
AZNet II – Arizona Network

ADSP011-019559
AZNet II

In Scope Summary Voice

The following services are included within the seat price for in scope seats:

In Scope – included in Seat price

- Managed IPT with calling features, voicemail, and standard Cisco Handset.
- All voicemail services.
- Adding or removing a line from a handset.
- Add on modules for administrative staff.
- Executive style phones for executives.
- Encryption and authentication services where needed (for example, SIP trunks within network).
- Security services, access control to systems.
- Complete premise-based voice core built in three State-owned data centers providing full redundancy and functionality.
- Growth or reduction of in-scope Agencies (increase or decrease of locations or seat types).
- Hard MACS for installation, move, adds, deletes, equipment change, router configurations, LAN switch configuration of in-scope device, Carrier circuit installation, change, modification, and disconnection.
- Soft MACS for programming, line appearance modifications, password resets, voicemail rebuilds, voicemail add/deletes, auto attendant, basic call trees, and programming features.
- Labor related to site visit, installation, move, adds, deletions, equipment changes, project management, transport team functions, technician, trainers, training materials, security, customer materials, reporting, internal meetings with end users, Risk Management meetings, Security meetings, Project meetings, and other meetings as required for complete support of in-scope devices. Trip Charges and Work completed outside business hours.
- All Engineering support including meetings, documentation or quotes.
- Billing tickets requiring investigation or information.
- Project Management status reports.
- Level 2 help desk support.
- Security and Vulnerability Assessments of in-scope devices.
- 911 Management and programming.
- Preventative maintenance.
- Software version management.
- SLR reports and inventory management.
- Knowledge transfer for the duration of the contract.
- Ability to increase seat count on demand.
- Maintenance on all voice gear for the duration of the contract.
- Carrier management for all voice circuits.
- Proactive monitoring of all voice services.
- Complete trouble management and resolution.
- Call Collectors for agencies, either centralized or agency-based deployments.
- Voicemail Call Tree or IVR Scripting (new, modifications, edits, changes, and deletions)

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In Scope – included in Seat price (continued)

- Call Center support including new call centers, call scripts modifications, call flow designs, and agent status changes (basic to enhanced or vice versa).
- Managed IPT with calling features, voicemail and standard Cisco Handset.
- Encryption and authentication services where needed (for example, SIP trunks within network).
- Security services, access control to systems.
- Complete premise-based voice core built in three State owned data centers providing full redundancy and functionality.
- Growth or reduction of in-scope Agencies (increase or decrease of locations or seat types).
- Hard MACS for installation, move, adds, deletions, equipment change, router configurations, LAN switch configuration of in-scope device, carrier circuit installation, change, modification, and disconnection.
- Soft MACS for programming, line appearance modifications, password resets, voicemail rebuilds, voicemail add/deletes, auto attendant, basic call trees, and programming features.
- Labor related to site visits, installation, move, adds, deletions, equipment changes, project management, transport team functions, technician, trainers, training materials, security, customer materials, reporting, internal meetings with end users, Risk Management meetings, Security meetings, Project meetings, and other meetings as required for complete support of in-scope projects. Trip Charges and Work completed outside business hours.
- Engineering support including meetings, documentation, or quotes.
- Billing tickets requiring investigation or information.
- Project Management status reports.
- Level 2 help desk support.
- Security and Vulnerability Assessments of in-scope devices.
- 911 Management and programming.
- Preventative maintenance.
- Software version management.
- SLR Reports and inventory management.
- Knowledge transfer for the duration of the contract.
- Ability to increase seat count on demand.
- Maintenance on all voice gear for the duration of the contract.
- Carrier management for all voice circuits.
- Proactive monitoring of all voice services.
- Complete trouble management and resolution.
- Call Collectors for agencies, either centralized or agency based deployment.
- IVR Call Scripting (new, modifications, edits, changes, deletions)

Out of scope – not included in Seat price

- Devices described as out-of-scope are where seat prices are not billed.

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- Security and Vulnerability Assessments for out-of-scope devices.
- Network related services, if not awarded Network Tower.
- Services described as Optional unless the State purchases and is paying for an Optional Seat.
- Talent required to record call center .wav files.