



GUIDEPOINT

SECURITY

Arlington County Government

UNIFIED COMMUNICATIONS AS A SERVICE & CONTACT CENTER AS A SERVICE ASSESSMENT

PROFESSIONAL SERVICES STATEMENT OF WORK

GPS# 115155

December 16, 2021

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Engagement Information

Points of Contact

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Executive Summary

GuidePoint Security LLC (“GuidePoint”), in partnership with ATA Trusted Advisors and Warner Telecom (“Service Providers”), will provide Arlington County Government (“Arlington County”) with professional services to perform Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) Assessments, as described herein. This engagement will define Arlington County’s options for a modernized telecommunication system: scalable to expand to a new way of working; reducing operational costs; reducing dependencies upon premise-based solutions; and providing increased features and benefits to citizens and employees.

Existing Account Conditions and Engagement Overview

Arlington County has experienced a major transformation on how it will operate in the future. COVID-19 has created an environment where a significant number of the county’s employees are now working remotely and are more dependent upon mobile phones and not desktop handsets. As a result, this new workplace environment is expected to continue to diminish the value of continuing with the existing traditional phone system model.

Microsoft Teams business communication platform is now the enterprise standard for Arlington County. All incoming calls should be routed leveraging Microsoft Teams to provide more enhanced services. Arlington County’s existing call centers do not account for omni channel capabilities (text, chatbots, or email) today and this will be needed going forward. Contact centers must be able to accommodate surges of interest that require multiple language service and that register past call history and record current responses for quality assurance must be a part of the overall solution.

For these reasons, Arlington County is evaluating the marketplace to potentially replace some or all of the existing on-premises voice infrastructure in favor of migrating to a cloud-based solution(s). The primary goals include the following:

- Leveraging existing investments;
- Avoiding investments in legacy technology;
- Improving customer experience;
- Develop costing model that is transparent & comprehensive of all communication costs; and
- Eliminating duplicate or overlapping technology;

Services Agreement

Phase 1: Discovery

In this phase, ATA Trusted Advisors will identify the existing components and condition of Arlington County's voice network, including an evaluation of carrier services. ATA Trusted Advisors will document services and expenses across the existing telecommunication footprint, including but not limited to, existing circuit IDs, device types, service descriptions, features, IP addresses, and telephone numbers (landline).

Arlington County's voice engineers will be required to locate information from Prime Licensing Manager and participate in up to three (3) workshops to review the current configuration. These workshops will take approximately four (4) hours each and will include the following: basic system configuration; integrations and customization; and contact center configuration. Five (5) interviews will focus on contact center users, as a sample of the agent/supervisor community selected by Arlington's Department of Technology Services (DTS).

Kickoff

During the engagement kickoff, key stakeholders from all parties will introduce themselves and their roles, and will review this SOW to identify key milestones for each party. A weekly cadence of communication will be established, and a secure repository for documentation will be identified during the kickoff. A key element of this effort will be defining hard phones required throughout Arlington County in order to develop an accurate cost model for any potential change in technology.

Workshops

The initial workshops will focus on existing hardware and software, integrations, and contact center. With more than a dozen call centers representing more than one hundred (100) agents, ATA Trusted Advisors proposes interviewing a subset of those agents to determine how constituents are serviced today – and what they would like to see changed or optimized in the contact centers. An outline of workshop topics is below.

- 1) Premise-based Cisco components
 - a) UCS servers
 - b) CUBE gateways for SIP
 - c) VCS Expressway Core & Edge for VPNless Jabber
 - d) Analog gateways
 - e) Hard phones
 - f) Voice applications, versions, and users configured for: Communications Manager, Unity Unified Messaging, Emergency Responder, Jabber, UCCX

- 2) Integrations to existing voice solution
 - a) Call recording (Virtual Observer)
 - b) Door actuators and video doorbells (2N)
 - c) IVR (Selectron)
 - d) Microsoft bots
 - e) Microsoft Teams
 - f) Microsoft Dynamics
 - g) Phone paging (Singlewire/Informacast)

- h) MDSL (formerly Telesoft) Billing system
- 3) Contact Centers
- a) Departmental interviews: five (5) groups of not-to-exceed five (5) agents/supervisors each
 - b) Reporting
 - c) Annual changes to call trees and custom announcements
 - d) Cross training for existing agents to cover other Arlington County contact centers

Carrier Circuit Identification and Telecom Expenses

Leveraging subcontractor Warner Telecom, ATA Trusted Advisors will identify existing carrier circuit services provided to Arlington County by reviewing its current Verizon invoices. ATA Trusted Advisors will identify SIP trunks and their capacities, as well as termination points and any redundant configurations. ATA Trusted Advisors will also evaluate analog lines in use by Arlington County, versus not-in-use. In order to accomplish these elements, a signed Letter of Agency (LOA) and electronic invoices will be required in order to access current carrier charges. This will not include telecom expenses related to cellular services.

Deliverables

- 1) Logical design of existing voice components
- 2) Hardware and Software inventory to include the following:
 - a) Software versions and patches currently being run of each Cisco voice application
 - b) Users licensed for each application
 - c) End-of-Life upcoming dates on versions of software or hardware associated with Arlington's Cisco voice infrastructure
- 3) Carrier circuit IDs, logical configuration for redundancy, and maximum SIP sessions.
- 4) Contact Center configurations – Top 5 contact center manager interviews (contact center questionnaire to be provided at engagement kickoff)
- 5) Phase 1 Close-Out meeting to include a review of discovery information and presentation of deliverables. (Should the analog line evaluation still be underway when all other items of Phase 1 have been completed, a separate close out will be scheduled to review only the findings of Warner on circuitry and analog lines).

Phase 2: Requirements Development

ATA Trusted Advisors will organize information gathered in the discovery phase to define requirements for modernizing Arlington County's telephony environment. This phase of the project will organize interview notes and convert them to detailed documents for analysis. Sample documents will be provided at engagement kickoff and include the following:

- Questionnaire and Interactive Assessment;
- Weighted Requirements and Feature Matrix;
- User Group Interviews (contact center and super users, as defined by Arlington County's five [5] groups); and
- Pricing Templates for recommended solutions.

In addition, ATA Trusted Advisors will provide scoring documents for Arlington County to consider, while evaluating recommended solutions. ATA Trusted Advisors will present the above-listed documents during a two (2) hour meeting with Arlington County.

ATA Trusted Advisors will document the prioritized goals and include them as the final deliverable for this phase. This will serve as a validation that the information collected during the discovery phase aligns with Arlington County's management's assumptions regarding the previously set goals, and will align Arlington County to multiple provider options for modernizing the telephony environment.

Phase 3: Recommended Solutions and Budgeting

ATA Trusted Advisors, via web conference, will begin Phase 3 by presenting a list of qualified providers based upon the specific technical requirements and goals outlined in Phase 2. ATA Trusted Advisors will work with up to three (3) qualified providers, and will collaborate with the Arlington County team to score responses.

For each potential provider, ATA Trusted Advisors will organize the following:

- Detailed overview to include estimated costs, features, integrations;
- Executive Overview (What, Why, How much time and cost?);
- Discuss risk factors to each possible outcome; and
- Review reference cases.

With pricing scenarios outlined, ATA Trusted Advisors will complete a TCO Analysis over Arlington County-defined depreciation. The intent is to identify cost savings with optimization. The presentation of up to three (3) possible outcomes and their estimated costs will conclude Phase 3.

Project Logistics

Project Schedule and Assumptions

- The project will commence on a mutually agreeable date between the parties. Service Provider(s) and Arlington County will jointly manage the project, and will develop estimated timelines based on best practices project management methodology. Any dates, deadlines, timelines, or schedules agreed to by the parties are estimates only, and the parties will not rely on them for purposes other than initial planning.
- The following Arlington County locations are in scope for UCaaS evaluation: CHP and Trades & Equinix NOCs
- All work will be performed during normal business hours (Monday – Friday, 8am-6pm Eastern time, excluding holidays).
- All work for this engagement will be performed remotely. Travel and Expenses are not applicable for this engagement.
- Technology recommendations are subjective and not a guarantee of performance or desired result.

Responsibilities

Any variations may result in scope changes and additional charges.

Service Provider Responsibilities

Service Provider(s) responsibilities and expectations are as follows:

- ATA Trusted Advisors will assign a dedicated project coordinator resource to work with all application carrier providers, and to track engagement progress, estimated timeline, budget, etc.
- Join project calls with carrier providers, as needed. Note: Service Provider(s) is not responsible for delays in performance or delivery directly caused by carrier providers.
- Escalate issues, as needed.

Arlington County Responsibilities

Arlington County's responsibilities and expectations are as follows:

- Assign a single point of contact (POC) who will act as the focal point for all communications and will be responsible to facilitate meetings or discussions and assist in resolving issues regarding the project schedule, focus, deliverable content, information acquisition, and scope. The POC will communicate all project matters to the service provider contact person.
- Provide at least one (1) qualified technical POC with system administration responsibilities.
- Provide timely access to subject matter experts and other relevant personnel for questions, interviews, and follow-up discussions, if necessary. Adherence to mutually agreed upon project schedules, is contingent on Arlington County's provision of information in a timely manner.
- Provide physical and remote access as needed to pertinent networks, devices, and technology providers.
- Provide access to Cisco Prime Licensing Manager and Cisco Smart Account as needed.
- Perform other reasonable duties and tasks to facilitate performance of the services, including but not limited to, providing requested descriptions and diagrams of existing environment or providing business and technical specifications desired for this project within a commercially reasonable timeframe.



- Provide (directly or through managed services partner) necessary technical and account information to enable a new provider to transition services from its incumbent provider.
- Responsible for any financial liability to incumbent provider(s) (if applicable) as a result of transitioning the services away from incumbent provider(s).
- Clarifications, edits, or revisions to work product will be formally requested via email within 48 hours of submittal by Service Provider(s).
- Provide review and acceptance for efforts submitted by Service Provider(s) within five (5) business days of delivery to Arlington County. Milestones will be deemed accepted if no feedback is provided within five (5) business days. Invoices will be issued within five (5) business days of delivery.

Expiration and Termination

This SOW expires and will no longer be in force or effect unless it is signed by Arlington County personnel, transferred in its entirety to GuidePoint so that it is received within thirty (30) days from the date written on its cover page, and then signed by Arlington County, except as otherwise agreed by GuidePoint. Either Party may terminate this SOW for cause if the other Party fails to adhere to the terms of this SOW.

Pricing

Detailed Pricing Schedule

Professional Services	GSA Schedule #	Labor Category	GSA Rate	Hours	Price
Milestone / Phase 1 – Discovery	GS-35F-508CA	Sr. SME	\$253.90	120	\$95,235.90
		SME	\$199.94	255	
		PM	\$172.29	80	
Milestone / Phase 2 – Requirements Development	GS-35F-508CA	Sr. SME	\$253.90	80	\$67,191.60
		SME	\$199.94	200	
		PM	\$172.29	40	
Milestone / Phase 3 – Recommended Solution	GS-35F-508CA	Sr. SME	\$253.90	40	\$33,042.80
		SME	\$199.94	80	
		PM	\$172.29	40	
				Total	\$195,470.30

Invoicing and Payment Terms

- Invoice upon completion of each Milestone.
- This engagement is utilizing GuidePoint Security's Federal GSA Schedule 70 contract (GS-35F-508CA) via the Cooperative Purchasing Agreement and Arlington Rider Agreement No. 22-DTS-R-368.
- All invoices submitted by GuidePoint are due and payable within forty-five (45) days of the date of the invoice.



Signatures

GuidePoint Security LLC

Arlington County Government

By: _____
 Authorized Signature Date

Name: _____
 (Print Name)

Title: _____

By: _____
 Authorized Signature Date

Name: _____
 (Print Name)

Title: _____

Billing Information

Attn. Name: _____

Email: _____

PO/PR #: _____

Accts. Payable Ph.: _____

Billing Address: _____

GPS #115155

Unless using DocuSign, please e-mail/fax signed copies with Arlington County's signatures to the GuidePoint Contact listed on page 3.