

Genesys GSA Licensing -1 year Renewal

Prepared by:

Powernet

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 Quote Number:009383 v 3
 Delivery Date: 02/24/2026
 Expiration Date: 03/13/2026

Prepared for:

City of Clearwater

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 jared.barden@myclearwater.com
 Procurement Department
 100 South Myrtle Ave 3rd Fl
 Clearwater, FL 33756-5520

Billing Information

Jared Barden
 (727) 562-4040
 jared.barden@myclearwater.com
 Procurement Department 100
 South Myrtle Ave 3rd Fl
 Clearwater, FL 33756-5520

Shipping Information

Jared Barden
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 jared.barden@myclearwater.com
 Procurement Department 100
 South Myrtle Ave 3rd Fl
 Clearwater, FL 33756-5520

Technical Contact

Order Information

Customer Type: Existing
 Account Number:
 Requested Due Date:
 Order Type: New
 Contract Term: 11 Months
 4/9/26 - 3/9/27

COMMENTS

Renewal Period goes through 3/9/2027 & charge is for 7 months

Genesys Hosted Contact Center Renewal

| DESCRIPTION | PRICE | QTY | EXT. PRICE |
|---|------------|-----|-------------|
| Genesys Cloud 3 User. Named User. Includes PureCloud 2 User Features and functionality. Adds Screenshare, Co-browse, and advanced workforce management features of speech & text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules. Annual Pre-Pay | \$1,078.26 | 80 | \$86,260.80 |
| Genesys Cloud Communicate Stand-alone Phone. | \$69.93 | 10 | \$699.30 |
| Integrating Genesys Cloud with Microsoft Teams to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Teams-based business users through Genesys Cloud native | \$35.50 | 80 | \$2,840.00 |
| BYOC SIP Trunks Allows customers to define Powernet SIP trunks into GenesysCloud Media Tier resources in AWS. | \$0.00 | 1 | \$0.00 |
| AI Experience Tokens-M2M Genesys Cloud Services, Inc. - On Demand Service \$0.80 | \$0.00 | 1 | \$0.00 |
| Genesys Enhanced TTS Standard Voice-Annual M2M-1 Genesys Cloud Services, Inc. - GC-170-NV-GCTTSSVAM2M-1 On Demand- \$4.50 | \$0.00 | 1 | \$0.00 |

Genesys Hosted Contact Center Renewal

| DESCRIPTION | PRICE | QTY | EXT. PRICE |
|--|-------------|-----|---------------------|
| Genesys Enhanced TTS Wavenet Voice-Annual M2M-2Genesys Cloud Services, Inc. - GC-170-NV-GCTTSWVAM2M-2 On Demand \$18.00 | \$0.00 | 1 | \$0.00 |
| PowerNet Managed Voice Services per year -Annual contract PowerNet Managed Omni Channel/Voice Managed Services - Includes 24X7 Monitoring and Alerting, Unlimited Help Desk Support Calls, Adds, Moves & Changes, Trouble Shooting. for all Business Units. On going training and small projects. | \$12,850.00 | 1 | \$12,850.00 |
| AI Experience Tokens-M2MGenesys Cloud Services, Inc \$0.80 AI Experience Tokens is a collection of products that bring together multiple artificial intelligence (AI) disciplines into a single offer. Your organization can consume AI Experience tokens as you use Genesys AI products. | \$0.00 | 1 | \$0.00 |
| Subtotal: | | | \$102,650.10 |

PowerNet BYOC for Genesys Services (RPM)

| DESCRIPTION | RATE/MINUTE |
|---|-------------|
| SIP Trunking-LD. Outbound Interstate & Intrastate | 0.0074 |

PowerNet BYOC for MS Teams

| DESCRIPTION | MRC | NRC | QTY | EXT. MRC | EXT/ NRC |
|---|----------|--------|-----|----------|----------|
| Voice Services and MS Direct Routing | | | | | |
| SIP Trunking- Local. Unlimited local and long distance. | \$9.99 | \$0.00 | 1 | \$9.99 | \$0.00 |
| SIP Toll-Free Rate Per Minute (RPM) .0129 | \$0.0129 | \$0.00 | 1 | \$0.0129 | \$0.00 |
| DID | \$0.50 | \$0.00 | 1 | \$0.50 | \$0.00 |
| Voice Fees & Add-ons | | | | | |
| DID Porting Fee. This is a One time fee per number that is ported to PowerNet. | \$0.00 | \$9.00 | 1 | \$0.00 | \$9.00 |
| Toll Free Number Monthly Fee | \$1.00 | \$1.00 | 1 | \$1.00 | \$1.00 |
| E-911 Service. This is a monthly fee for E-911 service. This is charged based on each outpulsed number per month per building location. | \$2.74 | \$0.00 | 1 | \$2.74 | \$0.00 |

PowerNet BYOC for MS Teams

| DESCRIPTION | MRC | NRC | QTY | EXT. MRC | EXT/ NRC |
|-------------|-----|-----|-----|---------------|----------------|
| | | | | MRC Subtotal: | \$14.24 |
| | | | | NRC Subtotal: | \$10.00 |

Optional Resources

* Optional

PRODUCT DETAILS

Basic IVR Usage

Customers can use up to the “fair use” basic IVR amounts allocated by user without being charged. For allocation amounts, see [Fair use routing usage charges](#).

Data Storage

Customers can use up to the “fair use” storage amounts allocated by user without being charged. For allocation amounts, see [Fair use data storage usage and charges](#).

API Usage

Customers can use up to the “fair use” API request count allocated by user without being charged. For allocation amounts, see <https://help.mypurecloud.com/articles/api-on-demand-charge>.

Basic Voice Transcription

Customers can use the "fair use" voice transcription minutes allocated by user without being charged. See [Fair use voice transcription charges](#).

Predictive Engagement

Genesys Cloud 2 and Genesys Cloud 3 subscriptions include access to Altocloud, a real-time journey analytics platform that observes and analyzes visitors on PureCloud customer websites. Pricing and instructions to configure and activate Altocloud are located here: [Predictive Engagement event pricing](#).

PureCloud Short Message Service (SMS)

Available to PureCloud 2 Users, PureCloud 3 Users, or Agents with the Genesys Cloud 1 User Digital Upgrade II. <https://help.mypurecloud.com/articles/messaging-pricing>.

Genesys Cloud 3rd Party Messaging (WhatsApp, Facebook, Twitter, LINE, etc.)

Available to PureCloud 2 Users, PureCloud 3 Users, or Agents with the Genesys Cloud User 1 Digital Upgrade II. For pricing see, <https://help.mypurecloud.com/articles/messaging-pricing>.

Customers using WhatsApp Business Solution via Genesys agree to be in compliance with the WhatsApp Business Solution Terms ([WhatsApp Business Solution Terms](#)) at all times when accessing and using the WhatsApp Business Solution via Genesys. Initial and continued access to the WhatsApp Business API is subject to approval and ongoing review by WhatsApp.

For information related to WhatsApp Conversation Pricing see WhatsApp documentation here: <https://developers.facebook.com/docs/whatsapp/pricing>.

Optional Resources

* Optional

PRODUCT DETAILS

Bring Your Own Technology Charges

BYO (Bring Your Own) Technology Integration enabling customer to integrate third party services into PureCloud. Charged per invocation. For per invocation costs, see [Bring your own technology services model \(per turn/minute rates\)](#).

GSA_Carahsoft

Powernet
8805 Governors Hill Dr. Suite 250
Cincinnati, Ohio 45249

CarahSoft Technology Corp.
1860 Michael Faraday Drive, Suite 100
Reston, Virginia 20190

GSA is invoiced by Powernet using Carahsoft GSA Contract GS-35F-0119Y



Prices based upon current GSA schedule

Non-Recurring Summary

| DESCRIPTION | AMOUNT |
|---------------------------------------|---------------------|
| Genesys Hosted Contact Center Renewal | \$102,650.10 |
| Powernet BYOC for MS Teams | \$10.00 |
| Total: | \$102,660.10 |

Monthly Recurring Summary

| DESCRIPTION | AMOUNT |
|----------------------------|----------------|
| Powernet BYOC for MS Teams | \$14.24 |
| Monthly Total: | \$14.24 |

TERMS & CONDITIONS

All hardware will be invoiced upon shipment.

This Service order via Order Porter, is subject to and made a part of the following agreement(s) listed below between Powernet and customer. By executing and

submitting this Service Order via Order Porter, the customer confirms that he/she has read the following agreement(s), found at the following link; <https://www.powernetco.com/legal>, associated to the appropriate service being ordered and agrees to be bound thereby and by the terms and conditions contained in this service order via Order Porter.

Powernet's acceptance of this Service Order via Order Porter is subject to a technical review. Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors. Customer also authorizes Powernet to conduct all credit investigations and verify any credit information from whatever source Powernet deems necessary, and further authorizes Powernet to investigate the references, statements, or other data listed or accompanying this application. Customer certifies that the information contained in this form is true, accurate, and complete to the best of customer's knowledge and that he/she has been duly authorized to execute this Service Order on Customer's behalf.

Powernet

Signature: _____
Name: _____
Title: _____
Date: _____

City of Clearwater

Signature: _____
Name: _____
Date: _____

Countersigned:

CITY OF CLEARWATER, FLORIDA

By:

By:

Jennifer Poirrier
City Manager

Bruce Rector
Mayor

Approved as to form:

Attest:

Assistant City Attorney

Rosemarie Call
City Clerk