

We have prepared a quote for you  
SOA OIT Teams Phase 1 for SOA / OIT  
Quote # 027638 Version 1



Prepared for:

State of Alaska - OIT


Niel Smith  
niel.smith@alaska.gov

Prepared by:

Alaska Communications Services, Inc.

Roger Garcia  
Roger.Garcia@acsalaska.com



 Statement of Work**Project Objectives and Summary**

The State of Alaska (or “client”, herein) has a desire to improve communications, streamline workflows and reduce costs by expanding existing Microsoft Office 365 Teamwork Solutions. Alaska Communications / Enabling Technologies will implement Microsoft Teams Online and Cloud Voicemail for the State of Alaska.

Microsoft Teams provides improved communications by allowing users to IM, Click to Call, Share the Desktop, and share applications via the Microsoft Teams Client. Users will also be able to Share Video, Whiteboards and more – all from the user-friendly Microsoft Teams client. Users will have presence information and click to call availability in the Microsoft Teams Client as well as in Outlook and other Office 365 apps.

Microsoft Teams voice service will be deployed in the existing Office 365 Tenant to improve communications and lower operating costs. This production pilot will encompass up to nine unique sites located in Anchorage, Fairbanks, and/or Juneau and enable a maximum of five-hundred users.

The State of Alaska is replacing their existing Cisco on-premise PBX with a Microsoft Teams Phone System. Replacing a legacy PBX with Microsoft Teams Phone System typically results in a lower overall Total Cost of Ownership (TCO) due to decreased infrastructure, ease of management and lower support & maintenance costs. Microsoft Teams will be connected to the Public Switched Telephone Network (PSTN) via existing PRI circuits or new SIP lines brought into the different locations (there may be additional monthly charges for these circuits). This connection will allow Microsoft Teams to host dial-in conferences as well as allow users to use the Microsoft Teams soft client or Microsoft Teams Certified Endpoint as their primary phone.

Teams Direct Routing will be deployed to allow Phone System users to utilize on-premises PSTN access. Teams will integrate with an on-premises SBC to obtain dial tone for users.

The State of Alaska currently uses a Cisco voice solution as a private branch exchange (PBX) and as a Voicemail system. The State of Alaska is using Exchange Online for email and will deploy Cloud Voicemail as a replacement for Cisco’s Voicemail system.

Alaska Communications / Enabling Technologies will approach this effort in two phases.

**Phase I**

- Project Management
- Planning/Discovery/Design
- Adoption and Change Management planning

**Phase II (to be completed by 12/31/2020)**

- Pilot of up to 500 users

- Adoption and Change Management delivery

This implementation will service approximately five-hundred users across multiple locations. It is the State of Alaska's responsibility to ensure network health, capacity, connectivity, and supportability.

To kick off this project, the Alaska Communications / Enabling Technologies Architect will assist the client project team in discovering the requirements and creating a high-level design for a Microsoft Teams Teamwork Solution. The State of Alaska can then use this information to develop a road map and bill of materials for TCO calculations for a Microsoft Teamwork Solution.

A Planning and Design Session (PDS) is a vital first step in deploying Microsoft Teams. A typical Planning and Design Session is split into five phases:

- The PDS will begin with the **Strategic Advisory** session. Implementation of Microsoft Teams at the State of Alaska has the potential of introducing transformational change across the enterprise. As such, it is important that the State of Alaska's executive management team consider the opportunities, challenges and risks associated with a Teams deployment. Specifically:
  - Teams enables more collaborative work styles, and enhances employee telework productivity
  - Teams also represents a new way for staff to interact with their desktop automation tools and so also represents a significant organizational change management challenge
  - Teams provides the organization with new ways to collaborate on content as well as share that content across and outside the organization, its deployment introduces risks around loss of content management, unauthorized access to content, compromise of personal private information, and data loss
- In the **Envisioning** session allows the client to give an overview of the solution requirements, expected functionalities and current issues to be addressed by the new Teamwork Solutions platform. This session will include the Teams Governance session to review and recommend governance configurations associated with Microsoft Teams, as well as the Adoption and Change Management Envisioning call, focused on end user communications, training and adoption
- The **Discovery** portion of the PDS will allow the Alaska Communications / Enabling Technologies Architect to review the existing environment and identify any gaps. This phase will include the Network Bandwidth Assessment to verify Quality of Experience from office locations to Office 365
- The **Design** phase of the PDS allows the architect to accurately identify all of the State of Alaska's requirements during in-depth white boarding sessions.
- The **Deliverable** will be a detailed document with Environment Descriptions, Gap Analysis, Design Recommendations, Risks and a recommended Microsoft Teamwork Solutions Deployment

Once the documentation has been delivered, it is recommended that the State of Alaska review the deliverable with all project stakeholders. Once review is complete, Alaska Communications / Enabling Technologies recommends a review call with the Architect and Project Manager to answer any questions and make any modifications.

### **Phase I - Technical Planning and Design Services included in this Proposal**

## **Project management**

In addition to normal internal Project Management services, Alaska Communications / Enabling Technologies will provide remote project management and coordination to further support The State of Alaska's internal team. This level of effort supports and extends the capacity of the State of Alaska's IT leadership and provides additional Teams expertise to assist with planning, configuration and use of Teams voice and devices across the organization. The level of effort for this role is combined with Alaska Communications / Enabling Technologies internal project manager but will be staffed by Scott Vickland, Practice Lead for Strategy Advisory Services at Enabling Technologies Corp.

## **Strategic Advisory Session**

Alaska Communications / Enabling Technologies provides a consultation with its Strategic Adviser to help the management team understand and prepare for the broad implications of a Teams implementation. That consultation will help the management team anticipate the challenges of a Teams deployment, enhance communication with the organization, organize roles and responsibilities around Teams administration and support, and ensure that collaboration in Teams is secure and compliant with the State of Alaska's regulatory compliance and retention policies.

The Alaska Communications / Enabling Technologies Strategic Adviser will engage with the State of Alaska's management team in discussions on the organization's:

- a. Regulatory and document retention framework
- b. Roles and responsibilities for administering Teams, access, and governance
- c. Enterprise wide knowledge management strategy
- d. Sunsetting overlapping products to realize cost savings and operational efficiencies
- e. Concerns around security and compliance of content across the Office 365 platform

## **Envisioning Session**

### **Teams Technical Envisioning**

The purpose of the Envisioning session is to review all aspects of Microsoft Teamwork Solutions and to gather high-level requirements from the client on what servers (if any) and Office 365 workloads are desired. A proper explanation of the various options and roles will prepare the client to make decisions for the Planning and Developing phases.

- a. Executive Demonstration Session(s):
  - i. One session for the technology or IT team, one session for the executive sponsor(s)
  - ii. 'A Day in the Life' demonstration of the solution, technology, apps and/or tools
  - iii. Visualization of specific use-cases in the organization tailored to support client initiatives and priorities
  - iv. Interactive conversation and round table discussion
- b. Understand Business needs for Teamwork Solutions:
  - i. Determine end goals and objectives and determine the appropriate solutions to meet the needs of the

## State of Alaska

- c. Explain licensing options for Microsoft Teams functionality (if needed)
- d. Microsoft Teams Functions:
  - i. Collaboration and Communication
    - 1. Persistent and Threaded chats
    - 2. Team work spaces
    - 3. Office 365 integration (Office 365 Groups, SharePoint online, OneNote, Exchange, Planner, Power BI, etc.)
    - 4. Work stream Channels
    - 5. 3rd-party app integration (via apps, bots and connectors)
    - 6. Information protection / Archiving eDiscovery/Legal hold
  - ii. Conferencing
    - 1. Multiparty collaboration
    - 2. Video Conferencing
    - 3. Voice Conferencing
    - 4. Web Application Sharing
    - 5. Meeting Broadcast
  - iii. Phone System (PSTN Calling Plans)
    - 1. Features Available in Office 365 vs. existing Cisco PBX
    - 2. Calling to / from PSTN, and different configuration scenarios
    - 3. On-premises VOIP gateways and Cisco PBX integration (Microsoft Teams Direct Routing)
    - 4. Additional Integration Needs
      - i. Analog Devices
      - ii. Contact Centers
      - iii. Paging
      - iv. Faxing
      - v. Room system integration
      - vi. 3rd-party application integration
  - iv. Teams resiliency / redundancy
- e. Phone System voicemail (Cloud Voicemail)
- f. Hybrid Configuration requirements
- g. Single Sign On (SSO) requirements
- h. Additional Communication Components
  - i. Discuss E911 Solutions for Microsoft Teams with Direct Routing
  - j. Discuss Usage Profiles
  - k. Discussion around compliance / regulatory requirements
  - l. Discussion around governance requirements
- m. Discuss deployment phases keeping in mind the long-term business needs and functionality
- n. Consult to learn needs regarding fault tolerance, design, and integration

## Teams Governance

- a. Review current policy documentation and relevant industry regulations

- b. Lead conversations about current/future requirements for data governance & sharing, B2B identity management, etc.
- c. Review and recommend governance configurations associated with Microsoft Teams:
- d. Office 365 Groups:
  - a. Creation restrictions
  - b. Expiration Policies
  - c. Naming Policies
- e. Teams configurations (review of up to three Teams):
  - a. Ownership (or lack of)
  - b. Inactive Teams
  - c. Guest access
  - d. Classifications (Confidential, External, Internal etc.)
  - e. Retention policies
  - f. Visibility (Global Address List, SharePoint, etc.)
- f. Administrator Roles
- g. Research to identify improvements that best fit the State of Alaska's needs
- h. Develop a Microsoft Teams governance plan, including:
  - i. Roles and Responsibilities
  - ii. Organizational Structure for Teams and Channels
  - iii. Permissions and Security
  - iv. Process for Creating and Managing Teams
  - v. Features to Enable and Disable
  - vi. Training

### **Discovery of Existing Environment**

- a. Existing communications and Collaboration platforms and processes:
  - i. Skype for Business / Teams / 3rd-party collaboration tools
- b. Cisco Voice technologies currently in use:
  - i. Make, model, version
  - ii. SIP Capabilities
  - iii. T1 interface availability
  - iv. Microsoft Teams integration options
  - v. Current E911 capabilities
- c. Existing Cisco voicemail equipment:
  - i. Make, model, version
  - ii. Usage of Auto attendants for voice routing
  - iii. Distribution lists
  - iv. Voicemail boxes for non-email accounts
- d. Review existing desktop video and room system video technologies:
  - i. Make / model of room and desktop systems (provided by the State of Alaska)
  - ii. Protocol support



- iii. Integration Options
- e. Review Existing Infrastructure and Applications:
  - i. Current configurations and versions of AD, DNS, DHCP, Exchange, Office and other applications
  - ii. Review of Existing Office 365 tenant
  - iii. Existing Single Sign On (SSO) review (Azure AD Connect / ADFS)
  - iv. Domain Functional Level
  - v. Domain naming convention
- f. LAN, WAN, Firewall (ACL and port restrictions) review and requirements:
  - i. Discuss WAN/LAN infrastructure specific to supporting telephony, voice integration and video conferencing specific to a real-time Teamwork Solutions solution:
    - 1. WAN Bandwidth / optimization
    - 2. QoS capability
    - 3. Firewall Rules
    - 4. Public IP review
    - 5. VLAN Config considerations:
      - a. POE dedicated for MS Teams Phones
      - b. Daisy-chain Ethernet to PC
- g. Operational assessment:
  - i. Discuss current support groups and IT operations responsibilities:
    - 1. Determine what is supported internally vs. by a vendor
    - 2. Discuss current processes for supporting video, voice, and web conferencing

### **Station Interviews (Up to nine sites)**

Alaska Communications / Enabling Technologies will conduct station interviews with the respective office managers of each site (up to nine sites) to determine:

- a. Call flows
- b. Auto attendants
- c. Call queues
- d. After hours call handling

### **Network Bandwidth Assessment**

Alaska Communications / Enabling Technologies will work with the State of Alaska in conducting structured network bandwidth planning services as follows:

- a. Provide information on the bandwidth Microsoft Teams requires for its different traffic types
- b. Describe and provide information on the Quality of Service standards that can be used on desktops, devices, and gateways, to prioritize voice/video on the IP network
- c. Alaska Communications / Enabling Technologies and the State of Alaska will jointly engage in discussing and evaluated anticipated network load associated with deploying Microsoft Teams Online with all workloads

- d. Alaska Communications / Enabling Technologies will complete the Bandwidth Calculator workbook for up to nine locations, basing input on information gathered with the State of Alaska regarding current network conditions and anticipated traffic load
- e. Alaska Communications / Enabling Technologies will provide the State of Alaska with the completed Bandwidth Calculator Workbook results and review said results with the State of Alaska team
- f. Run the Microsoft Teams Network Assessment Tool to assess network performance and connectivity to determine how well the network and Internet connectivity would perform for Microsoft Teams Online calls and meetings for up to nine sites.
- g. Note, no network remediation shall be a deliverable for this engagement

### Design Planning

- a. Review of Envisioning and Discovery sessions and finalize requirements for Design Planning
- b. Define Overall Solution, Functional Components, Integration Points and Deployment Phases
- c. Determine Microsoft Teams requirements:
  - I. Single Sign On
  - II. Usage Profiles
  - III. Compliance
  - IV. Governance
  - V. External access (Federation)
  - VI. Guest access
  - VII. Redundancy / Disaster Recovery (Direct Routing)
  - VIII. E911 solutions with Direct Routing
- d. Determine on-premises or Azure requirements (if any):
  - I. Type of servers / appliances:
    - 1. Teams Direct Routing (bring your own PSTN Trunking)
    - 2. Gateways / Session Border Controllers (SBCs)
    - 3. Single Sign On (SSO)
    - 4. Contact Center
- e. Determine Cisco PBX and voicemail integration points:
  - I. VoIP gateways, SBCs, or SIP Trunk, quantity and type
  - II. Analog station support
  - III. Paging system integration
  - IV. PSTN call flow
  - V. Determine if all users, or a subset would be qualified for Phone System
- f. Identify impacts on DNS, IP addressing, security and certificates
- g. Research required components and system integration notes
- h. Discuss security policies for Microsoft Teams:
  - I. For LAN/WAN, Desktop firewall and port restriction review
  - II. For External users, firewall/NAT/ACL requirements
- i. Identify responsibility and timeline to prepare existing environment for Microsoft Teams deployment:
  - I. Firewall configuration/modification



- II. LAN/WAN QoS strategy and implementation (if applicable)
- III. AD, Exchange, DNS, and PKI
- j. Discuss migration, testing, training, and support strategies

### **Adoption & Change Management Envisioning Session**

Alaska Communications / Enabling Technologies will host an Adoption & Change Management Planning and Envisioning Session for the proposed change. The focus of this engagement will be understanding and recommendations for:

- a. Client vision, values, and culture
- b. Adoption barriers and/or risk
- c. Organizational change readiness
- d. Success and challenges related to prior change initiatives:
  - i. Focus on planning, communication and training provided
- e. Identification of success criteria (measurable and attainable goals)

This engagement is an important step in building stakeholder, advocate and sponsor allegiance which improves solution acceptance and reduces risk going forward.

The output from this engagement includes:

- a. An overview of the proposed change initiative
- b. A Success Matrix to be used in reporting gaps and success as it relates to the deployment of the change initiative:
  - I. Documented outcome, goal, or objective
  - II. Key activities, tactics and risk remediation to support achieving success
  - III. Method and period for measuring success
  - IV. Validation ownership
- c. Strategic recommendations for communicating, training, and reinforcing the change

### **Custom User Communications Plan**

Alaska Communications / Enabling Technologies will host a communications planning session with stakeholders responsible for communicating the change. During this exercise, Alaska Communications / Enabling Technologies and the State of Alaska will further define key persona types and differentiators. Grouping workers in this way is a critical initial step in a successful communications plan. This method allows for development of “What’s in it for me”, or WIIFM content.

Key organizational goals associated with the change initiative will be incorporated to drive the desired cultural shift to a secure Modern Workplace. Such goals may support financial, cultural, or interpersonal concerns for Client; supporting these objectives as part of the WIIFM-based communication plan is paramount to an inclusive and cohesive strategy.

Alaska Communications / Enabling Technologies will create a Communications Plan for the State of Alaska to address the following key areas:

- Change initiative: who, what, when, where, why and how
- Target personas or usage profile
  - Example: Reception/Operator, Boss/Admin, Police, Etc
- Key messaging for O365 voice feature impacts to users
- Communications Calendar
- Communication overview
- Target audience
- Delivery time and channel
- Accountability for execution of each suggested communication

### **Custom Training Plan**

Alaska Communications / Enabling Technologies will host a training planning session for the State of Alaska resource(s) responsible for preparing resources to train staff. Alaska Communications / Enabling Technologies will document a holistic training plan supporting those impacted by the change. This plan will detail:

- O365 Voice Features
- Content development needs for user impacts
- Key messaging
- Delivery timing and channel (method, examples below)
  - White glove (1:1)
  - Live webinar
  - Live on-site workshops
  - Self-service and on-demand resources

### **Planning Deliverables:**

Alaska Communications / Enabling Technologies will provide the following deliverables:

- a. A Teams Strategic Advisory deliverable, .ppt format:
  - I. Regulatory and compliance concerns and strategies to mitigate those concerns
  - II. Current status of knowledge management and recommendations on the way forward
  - III. Security and privacy concerns and strategies to mitigate those concerns
  - IV. Standard Operating Procedures to support administration and support of Teams
  - V. Challenges for consideration around organization change management
- b. A final report, typically 10 to 20-pages in length, in .pdf format, including:
  - I. Summary of the present technical state of client environment
  - II. Technical analysis and gaps for relevant areas that touch Microsoft Teamwork Solutions
  - III. Suggested prerequisite projects required prior to migration

- IV. High-level Enterprise Design for Microsoft Teams, showing Tenant configuration, server and gateway placement, PSTN integration, and protocols
- V. Pre-requisite list for production roll-out (endpoint recommendations, licensing requirements, etc.)
- VI. Expected Bandwidth requirements and information if your network meets the Jitter, Packet Loss and Latency requirements for MS Teams
- VII. Teams Governance recommendations
- c. Recommendations around User Adoption, Training, Pilot groups, and more (Organizational Change Management)
- d. Final Q&A discussion with the Alaska Communications / Enabling Technologies Architect and the Project Manager about the report

### **Microsoft Teams Features Included in this SOW**

- a. Instant Messaging and Presence
- b. Peer-to-Peer Audio and Video calls
- c. Multi-party Audio and Video Conferencing
- d. Peer-to-Peer Collaboration and Desktop Sharing
- e. Multi-party Collaboration and Desktop Sharing
- f. Remote User Access
- g. Federation Services
- h. Web Conferencing
- i. Microsoft Teams Mobility
- j. Microsoft Teams Web App for access to online meetings
- k. Phone System:
  - I. Inbound/Outbound calls to/from Teams and Cisco PBX users
  - II. Inbound/Outbound calls to/from PSTN
  - III. Common Area Phones
  - IV. Analog Devices
  - V. Dial-in Conferencing
- l. Reporting features

### **Cloud Voicemail Features Included in this SOW**

- a. Cloud Voicemail for Microsoft Teams
- b. Auto Attendants (up to three)
- c. Speech to text voicemail preview

### **Phase II - Pilot deployment and configuration services included in this SOW (Up to 500 users, in Anchorage, Fairbanks, and or Juneau)**

#### **Microsoft Teams**

1. **Review Prerequisites with the State of Alaska and verify that they were completed properly:**
  - a. Review services and adherence to minimum requirements

- b. Telephony review and preparation assessment for cloud migration
- c. Single Sign on review
- d. Office 365 Tenant Review and PSTN Conferencing requirements
- e. Readiness assessment

## **2. Configuration of Microsoft Teams Audio Conferencing:**

- a. Alaska Communications / Enabling Technologies will work with the State of Alaska to provision Microsoft PSTN services (including new user DID numbers provided by Microsoft) for use with Conferencing (Note that ONLY Microsoft-provided DIDs work with conferencing)

## **3. Configuration of Microsoft Teams Online with PSTN Calling:**

- a. Alaska Communications / Enabling Technologies will work with the State of Alaska to provision Microsoft PSTN services (Direct Routing using the State of Alaska provided SBC) for use with Phone System
- b. Alaska Communications / Enabling Technologies will configure and enable voicemail for up to five-hundred Phone System users
- c. Alaska Communications / Enabling Technologies to provide guidance on roll-out of Microsoft Teams phones:
  - i. Configuration
  - ii. Firmware updates
- d. Assist with configuration of up to three Teams certified conference room phones
- e. Assist with configuration of up to three Teams Meeting Room Devices with licenses provided by the State of Alaska
- f. Assist with configuration of up to three Common Area Phones (CAP) with licenses provided by the State of Alaska
- g. Assist with configuration of up to three Call Queues
- h. Assist with configuration of up to three Auto Attendants
- i. Demonstrate the configuration processes above to the State of Alaska's IT personnel

## **4. Implement Teams Call Quality Experience:**

- a. Assist with the configuration of the Call Quality Dashboard in Teams for up to nine sites/locations
- b. Configure and review Teams Call Analytics

## **5. Teams Telephony Cut-over Assistance (up to 2 events):**

- a. Alaska Communications / Enabling Technologies will provide up to four hours of a dedicated engineer to assist remotely with cut-over from Cisco to Microsoft Teams Phone System for each cut-over event. Up to two cut-over events will be in scope for this first pilot phase.
- b. The Alaska Communications / Enabling Technologies Engineer will assist with assigning licenses, spot checking pilot users, and finalizing configuration of Auto Attendants and Call Queues

## **On-Premises Services (Delivered Remotely)**

## **1. Implement VoIP gateway or Session Border Controller (SBC) (Direct Routing):**

- a. Installation and configuration of one Teams Certified SBC:
  - i. Consult regarding Cabling requirements
  - ii. Update Firmware
  - iii. Base configuration
  - iv. Analog gateway / integration
- b. Configure to interface with one Cisco PBX or one PRI connection
- c. Validate Direct Routing Deployment

## **2. Implement Analog gateway:**

- a. Installation and configuration of up to ten analog gateways:
  - i. Consult regarding Cabling requirements
  - ii. Update Firmware
  - iii. Base Configuration
  - iv. SBC integration
- b. Configure to interface with up to forty existing analog ports

### **Training and Knowledge Transfer**

Informal knowledge transfer will be provided throughout the project. Informal knowledge transfer is defined as informal activities provided when the State of Alaska associates, or contractors, are working side-by-side with Alaska Communications / Enabling Technologies that include: whiteboard discussions, email threads, conference calls, and facilitated meetings on technical topics. Knowledge transfer activities are secondary to completing work products and maintaining the project schedules.

### **Administrator Training**

Up to forty hours of administrative training class will be provided to cover basic administration of the system with the following topics being covered:

1. Microsoft Teams Architecture Overview
2. Microsoft Teams System Administration
3. Microsoft Teams User Administration
4. Microsoft Teams Security
5. Microsoft Teams Troubleshooting

### **Documentation**

Alaska Communications / Enabling Technologies will provide the State of Alaska with an As-Built handoff documentation upon completion of the deployment noting any changes or additions made to the State of Alaska environment as part of this deployment (documentation provided in MS Word or PDF format and typically (10-20) pages in length.)

### **Functional Testing**

A full test plan of all the applications listed in this Statement of Work will be conducted. The test plan itself will be provided to the State of Alaska during the deployment and the results shared as part of the project deliverables.

## 1. Microsoft Teams Online:

- a. Microsoft Teams Phone System:
  - i. Make / Receive Calls
  - ii. Transfer a call
  - iii. Team Ring
  - iv. Audio conferencing
  - v. Voicemail
  - vi. Integration with on-premise Telephony and PBX
- b. Instant Messaging
- c. Presence
- d. Desktop Sharing
- e. Video
- f. Microsoft Teams Web Client
- g. Conferencing
- h. Federation
- i. Teams Mobility
- j. Verify call quality dashboard reports

## 2. Cloud Voicemail:

- a. Voicemail testing:
  - i. Leaving voicemail
  - ii. Checking voicemail
- b. Auto-attendant testing:
  - i. Dial by name
  - ii. Operator extension

## Adoption Program Deployment Services

### Custom End User Communications

Alaska Communications / Enabling Technologies will leverage the communication plan to design a custom branded communication template for use when communicating to staff. Each communication will showcase similar branding to drive brand recognition. The communication plan will dictate the messaging and communication template needs for this change. WIIFM, 'What's in it for me' content will be prevalent among the template along with necessary calls to action.

Alaska Communications / Enabling Technologies will create up to five sequential communications based on the initial template to reach up to eight personas. Each communication will be designed to drive



awareness and engagement leading the use of Teams Voice and the associated devices.

Up to two rounds of edits will be made to support changes to the communications, additional edit requests billed as time and materials.

The State of Alaska to provide the Alaska Communications / Enabling Technologies Adoption Consultant with email credentials for the State of Alaska to allow for deployment of communications to end users from an internal source.

### **User Survey Services**

Alaska Communications / Enabling Technologies will design a survey to support validation of success criteria related to satisfaction, usage gaps and effort levels. The survey link will be provided to the State of Alaska for distribution. If a communications template has been purchased, Alaska Communications / Enabling Technologies will develop a communication that requests completion of the survey. Surveying is planned for the following junctures:

- Pilot Survey (approximately one week after deployment)

As part of User Satisfaction Survey services, Alaska Communications / Enabling Technologies will provide the State of Alaska with an overview of the survey results as well as high-level recommendations with opportunities to improve satisfaction and adjust strategy, as appropriate.

### **Training Services**

Alaska Communications / Enabling Technologies will leverage the training plan to dictate content development and training needs. Content development and training hours are included within this plan.

Content will be development for use by the State of Alaska and Alaska Communications / Enabling Technologies Trainers. Content development will be based on that outlined in the training plan, but may include:

- PowerPoint training deck(s) for the device
- Quick reference guides
- Video shorts (1-3 min videos, topical content)
- Recorded webinar training session

Up to 200 Hours of training will be dedicated to the State of Alaska Session(s), audience, and materials are defined within the training plan, but may include

- Train-the-trainer webinar or in-person session(s)
  - This is not an end-user training session, content is designed and delivered to prepare others for delivering end-user training
- Remote webinar or in-person session(s)

- Focused content to successfully adopt by persona

*In-person training will be accommodated as needed and as economic conditions allow.*

### **User Voice & Device Q&A Support Services**

Alaska Communications / Enabling Technologies will provide remote Q&A support for end users, during standard business hours, for up to three business days following cut over at each site to support on-demand training as needed and to address tier 1 questions related to the device and voice features.

### **Prerequisites – Completed by the State of Alaska unless otherwise stated**

The following section describes high-level prerequisites required for a successful deployment. A more detailed list of prerequisites will be provided after the project kick off call.

### **Technical Statement of Work Aspects**

This Statement of Work assumes that the State of Alaska has deployed a Microsoft Office 365 tenant in best practices fashion and that the SSO deployment is healthy.

### **Microsoft Teams Licensing Requirements**

Office 365 Government G5 subscriptions enable users for Teams voice. Common Area Phone licenses enable break room / warehouse lobby phones for Teams voice.

### **Note**

*Starting October 1, 2018, new Office 365 customers with 500 seats or less will be on-boarded to Teams and will not have access to Skype for Business Online. Tenants that are already using Skype for Business Online will be able to continue doing so (including provisioning new users) until they complete their transition to Teams. To learn more, see [Microsoft Teams now the primary client for meetings and calling in Office 365](#). In terms of Teams core functionalities, there are no differences between the Office 365 subscriptions. The availability of the compliance capabilities does rely on the correct subscription level. To learn more, read [Overview of security and compliance in Teams](#). For a detailed list of features available in each subscription, see the [Office 365 Platform Service Description](#).*

**Cloud voice features:** For Audio Conferencing, your organization will need to buy and assign an Audio Conferencing license to each user who will be setting up dial-in meetings. For Calling Plans, each user will need a Phone System plus a Domestic or Domestic and International Calling Plan. To learn more, see [Skypefor Business and Microsoft Teams add-on licensing](#).

All supported subscription plans are eligible for access to the Teams web client, desktop clients, and mobile apps. Teams isn't available as a standalone service.

### **Telephony Requirements (provided by the State of Alaska unless otherwise noted)**

1. VoIP Gateway/SBC (Configured by Alaska Communications / Enabling Technologies)
2. Microsoft Teams Certified IP phones
3. Microsoft Teams Certified headsets

4. All required network infrastructure and connectivity

**Before deploying Teams phones provided by the State of Alaska. The State of Alaska must ensure that the following required components are in place:**

1. Active Directory Users:
  - a. Phones that are associated with a specific user must be associated with that user's Active Directory user object
  - b. User objects can be assigned policies and voice plans
  - c. The State of Alaska should enter user's phone number into Active directory in e.164 format (+1-XXX-XXX-XXXX)
2. Contact Objects:
  - a. Phones that are not associated with a specific user (common area phones, Analog devices) must be associated with an Active Directory contact object
3. Microsoft Teams Devices:
  - a. To take advantage of PoE, the switch must support PoE 802.3AF or 802.3at
  - b. Windows DHCP is highly recommended for use with Microsoft Teams Phones

### **PBX Migration**

A "Flash Cut" to Microsoft Teams Phone System from an existing PBX is not recommended by Alaska Communications / Enabling Technologies, as it adds a considerable amount of risk to the project. In the case of a PBX replacement, Alaska Communications / Enabling Technologies recommends a slow migration of users over time to mitigate risk.

If moving PSTN providers (To migrate from on premises PSTN to Phone System for example), it is recommended to implement Microsoft Teams, implement Microsoft PSTN calling and test sufficiently. After testing on the connections is completed, move over the smallest number of DIDs allowed by the existing PSTN provider, and complete testing once again.

### **Supporting Infrastructure and Architecture (Provided by The State of Alaska)**

1. Properly configured, healthy, best-practices oriented AD configuration in the State of Alaska's environment (either on-premises, in Azure, or both).
2. Properly configured, healthy, best-practices oriented Office 365 Tenant configuration in the State of Alaska's environment
3. For the full Microsoft Teams end user experience, all users should be enabled for Exchange Online, SharePoint Online and Office 365 Group creation.
4. Properly configured, healthy, best-practices oriented Single Sign-On (SSO) Infrastructure in the State of Alaska's environment (either on-premises, in Azure, or both)
5. Any T1s, POTS or SIP trunks should be provisioned, deployed and tested at least two weeks before the planned Microsoft Teams deployment date:
  - a. This may require early delivery of the SBCs

6. Provide sufficient Bandwidth (Internet and MPLS) to support desired Microsoft Teams communications modalities such as voice, video, collaboration, etc.
7. Ensure network health to support real-time communications (Switches, Hubs, NICs, Cabling, Wireless Access Points, etc.) with acceptable packet loss, jitter and latency.
8. It is strongly recommended that the network infrastructure support QoS throughout:
  - a. Unless otherwise stated, QoS is deployed and configured by the State of Alaska and not by Alaska Communications / Enabling Technologies
9. WAN Accelerators should not filter any of the ports utilized by Microsoft Teams, as this is known to cause issues

### **Key Activities – The State of Alaska**

The State of Alaska should be aware that delays in providing any of the following items can require re-scheduling of the deployment phase. The Alaska Communications / Enabling Technologies Project Manager will set deadlines for these items. If these deadlines are not met, it will be at the Project Manager's discretion if the deployment will be rescheduled. The following items are the responsibility of the State of Alaska:

#### **Design Planning**

1. Attend Envisioning workshop.
2. Provide access to SMEs as needed.
3. Assign resources as needed.
4. Provide access to required networks, facilities, and systems.
5. Provide access to existing messaging technical, functional, security specifications and messaging application specification.
6. Attend all design working sessions.
7. Provide all required data: process information, communications diagrams and all architecture documents relevant to the project.
8. Participate in Planning and Design Sessions and decide on the overall project approach toward customization, testing, validation and deployment.
9. Provide Alaska Communications / Enabling Technologies policies and procedures with respect to project management and governance.
10. Designate a Technical Lead with whom Alaska Communications / Enabling Technologies can work with.
11. Business organizational change management and all planning/activities required for that function.
12. Review all prerequisite documentation and notify the Alaska Communications / Enabling Technologies project manager as soon as possible of any issues.

#### **Prerequisites and Production Implementation**

1. Complete all items on the pre-requisite list provided by Alaska Communications / Enabling Technologies no later than four (4) business days before the beginning of the deployment:
  - a. Failure to complete this pre-requisite list can force the project to be rescheduled
2. Provide Shipping address and Team member for receipt of hardware.

3. Provide Alaska Communications / Enabling Technologies Engineer with most recent phone bill(s) and CSR (Customer Service Record):
  - a. CSR can be provided by your carrier account manager(s), web page or customer service number located on your bill.
4. Configure PBXs.
5. Create PBX hunt groups, coverage paths and subscriber access numbers.
6. Make necessary PBX adjustments to enable users (i.e.: change coverage paths).
7. Provide LAN connectivity for VoIP Gateway.
8. Provide PBX or PSTN cabling and connectivity to VoIP Gateway.
9. Update AD users with phone numbers (ideally, in E.164 (10-digit) format).
10. Plan to purchase External certificates from an approved Certificate authority.
11. Ensure adequate infrastructure to meet project goals.
12. Provide Alaska Communications / Enabling Technologies adequate system administrator access for all systems to allow for a timely installation and configuration of all software being installed.
13. Provide the list of pilot users
14. Support of End User community.
15. Implement required operations procedures.
16. Manage detailed log of reported issues.
17. Help desk support for next-day deployment issues.

### **Adoption and Change Management**

1. Attend Organizational Change Management envisioning workshops/consulting sessions as noted in this Statement of Work.
2. Coordinate attendance of all relevant parties for Change Management Planning, Discovery and Road mapping sessions.
3. Coordinate internal resources for Change Management activities, such as Human Resources, Marketing, etc. for envisioning and creation of user communications.
4. Identify Key Stakeholders and organize meeting and interviews.
5. Participate in development and delivery of survey and encourage responses.
6. Participate in development of meeting topics.
7. Identify any applicable compliance and regulatory mandates.
8. Coordinating internal email delivery of User Satisfaction Surveys.
9. Disperse communications to end users.
10. Provide Alaska Communications / Enabling Technologies with full lists for all users at least three business days prior to agreed upon distribution dates if Alaska Communications / Enabling Technologies will be sending communications to users directly in electronic format:
  - a. List should be in .XLS or .CSV format and include: FirstName, LastName, EmailAddress, UserGroup
11. Provide appropriate, safe and secure meeting facilities for on-premises sessions and interviews.
12. Provide appropriate access to Alaska Communications / Enabling Technologies Subject Matter Experts (SME) as needed (i.e. Microsoft Teams Administrator credentials, etc.)
13. Assign resources as needed in support of training sessions.



14. Provide access to required networks, facilities, and systems as needed to conduct appropriate system training.
15. Provide access to existing messaging technical, functional, security specifications and messaging application specification as needed to conduct appropriate system training.
16. Attend all scheduled training sessions.
17. Provide all required data: process information, communications diagrams and all architecture documents relevant to the project which would be needed to conduct appropriate system training.
18. Provide Alaska Communications / Enabling Technologies with shipping information, and a dedicated onsite responsible contact, for coordinating shipment of any Alaska Communications / Enabling Technologies-provided temporary workstations or digital signage.
19. Return all temporary workstations or digital signage to address provided by Alaska Communications / Enabling Technologies by the agreed upon date:
  - a. Note, failure to return equipment by the agreed upon date may incur additional cost for the State of Alaska
20. Designate an Organizational Training Lead with whom Alaska Communications / Enabling Technologies can work.
21. The State of Alaska will be responsible for scheduling and coordinating communications for attendance of training sessions
22. Business organizational Change Management and all planning/activities required for that function.
23. Review all prerequisite documentation and notify the Alaska Communications / Enabling Technologies project manager as soon as possible of any issues.
24. Conduct further end-user training outside of this project scope.
25. Assess Help-desk preparedness for support of the Microsoft Teams environment.
26. Send all relevant training communications to site and to relevant users.

### **Production Testing**

1. Create user acceptance test plans (UAT) and work toward any network hardware or network infrastructure upgrades/changes to support end state.
2. Installing additional technology products and/or Infrastructure.
3. Sign off on Test Plan.

### **Training**

1. Attend training.
2. Conduct further end-user training.
3. Assess Help-desk preparedness.
4. Send out all communication to sites and to effected end-users

### **Documentation and closeout**

1. Accept and approve all documentation and deliverables.



## Areas Out of Scope

Any area that is not explicitly listed as “within scope” is out of scope for this engagement. Areas that are out of scope for this engagement include, but are not limited to, the following

1. PBX programming or PSTN provisioning.
2. Configuration of QoS on State of Alaska’s network infrastructure
3. Network discovery, engineering, bandwidth testing, or performance validation
4. Guarantee of Voice Quality (Enabling can make no guarantees about call quality - It is State of Alaska’s responsibility to assure that proper networking and QoS are in place to support real-time voice traffic.)
5. Guarantee of Microsoft Teams Web Conferencing (Audio/Video/Application and Screen Sharing) working with external participants - Some external meeting attendees may be part of organizations whose firewalls block or prevent inbound/outbound traffic that Microsoft Teams requires for full functionality.
6. Outlook Web Access (OWA) Integration to Microsoft Teams.
7. Microsoft Teams software deployments, or other software, except as listed above.
8. Microsoft Exchange software deployments, or other software, except as listed above.
9. User creation or adjustments outside of the 500 pilot users.
10. Certificate work, except as listed above.
11. AD work, except as listed above.
12. Deployment of Microsoft Teams devices.
13. Guidance on, or creation of, Microsoft Teams client deployment installation packages for installation of Microsoft Teams clients.
14. Disaster recovery, high availability, or design / implementation of failover of any component of this implementation.
15. Configuration of load balancers.
16. Integration with 3rd party application solutions such as call recording, fax servers, etc.
17. Onsite cut over and first-day of business support.
18. Detailed training documentation.
19. Migration of current voicemail messages out of the current platform into Cloud Voicemail.
20. Integration of Cloud Voicemail with the current voicemail system (to enable transfer or forwarding of messages).
21. Decommissioning of old systems.
22. Physical installation or cabling of Servers or any other hardware.
23. Delivery of user communications developed as part of this Statement of Work, unless electronic delivery of user communications by Enabling is selected.
24. Actual hosting or execution of Sneak Preview pilots.
25. Physical deployment of handsets and headsets
26. Other deliverables, installation of hardware or software, or configuration of applications that are *not* specifically listed as an Enabling Technologies Corp responsibility.
27. All software acquisition and licensing fees (including those required for the pilot).

## Project Timeline

1. **Introduction** – Upon signing of this SOW, a Project Manager (PM) will be assigned and initial contact will be initiated typically within one business day.
2. **Kick-off** – Once introductions have been made and the resources are outlined, a project kick-off will be initiated. During this kick-off, information will be gathered and shared pertaining to the project goals and timelines as well as technical details.
3. **Planning and Design Session** – The Alaska Communications / Enabling Technologies engineer will perform up a deep-dive discovery of the existing environment and will identify any gaps that exist. The State of Alaska will participate in a whiteboarding session with the engineer to plan the complete design. If the design changes from what is listed in this Statement of Work, a change request will be generated by the Alaska Communications / Enabling Technologies PM.
4. **Pre-requisites** – After the project kick-off meeting, the State of Alaska will be provided with a list of prerequisites that must be completed no later than four business days before the start of the deployment. This phase is completed by the State of Alaska.
5. **Implementation** – Assuming the design document has been signed off, and all prerequisites have been met, the project will then move into implementation. At this point the Alaska Communications / Enabling Technologies engineer becomes fully engaged and begins the actual installation and configuration. This phase may be completed remotely if desired.
6. **Testing** – Once the system implementation is complete, a test plan will be executed by the Alaska Communications / Enabling Technologies engineer and the State of Alaska to ensure proper operation, quality, and reliability.
7. **Project sign off** – After the testing is complete the Alaska Communications / Enabling Technologies PM will ask the State of Alaska to sign off on the project. In some cases where deployment assistance is purchased sign off may be delayed until after the full deployment.
8. **Deployment** – Users may be enabled for the system once it has been tested and validated. The approach to this may vary, but the typical method is to first implement small pilot group and subsequently add users. This allows for a graceful migration and helps identify any trouble areas prior to migrating the entire organization. The final mass migration to Microsoft Teams is to be handled by the State of Alaska.
9. **Support** – The final step in a successful project is having the proper support to ensure success and viability. Each project includes 30 days of complimentary support. Additional support options are available ranging from 8x5 to fully managed services, up to and including 24x7 support for Microsoft Teams. **Alaska Communications / Enabling Technologies strongly recommends ongoing managed services support for all Microsoft Teams deployments.** Please also note, support requests from the State of Alaska without a current Alaska Communications / Enabling Technologies support agreement shall be addressed on a first-come, first-serve basis regardless of severity

## Key Service Deliverables, Project Approach, and Acceptance Process

### Key Project Service Deliverables

Deliverable Name	Deliverable Descriptions
Completed Planning and Design Session	Engineer will analyze the State of Alaska's existing environment, participating in a planning and design sessions with State of Alaska and performing a gap analysis.
PDS Documentation	The State of Alaska will be provided with documentation as result of the PDS session. This document will include a description of the existing environment, gaps, recommendations, and the proposed UC design. This is typically a (15-20) page document with embedded diagrams in .pdf format.
Working Microsoft Teamwork Solution	With functionality as described in this SOW.
Change Management (User Adoption) Services	Alaska Communications / Enabling Technologies will provide services from our "Lights, Camera, Adoption!" suite as per this Statement of Work.
Training	Up to forty (40) hours of Microsoft Teams Administrator training.
Test Result Document	The Test Result document describes the test scenarios, test results, and issues found. Provided in .xls format
System Handoff Documentation	(10-20) Page MS Word or .PDF document consisting of Microsoft Teams configurations, UM configurations, system changes and administrative tips and tricks.

### **Project Management Approach**

The following general procedure will be used to manage active project issues and risks during the project:

1. **Identify:** Identify and document project issues (current problems) and risks (potential events that impact the project).
2. **Analyze & Prioritize:** Assess the impact and determine the highest priority risks and issues that will be managed actively.
3. **Plan & Schedule:** Decide how high-priority risks are to be managed and assign responsibility for risk management and issue resolution.
4. **Track & Report:** Monitor and report the status of risks and issues and communicate issue resolutions.
5. **Control:** Review the effectiveness of the risk and issue management actions.

Active issues and risks will be monitored and reassessed on a weekly basis. Mutually agreed upon issue escalation and risk management processes will be defined at the onset of the project.

1. Weekly Project Status meetings provided via Microsoft Teams Online Meeting:
  - a. At a minimum, the following topics will be covered:
    - i. Project progress to date and versus plan
    - ii. Key items for the upcoming week of deployment
    - iii. Outstanding items
    - iv. Risk lists

### **Project Change Management Process**

During the project, either party may request, in writing, additions, deletions, or modifications to the services described in this SOW ("change request").

For all change requests, regardless of origin, Alaska Communications / Enabling Technologies shall submit to the

State of Alaska a standard Change Request Form. The Change Request Form shall describe the proposed change(s) to the project, including the impact of the change(s) on the project scope, schedule, fees, and expenses. For all change requests which originated on the State of Alaska's behalf, we shall have a minimum of five business days from receipt of the change request to research and document the proposed change and prepare the Change Request Form.

The State of Alaska shall have five business days from the receipt of a completed Change Request Form to accept the proposed change(s) by signing and returning the Change Request Form. If the State of Alaska does not sign and return the Change Request Form within the period prescribed above, the change request will be deemed rejected and Alaska Communications / Enabling Technologies will not perform the proposed change(s).

No change to this project shall be made unless it is requested and accepted in accordance with the process described in this section. Alaska Communications / Enabling Technologies shall have no obligation to perform or commence work in connection with any proposed change until a Change Request Form is approved and signed by the designated Project Managers from both parties. At our discretion, time required to research, and document Client originated change requests will be billed at the standard rates.

Changes in scope must be provided in writing or via email to the Alaska Communications / Enabling Technologies project manager. The Scope Change Team will analyze the impact on project timelines and costs. Project impact will be presented to management for approval. For full details, please reference the Scope Change Request document at the end of this Scope of Work. Approved changes in project Scope of Work that generate additional fees above the quote total will require an additional purchase agreement to be issued to Alaska Communications / Enabling Technologies prior to commencement of work.

Delays during implementation that are out of the control and/or responsibility of Alaska Communications / Enabling Technologies will result in an hourly charge, plus additional travel and living expenses, including travel change fees and cancellation fees.

### **Escalation Process**

The Alaska Communications / Enabling Technologies Project Manager will work closely with the assigned Project Manager, Sponsor, and other designees to manage Project issues, risks, and Change Requests as described in the Sections above. The standard escalation process for review and approval and/or dispute resolution is as follows:

#### **Escalation Path**

1. Project Team members (Alaska Communications / Enabling Technologies or the State of Alaska).
2. Project Manager (Alaska Communications / Enabling Technologies and the State of Alaska/Project Sponsor).
3. Alaska Communications / Enabling Technologies Director of Technical Services / the State of Alaska Executive Sponsor

### **Project Assumptions**



The Services, fees, and delivery schedule for this project are based on the following assumptions:

1. Client understands that in the event of a network outage or connectivity problem, Microsoft Teams services may become unavailable:
  - a. A disaster site scenario is required to overcome this possibility.
2. The availability of the State of Alaska representatives to perform their roles in the project team.
3. The availability of all information required for properly envisioning and designing the solution.
4. The availability of hardware (Servers racked with operating system, IP and connectivity, gateways racked, cabled, IP'd, network connectivity, etc.).
5. Unless otherwise stated in this Statement of Work or agreed upon by both the State of Alaska and Alaska Communications / Enabling Technologies, all work will be performed during regular business hours for Client's geographic time zone (AKST):
  - a. Regular business hours shall be considered hours between 8:00am and 5:00pm (AKST)
  - b. Work requested out of regular business hours and/or during weekend hours may incur additional fees under cover of a Change Management Request
6. Travelling consultants working onsite will arrive mid-day on the first day scheduled and may be required to leave mid-day on the final day of the project:
  - a. If documentation is in the project scope, the engineer will leave on the Thursday of the final week as documentation is performed offsite
7. All work will be performed from a single location:
  - a. It is the State of Alaska's responsibility to ensure adequate remote access and available onsite resources as needed
8. Offsite work due to illness, inclement weather, or family emergencies will be allowed at both parties' reasonable discretion.
9. The Alaska Communications / Enabling Technologies resource(s) assigned to this project may, on occasion, need to attend internal local/regional meetings, conference calls and technical training and will provide at least one day's prior written notice if the Alaska Communications / Enabling Technologies personnel are not available for project work during these times:
  - a. Please note, each Wednesday from 09:00AM to 09:30AM ET all Alaska Communications / Enabling Technologies Engineers are required to attend a mandatory internal conference call
  - b. The engineer may also need to join a one hour conference call on the last week of the project to plan for the next week's project
10. This SOW is generated based upon information currently known as provided by the State of Alaska and deemed to be accurate and correct.
11. Alaska Communications / Enabling Technologies will take an expeditious approach to managing the timeline, work products, knowledge transfer and deliverables associated with this project:
  - a. The State of Alaska will need to synchronize internal resources, activities, schedules and availability to the Alaska Communications / Enabling Technologies resources to meet the budgetary constraints of the project
12. Alaska Communications / Enabling Technologies can make no guarantees about call quality:
  - a. It is the State of Alaska's responsibility to ensure that proper networking and QoS are in place to

support real-time voice traffic

13. The State of Alaska is aware of Local 911 laws and has planned accordingly to meet the state and local requirements:
  - a. Alaska Communications / Enabling Technologies cannot be held liable for any penalties incurred due to lack of 911 regulation compliance

### **Project Completion**

The project will be considered complete when any of the following conditions is met:

1. All the service deliverables identified within this Statement of Work and any Change Requests accepted.
2. The fee provisions of the Work Order have been met.
3. This Statement of Work is terminated pursuant to the provisions of the agreement.

### **Travel & Expenses**

The consulting costs are exclusive of any required Travel and Expense charges. The State of Alaska will be billed for the actual and reasonable expenses incurred for agreed upon events. If the State of Alaska, wants Alaska Communications / Enabling Technologies to follow certain travel expense guidelines, these guidelines must be provided prior to the time travel arrangements are made. Alaska Communications / Enabling Technologies will review these proposed guidelines and make reasonable effort to adhere to them as long as they are not in conflict with Alaska Communications / Enabling Technologies travel policies.

### **Project Billing**

Alaska Communications will bill this project in four equal monthly installments of \$121,739.71 beginning September 2020 through December 2020.

### **Exclusions**

- Does not include any hardware such as:
  - Servers
  - Desk phones
  - Headsets
  - Gateways
  - Session boarder controllers
  - Network equipment

Does not include Professional Services installation for any hardware unless otherwise stated in this statement of work. Does not include new or existing Public Switch Telephone Network access services such as:

- PRI
- SIP



- POTS

Does not include station cabling installation or repair/troubleshooting of existing station cabling or wiring.

Does not include software acquisition and license fees, including those required for the pilot.

Does not include any other items that are (i) assigned to the State of Alaska, (ii) excluded from this SOW, or (iii) are not assigned specifically to Alaska Communications.

#### Professional Services Alaska Communications/Enabling Technologies

Description	Price	Qty	Ext. Price
Phase I : Planning & Design Services and Adoption and Change Management planning	\$357,668.24	1	\$357,668.24
Phase II: Pilot Deployment & Configuration of up to 500 users.	\$105,350.59	1	\$105,350.59
Subtotal:			\$463,018.83

#### Professional Services

Description	Price	Qty	Ext. Price
Voice Network Engineer (Fixed Price)	\$105.00	108	\$11,340.00
Project Management (Fixed Price)	\$105.00	120	\$12,600.00
Subtotal:			\$23,940.00

## SOA OIT Teams Phase 1 for SOA / OIT

**Prepared by:**
**Alaska Communications Services, Inc.**

 Roger Garcia  
 (907) 375-1150  
 Fax (907) 375-1188  
 Roger.Garcia@acsalaska.com

**Prepared for:**
**State of Alaska - OIT**

 P.O. Box 110001  
 Juneau, AK 99811  
 Niel Smith  
 (907) 891-4530  
 niel.smith@alaska.gov

**Quote Information:**
**Quote #: 027638**

 Version: 1  
 Delivery Date: 08/20/2020  
 Expiration Date: 09/04/2020

**Quote Summary**

Description	Amount
Professional Services Alaska Communications/Enabling Technologies	\$463,018.83
Professional Services	\$23,940.00
<b>Total:</b>	<b>\$486,958.83</b>

Alaska Communications generates billing and/or recognizes revenue for work performed on a monthly basis. This may consist of material delivered and accepted by the customer for storage at the customers location or if agreed upon at an Alaska Communications facility, non-tangible software licenses or subscriptions, and professional services performed to date. This will be governed by the terms and conditions in the core contract between the parties.

Alaska Communications Services, Inc.

State of Alaska - OIT

Signature: *Bill Bishop*  
Bill Bishop (Sep 14, 2020 17:35 AKDT)

Name: Bill Bishop

Title: President

Date: Sep 15, 2020

DocuSigned by:  
*ms*  
DFC79A53C0734CD...

Signature: Bill Smith

Name: Bill Smith

Date: 9/15/2020



**Signature:** *Bill Bishop*  
Bill Bishop (Sep 13, 2020 17:35 AKDT)

---

**Email:** [william.bishop@acsalaska.com](mailto:william.bishop@acsalaska.com)

**Title:** President

**Company:** Alaska Communications