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915W – Web Conferencing Services

Contract Number:	915W
Effective Date:	May 8, 2009 through May 7, 2012
Renewal Options:	Two 1-year renewal periods
Bid Number:	ITS-004212
Contract Administrator:	Lisa Cobb Lisa.cobb@its.nc.gov (919) 754-6663 Fax: (919) 715-8549
Technical Contact :	Ken Nuebler Ken.nuebler@its.nc.gov (919) 754-6786

SCOPE

The scope of this contract is to cover the State's needs for web conferencing services. Two solutions (basic and Advanced) and three flat rate models (Named User, Concurrent User and Event/Webinar) were awarded to Carahsoft Technology Corporation.

For more information about the solutions or rate models see RFP [ITS-004212](#).

The contract shall be a **MANDATORY** Statewide TERM Contract for the use of Executive State Agencies. Further, it may be used as a Convenience Contract, available, but not mandatory, for the use of non-State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

IMPORTANT INFORMATION ABOUT THIS AWARD:

Rate subscriptions will be one year at a time.

NOTE: In order to make the transition to the ASP solution, the ITS Elluminate solution will be available until 8/31/09. Product Demos will be conducted on the 1st and 3rd Wednesday of the month starting on June 3rd.

To register for an orientation click <http://www.carahsoft.com/adobe/connect/NCHostTraining/>

To view a demo of the solution click <http://www.adobe.com/products/acrobatconnectpro/demo/>

The ASP solutions offered are based on Adobe Connect Pro and Flash
For more info see:

<http://www.adobe.com/products/acrobatconnectpro/>

<http://www.adobe.com/resources/acrobatconnect/index.html>

<http://www.connectusers.com/>

All orders regardless of quantity will be filled within 3 days.

There are no minimums and no set up/onetime fees.

Billing will be yearly.

Optional Audio conferencing will be billed monthly.

Roll out kit – You can use Connect Pro Rollout Campaign Kit templates to raise awareness within your organization about Connect Pro. Each of these items are centered around a rollout campaign called "Icon of Productivity". Included in this kit include posters, door hangers, table tents, and postcards that can be sent to users of Connect Pro. These templates can be customized with your own logos and terminology to meet your needs.

Both Solutions include:

Adobe Connect Pro and Flash

Customizable interface and the ability build templates for functionality

Functionality available:

- Application and Desktop Sharing
- Polling and Quizzing
- Text Chat
- White Boarding or Annotation
- Archive capabilities
- File Transfer
- Breakout Rooms
- Web tour
- Video

NCID integration

SSL and 128 Bit encryption for all content

Branding of your agencies logo

PC based/VOIP audio conferencing

Unlimited online training

One hour of Administrator and Leader training monthly

Unlimited storage space for archives

Outlook calendar events

99.99 Service availability

Unlimited 24x7 support and In-Meeting support service

[Web Conferencing Frequently Asked Questions](#)

Rates

Each Named user license includes up to 100 participants per named user.

\$375/year

Each Concurrent User

\$700/year

Event/webinar (includes up to 500 participants). This rate model is transferable and not assigned to an individual. Registration is also included.

\$17,500/year

Audio conferencing for these solutions is optional

.0375/per min

*see below for volume pricing beginning on page 3

Optional rates for all rate models are available for both solutions including the integration of software to generate green metrics and travel savings metrics

See: <http://www.refineddata.com/products/footprints/>

CONTACT INFORMATION

VENDOR	Contact	Location	Phone
Carahsoft Technology Corp.	Tiffany Chang	12369 Sunrise Valley Dr. Reston, VA 20191	703-871-8516 888-662-2724 FAX: 703-871-8505

Named User	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min	Per GB	Solution 1 Yearly /named user	Solution 1 Monthly /named user	Solution 2 Yearly Seat /named user	Solution 2 Monthly Seat /named user
Storage overage				No fee	No Charge	NA	No Charge	NA
Additional storage duration				No fee	No Charge	NA	No Charge	NA
Participant seat overage per minute					\$1500.00 for 5K min pack	NA	\$1500.00 for 5K min pack	NA
1 - 4 named users		0.0375	0.0375		375.00	NA	375.00	NA
5 - 25 named users		0.0375	0.0375		375.00	NA	375.00	NA
26 - 50 named users		0.0375	0.0375		375.00	NA	375.00	NA
51 - 100 named users		0.0375	0.0375		375.00	NA	375.00	NA
101- 200 named users		0.0375	0.0375		375.00	NA	375.00	NA
201-500 named users		0.0375	0.0375		350.00	NA	350.00	NA
501-1,000 named users		0.0375	0.0375		325.00	NA	325.00	NA
1,001-2,500 named users		0.0375	0.0375		250.00	NA	250.00	NA
2,501-5,000 named users		0.0375	0.0375		200.00	NA	200.00	NA
5,001-10,000 named users		0.0375	0.0375		190.00	NA	190.00	NA
10,001-20,000 named users		0.0375	0.0375		180.00	NA	180.00	NA
20,001-30,000 named users		0.0375	0.0375		160.00	NA	160.00	NA
Named User Webinar Room w/ up to 250 participants		0.15	0.15		1875.00	NA	1875.00	NA
Named User Webinar Room w/ up to 500 participants		0.15	0.15		3000.00	NA	3000.00	NA

Concurrent User	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min	Per GB	Solution 1 Yearly /concurrent user	Solution 1 Monthly /concurrent user	Solution 2 Yearly Seat /concurrent user	Solution 2 Monthly Seat /concurrent user
Storage overage				No fee	No Charge	NA	No Charge	NA
Additional storage duration				No fee	No Charge	NA	No Charge	NA
Seat overage / per minute					\$1500.00 for 5K min pack	NA	\$1500.00 for 5K min pack	NA
1-4 concurrent users		0.0375	0.0375		700.00	NA	700.00	NA
5 - 25 concurrent users		0.0375	0.0375		700.00	NA	700.00	NA
26 - 50 concurrent users		0.0375	0.0375		700.00	NA	700.00	NA
51 - 100 concurrent users		0.0375	0.0375		700.00	NA	700.00	NA
101- 200 concurrent users		0.0375*	0.0375*		600.00	NA	600.00	NA
201-500 concurrent users		0.0375*	0.0375*		550.00	NA	550.00	NA
501-1,000 concurrent users		0.0375*	0.0375*		500.00	NA	500.00	NA
1,001-2,500 concurrent users		0.0375*	0.0375*		425.00	NA	425.00	NA
2,501-5,000 concurrent users		0.0375*	0.0375*		350.00	NA	350.00	NA
5,001-10,000 concurrent users		0.0375*	0.0375*		275.00	NA	275.00	NA
10,001-20,000 concurrent users		0.0375*	0.0375*		200.00	NA	200.00	NA
20,001-30,000 concurrent users		0.0375*	0.0375*		125.00	NA	125.00	NA

Event/ Webinar	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min	Per GB	Solution 1 Yearly /Room	Solution 1 Monthly /Room	Solution 2 Yearly Seat /Room	Solution 2 Monthly Seat /Room
Storage overage				No Fee	No Charge	NA	No Charge	NA
Additional storage duration				No Fee	No Charge	NA	No Charge	NA
Participant seat overage / per minute					\$1500.00 for 5K min pack	NA	\$1500.00 for 5K min pack	NA
1-4 webinar Rooms		0.0375*	0.0375*		17,500.00	NA	17,500.00	NA
5 - 25 webinar Rooms		0.0375*	0.0375*		17,500.00	NA	17,500.00	NA
26 – 50 webinar Rooms		0.0375*	0.0375*		10,000.00	NA	10,000.00	NA
51 - 100 webinar Rooms		0.0375*	0.0375*		8,000.00	NA	8,000.00	NA
101- 200 webinar Rooms		0.0375*	0.0375*		3,000.00	NA	3,000.00	NA
201-500 webinar Rooms		0.0375*	0.0375*		2,000.00	NA	2,000.00	NA
501-1,000 webinar Rooms		0.0375*	0.0375*		1,000.00	NA	1,000.00	NA
1,001-2,500 webinar Rooms		0.0375*	0.0375*		750.00	NA	750.00	NA
2,501-5,000 webinar Rooms		0.0375*	0.0375*		500.00	NA	500.00	NA
5,001-10,000 webinar Rooms		0.0375*	0.0375*		250.00	NA	250.00	NA
10,001-20,000 webinar Rooms		0.0375*	0.0375*		150.00	NA	150.00	NA
20,001-30,000 webinar Rooms		0.0375*	0.0375*		100.00	NA	100.00	NA
Additional Participants for Event/Webinar	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min		Solution 1 Yearly Named Leader		Solution 2 Yearly Named Leader	
Support up to 1000 participants		0.145	0.145		40,000.00		40,000.00	
Support up to 2000 participants		0.295	0.295		70,000.00		70,000.00	
Support up to 5000 participants		0.295	0.295		NA		NA	
Support up to 10000 participants		0.295	0.295		NA		NA	

Fixed cost	NCID Branded Site integration	Customized Training onsite / hour (including travel)	Customized Training online / hour	Solution 1 /hour	Solution 2 /hour	Event/ Webinar /hour
Customized Training for Leaders and Administrators		450.00	350.00			
Session Event Monitoring				2,500.00	2,500.00	2,500.00

E. Optional Items

	Per User,
Adobe Connect Presenter Module	574.50

Named User Including Footprints	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min	Per GB	Solution 1 Yearly /named user	Solution 1 Monthly /named user	Solution 2 Yearly Seat /named user	Solution 2 Monthly Seat /named user
Storage overage				No fee	No Charge	NA	No Charge	NA
Additional storage duration				No fee	No Charge	NA	No Charge	NA
Participant seat overage per minute					\$1500.00 for 5k min pack	NA	\$1500.00 for 5k min pack	NA
1 - 4 named users		0.0375	0.0375		390.00	NA	390.00	NA
5 - 25 named users		0.0375	0.0375		390.00	NA	390.00	NA
26 - 50 named users		0.0375	0.0375		390.00	NA	390.00	NA
51 - 100 named users		0.0375	0.0375		390.00	NA	390.00	NA
101- 200 named users		0.0375	0.0375		390.00	NA	390.00	NA
201-500 named users		0.0375	0.0375		365.00	NA	365.00	NA
501-1,000 named users		0.0375	0.0375		340.00	NA	340.00	NA
1,001-2,500 named users		0.0375	0.0375		265.00	NA	265.00	NA
2,501-5,000 named users		0.0375	0.0375		215.00	NA	215.00	NA
5,001-10,000 named users		0.0375	0.0375		205.00	NA	205.00	NA
10,001-20,000 named users		0.0375	0.0375		195.00	NA	195.00	NA
20,001-30,000 named users		0.0375	0.0375		175.00	NA	175.00	NA
Named User Webinar Room w/ up to 250 participants		0.15	0.15		1890.00	NA	1890.00	NA
Named User Webinar		0.15	0.15		3015.00	NA	3015.00	NA

Room w/ up to 500 participants							
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Concurrent User Including Footprints	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min	Per GB	Solution 1 Yearly /concurrent user	Solution 1 Monthly /concurrent user	Solution 2 Yearly Seat /concurrent user	Solution 2 Monthly Seat /concurrent user
Storage overage				No fee	No Charge	NA	No Charge	NA
Additional storage duration				No fee	No Charge	NA	No Charge	NA
Seat overage / per minute					\$1500.00 for 5k min pack	NA	\$1500.00 for 5k min pack	NA
1-4 concurrent users		0.0375	0.0375		715.00	NA	715.00	NA
5 - 25 concurrent users		0.0375	0.0375		715.00	NA	715.00	NA
26 - 50 concurrent users		0.0375	0.0375		715.00	NA	715.00	NA
51 - 100 concurrent users		0.0375	0.0375		715.00	NA	715.00	NA
101- 200 concurrent users		0.0375*	0.0375*		615.00	NA	615.00	NA
201-500 concurrent users		0.0375*	0.0375*		565.00	NA	565.00	NA
501-1,000 concurrent users		0.0375*	0.0375*		515.00	NA	515.00	NA
1,001-2,500 concurrent users		0.0375*	0.0375*		440.00	NA	440.00	NA
2,501-5,000 concurrent users		0.0375*	0.0375*		365.00	NA	365.00	NA
5,001-10,000 concurrent users		0.0375*	0.0375*		290.00	NA	290.00	NA
10,001-20,000 concurrent users		0.0375*	0.0375*		215.00	NA	215.00	NA
20,001-30,000 concurrent users		0.0375*	0.0375*		155.00	NA	155.00	NA

Event/ Webinar Including Footprints	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min	Per GB	Solution 1 Yearly /Room	Solution 1 Monthly /Room	Solution 2 Yearly Seat /Room	Solution 2 Monthly Seat /Room
Storage overage				No Fee	No Charge	NA	No Charge	NA
Additional storage duration				No Fee	No Charge	NA	No Charge	NA
Participant seat overage / per minute					\$1500.00 for 5k min pack	NA	\$1500.00 for 5k min pack	NA
1-4 webinar Rooms		0.0375*	0.0375*		17,515.00	NA	17,515.00	NA
5 - 25 webinar Rooms		0.0375*	0.0375*		17,515.00	NA	17,515.00	NA
26 – 50 webinar Rooms		0.0375*	0.0375*		10,015.00	NA	10,015.00	NA
51 - 100 webinar Rooms		0.0375*	0.0375*		8,015.00	NA	8,015.00	NA
101- 200 webinar Rooms		0.0375*	0.0375*		3,015.00	NA	3,015.00	NA
201-500 webinar Rooms		0.0375*	0.0375*		2,015.00	NA	2,015.00	NA
501-1,000 webinar Rooms		0.0375*	0.0375*		1,015.00	NA	1,015.00	NA
1,001-2,500 webinar Rooms		0.0375*	0.0375*		765.00	NA	765.00	NA
2,501-5,000 webinar Rooms		0.0375*	0.0375*		515.00	NA	515.00	NA
5,001-10,000 webinar Rooms		0.0375*	0.0375*		265.00	NA	265.00	NA
10,001-20,000 webinar Rooms		0.0375*	0.0375*		165.00	NA	165.00	NA
20,001-30,000 webinar Rooms		0.0375*	0.0375*		115.00	NA	115.00	NA
Additional Participants for Event/Webinar	One Time Charge	Audio conf toll rate/min	Audio conf toll free rate/min		Solution 1 /hour		Solution 2 /hour	
Support up to 1000 participants		0.0145	0.0145		40,015.00		40,015.00	0.0145
Support up to 2000 participants		0.295	0.295		70,015.00		70,015.00	0.295
Support up to 5000 participants		0.295	0.295		NA		NA	0.295
Support up to 10000 participants		0.295	0.295		NA		NA	0.295

**Audio pricing at 0.0375 per min is available for any licensing scenario that has a meeting room with 125 people or less. Under the Named User, Concurrent User, or Event Webinar licensing scenarios if a given meeting exceeds 125 participants then the state would have to use either the “Auditorium” or “Event” Audio Conferencing solutions.*