STANDARD CONTRACT FORM
Goods and Non-Professional Services

1. Agency Contract Number	2. Contract Title	3 Financial Coding	14. Agency Assigned Encumbrance Number
CA 99-330-J	Core Telecommunications Services	1	
5. Vendor Number	6. Project/Case Number	17. Alaska Business License Number	
	RFP 2007-0200-6921	128684 Expires *12/3112008*	

This contract is between the State of Alaska,

8. Department of	1Division	
Administration	Enterprise Technology Services	hereafter the State, and

9. Contractor	
GCI Communication Corp	hereafter the Contractor

Mailing Address	Street or P.O. Box	City	State	ZIP+4
2550 Denali Street, Suite 1000		Anchorage	AK	99503

10.

ARTICLE 1. Appendices: Appendices referred to in this contract and attached to it are considered part of it.

ARTICLE 2. Performance of Contract:

2.1 Appendix A[1] (General Conditions), Items 1 through 17, govern contract performance.
2.2 Appendix B sets forth the liability and insurance provisions of this contract.
2.3 Appendix C sets forth the scope of work/services to be pelformed by the contractor,

ARTICLE 3. Period of Performance: The period of performance for this contract begins December 18 2007, and ends December 17 2010

ARTICLE 4. Considerations:

4.1 In fUll consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed $30,000000.00 in accordance with the provisions of Appendix D.
4.2 When billing the State, the contractor shall refer to the Agency Contract Number and send the billing to:

11. Department of	Attention: Division of
Administration	Enterprise Technology Services
Mailing Address	Attention:
P.O. Box 10206	Accounts Payable

12. CONTRACTOR	13. CONTRACTING AGENCY
Name of Firm	Department/Division
GCI Communication Corp	Administration! Enterprise Technology Services
Signature of Authorized Representative	of Procure;nent Officer
Typed or Printed Name of Authorized Representative	1 or Printed Name of Procurement Officer
Gregory W. Pearce	Staci Augustus
Date	Date
December 17, 2007	12/17/0

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(02/04/05)

APPENDIX A[1]

GENERAL CONDITIONS

1. **Inspection and Reports:**

   The department may inspect, in the manner and at reasonable times it considers appropriate, all of the contractor's facilities and activities under this contract. The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

2. **Suitable Materials, Etc.:**

   Unless otherwise specified, all materials, supplies or equipment offered by the contractor shall be new, unused, and of the latest edition, version, model or crop and of recent manufacture.

3. **Disputes:**

   Any dispute arising out of this agreement shall be resolved under the laws of Alaska. Any appeal of an administrative order or any original action to enforce any provision of this agreement or to obtain any relief from or remedy in connection with this agreement may be brought only in the superior court for the State of Alaska.

4. **Default:**

   In case of default by the contractor, for any reason whatsoever, the State of Alaska may procure the goods or services from another source and hold the contractor responsible for any resulting excess cost and may seek other remedies under law or equity.

5. **No Assignment or Delegation:**

   The contractor may not assign or delegate this contract, or any part of it, or any right to any of the money to be paid under it, except with the written consent of the Procurement Officer.

6. **No Additional Work or Material:**

   No claim for additional supplies or services, not specifically provided in this contract, performed or furnished by the contractor, will be allowed, nor may the contractor do any work or furnish any material not covered by the contract unless the work or material is ordered in writing by the Procurement Officer.

7. **Independent Contractor:**

   The contractor and any agents and employees of the contractor act in an independent capacity and are not officers or employees or agents of the State in the performance of this contract.

8. **Payment of Taxes:**

   As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

9. **Compliance:**

   In the performance of this contract, the contractor must comply with all applicable federal, state, and borough regulations, codes, and laws; and be liable for all required insurance, licenses, permits and bonds.

10. **Conflicting Provisions:**

    Unless specifically amended and approved by the Department of Law the General Conditions of this contract supersede any provisions in other appendices.

11. **Officials Not to Benefit:**

    Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

12. **Contract Prices:**

    Contract prices for commodities must be in U.S. funds and include applicable federal duty, brokerage fees, packaging, and transportation cost to the FOB point so that upon transfer of title the commodity can be utilized without further cost. Prices for services must be in U.S. funds and include applicable federal duty, brokerage fee, packaging, and transportation cost so that the services can be provided without further cost.

13. **Contract Funding:**

    Contractors are advised that funds are available for the initial purchase and/or the first term of the contract. Payment and performance obligations for succeeding purchases and/or additional terms of the contract are subject to the availability and appropriation of funds.

14. **Force Majeure:**

    (Impossibility to perform) The contractor is not liable for the consequences of any failure to perform, or default in performing, any of its obligations under this Agreement, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the contractor. For the purposes of this Agreement, Force Majeure will mean war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

15. **Contract Extension:**

    Unless otherwise provided, the State and the contractor agree: (1) that any holding over of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect, and (2) to provide written notice to the other party of the intent to cancel such month-to-month extension at least thirty (30) days before the desired date of cancellation.

16. **Severability:**

    If any provision of the contract is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

17. **Continuing Obligation of Contractor:**

    Notwithstanding the expiration date of this contract, the contractor is obligated to fulfill its responsibilities until warranty, guarantee, maintenance and parts availability requirements have completely expired.

APPENDIX B[1]

INDEMNITY AND INSURANCE

Article 1. Indemnification

The Contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the Contractor under this agreement. The Contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the Contractor and the independent negligence of the Contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. “Contractor” and “Contracting agency”, as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term “independent negligence” is negligence other than in the Contracting agency’s selection, administration, monitoring, or controlling of the Contractor and in approving or accepting the Contractor’s work.

Article 2. Insurance

Without limiting Contractor's indemnification, it is agreed that Contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the Contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the Contracting Officer prior to beginning work and must provide for a 30-day prior notice of cancellation, nonrenewal or material change of conditions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the Contractor's services. All insurance policies shall comply with, and be issued by insurers licensed to transact the business of insurance under AS 21.

2.1 Workers' Compensation Insurance: The Contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

2.2 Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of $300,000. combined single limit per occurrence.

2.3 Commercial Automobile Liability Insurance: covering all vehicles used by the Contractor in the performance of services under this agreement with minimum coverage limits of $300,000. combined single limit per occurrence.

APPENDIX C

SCOPE OF SERVICES

Article C-1 Contract Term

The initial term of this contract is from December 18, 2007 through December 17, 2010. There are three (3) annual one year renewal options, to be exercised at the State's sole discretion.

Article C-2 Contract Personnel

Contractor's personnel must be fit for and skilled in the services they are performing.

Article C-3 Scope of Work

The Contractor shall, as per terms and conditions of RFP 2007-0200-6921 and contractor's response, and as negotiated between the State and GCI provide Core Telecommunications Services to the State of Alaska. The attached "Scope Matrix" is a tool to be used for further clarification of which items are in scope or out of scope of this contract. It is anticipated that the Scope Matrix will be revised as necessary throughout the contract term to address changes in telecommunications technology and allow the State to benefit from enhancements in GCI's service offerings. The attached "Service Levels Agreements" (SLA's) will serve as performance metrics for contract administration, and will also be revised as necessary throughout the contract period.

APPENDIX D
Compensation

Article D-1 Contract Amount

The amount of this contract shall not exceed $30,000,000 for the initial three year term. Annual renewal options shall not exceed $10,000,000 per year. If all three annual options are exercised, maximum total is $60,000,000, unless amended and agreed to in writing by both parties. Rates for Long Distance services and video conference services that are being billed to individual agencies and not part of the flat monthly rate in Service Area 3, will become effective the 1st billing cycle after contract signing. This is due to a limitation in the billing system that will not allow multiple rates in a single billing cycle. There are categories of work under this contract: 1. Fixed Price and 2. Time and Materials.

1. Fixed Costs for Bundle 1 - Wired Telephony, Bundle 2 - Data Network Services
Bundle 3 - Video Conferencing Services, Bundle 4 – End User Support Services

Key Pricing Elements	**Monthly**	**Initial Term**
1. Wired Telephony Services		
a. Monthly Flat Fees for initial 36 month term (PBX) * Upon decommission of PBXs, fees will cease	$150,129.50	$5,404,662.00*
b. Monthly Flat Fees for initial 36 month term (VoIP)	$106,871.91	$3,847,389.00
c. Long Distance Service (total of c1 and c2)		
c1. Intrastate * will vary depending on actual usage	$100,000.00	$3,600,000.00
c2. Interstate * will vary depending on actual usage	$20,000.00	$720,000.00
d.Toll Free Service (total of d1 and d2)		
d1.Intrastate * actual usage will be billed.10/minute	$50,000.00	$1,800,000.00
d2. Interstate * actual usage will be billed .04/minute	$4,166.66	$150,000.00
e.Calling Card Services (total of e1 and e2)		
e1. Intrastate * actual usage will be billed.10/minute	$2,500.00	$90,000.00
e2. Interstate * actual usage will be billed .04/minute	$250.00	$9,000.00
f.Managed Audio Teleconferencing Service		
* actual usage will be billed .25/minute	$41,666.66	$1,500,000.00
Subtotal (a + b + c + d + e + f)	$433,918.07	15,621,051.00
2. Data Network Services		
a.WAN Services	$56,782.61	$2,044,174.00
b.Internet Connectivity	$22,400.00	$806,400.00
c.Backbone connectivity	$54,547.50	$1,963,710.00
d.Broadband Access	$2,169.30	$78,095.00
e. Internet Access	$4,615.80	$166,169.00
Subtotal (a + b + c + d + e)	$140,515.22	$5,058,548.00
3. Video Conferencing Services		
a.Video Conferencing Services	$28,858.19	$1,038,895.00
Subtotal	$28,858.19	$1,038,895.00
4. End-User Support Services		
a.Help Desk Services	$108,977.38	$3,923,186.00
Subtotal	$108,977.38	$3,923,186.00
TOTAL (1 + 2 + 3 + 4) for initial 36 month term	$712,268.88	$25,641,680.00

SOA commodity circuit pricing that is billed separately to ETS for the core PBXs, Call Managers, and ETS offices will be extended to any State agency at the same low rates.

The local service product line is extensive, for simplicity, the list of pricing below is for the most commonly ordered services from SOA agencies over the last 3 years. All pricing is based on a 3 year term agreement and are the monthly rates. Taxes, surcharges, and other fees vary based on location and are calculated separately and available upon request.

Analog pricing*:
Business Simple (analog) is $19.56
Business Complex (analog DID) $26.40
Denali Small Business (analog w/ features) $22.12
*Additional services and pricing available on request

DSS pricing:
Denali Summit (23B + D) is $394.79
DID Block (1 free with each circuit) $40

PRI pricing:
Full PRI (23B + D) is $604
Fractional PRI (12B + D) is $367.20
DID Block (1 free with each circuit) $40

BRI pricing: Available upon request

Metro Ethernet pricing:

Total No. of Ports	1.5 Mbps	3 Mbps	10 Mbps	20 Mbps	50 Mbps	100 Mbps	1 Gbps
15+	$ 155.00	$ 224.00	$ 343.00	$ 564.00	$ 706.00	$ 784.00	$6,468.00

This pricing is for SOA agencies located in Anchorage Fairbanks and Juneau only and is based on a 3 year term for a single port. Single port pricing is available only when it is coming from the ADC and terminating on an aggregate ME port. Point to point ME circuits, not terminating on an existing aggregate port, will be charged a two port MRC and NRC charge The NRC charges are $750 per port.

The ability to deliver ME circuits of 10Mbps and higher is based on availability of facilities, which is determined in an engineering design process. (Circuit requests for agencies outside of Anchorage, Fairbanks, and Juneau can be provided upon request.)

Pricing of the 10 core ETS backbone circuits are priced as a package and included in the Data Network Services pricing matrix.

Point to Point Data Circuit Pricing: 2 wire, 4 wire, 56K up to T1 pricing is available upon request where available.

Directory Listing:
Directory listing in the White and Blue pages of the phone book are provided at no additional charge. Pricing for yellow page advertisement is available upon request.

MOST FAVORED PRICING: SOA will receive most-favored pricing. This means pricing will not be offered to any other GCI customer at rates lower then the State. In the event GCI lowers pricing, the State will automatically receive the lowest rate offered for identical services. As another value added service, GCI offers 3-year pricing but will release the State without penalty if the service is no longer required.

2. Time and Materials

As per Section 3.01 of the RFP, Some services will be provided on a quoted Time and Materials (T & M) basis per project, with not-to-exceed, maximum dollar amount limits. The State will request quotes on specific projects, the contractor shall provide quote as outlined in Attachment Six. If the quote is acceptable, the State shall direct the contractor to proceed.

No travel costs will be allowed for work performed on Core Services in Anchorage, Juneau and Fairbanks. Travel costs to other locations will be calculated from the closest point of departure (Juneau, Anchorage or Fairbanks) and will be reimbursed in accordance with the Alaska Administrative Manual (AAM) Section 60.

For billable work in or between Anchorage, Juneau and Fairbanks that requires travel, travel will be approved in advance and documented in the USD.

Labor Category	Hourly Rate	Overtime Rate
Administrator	$58.00	$87.00
Dispatcher/NOCC Tech	$63.00	$94.50
Procurement/Logistics Technician	$79.00	$118.50
Technician	$95.00	$142.50
Lead Technician/Supervisor	$110.00	$165.00
Network Administrator	$110.00	$165.00
Project Manager	$126.00	$126.00
Engineer	$142.00	$142.00

Daily overtime rates apply when employee has worked over 8 hours. Expedited requests may incur OT if available Worker has already worked 8 hours and should be authorized on your request. There is a minimum one hour charge.

ATTACHMENT 6 – SERVICE LEVEL AGREEMENTS (SLAs)

All Bundles—Service Level Agreements (SLAs)

The SLAs for Telecommunications are categorized into the following sections: Trouble Resolution, System Performance, and Operations and Administration. Detailed descriptions of the State's telecommunications SLAs are documented in the following matrix. The Provider is required to comply with the SLAs.

For the purposes of the SLAs, ETS and GCI staff will review last quarter's statistics in each of the SLA categories to create a baseline for SLA targets.

Where the SLA statistics do not exist or seem appropriate, ETS and GCI will set a baseline and agree on matrices within 90 days after contract signing. SLAs, categories, priorities, and descriptions listed in Attachment 6 are for reference only and will be adjusted to the new baselines and mutual agreement.

System Performance Categories are:

Availability

Response Time

Throughput

Error Rate

Security

Service Performance Categories are:

Provisioning and Fulfillment

Service Center

Problem Resolution

Service Level Agreement (SLA) Requirements and Alarms

PURPOSE:

1. To define SLA requirements: Clarify priority details and including examples that will assist individuals in setting the correct priority levels when opening a request. Include all areas in the USD system.

2. Set escalation / alarms on all USD requests based on priority level. Alert cost center managers to the requests not worked or serious in nature. Need to ID outage vs. regular requests.

3. Define alarm termination. To flowchart progression of alarm and when to terminate alarm. Alarms are generally set for all requests and cost centers.

GENERAL INFORMATION:

An SLA measures an expected level of service and USD alarms work to escalate issues to gain notice/attention. An alarm indicates a dip below a required service level.

PRIORITY LEVELS:

Priority 1 – Business Stopped: Mission Critical Impact - 24x7x365

- Multiple users (10+) affected by downed application, network and/or service

USD entry within 15 min. of notification: callback within 30 minutes; assignment and dispatch within 1 hour, resolution within four hours. Root cause analysis for each unplanned outage and SLA alarm.
Escalation alarm – 2 hour with 2 hour intervals (Initial Alarm 6 hours after USD creation and repeated every 6 hours)

- Public Safety Dispatch Center – Any location
- PFC – Permanent Fund Corp
- Governor's executive offices
- Legislator's main number
- Mission critical locations

See sample mission critical locations below

Priority 2 - Business Impacted: Major Impact - 24x7x365

- Single to multiple users (10) affected by downed application, network and/or service

USD entry within 15 min. of notification: callback within 30 minutes; assignment and dispatch within 1 hour, resolution within eight hours. Root cause analysis for each unplanned outage and SLA alarm.
Escalation alarm – 4 hours with 4 hour intervals (Initial Alarm 12 hours after USD creation and repeated every 12 hours)

Priority 3 – Non critical problems/requests – workaround available - 24x7x365

- Single user affected by downed application, network and/or service
- Identity management, access control, password resets
- Billing Hierarchy changes

USD entry within 15 min. of notification: Callback by next business day; assignment and dispatch within two days; resolution within five business days.
Escalation alarm – 4 hours with 8 hour intervals (Initial Alarm 20 hours after USD creation and repeated every 20 hours.)

Priority 4 – Large service request for planned event IMACD (install, move, add, change, delete)

- Multiple user (20+) service request

USD entry within 15 min. of notification: Callback and assignment within 5 business days; dispatch within five days; resolution within forty five business days.

Escalation Alarm – 36 hours with 36 hour intervals (Initial Alarm 30 hours after USD creation and repeated every 30 hours.)

Priority 5 – Small service request for planned event IMACD (install, move, add, change, delete)

- Single to Multiple user (20) service request

USD entry within 15 min. of notification: Callback and assignment within 5 business days; dispatch within five days; resolution within ten business days or customer target date.
Escalation Alarm – 48 hours with 48 hour intervals (Initial Alarm 40 hours after USD creation and repeated every 40 hours.)

Priority 6 – General Service Center/ Help Center requests for information

- Service Center information requests -directory (Ldap) changes, hierarchy lookup, asset update, etc.
- 7am to 5pm, Monday through Friday, excluding State holidays
- 85% of calls not requiring dispatch are closed within 30 minutes

USD entry within 15 min. of notification: Callback or assignment within one hour; resolution within four hours or customer target date.

Sample of Mission Critical Services by agency, service, and location:
Final list will be determined within three to six months after contract award and reviewed annually.

Agency
Function
Functional Description

Department of Administration
Vehicle and Driver Licensing
Retiree Payroll Check Processing
ETS Network Services - data network and internet connectivity
ETS SATS Microwave System - All microwave links

Transports Safety of Life communications from two-way radio repeaters to PSAPs and local emergency medical response services

Alaska Housing Finance Corporation
Payroll Check Processing
Penalties apply if missed.
Electronic transfer of funds
Federal fund receipt (HUD, DOE, etc.) Bond payments.
Accounts Receivable / Accounts Payable
Downloading interest rate for each day.
Loan commitment fees, grant funding (receipts and payments)
Low-Income Rental deposits / payments, bond payments, short-term securities / transfers.

Alaska Permanent Fund Corporation
All investment and finance related activities
Investments, analysis, trades and information exchange including pricing and analytic data feeds, trades, bank transactions and e-mail
Board of Trustee meetings and packet production
Preparation for and activities during APFC Board of Trustee meetings

Community & Economic Development
Insurance Licensing in time of emergency
All aspects of Licensing Insurance Producers, SLBs, ADJs, MGAs, TPAs, RIMs, and RIBs
Hydroelectric Plants (Bradley Lake Hydro, Larsen Bay Hydro, Four Dam Pool Hydro)
Alaska Intertie, Alaska Railroad

Department of Corrections
Telecommunications inside and between all correctional facilities.

Twelve Correctional Institutions, And Their Security, Central Control Systems, Perimeter Fences, Card Entry/Exit Systems, Monitoring Systems, Health and Life/Safety Systems

Department of Environmental Conservation
Communications System for Emergency Response
Analysis of environmental samples in an emergency response

Department of Fish & Game
Communications (Field, Remote) to all vessels and aircraft (radios/loran)

Office of the Governor
Elections processing - data communications and telephones

Department of Health & Social Services
Family and Youth Services - Youth Detention Facilities
Family and Youth Services - Family Services, Child Protection
Alaska Pioneer Homes (general) - Including two way radios and pagers.

Services
Alaska Psychiatric Institute
Public Health Laboratories
Emergency Medical Services

Department of Labor
Unemployment Benefits System
Uses automated telephone interactive voice Response units in Anchorage, Fairbanks and Juneau to allow claimants Statewide to file claims.

Department of Law
Prosecution of Criminals
This involves telnet access to Police Department

And AJIS data base information about outstanding criminal warrants. Without The data base access, criminals could be improperly released from custody.

All Communications in Child Protection Cases

Department of Military & Veterans Affairs

All communications to DMVA facilities including National Guard

Department of Natural Resources

Wildland Fire Suppression Systems

Field Radio and Mobile Repeater Systems

Department of Public Safety

Alaska Public Safety Information Network

Communication link with national databases

PSAP Public Safety Answering Points

Coordinates critical Safety of Life Communications / 911 Emergency Dispatch Centers in Kenai and Fairbanks

Department of Revenue

Collection of state revenues and agency receipts and Disbursement of state funds. This function makes extensive use of Electronic funds transfers.

Treasury

Portfolio Management - this includes sending Trades electronically and support for leased line connections with a variety of providers; TIME is an issue as well. We are dealing with the NY markets - systems Cannot be "down for routine maintenance" at 4 am just because nobody else in the State is working.

Permanent Fund Dividend application and payment processing

Dividend application processing is considered mission critical from January 1 through March 31. Dividend payment processing is considered mission critical from September 15 to October 15.

Process Child Support Payments

This includes electronic funds transfers as well as payments and is critical as delays can cause custodial parents to go without Necessary funds to provide for the child's welfare.

Department of Transportation

All communications on Marine Highway System/vessel and shore facilities, and airport facilities in Anchorage and Fairbanks

University of Alaska

Satellite interconnect service / equipment

Network connections between University campuses

Service Level Agreements

SYSTEM PERFORMANCE					
#	Category	Service Hours	Service Level	Measurement Definition	Notes
Availability					
1.	Bundle 1: Wired Telephony (excluding legacy Nortel PBXs)	24x7x365	99.99% System wide availability excluding State approved scheduled downtime.	.1% packet loss, below 50ms one way latency and .5 ms jitter. IT-T G.114 Standard measure	The "System" is equal to the aggregate of the State's voice desktop instruments, feature sets, voice mail systems, long distance access. System is considered unavailable upon failure of any key component (e.g., CallManager™, WAN circuit, data router, Ethernet switch) that prevents a site from using the System.
1.	Bundle 1: Wired Telephony (legacy Nortel PBXs)	24x7x365	99.99% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "System" is equal to the aggregate of the State's voice desktop instruments, feature sets, voice mail systems, long distance access. System is considered unavailable upon failure of any key component (e.g., CallManager™, WAN circuit, data router, Ethernet switch) that prevents a site from using the System.
2	Bundle 2: Data Network Core Backbone	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	.1% packet loss, below 50ms one way latency and .5 ms jitter. IT-T G.114 Standard measure	The "System" is equal to the aggregate of Provider provided or managed Core Routers and Circuits. System is considered unavailable upon failure of any key component (e.g. data router, Ethernet switch) that prevents a Core site from using the System.
2	Bundle 2: Data Network Distribution Services	24x7x365	99.5% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	The "System" is equal to the aggregate of Provider provided or managed Customer Edge devices, Provider Edge devices used for the Services, and Provider Core devices. System is considered unavailable upon failure of any key component (e.g. data router, Ethernet switch) that prevents a site from using the System.

SYSTEM PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
3	Bundle 3: Video Conferencing	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	.1% packet loss, below 50ms one way latency and .5 ms jitter. IT-T G.114 Standard measure	The "System" is equal to the aggregate of the State's H.323 videoconference units and MCUs, Provider-provided or managed Customer Edge devices, Provider Edge devices used for the Services, and Provider Core devices. System is considered unavailable upon failure of any key component (e.g., WAN circuit, data router, Ethernet switch) that prevents a site from using the System
4	Bundle 4: End User Services	24x7x365	Priority 1-6 categories as defined above.	Measurements as described by priority requirement.	The "System" is equal to the aggregate of received calls, USD entry, monitoring, assignment, dispatch, alarm, notification and escalation processes.
SLA Credits Credits are for outages of two "consecutive" hours, and are a % allocable to the particular site affected. Service credits do not apply if the outages are due to Force Majeure events.					
5	Bundle 1: Wired Telephony (excluding legacy Nortel PBXs)	24x7x365	99.99% System wide availability excluding State approved scheduled downtime.	As defined in all sections.	One day of credit for any two hours that service is unavailable within any 24 hour period.
5	Bundle 1: Wired Telephony (legacy Nortel PBXs)	24x7x365	99.99% System wide availability excluding State approved scheduled downtime.	As defined in all sections.	N/A best effort.
6	Bundle 2: Data Network Core Backbone	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	.1% packet loss, below 50ms one way latency and .5 ms jitter. IT-T G.114 Standard measure	One day of credit for averaging five ms. higher than the 10 ms. average of one way latency during any 48 hour period.
6	Bundle 2: Data Network Distribution Services	24x7x365	99.5% System wide availability excluding State approved scheduled downtime.	.1% packet loss, below 50ms one way latency and .5 ms jitter. IT-T G.114 Standard measure	For any outage over two hours; withholding of appropriate proration of MRC payment per USD record and provider circuit agreement.
7	Bundle 3: Video network	24x7x365	99.999% System wide availability excluding State approved scheduled downtime.	As defined in all sections.	One day of credit for any two hours that service is unavailable within any 24 hour period.
8	Bundle 4: End User Services	24x7x365	Priority 1-6 categories as defined above.	As defined in all sections.	N/A

SYSTEM PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
Throughput					
11	Data Transmission Bundle 1 Bundle 2 Bundle 3	24x7x365	99.9% of Intrastate traffic transmissions, round-trip delay (RTD), less than 85ms for transports other than satellite or terrestrial microwave, less than 600 ms for satellite, less than 100 ms for terrestrial microwave.	Number of round trips completing in target timeframe or less as a percentage of all roundtrips	Voice quality, industry standard sampling plan inclusive of MOS measurement based on ITU-T P.563 and P.862, acceptable to the State. Sampling measurement information shall be stored as a historical baseline in a centralized repository and accessible to the State.
12	Bundle 1: Wired Telephony Voice System Call Blocking	24x7x365	No more than 1% during peak calling periods	Number of calls blocked or experiencing service busy as a percentage of all calls	
13	Bundle 2 – Router CPU Utilization	24x7x365	75% Maximum CPU Utilization during 5 minute intervals	SNMP Polling or other mechanism to monitor maximum threshold.	Polling required to monitor maximum thresholds to determine service impact.
14	Bundle 2 – Routers Memory Utilization	24x7x365	75% Maximum Memory Utilization during 5 minute intervals	SNMP Polling or other mechanism to monitor maximum threshold.	Polling required to monitor maximum thresholds to determine service impact.
Error Rate					
15	VOIP quality equivalencies Bundle 1 Bundle 2 Bundle 3	24x7x365	.1% packet loss, below 50ms one way latency and .5 ms jitter.	Measured from Provider demarcation to Provider demarcation	Network tools should minimize delay on voice quality such as lost-packet compensation, clock synchronization and echo cancellation. measurement information shall be stored as a historical baseline in a centralized repository and assessable to the State.
Security					
16	Network Intrusion Detection System	24x7x365	99.5% System wide availability excluding State approved scheduled downtime.	Actual uptime as a percentage of scheduled uptime.	
17	Security related IMACD	24x7x365	98% of IMACD performed within 2 hours for the restricted VLAN switch or other security related activities.	Completed Security IMACDs completion duration as a percentage of total requests. Measured on a monthly basis.	A "security related" IMACD is one that the State security lead, their designee or the State project manager determine is related to security. Security related issues are intended to take the highest priority.

SYSTEM PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
18	Security Incident Response	24X7X365	Security Incident response must be expedited and performed 24x7x365. Provider will: a) recognize or otherwise acknowledge the incident within 5 minutes b) Initiate pre-planned response within 15 minutes or begin developing a plan for responding within 30 minutes	100% or all security incidents are responded to and reported within 24 hours.	Parties will conduct Root Cause Analysis of a Security Incident. Parties will agree on what is continuously monitored and those alarms will be reported in accordance with Section 19.

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
Provisioning and Fulfillment					
18	Service Request Response – length of time to evaluate service requests and provide schedule and cost estimates	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	90% of schedule and cost estimates to be submitted within 10 business days after receiving request; 100% within 30 business days	Number of Service Requests responded to within specified timeframes as a percentage of all Service Requests received	
19	Order Fulfillment	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	98% of orders fulfilled within Provider specified timeframes as approved and accepted by the State.	Number of orders fulfilled within Provider specified timeframe as a percentage of the total number of orders fulfilled	
20	IMACD (Install, Move, Add, Change, Deletions) Service Completion	7:00 a.m.- 5:00 p.m. Monday – Friday, Excluding State holidays	98% of IMACDs completed within schedule negotiated between State and Provider.	Number of IMACDs completed within scheduled timeframe as a percentage of the total number of IMACDs attempted	
21	IMACD Completion Notification	7:00 a.m.- 5:00 p.m. Monday – Friday, Excluding State holidays	Notification must occur by close of next business day.	Number of completion confirmation calls performed within 2 hours as a percentage of the total number of completion confirmation calls placed.	

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
22	Video Conference Staff Support Bundle 3: Video Conferencing Services	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Standard Order: 1 day Rush Order: 4 hours Emergency: as needed	Bridged Call Setup	Bridged call setup time
23	IMACD Priority 1 – Expedite	24X7X365	IMACD Processed with additional Fees applicable, overtime eligible.	IMACD Requests received	
24	IMACD Priority 2 – 5 Day Processing	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Standard IMACD Processed in 5 Days	IMACD Requests received	
25	IMACD Priority 3 – 30 Day Processing	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	IMACD – 30 Day Processing – Typically Site Provisioning; circuits, hardware ordering.	IMACD Requests received	
26	Reporting - Bundle 1 – Voice Bundle 2 – Data Bundle 3 – Video Bundle 4 – End User Support Services	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	Monthly service reports required for core services	Monthly SLA reports are required for cores service bundles, i.e Voice, Data, Video & Help Desk.	Report detail to include but not limited to usage, capacity, utilization & provisioning. See RFP reporting / billing requirements
Service Center					
27	First Call Problem Resolution Rate	24x7x365	All calls not requiring dispatch are closed, in the perspective of the customer, within 30 minutes:	Number of problems resolved during the first call as a percentage of the total number of calls placed	"Call" includes all forms of real-time and asynchronous contact including electronic trouble reports, etc.
28	Dispatch Confirmation call	24x7x365	99% within 15 minutes for Mission Critical functions 99% within 1 hour for all other functions	The number of dispatch confirmation calls placed within specified timeframe for each category as a percentage of the total number of confirmation calls placed within that category.	Notification calls placed to end user of approximate time for technician response to service call requiring technician dispatch.
29	Average Speed to Answer	24x7x365	99% within 1 minute	Number of calls answered within 1 minute as a percentage of the total number of calls answered	

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
30	Call Abandonment Rate	24x7x365	No more than 5%	Number of abandoned calls as a percentage of the total number of calls	An "abandoned" call is one which has entered the queue, but the caller "hangs up" before the call is answered.
31	Root Cause Analysis (RCA)	7:00 a.m.- 5:00 p.m. Monday Friday, excluding State holidays	Root Cause Analysis will be done an all major disruptions of services provided in bundles 1, 2, 3 & 7	The number of major outages must be matched with a follow-up RCA by close of next business day following resolution of problem.	The State requires follow-up problem resolution descriptions that include the following: A- Problem Definition B- Problem Cause C- Problem Resolution D- Effort to avoid problem recurrence.
Problem Resolution					
32	Repeat Calls for Service	24x7x365	No more than 2%	Number of repeat calls as a percentage of the total number of calls	Repeat call is defined as a recurring failure of the same device, or request for same service, within 30 days. Measured via Help Desk software
33	Trouble Ticket Priority 1 - Severe Impact (Major Site Interrupted, Core Service, Critical Business Function)	24x7x365	Immediate Response; Resolution 4 hours	Automatic or manual USD Trouble Ticket within 15 min.; identified & technical resources engaged.	Root cause analysis required
34	Trouble Ticket Priority 2 - Major Impact (Multiple User Locations & Services down)	24x7x365	1 Hour Response Resolution 8 hours	Trouble Ticket Identified & technical resources engaged.	Root cause analysis required.
35	Trouble Ticket Priority 3 – Minor Impact with work around (Functional Disruption)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	2 business day response Resolution 5 business days	Trouble Ticket Identified & technical resources engaged.	Trouble Ticket Created and technical Response Required. priority alarm set
36	Service Ticket Priority 4 – Large request for planned event. (20+ users, new site, etc.)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	5 business day response Resolution 45 days or customer target	Usd; customer callback & assignment 5 days.	USD ticket generated; priority alarm set

SERVICE PERFORMANCE

#	Category	Service Hours	Service Level	Measurement Definition	Notes
37	Service Ticket Priority 5 – Small request for planned event. (10-users, phone repair etc.)	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	5 business days or customer target	Usd; callback & assignment 5 days.	USD ticket generated; priority alarm set
38	Service Ticket Priority 0 – Small service request; password reset, information requests, etc.	7:00 a.m.- 5:00 p.m. Monday – Friday, excluding State holidays	4 hour response	Trouble Ticket Identified & technical resources engaged.	USD ticket generated; priority alarm set

The listing below provides scope clarification and agreement between GCI and the State of AK, ETS and pertains to the 2007 Core Services Contract.

For more details, refer to GCI's response to RFP No. 2007-0200-6921. "AIF/J" means Anchorage/Fairbanks/ Juneau.

Note: All services performed by GCI must adhere to SOA rocurement policies. It is the Agency's responsibilit to know those policies.

LINE #	SERVICE AREA	DESCRIPTION	IN SCOPE ANC	IN SCOPE JUN	IN SCOPE F/B	IN SCOPE OUTSIDE AREAS	BILLED SEPARATELY	BILLED TO	COMMENTS & ASSUMPTIONS
1	1	Trouble-shoot phone problems, tied to State's Primary PBXs & Core VoIP Call Managers and Unity Servers.	Y	Y	Y	y	X	ETS	Phone counts up to 16,000 in AIF/J are included in monthly core services fee. Phone counts above 16,000 will be at $10 per month, reconciled monthly and fees would start the month following turn-up of services. Phones outside of AIF/J that are serviced by one of the core AIF/J call managers can be included; however, GCI will rely on SOA local resources when on-site assistance is needed and cannot be held to the same SLAs as those in AIF/J.
2	1	Design/Configure/Install new PBX locations. This includes IPT and traditional services.	Y	Y	y	Y	X	Agencv	It is at State's/GCI's mutual agreement to support locations outside of AIF/J.
3	1	Replace broken phones attached to the State's Core PBXs and Call Managers	Y	Y	Y	Y	X	Agency	Current SOA surplus phones to be used first, when available, and at no cost to the SOA if replacing existing broken core SOA Nortel phones. Like item, refurbished Nortel phones will be provided if no surplUS phones are available. Upgraded or additional add-on phones would be funded separately by the Agency.
4	1	Replace broken phones not attached to the State's core PBXs and Call Managers	Y	Y	Y	Y	X	Agencv	It is at State's/GCI's mutual agreement to provide support, but in scope to create USDs and pass off to 3rd Party provider.
5	1	Provide IPT engineering/design for new locations	Y	Y	Y	Y	X	Aaencv	It is at States/GCI's mutual agreement to support locations outside of Anc, Jun, F/B. VoIP deployments to new facilities will be billed separately as a project on a T&M basis.
6	1	Provide replacement IPT handsets	Y	Y	Y	Y	X (for outside aresl	Agency (Non AIF/J Core)	Labor for configuring/installing broken core VOIP IPT handsets are included for AIF/J. Hardware/software provided by SOA. GCI will provide labor outside of AIF/J which would be billed to the agency. GCI will leverage existing SOA resources when available in order to reduce costs.
7	1	Coordinate for O&M LAN support in support of IPT service	Y	Y	Y	Y			Assumes GCI has LAN access. GCI will coordinate with local LAN contacts for installations of new/replacement phones. GCI will leverage existing SOA resources when available in order to reduce costs.
8	1	Provide commercial managed audio conference services	Y	Y	Y	y	X	Agencv	Provided through GCI's conference center in Wasilla.
9	1	Provide Toll-Free Services	Y	Y	Y	Y	X	Agency	
10	1	Provide calling card services	Y	Y	Y	Y	X	Agency	
11	1	Provide engineering configuration changes for general IMACDs for phones tied to State's core PBXs and Call Managers	Y	Y	Y	Y			It is at State's/GCI's mutual agreement to support locations outside of AIF/J.

LINE #	SERVICE AREA	DESCRIPTION	IN SCOPE ANC	IN SCOPE JUN	IN SCOPE F/B	IN SCOPE OUTSIDE AREAS	BILLED SEPARATELY	BILLED TO	COMMENTS & ASSUMPTIONS
12	1	Trouble-shoot phone problems, not tied to State's core PBXs and Call Managers (3rd Party)	Y	Y	Y	Y	X	Agency	It is States/GCI's mutual agreement to provide support, but in scope to create and track USDs for work provided by a 3rd Party provider.
13	1/2	Provide project estimating for new installs or upgrades to existing equipment, that do not require an out-of-town site survey or more than 4 hours to produce.	Y	Y	Y	Y			It is at State's/GCI's mutual agreement to support locations outside of A/F/J
14	1/2	Provide detailed project estimating, possibly requiring site surveys and engineering and design in excess of 4 hours labor	Y	Y	Y	Y	X	Agency or ETS	It is at State's/GCI's mutual agreement to support locations outside of A/F/J. Billed at T&M rates.
15	1	Provide PBX alarm monitoring of core PBXs and Call Managers	Y	Y	Y	NA			
16	1/2	Provide IPT hardware	N	N	N	NA			All IPT-related hardware, including critical spares, will be provided by ETS.
17	1/2	Managing Assets: core infrastructure and critical spares, repair and replacement from State inventory in GCI's control, whether the inventory is located at State or GCI facility.	Y	Y	Y	Y			State and GCI will cooperate in jointly managing assets through USD. "Outisde core area" refers to WAN equipment.
18	1/2	Shipment of ETS owned/funded critical spares to installation locations	Y	Y	Y	Y	X	Agency	State will be billed for shipping costs only.
19	1	Perform security audits on phone numbers or voice mail boxes suspected of possible fraud, for phones serviced by one of the core PBXs and Call Managers	Y	Y	Y	NA			
20	1	Perform security audits on phone numbers or voice mail boxes suspected of possible fraud, for phones serviced by 3rd party PBXs or Call Managers	Y	Y	Y	Y	X	Agency or ETS	
21	2	45 Mb Internet circuit to ANC and JNO (Total)	Y	Y					Any increases above 45 Mb will be requested by ETS, managed through USD, and will be billed at $500 per Mb. Temporary, non-recurring increases (PFD, Elections, etc) will be provided free of charge.
22	2	Cisco equipment quoting and purchasing for State-owned devices	N	N	N	N			State will purchase Cisco equipment via a separate contract.
23	2	Design/Configure/Install new WAN locations	Y	Y	Y	Y	X	Agency	It is at States/GCI's mutual agreement to support locations in outlying areas.
24	2	Dedicated Internet, Advantage IP, or TLS WAN or Internet circuits	Y	Y	Y	Y	X	Agency	These are circuits in addition to the 45Mb of core Internet and core backbone, which are in-scope but included in the Bundle 2 pricing.
25	2	Internet connectivity via cable modem, Live Wire, or WISP when available	Y	Y	Y	Y	X	Agency	
26	2	O&M support for existing core network WAN network routers & switches in A/F/J	Y	Y	Y				GCI will leverage SOA resources when available in order to reduce costs.

LINE #	SERVICE AREA	DESCRIPTION	IN SCOPE ANC	IN SCOPE JUN	IN SCOPE F/B	IN SCOPE OUTSIDE AREAS	BILLED SEPARATELY	BILLED TO	COMMENTS & ASSUMPTIONS
27	2	O&M support for existing core network WAN network routers & switches in outlying areas (outside of A/ F/J.				Y	X	Agency	It is at States/GCI's mutual agreement to support locations in outlying areas when no State resources are available and travel is therefore required. Configuration and monitoring of equipment is in scope and not billed separately (if within device count limits i.e., 1,000 network elements.)
28	2	O&M support for Wireless Access Points, Bridges, Antennas.	Y	Y	Y	Y	X	Agency	It is at States/GCI's mutual agreement to support locations in outlying areas when no State resources are available and travel is therefore required. Configuration and monitoring of equipment is in scope and not billed separately (if within device count limits i.e., 1,000 network elements.)
29	2	Network: GCI's network management fee will include CNCC monitoring of up to an additional 1,000 SNMP network elements, as well as the new devices to be added to migrate existing core Nortel sites to VoIP. $25 element fee would apply for elements outside of the core PBX migration to VoIP devices. Examples include devices associated with SATS, new manageable Wireless devices. A USD would be created prior to turn-up of new devices indicating new costs that would be assigned to and approved by SOA prior to turn-up.	Y	Y	Y	Y			New monthly recurring charges of $25 per element would start the month following the turn-up month. An element would be described as an interface such as a serial or Ethernet port, power supply, a CPU, etc.; specifically, each item managed via SNMP and alarmed/reported on individually in the Management Information Base (MIB). Periodic review of the elements under management may be requested by the State. Costs will not increase until the total element count exceeds 1,000 new elements. This does not include VoIP devices.
30	2	Trouble-shooting LAN problems (virus attacks, etc.) outside of IPT	Y	Y	Y	Y	X	Agency/ETS	In Scope but billed separately.
31	2	NMS - Provide e-health reporting on all managed core WAN devices	Y	Y	Y	Y			
32	2	NMS - Upgrading IOS versions on core WAN devices. IOS software will be funded by ETS.	Y	Y	Y	Y			May leverage assistance from SOA to reduce costs.
33	2	NMS - Smartnet coverage and availability of IOS upgrades and support for Cisco devices	N	N	N	N			State is providing Smartnet coverage via a separate contract. GCI will reference State TAC numbers and RMA's in USD in support of Smartnet.
34	2	Dialup - Provide remote access dialup accounts to State network and/or Internet for State employees ($17/month ea)	Y	Y	Y	Y	X	Agency	State Security team will perform periodic reviews.
35	2	Dialup - Provide remote access dialup accounts to State network and/or Internet for CEC and DMV business partners	Y	Y	Y	Y	X	Business partner	All new accounts must be approved by State Security team
36	2	Dialup - Inter and intrastate toll-free number access to GCI dial platform at tariffed rates	Y	Y	Y	Y	X	Agency or business partner	Toll free access will be charged at tariffed toll free rates.
37	2	Dialup - provide usage based toll-free number billing and flat rate Internet access billing by user ID to appropriate billing hierarchy.	Y	Y	Y	Y			

LINE #	SERVICE AREA	DESCRIPTION	IN SCOPE ANC	IN SCOPE JUN	IN SCOPE F/B	IN SCOPE OUTSIDE AREAS	BILLED SEPARATELY	BILLED TO	COMMENTS & ASSUMPTIONS
38	2	Dialup - Provide secure, encrypted dialup remote access to State network	Y	Y	Y	Y			
39	2	Security - Provide assistance for developing security policies	Y	Y	Y	Y			
40	2	Security - Provide security management service for State wide-area network	Y	Y	Y	Y			
41	2	Security - Provide security-specific reporting as a part of network management and monitoring	Y	Y	Y	Y			
42	2	Security - monitoring and management of firewalls and IDS sensors	Y	Y	Y	Y			
43	2	Security - Perform security auditing such as penetration testing, firewall rule set validation, best practice auditing.	Y	Y	Y	Y	X	Agency	Any billable action must be pre-approved in USD
44	2	Security - Assist SOA on WAN threat or incident response	Y	Y	Y	Y			May leverage assistance from SOA in order to reduce costs.
45	2	Security - Assist with LAN threat or incident response	Y	Y	Y	Y	X	Agency	Any billable action must be pre-approved in USD
46	2	Security - Provide hardware or system infrastructure to support enterprise security plan	N	N	N	N			State will purchase Cisco equipment via a separate contract.
47	2	Management of the State's AAA servers.	Y	Y	Y	Y			ETS approves security policies, and will work jointly with ETS/GCI teams.
48	2	Security - design, implement and manage WAN and core network security solutions within the scope of the State enterprise security plan.	Y	Y	Y	Y			May leverage assistance from SOA to reduce costs.
49	2	Security - design, implement and manage LAN and user level security solutions within the scope of the State enterprise security plan.	Y	Y	Y	Y	X	Agency	May leverage assistance from SOA to reduce costs.
50	2	Security - Public/private IP address design, migration and management	Y	Y	Y	Y			Not planned for immediate future - still under ETS management
51	2	Security - Design, implementation and management of VPN solution.	Y	Y	Y	Y			Not planned for immediate future - still under ETS management
52	2	Service delivery circuit coordination for WAN POP installations	Y	Y	Y	Y			

LINE #	SERVICE AREA	DESCRIPTION	IN SCOPE ANC	IN SCOPE JUN	IN SCOPE F/B	IN SCOPE OUTSIDE AREAS	BILLED SEPARATELY	BILLED TO	COMMENTS & ASSUMPTIONS
53	3	Provide unlimited on-net VTC sessions between the 25 core SOA VTC facilities managed by GCI	Y	Y	Y	Y	X	Agency	There are currently no outside areas under management; however, GCI can provide the service which would be funded separately. New sites in A/F/J can be added at the price of $1,155 per month, plus $1,500 install fee. Sites outside of A/F/J will be $500 per month, plus the cost of the bandwidth. If GCI assumes management of the State's VTC sites on the State's network through a State owned Video Bridge, the fee would be $500 per month, plus $1,500 install fee, and does not include bandwidth. In order to meet SLAs, GCI assumes we'll manage the network and that QoS is in place. Off-net VTC sessions can be done at a rate of $0.45 / per minute per link, and will be billed separately to the Agency setting up the session.
54	3	Provide support of audio cabling, microphones, devices, etc.	Y	Y	Y	Y	X		It is States/GCI's mutual agreement to provide or coordinate this support. Would be funded on T&M basis.
55	3	Provide fix/repair of VTC endpoints that are under GCI management.	Y	Y	Y	Y			The fix/repair service GCI provides includes firmware upgrades, troubleshooting, and overnight replacement of failed devices. Outside A/F/J.
56	3	Repair/replacement for damaged VTC endpoints or remotes caused by dropping or spilling liquid on them.	Y	Y	Y	Y	X	Agency	GCI is willing to provide or coordinate these repairs/replacements but they'd be billed back to the State.
57	3	Provide break fix on Polycom remote controls and the basic microphone that is included with the Polycom endpoints under GCI's management..	Y	Y	Y	Y			
58	3	Provide break fix support for monitors, room sound integration peripherals, external speakers, etc. but does include polycom microphones and end point devices.	Y	Y	Y	Y	X	Agency	GCI is willing to provide or coordinate these repairs/replacements but they'd be billed back to the State.
59	3	Assist in the setup of new VTC monitors under management	Y	Y	Y	Y			
60	3	Provide monitoring of VTC network	Y	Y	Y	Y			
61	3	Provide web-based VTC scheduling between SOA facilities managed by GCI	Y	Y	Y	Y			Scheduling access will be limited to key contacts, expected in the range of 20-25 people. GCI will re-evaluate feasibility of integration with State's calendaring system.
62	3	Provide room scheduling for VTC sessions	N	N	N	N			It is the individual's responsibility to schedule rooms.

LINE #	SERVICE AREA	DESCRIPTION	IN SCOPE ANC	IN SCOPE JUN	IN SCOPE F/B	IN SCOPE OUTSIDE AREAS	BILLED SEPARATELY	BILLED TO	COMMENTS & ASSUMPTIONS
63	4	GCI Service Center will function as the primary ETS Service Center and function as the single point of contact (SPOC). GCI will receive requests for work, trouble calls, project requests, etc., via toll-free service center, e-mail, fax, ESO, and will create and manage USDs when applicable. Service Center will also be responsible for sending outage notifications and calling field technicians, managers in accordinance with SLAs	Y	Y	Y	Y			Use of USD is mandatory for tracking assets, trouble calls, and service requests.
64	4	GCI Service Center will be responsible for managing all USDs that GCI is responsible for and will coordinate with other service groups as required.	Y	Y	Y	Y			
65	4	Third Party Support: GCI will coordinate through its Bundle 4 Service Center 1) all repairs and IMACDs for all of the State's stand alone PBXs and key systems, Call Managers, voice mail, ACD, and IVR; and 2) all services provided by local exchange carriers, whether those services are provided by GCI or third parties: for example, Centrex, local access trunks, long distance, and PBX/key system IMACD's.	Y	Y	Y	Y			This is for coordination only. Any work requiring dispatch, engineering, design, etc., is in scope but funded separately.
66	4	GCI Service Center is responsible for Asset Management procedures and compliance.	Y	Y	Y	Y			USD will be used for Telecommunications Asset Management tracking.
67	4	GCI Service Center manager will work closely with ETS Help Desk manager to periodically review SLA's and other performance measurements and processes in order to identify and implement improvements and efficiencies.	Y	Y	Y	Y			

Line items 1-67 have been agreed upon by both GCI and ETS. This listing may increase as additional scope clarification is requested by either ETS or GCI and is not intended to be all-inclusive. Further clarifications/additions may be added in the future.

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