

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

Montgomery County, Maryland (hereinafter the “County”) is seeking a qualified Contractor to provide remote monitoring, support, management, maintenance, system optimization, guaranteed spare and replacement parts (including legacy components), and recommendations for modernization for its two (2) existing Avaya Communication Manager (CM) environments as well as support for migrating users of these systems to Microsoft Teams Telephone service wherever possible (based on user requirements and configurations, as provided and directed by the County). These systems serve as the County’s core enterprise telephony platforms and are essential to ensuring secure, resilient, cost-effective and reliable communication across the organization and with the public.

5.2. Intent

The County intends to enter into one (1) contract with the successful Offeror (“Contractor”) to provide support, remote monitoring, management, maintenance, system optimization, guaranteed spare and replacement parts and recommendations for modernization for the County’s existing Avaya CM environments and support for users’ migration from the Avaya CM environment to Microsoft Teams Telephone.

5.3. Scope of Services

A. Current Environment¹

The County maintains two (2) separate Avaya Communication Manager (CM) systems:

1. CM Release 3.1 (Installed 2005):
 - Approximately 8,823 Unified Communications (UC) users
 - Approximately 90 Contact Center (CC) users
 - Core hardware includes S8500 media servers and a combination of legacy port networks, gateways (G350, G650, G700), and newer gateways (G430 and G450).
2. CM Release 6.3 (installed 2016):
 - i. Approximately 5,812 UC users
 - ii. Approximately 85 CC users
 - iii. Core hardware includes DL360G servers with similar gateway configurations.

Each system includes survivable remote processors to ensure business continuity, failover capability, and high availability.

B. Applications and System Components

The following Avaya applications and components are deployed within the County’s telephony environment:

- 1) **Avaya Secure Access Link (SAL):** A suite of technologies and services for secure remote access and management of Avaya systems and devices.
- 2) **Systems Manager (SMGR):** Centralized user and system management.
- 3) **Session Manager (SM) and Session Border Controller (SBC):** SIP routing and protocol translation.
- 4) **Avaya Element Management System (EMS):** Server that acts as a central management point for configuring, monitoring, and administering one or more Avaya SBCs.

¹ These numbers reference the current environment as of the date of issuance of this RFP, at the time of contract formation these numbers may have changed due to migration to Microsoft Teams Telephone and other factors.

- 5) **Avaya Communication Manager (CM):** Feature server providing Communication Manager features to the system endpoints registered with Session Manager to manage voice, video, and messaging communications.
- 6) **Avaya Enterprise Survivable Server (ESS):** Acts as a back up to the main Communications Manager ensuring business continuity during failures.
- 7) **Application Enablement Services (AES):** Provides telephony Application Programming Interfaces (APIs) and interfaces, including Computer Supported Telecommunications Applications (CSTA), Java-based Telephony Application Programming Interface (JTAPI), and Telephony Services Application Programming Interface (TSAPI).
- 8) **Modular Messaging:** Integrated voicemail services.
- 9) **Call Management System (CMS):** Advanced call center reporting and analytics.

The telephony environment supports a range of endpoint devices, including:

- Analog and digital phones
- Avaya phones
- Microsoft Teams compatible phones

C. Maintenance and Support of Existing Infrastructure

The County seeks proposals from offerors (Contractors) who can provide the following services:

1. **System Support and Maintenance**
 - a. Full lifecycle support of both existing CM environments, including survivable processors and peripheral components.
 - b. Troubleshooting and resolution of hardware and software issues.
 - c. 24/7/365 Remote monitoring of system performance and availability.
 - d. Guaranteed supply (including legacy components), delivery and installation of replacement parts and hardware repairs as needed.
 - e. Telephone or Online Support 24 hours per day and seven days per week.
 - f. Regular System Updates, bug fixes and patches.
2. **Application Support**
 - a. Maintenance and troubleshooting all telephony applications and systems listed above (See Section 5.3, Item B, Applications and System Components.)
 - b. Configuration changes and user provisioning support.
 - c. System and data backups and restorations.
3. **Integration with existing IT infrastructure**
 - a. Plan of Integration Methodology- Include integration approach
4. **Access and Control**
 - a. Provide an implementation plan for seamlessly gaining and maintaining sufficient access and control of all of the County's telephony systems, including user data and configurations, listed above, without impacting County operations.
5. **Disaster Recovery and Failover Assurance**
 - a. Regular testing and validation of survivability of failover configurations.
 - b. Documentation and planning for high availability across all systems.
6. **System Optimization and Modernization Assessment**
 - a. Recommendations to optimize existing system performance, resiliency, and manageability.
 - b. Assessment of current system lifecycle status and supportability.
 - c. Guidance on future modernization opportunities (e.g. migration to newer Avaya releases or cloud-based UC platforms such as Microsoft Teams Telephone)
7. **Reporting and Documentation**
 - a. Monthly status reports outlining support activities, incidents, resolution times, and performance metrics.

- b. Maintenance of system configuration and change logs.
- c. Documentation of standard operating procedures (SOPs), disaster recovery plans, and escalation processes.
- 8. Transition Support (as applicable)**
 - a. Should the County pursue a system upgrade or migration, the Contractor may be asked by the County to assist in planning, design, implementation, and knowledge transfer.
- 9. Service Level Agreements and service response times/guarantees as well as guaranteed spare parts availability and related spare parts SLAs, including legacy components, should also be provided**
- 10. Contracted time to restore SLA**
- 11. Provide Multi-level Services Support technical experts and related SLAs**
 - a. Tier 0 – Self-Service minor issue
 - b. Tier 1 – Basic Support: simple issues with simple solutions
 - c. Tier 2 – Technical Support for complex issues
 - d. Tier 3 – Expert Support for in-depth issues

D. Assistance in Migration Planning and Execution

The Contractor will assist the County in planning and executing continuing migrations from the existing Avaya Public Branch Exchange (PBX) platform(s) to Microsoft Teams Telephone service, to the greatest extent possible. This includes:

- 1) Conducting a thorough assessment of the current Avaya PBX environment and identifying migration requirements.
- 2) Developing a detailed migration plan, including timelines, resource allocation, and risk mitigation strategies.
- 3) Providing technical expertise and support throughout the migration process to ensure a seamless transition.
- 4) Configuring and testing SBCs and Session Manager to allow for the migration of telephone numbers to be ported over to a new Session Initiation Protocol (SIP) trunk. Provide high availability failover capability as well as connectivity to SecureLogix T-DOS appliance. Test end-to-end functionality and capability with 3rd party vendors ensuring the SIP trunk is ready for numbers to be ported over to it.
- 5) Moving the Avaya Enterprise Survivable Server (ESS) to the County's Equinix Data Center and ensuring that it continues to function as intended as a backup to the Main Communication Manager ensuring business continuity during failures.
- 6) Coordinating with the County's IT and telecommunications teams to minimize disruption to ongoing operations.
- 7) Ensuring that all migrated systems are fully functional and integrated with the existing IT infrastructure.

5.4. Contractor's Qualifications

To be considered for award, the successful offeror (Contractor) must demonstrate capability and experience in supporting Avaya enterprise telephony systems in a complex government environment, comparable to the County, or other large enterprise environments and demonstrate experience, capability and expertise in migrating a high volume of users from Avaya PBX platforms to Microsoft Teams Telephone service.

The Contractor must meet the following minimum requirements:

- 1) Experience with Avaya Systems:

- Minimum of five (5) years of experience supporting Avaya Communication Manager systems, including versions 3.1 through 6.3.
- Demonstrated expertise with Avaya hardware (S8500, DL360G, G350, G450, G650 gateways) and applications such as System Manager, Session Manager, Modular Messaging, AES, CMS and SBCs.
- Guaranteed spare parts availability and related Service Level Agreements (SLAs), including legacy components

2) Technical Certifications:

- The Contractor must propose a minimum of two (2) Avaya Certified Implementation Specialists (ACIS) or two (2) Avaya Certified Support Specialists (ACSS) with direct experience with the County's current releases and components dedicated to the resultant contract.
- The Contractor must propose a designated Project Manager who will serve as the main point of contact for the duration of the contract. The Project Manager must have completed, at a minimum one project migrating Avaya Communication Manager System (Version 3.1-6.3) to MS TEAMS Telephone as the project lead or project manager.
- All supporting staff, at a minimum, shall have (3) three years of experience in their proposed expertise (Example training, procurement) and any relevant certifications such as SIP, networking, MS Teams Telephone, and security (e.g. CCNA, CompTIA Security+)

3) Public Sector Experience:

- The Contract must have prior experience supporting a municipal, county, state or federal government entities, preferably assisting a mission critical environment with migration of a legacy telephony system to Microsoft Teams Telephone
- Knowledge of applicable compliance standards, including NIST guidelines and federal cybersecurity frameworks

4) Staffing and Support Capability:

- The Contractor must provide 24x7x365 support for critical systems. Related SLAs with defined timelines.
- Capacity to dispatch technicians on site in Montgomery County, MD within four (4) hours of a critical incident report, as defined and determined by TEBS.
- Named technical lead or account manager for the full term of the Contract.
- Guaranteed spare parts availability and delivery assurances and related SLAs.

5) Microsoft Teams Phone Migration Planning, Assistance, and Implementation. The Contractor must demonstrate a comprehensive approach to migrating existing telephony systems to Microsoft Teams Telephone. This must include:

a) System Assessment

- Assessment of current telephony infrastructure and identification of migration prerequisites.

b) Migration Planning

- Detailed migration roadmaps, schedules, milestones, deliverables and timeline, and identify required personnel needed to ensure proper operation and support of the system.
- Risk mitigation and migration strategies associated with a detailed migration process. This should include a schedule of downtime, patches, upgrade and routine maintenance.
- Integration with existing systems and detailed workflows including the roles and responsibilities for proposer, County staff and other 3rd party (legacy vendor and MS TEAMS vendor)
- Provide any cost efficiencies where available;
- Switch over schedule from legacy to MS team system

c) Project Management

- Dedicated Project Manager (PM) to provide continuous oversight of the project
- The PM shall manage each deliverable and resources including 3rd party contract resources
- Facilitate and provide regular updates and communications with stakeholders and the County's technical contact; (Quarterly Reports unless a more frequent interval is requested by TEBS)
- Configuration and testing of SBCs and Session Manager for a new SIP trunk.
- Migration of Avaya ESS to the County's Equinix data center in Ashburn, Virginia.
- Provide and schedule training and other resources for end-users and IT Staff.
- Ongoing technical support to address any issues that arise during migration process.

d) Implementation

The Contractor must provide a clear and effective implementation strategy for Microsoft Teams Telephone, which includes:

- Configuration and deployment of Microsoft Teams Telephone; provide plan for deployment and clearly communicate plan to the County stakeholders.
- Ensuring compliance with the County's cybersecurity and data handling policies (See Attachment E, Administrative Procedure 6-7)
- Coordinate and develop testing and validation to ensure seamless functionality and performance.
- Post-implementation support and optimization services; to include but not limited to operating cost and licensing requirements needed to operate new telephone system.

5.5. Contractor's Responsibility

The Contractor will be responsible for fulfilling the Scope of Service and other requirements set forth in the contract resulting from this solicitation. This will include, at a minimum, maintaining and supporting the Avaya platforms described herein and migrating users selected by the County from the Avaya PBX platforms to Microsoft Teams Telephone. The Contractor shall provide all training for post-migration

5.6. County's Responsibility

The County will provide access to systems sufficient for the Contractor to provide the maintenance and support services required for the Avaya PBX platforms.

The County will provide point of contact and access to various physical locations, details and instructions for migrating users to the Microsoft Teams Telephone system.

The County will be responsible for issuing payment to the Contractor for work that is requested by the County, satisfactorily completed by the Contractor, and upon submission of an invoice by the Contractor in a form and format approved by the County.

5.7. Maintenance and Support

The Contractor must provide the following:

- a. Service Level Agreements (SLA) for
 - a. system availability,
 - b. time to notify/respond,
 - c. time to fulfill (simple service requests and complex service requests),
 - d. time to repair/restore service,
- b. 24/7/365 on-call technical support with response time commitments include performance thresholds, with unlimited technical support calls.
- c. Spare and replacement parts availability and related commitments, including legacy components.
- d. Onsite technical support and availability within defined response times for critical incidents and related SLAs.
- e. At a minimum, one Tier III Technical Expert must be available 24/7/365 to meet related SLAs
- f. Legacy Support – include a detailed explanation of the type of support offered for each specific Avaya system/component involved.
- g. Dedicated technical account manager or primary point of contact. Provide, name, email address, phone number and physical address.
- h. Proven experience with Avaya Communication Manager releases 3.1 through 6.3 and associated hardware, software and applications.
- i. Comply with the County's cybersecurity, data handling, and operational policies, see Attachment E, Administrative Procedure 6-7).

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The period in which the Contractor must provide all goods and services under the Contract begins on the Contract's effective date and ends after a one-year period. The Contractor must also perform all work in accordance with the time periods stated in the Scope of Services. Before this term for performance ends, the Director, at his/her sole option, may (but is not required to) renew the term. The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) times for one (1) year each.

6.2 PRICE ADJUSTMENTS

- 6.2.1 Prices quoted are firm for a period of 1 year after execution of the contract. Any request for a price adjustment after this 1-year period is subject to the following:

- 6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee

- 6.2.1.2. Submission in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.