

ARLINGTON COUNTY, VIRGINIA

**AGREEMENT NO. 16-309-RFP
AMENDMENT NUMBER 3**

This Amendment Number 3 is made on 4/18/2023 by the County and amends Agreement Number 16-309-RFP (“Main Agreement”) dated August 4, 2017 between Telesoft, LLC (“Contractor”) and the County Board of Arlington County, Virginia (“County”).

The County and the Contractor agree to amend the Main Agreement as follows:

- PURSUANT TO CLAUSE 4: CONTRACT TERM, THIS AGREEMENT IS HEREBY RENEWED FROM MAY 1, 2023 TO APRIL 31, 2024.**
- CLAUSE 45: NOTICES:** updated contractor address with:

CONTRACTOR

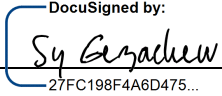
Beth Leno
1040 University Avenue, Suite 200
Rochester, NY 14607
Email : bleno@telesoft.com

All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

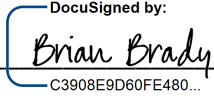
TELESOFT, LLC

AUTHORIZED SIGNATURE:  DocuSigned by:
27FC198F4A6D475...

NAME: Sy Gezachew

TITLE: PROCUREMENT OFFICER

DATE: 4/18/2023

AUTHORIZED SIGNATURE:  DocuSigned by:
C3908E9D60FE480...

NAME: Brian Brady

TITLE: CFO

DATE: 4/18/2023

Hosted Services Statement of Work

Call Accounting Service Implementation

05/15/2017

Prepared for:



Presented By

TELESOFT

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Telesoft

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1.0 INTRODUCTION

1.1. Description of Work

TELESOFT will continue to provide the County with ConnectFixed- Track (Call Accounting) and provide implementation services for upgrading TelMaster software from existing 9.5.2 Patch 28 to Version 10.9. The purpose of all software/services purchased is to monitor fixed usage detail from users across the organization and charge back for services utilized with configurable rating structures. This is a secure, hosted, call detail record (CDR) collection and reporting service.

This Statement of Work (SOW) is divided into two main areas, "Implementation Services" and "Ongoing Services". The activities, assumptions, tasks and deliverables are described in each of the following sections.

Implementation Services activities are:

- Telesoft will conduct a kick-off meeting with customer stakeholders to complete the initial system requirements and finalize the project plan
- Telesoft will allocate resources to support the customer and facilitate the ongoing activities of this account throughout the Implementation. Telesoft will establish weekly technical Web meetings with the customer's implementation team members.
- Telesoft will identify data owners and determine the best method to collect all required data from each owner.
- Telesoft will upgrade TelMaster software from existing 9.5.2 Patch 28 to Version 10.9 which includes Telesoft providing more space and memory as well as Telesoft creating a reporting database.
- Telesoft will configure Call Accounting Module to handle the collection of call detail records (CDR) off of designated switch
- Telesoft will implement one (1) Cost Center Update feed to maintain the Cost Center structure within the application
- Telesoft will implement one (1) HR Update interface with Customer's HR system to maintain users/extensions
- Telesoft will configure (1) CCMI rate tables to properly rate calls
- Telesoft will provide user training

Telesoft Ongoing Services shall consist of:

- CDR Data Collection, monitoring, archiving and Storage
- Billing and chargeback, report distribution and archival
- Hosted environment system and database administration
- CCMI Updates
- Software maintenance, upgrades, patches and hot fixes

1.2. General Assumptions

1. Existing Services
 - a. TelMaster Software Version 9.5.2 Patch 28
 - b. Arlington County currently has 1 cpu and 5 GB of memory (upgrade needed to 2 cpu's and 16GB of memory)
 - c. Arlington County is running 1 Cisco Call Manager (no cluster, no members)
 - d. Active Extensions 8,627 with 4,087 Inactive Extensions
 - e. One (1) Rate Table (CCMI) currently provided for TelMaster
 - f. Cisco Call Manager set to ftp files to Telesoft 3 times per day
2. This SOW applies to the sites listed in Attachment B (Site List)
3. Upon approval of this SOW, a TELESOFT Implementation Manager is assigned as the primary contact for Arlington County.
4. TELESOFT's project work will be performed at TELESOFTS's headquarters in Phoenix, Arizona and communication between TELESOFT and CLIENT will be conducted via web meetings, telephone and email.
5. TELESOFT and CLIENT will assign adequate resources to keep the project moving forward in a timely manner.
6. Invoices for payment will be provided acceptance of the Deliverables Listed in Attachment A (Deliverable Schedule)
7. Service Level Agreement will be provided as part of Attachment C

2.0 IMPLEMENTATION SERVICES

2.1. Establishing CDR Collection and Polling

2.1.1. Description

This activity includes the configuration of the existing call buffers to transfer CDR data to the Telesoft platform. Upon configuration of the call buffers by CLIENT, Telesoft will work with CLIENT to verify CDR collection and establish polling at each site.

2.1.2. Assumptions

1. The collection points will transmit CDR directly to Telesoft's platform via FTP and SFTP
2. The Call buffers will SFTP push the data to the TELESOFT platform three times per day.
3. CDR output format will conform to a TELESOFT supported format.
4. CLIENT is responsible for configuring the PBX for CDR output
5. CLIENT will provide the necessary access and security approvals for TELESOFT to successfully collect CDR at each location.
6. A Micropoll device is currently being used by Arlington County for call collection. Should this device need to be upgraded based upon the new software configuration, Telesoft pricing does not include equipment purchases. Estimated fees for these devices are \$1,000-\$1,500 per device.
7. Arlington County is responsible for managing exceptions (hold calls) when CDR occurs on undefined extensions.

2.1.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to confirming CDR Collection and Polling are identified in the following matrix:

CDR Collection and Polling	CLIENT	TELESOFT
Assign a unique, three-digit, alphanumeric code to each site for polling and configure CDR collection parameters.		X
Provide Server name and FTP login information to Client for each buffer and switch		X
Configure the Buffers to SFTP push the CDR data to TELESOFT's platform	X	
Configure multi-site polling to recognize sites by name		X
Configure switches to SFTP Push CDR data to TELESOFT's platform	X	
Confirm CDR is collecting and conforms to TELESOFT supported format		X

2.1.4. Deliverables

1. Establishment of CDR collection
2. Initiation of polling services
3. Verification of compatible CDR formats and call volumes per site

2.2. Data Gathering and Analysis**2.2.1. Description**

This activity includes the gathering of site-specific information from CLIENT to begin service configuration.

2.2.2. Assumptions

1. Complete and accurate data related to trunking, rating and station information will be provided by CLIENT to TELESOFT.

2.2.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to Data Gathering and Analysis, are identified in the following matrix.

Data Gathering and Analysis	CLIENT	TELESOFT
Provide the PBX Trunking Information Gathering forms, Rating forms, and Authorization forms.		X
Provide the requirements for the database input file.		X
Return completed PBX Trunking Information Gathering forms, Rating forms, and Authorization forms.	X	
Provide the database input file.	X	
Review and analyze completed information gathering forms.		X

2.2.4. Deliverables

The deliverables for this service activity include the acquisition of complete and accurate information for TELESOFT to begin the service configuration.

2.3. Service Configuration**2.3.1. Description**

This activity includes completing the site-specific configurations including trunking, rating, authorizations, and access for database management, online CDR query access, end-user report access and creation of the station database.

2.3.2. Assumptions

1. Access for authorized CLIENT users to the Telesoft secure website is permitted by CLIENT firewall permissions.

2.3.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to service configuration, are identified in the following matrix.

Service Configuration	CLIENT	TELESOFT
Configure authorizations for all users.		X
Relay and confirm access and functionality for authorizations.	X	X
Application of the CLIENT-provided trunking and rating information.		X
Review and establish report-processing parameters.	X	X
Create and configure Telesoft solution		X

2.3.4. Deliverables

1. Trunk information, rate information and station database information provided by CLIENT established and configured in the Telesoft environment
2. Validated access to the database information by authorized CLIENT users

2.4. Trial Report Processing

2.4.1. Description

This service activity includes the processing, review and confirmation of the initial reports.

2.4.2. Assumptions

1. The CLIENT reports will process on a monthly basis.
2. The report data for sites in Attachment B (Site List) will be included.
3. CLIENT and TELESOFT will jointly participate in Report acceptance review.
4. CLIENT resources will be available, as needed, to fully participate in Report acceptance review.

2.4.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to Report Processing, are identified in the following matrix:

Trial Report Processing	CLIENT	TELESOFT
Process current reports with report distribution disabled for testing and acceptance purposes.		X
Review and report any errors in the reports.	X	X
Resolve reported errors or defects.		X

Repeat the review and error correction steps above until the reports are accepted.	X	X
Create the report data for the CLIENT monthly viewing.		X

2.4.4. Deliverables

1. Successful report processing with review and approval of reports by CLIENT administrative user

2.5. Training

2.5.1. Description

This implementation activity includes training for the CLIENT administrative users. Two (2) days of on-site training is provided by Telesoft's corporate trainer. The training is instructor led and up to 10 students can be accommodated.

2.5.2. Assumptions

1. CLIENT administrative users have access to the Internet and are able to connect to a GoToMeeting session.
2. Administrative users will have a basic understanding of call detail reporting and PBX operations.
3. Training is conducted between the hours of 8AM and 5PM Eastern at a time mutually agreed to by CLIENT and TELESOFT.
4. CLIENT will notify TELESOFT 3 days in advance for rescheduling or cancellation needs.

2.5.3. Tasks, Roles and Responsibilities

CLIENT will identify the administrative users and TELESOFT will provide multiple alternative training dates. CLIENT and TELESOFT will agree on training dates and times.

2.5.4. Deliverables

1. The deliverables for this activity are one administrative training course provided via on-site instructor led course. Each course consists of two, eight-hour sessions.

3.0 ONGOING SERVICES

3.1. CDR Data Collection and Storage

3.1.1. Description

This activity includes the ongoing collection of CDR data from the PBXs.

3.1.2. Assumptions

1. CLIENT will allow for SFTP push of the CDR from the call buffers and the Switches to TELESOFT's platform
2. CLIENT will identify and make available two polling contacts (Primary/Secondary) for TELESOFT to contact in the event of data collection interruptions.

3.1.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to confirming CDR Collection and Polling are:

1. TELESOFT will receive or collect the CDR at a minimum interval of once per day.
2. TELESOFT will monitor the data collection process for interruptions or unusually low CDR volume.
3. TELESOFT will monitor the data collection process for corrupted or unreadable CDR data.
4. TELESOFT will attempt to resolve issues related to data collection internally first, but as needed, will notify the polling contacts identified by CLIENT for assistance in resetting call buffers or troubleshooting within the CLIENT environment.

3.1.4. Deliverables

1. Daily (or more frequently as permitted) CDR data collection

3.2. Report Access

3.2.1. Description

This activity includes the reports made available via the secure Web interface for CLIENT to access the monthly processed report data as well as ad hoc and scheduled queries of the raw polled data.

3.2.2. Assumptions

1. CLIENT staff will have Web browsers compatible with minimum TELESOFT recommended software versions of Microsoft IE (currently 9.x or higher). Telesoft has lightly tested FireFox and Chrome, however, official support is only provided for IE.
2. CLIENT is responsible for managing access for Division and Department level logins via the TELESOFT database.

3.2.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to confirming CDR Collection and Polling are identified as follows:

1. CLIENT will designate a point of contact that is authorized to request logins from TELESOFT for Company level, Site level.
2. CLIENT will manage access for Division and Department level logins via the Telesoft database.
3. TELESOFT will provide access to the Telesoft secure website on a 24x7, 365-day basis, except during periods of scheduled maintenance.

3.2.4. Deliverables

1. 24x7 access (except maintenance periods) to the Telesoft secure website
2. Current month plus twelve months (thirteen months total) of historical report data online
3. Online access to a minimum of three (3) years of polled CDR data via Telesoft

3.3. Database Administration

3.3.1. Description

This activity includes the ongoing updates to the database.

3.3.2. Assumptions

1. CLIENT Administrative users will have online access to the Telesoft database via a web connection.

3.3.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to Database Administration are identified as follows:

1. CLIENT is responsible for maintaining the database, including information related to Divisions, Departments, Extensions and Extension labels.
2. On a monthly basis, TELESOFT will incorporate the then current version of the database for processing into the Telesoft platform.

3.3.4. Deliverables

1. Online access to the Telesoft database

3.4. Trunking and Call Rating Information Updates

3.4.1. Description

This activity includes the ongoing maintenance of the trunking information for the various switch locations and the maintenance of the per call rate information to be used in call rating.

3.4.2. Assumptions

1. CLIENT and TELESOFT will communicate trunking and rating information changes via the TELESOFT Helpdesk.
2. CLIENT and TELESOFT will retain copies of information exchanged.

3.4.3. Tasks, Roles and Responsibilities

The roles and responsibilities for CLIENT and TELESOFT, specific to maintaining accurate trunking and call rating information are as follows:

1. CLIENT will provide updates to the trunks and rates as often as needed to maintain the accuracy of the reports.
2. TELESOFT will incorporate changes provided by CLIENT within two (2) business days of receipt.
3. TELESOFT will implement CCMI Rate tables annually.

3.4.4. Deliverables

1. TELESOFT to incorporate trunking and/or rating information changes provided by CLIENT within two (2) business days of receipt

4.0 Attachment A - Deliverable Schedule

Deliverable	Approximate Completion	Billing Amount
On-time		
Implementation Services – includes project management, system configuration, Mobility feed, HR Feed Integration and 2 Days of on-site training	90 Days from kick-off	\$0
Travel for on-site training will be billed separately based upon actual travel costs conforming to Arlington County travel policy		Travel is capped at \$2,500
Recurring		
Hosted Call Accounting - CDR Collection - Up to 10,000 extensions (includes support & maintenance)	On-going monthly	\$3,900/mo.*
Optional Service		
Hosted Wireless Call Detail Collection and Reporting – requires development of vendor feed to establish CDR collection	On-going monthly	\$1,300/mo.
Additional Services – As Needed		
Additional Vendor Feeds	One-time	\$7,500/feed
Hourly Project/Development Rate	Per Hour	\$200

Notes:

(*) - Telesoft will begin billing monthly fees at contract signature and will continue monthly for 60 months. County of Arlington will have the option to renew at the end of the initial term for up to five (5) one year terms with up to a 5% increase each year.

Telesoft Statement of Work Proposal for Arlington County, VA

5.0 Attachment B – Site List

Site Name	Location	PBX Model	Version	Output	Collection Method
Cisco Call Manager					FTP
Mobility Feed (1)					

6.0 Attachment C – Service Level Agreement

6.1. Support Hours

Telesoft will use commercially reasonable efforts to respond to, troubleshoot, and complete correction of material defects and errors in accordance with the Service Level Matrix set forth below, provided that support calls are received within Telesoft's normal business hours Monday through Friday (excluding holidays) of 9 a.m. to 5 p.m. ET (the "**Support Hours**").

6.2. Service Level Matrix

While Customer may self-categorize the severity of the issue when the initial incident is reported, the categorization of such incident for the purposes of this SLA shall be determined based upon the Definitions contained in the table below. Customer shall follow reasonable guidelines issued by Telesoft for reporting an incident as they may occur.

SLA Severity Number & Category	Example	Stipulation	Initial Acknowledgment upon Receipt	Target Resolution Time
1 Critical/ Production Impacting	System Crash, Data Corruption	Support cases are received during the Support Hours or measurement of response starts the beginning of the next Support day.	Two (2) hours during Support Hours	6 business hours
2 Not as Documented/ No Reasonable Workaround	Feature does not work as documented, no reasonable workaround exists, and Customer has critical need of the feature	Support cases are received during the Support Hours or measurement of response starts the beginning of the next Support day.	Four (4) hours during Support Hours	3 Business days
3 Not as Documented/ Reasonable Workaround	Feature does not work as documented but a reasonable workaround has been provided and Customer is able to wait until a future release for a resolution	Support cases are received during the Support Hours or measurement of response starts the beginning of the next Support day.	One (2) business days	N/A
4 Enhancement Request	Enhancement request for additional feature(s) which is/are non-existent in current version	Enhancement requests are entered through the Telesoft ticketing system	N/A	N/A

7.0 Attachment C – Service Level Agreement Penalty

Category	Stipulation	Initial Acknowledgment upon Receipt	Penalty
Application Availability	For the portions of the software application services operated by Telesoft	Telesoft will provide a minimum of 99% up-time, measured monthly, excluding planned downtime and unforeseen power outages with all features functioning as advertised. Uptime is tracked and measured in Telesoft's internal ticketing system	<ul style="list-style-type: none"> • Between 96% and 98.9% - 1% service credit • Between 91 and 95% - 3% service credit • Below 90% - 5% service credit Percentage of time that the software shall be available for use shall be 99% less than four (4) hours outage per calendar month.
Reporting	Agreed upon reports include SLA, Help Desk and Quarterly Report	Telesoft will provide monthly reports for SLA measurements and help desk and Quarterly Reporting detailing overall performance and high level spend metrics.	No Penalty