



G-Cloud 15 Pricing Information

Mitel MiVoice Business Subscription

**Cloud Telephony Managed CCaaS
Solution**

Lot 2b



Prepared by:

Dave Harrison

Sales Manager – Public Sector

CloudClevr Ltd

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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
Business Telephony Features	<i>Basic Voice Calling</i>	Yes	Yes	Yes	Yes
Multiple Devices	<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>
Hot Desking		Yes	Yes	Yes	Yes
Web UC Client		Yes	Yes	Yes	Yes
Contacts & Call History		Yes	Yes	Yes	Yes
Click-to-Call & Inc Call Notifications		Yes	Yes	Yes	Yes
Voicemail			Yes	Yes	Yes
Visual Voicemail			Yes	Yes	Yes
Unified Messaging			Yes	Yes	Yes
Desktop Client			Yes	Yes	Yes
IM/Chat w/Presence Status			Yes	Yes	Yes
Smart (Dynamic) Status			Yes	Yes	Yes
Calendar Integration			Yes	Yes	Yes
PC Softphone			Yes	Yes	Yes

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

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

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

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

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

Billing Frequency	Category	DESCRIPTION	Unit	Unit Sell
Monthly Charges	Contact Centre	Voice Agent Licence	Per Agent	£17.33
Monthly Charges	Contact Centre	Multi-Media 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

Billing Frequency	Category	DESCRIPTION	Unit	Unit Sell
Monthly Charges	Call Recording	MIR Essentials Subscription	Per User	£8.57
Monthly Charges	Call Recording	MIR Premier Subscription	Per User	£11.61
Monthly Charges	Call Recording	MIR Elite 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
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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 on Cloud Subscription Services

Billing Frequency	Category	DESCRIPTION	Unit	Unit Sell
Monthly Charges	Support Services	Engage Support (M-F / 09:00 to 17:30)	Per User	£1.00
Monthly Charges	Support Services	Monitor Support to include remote monitoring (M-F / 09:00 to 17:30)	Per User	£2.00
Monthly Charges	Support Services	Engage Support (24/7/365)	Per User	£1.50
Monthly Charges	Support Services	Monitor Support to include remote monitoring (24/7/365)	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
Product and Delivery Roles	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 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.

