definition in database translated on the fly to VXML for IVR distribution • Web-based reporting & dashboard with real-time survey results <p>Rule driven interface dynamically targets right survey to the right customer based on:</p> <ul style="list-style-type: none"> • Skill group/Queue, client (in multi-tenant) etc. <p>Integrate survey data with other data to create holistic view of agent performance</p> <ul style="list-style-type: none"> • Tie together with recordings and integrate with KPI, analytics and other CRM/CTI data
Mass Notification & Paging	<p>The Mass Notification & Paging application enables the State of Ohio and organizations utilizing NGTS for their call processing to leverage paging and mass notifications functions. CBTS is providing the State with a Mass Notification & Paging license, which enables multiple recipients of messages:</p> <ol style="list-style-type: none"> 1. Cisco / VOIP Phones - Messages can be received by the majority of Cisco VOIP phones. The phones must be registered to the NGTS platform, or utilizing NGTS SIP Trunk Services. 2. Mobile Phones – Messages can be delivered to mobile phones, either via SMS / Text messages, or via the Mobile application. 3. Desktops/Devices – Messages can be sent to desktops, radio systems, and other on premise paging systems.

Optional Add-On Key Terms	Description
	<p>4. Landlines – Messages can be received by landlines such as employee home phones, as required</p> <p>5. Building Speakers/Digital Signage – Messages can be delivered to building paging speakers and digital signage where compatible devices exist.</p> <ul style="list-style-type: none"> - Each license provides for a single user to receive messages by all of the above methods simultaneously. Therefore, a single user license enables a user to receive the message on their VOIP phone, their mobile phone, and their desktop. - The minimum required number of users on day-1 for the State to qualify for this pricing is 20,000. The state will pay an initial lump sum of \$115,200 to cover the initial 20,000 users for the first year. Once 20,000 users have been onboarded, CBTS will bill DAS for any additional users onboarded during the first year on a prorated basis. After the first year, CBTS agrees to bill each agency directly on a monthly basis for their user count as a part of their regular billing. - CBTS will also provide the State with twenty (20) Unicast Paging Gateways as a part of the service amendment. - A 60 month commitment is required and starts with the first initial payment. <p>One Mass Notification & Paging License per person enables messages to all of the below, collectively:</p> <ul style="list-style-type: none"> - 3 email accounts - 3 Landlines - 3 SMS/Text - 3 different devices with the mobile app - VOIP phones matching profile

- **Optional Add-On Costs**

Add-On (QM) Features	Monthly Recurring Cost (MRC) per User
Screen Capture **	\$4.16
Scorecard **	\$7.00
Speech Analyzer **	\$13.49
Survey **	\$9 .00
Mass Notification & Paging (20k minimum endpoints day 1)	\$0.48

Eric Schmidt has reviewed and approved this amendment.

Your decision and signature below will authorize this Amendment.

If you have any questions, please contact me at 1.614.466.6018 or via email at val.piccininni@das.ohio.gov.

 6-4-18
Associate Counsel Date

 5-31-18
EITC Supervisor Date

 6-4-18
Deputy Chief Procurement Officer Date

 6/5/18
Assistant Director / State Chief Information Officer* Date
*Approved per ORC 125.18

CBTS
Service Attachment 5
Amendment 16

This Amendment (“Amendment”) is entered into by and between the State of Ohio, through the Department of Administrative Services (“State”) and Cincinnati Bell Technology Solutions Inc. (“Service Provider”). This is an Amendment to Service Attachment 5 to the Master Cloud Services Agreement (“MCSA0003”) – Service Attachment 5 related provisions, product offerings, and pricing last signed by the State on August 25, 2015 for the replacement of Service Attachments 1 and 2.

Service Provider and the State hereby agree to modify the Contract as follows:

Purpose: The purpose of this Amendment is to make revisions to Service Attachment 5, dated August 25, 2015 specifically, sections 5.1.2, 5.10.4 and 5.10.4.1.

Replace Sections 5.1.2, 5.10.4 and 5.10.4.1 from Service Attachment 5 with the following sections:

5.1.2 Enhanced Features Plan

The Enhanced Features Plan consists of the seven standard features included in the Basic Features Plan and includes Unified Communications and Multi-Point Video Conferencing.

These features are defined below.

Key Term	Description
Unified Communications (UC)	Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on up to 10 fixed and mobile devices, enabling easy collaboration from any workspace.
Multi-Point Video Conferencing	<p>The Enhanced Profile includes a video multi-point bridge that accommodates up to 6 audio and 6 video endpoints. It provides the host with secure passcode access to invite other video and/or audio participants. The feature includes custom screen layouts and the ability to share content for ad hoc and scheduled conferences.</p> <p>Also, a call can be attended via audio by any endpoint whether on-net or off-net. The conference can be attended via video by:</p> <ul style="list-style-type: none">• Any Next Generation Telephony Service (NGTS) video capable endpoints• SIP Trunk based video endpoints <p>Note: Each Enhanced Profile has one (1) multi-point bridge included in the cost of the profile.</p>

5.10.4 Optional Add-On Features

This section lists and describes the optional add-on features that are also available. These features are priced separately as a monthly recurring cost (MRC) per add-on feature per user.

Optional Add-On Key Terms	Description
Screen Capture **	This is a feature that enhances a real-time performance assessment by showing what the agent sees and what support tools (applications) they use. This allows a supervisor/trainer to evaluate a user during a training or live production call event.
Scorecard **	Evaluates agent performance based on standardized, predefined metrics. Includes flexibility to create customized evaluation criteria.
Speech Analyzer **	<p>The speech analyzer is the feature of analyzing recorded calls and to gather information within agent/customer interactions.</p> <p>Enterprise criteria includes elements of automatic speech recognition, where the identities of spoken words or phrases are determined, and it may also include analysis of one or more of the following:</p> <ul style="list-style-type: none"> • Topic(s) being discussed • Emotional character of the speech • Amount and locations of speech versus non-speech (e.g. call hold time or periods of silence) <p>Service components include:</p> <ul style="list-style-type: none"> • A phonetic based engine • Capacity for 100% of the calls can be analyzed • Ad-hoc search capabilities of any key word(s) or phrase(s) • Multi-search capabilities using Boolean operators (AND/OR) • Call classification/categorization based on pre-defined business rules • Agent and customer speech responses that can be searched separately • Language packs that can be applied during runtime agent voice can have a different language pack than the customer
Survey **	<p>The survey feature integrates a customer satisfaction survey add-on that integrates the assessment with customer call service activity.</p> <p>Create IVR based surveys:</p> <ul style="list-style-type: none"> • Supports any VXML compliant IVR (IPIVR & CVP) • Premise based solution • Web-based form builder survey definition in database translated on the fly to VXML for IVR distribution • Web-based reporting & dashboard with real-time survey results <p>Rule driven interface dynamically targets right survey to the right customer based on:</p> <ul style="list-style-type: none"> • Skill group/Queue, client (in multi-tenant) etc. <p>Integrate survey data with other data to create holistic view of agent performance</p> <ul style="list-style-type: none"> • Tie together with recordings and integrate with KPI, analytics and other CRM/CTI data
Mass Notification & Paging	The Mass Notification & Paging application enables the State of Ohio and organizations utilizing NGTS for their call processing to leverage paging and mass notifications functions. CBTS is providing the State with a Mass Notification & Paging license, which enables multiple recipients of messages:

Optional Add-On Key Terms	Description
	<ol style="list-style-type: none"> 1. Cisco / VOIP Phones - Messages can be received by the majority of Cisco VOIP phones. The phones must be registered to the NGTS platform, or utilizing NGTS SIP Trunk Services. 2. Mobile Phones – Messages can be delivered to mobile phones, either via SMS / Text messages, or via the Mobile application. 3. Desktops/Devices – Messages can be sent to desktops, radio systems, and other on premise paging systems. 4. Landlines – Messages can be received by landlines such as employee home phones, as required 5. Building Speakers/Digital Signage – Messages can be delivered to building paging speakers and digital signage where compatible devices exist. <ul style="list-style-type: none"> - Each license provides for a single user to receive messages by all of the above methods simultaneously. Therefore, a single user license enables a user to receive the message on their VOIP phone, their mobile phone, and their desktop. - The minimum required number of users on day-1 for the State to qualify for this pricing is 20,000. The state will pay an initial lump sum of \$115,200 to cover the initial 20,000 users for the first year. Once 20,000 users have been onboarded, CBTS will bill DAS for any additional users onboarded during the first year on a prorated basis. After the first year, CBTS agrees to bill each agency directly on a monthly basis for their user count as a part of their regular billing. - CBTS will also provide the State with twenty (20) Unicast Paging Gateways as a part of the service amendment. - A 60 month commitment is required and starts with the first initial payment. <p>One Mass Notification & Paging License per person enables messages to all of the below, collectively:</p> <ul style="list-style-type: none"> - 3 email accounts - 3 Landlines - 3 SMS/Text - 3 different devices with the mobile app - VOIP phones matching profile

** Must be enrolled in Call Recording - An eligible subscriber is one who is already enrolled in Call Recording as described in Section 5.10.1.

5.10.4.1 Optional Add-On Costs

The features below require a Basic or Enhanced Profile.

Add-On (QM) Features	Monthly Recurring Cost (MRC) per User
Screen Capture **	\$4.16
Scorecard **	\$7.00
Speech Analyzer **	\$13.49

Survey **	\$9 .00
Mass Notification & Paging (20k minimum endpoints day 1)	\$0.48

**** Also Requires Call Recording**

SIGNATURE PAGE TO FOLLOW

In Witness Whereof, the Parties have executed this Amendment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

CBTS	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
<i>tim lonsway</i>	
Signature	Signature
Tim Lonsway	Robert Blair
Printed Name	Printed Name
Vice President SLED	DAS Director
Title	Title
31, May 2018	<i>6.6.18</i>
Date	Effective Date