AZNet II – Arizona Network

ADSPO11-019559
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In Scope Summary Network

The following services are included within the seat price for in scope seats:
In Scope – included in Seat price

o Management of Network Seat.
o Growth or reduction of in-scope Agencies (increase or decrease of locations or seat types).
o Hard Moves, Adds, and Changes (MACS) for installation, move, adds, deletions, equipment change, router configurations of in-scope device, carrier circuit installation, change, modification, and disconnect.
o Soft MACS for programming changes in Wide Area Network (WAN) equipment to accommodate network traffic. To include, but not be limited to, Quality of Service (QoS) / Class of Service (CoS), routing changes, interface changes, software updates, sub interface changes, access lists, MPLS updates when MPLS is running and any other configuration changes related to router.
o Labor related to site visit, installation, moves, adds, deletions, equipment changes, project management, transport team functions, technician, trainers, training materials, security, customer materials, reporting, and internal meetings with end users.
o Risk Management meetings.
o Security meetings, project meetings, and other meetings as required for complete support of in-scope devices.
o Trip charges and work completed outside business hours.
o Engineering support including meetings, documentation, or quotes.
o Billing tickets requiring investigation or information.
o Project Management status reports.
o Level 2 and Level 3 help desk support.
o Security and Vulnerability Assessments of in-scope devices.
o Preventative maintenance.
o Software version management.
o Service Level Requirement reports and inventory management.
o Refresh of current WAN network equipment.
o Monitoring of in-scope equipment.
o Provide maintenance support for WAN networking equipment.
o Sparing inventory of WAN network equipment for rapid growth deployment or rapid break fix of WAN equipment.
o Staffing support for all in-scope Network Seats.
o Identification of available state owned fiber
o Terminating of non-terminated state owned fiber
o Testing of current state fiber
o Tagging appropriate strands of state owned fiber
o Existing Tipping Points

Out of scope – not included in Seat price
o Devices described as out-of-scope are where seat prices are not billed.

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o   Security and Vulnerability Assessments for out-of-scope devices.
o   Voice-related services, if not awarded Voice Tower.
o   Services described as optional unless the State purchases and is paying for an Optional Seat.