

# Contract Extension FAQ's

## What is new on the extension?

The key changes to the extension are:

- Overall Seat and Service Price decrease of 31%
  - Voice Seats
  - Network Seats
  - Professional Services
- New and Expanded Site Equipment Acquisitions
  - 20 seats (phones) per month, per location
  - 29XX Router for New sites, with limits
  - Two 24 Port Switches or one 48 Port Switch, with limits

## General Information

### When does the extension take effect?

March 8, 2017

### Will the contract extensions pricing take effect the same day as the extension?

No, pricing for the contract will take effect at the beginning of the month (March 1, 2017) in order to simplify billing. The billing statement you will receive in April 2017 will have the new charges starting on March 1st.

### Will the Provider change under this extension?

No, the current provider will continue to support the contract.

### Is this the maximum term for the contract?

The maximum term for this contract extension is September 7, 2019. Approximately 18 months prior to that date, a team will be assembled to start drafting the solicitation for the next phase, or AZNet III, which will replace this contract at its expiration.

# Billing Changes

## Can I get help determining how much my new bill should be?

ASET/EIC can work with your financial team to review the changes and help facilitate changes you may want to make going forward.

## Will this affect high network seat (ports) pricing too?

The pricing model to decrease seat charges by 31% will affect high network seats as well.

## Are there any new services being added to the extended contract?

No, all services currently in place will remain the same.

## Will we start being charged for MACD requests? Or will it still be included in the seat price?

All MACD activity will continue to be included in the seat price. The only difference will be that your seat price will decrease by 31%.

# Inventory and Equipment Acquisitions

## What does “New and Expanded Site Equipment Acquisitions” mean?

*Provider has accounted for incremental growth during the contract extension period. With most growth or expansion covered during the initial contract phase small growth was predicted with known patterns.*

In the case of a new location being added to the managed network, not being relocated, current stock or State stock of equipment for new services will be used to be delivered.

If stock is not available and equipment is needed the provider will supply equipment at no additional charge for the following:

- New/Expanding Standard Sites- 20 seats (phones) or less.
- New Standard Availability Site that would require a single Cisco 29XX series router along with two 24 port Cisco LAN switches or one 48 port; seat density would determine the switches placed.
- If more than 2 sites are supplied in a month, additional site equipment beyond this will be purchased by the State Agency establishing the new site in accordance with the price list titled 'Final 30 Month Pricing'.

*The provider agreed to a revolving carry over for 3 months of allocated devices, with the exception of the last 3 months of the contract, which will be managed by ASET-EIC.*

## **Inventory and Equipment Acquisitions (continued)**

### **How do we determine if there is enough inventory for us to expand or open a new site without having to pay for more equipment?**

ASET/EIC and AZNet II's project management team will work with you to determine the financial impacts, options and schedule for making those types of changes. Be sure to open a ticket as soon as you are aware that the changes may be coming so discussions can start as early as possible to ensure the free equipment is available when your agency needs it.

### **Who determines who will get the "free" inventory and who will pay?**

ASET/EIC will work with you to optimize those opportunities. There is a "floating" month of inventory so EIC will work with you to accommodate both timing and best value for the agency.

### **What if we are just moving our agency to a new location, do we need to wait for the free inventory or buy new equipment to make that move?**

No, you can move WITH your existing equipment.

### **What if I have a broken phone, do I need to buy that?**

No, your existing equipment is covered under the seat pricing for all MACD support and replacement as necessary.

### **Can I purchase additional equipment on this contract for use outside the AZNet II Managed Services?**

No, only equipment for the expansion of the Data Center WAN will be eligible for purchase under this extension. The State Procurement Office has a CPE contract that provides pricing discounts for equipment that you may need for your own agency.

### **Can I purchase the managed equipment I need from the CPE contract, i.e. routers, switches or phones and just give them to the provider to install and manage?**

No, all Managed Service equipment must be purchased through the AZNet II contract.

### **If I have to pay for equipment is my agency responsible for inventory management and tagging the hardware?**

The Agency purchasing the new hardware will follow their own internal Agency asset management policy and opt to tag the device with an Agency tag ID. As per standard AZNet policy the managed asset will be tagged with an AZNet asset tag ID and the device will be tracked through its lifecycle in the AZNet CMDB

## **Inventory and Equipment Acquisitions (continued)**

### **Do I have to purchase software separately or Maintenance on the equipment?**

Equipment purchased comes with included latest version of IOS

### **Who owns the equipment I have to buy? Me, EIC or the Provider**

Equipment purchased by the Agency on an OTC will be owned by the Agency during the time of service. AZNet will still manage the asset and collect it as part of the State Enterprise spare managed by EIC when decommissioned. A transfer asset may be required for the Agency.

### **If I vacate an office can I reserve that equipment that was removed to be assigned to my agency just in case I need it for a new location in the future?**

The Agency shall work with the EIC team to reserve equipment decommissioned if future projects are already initiated.

### **What if I don't need equipment but want to increase the bandwidth on my routers and switches from 1 Gig standard to 10 Gig? Is the upgrade SPF cards supplied by the provider?**

It is available through the AZNet contract as OTC billable.

### **What if the new office my agency is opening has analog service as well as Digital/IP? Do I have to buy the Virtual Gateways/cards for analog services or analog phones?**

Yes, if none are available in State spares you will need to purchase new through the AZNet contract.