



# **G-Cloud 15 Pricing Information**

**Mitel MiVoice Business Subscription**

**Cloud Telephony Managed UcaaS  
Solution**

**Lot 2b**



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## Contents

|                                                                      |           |
|----------------------------------------------------------------------|-----------|
| <b>Contents .....</b>                                                | <b>1</b>  |
| <b>Pricing Overview .....</b>                                        | <b>2</b>  |
| <b>MiVoice Business Subscription Infrastructure and Hosting.....</b> | <b>2</b>  |
| <b>MiVoice Business Subscription User Licenses.....</b>              | <b>4</b>  |
| <b>MiCloud Contact Centre Licenses .....</b>                         | <b>6</b>  |
| <b>SIP Trunks .....</b>                                              | <b>8</b>  |
| <b>Support .....</b>                                                 | <b>10</b> |
| <b>Support on Cloud Subscription Services.....</b>                   | <b>10</b> |
| <b>Professional Services .....</b>                                   | <b>10</b> |
| <b>Contact Details.....</b>                                          | <b>12</b> |

## Pricing Overview

MiVoice Business pricing is detailed in the rate card and based on categories. Hosting is the core infrastructure, your private instance, and scales on solution size. Choose your quantities of User licencing. Choose your quantities of Contact Centre licensing. SIP, how many concurrent calls do you require. Finally Professional Services and whether you need any IP Phones.

For any questions we are happy to provide a free of charge, no obligation, pricing workshop with one of our specialists. Please note:

- Deals and time limited discounts may be available please speak to the contact provided in this document for any available offers.
- Individual Prices may increase during the contract as per CCS guidelines.

## MiVoice Business Subscription Infrastructure and Hosting

The Mitel MiVoice Business Subscription Service hosting requirements are based on the number of users. Our pricing tables include options from 1 to 2500 devices. MiVoice Business is scalable to 65000 users but would require consultative scoping from our solution architects as multiple servers will be supplied.

| Billing Frequency | Category | DESCRIPTION                    | Unit           | Unit Sell |
|-------------------|----------|--------------------------------|----------------|-----------|
| Monthly Charges   | Hosting  | vMiVoice Business (250device)  | Infrastructure | £90.00    |
| Monthly Charges   | Hosting  | vMiVoice Business (1500device) | Infrastructure | £95.00    |
| Monthly Charges   | Hosting  | vMiVoice Business (2500device) | Infrastructure | £120.00   |
| Monthly Charges   | Hosting  | vMiVoice Business (5000device) | Infrastructure | £150.00   |
| Monthly Charges   | Hosting  | vMiCollab+MBG (250user)        | Infrastructure | £175.00   |
| Monthly Charges   | Hosting  | vMiCollab (1500user)           | Infrastructure | £240.00   |
| Monthly Charges   | Hosting  | vMiCollab (2500user)           | Infrastructure | £295.00   |
| Monthly Charges   | Hosting  | vMiCollab (5000user)           | Infrastructure | £460.00   |

|                 |         |                                     |                |           |
|-----------------|---------|-------------------------------------|----------------|-----------|
| Monthly Charges | Hosting | vMBG (250device)                    | Infrastructure | £90.00    |
| Monthly Charges | Hosting | vMBG (2500device)                   | Infrastructure | £140.00   |
| Monthly Charges | Hosting | vMiCC Business Small                | Infrastructure | £205.00   |
| Monthly Charges | Hosting | vMiCC Remote IVR                    | Infrastructure | £240.00   |
| Monthly Charges | Hosting | vMiCC Business Reporter             | Infrastructure | £380.00   |
| Monthly Charges | Hosting | vSQL MiCC Small                     | Infrastructure | £850.00   |
| Monthly Charges | Hosting | vSQL MiCC Medium                    | Infrastructure | £995.00   |
| Monthly Charges | Hosting | vSQL MiCC Large                     | Infrastructure | £1,620.00 |
| Monthly Charges | Hosting | vMBG (2500 device w/appProxy)       | Infrastructure | £335.00   |
| Monthly Charges | Hosting | vMiCC Business Medium               | Infrastructure | £405.00   |
| Monthly Charges | Hosting | vMiCC Business Large                | Infrastructure | £775.00   |
| Monthly Charges | Hosting | vMiCC Business Xlarge               | Infrastructure | £1,465.00 |
| Monthly Charges | Hosting | MiCloud AV RAM Lnx Infra Add-On 1GB | Infrastructure | £17.00    |
| Monthly Charges | Hosting | MiCloud AV RAM Win Infra Add-On 2GB | Infrastructure | £34.00    |
| Monthly Charges | Hosting | MiCloud Archive Storage (Per GB)    | Infrastructure | £0.12     |
| Monthly Charges | Hosting | vWFO MIR Small                      | Infrastructure | £355.00   |
| Monthly Charges | Hosting | vWFO MIR Medium                     | Infrastructure | £380.00   |
| Monthly Charges | Hosting | vWFO MIR Large                      | Infrastructure | £730.00   |
| Monthly Charges | Hosting | vWFO MIR Archive                    | Infrastructure | £155.00   |

## MiVoice Business Subscription User Licenses

**Single Line SIP or Analog:** Extensions providing functional coverage for lobbies and meeting rooms with business communications features.

**Basic IPT:** Enhanced extensions providing rich business communications features.

**UCC Entry:** For business users that want the flexibility and power of Mitel voice and real-time communications applications with twinning, and multiple devices. Primarily for desk centred users with collaboration requirements such as presence and chat.

**UCC Standard:** Ideal for executives, road warriors and other knowledge workers who need the full suite of calling and real-time collaborations features, transitioning easily between desk phone, mobile phone and PC phone, workers are always accessible. Optional integration with Skype for Business.

**UCC Standard Plus Meetings:** All the features of the UCC Standard plan with MiTeam Meetings workspace

| FEATURES                                          | Single Line SIP or Analog  | Basic IPT            | UCC Entry              | UCC Standard           | UCC Std + Meetings     |
|---------------------------------------------------|----------------------------|----------------------|------------------------|------------------------|------------------------|
| <b>Business Telephony Features</b>                | <i>Basic Voice Calling</i> | Yes                  | Yes                    | Yes                    | Yes                    |
| <b>Multiple Devices</b>                           | <i>1 extension only</i>    | <i>1 Device only</i> | <i>Up to 2 Devices</i> | <i>Up to 3 Devices</i> | <i>Up to 3 Devices</i> |
| <b>Hot Desking</b>                                |                            | Yes                  | Yes                    | Yes                    | Yes                    |
| <b>Web UC Client</b>                              |                            | Yes                  | Yes                    | Yes                    | Yes                    |
| <b>Contacts &amp; Call History</b>                |                            | Yes                  | Yes                    | Yes                    | Yes                    |
| <b>Click-to-Call &amp; Inc Call Notifications</b> |                            | Yes                  | Yes                    | Yes                    | Yes                    |
| <b>Voicemail</b>                                  |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>Visual Voicemail</b>                           |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>Unified Messaging</b>                          |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>Desktop Client</b>                             |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>IM/Chat w/Presence Status</b>                  |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>Smart (Dynamic) Status</b>                     |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>Calendar Integration</b>                       |                            |                      | Yes                    | Yes                    | Yes                    |
| <b>PC Softphone</b>                               |                            |                      | Yes                    | Yes                    | Yes                    |

|                                       |        |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|
| <b>Mobile Client with Softphone</b>   |        |        |        | Yes    | Yes    |
| <b>FMC / Dual Mode Handoff</b>        |        |        |        | Yes    | Yes    |
| <b>Audio and Web Conferencing</b>     |        |        |        | Yes    | Yes    |
| <b>MiTeam Meetings</b>                |        |        |        |        | Yes    |
| <b>Skype for Business Integration</b> |        |        | Add-On | Add-On | Add-On |
| <b>Business Call Analytics</b>        | Add-On | Add-On | Add-On | Add-On | Add-On |
| <b>Call Recording</b>                 | Add-On | Add-On | Add-On | Add-On | Add-On |

The Mitel MiVoice Business Subscription Service is based on the number of users and billed on a monthly basis.

| <b>Billing Frequency</b> | <b>Category</b> | <b>DESCRIPTION</b>                                 | <b>Unit</b> | <b>Unit Sell</b> |
|--------------------------|-----------------|----------------------------------------------------|-------------|------------------|
| Monthly Charges          | Users           | <b>Single Line User</b><br>License                 | Per User    | £1.32            |
| Monthly Charges          | Users           | <b>Basic IPT User</b><br>Licence                   | Per User    | £2.25            |
| Monthly Charges          | Users           | <b>Entry UC User</b><br>Licence                    | Per User    | £4.16            |
| Monthly Charges          | Users           | <b>Standard UC User</b><br>Licence                 | Per User    | £6.59            |
| Monthly Charges          | Users           | <b>Standard UC User</b><br><b>Licence + MiTeam</b> | Per User    | £9.36            |

There are optional add-on licenses to provide additional functionality.

| <b>Billing Frequency</b> | <b>Category</b> | <b>DESCRIPTION</b>         | <b>Unit</b> | <b>Unit Sell</b> |
|--------------------------|-----------------|----------------------------|-------------|------------------|
| Monthly Charges          | Add-Ons         | Mailbox Only Licence       | Per Mailbox | £0.76            |
| Monthly Charges          | Add-Ons         | Console Licence            | Per Console | £34.32           |
| Monthly Charges          | Add-Ons         | Skype for Business Licence | Per User    | £2.25            |

You can add IP Phones if required to the User License.

| Billing Frequency | Category | DESCRIPTION   | Unit       | Unit Sell |
|-------------------|----------|---------------|------------|-----------|
| Monthly Charges   | Hardware | 6910 IP Phone | Per Device | £1.85     |
| Monthly Charges   | Hardware | 6920 IP Phone | Per Device | £2.76     |
| Monthly Charges   | Hardware | 6930 IP Phone | Per Device | £3.25     |
| Monthly Charges   | Hardware | 6940 IP Phone | Per Device | £6.03     |

## MiCloud Contact Centre Licenses

**Voice Agent:** Includes Skills Based Routing (Voice Channel), Real Time Dashboards, Historical Reporting, Forecasting, Control of Agents/Queues, Screen POP/CRM Connectors, Cal Accounting, Supervisors, IVR, Salesforce/Google Integration and a MiCollab Client/Softphone

**Omnichannel Agent:** Includes all the Voice Agent features plus Omnichannel (email, chat, SMS and social media)

| FEATURES                                       | Voice Agent       | Omnichannel Agent |
|------------------------------------------------|-------------------|-------------------|
| <b>Licence Type</b>                            | <i>Concurrent</i> | <i>Concurrent</i> |
| <b>Skills Based Routing – Voice Channel</b>    | Yes               |                   |
| <b>Skills Based Routing – Omnichannel</b>      |                   | Yes               |
| <b>Real-Time Dashboards</b>                    | Yes               | Yes               |
| <b>Historical Reporting</b>                    | Yes               | Yes               |
| <b>Forecasting</b>                             | Yes               | Yes               |
| <b>Control of Agents/Queues + Visual Queue</b> | Yes               | Yes               |
| <b>Screen Pop, CRM Connectors</b>              | Yes               | Yes               |
| <b>Call Accounting (Contact Centre agents)</b> | Yes               | Yes               |
| <b>Supervisors</b>                             | Yes               | Yes               |
| <b>Messaging &amp; Routing IVR</b>             | Yes               | Yes               |
| <b>Integration for Salesforce and Google</b>   | Yes               | Yes               |
| <b>MiCollab Client and Softphone</b>           | Yes               | Yes               |
| <b>Workforce Management</b>                    | <i>Add-On</i>     | <i>Add-On</i>     |
| <b>Self-Service IVR</b>                        | <i>Add-On</i>     |                   |
| <b>Interaction Recording (Audio)</b>           | <i>Add-On</i>     |                   |

|                                                 |               |               |
|-------------------------------------------------|---------------|---------------|
| <b>Interaction Recording (Screen Recording)</b> | <i>Add-On</i> | <i>Add-On</i> |
| <b>Quality Management</b>                       | <i>Add-On</i> | <i>Add-On</i> |
| <b>Voice Mailbox and Unified Messaging</b>      | <i>Add-On</i> |               |
| <b>Call Accounting (Non-ACD Reporting)</b>      | <i>Add-On</i> |               |

The MiCloud Contact Centre Licenses are based on the number of users and required functionality and billed on a monthly basis.

| <b>Billing Frequency</b> | <b>Category</b> | <b>DESCRIPTION</b>               | <b>Unit</b>              | <b>Unit Sell</b> |
|--------------------------|-----------------|----------------------------------|--------------------------|------------------|
| Monthly Charges          | Contact Centre  | <b>Voice Agent</b> Licence       | Per Agent                | £17.33           |
| Monthly Charges          | Contact Centre  | <b>Multi-Media</b> Agent Licence | Per Agent (Voice Agt Rq) | £10.40           |
| Monthly Charges          | Contact Centre  | Standard IVR Port                | Per Port                 | £12.48           |
| Monthly Charges          | Contact Centre  | System Administrator             | Per Supervisor           | £37.09           |
| Monthly Charges          | Contact Centre  | Quality Assurance Licence        | Per Supervisor           | £4.77            |
| Monthly Charges          | Contact Centre  | CC Business Reporter             | 50 Users                 | £7.11            |
| Monthly Charges          | Contact Centre  | CC Business Reporter             | Per User                 | £4.68            |
| Monthly Charges          | Contact Centre  | Mitel Business Analytics         | Per User                 | £0.44            |

| <b>Billing Frequency</b> | <b>Category</b> | <b>DESCRIPTION</b>                 | <b>Unit</b> | <b>Unit Sell</b> |
|--------------------------|-----------------|------------------------------------|-------------|------------------|
| Monthly Charges          | Call Recording  | MIR <b>Essentials</b> Subscription | Per User    | £8.57            |
| Monthly Charges          | Call Recording  | MIR <b>Premier</b> Subscription    | Per User    | £11.61           |
| Monthly Charges          | Call Recording  | MIR <b>Elite</b> Subscription      | Per User    | £17.41           |
| Monthly Charges          | Call Recording  | WFO ASC Connector for Salesforce   | Per User    | £10.26           |

|                 |                |                                  |          |       |
|-----------------|----------------|----------------------------------|----------|-------|
| Monthly Charges | Call Recording | MIR Transcription Connector Subs | Per User | £1.96 |
|-----------------|----------------|----------------------------------|----------|-------|

## SIP Trunks

Mitel MiVoice Business and MiCloud Contact Centre. Our Solution Architect will scope the requirements.

There are inclusive call bundles included.

| Billing Frequency | DESCRIPTION                                                          | Active channels per endpoint | Unit Sell |
|-------------------|----------------------------------------------------------------------|------------------------------|-----------|
| Monthly Charges   | Channel Rental – active with inclusive 01/02/03 and Major UK Mobile  | 0-49                         | £6.95     |
| Monthly Charges   | Channel Rental – active with inclusive 01/02/03 and Major UK Mobile  | 50-199                       | £5.95     |
| Monthly Charges   | Channel Rental – active with inclusive 01/02/03 and Major UK Mobile  | 200-499                      | £4.95     |
| Monthly Charges   | Channel Rental – active with inclusive 01/02/03 and Major UK Mobile  | 500+                         | £3.95     |
| Monthly Charges   | Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile | 0-49                         | £3.65     |
| Monthly Charges   | Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile | 50-199                       | £3.35     |
| Monthly Charges   | Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile | 200-499                      | £3.05     |
| Monthly Charges   | Channel Rental – standby with inclusive 01/02/03 and Major UK Mobile | 500+                         | £2.75     |

*Each SIP Channel shall receive up to 2,000 minutes to 01/02/03 destinations inclusive in its monthly Channel price, and the total allocation per Channel shall be aggregated per Endpoint. In addition, calls to numbers beginning 03 shall not exceed 15% of the total minutes on that Endpoint.*

*In the event that any Endpoint exceeds the aggregate amount of inclusive minutes available, Gamma shall be entitled to invoice the Company for the total minutes routed at the Company's standard price for each such destination in accordance with the Company's standard rate card.*

*In addition to the free minutes provided under above, SIP Channels associated to an Endpoint purchased on a minimum initial term of three (3) years shall each receive an additional allocation of 2,000 minutes to UK mobiles specified.*

| Billing Frequency | Category | DESCRIPTION                           | Unit                            | Unit Sell |
|-------------------|----------|---------------------------------------|---------------------------------|-----------|
| One Off           | SIP      | SIP Trunk Account Set Up Fee          | Per SIP Trunk                   | £115.00   |
| One Off           | SIP      | Purchase of New SIP DDI Numbers       | Per New DDI                     | £1.00     |
| One Off           | Porting  | Single DDI Migration Order            | Per Single Analogue Line        | £13.20    |
| One Off           | Porting  | Bulk DDI Migration Order (up to 10)   | Per ISDN Circuit (to 10 DDIs)   | £63.60    |
| One Off           | Porting  | Bulk DDI Migration Order (11 or more) | Per ISDN Circuit (over 10 DDIs) | £120.00   |
| One Off           | Porting  | Out of Hours Porting (M-F)            | Engineer                        | £150.00   |
| One Off           | Porting  | Out of Hours Porting (Weekend)        | Engineer                        | £300.00   |

| Billing Frequency | Category | DESCRIPTION                                             | Unit Sell |
|-------------------|----------|---------------------------------------------------------|-----------|
| Monthly Charges   | STCM     | STCM Service Rental (per active endpoint)               | £55.00    |
| Monthly Charges   | STCM     | STCM DDI Rental (all numbers on endpoint)               | £0.31     |
| Monthly Charges   | STCM     | STCM Number Add-on Announcement (per number)            | £9.36     |
| Monthly Charges   | STCM     | STCM Number Add-on Area Based Routing (per number)      | £31.36    |
| Monthly Charges   | STCM     | STCM Number Add-on Standard Auto Attend (per number)    | £31.36    |
| Monthly Charges   | STCM     | STCM Service Add-on Limit Caller Admission (per number) | £39.21    |

## Support

### Support on Cloud Subscription Services

| Billing Frequency | Category         | DESCRIPTION                                                                | Unit     | Unit Sell |
|-------------------|------------------|----------------------------------------------------------------------------|----------|-----------|
| Monthly Charges   | Support Services | Engage Support <b>(M-F / 09:00 to 17:30)</b>                               | Per User | £1.00     |
| Monthly Charges   | Support Services | Monitor Support to include remote monitoring <b>(M-F / 09:00 to 17:30)</b> | Per User | £2.00     |
| Monthly Charges   | Support Services | Engage Support <b>(24/7/365)</b>                                           | Per User | £1.50     |
| Monthly Charges   | Support Services | Monitor Support to include remote monitoring <b>(24/7/365)</b>             | Per User | £3.00     |

Please note:

- Enterprise style deals & time limited discounts may be available.
- Individual Prices may increase during the contract as per CCS guidelines.

Our Support service does require that every user (total quantity) on the Cloud Subscription service is included in the per user/per month pricing.

| Priority Level | Target Response Time |
|----------------|----------------------|
| P1             | 4 hours              |
| P2             | 8 hours              |
| P3             | 16 hours             |
| P4             | 24 hours             |

## Professional Services

| Job Family         | Job Role             | Role Level                  | Max Price UK Onsite |
|--------------------|----------------------|-----------------------------|---------------------|
| Architecture Roles | Enterprise Architect | Enterprise architect        | £1,000.00           |
|                    |                      | Senior enterprise architect | £1,000.00           |

|                                   |                            |                                     |           |
|-----------------------------------|----------------------------|-------------------------------------|-----------|
|                                   |                            | Lead enterprise architect           | £1,000.00 |
|                                   |                            | Principal enterprise architect      | £1,000.00 |
|                                   | Network Architect          | Associate network architect         | £1,000.00 |
|                                   |                            | Network architect                   | £1,000.00 |
|                                   |                            | Lead network architect              | £1,000.00 |
|                                   | Security architect         | Security architect                  | £1,000.00 |
|                                   |                            | Lead security architect             | £1,000.00 |
|                                   |                            | Principle security architect        | £1,000.00 |
|                                   | Solution Architect         | Associate solution architect        | £1,000.00 |
|                                   |                            | Solution architect                  | £1,000.00 |
|                                   |                            | Senior solution architect           | £1,000.00 |
|                                   |                            | Lead solution architect             | £1,000.00 |
|                                   | Technical architect        | Associate technical architect       | £1,000.00 |
|                                   |                            | Technical architect                 | £1,000.00 |
|                                   |                            | Senior technical architect          | £1,000.00 |
|                                   |                            | Lead technical architect            | £1,000.00 |
|                                   |                            | Principal technical architect       | £1,000.00 |
| <b>Product and Delivery Roles</b> | Delivery manager           | Associate delivery manager          | £1,000.00 |
|                                   |                            | Delivery manager                    | £1,000.00 |
|                                   |                            | Senior delivery manager             | £1,000.00 |
|                                   |                            | Head of (Agile) delivery management | £1,000.00 |
|                                   | Programme delivery manager | Programme delivery manager          | £1,000.00 |

## Contact Details

Contacting us is simple. Email [publicsector@cloudclevr.com](mailto:publicsector@cloudclevr.com) with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

