



Lot 2b: Software as a Service (SaaS)

Service name: NICE CXone (Contact Center as a Service)

CXone Product Bundles (Fixed 4 year Pricing)	
CXone Product Bundles	Monthly License(USD) pricing
CXone Voice only-No Screen Recording, No Quality Management	£ 27.80
CXone Voice Agent	£ 31.51
CXone Voice Agent	£ 31.51
Omnichannel Suite – No Quality Management, No Advanced recording	£ 33.36
Essentials Suite	£ 34.29
Core Suite	£ 54.68
Complete Suite	£ 71.36
CXone Product a La Carte Items	
CXone Screen Recording	£ 5.93
CXone Quality Management	£ 8.34
CXone Analytics	£ 8.34
CXone Performance Management	£ 15.57
CXone Gamification	£ 5.56
CXone Feedback Management	£ 8.53
CXone agent for personal Connection	£ 5.56
CXone agent for Microsoft Dynamics	£ 5.56
CXone usage-based products and fees	
Active Storage (Per GB)	£ 0.14
Long Term Storage Retrieval (per GB)	£ 0.44
Long Term Storage (per GB)	£ 0.03
CXone Business Intelligence Viewer License (per Configured User)	£ 1.26
CXone Recorded Export (per interaction)	£ 0.01
CXone Additional Configured Universal Port	£ 10.71

UK Onshore Resource Rate card (T&M) - Yr 1 pricing only	
Roles	Hourly rate in GBP
Snr Project Manager	£ 86.99
Architect	£ 127.59
Developer (Platform Engineer)	£ 75.39
Snr Developer (Snr Platform Engineer)	£ 86.99
Support Engineer Level 1	£ 46.40
Support Engineer Level 2	£ 75.39
Support Engineer Level 3	£ 86.99
QA (Quality Engineer)	£ 69.59
Snr QA (Snr Quality Engineer)	£ 81.20

Note:

The T&M rates specified herein shall remain fixed during the first year of the Term. Beginning in Year 2 and for each subsequent year of the Term, the T&M rates shall be subject to an increase, over the previous year , not to exceed any increase in the UK Consumer Price Index (CPI)